

— THE BERYL INSTITUTE —
CREDENTIALING CENTER



Certified Administrator of Volunteer Services (CAVS) Handbook

TESTING WINDOWS

January 1-31: Apply by November 21

July 1-31: Apply by May 21



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INTRODUCTION

The Beryl Institute Credentialing Center is committed to improving the patient experience through professional certification, continuing education, and support for the development of the field as part of Patient Experience University.

The Certified Administrator of Volunteer Services (CAVS) is a formal leader who guides volunteer infrastructure and processes in a healthcare organization to ensure the best in volunteer support across healthcare systems and organizations.

The CAVS designation was previously offered by The Association for Health Care Volunteer Resource Professionals (AHVRP) via the American Hospital Association Certification Center. When AHA no longer supported AHVRP and its members were incorporated into The Beryl Institute community, and offered to acquire and sustain the CAVS designation to honor the Certification and the professionals who hold or wish to attain it.

Certification is intended for healthcare professionals with an focus in volunteer leadership. 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 CAVS eligibility requirements and pass the examination.
- Encouraging continued personal and professional growth in the practice of healthcare volunteer services management.
- Providing a global standard of requisite knowledge required for certification thereby assisting employers, the public and members of health professions in the assessment of a healthcare volunteer services manager.

A CAVS designation demonstrates clear qualifications to senior leaders, colleagues and the industry. In addition, achievement of certification highlights a commitment to the profession and to maintaining current skills and knowledge in supporting and expanding the field of patient experience.

The purpose of the CAVS examination is to assess whether a candidate has the knowledge necessary for competent practice as a Certified Administrator of Volunteer Services, as defined by The Credentialing Center.

The CAVS designation is achieved by completing and passing the CAVS examination.

ELIGIBILITY REQUIREMENTS

To be eligible for the Certified Administrator of Volunteer Services (CAVS) Examination, a candidate must have a minimum of two (2) years of paid associated professional experience in healthcare volunteer services management.

(Updated 9.1.23)

Upon review of the application, The Credentialing Center will notify candidates of acceptance or non-acceptance. This communication will precede any ability to schedule the CAVS exam.

EXAMINATION DATES AND APPLICATION DEADLINES

The Credentialing Center has partnered with Meazure Learning for testing services. Meazure Learning is one of the nation's leading certification testing companies. Once notified of exam eligibility, candidates will communicate directly with Meazure Learning to schedule testing appointments.

The CAVS examination will be offered through Meazure Learning's computer-based testing network that offers over 1,300 test center locations in over 700 cities in 115 countries. [See the full list of testing locations.](#)

Applications must be received on the dates below to be eligible for the corresponding testing windows.

| Testing Window | Application Deadline | Fee |
|----------------|----------------------|----------|
| January 1-31 | November 21 | \$325.00 |
| July 1-31 | May 21 | |

APPLICATION PROCESS

To qualify to sit for the CAVS examination, individuals must complete a comprehensive application process. Applications are reviewed to ensure candidates meet all requirements necessary to qualify for the exam. The application review process takes approximately 30 days until formal notification. Completing the application does not guarantee individuals will be approved to sit for the CAVS exam. Sitting for the CAVS exam also does not guarantee an individual will achieve certification.

The Credentialing Center does not discriminate among applicants on the basis of age, gender, race, religion, national origin, disability, marital status, or sexual orientation.

PREPARATION AND REVIEW

Review the candidate handbook prior to completing the application. Follow the instructions and address any questions to credentialing@theberylinstitute.org. Failure to follow the instructions can lead to the denial of an application.

Review the eligibility requirements. It is important not to submit an application before all eligibility requirements are satisfied. You can see the full overview of exam preparation on the The Beryl Institute site.

REGISTRATION PROCESS

STEP 1

Register using the online application process offered through the The Credentialing Center website. It is recommended you submit the application as early as possible to allow for the review process.

STEP 2

Complete all sections of the application including eligibility requirements, acknowledgment of policies and procedures, submission of resume or CV and optional demographic information.

STEP 3

Review and finalize the application and submit payment as directed.

Policy Notes (see Appendix C for full policies and procedures)

There is a nonrefundable processing fee of \$100.00 applied towards any incomplete application or if the specified requirements to sit for the exam are not met.

