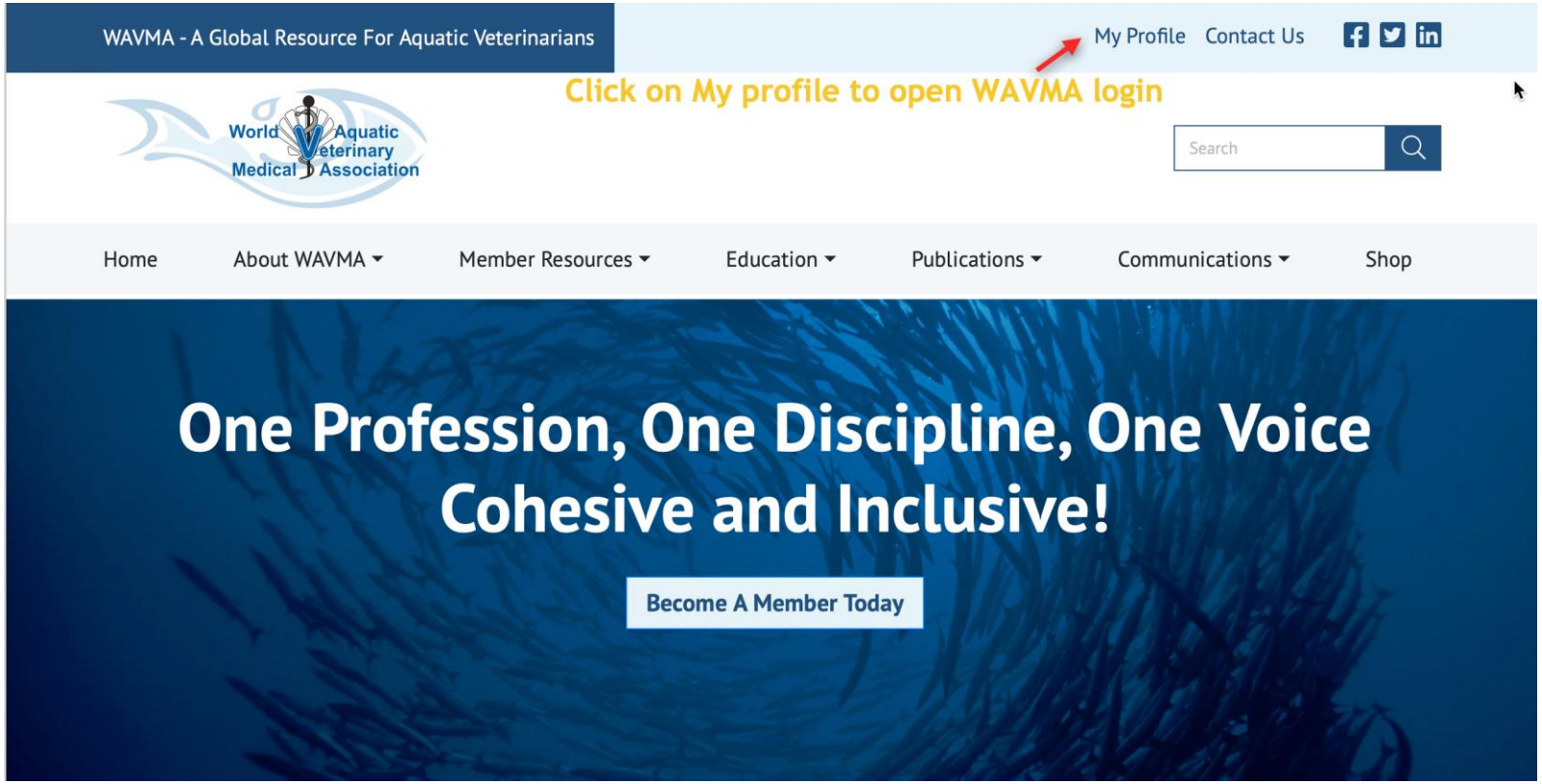
Using the Automated WAVMA CertAqV, CertAqVNT System

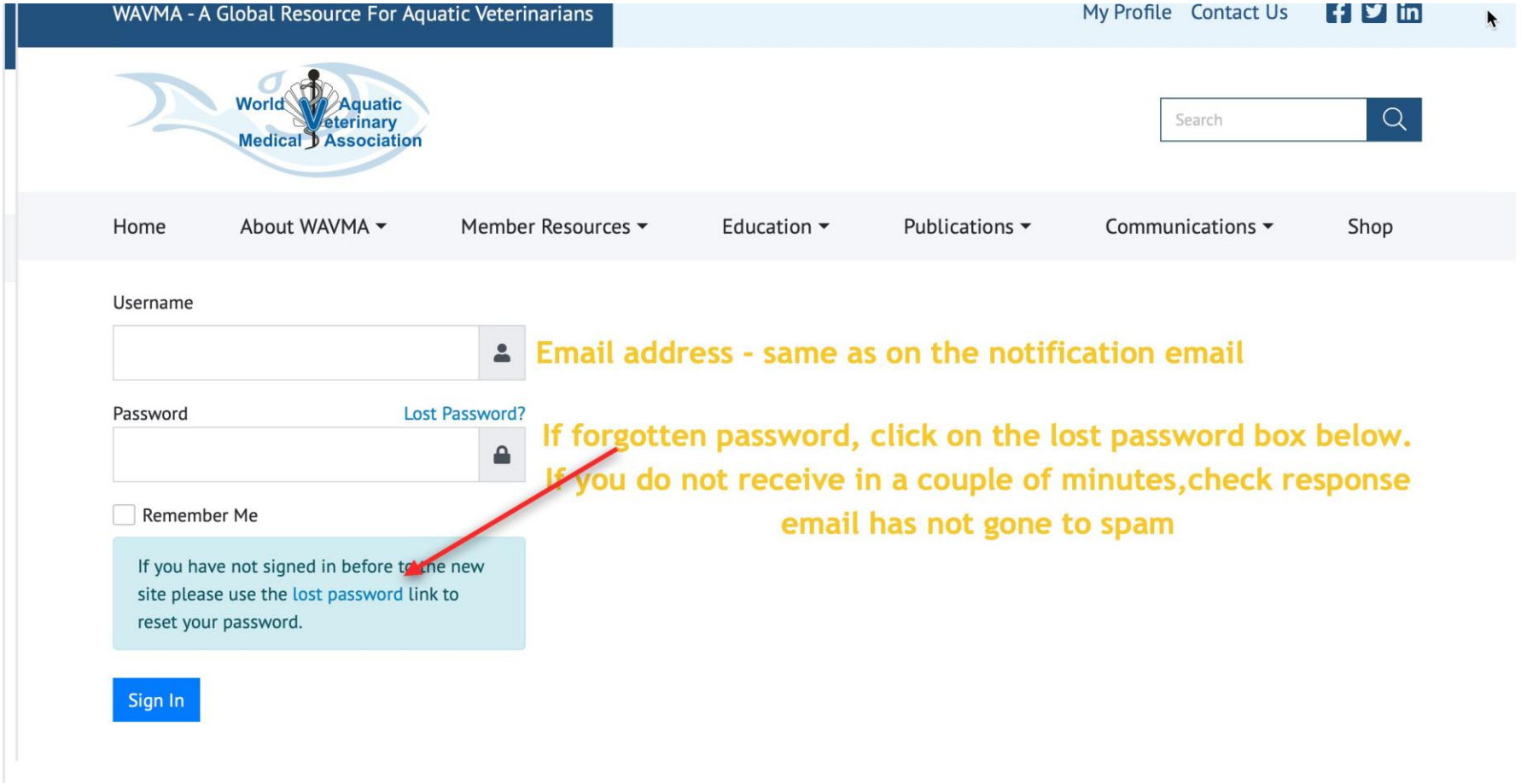


You've received an auto email notification from WAVMA Admin.

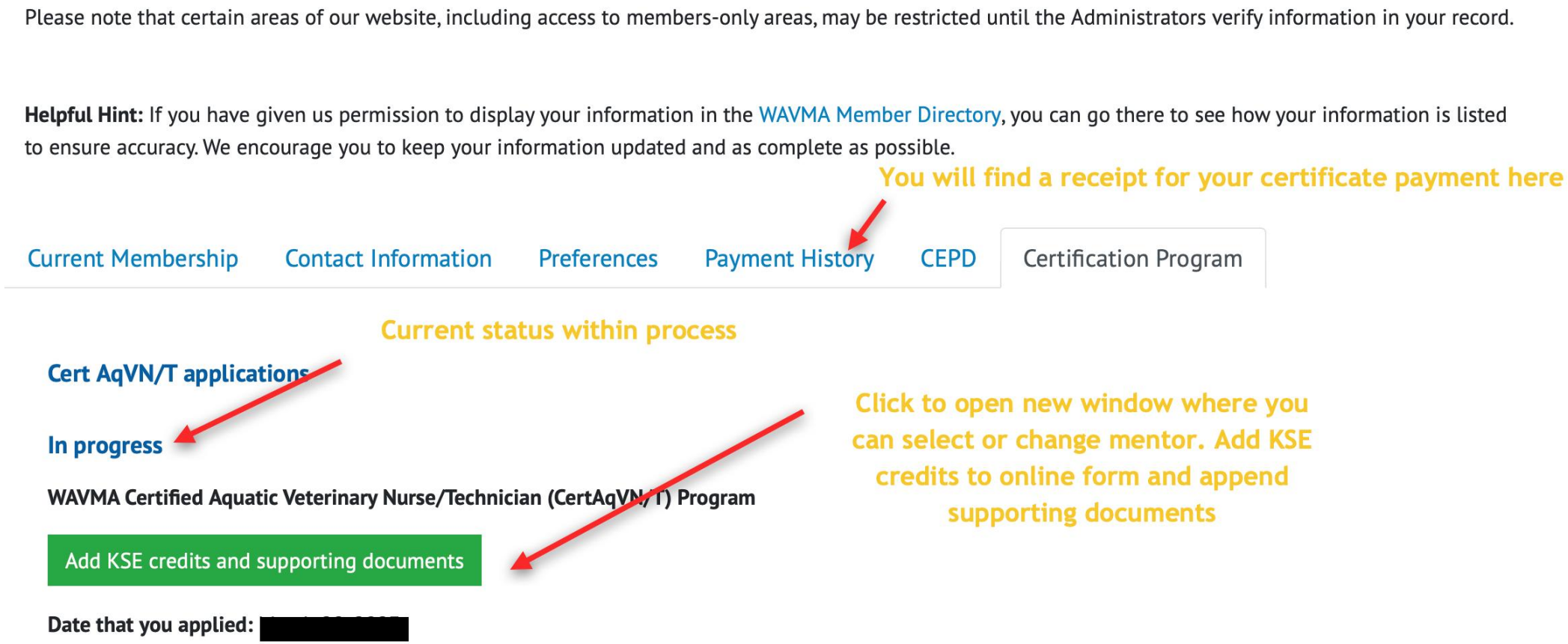
- **Please log in to your [WAVMA Profile](#).**
- Candidates/Renewals will see a new Tab in their profile – **Certification Program**. A receipt for payment can be found in the **Payments Tab**.
- Mentors will see a new Tab called **Mentoring**. Here you can accept or reject being the candidate's mentor.
- Adjudicators will see a new Tab called **Adjudicating**. Here you can accept or reject adjudicating a submission.
- Executive Board members will see a new Tab called **Board Approvals**.



