



Certified Administrator Of Volunteer Services

2019

CANDIDATE HANDBOOK

Conducted by the American Hospital Association
Certification Center Effective October 2019

AHVRP

**Association for Health Care
Volunteer Resource Professionals**

Advancing the Patient Experience through Volunteer Management

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SECTION 1: GENERAL INFORMATION

CAVS CERTIFICATION

The purpose of CAVS certification is to promote healthcare volunteer services management through the certification of qualified individuals by:

- Recognizing formally those individuals who meet the eligibility requirements of the AHA Certification Center (AHA-CC) and pass the examination.
- Encouraging continued personal and professional growth in the practice of healthcare volunteer services management.
- Providing a national standard of requisite knowledge required for certification; thereby assisting employers, the public and members of the health professions in the assessment of a healthcare volunteer services manager.

ABOUT AHVRP

The CAVS certification is sponsored by The Association for Health Care Volunteer Resource Professionals (AHVRP), the premier professional membership society for healthcare volunteer services, retail operations and related support services disciplines. AHVRP provides education, recognition for personal and professional achievements, national networking as well as affiliation and collaboration with the American Hospital Association on public policy and advocacy issues related to healthcare volunteer services and retail operations. For more information about membership in AHVRP, visit www.ahvrp.org.

ABOUT AMERICAN HOSPITAL ASSOCIATION CERTIFICATION CENTER (AHA-CC)

The American Hospital Association Certification Center (AHA-CC) manages the CAVS exam under contract with AHVRP. In this role, the AHA-CC processes CAVS applications, works with the CAVS Test Committee to develop exam questions, oversees the statistical analysis of test results, communicates with candidates throughout the process, and awards the initial credential. All activity related to CAVS renewal is handled by AHA-CC. The AHA-CC also manages certification examination in the following fields of health care: Constructors, Environmental Services, Facility Managers, Human Resources, Material and Resource Management, Risk Management.

Each certification examination is designed to test a well-defined body of knowledge representative of professional practice in the discipline. Successful completion of a certification examination is an indicator of broad-based knowledge in the discipline being tested. Certification examinations conducted by the AHA-CC are independent of each other. Each leads to a certification credential in a healthcare discipline. Content on each examination was defined by a body of experts. Each edition of a certification examination is developed through a combined effort of qualified subject-matter experts and testing professionals, who construct the examination in accordance with the Examination Content Outline.

For more information of American Hospital Association, please visit www.aha.org/certifcenter.

Testing Agency

The AHA-CC contracts with PSI Services to assist in the development, administration, scoring, score reporting and analysis of its CAVS Examination.

Administered by the AHA-CC, the CAVS certification program promotes healthcare volunteer management through certification of qualified individuals and the following program elements:

- Recognizing formally those individuals who meet the CAVS Examination eligibility requirements of the AHA-CC and pass the CAVS Examination
- Requiring CAVS certification renewal through continued personal and professional growth in the practice of healthcare construction
- Providing a national standard of requisite knowledge required for CAVS certification; thereby assisting employers, the public and members of health professions in assessing healthcare volunteer management

STATEMENT OF NONDISCRIMINATION

AHVRP, PSI, and AHA-CC does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability or marital status.

ABOUT CERTIFICATION EXAMINATIONS

The certification examination is designed to test a well-defined body of knowledge representative of professional practice in the discipline. Successful completion of a certification examination verifies broad-based knowledge in the discipline being tested.

The content of the CAVS exam is defined by a periodic job analysis study. The study involves surveying practitioners in the field to identify tasks that are performed routinely and considered important to competent practice. Each edition of a certification examination is developed through a combined effort of qualified subject-matter experts and testing professionals, who construct the examination in accordance with best practices in professional certification.

NOTE: A Job Analysis study was conducted during 2016, resulting in an updated body of knowledge and competencies. Thus, the 2017-2019 CAVS exam is based on a new content outline. (See section 3 and appendix for details.)

SECTION 2: APPLYING FOR THE EXAM

ELIGIBILITY REQUIREMENTS

To be eligible for the Certified Administrator of Volunteer Services (CAVS) Examination, a candidate must work in a job where at least 50% of his/her time is related to volunteer management. In addition, candidates must fulfill one of the following requirements for education / work experience:

- Baccalaureate degree or higher plus two (2) years of paid associated professional experience in healthcare volunteer services management*.
- Associate degree or equivalent plus three (3) years of paid associated professional experience in healthcare volunteer services management*.
- High school diploma or equivalent plus four (4) years of paid associated professional experience in healthcare volunteer services management*.

**Associated professional experience in healthcare volunteer services management refers to paid work experience in a healthcare setting or provider of services to a healthcare facility in planning and program development, management of personnel and finances, organization and delivery of services, outreach, advocacy, public relations and professional development.*

APPLICATION FORM

The application for the CAVS Exam is available on the AHVRP website or through PSI and AHA Certification center.

Please visit the websites to see further information. www.ahvrp.org, www.goAMP.com, www.aha.org/certifcenter

EXAMINATION FEES

To apply for the CAVS Examination, an eligible candidate must submit the appropriate fee (see below) with a complete CAVS Examination Application to PSI.

AHVRP MEMBER EXAM FEE: \$250

Applicants must provide copy of their member or comparable documentation to verify member status. For more information on your membership records, please contact AHA's Member Service Center at 312-422-3939.

NON-MEMBER EXAM FEE: \$425

- Payment must be made at the time of application. **No application will be processed until the fee has been received.**
- Payment may be made by credit card (VISA, MasterCard, American Express or Discover) or by company check, cashier's check or money order made payable to PSI Services. Cash and personal checks are not accepted.
- Exam-related fees are nonrefundable and nontransferable.
- Up to two (2) business days prior to a scheduled administration, the application may be transferred to a future CAVS examination date by requesting PSI to reschedule a new date. The CAVS Examination date may be rescheduled once without incurring an additional fee. This date must be within your original ninety (90) day eligibility window of PSI confirming receipt of the application. Additional rescheduling of a CAVS Examination date is subject to a \$100 rescheduling fee.