Please Note: The Credentialing Center will send an email notification to eligible candidates after a complete application review, typically within 30 days from application submission. Please be aware that some e-mail programs have spam filters that may intercept an e-mail from an unknown address. In order to receive important emails regarding the status of your application, please ensure that your email program will accept emails from The Beryl Institute. You can find directions on while listing our emails and website here.

REASONABLE ACCOMMODATIONS

Reasonable Accommodations: Reasonable accommodations provide disabled candidates with a fair and equal opportunity to demonstrate their knowledge and skill in the essential functions being measured by the examination. Reasonable accommodations are decided upon based on the individual's specific request, disability, documentation submitted and the appropriateness of the request. The most frequent requests involve providing the candidate with extended time, a reader, a writer and/or a separate room. Reasonable accommodations do not include steps that fundamentally alter the purpose or nature of the examination. No additional cost or burden is placed on the candidate to discourage access to the examination.

Qualified Individual with a Disability: A disabled candidate is one who has a physical or mental impairment that substantially limits that person in one or more major life activities (e.g., walking, talking, hearing, performing manual tasks); has a record of such physical or mental impairment, or is regarded as having such a physical or mental impairment. A "qualified individual with a disability" is one who has a disability and satisfies the requisite skill, experience, education and other requirements of the service, program or activity of which he or she is being measured; and, with or without accommodations, can perform the essential functions of the service, program or activity. An essential function is one that individuals are required to perform and removing that function would fundamentally change the service, program or activity. A person must be a "qualified individual with a disability" to be protected under the ADA.

Proper Documentation: Candidates with disabilities must submit documentation provided by an appropriate licensed professional or certified specialist who diagnosed the disability and is recommending reasonable accommodations. The documentation must be on the professional's letterhead. It must provide a diagnosis of the disability and the tests used to determine the disability. The candidate may also provide evidence of receiving reasonable accommodations during school on the school's letterhead. This may include an individualized education plan (IEP). The confidentiality of all documentation submitted by the disabled candidate is protected.

EXAMINATION SCHEDULING

NOTICE TO SCHEDULE THE EXAMINATION

SPECIAL NOTE. The Credentialing Center has the option for Live Online Proctoring (LOP). For more information on LOP, please see special addendum at end of Handbook.

Meazure Learning will notify applicant of their ability to schedule the exam via a direct email approximately 3-4 weeks prior to the beginning of the testing window depending on the date of application. The notice will provide a unique username, password and the URL address to access Meazure Learning's online test scheduling system to select a testing session, based on seating availability within Meazure Learning's network of US and international test sites. Candidates will select from a listing of available testing centers by geographical location and test date. Meazure Learning offers over 1,300 test center locations in over 700 cities in 115 countries. [See the full list of testing locations.](#)

It is strongly recommended that applicants schedule their test session **within two weeks** of receiving notification from Meazure Learning to have the best opportunity to secure the test site and date of preference. Late applicants should apply as soon as possible upon receipt of notification recognizing options within the testing windows may be limited.

Most test sites will have morning and afternoon testing sessions available. Meazure Learning will do its best to accommodate the requested test site and date. Seats are filled on a first-come, first-served basis, based on test center availability.

CONFIRMATION NOTICE

Upon completion of scheduling the examination, the candidate will receive an email confirmation notice from Meazure Learning, which will include the test location, date and reporting time as well as a list of items that you should and should not bring to the testing center.

Please note: The email confirmation notice must be printed by the candidate and taken to the test site on the scheduled test date.

In addition, the confirmation notice will provide information regarding a free online tutorial, which candidates may access to become familiar with the testing system's features and functions prior to the testing appointment.

RESCHEDULING

You may reschedule a testing session up to two (2) business days before your testing appointment through Meazure Learning's online scheduling system. A \$50 nonrefundable fee payable directly to Meazure Learning will apply.

If you do not appear for your testing appointment or reschedule your exam less than two (2) business days before your testing appointment, you will be considered a no-show candidate and your testing fee will be forfeited. If you wish to move to a future testing window, you must work directly with the team at The Credentialing Center for approval. A \$150 administrative fee will be required to reschedule to a future testing window.

