

# Michigan Nurse Aide INSTRUCTOR/TESTING INFORMATION

February 2022

PRESENTED BY D&S DIVERSIFIED TECHNOLOGIES (D&SDT) –  
HEADMASTER, LLP

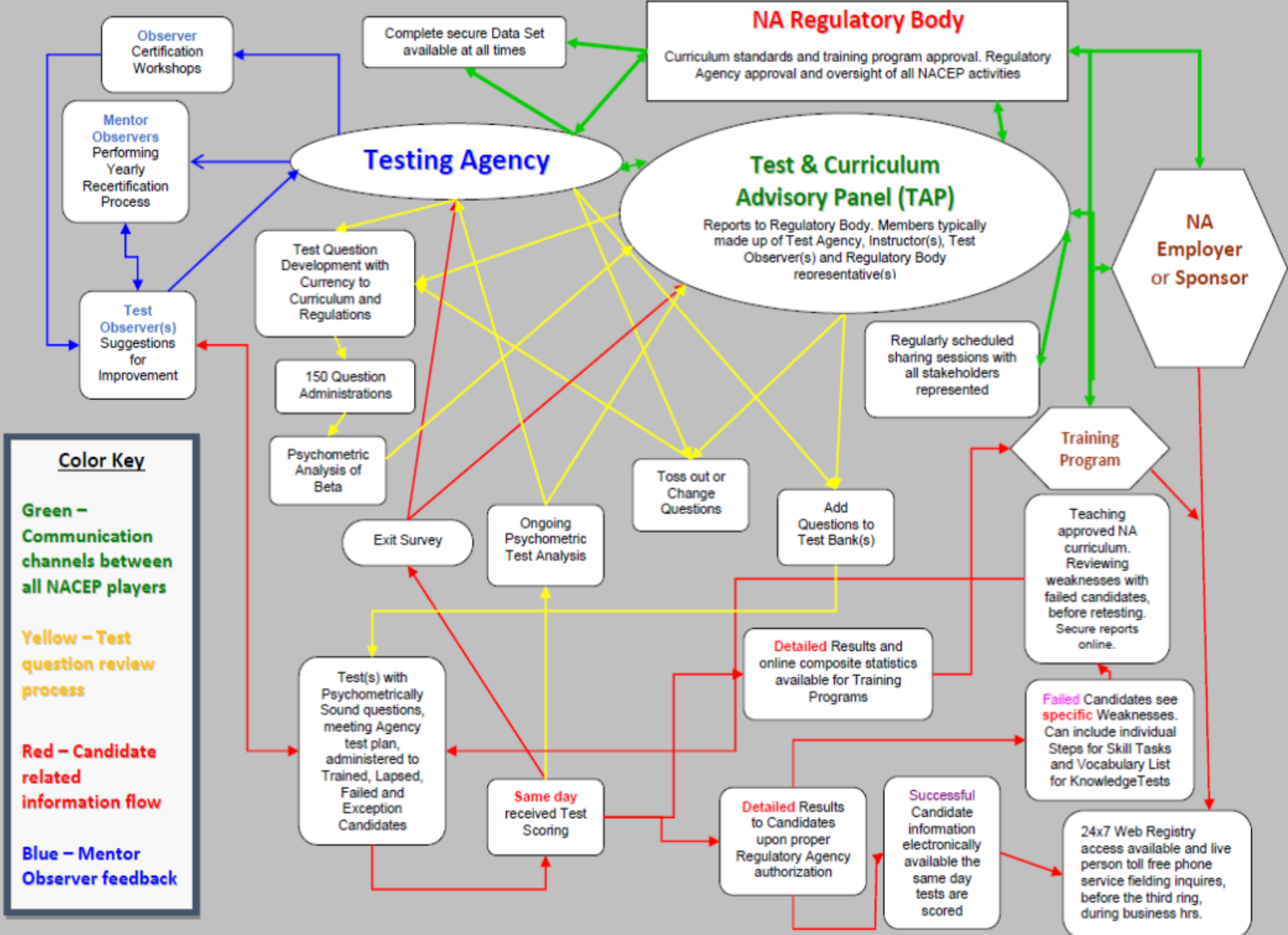




# WELCOME!

D&S Diversified Technologies (D&SDT) – Headmaster is honored and excited to start testing nurse aide candidates in the state of Michigan.

We look forward to our collaboration and building lasting relationships with the stakeholders in Michigan.