AUTHORIZATION TO TEST

For CAVS Examinations scheduled at PSI Test Centers, generally, in about two (2) weeks of PSI receiving the application, PSI processes it, confirms the candidate's certification of eligibility, and **sends an email and postcard confirmation notice with a toll-free phone number and website address at which a testing appointment can be scheduled.**

If a confirmation notice is not received within four (4) weeks of mailing your application, contact PSI at 888-519-9901. When scheduling a CAVS Examination at a PSI Test Center, be prepared to provide your assigned identification number and to confirm a location and a preferred date and time for testing.

SPECIAL ADMINISTRATION: PAPER AND PENCIL

A pencil-and-paper version of the exam may be offered at the annual AHVRP conference and at some state conferences by special arrangement. The same application process applies to all administrations of the exam, whether taken by computer or in person at an event.

SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES

The AHA-CC complies with applicable provisions of the Americans with Disabilities Act (ADA) and strives to ensure that no individual with a disability is deprived of the opportunity to take the CAVS Examination solely by reason of that disability. Through its agents, the AHA-CC will provide reasonable accommodation for a candidate with a disability who timely requests accommodation by completing and timely submitting the two-page Request for Special Examination Accommodations form included in this Candidate Handbook to PSI.

Wheelchair access is available at all PSI Test Centers. Candidates must advise PSI at the time of scheduling that wheelchair access is necessary.

A candidate with a visual, sensory or physical disability that prevents taking the CAVS Examination under standard conditions may request special accommodations and arrangements. For either a computer or a special administration of a CAVS Examination, complete the two-page Request for Special Examination Accommodations form included in this Candidate Handbook and submit it with a CAVS Examination Application and fee at least 45 days prior to the CAVS Examination date desired.

ACCOMMODATIONS FOR TESTING

If special accommodations are required, complete and submit to PSI the two-page Request for Special Examination Accommodations form included in this Candidate Handbook, and submit with the CAVS Examination two-page Application and fee to PSI at least 45 days prior to the desired testing date.

ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT

The AHA-CC is responsible to its candidates, certificants, employers, the profession and the public for ensuring the integrity of all processes and products of its Certification Programs. As such, the AHA-CC requires adherence to these Professional Standards of Conduct by all who have achieved certification through successful

completion of its programs. A candidate whose signature is on an application for examination attests to ongoing agreement to adhere to the following Professional Standards of Conduct.

Professional Standards of Conduct. A certificant who is awarded CAVS certification by the AHA-CC agrees to conduct himself/herself in an ethical and professional manner. This includes demonstrating practice-related behavior that is indicative of professional integrity. By accepting certification, the certificant agrees to the following:

- Maintain professional competence.
- Demonstrate work behavior that exemplifies ability to perform safely, competently and with good judgment.
- Conduct professional activities with honesty and integrity.
- Avoid discriminating against any individual based on age, gender, race, color, religion, national origin, disability or marital status.
- Avoid conflicts of interest.
- Abide by the laws, rules and regulations of duly authorized agencies regulating the profession.
- Abide by rules and regulations governing programs conducted by the AHA Certification Center.
- Not to misrepresent the credential and to adhere to the Guidelines for Use of the Certification Marks as posted on the AHA-CC website.

Infraction of the Professional Standards of Conduct is misconduct for which granting of a certification or renewal of a certification may be delayed or denied, or for which a certification may be revoked by the AHA-CC.

Reporting Violations. To protect the national credentials and to ensure responsible practice by its certificants, the AHA-CC depends upon its candidates and certificants, professionals, employers, regulatory agencies and the public to report incidents that may be in violation of these Professional Standards of Conduct. A certificant who has violated these Standards should voluntarily surrender his/her certification.

Written reports of infraction of these Standards may be sent to: AHA Certification Center, 155 N. Wacker Drive, Suite 400, Chicago, IL 60606. Only signed, written communication will be considered.

The AHA-CC will become involved only in matters that can be factually determined, and commits to handling any situation as fairly and expeditiously as possible. During its investigation and decision, the AHA-CC will protect the confidentiality of those who provide information to every possible extent. The named individual will be afforded a reasonable opportunity to respond in a professional and legally defensible manner, in accordance with policies established by the AHA-CC.

APPEALS

A candidate who believes he or she was unjustly denied eligibility for CAVS Examination, who challenges results of the CAVS Examination or who believes he/she was unjustly denied renewal of certification may request reconsideration of the decision by submitting a written appeal to the AHA Certification Center, 155 N. Wacker Drive, Suite 400, Chicago, IL 60606. The candidate for certification or renewal of certification must provide evidence satisfactory to the Appeal Board that a severe disadvantage was afforded the candidate during processing of an application for CAVS Examination or renewal of certification or prior to or during administration of the CAVS Examination. The appeal must be made within 45 days of receipt of a score report or any other official correspondence related to certification or renewal of certification from the AHA-CC or its agents. The written appeal must also indicate the specific relief requested. The appealing candidate is required

to submit a \$100 fee (payable to the AHA-CC) with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Appeal Board. For additional regulations related to the appeal process, contact the AHA-CC.

DATA CONFIDENTIALITY

Information about a candidate for testing or examination results is considered confidential. However AHVRP, AHA-CC and PSI reserves the right to use information supplied by or on behalf of a candidate in the conduct of research. Studies and reports concerning candidates contain no information identifiable with any candidate, unless authorized by the candidate. Demographic information about a candidate is shared only in cases where the candidate may benefit. Scores are never reported to anyone other than the candidate, unless the candidate directs such a request in writing.