If you choose to reschedule to a later testing window after receiving notification from Meazure Learning, but PRIOR to formally scheduling your test, you may request a change of testing window directly from The Credentialing Center. A \$50 administration fee will apply and will be required to be added to the future testing window.

CANCELLATIONS

Testing appointments can be canceled; however, candidates will not receive a refund for the canceled testing appointment. Candidates who are unable to test during their scheduled testing appointment should follow the rescheduling rules.

EMERGENCY CANCELLATIONS - NO SHOW

The Credentialing Center and Meazure Learning will consider certain exceptions if a candidate does not show up for a scheduled exam session or cancels inside the required notification window. Exceptions will be considered for the following types of personal emergencies, as long as proper documentation is provided **within 10 days** of the scheduled exam date. Failure to do so will lead to a forfeiture of application fees and the need to reapply for a future test window. They include:

- Medical emergency
- Death in the family
- Call to military service
- Court appearance

INCLEMENT WEATHER

If your examination site has closed or is delayed due to inclement weather or other emergency, you will receive an email notification. If there is inclement weather in your area, please check your email before traveling to the examination site.

HOLIDAYS

Testing windows may be impacted by holidays or closures specific to individual testing centers.

EXAMINATION DAY

ARRIVING AT THE TEST CENTER

Please plan to arrive at the testing center at least 15 minutes prior to the start of the testing session. Those who arrive late for testing sessions may not be permitted to test.

You must bring email confirmation received from Measure Learning and photo identification with signature to the test site. Acceptable forms of identification include driver's licenses, passports, and government-issued identification cards. Unacceptable forms of identification include gym memberships, warehouse memberships, school identification cards, credit cards, and identification with signature only (no photo).

You will be given two (2) hours to complete the 100-question examination.

EXAMINATION RULES

The following industry standard testing rules will apply.

Prohibited Items

Candidates are expressly prohibited from bringing the following items to the test site:

- Cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy, or otherwise copy test materials
- Notes, books, dictionaries or language dictionaries
- Book bags or luggage
- iPods, mp3 players, headphones or pagers
- Calculators, computers, PDAs or other electronic devices with one or more memories
- Personal writing utensils (i.e., pencils, pens and highlighters)
- Watches
- Food and beverage
- Hats, hoods or other headgear

If Measure Learning testing personnel determine that you have brought any such items to the test site, the items may be demanded and held for an indefinite period of time by testing personnel. Measure Learning reserves the right to review the memory of any electronic device that may be in your possession at the testing center to determine whether any test materials have been photographed or otherwise copied.

By bringing any such device into the test site in contravention of the policies, you expressly waive any confidentiality or other similar rights with respect to your device, Measure Learning's review of the memory of your device and/or the deletion of any materials. Measure Learning, the examination site and the test administration staff are not liable for lost or damaged items brought to the examination site.

RETAKE THE EXAMINATION

Candidates failing to pass the CAVS examination may retake the examination up to 12 months from their originally scheduled exam date (i.e., next two testing windows). Interested candidates must notify The Credentialing Center of their interest by completing a re-examination application form via the CAVS application portal. To schedule a retake of the examination, this form must be completed along with payment of a \$175.00 re-examination fee.

AFTER THE EXAMINATION

EXAMINATION SCORING

The CAVS exam is an objectively scored multiple-choice examination consisting of 100 items. Each multiple-choice question has four response options with one pre-determined correct answer. Each item counts equally as one point. No partial credit is given. There is no penalty for incorrect answers. All items were written, reviewed and validated by experts in volunteer leadership.

NOTIFICATION OF RESULTS

Upon completion of the examination, candidates will receive a simple completion message.

Pass/fail scores and notification will be issued directly to the candidate via email following final analysis and verification. This typically happens within four weeks of the close of the testing window.

DESIGNATION AND CERTIFICATE

Passing the certification exam results in the individual being recognized as a Certified Administrator of Volunteer Services (CAVS).

CERTIFICATION RENEWAL

CAVS Certification is valid for three years from the most recent date of passing the examination.

- January CAVS must renew by January 31st, three years from examination window.
- July CAVS must renew by July 31st, three years from examination window.

