



# **POLICIES & GUIDELINES**

## **Contact**

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## **1.0 Introduction and Program Overview**

### **1.1 Owner**

The Certified Veterinary Assistant program is a member service of the Michigan Veterinary Medical Association (MVMA), a 501(c) 6 not-for-profit professional association chartered by the State of Michigan and serving the needs of the veterinary profession and individual veterinarians in Michigan since 1883.

### **1.2 History**

The Employee Improvement Committee of the Texas VMA with assistance from the Texas VMA staff and a number of volunteers, including the Directors of three college-based Veterinary Technician programs, developed the framework for the original CVA program in Texas. The TVMA Board of Directors approved the program in 1996 and the first certificates for CVA Level I were granted in 1998. The CVA Level II certification program launched in 1998 and the first Level II certificate was awarded in 1999. Level III of the CVA program followed in 2001.

The Texas VMA licenses the CVA program to other state veterinary medical associations to provide the CVA Certification; the MVMA will provide the CVA Certification in Michigan.

### **1.3 Purpose and Mission**

#### *Purpose*

The modern veterinary clinic depends on a knowledgeable and well-trained animal health-care team to deliver the quality medical services demanded by animal owners and required by the ever-advancing standards-of-care accepted within the veterinary profession. Well-established, high quality, formal educational programs exist to provide the education and training required by veterinarians and veterinary technicians. However, there has long existed a need to establish standards of competency and performance for individuals employed as veterinary assistants, the third member of the successful animal health-care team. The Michigan Veterinary Medical Association licensed the Certified Veterinary Assistant program to meet this need.

#### *Goal*

It is the goal of MVMA's Certified Veterinary Assistant Program to establish knowledge and performance standards in the practice of veterinary assisting and to encourage the widespread adoption of these standards through a highly valued credential of competency.

### **1.4 Program Governance**

The Certified Veterinary Assistance Program is licensed and operated by the Michigan Veterinary Medical Association, and it is governed by the MVMA Veterinary Team Development Committee. All appeals, complaints and grievances should be directed to this Committee.

### **1.5 CVA and the Veterinary Health Care Team**

The modern veterinary clinic or hospital represents a highly complex, well-coordinated animal health-care environment. Every person on staff has a vital and specific role to play in caring for the patients entrusted to their care. The central components of a well-

functioning animal health-care team include the Doctor of Veterinary Medicine, assisted by the MI Licensed Veterinary Technician, and supported by the Certified Veterinary Assistant. Depending on specific circumstances, the exact deployment of these highly skilled individuals may vary from one health-care team to another, but these three working together represent the ideal. Other non-credentialed members of the veterinary staff make many valuable contributions to the hospital function, but these credentialed staff members are the key to state-of-the-art veterinary care.

Levels of training, expertise, and responsibility naturally segment the animal health-care team along a hierarchy of medical authority with the Doctor of Veterinary Medicine accorded the highest rank within the team, followed by the Licensed Veterinary Technician and with the Certified Veterinary Assistant filling the third tier of authority and responsibility. Thus, the DVM is self-directed within the team and supervises and directs all other members of the team including the LVT and CVA members. With the doctor's approval, an LVT may be assigned some degree of oversight for the CVA team members.

Each role on the health-care team is important and distinct. It is not best-practice, nor is it the policy of MVMA to suggest the use of a CVA to do those functions that should be reserved to the LVT. The training and capability of the CVA is considerably below that of an LVT and, while every practice owner will deploy staff as she or he deems best, it is highly recommended that one or more LVTs form the back-bone of the support staff with able assistance provided by the CVA.

The CVA program is a learn-on-the-job vocational training experience that covers the basic fundamentals of veterinary medicine and animal care and handling. MVMA envisions the ideal veterinary practice as one in which the veterinarian, LVT, and CVA work together as valuable and highly productive members of a unified animal health-care team.