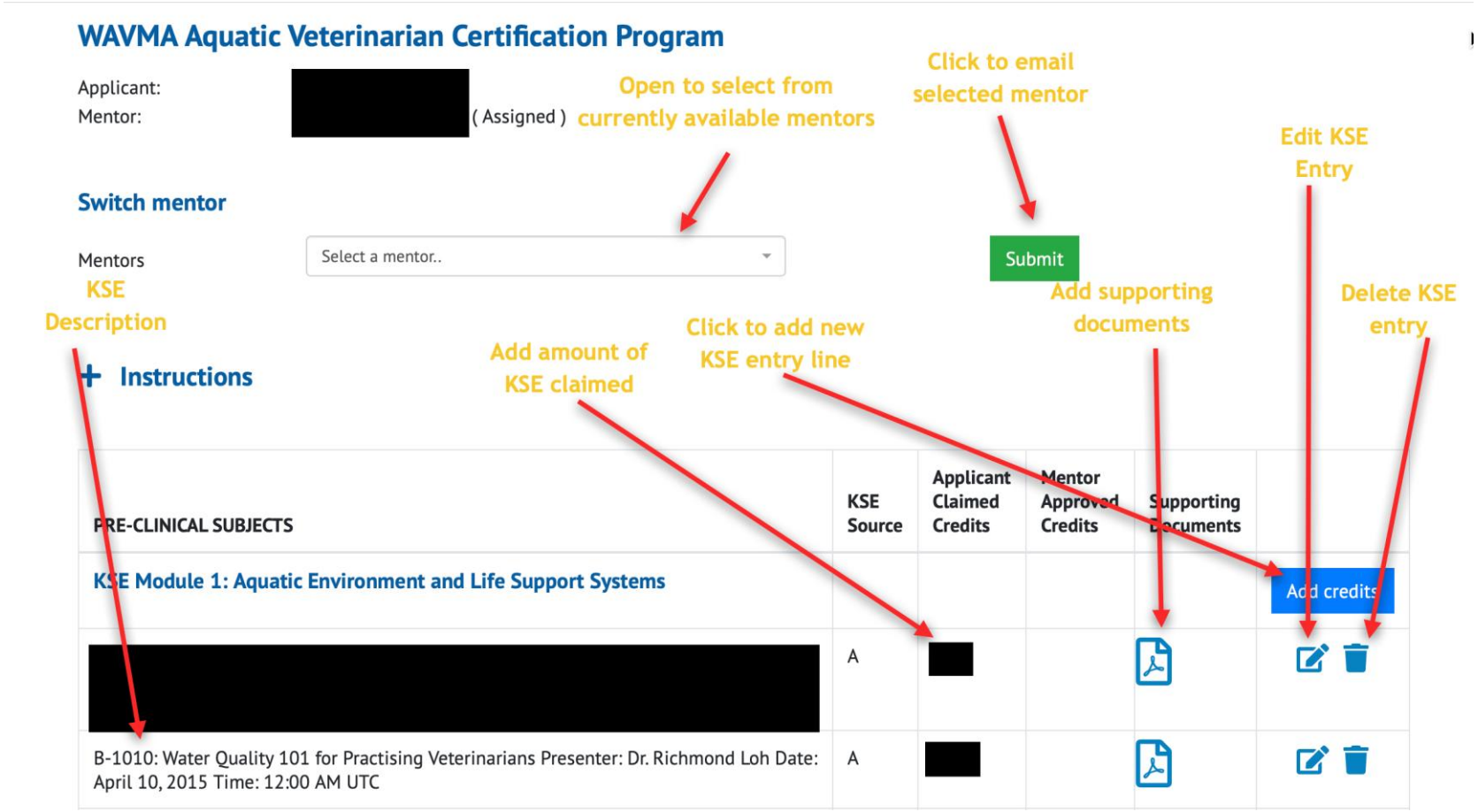
Log in to WAVMA Profile:



Candidate 1: Example of what you see

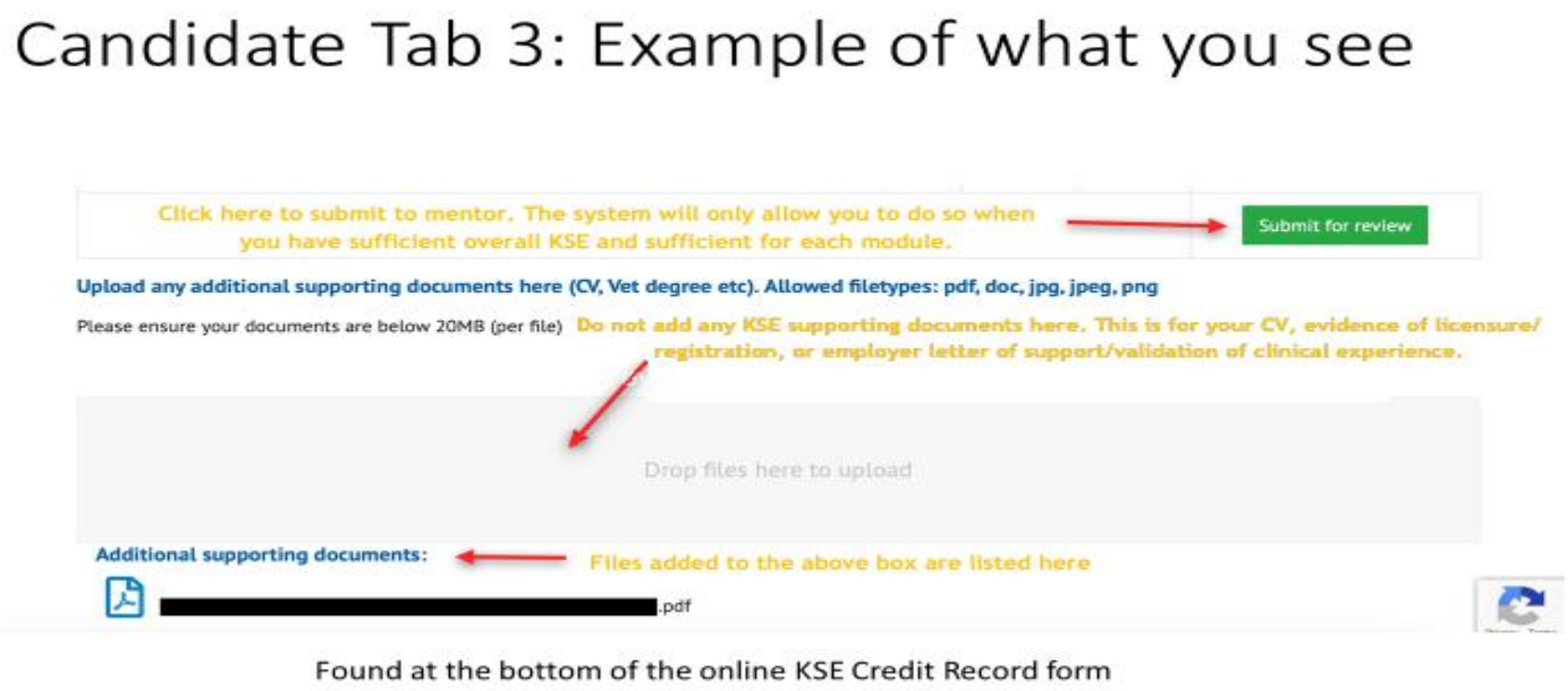


Candidate 2: Example of what you see



Note: If your chosen mentor is not listed in the select mentor box, ask them to check they have ticked the appropriate box in their:
WAVMA Profile - Preferences Tab

Candidate 3: Example of what you see



Note: If you upload a file here, it can only be deleted at the adjudicator stage – please ensure you add the correct file(s).

Candidate 4: Reviewers request further information

- You will be notified by auto email.
- Comments will be listed at the bottom of your KSE form.
- Make the necessary edits.
- **Click the green submit button** which floats over the KSE page. This will send your edited submission back to your mentor for re-approval.
- **Note:** Your mentor will not see your forms until you resubmit so it may be worth discussing any edits first with them.

