



VMN Volunteer Info Sheet

How to request a Certification Check

*This Info Sheet is intended for Volunteers in the VMN Program
Info Sheet authored by Virginia Master Naturalist State Office*



Overview and Explanation

Once a new Virginia Master Naturalist (VMN) Volunteer has completed their Basic Training Course (BTC), they can achieve initial certification by completing, and logging in Better Impact, 40 hours of approved volunteer service and 8 hours of approved continuing education. Initial certification is recognized at the state level with a paper certificate and an electronic badge in Better Impact.

Paper certificates are sent to chapters from the VMN State Office twice a year in February and August. Chapters will distribute certificates and other recognition items to volunteers as per their chapter's plan. This might involve giving out recognition items at a chapter meeting or special event, or the chapter might mail recognition items directly to volunteers.

Since there are six months between these physical recognitions, the VMN State Office is offering VMN Volunteers the opportunity to request their electronic badge for VMN Certification in the interim. This document explains how a Volunteer can make the request for a Certification Check and how the process will work.

Who is Eligible

Any VMN Volunteer who has completed their Basic Training Course and thinks they have completed the requirements for initial certification may make the request. Requirements include completing, and logging in Better Impact, 40 hours of approved volunteer service and 8 hours of approved continuing education.

Individual Volunteer Responsibilities

Any VMN Volunteer wishing to request a Certification Check should follow the steps outlined in the "How to Request a Certification Check in Better Impact" section below.

VMN State Office Responsibilities

On or around the first of every month, the VMN State Office will run a report in Better Impact that will list anyone who has requested a Certification Check. The VMN State Office will then check the records of everyone listed on the report for that month.

If the Volunteer requesting the Certification Check qualifies for initial certification, then their record in Better Impact will be updated and the "Certified VMN" badge will appear on their MyImpact page. The volunteer will be added to the list of paper certificates to be sent to their chapter in the next bi-annual package and an email will be sent to the volunteer with a copy to their chapter's Membership Chair to let them know their new certification status.

If the Volunteer requesting the Certification Check has not yet qualified for initial certification, then they will receive an email from the VMN State Office through Better Impact saying what was missing and what they need to do in order to try again. The Certification Check in their profile will be reset and they are welcome to submit a new request the following month or whenever they feel they have met the requirements.

How to Request a Certification Check in Better Impact

Actions the Volunteer Needs to take in Better Impact

1. Login to Better Impact
2. At your main MyImpact page, find the “My Profile” drop down in the upper right and roll your mouse over it (if you are on a tablet, touch “My Profile” to see the drop down menu).
3. Click on “Qualifications”
4. On the Qualifications page, you will see a list with three columns: Qualification, Level, Expiry Date
5. Look for the Qualification called “VMN Request for Certification Check”
6. For the “VMN Request for Certification Check” Qualification, in the Level column, it will be blank.
7. Click on that drop down menu and choose “Check my record”
8. Click “Save”
9. Click on the “Home” tab at the top of the screen in the main menu.
10. Scroll down until you see the “Badges” section.
11. You should see a blue badge with the words “Certification Check Pending”
12. If you see that badge, you have completed the steps correctly.
13. If you do not see the badge, go back to Step 2 and try again.

Next Steps

- If you have problems completing the steps above, send an email to masternaturalist@vt.edu describing the problem and a staff member from the VMN State Office will get back to you.
- If you have completed the steps correctly and are seeing the “Certification Check Pending” badge then you can expect an email around the first of the following month letting you know the result of your Certification Check.

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