**Color Key**

**Green –**  
Communication channels between all NACEP players

**Yellow –** Test question review process

**Red –** Candidate related information flow

**Blue –** Mentor Observer feedback

# MICHIGAN TEST ADVISORY PANEL (TAP)

At the heart of our testing model for each contracted State is a state test advisory panel (TAP) of experts that makes recommendations directly to the state's regulatory agency. **The Michigan Test Advisory Panel (TAP)** is appointed and approved by State of Michigan (LARA) staff to establish and recommend the test plans to LARA staff.

The TAP is tasked with “custom fitting” our nationally developed test banks of over 5000+ NACEP knowledge test questions that will meet Michigan and Federal standards/regulations.


During the virtual sessions with D&S Diversified Technology (D&SDT) and LARA staff, the TAP reviews psychometrically sound questions to decide if they are Michigan curriculum appropriate and should be recommended for inclusion in the NACEP active banks of items that always must be finally approved by LARA staff. Every active knowledge test bank item must be recommended for approval by the TAP and approved by LARA before it can ever be used on a knowledge test. Approved questions are then available for potential selection to be placed on comparable Michigan certification exams created in TMU© and based on the LARA approved test plan for each discipline.

The same process is done for the skill tasks. TAP members review skill tasks and put together skill tasks and steps they feel are most important for a nurse aide to demonstrate that they are minimally competent.

This results in Michigan customized tests created from this process that will directly correlate to the Michigan approved NA curriculums and will be current with NACEP practice in Michigan. Also, inherent with this TAP process and because of Michigan stakeholder collaboration, always with LARA oversight, the resulting test instruments will definitely meet all State and Federal Regulations.

# Customer Service Highlights

- ❖ A D&SDT-HEADMASTER representative answers the phone within three rings during business hours.
- ❖ Tests are scored, double checked and results notifications are emailed and texted the same business day they are submitted for scoring.



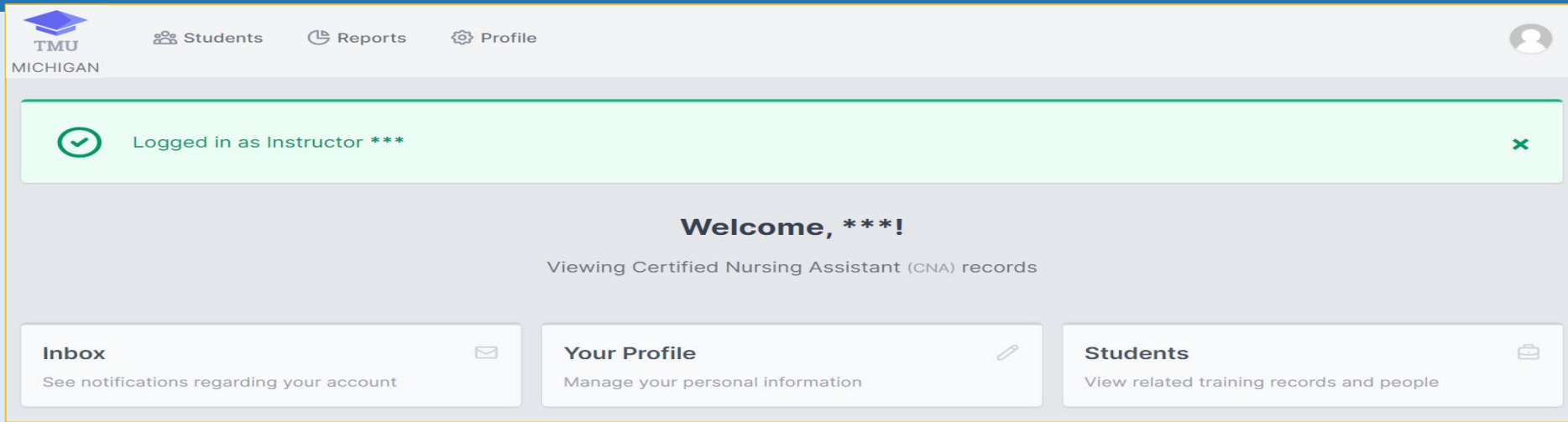
# TMU© TestMaster Universe

D&SDT-HEADMASTER  
Testing Software Platform



# TMU© - TestMaster Universe

Instructors must enter their candidates in the TMU© software within 48 hours of starting training.