Candidate 5: General Information

1. You can discuss the suitability of the certificate prior to applying, with a mentor who can advise you of the process, and likelihood of completing within the allowed time-period.
2. Most questions can be answered from the linked documentation available on the certification pages of WAVMA's website - CertAqV and CertAqVNT .
3. Prior experience gained can be used towards the required KSE, but the suitability should be discussed with your mentor.
4. You can change mentor at any time but please inform your current mentor of this.
5. Candidates should check the KSE claimed for any errors prior to submitting to the mentor.
6. *Students need to graduate within one year of applying*. However, it is possible for students to complete the process prior to graduation. As certificates cannot be awarded prior to graduation, **it is up to the student** to inform CertAqV-Admin once graduated along with supporting evidence. The certificate will be awarded once this is supplied.
7. The review process can take a minimum of 4-8 weeks but can be longer. It is up to the applicant or mentor to query any undue delay. This can be done by emailing WAVMA Administrators who will look into the matter.
8. The certificate requires renewal every five years. However, to maintain certification during this period, it is a requirement that you are a current WAVMA member. Those who meet these requirements are listed at the bottom of the CertAqV and CertAqVNT pages. If you are not listed here, then you may no longer meet the requirements and should not use the certificate honorific.
9. You can find more information on the role of mentors and the overall process by continuing to read this document.

Certificate Renewal 1: Example of what you see (from CertAqV Renewal page on WAVMA website)

Renewal Process

Per the current CertAqV Program requirements, to continue to be recognized as a Certified Aquatic Veterinarian and utilize the CertAqV honorific, previously certified individuals will need to renew every 5 years. In order to renew, the following must be met

- Be a current member and maintain being a WAVMA Full Member;
- Document at least 50 hours of aquatic veterinary CEPD acquired over the previous 5 years; and,
- Pay the $50 (USD) non-refundable CertAqV renewal fee.

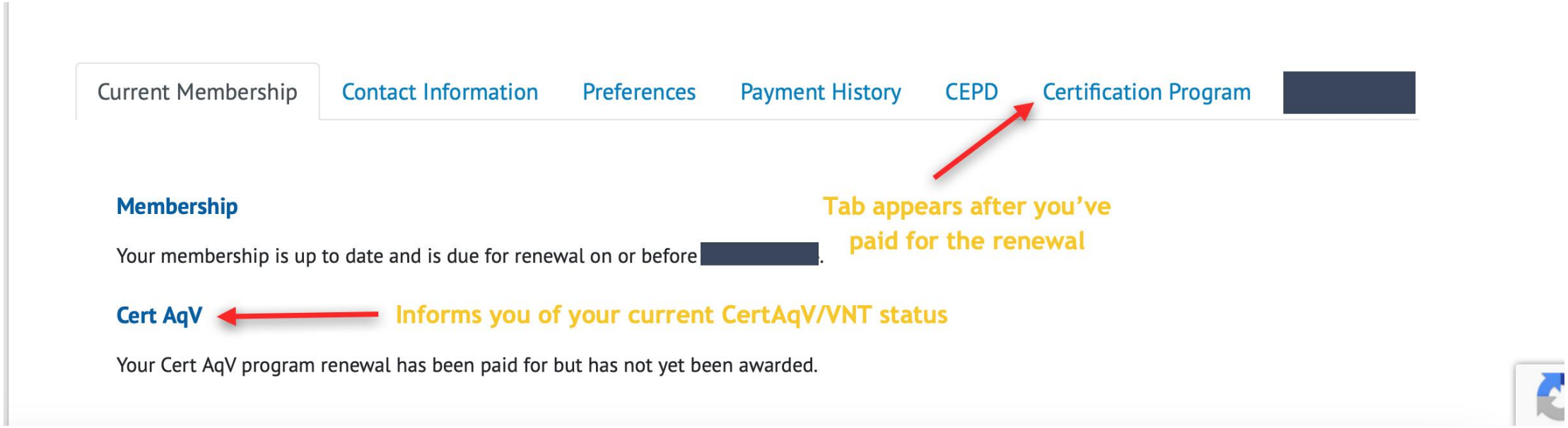
After you have paid your CertAqV renewal fee, a new tab will open in your member profile "Certification Program". You will be able to complete the KSE form online from there. The WAVMA Credentialing Committee will evaluate your renewal application. If they are satisfied, they will submit your renewal application to the WAVMA Executive Board for review. If your Certified Aquatic Veterinarian honorific is renewed, you will receive an email notification and have access to your certificate through your Member Profile.

Click here to download a "blank" CertAqV Renewal Form, to use as **a template/draft. Do not use it for your renewal application.**

For questions or problems, please contact the Program Administrator. (CertAqV-Admin@wavma.org and Administrators@wavma.org)

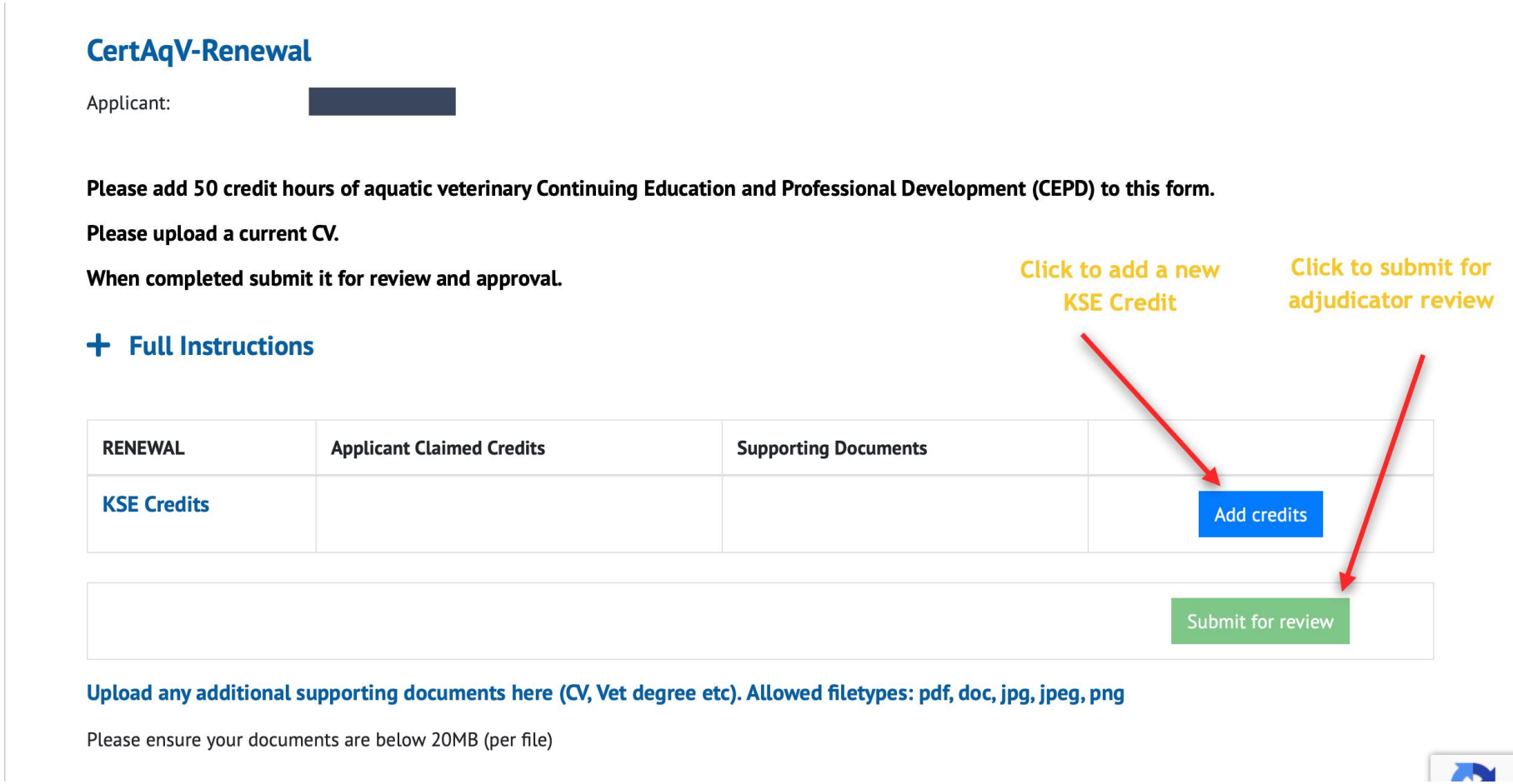
CertAqV Renewal page (similar information is seen for CertAqVNT). You will need to be logged in to your WAVMA profile to access the page.

Certificate Renewal 2: Example of what you see



New Tab "Certification Program" appears after you've paid the renewal fee.
Click on the Certification Program tab to open the CertAqV renewal form.

Certificate Renewal 3: Example of what you see



New window that opens after clicking on green “Add KSE…” button.
Note: You do not need to identify a mentor to renew.

Certificate Renewal 4: Example of what you see

CertAqV-Renewal

Attached supporting document. In this case a manually filled in KSE form. It is preferable that you list each KSE credit claimed seperately within the online form

Applicant: [redacted]

RENEWAL	Applicant Claimed Credits	Supporting Documents
KSE Credits		
See attached document	100	
Credits claimed for Renewal [minimum 50 credits required] (Max 100 credits)	**100**	

Additional supporting documents:

