

**CVPM Examination Dates and Application Deadlines**  
The CVPM examination is offered electronically through High-Stake Online Secure Testing (HOST) locations throughout North America. Upcoming examination dates and application deadlines are available on the VHMA Web site.

**Test Scoring and Reporting**  
At the conclusion of the examination process candidates will be provided with immediate notice of their score and status. The results will be displayed indicating pass or fail. A diagnostic report for each of the domain areas will also be provided.

**Pass/Fail Standard**  
The passing standard is a predetermined standard of knowledge set by a criterion-referenced methodology. Using this methodology there is no curve, and candidates do not compete against each other. There is no limit on the number of candidates who may pass or fail the test.

**Appeals Process**  
Within thirty (30) days Candidates may appeal in writing to the CVPM Board for review of their application status or their examination score. Further details of the appeals process are available on the VHMA Web site.


**Re-examination**  
If a candidate takes the examination but fails to earn a passing score they can re-take the examination. The candidate can take the examination once per administration (currently quarterly). A re-examination fee of \$575 for VHMA members and \$725 for non-members is required each time a candidate retakes the examination.

**Preparing for the Examination**  
Prepare for the examination by choosing the study method that best suits your schedule and learning style—group study or independent study.

**CVPM Examination Preparation Guide**  
The Certification Board offers a free CVPM Examination Preparation Guide and Recommended Reading List designed to help candidates become familiar with the topics that are included in the examination. A CVPM Preparation Workbook designed to help candidates organize and prepare for the application and examination process is available for purchase. Additionally, the VHMA offers a CVPM Test Preparation Program.

**Recognition**  
For those candidates who successfully pass the examination, the Certification Board will publish recognition of the candidate's accomplishment in the VHMA newsletter, as well as send notices to various industry newsletters and magazines.

**Re-certification**  
To maintain certification, the Certified Veterinary Practice Manager must accumulate forty-eight (48) continuing education hours and submit documentation along with the \$210 recertification fee every two (2) years. Professional credits for recertification may be accumulated in a wide variety of ways. Certified Veterinary Practice Managers involved in the profession have no difficulty maintaining certification.




**Who is NCCA?**

The National Commission for Certifying Agencies (NCCA) is the accreditation body of the National Organization for Competency Assurance (NOCA). The NCCA's mission is to ensure the health, welfare, and safety of the public through the accreditation of a variety of certification programs that assess professional competency. NCCA accreditation demonstrates to certificants, employees, peer organizations, and government agencies that your program meets benchmark standards in certification accreditation.

**Certified Veterinary Practice Manager Board**  
P.O. Box 2280 • Alachua, FL 32616  
877/594-2707 • 518/433-8911 • Fax 888/795-4520  
CVPM@vhma.org • www.vhma.org

**A Certified Veterinary Practice Manager is an Investment In Your Future!**





**VHMA**  
**CVPM**  
CERTIFIED VETERINARY PRACTICE MANAGER  
Veterinary Hospital Managers Association



Accredited by the  
National Organization for  
Competency Assurance

# The Step-by-Step Guide to becoming a CVPM

## Earning Your CVPM

The CVPM program is a three-part process based on veterinary practice management experience, achievements, and knowledge. Completing the application is the first step. Sitting for the examination is the second step. Maintaining the designation through continuing education and participation in the profession is the third step.

### STEP 1: QUALIFY

#### Candidates must demonstrate:

- ✓ **A minimum of three years of experience as a veterinary practice manager and proficiency in 26 of 30 duties.**
- ✓ **Completion of 18 college semester hours in management related courses, such as accounting; economics/finance; computer science; marketing; management; labor relations/human resources; law/taxation**
- ✓ **48 hours of management-focused continuing education courses**
- ✓ **4 letters of recommendation**

### STEP 2: APPLY

Go to [www.vhma.org](http://www.vhma.org) to download the CVPM application. Submit the completed application, along with the application fee and supporting documentation to VHMA.

### STEP 3: TAKE EXAM

Upon application approval candidates have two years to take the electronic examination offered through local test centers in the United States and Canada. The examination is composed of true-false and multiple-choice questions about relevant management knowledge in Human Resources, Law and Ethics, Marketing, Organization of the Practice and Finance.

### STEP 4: CONTINUING EDUCATION

Once certified, CVPMs commit to ongoing continuing education standards.

The CVPM application is available free in an electronic PDF form. Visit the VHMA website.