RE-TESTING, RESCHEDULING OR CANCELING AN EXAMINATION

For a computer administration at a PSI Test Center, a candidate's application **is valid for 90 days** from the date of eligibility. The candidate **must schedule an appointment and take the CAVS Examination within this 90-day period**. A candidate who fails to schedule an appointment within the 90-day period forfeits the application and all fees paid to take the CAVS Examination. A complete application and full examination fee are required to reapply for CAVS Examination.

For special administrations, approximately ten (10) business days after PSI's receipt of application, a notice is sent by email to the candidate stating the application has been received and approved. If the application is ineligible, a letter will be sent to the candidate listing the deficiency. Generally, candidates receive their admission letter to the testing about two (2) to three (3) weeks prior to the CAVS special administration date. The notice includes the date, location and check-in time for the CAVS Examination. A candidate is allowed to take only the CAVS Examination for which application is made and confirmation from PSI is received. Unscheduled candidates (walk-ins) are not allowed to take the CAVS Examination.

Rescheduling/Canceling a CAVS Examination

Although CAVS Examination Application fees are nonrefundable, a candidate who is unable to take the CAVS Examination has the following options to reschedule it:

- A candidate may reschedule the CAVS Examination once at no charge online at www.goAMP.com or by calling PSI at 888-519-9901 at least two (2) business days prior to a scheduled administration date. The CAVS Examination must be rescheduled within your original ninety (90) day eligibility window.
- A candidate may reschedule a second or additional time by submitting to PSI a written request including their name, address, identification number and the \$100 rescheduling fee. A new CAVS Examination application is not required. The CAVS Examination must be rescheduled within ninety (90) days of the originally scheduled CAVS Examination date. For payment by credit card, the credit card number, expiration date and 3-digit security code must be included.
- A candidate who wants to reschedule or cancel an examination after the 90 day period forfeits the application and all fees paid to take the CAVS Examination. A new, complete CAVS Examination

application and full examination fee are required to reapply for the CAVS Examination.

SECTION 3: PREPARING FOR THE EXAM

EXAMINATION CONTENT

The CAVS examination is composed of 100 multiple-choice questions. Candidates for the CAVS exam are allowed 2 hours in which to complete the examination. All questions are equally weighted. Candidates are expected to select the best answer from among the four options given. Each question on the examination is categorized by a cognitive level that a candidate would likely use to respond. These categories are:

Knowledge - Knowledge questions recognize specific information and facts that do not vary by situation. Such questions are predominantly an effort of memory and include the recall of specific facts, generalizations, concepts, and procedures.

Application - Application questions require comprehension, interpretation, or manipulation of concepts or data. They primarily test simple interpretations or applications of limited data.

Questions may require recognition of more than one element or concept and the ability to apply knowledge to a specific situation.

The examination is based on seven major content (competency) areas as shown below. In addition, the number of examination questions devoted to each major content area is indicated.

| Competency | Number of Exam Questions |
|---|--------------------------|
| Plan for Strategic Healthcare Volunteer Engagement | 13 |
| Advocate for Healthcare Volunteer Involvement | 14 |
| Attract and Onboard a Healthcare Volunteer Workforce | 22 |
| Prepare Healthcare Volunteers for their Roles | 10 |
| Document Healthcare Volunteer Involvement | 17 |
| Manage Healthcare Volunteer Performance and Impact | 15 |
| Acknowledge, Celebrate and Sustain Healthcare Volunteer Involvement | 9 |

A detailed list of topics in each content area is provided in the Appendix.

SELF-ASSESSMENT

Candidates who have passed the CAVS Examination report that study should begin by reviewing the Examination Content Outline. Review the content categories and related tasks, identifying those tasks that are not performed regularly and are not familiar. Then, focus study on those unfamiliar tasks. Remember that all questions in the CAVS Examination are job-related and test comprehension and application of information, not just recall of isolated facts. Candidates report spending 40 to 50 hours preparing for the exam.

Candidates are encouraged to use this self-assessment process as a guide to identify which topic areas they need to focus on as they read and study. A Self-Assessment tool is provided on the AHRVP website at

<http://www.ahrp.org/programs/certification.shtml>

STUDY RESOURCES

Professional certification exams are designed to assess the candidate's ability to apply the concepts of effective practice, rather than the memorization of information learned through direct study of any particular book or reference. AHVRP recommends that review for the CAVS Examination focus on references and training that cover the information summarized in the CAVS Examination Content Outline. It should not be inferred that questions in the examination are selected from any single reference or set of references or that study from specific references guarantees a passing score on the examination. For information about references, study guides and resources offered by the Association for Health Care Volunteer Resource Professionals, visit www.ahvrp.org

SAMPLE EXAM QUESTIONS

Several sample questions are provided in the *Appendix*. These provide a sense of the format of CAVS exam questions. Please note they are not intended as a major study tool related to exam content, nor as an indicator of exam success.

GENERAL STUDY TIPS

Remember that this is a generic exam. Your work and professional experience may vary a bit due to unique circumstances, but **the exam is designed to address generally accepted best practices**. As you develop a study plan that works for you; the following tips may be helpful:

- Think about study techniques that have helped you in the past. What challenges have you encountered that you need to consider now?
- Identify effective reading and note-taking techniques you have used or heard about. If you plan to try new techniques, allow enough time to master them.
- Outline each study session. Some ideas you may want to consider include:
 - Write study questions or scenarios for self-testing. Share these on the listserv or with a study buddy.
 - Use definitions and key terms to identify not only facts, but also concepts to review.
 - Identify topics that require additional study or discussion.
 - Prepare flash cards to capture terms, ideas, and other material that require additional study.
 - Work with a partner or study group to teach each other. Discussing effective practice and management situations with others from settings different than yours will help you understand universal principles.
- Make a **realistic** study schedule. Space your studying and allow ample time for review. It is important to devote several weeks to reading your reference material. Previous candidates report spending 40-50 hours preparing for the Exam.
- Determine how, when and where you study best. Take breaks, exercise, and keep your body and mind relaxed.
- There are no trick questions. There is only one correct answer for each question.
- There will be no country-specific material (such as statistics, laws, or regulations) used in the exam.