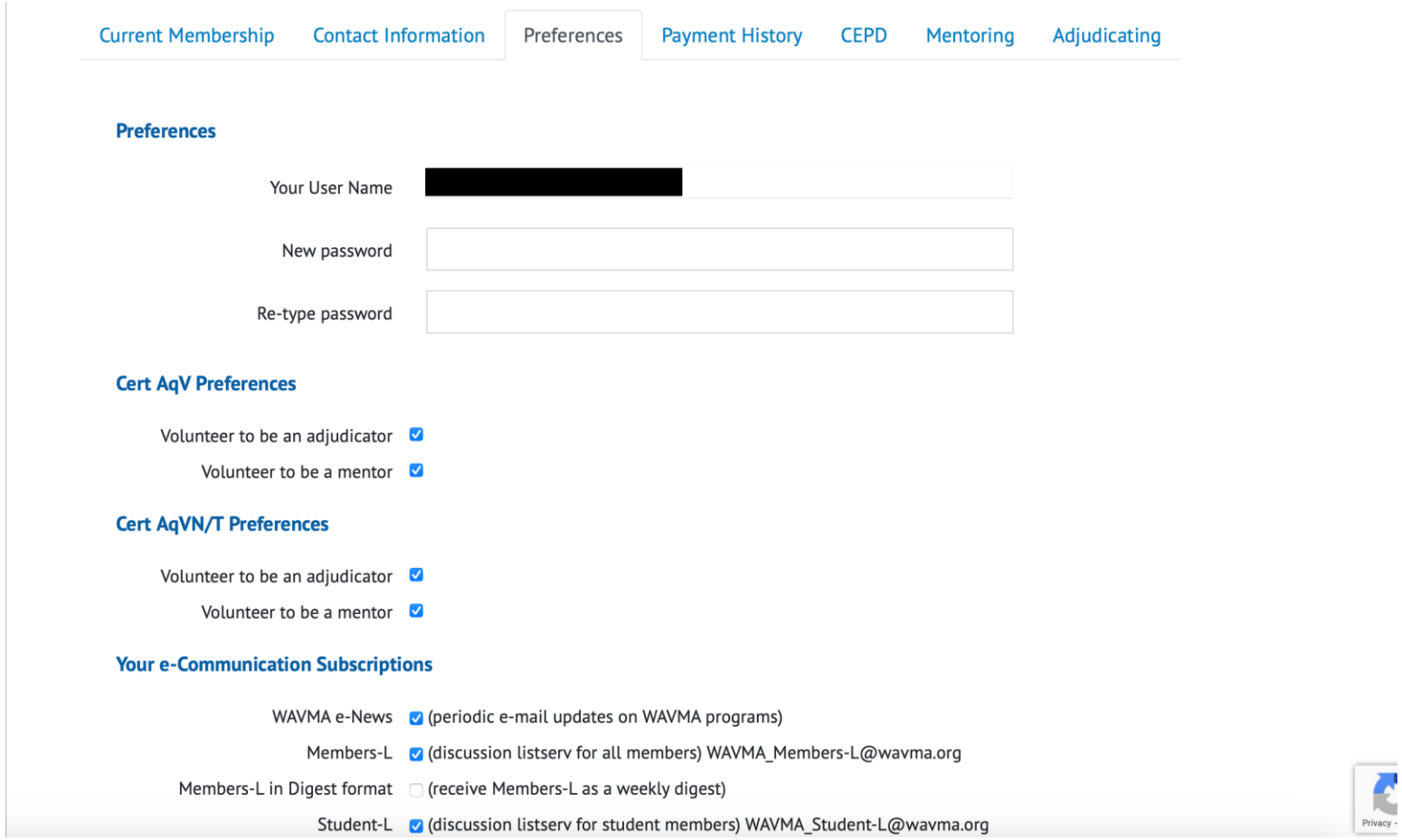
The system will not allow you to submit unless you attach a current CV

[redacted]

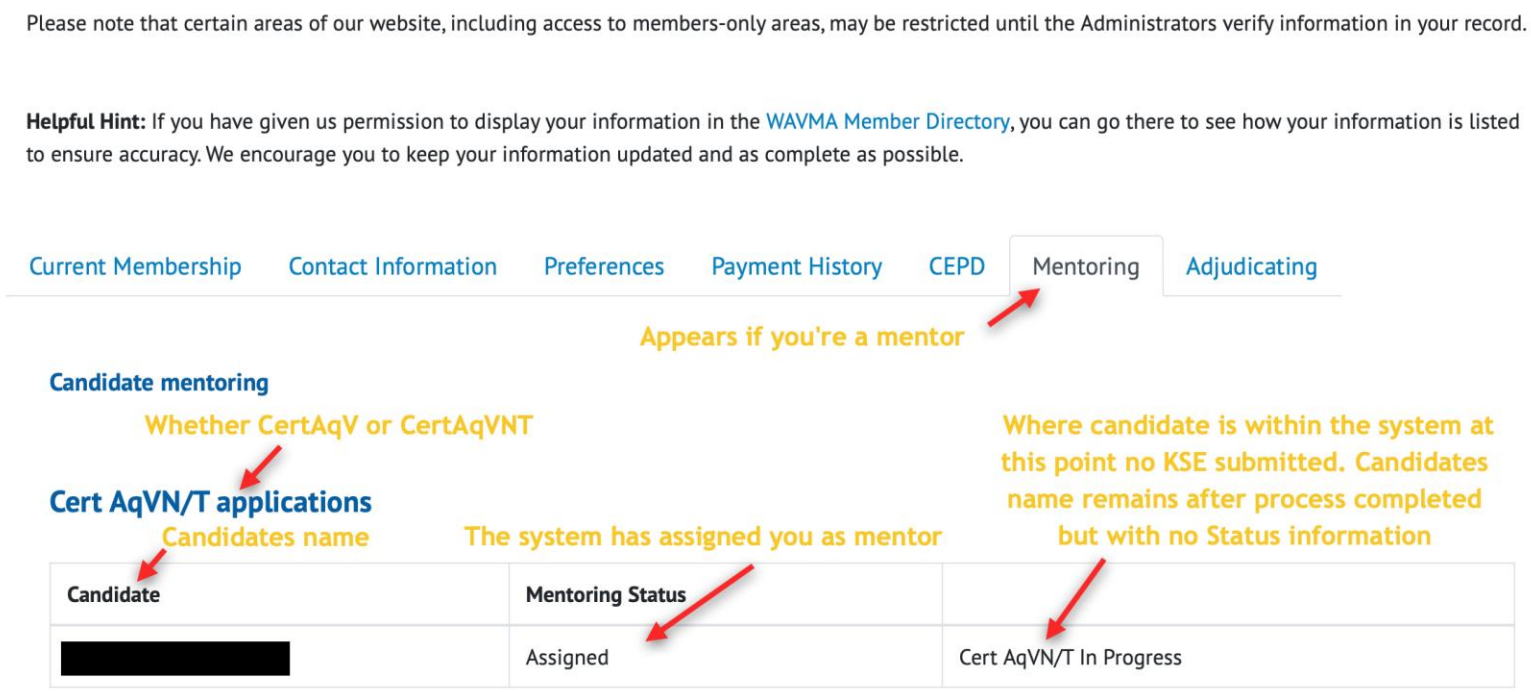
Example of submission ready to submit for adjudication. The adjudicators will be able to download both Word docs to review

Mentor/Adjudicator Role 1:

- You can select/deselect being a mentor or adjudicator in your WAVMA profile at any time – **Preferences Tab**. Options appear if you are current CertAqV/CertAqVNT. Remember to click the green Save button at the bottom of the page.
- If you hold CertAqV you can mentor and adjudicate for both certificates.
- If you hold CertAqVNT then you can only mentor or adjudicate for CertAqVNT candidates. Only this option will be visible.



Mentor Role 1: Example of what you see



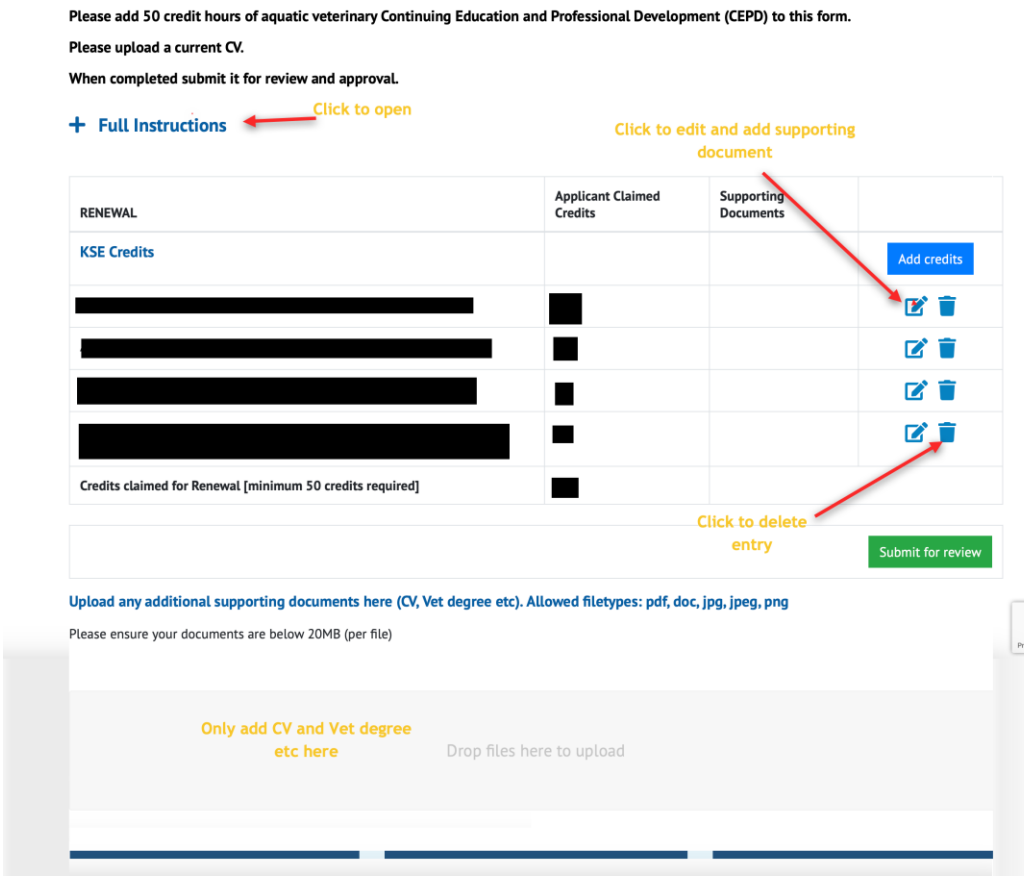
When you receive an automated email requesting you be a mentor, please go to your WAVMA profile, click on the mentoring tab and then agree/disagree to be a mentor. Then click submit. The status will move to assigned.