# The CVPM Designation

## A Professional's Recognition in Veterinary Practice Management

The Veterinary Hospital Managers Association (VHMA) was formed in 1981 in order to provide individuals who are actively involved in veterinary practice management with a means of effective communication and interaction. Our membership is comprised of Veterinarians, Hospital Administrators, Practice Managers, Office Managers, and Consultants.

In 1989 the VHMA realized the increasing need among Veterinarians and Practice Managers for a program that would qualify the knowledge and experience necessary to successfully manage the ever-changing business management of today's veterinary practices. The Certified Veterinary Practice Manager (CVPM) certification is the result of that realization.

### What Is Certification?

**A PROCESS** that requires completing an application and passing an examination that will evaluate both experience and knowledge.

**A COMMITMENT** to the pursuit of excellence in veterinary practice management through continual education and association within the profession of veterinary practice management.

**A SET OF STANDARDS** that must be upheld by pledging to adhere to the VHMA professional Code of Ethics.

### The Advantages of Certification

- **International Professional Recognition** – Among veterinary practice leaders, the CVPM designation is known and appreciated as the designation that represents the highest level of certification. Use it with your name on letterhead, business cards, and all forms of address.
- **Extensive Peer-Level Communication** – As a CVPM, you will have networking opportunities and will benefit from ongoing dialogue with fellow CVPM candidates.
- **Expanded Knowledge** – Gain in-depth insights into every aspect of veterinary practice management.

### Who Can Apply For Certification

Individuals actively involved in veterinary practice management who meet the four (4) qualifications may apply to the Certification Board for the CVPM designation. Qualifications to sit for the exam include:

- #1 Active employment as a veterinary practice manager for a minimum of three (3) years within the last seven (7);\*
- #2 Eighteen (18) college semester hours in management related courses;\*\*
- #3 Forty-eight (48) hours of continuing education courses, seminars, etc., specifically devoted to management within the last three (3) years; and
- #4 Four (4) letters of recommendation.

The CVPM application will explain, in further detail, the required qualifications.

The VHMA and Certification Board subscribe to all federal and state regulations that prohibit discrimination. All applications are considered regardless of race, color, religion, gender, national origin, age, disability, marital status, veteran status, or any other legally protected status or class. Reasonable accommodations will be made for program candidates with disabilities.

*\* To fulfill the active employment qualification, candidates must have been responsible for twenty-six (26) of the thirty (30) duties enumerated in the application for a minimum of three years. They include: staff (development, maintenance, computer training, communication, interaction, records, safety, benefits and payroll); accounts receivable; income reconciliation; credit policies; accounts payable; inventory; financial reporting; budgeting; purchasing; fee setting; patient medical records; medical knowledge; hospital medical logs; client service; client communication; client interaction; client grief protocol; client education; client education programs; client/patient/staff comfort; professional liaison; and community involvement.*

*\*\* To fulfill the formal education qualification, candidates must have completed at least eighteen (18) college credit/semester hours in management related courses such as: accounting, economics/finance, computer science, marketing, management, labor relations/human resources, and law/taxation.*

### The Application

The application documents your professional and educational background, achievements, and veterinary management leadership experience. The application consists of four sections. A point system to verify that an applicant has fulfilled the minimum requirements in each area has been established. Instructions for properly completing each section are contained in the application. Certain documentation is required and explained when necessary. The Certification Board reserves the right to require additional documentation or explanation of any question or section of the application.

Applications will not be processed until the examination fee is paid. The examination fee is \$675 for VHMA members and \$825 for non-members. Incomplete or unacceptable applications will be returned to the applicant along with a refund check. There will be a \$100 processing fee deducted.

When the application has been approved by the Certification Board, the candidate may be scheduled to take the examination. The examination is scheduled, in advance, in various locations throughout the United States and Canada. A candidate must sit for the examination within two (2) years from the date of acceptance of the application.

### The Examination

The examination is composed of true-false and multiple-choice questions about relevant management knowledge in Human Resources, Law and Ethics, Marketing, Organization of the Practice, and Finance. The majority of the questions are traditional knowledge-based multiple-choice questions; some will be scenario-based multiple choice questions. For the scenario-based questions, the question stem will contain a scene or setting along with several possible behavioral responses to the situation.

The total number of questions on each examination administration may vary, but the maximum number of points on any examination will be two hundred (200). Candidates are given three and one-half (3½) hours to complete the examination.

Test construction and validation are overseen by Behavioral Ergonomics of Albany, NY.