SECTION 4: TAKING THE EXAM

EXAM SITE

When scheduling the CAVS examination through PSI, please use the following website to find the nearest location. <http://online.goamp.com/CandidateHome/displayTCList.aspx?pExamID=21101>

SCHEDULING AN EXAM APPOINTMENT

Online Application and Scheduling

For computer administrations at PSI Test Centers only

Complete the application and scheduling process in one online session. Visit www.aha.org/certifcenter click on “AHVRP,” click on “Online Application and Scheduling”, and then follow the online instructions.

If you are a current member of an AHA Personal Membership Group (PMG), you are eligible for the reduced AHA member rate for AHVRP Examination fee. Click on “Member,” and enter your membership number, name and address exactly as they appear in AHA’s membership database. Your preferred mailing and email addresses designated in AHA’s membership database are used for all records and communications. For information on your membership record, please contact AHVRP at 312-422-3939.

****NEW MEMBERS** must wait at least five business days after new membership to apply online. After completing the application and submitting credit card payment information (VISA, MasterCard, American Express, Discover), PSI confirms the candidate’s certification of eligibility and prompts the candidate to schedule a CAVS Examination appointment or supply additional eligibility information. The candidate must schedule a CAVS Examination date within the assigned 90 day eligibility window. A written request must be submitted for an incomplete online CAVS Examination Application fee to be returned to the candidate (less a \$50 processing fee).

Paper Application

For all administrations

Complete and submit to PSI an examination application with the appropriate fee. You may complete the two page paper application included in this Candidate Handbook or obtained by one (1) of the following ways:

- Downloading copy from www.aha.org/certifcenter
- Contacting PSI at 888-519-9901

For eligibility, a CAVS Examination application requires:

- Information provided is legible and accurate.
- All of the following required information is provided:
 - Personal Information.
 - Examination Type. For the application for a specific special administration, go to www.goAMP.com
 - Application Status
 - Membership Status. Eligibility for the Member rate of the CAVS Examination Application fee

requires recording your membership number, name, and address exactly as they appear in AHA's membership database. For information on your member record, contact AHVRP at 312-422-3939.

- Method of payment for the applicable fee
- Demographic information
- Signature
- The candidate is eligible for the examination and can provide evidence if requested to do so.
- Appropriate fee accompanies the application (credit card, company check, cashier's check or money order). If you are an AHA Personal Membership Group (PMG) member, you must provide your member number to PSI.

If special accommodations are required, complete and submit to PSI the two-page Request for Special Examination Accommodations form included in this Candidate Handbook, and submit with the CAVS Examination two-page Application and fee to PSI at least 45 days prior to the desired testing date.

ADMISSION TO THE TESTING CENTER

Reporting for the CAVS Examination

Bring with you the confirmation notice provided by PSI. It contains the unique identification number required to take the test and is required for admission to the testing room.

For a computer administration, report to the PSI Test Center no later than the scheduled testing time. After entering the H&R Block office, for some locations, follow the signs indicating PSI Test Center Check-In.

For a special administration (laptop or paper-and-pencil), report to the designated testing room at the time indicated on the confirmation notice. The CAVS Examination will begin after all scheduled candidates are checked-in and seated and no more than one hour after the scheduled registration begins. Follow the signs provided in the hotel/convention center to locate the testing room.

On-site Security

The AHA-CC and PSI maintain examination administration and security standards that are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The testing environment at PSI Test Centers is continuously monitored by audio and video surveillance equipment or exam personnel. Candidates may be subjected to a metal detection scan upon entering the examination room.

Identity Verification

To gain admission to the PSI Test Center or a testing room, the candidate must present two (2) forms of identification. The primary form must be government issued, current, and include the candidate's name, signature and photograph. The candidate will also be required to sign a roster for verification of identity. A candidate without proper identification will not be permitted to take the CAVS Examination.

- Examples of valid primary forms of identification are current driver's license with photograph, current state identification card with photograph, current passport, or current military identification card with photograph.
- The secondary form of identification must display the candidate's name and signature for the candidate's signature verification. (e.g., credit card with signature, social security card with signature, employment/student ID card with signature, etc.)
- If the candidate's name on the registration list is different than it appears on the forms of identification,

the candidate must bring proof of the name change (e.g., marriage license, divorce decree, or court order).

- No form of temporary identification will be accepted.

Use of Calculators

Some CAVS Examination questions may require calculations. Use of a silent, nonprogrammable calculator without paper tape-printing capability or alpha keypad is permitted during testing. Use of a computer or a cell phone is not permitted. Calculators will be checked for conformance with this regulation before candidates are allowed admission to the Test Center or testing room. Calculators that do not comply with these specifications are not permitted in the PSI Test Center or testing room.

Failing to Report for the CAVS Examination/ NO SHOWS

A candidate who arrives more than fifteen (15) minutes after the scheduled testing time is not admitted.