To recertify as a CAVS, professionals must complete 30 Continuing Education Credits (CEs) in a three-year period from most recent date of certification. Relevant CEs include CNE or CME approved courses and MUST include at least 10 Patient Experience Continuing Education Credits (PXEs). If less than 30 CEs are completed, reexamination will be required. Qualifying activities and guidelines for PXEs can be found on the PXE Qualifying Activities page on the The Credentialing Center site.

In addition, professionals must complete the recertification application and submit a recertification fee of \$225.00. A late fee will be applied to the renewal application starting 30 days after renewal date.

- A \$50.00 late fee will be applied in addition to the renewal application fee if expiration date is 30 days to 6 months after recertification renewal date.
- A \$100.00 late fee will be applied in addition to the renewal application fee if expiration date is 6 to 12 months after recertification renewal date.

After 1 year of expiration, a full application must be submitted, and successful completion of the CAVS Exam is required for recertification. Current published fees will apply.

CERTIFICATION DENIAL OR REVOCATION

Under the below rare circumstances, certification may be denied or revoked for the following reasons.

- Falsification of an application. Providing purposefully false information on an application.
- Misrepresentation. Attempting to have someone else take the examination or complete any part of the certification/recertification process on your behalf.
- Violation of testing procedures. Non-compliance with the testing requirements as outlined above.

EXAMINATION BACKGROUND

DEVELOPMENT

The development of the CAVS examination was a community-driven process. All certification development offered via The Credentialing Center has followed a rigorous and standardized process, engaging the voices of over a thousand members of the patient experience community around the world, involving input from subject matter experts, and validated and maintained by psychometric testing and continuous review and evaluation. The process adheres to the Standards for Education and Psychological Testing (AERA, APA, & NCME, 2014) and Standards for the Accreditation of Certification Programs (NCCA, 2014).

FORMAT

The CAVS examination is a computer based exam that is administered online or in a testing center in a one-month test window. The CAVS examination will not be administered outside the test window.

CONTENT

The examination content is based upon test blueprints that were derived from a job analysis. The content specific to 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.

Specific to the current CAVS exam, a job analysis study was conducted in 2016, resulting in an updated body of knowledge and competencies. Since 2017, the CAVS exam has been based on a new content outline.

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 |
|----------------------------------------------------------------------------|------------------|
| 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 Appendix B.

EXAMINATION PREPARATION

Preparing for the CAVS Examination is important and recommended. The examination measures the knowledge necessary for competent practice as a Certified Administrator of Volunteer Services, as defined by The Credentialing Center.

While no exam preparation process can guarantee an individual will pass the certification exam, certain pathways are available for preparation. The following suggestions are provided and may be helpful in preparing as you consider your own preparation strategy. In addition, an overview of suggested preparation methods can be reviewed on the The Credentialing Center site.

- 1. Knowledge and Competency Review.** A complete review of the Body of Knowledge and Competencies in Healthcare Volunteer Management (2019) that can be found in the appendix.
- 2. 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.
- 3. Prepare Based on the Examination Focus.** 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. It is recommended that your 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.
- 4. Explore 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.
- 5. Understanding of the testing environment.** Meazure Learning offers a free online tutorial and demo test to familiarize candidates with the computer-based testing environment. The online demonstration and tutorial are accessible at any time through any computer with Internet access. Candidates may access the tutorial and demo on Meazure Learning website <https://www.assessments.meazurelearning.com/preparing-for-your-test/>. The demo is not intended to be a review of the examination content.

APPENDIX A: PRIVACY STATEMENT

INFORMATION COLLECTION, USE, AND SHARING

The information collected during the CAVS registration process is used to assist in:

- Determining eligibility to take the CAVS Certification examination
- Determining completion of continuing education
- Administering disciplinary proceedings
- Helping us to design, or improve, the certification process so we can provide you with quality programs and services
- Assisting us in the research and development of programs and standards of practice as a volunteer leadership professional

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily provide us. We will not sell or rent this information to anyone, and we will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g., scheduling of CAVS examination. Unless you ask us not to, we may contact you via email in the future to tell you about new products or services or changes to this and other policies.