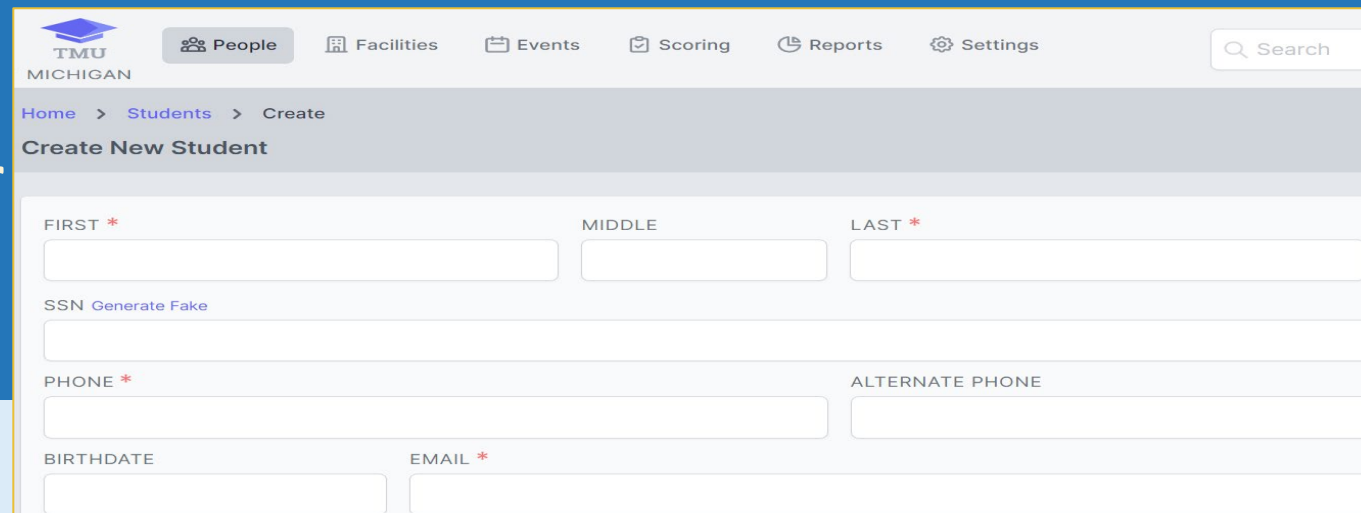


The screenshot shows the TMU© software dashboard. At the top left is the TMU MICHIGAN logo. Navigation links for 'Students', 'Reports', and 'Profile' are visible. A green notification bar at the top states 'Logged in as Instructor \*\*\*'. The main content area displays 'Welcome, \*\*\*!' and 'Viewing Certified Nursing Assistant (CNA) records'. Below this are three main sections: 'Inbox' (See notifications regarding your account), 'Your Profile' (Manage your personal information), and 'Students' (View related training records and people).

There are five required fields the instructor will enter:

1. First Name
2. Last Name
3. Phone Number
4. Email
5. Training Start Date

STARTED \*




The screenshot shows the 'Create New Student' form in the TMU© software. The form includes the following fields: 'FIRST \*', 'MIDDLE', 'LAST \*', 'SSN Generate Fake', 'PHONE \*', 'ALTERNATE PHONE', 'BIRTHDATE', and 'EMAIL \*'. The 'People' tab is selected in the top navigation bar.


# TMU© - TestMaster Universe

Candidates will be sent an email and text (if they have SMS capabilities) informing them to sign in to TMU© and complete their initial login.

❖ The message will include the candidate's EMAIL, USERNAME and temporary PASSWORD to sign in to their record:

 This student has been sent an email with this information. Feel free to print this page for your records.

Identification	
Name	Candidate, Great
Gender	
Phone	(123) 456-7890
Date of Birth	Unavailable
Address	Unavailable
Login Information	
URL	https://ca.tmutest.com
Email	greatcandidate@email.com
Username	gcandidate
Password	wjn2DK15

 Print



# TMU© - TestMaster Universe

When candidates sign in to their record in TMU©, this is the screen they will see informing them to finish their account:

- ❖ Social Security Number
- ❖ Birthdate
- ❖ Address, City, State and ZIP

## Setup Account

We're Sorry, Your Account Still Needs Some Info

Enter the below information to finish setting up your account.