- A candidate who is not admitted due to late arrival must reschedule the CAVS Examination for a new date that is within ninety (90) days from the originally scheduled testing date and remit the \$100 rescheduling fee. To schedule a new appointment for the exam, the candidate must submit to PSI a written request including their name, address, identification number and rescheduling fee. For payment by credit card, the credit card number, and expiration date must be included. A new examination application is not required.
- A candidate who does not reschedule a CAVS Examination session that is within the ninety (90)-day period forfeits the application and all fees paid to take the exam. A complete application and full exam fee are required to reapply for the exam

TESTING CENTER RULES

All CAVS Examination candidates must comply with the following rules during the CAVS Examination administration:

1. No personal items (including watches, hats, and coats), valuables or weapons should be brought into the testing room. Only keys, wallets, and items required for medical needs are permitted. Books, computers, or other reference materials are strictly prohibited. If personal items are observed in the testing room after the examination is started, the exam administration will be forfeited. PSI is not responsible for items left in the reception area.
2. Pencils will be provided during check-in. No personal writing instruments are allowed in the testing room.
3. CAVS Examinations are proprietary. CAVS Examination questions may not be recorded or shared with any individual in any manner. No cameras, notes, tape recorders, pagers, cellular/smart phones, or other recording devices are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the CAVS Examination.
4. Eating, drinking, and smoking are not permitted in the testing room.
5. No documents or notes of any kind may be removed from the testing room. Each CAVS candidate will be provided one sheet of scratch paper that must be returned to the CAVS Examination proctor at the completion of testing.

6. No questions concerning the content of the CAV Examination may be asked of anyone during the CAVS Examination. 7. Permission from the CAVS Examination proctor is required to leave the testing room during the exam. No additional time is granted to compensate for time lost.

8. No guests, visitors, or family members are allowed in the testing room or reception areas.

Candidates observed engaging in any of the following conduct during the CAVS Examination may be dismissed from the CAVS Examination session, their score on the CAVS Examination voided and the CAVS Examination fees forfeited. Evidence of misconduct is reviewed by the Appeal Board of the AHACC to determine whether the CAVS candidate will be allowed to reapply for CAVS Examination. If reexamination is granted, a complete CAVS Examination application and full CAVS Examination fee are required.

- Gaining unauthorized admission to the CAVS Examination
- Creating a disturbance, being abusive or otherwise uncooperative
- Displaying and/or using electronic communications equipment including but not limited to pagers, cellular/smart phones, etc.
- Talking or participating in conversation with other CAVS Examination candidates
- Giving or receiving help or being suspected of doing so
- Leaving the PSI Test Center or testing room during the CAVS Examination
- Attempting to record CAVS Examination questions in any manner or making notes
- Attempting to take the CAVS Examination for someone else
- Having possession of personal belongings
- Using notes, books, or other aids without it being noted on the roster
- Attempting to remove CAVS Examination materials or notes from the PSI Test Center or the testing room

Copyrighted CAVS Examination Questions

All CAVS Examination questions are the copyrighted property of the AHA-CC. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display the CAVS Examination questions by any means, in whole or in part. Doing so may result in severe civil and criminal penalties.

DISMISSAL

Any candidate who is observed engaging in any misconduct will be subject to dismissal from the examination, may be barred from future exams for a period ranging from one year to permanent dismissal, and may be required to forfeit his or her current exam fee and/or period of eligibility. Testing-center proctors or exam administrators are authorized to take immediate and appropriate measures against candidates who are caught violating testing rules. The candidate is entitled to appeal the dismissal determination through the formal appeals process.

INCLEMENT WEATHER OR EMERGENCY

In the event of inclement weather or unforeseen emergencies on the day of examination, the AHA-CC, in concert with PSI, will determine whether circumstances warrant the cancellation and subsequent rescheduling of a CAVS Examination. If testing personnel are able to conduct business, the examination usually proceeds as scheduled.

Every attempt is made to administer a CAVS Examination as scheduled; however, should a CAVS Examination be canceled, the scheduled candidate will receive notification following the examination regarding a rescheduled examination date or reapplication procedures. In the case of cancellation, no additional fee is required to test.

For computer administrations at PSI Test Centers, candidates may visit www.goAMP.com prior to the examination to determine if any Test Centers have been closed.

In the event of a personal emergency on the day of examination, a candidate may request consideration of rescheduling the examination without additional fee by contacting the AHA-CC in writing within thirty (30) days of the scheduled testing session. A description of the emergency and supporting documentation are required. Rescheduling without an additional fee being imposed will be considered on a case-by-case basis.

TAKING THE CAVS EXAMINATION

After identity of the candidate has been verified and his/her calculator has been approved, the candidate is directed to a testing carrel for a computer administration or an assigned seat for a special administration. For computer-based testing, including laptop administrations, each candidate is provided one sheet of scratch paper for calculations that must be returned to the CAVS Examination proctor at the completion of testing.

For a **paper-and-pencil administration**, the candidate is provided oral and written instructions about the CAVS Examination administration process.

For a **computer administration at a PSI Test Center** or a laptop administration, the candidate is provided instructions on-screen. First, the candidate is instructed to enter his/her unique identification number. Then, the candidate's photograph is taken and remains on-screen throughout the CAVS Examination session. Prior to attempting the exam, the candidate is provided a short tutorial on using the software to take the exam. Tutorial time is NOT counted as part of the two (2) hours allowed for the CAVS Examination. Only after a candidate is comfortable with the testing software and chooses to start the exam will the CAVS Examination begin.

The computer monitors the time spent on the CAVS Examination. The CAVS Examination terminates at the two hour mark. Clicking on the "Time" button in the lower right portion of the screen key reveals a digital clock that indicates the time remaining. The time feature may also be turned off during the exam.

Only one CAVS Examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire CAVS Examination question appears on-screen (stem and four options labeled A, B, C and D). Select an answer either by entering the letter of the option (A, B, C or D) or using the mouse to click on the option. The letter of the selected option appears in the window in the lower left portion of the screen. To change an answer, enter a different option by pressing the A, B, C or D key or by clicking on the option using the mouse. An answer may be changed multiple times.

To move to the next question, click on the forward arrow (>) in the lower right corner of the screen. This action allows the candidate to move forward through the CAVS Examination question by question. To review a question or questions, click the backward arrow (<) or use the left arrow key to move backward through the CAVS examination.