## **1.6 Benefits of Certification**

The Certified Veterinary Assistant receives a number of benefits as a result of certification in the MVMA program, including:

- **Certificate:** All successful applicants who pass the CVA I exam with a 70 or higher will receive a professional quality certificate designating the date and level of certification as well as the name of the certified individual.
- **Verification of Certification:** MVMA maintains a permanent registry of all CVA's who have completed and maintained their certification status and will respond to all employer inquiries to verify an individual's certification.
- **Promotion of Certification as an Employer Benefit:** MVMA will continually promote to its member veterinarians the value of employing certified veterinary assistants
- **Discounts on Continuing Education:** Individuals who hold current certification will be allowed to register for continuing education at any MVMA-sponsored seminar or conference at a reduced rate.

- Portability: The CVA designation can be taken from one practice to another. Because we live in such a mobile society, the portable nature of the CVA credential is extremely important.
- Patches/Pins: A CVA patch can be placed on clinic clothing and makes the public aware of the CVA's credentials. The first patch is provided without cost upon successful completion of CVA Level I. CVA pins are available as well.

## 2.0 Certification Criteria and Eligibility Requirements

### 2.1 Certification Levels

The CVA program consists of three levels of attainment, as follows:

- CVA Level I: Entry level skills and knowledge, 500 hours, roughly equivalent to 90 days of on-the-job training in a veterinary clinic.
- CVA Level II: Intermediate level skills and knowledge, 1000 hours, roughly equivalent to 180 days of on-the-job training in a veterinary clinic beyond certification at CVA Level I.
- CVA Level III: Advanced level skills and knowledge, 1000 hours, roughly equivalent to 180 days of on-the-job training in a veterinary clinic beyond certification at CVA Level II.

It is the policy of MVMA that all certified veterinary assistants must progress through each certification step in sequence, that is, all CVAs must certify first at Level I, then go on to Level II, then Level III in sequence.

### 2.2 Eligibility Criteria and Requirements

The eligibility criteria and requirements for certification established for each of the three levels of CVA certification are as follows:

#### CVA Level I:

- Applicant must be at least 16 years of age
- Applicant must have obtained 500 hours of practical work experience (paid or volunteer) in a veterinary setting under the direct supervision of a US licensed veterinarian or a licensed veterinary technician (RVT, LVT, CVT)
- Applicant must submit a completed application for examination for CVA Level I certification including complete payment of examination fee(s)
- Completed CVA Level I "Skills Validation Checklist"
- Applicant must score 70% or better on the CVA Level I certification exam

#### CVA Level II:

- Applicant must hold a valid CVA Level I certification
- Applicant must have obtained 1,000 hours of practical work experience (paid or volunteer) under the direct supervision of a US licensed veterinarian or a licensed veterinary technician (LVTT), counted from the date initial certification at CVA Level I was awarded [See Sec. 3.3 "Experience Standards for exceptions".]
- Applicant must submit a completed application for examination for CVA Level II certification including complete payment of examination fee(s)
- Completed CVA Level II "Skills Validation Checklist"

- Applicant must score 70% or better on the CVA Level II certification exam

#### **CVA Level III:**

- Applicant must hold a valid CVA Level II certification
- Applicant must have obtained of 1,000 hours practical work experience (paid or volunteer) under the direct supervision of a US licensed veterinarian or a licensed veterinary technician (RVT, LVT, CVT), counted from the date initial certification at CVA Level II was awarded [See Sec. 3.3 “Experience Standards” for exceptions.]
- Applicant must submit a completed application for examination for CVA Level III certification including complete payment of examination fee(s)
- Completed CVA Level III “Skills Validation Checklist”
- Applicant must score 70% or better on the CVA Level III certification examination

### **2.3 Grounds for Revocation of CVA Status**

MVMA reserves the right to revoke an individual’s Certified Veterinary Assistant’s (CVA) status if it receives credible information or evidence that the individual has committed any of the following:

- Falsification or alteration of the individual’s CVA certificate.
- Used the individual’s CVA status to represent that the individual has completed another type of certification or degree.

In addition to revocation of an individual’s CVA status under as described in this policy, MVMA may, in its sole discretion report the falsification or alteration of CVA credentials to the appropriate state regulatory agency or agencies having jurisdiction over the regulation of veterinary medicine.

### **3.0 Program Organization**

The CVA program consists of three core components, which are included in every level of certification as outlined above: Knowledge, Skills, and Experience.