Mentor Role 2: Basic instructions

- If you're requested to discuss the certificates with a potential candidate before they sign up, please provide advice on "past experience they can use", "what tasks they might need to focus on to complete", and most importantly, an opinion on whether they are likely to complete in the one-year time span allowed.
- It is a requirement of CertAqV/VNT that you are a WAVMA member, complete the CertAqV/VNT within one year of application, and that you are licenced/registered to work in the country you are applying from. **For students, applying for CertAqV/VNT this means they need to graduate within one year of applying.** Students can gain appropriate KSE's prior to applying.
- Best advice is that an applicant apply for CertAqV/VNT when they are close to completing the requirements
- Ensure they have read the current Handbook (available to download from CertAqV, CertAqVNT pages) and are aware of the current regulations.
- If you agree to be a mentor outside the system, the candidate will have to select you from the "select a mentor" box within the system**. If your name is not listed there**, check whether the check boxes are ticked in your WAVMA profile – **Preferences Tab**.
- You are free to accept or decline the role of mentor at any time. You do not need to provide a reason, but it is polite if you do.
- You can initially accept or decline within your **Mentoring Tab**. The candidate will receive an email notification from CertAqV-Admin/WAVMA Admin informing the candidate of your decision.
- The candidate can change mentor at any time, they can do this within their **Certification Program Tab**. Currently the mentor does not receive an automated email informing them of this. The candidate should inform the original mentor that they have changed mentor via a manual email. They do not need to provide a reason.
- There is no automated way for a mentor to decline once accepted. If a mentor finds they can no longer support a candidate, then please notify them manually (outside the system). The candidate can then find a new mentor by opening their **Certification Program Tab** and clicking the green "Add KSE credits and supporting documents" and clicking through the mentor list.
- Once assigned as a mentor, the candidates name will remain in your **Mentoring Tab**, even after the process has completed or the candidate has moved mentor (however you will not see any other information e.g., change of status etc.).

Mentor Role 3: Applicant submission

- The candidate is only able to submit (Click the green “submit for review button”) to the mentor once their KSE credits reaches the minimum KSE overall and there are sufficient KSE to complete each module.
- They also are required to submit their CV and proof of veterinary licensure/registration. The system will not allow them to submit unless these are attached. It is up to the mentor to check these documents have been attached. By adding supporting documents to the “Drop files here to upload” box this check can be circumvented. Please check with the applicant that all supporting documents have been uploaded (e.g. CV, licensure, employer support letter).
- Prior to submission, all communication needs to be done outside the system. This could be done by completing a “Word document” of the draft KSE credit form, the candidate taking a screenshot of the online KSE form and sending via email, or if happy, the mentee providing their login details to the mentor. It is up to you and the candidate how you do this.
- It is up to the mentor as to how frequently they communicate with their mentee. The system is set to send out auto email reminders to the candidate at six, three and one month prior to expiry of the one-year period. There is potential for CertAqV-Admin to provide a grace period of three months in exceptional circumstances. The mentor does not receive any reminders.
- Where a candidate submits supporting documentation, it should be appended to the KSE record it is supporting, not just added to the “drop files here” at the bottom. This helps identify what the document is supporting as well as avoiding circumventing the need to submit a CV and evidence of licensure/registration.
- There is an issue with overly long file names e.g., using links to YouTube or linked through a Google search. If used, please use address shortening software or provide a direct link/web address.
- Where documents are used as supporting evidence for several KSE, do not attach multiple copies. Simply indicate the name of the supporting document in the KSE Credits column.
- Make sure the description, which should be clear and concise, and supporting document clearly support the KSE claimed. There will be multiple people reviewing the submission, with potentially multiple opinions. **Providing clarity and sufficient information are paramount to a successful application.**

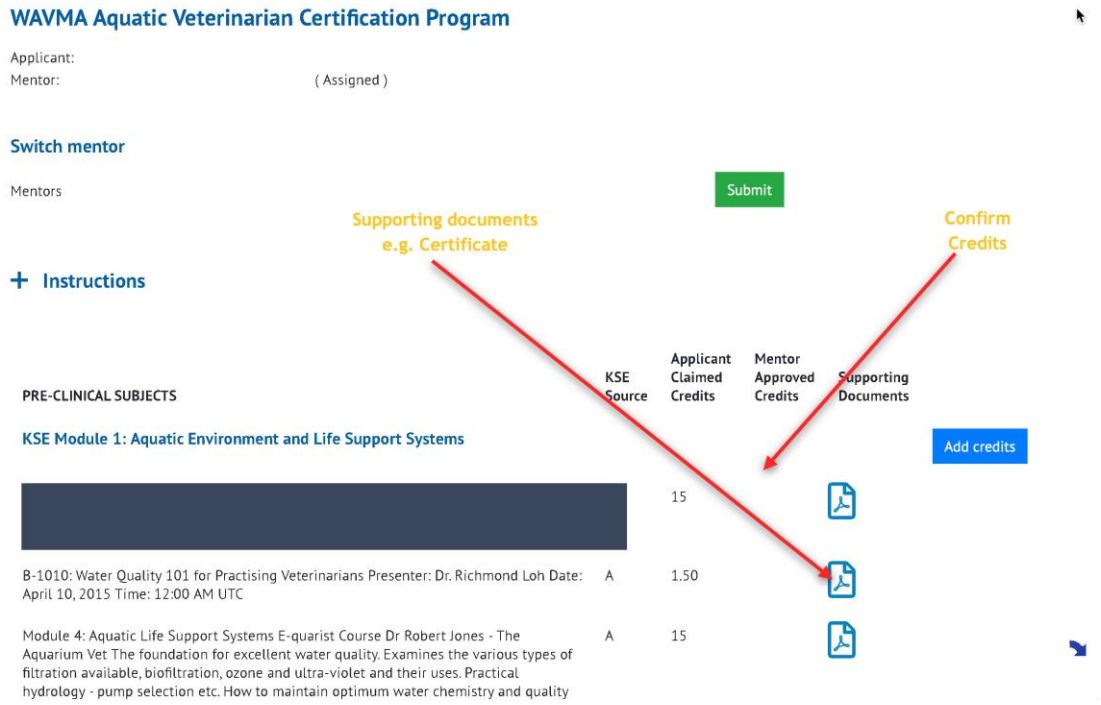


Example KSE Credit Renewal Form

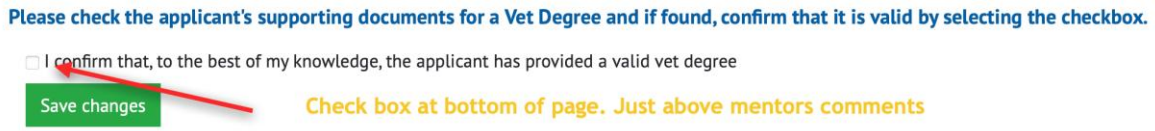
Mentor Role 4: Reviewing

- You will receive an auto email indicating the candidate has submitted their application to you.
- Please review via the **Mentor Tab** and either request further editing or submit for Adjudicator review.
- You will need to agree the KSE claimed in the online document. **You are providing a professional testimony that the claimed KSE are accurate.**
- Tick checkbox to confirm applicant's degree etc. This can be done later by CertAqV-Admin but might delay awarding. **The current system might not allow submssion unless you've done this.**
- **Do not send for adjudicator review until you are happy with the KSE record and supporting documents. Ensure it complies with the current regulations** (see the current Handbook – CertAqV and CertAqVNT). If you have spotted any missing documents or other errors, please return to the applicant.
- Remember there must be at least 25 KSE under Category E.
- Comments made in the Mentors Comment box (up to 1800 characters) will be available to candidate, adjudicators and EB. (See Mentor Role 5 if documents not in English)
- Once you submit for adjudicator review, you will no longer be able to suggest edits, add additional comments or request further evidence.
- However, if the **adjudicators** request further edits or information the candidate will be able to add documents and/or add additional items to the KSE form*.
- You will be informed as mentor via email and in your tab. If you wish to know of any changes being made, prior to resubmission, you will need to discuss with the candidate outside the system.
- Once the applicant makes suggested edits, hits submit, you can then approve the edits.

* The mentor cannot agree any further KSE claimed. This is up to the adjudicators to approve.