An exam question may be left unanswered for return later in the testing session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the TIME button. Click on the hand icon to advance to the next unanswered or bookmarked question on the CAVS Examination. To identify all unanswered or bookmarked questions, repeatedly click on the hand icon.

When the CAVS Examination is completed, the number of scored CAVS Examination questions answered is reported. If fewer than 100 questions were answered and time remains, return to the CAVS Examination and answer the remaining questions. Be sure to answer each CAVS Examination question before ending the CAVS Examination. There is no penalty for guessing.

Candidates may provide comments about a CAVS Examination question. Comments will be reviewed, but individual responses will not be provided.

- For a computer administration, online comments may be provided for any question by clicking on the button displaying an exclamation point (!) to the left of the TIME button. This opens a dialogue box where comments may be entered.
- For a paper-and-pencil administration, comments may be provided on the answer sheet on the day of the CAVS Examination.

NOTIFICATION OF RESULTS

CAVS Examination Score Reports

Score reports are issued by PSI, on behalf of the AHA-CC. Scores are reported in written form only, in person or by U.S. mail. Scores are not reported over the telephone, by electronic mail or by facsimile.

- A candidate who takes the CAVS Examination in paper-and-pencil format receives his/her score report from PSI by mail generally in about three (3) five (5) weeks after the CAVS Examination.
- A candidate who takes the CAVS Examination on a computer at a PSI Test Center or on laptop receives his/her score report before leaving the testing center except when the CAVS Examination program is in a provisional score report mode.

The score report indicates a “Pass” or “Fail”, which is determined by the raw score on the CAVS Examination. The score report also includes raw scores for each of the major categories of the CAVS Examination Content Outline. A raw score is the number of questions answered correctly. Responses to individual CAVS Examination questions will not be disclosed to the candidate. Even though the CAVS Examination consists of 100 questions, the score is based on 100 questions. The minimum passing score for the CAVS Examination is posted on www.aha.org/certifcenter.

Recognition of certification and information about certification renewal are issued from the AHA-CC generally in about four (4) to six (6) weeks of successfully completing the CAVS Examination. This package is mailed to the address contained in the AHA member database.

Passing the CAVS Examination

An eligible candidate who passes the CAVS Examination is awarded the CAVS credential. Generally, four (4) to six (6) weeks after the candidate passes the CAVS Examination, the AHA-CC mails to the candidate a

certificate of recognition, a pin and information about certification renewal requirements. The name on the certificate and the address to which the package is mailed is based on information in the candidate's membership record. It is the candidate's responsibility to keep current this information.

The AHA-CC, in concert with the personal membership group (PMG), reserves the right to recognize publicly CAVS candidates who has successfully completed the CAVS Examination. Recognition is awarded so as not to embarrass any candidate who is not successful in achieving certification.

Name, address, telephone number and email address of a candidate who passes the CAVS Examination will be shared with the PMG. Scores are never reported. If you do NOT wish to have your personal information shared, please opt out by contacting the AHA-CC in writing via Email at certification@aha.org or fax at 312-422-4575.

Failing the CAVS Examination

If a candidate does not pass the CAVS Examination, the score report includes a shortened application form to apply for retaking the CAVS Examination. All exam fees apply for retaking a CAVS Examination.

- To schedule a retake of the CAVS Examination, a candidate may apply by using the online application and scheduling feature on www.aha.org/certifcenter or by submitting the re-application form included with the score report. To use this shortened application form, the complete application and full CAVS Examination fee must be submitted and a CAVS Examination scheduled within the 90-day period following the failed CAVS Examination.
- A candidate who wishes to retake the CAVS Examination after ninety (90) days following the failed CAVS Examination date must submit a completed full-length application (in this CAVS Handbook or online at www.goAMP.com) and full examination fee.

Every retake requires submitting a CAVS Examination application and the full CAVS Examination exam fee. There is no limit to the number of times an individual may take the CAVS Examination.

CAVS Examination Scores Cancelled by the AHA-CC

The AHA-CC and PSI are responsible for maintaining the integrity of the scores reported. On occasion, occurrences such as computer malfunction or misconduct by a candidate may cause a score to be suspect. The AHA-CC is committed to rectifying such discrepancies as expeditiously as possible. The AHA-CC may void CAVS Examination results if, upon investigation, violation of CAVS Examination regulations is discovered.

CAVS Examination Score Confidentiality

Information about a candidate for testing or renewal of certification and CAVS Examination results is considered confidential; however, the AHA-CC reserves the right to use information supplied by or on behalf of a candidate in the conduct of research. Studies and reports concerning candidates contain no information identifiable with any candidate, unless authorized by the candidate.

SECTION 5: CERTIFICATON RENEWAL

HOW TO RENEW CAVS CERTIFICATION

Achieving certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the certification is required to maintain certified status and to demonstrate ongoing

commitment to remain current in the field. Initial certification or renewal of CAVS certification is valid for three (3) years.

Eligible candidates who successfully complete the CAVS Examination are provided information about certification renewal requirements in a certification package sent by the AHA-CC. The CAVS Certification Renewal Application must be submitted to the AHA-CC up to one (1) year prior to the expiration date as listed on the certificate of achievement. Certification renewals submitted after the expiration date incur a \$50 late fee.

As a courtesy, the AHA-CC emails notices to certificants of their pending certification expiration. Certificants are responsible for keeping their contact information accurate. The AHA-CC is not responsible for communications not received due to incorrect contact information in a certificant's record.

The current CAVS Certification Renewal Application and renewal fees are posted at www.aha.org/certifcenter.