#### **3.1 Knowledge Standards**

The knowledge standards established for the MVMA Certified Veterinary Assistant are expressed in terms of minimum competencies which must be demonstrated by the candidates for certification at each of three certification levels. The competencies are subdivided into ten knowledge domains that together span the range of work typically assigned the veterinary assistant in a professional practice of veterinary medicine. These competencies and their assignment to appropriate certification levels are presented in Appendix A for each knowledge domain.

##### **3.1.1 Acceptable Learning Formats for Achieving Knowledge Standards**

The Certified Veterinary Assistant Program is a credentialing process, not an educational program. It serves to define the basic knowledge and skills required for successful work as a veterinary assistant and to grant the CVA credential in recognition of demonstrated performance capabilities meeting or exceeding established standards. There are various routes recognized by MVMA for gaining the knowledge required for certification, which may include but are not limited to:

### **On-the-Job-Training**

This requirement has been modified slightly for high schools participating in the program (see “High School Requirements”).

### **Formal Education Programs**

These include the Michigan Education Agency through its high school vocational agriculture programs, community colleges and proprietary schools, Michigan 4-H programs, and at least two state universities.

### **Seminars and Workshops**

Some of the continuing education programs presented by MVMA, the Michigan Association of Registered Veterinary Technicians, the TAMU College of Veterinary Medicine and other providers would be included here.

### **Internet-Based Instruction**

A full program of educational and training activities available online through Animal Care Technologies, which includes online testing and skills validation, is recognized by the MVMA as a valid option for completing CVA certification, provided the work experience and supervision requirements are met.

### **MVMA CVA Level I Training Manual**

MVMA has available hard copy training materials to support CVA credentialing at Level I as described below. These materials are not mandatory but are recommended for any candidate that intends to sit for certification at Level I and are available for purchase directly through MVMA. MVMA does not carry training materials for Level II and Level III.

- Manual consisting of 10 courses dealing with a wide variety of skills and competencies required for initial certification at Level I (consists of educational text, exercises, and other learning experiences arranged in workbook style).

## **3.2 Skills Standards**

Each candidate for certification must acquire specified skills and performance abilities appropriate to the certification level sought. These skills and performance abilities must be validated and confirmed by a US licensed veterinarian or a licensed veterinary technician (or equivalent).

The CVA program relies upon observation and supervision by appropriate professional personnel to assure appropriate skill levels in the veterinary assistants achieving certification. This is accomplished through the "Skills Validation Checklist", which must be completed and signed by an immediate supervisor who is either a US licensed veterinarian or a licensed veterinary technician (or equivalent). Digital submission of the “Skills Validation Checklist” is acceptable through the MVMA-approved online program provided by Patterson Veterinary Academy. The skills required for each certification level are presented in Appendix 3.

### 3.3 Experience Standards

Certification at any CVA level requires demonstrated proficiency of work-related tasks in an appropriate environment, which is to be a veterinary hospital or its equivalent. The hours required for each level of certification are outlined in section 2.02 and summarized here:

CVA I:	500 hours
CVA II:	1,000 hours
CVA III:	1,000 hours

It should be noted that these hours are cumulative, i.e. each subsequent level's experience requirement is in addition to the preceding level. For example, CVA III requires a total of 2,500 hrs. of work experience.

#### Cumulative Hours.

Work experience hours will be cumulative when acquired while working at the same practice. New CVA applicants may count the hours worked at a practice prior to the program starting date when applicable. This will allow an applicant who has completed the appropriate hours (and can document the hours upon request) to receive a waiver of the designated time period between levels.

If an applicant has been in multiple practice locations and cannot clearly substantiate the hours worked, the applicant must complete the prescribed hours in between the CVA levels. [See Sec. 2.2 "Eligibility Criteria and Requirements"]

## 4.0 Examination Standards

### 4.1 Composition and Weighting of the Examination

The CVA examination for each certificate level will consist of 100 multiple choice questions appropriate to the level of certification covered. There are ten (10) units or modules of content for each certification level and the examination will consist of questions drawn from each of the ten modules roughly on an equal basis.

### 4.2 Skills Validation Checklist Required

Before an applicant is allowed to sit for a CVA examination (Levels I, II, or III), the applicant must submit a completed application & Skills Validation Checklist for the particular CVA level for which he or she is testing.