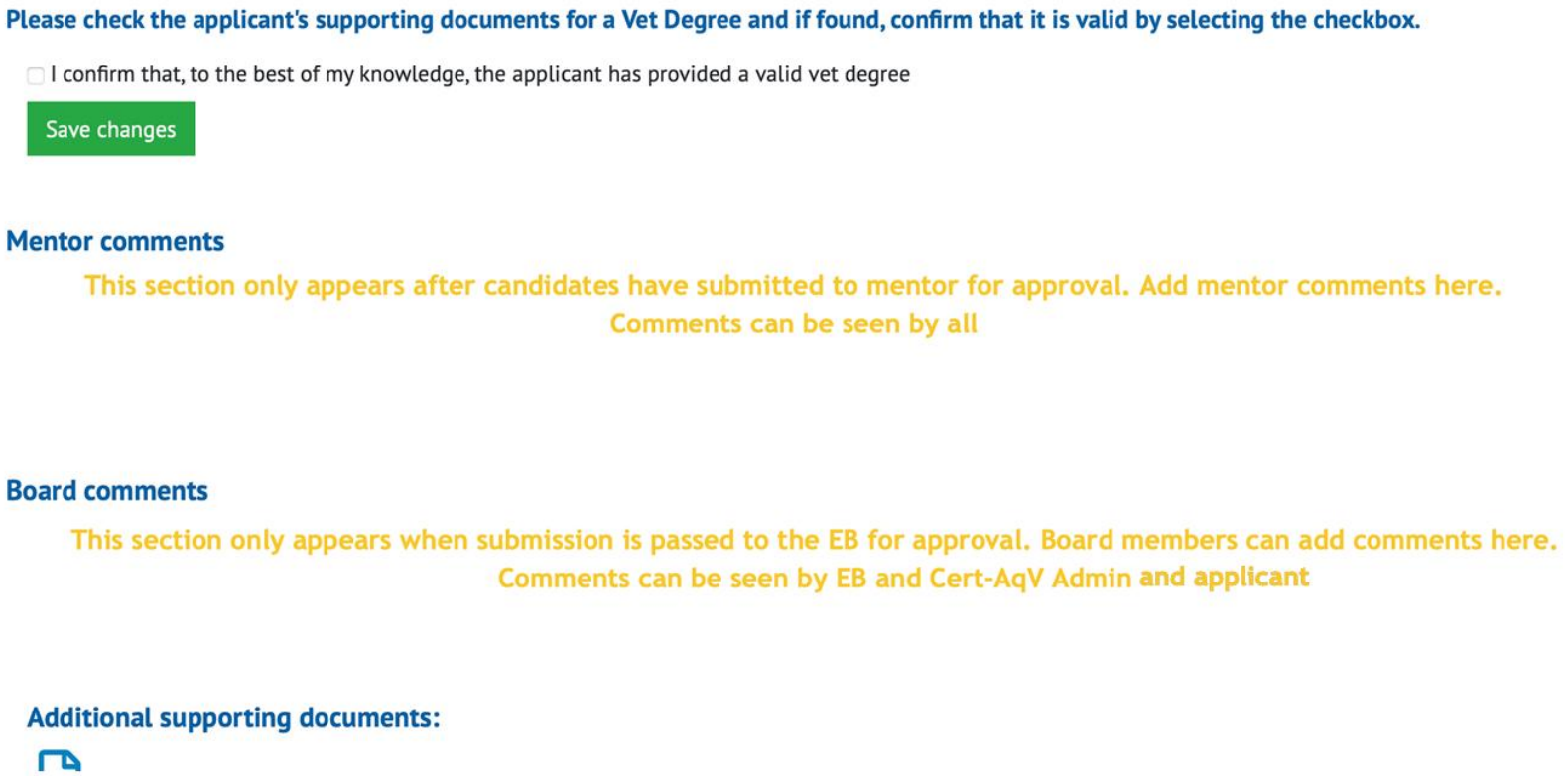
Example KSE Credit Screen



Confirm Applicant is Licenced/Registered

Mentor Role 5: Agreeing documents

- Where a candidate submits documents other than in English, it is helpful if the mentor adds in the mentor comment box, “I confirm the validity” of the submitted documents.

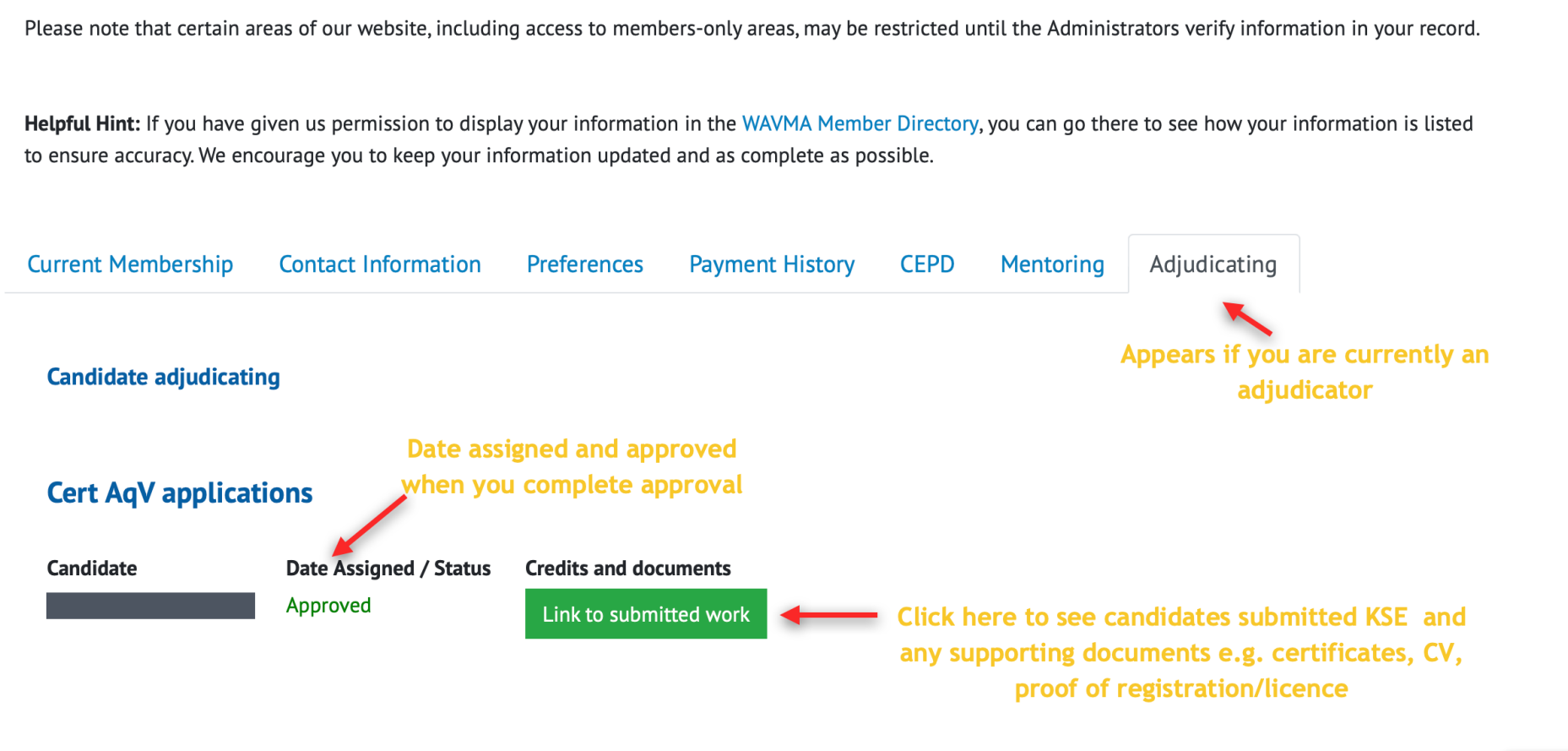


Found at the bottom of the KSE Credit Record form once submitted to mentor, EB

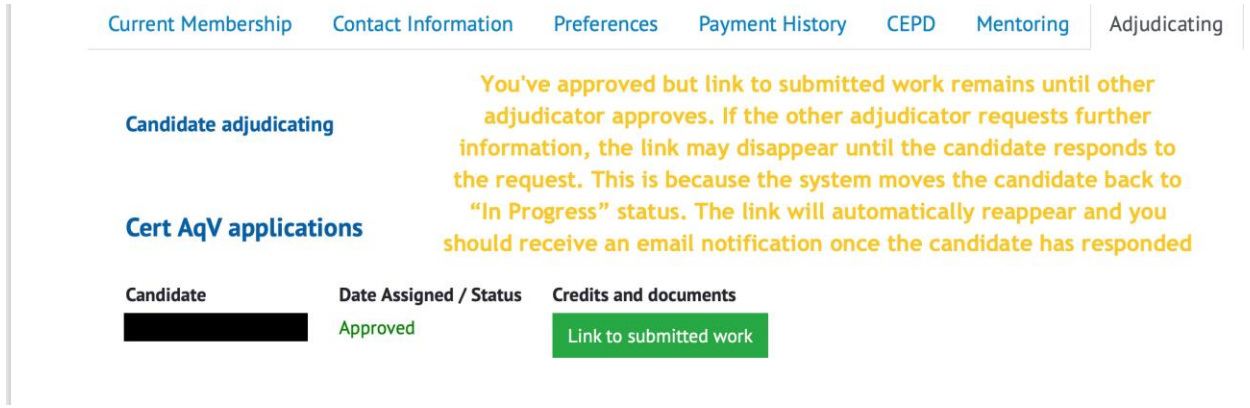
Mentor Role 6: Mentor submission to Adjudicators

- Once you press submit for adjudication, your role in the process is effectively finished. Unless adjudicators request further information when you will be notified via email of the request and any edits made by the candidate will need to be approved by you.
- However, it is worth ensuring that the candidate is aware of how the adjudication process works:
  - The system only allows communication within the system between the adjudicators and the candidate, **and only if**, the adjudicators request additional information. The candidate will see the request for further information and will be able to edit the KSE form.
  - The candidate can see who the adjudicators are.
  - Before responding to a request from adjudicators, candidates may prefer discussing first with their mentor outside the system.
  - The system will automatically save any editing, but candidates **must hit the re-submit button** to move things forward. A simple visual reminder, if you've clicked re-submit, then **the editing icons** will disappear from the KSE form. Or if submitted, the **green submit button** will disappear from view.
  - When a candidate resubmits, the edited KSE form is sent to the mentor for approval before going back to the adjudicators.
  - The adjudicators should respond e.g. "approve" within 14 days of notification.
  - Once adjudicators approve, the application is sent to the WAVMA Board. They also have 14 days for approval.
  - Given variability in "people availability" candidates should expect a one-to-two-month delay from submission by the mentor to actual awarding. This approval time period does not impact the requirement to complete the certificate within one year.
  - **It is up to the candidate or mentor to follow up if the process seems unduly delayed**.
  - Questions regarding the system should be emailed to both CertAqV-Admin and WAVMA Admin as both can see different aspects of the system. However, always consider we are all volunteers.