MAINTENANCE OF ACCURATE INFORMATION

We ensure that private information is as accurate and complete as possible. Please let us know immediately if you believe our records are inaccurate or if anything changes, such as your name, address, email, etc.

LIMITATIONS ON ACCESS TO INFORMATION

Access to personal information is limited to those with a reason to know such information for The Credentialing Center administrative purposes or to assist you in some way, such as in answering your questions.

APPENDIX B: BODY OF KNOWLEDGE AND COMPETENCIES IN HEALTHCARE VOLUNTEER MANAGEMENT

(via former AHVRP, 2019)

| 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 |

| 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 |

APPENDIX B: BODY OF KNOWLEDGE AND COMPETENCIES IN HEALTHCARE VOLUNTEER MANAGEMENT (via former AHVRP, 2019) – Continued

| |
|---------------------------------------------------|
| 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 |

**APPENDIX B: BODY OF KNOWLEDGE AND COMPETENCIES IN HEALTHCARE
VOLUNTEER MANAGEMENT (via former AHVRP, 2019) – Continued**

| 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 |
| 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: |
|------------------------------------|--------------------------------------|
| Auxiliary 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 | |
| Needs assessment | |
| Partnership development | |
| Policies and procedure development | |
| Project management | |
| Public relations | |
| Record keeping | |
| Recruitment principles | |
| Research methods | |
| Retail operations | |
| Risk Management | |
| Screening volunteers | |
| Strategic planning | |
| Training design | |
| Volunteer motivations | |

APPENDIX C: 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. These are also not current exam questions but only reflect the style and construct of current exam questions. 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.

APPENDIX C: SAMPLE EXAM QUESTIONS – Continued

- 6. The best way to identify the need for volunteer positions within a healthcare organization is to interview**
- staff.
 - volunteers.
 - the board of directors.
 - other volunteer administrators.
- 7. To demonstrate volunteer competency, each volunteer file should contain**
- record of immunization.
 - documentation of references.
 - proof of a background check.
 - documentation of ongoing education.
- 8. Which of the following questions may legally be asked during the interview process?**
- “With whom do you live?”
 - “Have you ever been fired from a job?”
 - “Have you ever been arrested for a felony?”
 - “Could you provide a list of organizations to which you belong?”
- 9. When using a health questionnaire, a volunteer program follows the Americans with Disabilities Act if the questionnaire is given to all accepted applicants in the**
- Category requiring physical activity.
 - Program with disabled applicants.
 - 18 or older age group.
 - Same volunteer category.
- 10. Which of the following Joint Commission standards determines the content of orientation for volunteers?**
- Management of Human Resources
 - Management of Information
 - Risk Management
 - Provision of Care
- 11. Progressive discipline**
- Refers to the number of disciplinary incidents.
 - Requires the written consent of the volunteer.
 - Refers to a succession of disciplinary steps.
 - 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?**
- Conduct an interview with the volunteer
 - Provide a written position description
 - Require attendance at volunteer orientation
 - Issue a volunteer handbook

APPENDIX C: SAMPLE EXAM QUESTIONS – Continued

- 13. Which of the following is a critical element of a volunteer position description?**
- Physical requirements
 - On-boarding process
 - Training schedule
 - Leadership structure
- 14. What is the most cost-effective method to promote volunteer efforts to a wide audience?**
- Run an advertisement in the local newspaper listing the amount of volunteer hours for the year
 - Rent billboard space for a month with photos thanking volunteers for their service
 - Post banners or use electronic signs in the facility recognizing volunteers for their efforts this year
 - 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 to**
- share best practices.
 - promote their programs.
 - maintain a volunteer applicant pool.
 - exchange information about unreliable volunteers.
- 16. The most important element of strategic planning is**
- brainstorming.
 - benchmarking.
 - mobilizing staff.
 - setting goals.
- 17. A nurse wants to volunteer at the same facility where he is employed. The Administrator of Volunteer Services can advocate for him by**
- offering a volunteer assignment in the gift shop.
 - placing him in the department where he is employed.
 - referring him to a volunteer opportunity at a local free clinic.
 - placing him as a volunteer nurse in a different department.
- 18. The most important reason to establish financial procedures is**
- fiscal accountability.
 - ethical standards.
 - accurate reporting.
 - financial decision-making.