### 4.3 Examination Administration Employer-Directed OJT Programs

The administration of the certification examination varies with the level of certification sought, as follows:

Level I, II, and III certification examinations (paper or online tests) may be taken at the place of employment and will be administered by a US licensed veterinarian or a licensed veterinary technician (or equivalent). Third-party educators who provide classroom preparation for the CVA Level I certification may administer the examination at the conclusion of training, provided a supervising veterinarian has completed and signed the



skills proficiency checklist. The examination and test booklet will be returned to MVMA for scoring. Certification examinations must be returned to MVMA for scoring within seven (7) days from the date of receipt of the examination by the veterinary facility or will be deemed invalid. Retesting is required to complete certification and will be charged the retest fee (\$55). MVMA reserves the right to refuse to administer the test to any applicant.

### **Online Testing**

Testing for Level I, Level II and Level III may be taken online through the MVMA and the MVMA- approved PVA program using their secure testing site. This site requires the login of the supervisor at the time of testing. The supervisor will also be responsible for proctoring the examination.

### **Examination Administration, School-based Programs**

School-based programs certify at CVA Level I only. Level I certification examinations may be taken at the place of schooling/training and will be administered by the teacher of record. In this case, the examination will be given at the conclusion of training, provided all other requirements have been met. It may be administered as a paper test or online through ACT or MVMA.

### **Retesting Provisions**

Should an applicant for CVA certification at any level fail to pass the examination they may retake the exam as often as they wish following the initial examination date for up to one year. MVMA will charge a re-test fee to cover the cost of producing and administering the test. This fee is \$55 for each retest at CVA Levels I, II, and III.

## **5.0 Renewal of Certification and CE Requirements**

### **5.1 Renewal Dates and Fees**

Certification is valid for three calendar years, beginning with the date of initial certification. This date will be clearly shown on the certificate issued to the successful candidate. This date will serve as the CVA's permanent anniversary date. Candidates are required to obtain ten (10) hours of continuing education (CE) each renewal period. These CE hours may be acquired through any legitimate veterinary educational venue, including but not limited to: state and local VMA meetings, online courses, professional seminars presented by veterinary companies, etc. Hours accumulated beyond the ten required hours may not be carried over to the next renewal period.

MVMA will make every effort to notify the CVA in writing when their certificate is due to expire, but the CVA is responsible for contacting MVMA on or before their anniversary date and for submitting the application for renewal of certification. The CVA has thirty (30) calendar days following the anniversary date in which to submit the application for renewal of certification and the renewal fee. If all items required for renewal of certification are not received in the MVMA office before the 30-day deadline, the CVA will lose certification status and will be required to re- test for certification.

The CVA renewal fee is \$149 and the candidate for renewal must submit payment in a form acceptable to MVMA.

Failure to submit a complete application for renewal including payment of fees by the due date will result in the CVA being required to re-test for certification.

### **Proof of Participation**

Documentation validating each continuing education activity must be kept on file by the Certified Veterinary Assistant.

These records will be audited at random, with a certain number of participants audited each year. When MVMA requests copies of CE documentation the veterinary assistant must provide copies of all documentation for review by MVMA. Failure to provide sufficient documentation of required CE will be cause for the applicant's certificate to be deactivated to probationary status.

The applicant for certificate renewal will have six (6) months to correct the CE deficit and thus remove the probationary status.

Failure to complete all CE requirements within the 6-month probationary period will deactivate the certificate completely and the individual will lose the right to use the CVA designation and all other privileges pertaining to certification.

To regain certification status, the lapsed individual must re-establish eligibility for, take and pass the certification exam, including the payment of all applicable fees.

## **6.0 School-Based Training Programs**

### **6.1 Background**

MVMA recognizes that the school-based veterinary assistant programs consist of well-designed, highly organized content taught in classroom settings by well-qualified professional educators extending through 1-3 academic years. MVMA further recognizes that these state-approved programs consist of hands-on laboratory instruction, frequent live demonstrations, field work, internships and other interactive learning activities, which can achieve the same learning objectives envisioned for the on-the-job training requirements described above.