A certificant must renew the CAVS credential through one (1) of the following two (2) ways:

- **Successful re-examination.** To renew this way, successfully pass the CAVS Certification Examination no more than one (1) year prior to expiration of the CAVS Certification (subject to usual fees and provisions for testing) and submit with the CAVS Certification Renewal Application a copy of your passing CAVS score report. An additional Certification Renewal Application fee is not required if a candidate selects this way to renew the CAVS designation.
- **Completion of 45 contact hours of eligible continuing professional education over the three (3)-year period and payment of the renewal fee.** To renew this way, you must submit a completed CAVS Certification Renewal Application with the appropriate fee and report all eligible continuing professional education activities that you completed during your renewal period. Eligible activities include attending or teaching academic courses, completing online course, attending professional organization, among other activities. Some activities have limitation on maximum allowable hours. Refer to the current Certification Renewal Application for a description of eligible activities and other provisions for renewing your certification.

Certification Renewal Application processing generally requires about four (4) to six (6) weeks. Certificants who meet the renewal requirements receive in the mail (at the address in their membership record) a new certificate of recognition listing the new certification expiration date, as well as information about renewing the certification. Certificants are afforded an opportunity to remove deficiencies. Certificants are responsible for keeping current contact information in their membership record.

FAILING TO RENEW CAVS CERTIFICATION

A certificant who fails to renew his/her certification will receive written notification that he/she is no longer considered certified and may not use the CAVS credential in professional communications including but not limited to letterhead, stationery, business cards, directory listings and signatures. To regain certification, the individual must retake and pass the CAVS Examination (subject to the usual fees and provisions for testing).

APPENDIX

Sample Exam Questions

A set of sample exam questions is provided below to familiarize candidates with the format they will encounter on the CAVS Exam. Due to the limited number of samples, candidates should not utilize this as a major study tool. The answers are provided at the end of this document.

1. Benchmarking is an organizational improvement process for
 - a. comparing against best practices.
 - b. measuring progress.
 - c. assuring best practices.
 - d. comparing work performance.
2. The Joint Commission Environment of Care standards require Volunteer Services Departments to have:
 - a. a cost reduction plan.
 - b. a value analysis program.
 - c. an employee development plan.
 - d. an emergency preparedness plan.
3. A volunteer develops a vision disability and wants to continue in her current role. Which action will accommodate the volunteer's request?
 - a. Altering the position description
 - b. Modifying the work environment
 - c. Discussing an alternative placement
 - d. Splitting tasks with assignment sharing
4. Which strategy is most important when developing long term projections to expand a volunteer program?
 - a. Leveraging the needs of the program and the community
 - b. Understanding the vision, mission, and long-range goals
 - c. Serving on internal planning and development committees
 - d. Researching future demographics and healthcare trends
5. Local Volunteer Centers and the Retired and Senior Volunteer Programs (RSVP) directly support healthcare organizations by
 - a. recruiting and referring volunteers.
 - b. conducting background screening.
 - c. educating volunteers.
 - d. advocating for healthcare issues.
6. The best way to identify the need for volunteer positions within a healthcare organization is to interview
 - a. staff.
 - b. volunteers.

- c. the board of directors.
 - d. other volunteer administrators.
7. To demonstrate volunteer competency, each volunteer file should contain
- a. record of immunization.
 - b. documentation of references.
 - c. proof of a background check.
 - d. documentation of ongoing education.
8. Which of the following questions may legally be asked during the interview process?
- a. "With whom do you live?"
 - b. "Have you ever been fired from a job?"
 - c. "Have you ever been arrested for a felony?"
 - d. "Could you provide a list of organizations to which you belong?"
9. When using a health questionnaire, a volunteer program is in compliance with the Americans with Disabilities Act if the questionnaire is given to all accepted applicants in the
- a. Category requiring physical activity.
 - b. Program with disabled applicants.
 - c. 18 or older age group.
 - d. Same volunteer category.
10. Which of the following Joint Commission standards determines the content of orientation for volunteers?
- a. Management of Human Resources
 - b. Management of Information
 - c. Risk Management
 - d. Provision of Care
11. Progressive discipline
- a. Refers to the number of disciplinary incidents.
 - b. Requires the written consent of the volunteer.
 - c. Refers to a succession of disciplinary steps.
 - d. Always ends in termination.
12. Which of the following is a strategy for the Administrator of Volunteer Services to ensure a volunteer understands his assignment?
- a. Conduct an interview with the volunteer
 - b. Provide a written position description
 - c. Require attendance at volunteer orientation
 - d. Issue a volunteer handbook
13. Which of the following is a critical element of a volunteer position description?

- a. Physical requirements
- b. On-boarding process
- c. Training schedule
- d. Leadership structure

14. What is the most cost effective method to promote volunteer efforts to a wide audience?

- a. Run an advertisement in the local newspaper listing the amount of volunteer hours for the year
- b. Rent billboard space for a month with photos thanking volunteers for their service
- c. Post banners or use electronic signs in the facility recognizing volunteers for their efforts this year
- d. Submit a press release to local media about the program's accomplishments

15. Administrators of Volunteer Services should maintain a relationship with professionals from other volunteer programs in order to

- a. share best practices.
- b. promote their programs.
- c. maintain a volunteer applicant pool.
- d. exchange information about unreliable volunteers.

16. The most impactful way for Administrators of Volunteer Services to support American Hospital Association initiatives is to

- a. mobilize volunteers to contact their legislators.
- b. send out newsletters and informational pamphlets.
- c. have volunteers collect signatures on a petition.
- d. hold a rally and information session.

17. The most important element of strategic planning is

- a. brainstorming.
- b. benchmarking.
- c. mobilizing staff.
- d. setting goals.

18. A nurse wants to volunteer at the same facility where he is employed. The Administrator of Volunteer Services can advocate for him by

- a. offering a volunteer assignment in the gift shop.
- b. placing him in the department where he is employed.
- c. referring him to a volunteer opportunity at a local free clinic.
- d. placing him as a volunteer nurse in a different department.