ANSWER KEY

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

APPENDIX D: CAVS POLICIES AND PROCEDURE AGREEMENT

To be considered for certification and to complete your application, you must acknowledge and agree to the following:

- I have read and understood all the policies and procedures outlined in the CAVS Handbook.
- I certify that I meet all eligibility requirements for CAVS certification.
- I certify that all information and supporting documents submitted are true and accurate to the best of my knowledge.
- I understand that incomplete, incorrect, or misrepresented information may result in application rejection or disciplinary action, including suspension or revocation of eligibility.
- I understand that a \$100 non-refundable processing fee applies to incomplete applications or to applicants who do not meet eligibility requirements.
- I am responsible for keeping my contact information, especially my email address, current with The Credentialing Center. I understand that I may miss important notifications if I fail to do so.
- I confirm that the name and address listed in my “Personal Snapshot” match my government-issued identification. I understand that changes to this information after application submission may incur a \$50 processing fee.
- I understand that I may change my exam window one time only after submitting my application, and that doing so will incur a \$50 fee.
- I understand that if I do not sit for my scheduled exam, or if I cancel fewer than two business days in advance, I will be charged a \$150 rescheduling fee.
- I understand that my application approval is valid for one year from the date of submission. If I do not sit for the exam within that year, I forfeit all application fees and eligibility.
- I understand that the exam fee grants me access to the examination only and does not include a printed certificate or packet.
- I understand that The Credentialing Center provides digital certification and badging. If I earn the CAVS designation, I will receive a digital certificate and badge, which can be downloaded, printed, and shared.
- I understand that if I earn the CAVS designation, I am required to renew my certification every three years by submitting the required renewal fee and continuing education documentation.
- I understand that I may be selected for an audit at any time.

CAVS POLICIES

You can review a full listing of the CAVS Policies & FAQs on the The Credentialing Center site.

SPECIAL ADDENDUM: LIVE ONLINE PROCTORING (LOP)

LOP allows candidates to complete the examination from their own computer via an internet connection at a time and place of their choosing during the testing window. The candidate's computer must have webcam capability and speakers, and the environment should be quiet to avoid distractions and to ensure that the online proctor can hear everything at the candidate's location. There also are technical requirements, such as an adequate internet connection, to ensure the proctor has access to the candidate's computer and the session can proceed without internet disruption. Candidates will be informed of the computer specifications in advance of the testing session.

Candidates will not need to do anything different during the application process. The option for LOP will be offered along with in-person testing options when receiving information on exam scheduling from our testing partner, Meazure Learning, approximately 4-weeks prior to the testing window.

OVERVIEW OF LIVE ONLINE PROCTORING (LOP)

TEST SCHEDULING, SYSTEM CHECK and CONFIRMATION EMAIL

Following receipt of candidate eligibility data, Meazure Learning will send a notice to schedule (NTS) email to candidates with instructions on accessing Meazure Learning's online test scheduling system as well as information regarding the computer specifications required for LOP testing. The NTS email will provide candidates with a username and password (generated by Meazure Learning), which will allow them to access Meazure Learning's online test scheduling system. Candidates who chose to test via LOP will be passed to the online Proctor U portal to schedule an LOP session. The candidate will schedule the testing session during a specific time period for live online proctoring. Candidates can schedule to take the examination at any time 24/7.

Scheduled candidates will be sent confirmation emails of their testing session from both Proctor U and Meazure Learning, which will include the test date and time, a URL link to the online-proctoring launch page, instructions associated with LOP testing, and information regarding Meazure Learning's online tutorial for candidates. Candidates will be able to perform a system check during the scheduling process, and **Meazure Learning encourages candidates to perform the system check at this time.** Candidates whose PC/laptops fail the system check will receive feedback on the hardware or software updates that are required to support the LOP testing session.