FIRST *	MIDDLE	LAST *	SUFFIX
<input type="text" value="Great"/>	<input type="text"/>	<input type="text" value="Candidate"/>	<input type="text"/>
SOCIAL SECURITY # *	BIRTHDATE *	PHONE *	
<input type="text"/>	<input type="text"/>	<input type="text" value="(123)456-7890"/>	
<small>Encrypted for your safety</small>			
ADDRESS *			
<input type="text"/>			
CITY *	STATE	ZIPCODE *	
<input type="text"/>	<input type="text" value="CA"/>	<input type="text"/>	

# TMU© - TestMaster Universe

Instructors will enter the training completion information when their candidates successfully complete training:

- ❖ CHANGE STATUS FROM 'ATTENDING' TO 'COMPLETED'
- ❖ ENTER THE COMPLETION DATE
- ❖ ENTER THE CLASSROOM/LAB HOURS
- ❖ ENTER THE CLINICAL HOURS

STATUS

Attending ▾

STATUS

Completed ▾

TYPE

Normal ▾

STARTED \*

06/01/2021

ENDED \*

EXPIRES

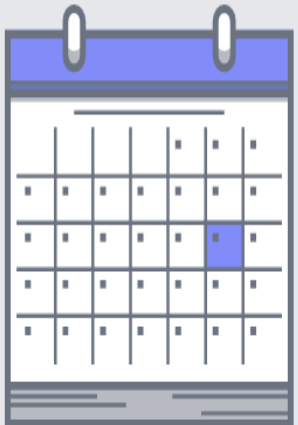
CLASSROOM HOURS \*

0.00

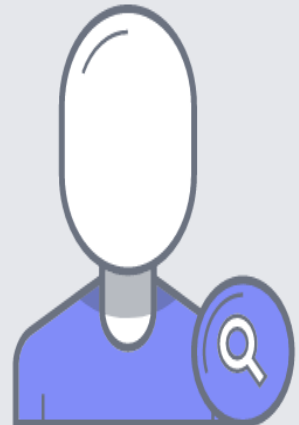
CLINICAL HOURS \*

0.00

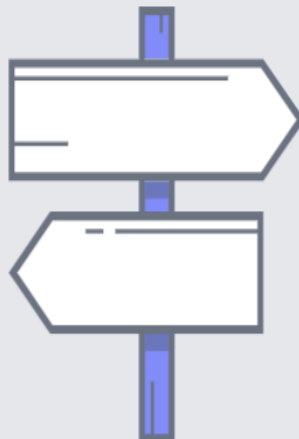
How can we help you today?



See Available Test  
Dates



Search Michigan  
Registry



Read FAQ

# Michigan Webpage

hdmaster.com

D&S Diversified Technologies LLP  
Headmaster LLP

Innovative, quality technology throughout the United States since 1985.

## www.hdmaster.com

Welcome CALIFORNIA - MICHIGAN - MINNESOTA - MISSOURI. We are looking forward to providing CNA Testing and Registry Services for all MICHIGAN and MISSOURI Stakeholders! and TESTING SERVICES for CALIFORNIA and MINNESOTA

Please click [here](#) to see where and when your next test is scheduled.

Please be aware that D&SDT-HEADMASTER is NOT affiliated with NOR do we endorse any FACETS HEALTH CARE training materials.