19. Which of the following provides guidance when placing volunteers?

- a. Joint Commission standards
- b. EMTALA (Emergency Medical Treatment and Active Labor Act)
- c. FLSA (Fair Labor Standards Act)

d. HITECH (Health Information Technology for Economic and Clinical Health) Act of 2009

20. The most important reason to establish financial procedures is

- a. fiscal accountability.
- b. ethical standards.
- c. accurate reporting.
- d. financial decision-making.

Answer Key

| Question | Answer | Question | Answer | Question | Answer | Question | Answer |
|----------|--------|----------|--------|----------|--------|----------|--------|
| 1 | A | 6 | A | 11 | C | 16 | A |
| 2 | D | 7 | D | 12 | B | 17 | D |
| 3 | B | 8 | B | 13 | A | 18 | A |
| 4 | D | 9 | D | 14 | D | 19 | C |
| 5 | A | 10 | A | 15 | A | 20 | A |

Body of Knowledge and Competencies in Healthcare Volunteer Management (AHVRP, 2019)

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| A. Plan for Strategic Healthcare Volunteer Engagement |
| 1. Assess organizational needs and opportunities for volunteers |
| 2. Promote organizational readiness (e.g., commitment, capacity, competency) |
| 3. Research and analyze related programs and services |
| 4. Develop goals and objectives for volunteer services |
| 5. Develop policies and procedures for volunteer services |
| 6. Develop supporting tools and resources for volunteer services (e.g. forms, databases) |
| 7. Develop evaluation plan for volunteer services |
| 8. Develop risk management or safety plan for volunteer services |
| 9. Establish benchmarks for volunteer services |
| 10. Implement evaluation plan for volunteer services |
| B. Advocate for Healthcare Volunteer Involvement |
| 11. Design communication plan for volunteer services |
| 12. Implement communication plan for volunteer services |
| 13. Evaluate communication plan for volunteer services |
| 14. Inform community/customers of volunteer service opportunities |
| 15. Enlist community/customers in promoting volunteer service opportunities |
| 16. Develop volunteers as internal and external advocates |
| 17. Advocate for volunteer services (to internal and external customers and community) |
| 18. Cultivate community/customer and partner relationships |
| 19. Collaborate with customers |

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| C. Attract and Onboard a Healthcare Volunteer Workforce |
| 20. Identify current needs for volunteers |
| 21. Develop volunteer position descriptions |
| 22. Develop performance objectives for volunteer roles |
| 23. Design recruitment strategy for volunteers |
| 24. Implement recruitment strategy for volunteers |
| 25. Respond to volunteer inquiries |
| 26. Select applicants for interviews |
| 27. Conduct applicant interviews |
| 28. Administer screening process |
| 29. Match volunteers with assignments |
| 30. Evaluate placement of volunteers |
| 31. Evaluate recruitment strategies |
| D. Prepare Healthcare Volunteers for their Roles |
| 32. Develop onboarding protocol for volunteers |
| 33. Design orientation for volunteers |
| 34. Conduct orientation for volunteers |
| 35. Coordinate role-specific training |
| 36. Support on-going development of volunteers' skills |
| 37. Evaluate volunteer orientation |
| 38. Evaluate volunteer training |
| E. Document Healthcare Volunteer Involvement |
| 39. Obtain permission to release volunteer information or photos |
| 40. Establish secure storage for volunteer records |
| 41. Create volunteer files |
| 42. Maintain volunteer records (e.g. hours, activities, personal information) |
| 43. Update external screening processes (e.g. background checks) |
| 44. Generate statistical reports on volunteer services |
| 45. Archive, destroy, or delete volunteer records |
| 46. Contribute to budget process |
| 47. Monitor resources that support volunteer engagement (financial, physical, human) |
| 48. Provide information to support funding requests |
| 49. Maintain records on partnership and stakeholder contacts and relationships |
| 50. Maintain partnership agreements |
| F. Manage Healthcare Volunteer Performance and Impact |
| 51. Train staff to work with volunteers |
| 52. Monitor progress on volunteer performance objectives |
| 53. Delegate tasks to volunteers |

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| 54. Supervise volunteers |
| 55. Coach volunteers |
| 56. Conduct volunteer performance reviews |
| 57. Provide feedback to volunteers |
| 58. Conduct corrective action procedures |
| 59. Gather feedback from volunteers (e.g. surveys, exit interviews) |
| G. Acknowledge, Celebrate and Sustain Healthcare Volunteer Involvement |
| 60. Develop volunteer recognition plan |
| 61. Implement volunteer recognition plan |
| 62. Evaluate volunteer recognition plan |
| 63. Provide references for volunteers |
| 64. Assess volunteer satisfaction |
| 65. Develop retention plan |
| 66. Monitor retention plan |
| 67. Evaluate retention plan |

Enabling Knowledge and Skills in Healthcare Volunteer Management

| Knowledge Of: | Ability To: |
|------------------------------------|--------------------------------------|
| Auxillary management | Analyze data |
| Budget analysis | Analyze work to delegate tasks |
| Change management | Build relationships |
| Collaboration principles | Convey enthusiasm for volunteerism |
| Communication principles | Develop written communications |
| Community needs | Ensure an inclusive work environment |
| Ethics | Facilitate training activities |
| Evaluation | Motivate others |
| Fundraising | Present to groups |
| Goal and objective setting | Resolve conflict |
| Human resource laws | Share stories to illustrate a point |
| Marketing | Share stories to illustrate a point |
| Needs assessment | |
| Partnership development | |
| Policies and procedure development | |
| Project management | |
| Public relations | |
| Record keeping | |
| Recruitment principles | |
| Research methods | |
| Retail operations Risk Management | |

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| Screening volunteers |
| Strategic planning |
| Training design |
| Volunteer motivations |