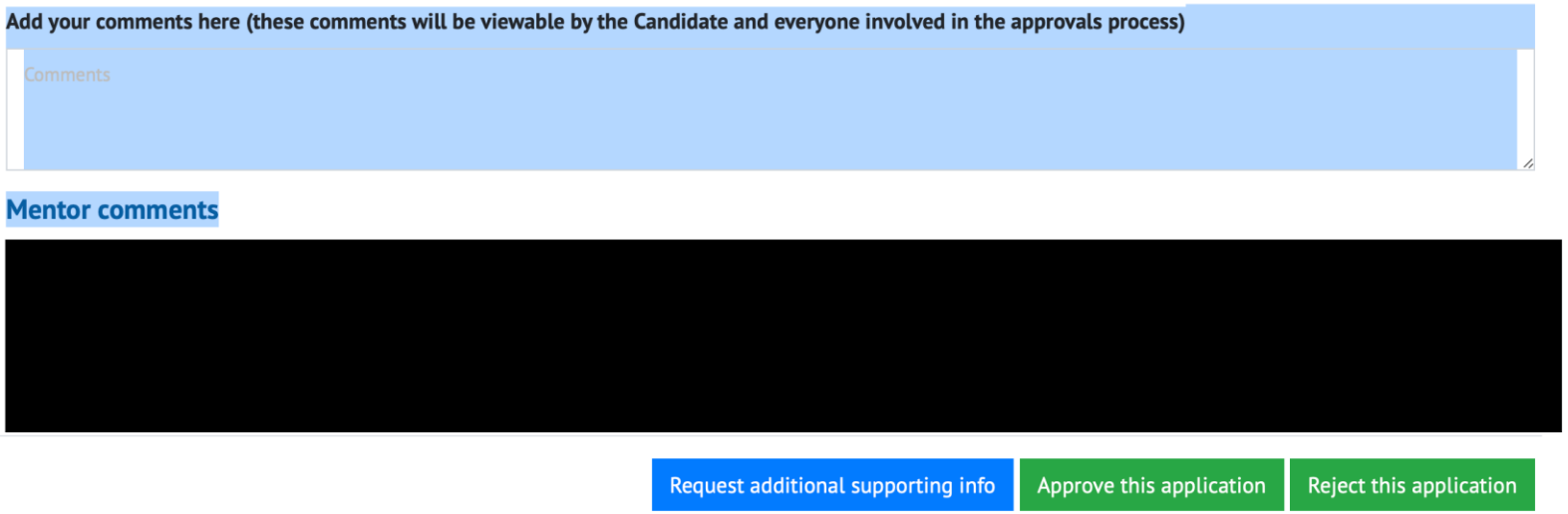
Adjudicator 1: Example of what you see



Adjudicator 2: Example of what you see



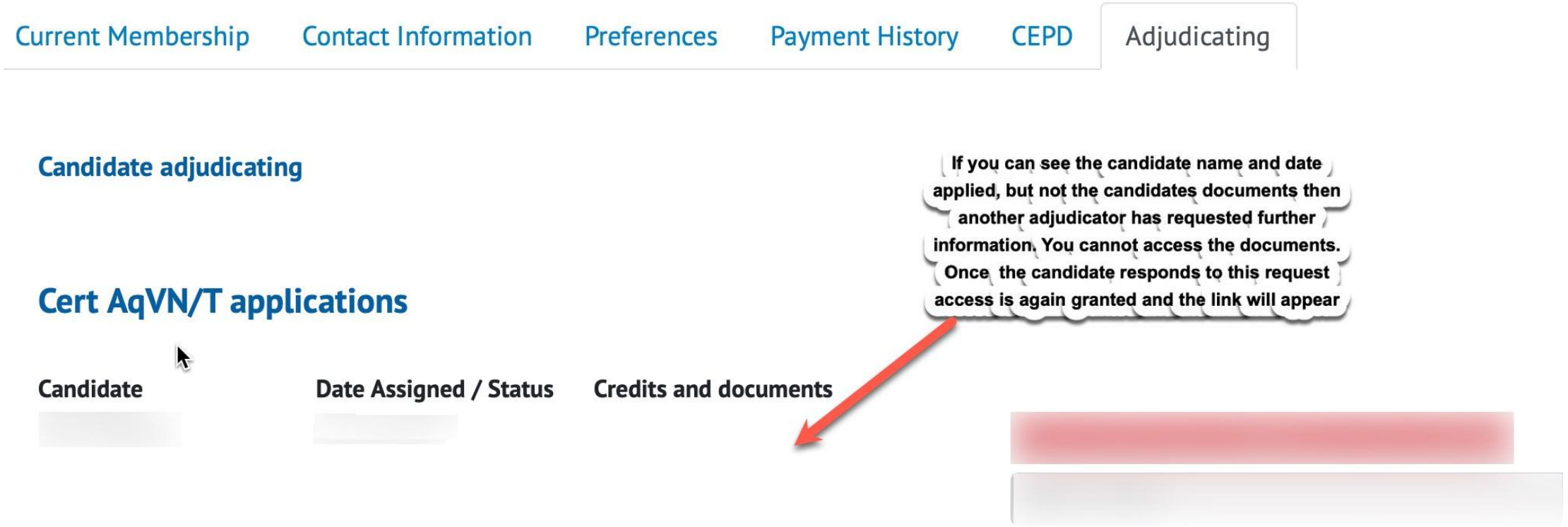
Example screenshot of Adjudicating Tab



Add any comments in the blue highlighted textbox above. Click on the appropriate button to request further information, approve, reject etc.

- These examples are self-explanatory, and the information displayed will change depending where in the process the candidate is. **E.g. If the other adjudicator has requested further information, you will not see the link to the documents until the candidate responds to that request.**
- Please review all the documents you can see before approving or requesting further information.
- Issues with the submission can usually be resolved by requesting additional information.
- Many of these issues are down to user error rather than the system.
- Adjudicator comments are separate to requesting additional information e.g., adding comments to the comment box will not count as a request for more information.
- Adjudicators are unaware of who the other adjudicator is. Only CertAqV-Admin and the Candidate know this.

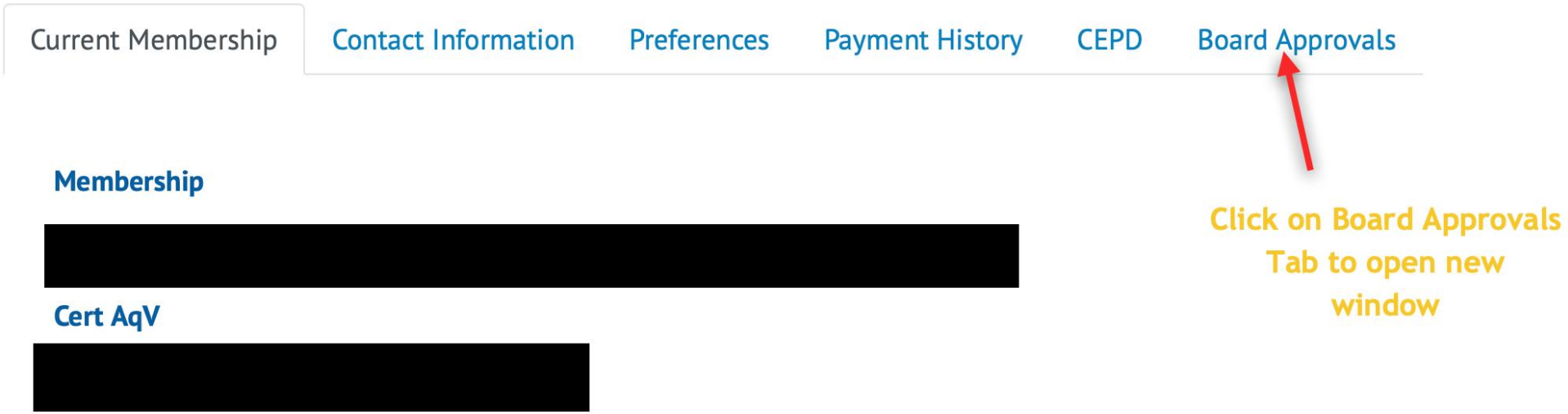
Adjudicator 3: Example of what you see



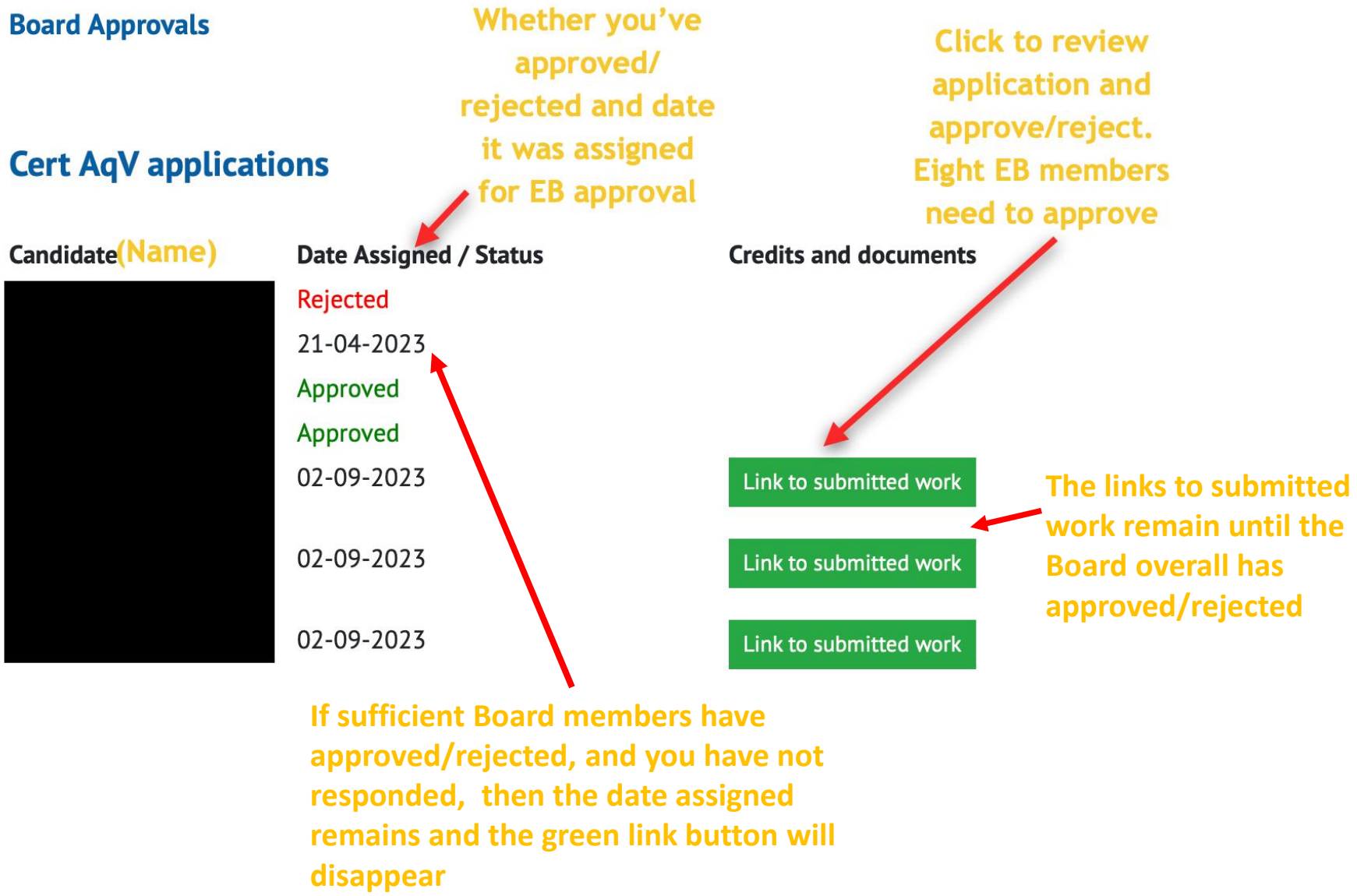
Adjudicator 4: Steps involved if you ask for further infromation