A candidate may cancel or reschedule the LOP testing session up to 24 hours prior to the scheduled testing appointment. The candidate must cancel or reschedule the testing session by accessing the Proctor U online system. A candidate who does not show up for the testing appointment and/or does not test within his/her selected test window will be considered a no-show, and current fees will be

LIVE ONLINE PROCTORS

Measure Learning provides highly qualified individuals who have considerable experience in LOP test administration. Proctors receive extensive, world-class training on all aspects of live online proctored test administration cycle, from customer service, to detecting aberrant behavior, to the operation of the PASS system. Proctors are instructed on procedures for candidate admission, security, time allocation and other aspects of the administration of each certification examination. Throughout the testing process, proctors maintain tight security of the examination through constant observation.

TESTING PROCEDURES

Upon the candidate's initiation of the testing session, the proctor will connect with the candidate, verify the system requirements, and begin proctoring the examination within 10 minutes. The candidate will initiate the testing session using the link provided in his/her confirmation email, which will direct the candidate to Measure Learning's live online proctoring launch site. The candidate will access a system check and instructions for commencing the testing session. If a candidate's computer fails the system check, he/she will be required to correct/update the issue or obtain another computer to complete the testing session. All candidates are required to pass the system check prior to testing.

The proctor then verifies the identity of the candidate by examining (and capturing via video) the candidate's government issued ID. The candidate may communicate with the proctor via chat features available within the site. If directed by the proctor, or in case of technical difficulties, the candidate may contact the proctor by telephone. When the proctor has completed the necessary steps to ensure monitoring, the candidate will click a link to launch the examination.

Proctors closely monitor candidates during testing in order to detect and report any examination malfeasance or suspicious candidate behavior. The proctor will have complete access to the candidate's computer to monitor for unauthorized activities such as accessing other software applications, using multiple monitors, or having someone else taking the test remotely. The proctor will be able to see the candidate's desktop and everything he/she is doing to monitor for unauthorized activities. The candidate will also show the proctor a 360-degree view of his/her environment, including the desk, by holding and moving the webcam/laptop as directed by the proctor. The proctor will watch the candidate on a webcam and record the video and audio throughout the testing session, and the recording will be retained for 30 days.

Any unusual activity by a candidate is immediately addressed by a proctor. These situations include, but are not limited to, attempting to take screenshots of an examination item, attempting unauthorized movements in the testing environment, unprofessional conduct toward the proctor, talking to others during testing, and attempting to access unauthorized materials or equipment.

The proctor can terminate the testing session for integrity reasons at any time. Candidates who clearly violate testing procedures will be removed from the test, and their examinations will be terminated, deemed spoiled, and not scored. Information on these situations, including the candidate's name, identification number, examination form name, examination type, and test date, as well as a summary of the incident, will be communicated as soon as possible to The Credentialing Center.

SYSTEM REQUIREMENTS TO RUN Meazure Learning PASS™ FOR LOP TEST

ADMINISTRATION Hardware

- 2 GHz or faster 32-bit (x86) or 64-bit (x64) processor
- 2 GB RAM (32-bit) or 2 GB RAM (64-bit)
- 16 GB available disk space (32-bit) or 20 GB (64-bit) -- just for the OS, not applications or data files
- Audio output capability (if the examination being delivered includes audio components)
- Webcam and microphone
- Screen resolution:
 - For best experience, use 1920 x 1080 or higher
 - Minimum acceptable is 1024 x 768
- Optional: Printer (to print candidate score reports)

Software

- Minimum Windows 7 or Mac OS X v10.6
- Latest version of mainstream web browser: i.e., Microsoft Internet Explorer (version 11), Microsoft Edge (latest available versions), Mozilla Firefox (latest available versions), or Google Chrome (latest available versions)
 - NOTE: Internet Explorer 10 is no longer supported by Microsoft after January 31, 2020. Customers are advised to move to another supported browser to avoid any potential testing difficulties.

Telecommunications

- High-speed Internet connection (approximately 2 MB/s upload and download per candidate)
 - Minimum: ISDN connection
 - Preferred: T-1 connection (or greater)
- Browser must:
 - accept cookies from Meazure Learning's site
 - allow popup windows
 - support JavaScript and have it enabled
- Browser must be able to load the following:
 - jQuery, a JavaScript library (ajax.googleapis.com)
 - AJAX Content (ajax.aspnetcdn.com)
 - MathJax (cdn.mathjax.org)
 - CDN (castlecdn.blob.core.windows.net)

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