### **6.2 Minimum Standards**

For these programs, MVMA requires that the following minimum standards be met before accepting applications from graduates of that program for certification as CVA Level I:

- Program must include content addressing all the learning outcomes identified in MVMA standards and guidelines for CVA Level I.
- Applicants for certification from any school-based veterinary assistant program must have completed at least 9 months of the school-based program.
- Applicants for certification must be at least 16 years of age to test.
- Hands-on training hours will not be counted before age 14.
- Candidates for certification must provide documentation that supports appropriate work experience as follows:

- 200 classroom hours (online/virtual education will be accepted toward the 200 required classroom hours. Hours must be documentable or measurable and be supervised by an approved educator.)
  - 300 clinical hours (or 225 with an approved recommendation letter from the DVM/LVT/CVT/RVT worked under; video conferencing will be allowed for skills completion up to 78 clinical hours.). Hours must be documentable and be signed off on by a U.S.-licensed veterinarian or a licensed veterinary technician (or equivalent) with whom the candidate has engaged in supervised interaction with live animals.
  - In order to ensure the student understands the real, day-to-day workings of a typical veterinary hospital, a minimum of 300 (or 225 with an approved recommendation letter from the DVM/LVT/CVT/RVT worked under) of the 500 hours required must occur within a veterinary clinic or animal shelter setting with a DVM or LVT (CVT or RVT allowed outside the state of Texas) on staff or in attendance to provide the required skill and technical training. The variety of veterinarian-supervised experiences that meet these criteria may also include (but are not limited to): volunteer work in a veterinary hospital, riding on large animal veterinary field calls, shelters that offer medical services through a veterinarian, etc.
- Payment of the certification fee
  - Successful completion of the certification examination, either online or paper format
  - Completed application form, with accompanying signature and properly completed Skills Validation Checklist submitted to MVMA. Incomplete applications will be returned to the teacher or supervisor for completion.

\*Applicants who have completed all requirements for certification, with the exception of the work requirement, will be given a one-year period from the date of completing the exam for Level I to gain the necessary 300 hours of work experience (policy of 225 clinical hours with recommendation letter does not apply for PPE applicants. All 300 hours must be completed within one year to earn CVA). A Pending Practical Experience (PPE) letter will be sent by MVMA to the applicant notifying the student of his or her status. If the work experience is completed and supporting documentation is submitted to MVMA by the anniversary date, the applicant will be awarded CVA Level I certification. The certification fee will be charged for the issuance of the PPE. If incomplete hours are fulfilled and CVA awarded, the annual dues are required along with proof of five hours of continuing education on the one-year anniversary of testing.

### **6.3 Testing Requirements**

Program administrators of school based CVA program must notify MVMA immediately upon enrollment of students in the CVA Program. Doing so helps ensure that the administrators are fully aware of the program's requirements and that students will be able to meet those requirements. In addition, program administrators must notify MVMA when school based CVA applicants (students) are scheduled to take the certification examination. Administrators must contact MVMA at least three (3) months prior to the test date to ensure all application requirements for certification have been met. Failure to notify MVMA in a timely manner will result in a delay in certification. Certification examinations must be returned to MVMA for scoring within seven (7) days from the date of receipt of the

examination by the school or will be deemed invalid. Retesting is required to complete certification and will be charged the retest fee (\$55).

Test security must be maintained at all times. Failure to do so as evidenced by theft of exam forms, evidence of student cheating on the examination or other such failures to properly secure the examination may result in the cancellation of the school's participation in the certification program.

MVMA cannot guarantee immediate scoring and turnaround for the tests and final certification. Processing the certification applications and examinations will be done as quickly as possible.

Teachers and program administrators are asked to discourage or even forbid students and parents from contacting MVMA directly to receive final results. Online exams are available through MVMA and PVA.

The individual fee for a student taking the CVA Certification Examination is \$145. If students submit individual personal checks for payment of examination fee, the application documentation and check should be submitted in individual envelopes for each student or else each student's package plus check must be stapled as a unit.

Purchase orders are accepted. Please be aware that certificates will only be released with full payment.

#### **6.4 4-H Training Programs**

Same requirements as school-based training programs.

Federally recognized educational entities are required to provide testing and learning accommodations in accordance with federal law.



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Compassionate care.*

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