- Adjudicator requests further information
- Email request sent to applicant with information on what has been requested
- Applicant can see request in their Certification tab.
- Mentor informed of request via email.
- Documents are “removed” from both adjudicator tabs.
- Currently there is no message visible on screen informing the adjudicators that further information has been requested. The programmers will look at adding a message.
- Applicant makes necessary edits and re-submits to mentor
- Mentor approves edits and re-submits to adjudicators
- Adjudicators informed by auto email that documents are again available for review.
- Adjudicators either approve and it goes forward for final review or request further information, and the cycle goes around again.

Executive Board 1 : Example of what you see

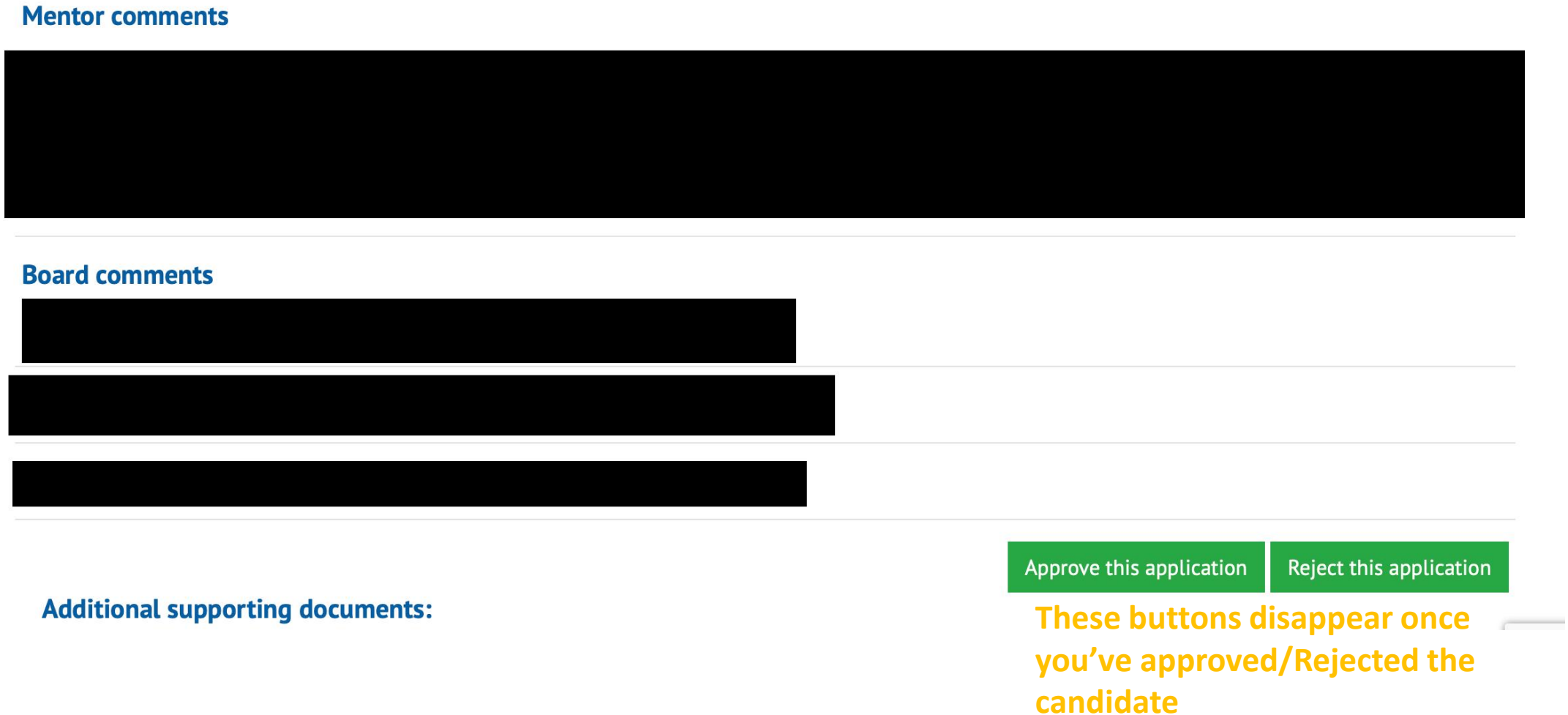


Executive Board 2: Example of what you see



Executive Board 3: Example of what you see

- Scroll to bottom of KSE Credit Record form to Approve/Reject. See comments from the mentor and other EB members.
- Your Approval/Rejection will be recorded in CertAqV-Admin “Approvals Tab” as well as whether you have “voted”.



CertAqV-Admin 1:

- CertAqV Admin has an additional WAVMA Profile Tab – Awards Admin:
  - This lists all candidates in the system. To see all current CertAqV/CertAqVNT you need to go to the appropriate web page.
  - **Submitted to Board** lists candidate name, date assigned to Board review, and whether each Board member has reviewed and Approved/Rejected.
    - Final approval is when at least 65% of the Board (currently requires 8 members) have approved.
  - **Adjudicator Assigned** lists candidate name, assigned adjudicators (two), date assigned and status (Approved/Rejected), list of available adjudicators (and an assign button), and a link to the candidate's submission. If the adjudicator does not respond within 14 days, then the candidate is reassigned to another adjudicator.
  - **Submitted to mentor** lists candidates name and date the candidate submitted to the mentor. They will only move from here to Adjudicator Assigned once the mentor clicks submit.
  - Candidates also move back to this status if their submission is rejected or there is a request for additional information. Once the candidate has edited their submission, the candidate needs to click "resubmit" which will move them automatically back to the Adjudicator Assigned status.
  - **In Progress** lists all candidate's names and the date they signed up for CertAqV. There is no information as to who is the mentor.
  - **Ready to Award** - Once the EB have approved, the certificate is then awarded (manually from within the Awards Tab of the CMS or from CertAqV-Admin screen). Date used should be date of EB approval.
  - For renewals it is easier to use the CMS as it provides the date previously approved (not just when applied). Ensuring candidate receives continuity of certificate.
  - The listing repeats for CertAqVNT

What the candidate sees on award:

- The candidate receives notification of the award via auto email.
- A copy of the certificate will appear in the **CEPD Tab** of their **WAVMA profile**.
- The candidates **Current Membership Tab** will list the certificate and any actions when they need to take it e.g., CertAqV renewal after five years.
- If the candidate is listed in the Public or Member Only Directories CertAqV will be automatically added to their listed information. Currently not available for CertAqVNT.
- All current CertAqV and current CertAqVNT (been awarded and complied with requirements e.g., current WAVMA member) are listed on the appropriate Certificate page of the WAVMA website. Listing to these page is automatic (linked to your membership status).

What the Mentor & Adjudicator sees on award:

- Mentors will just see the candidates name listed in their **Mentoring Tab**.
- Adjudicators will just see the candidates name listed in their **Adjudicators Tab**.
- There is no longer access to the linked KSE and supporting documents.

Further Questions:

- If you have a query, then please contact both CertAqV-Admin and WAVMA Admin. This should ensure a prompter reply, and both have access to different areas of information within the system.
- Please provide as much information as possible to help identify what the issue maybe. Describe what you were doing and if possible, include screenshots.

Summary of Automated Emails sent out by the System

- **Candidate**
  - Payment receipt/acknowledgment – CC'ed to WAVMA Admin & CertAqV-Admin
  - Mentor accepted/declined – when mentor selected from within the system
  - Reminder to complete – 6, 3, 1 month before required date (Possibly only for renewals)
  - Candidate has sent submission to mentor for review
  - Request to edit submission (from either mentor or adjudicators, if requested post submission)
  - When mentor has submitted for adjudication
  - Award of certification
- **Mentor**
  - Request to be a mentor by candidate (via the candidates select mentor button only).
  - Request from mentor for candidate to edit submission (mentor needs to add information)
  - Candidate has edited submission (if requested by mentor, not if requested by adjudicator)
  - When adjudicator has requested further information from candidate.
- **Adjudicator**
  - Request to adjudicate from CertAqV-Admin
  - Reminder at 7 days post acceptance
  - Reminder at 14 days post acceptance
  - Revoke acceptance after 14 days (needs reassigned by CertAqV-Admin)
  - Other adjudicator has requested further information from candidate
  - Candidate has edited submission (candidate must resubmit documents for email to be sent).
- **Executive Board**
  - Request to approve/reject candidate (currently requires 8 EB members to approve to be accepted)
  - Request to approve a candidate after re-submission of an edited KSE form (not sent to those who have already approved)
  - Reminder at 7 days post notification
- **CertAqV-Admin/Wavma Admin**
  - Various indicating changes to candidates' status within the system
  - When submitted by mentor
  - When approved/rejected by individual adjudicators
  - When approved/rejected by individual EB members
  - Candidate is ready to be awarded