Licensing/Certification	Software	Hardware/Networking
 <b>Nurse Aide</b> ARIZONA CNA ARKANSAS CNA CALIFORNIA CNA <b>MICHIGAN CNA</b> MINNESOTA CNA MISSOURI CNA MONTANA CNA NEVADA CNA NEW JERSEY CNA SKILLS NORTH DAKOTA CNA OHIO STNA OKLAHOMA LTC / HHA (Deeming) OREGON CNA SOUTH DAKOTA CNA TENNESSEE CNA UTAH CNA WISCONSIN CNA <b>Fluid Intake Cups</b> Fluid Intake Cup Order Form	 <b>Assisted Living</b> Arizona Assisted Living Caregiver Arizona Assisted Living Manager <b>Iowa Testing</b> Iowa Direct Care Professionals <b>LPN-RN Refresher Testing</b> LPN-RN Refresher Training <b>On-line Testing</b> WebEtest ©, one of our web-based software packages, is used in conjunction with Testmaster® to register candidates, deliver content, and submit exam results to regulatory agencies and registries for these on-line testing clients: <a href="#">Ohio DSW</a> , <a href="#">Iowa</a> , <a href="#">Nevada</a> , <a href="#">North Dakota</a> , <a href="#">Montana</a> , <a href="#">Tennessee</a> , <a href="#">Ohio Lead</a> , <a href="#">Oklahoma Insulin</a> , <a href="#">Oklahoma Med Aide</a> , <a href="#">Oklahoma LTC - HHA</a> , <a href="#">New Jersey CNA</a> , <a href="#">Idaho AL Fac Admin</a> , <a href="#">Beta</a> <b>Test Disputes</b> <a href="#">Test Dispute Form 1403: Fill in Online and Pay Review Deposit</a> <b>Refund Request Form</b> <a href="#">Fillable Refund Request Form</a> <b>Facility Accounting Information</b>	 <b>DT Computer Helena Branch</b> <b>DT Computer Findlay Branch</b> Our technical staff can assist you in finding, implementing, and maintaining the hardware solutions that are right for you. We specialize in network installation and maintenance. Ask one of our techs about a Linux server! <b>Development</b> Do you have exams, surveys, or data that you would like to make available on line? We can provide you with a data host, software, and the technical assistance... <ul style="list-style-type: none"><li>• job analysis,</li><li>• webpage design,</li><li>• item writing workshops,</li><li>• on-line item development,</li><li>• psychometric evaluation</li></ul> ...required to make that happen. Try the CNA sample test to the left, and imagine how we could implement your exams.

On-Line CNA Practice Exams (BELOW)  
NOW AVAILABLE Med Aide Practice Exams! (BELOW)  
Order an individual practice test or set up a group testing account.  
Complete a practice exam from an individual membership.  
Begin or complete a practice exam from a group account.  
Try your luck with today's free question of the day.  
Try our free ten item sample test.  
Find out more about practice test content, pricing, ordering and use.  
See what customers have said about the practice exam!  
Forgot your pin? Click here!

Click on Michigan CNA

# Refer to this site for valuable information as it is added!

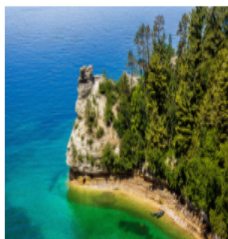


D&S Diversified Technologies LLP  
D&S Diversified Technologies LLP -  
Headmaster LLP

## Michigan Nurse Aide Testing and Registry Services

Innovative, quality technology solutions  
throughout the United States  
since 1985.

Headmaster is honored to be approved by Michigan (LARA) to offer Certified Nurse Aide Testing and Registry Services to the Michigan Health Care Community.



## [A BIG Michigan WELCOME](#)

[Meet and Greet Virtual Sessions - Come Join us for Valuable Information. FEB 8th and 10th and Interested RN Observers on the 11th](#)

We look forward to working with everyone involved with Certified Nurse Aide Training and Testing in Michigan! CHECK back often as new information is approved and posted here.

### TMU and Candidates

**TestMaster Universe (TMU®)**  
**Requesting a Login for TMU®**

Employer Login Request

Instructor Login Request

You will need a reader to view and print some documents. You may download it here...



### Training Programs - Test Sites

Michigan Recording Form

Michigan Mock Skills

Test Site Agreement Form 1502MI:  
Fill online and SUBMIT

Test Site Equipment List Form 1503MI:  
Fill online and SUBMIT

Please see the Fluid Intake Cup order form  
on our main page under Nurse Aide to order standard fluid intake cups.

Test Master Universe TMU® How To Guides

### RN Test Observers

Narrated Webinar - Become a Certified Michigan  
RN Test Observer.

### Contacts

Please feel free to contact us if you have questions, concerns, or suggestions about our service. We value the feedback we receive from everyone involved in the Michigan Nurse Aide training, testing, and certification process.

D&S Diversified Technologies - HEADMASTER

PO Box 6609  
Helena, MT 59604

Beginning 4-1-2022

Testing Toll Free Phone: 888-401-0462

Fax: 406-442-3357

MI Registry Phone: 888-401-0465

Beginning 4-1-2022

hdmaster@hdmaster.com

# Michigan Candidate Handbook



**D&S Diversified Technologies LLP**  
Headmaster LLP

## Michigan Nurse Aide Candidate Handbook

EFFECTIVE: January 2022

Version 1



### Michigan Nurse Aide Candidate Handbook

EFFECTIVE: January 2022

#### Contact Information

**Questions regarding:** testing process, test scheduling and eligibility to test • updating your name, address or requesting a duplicate CNA certificate • verification of current nurse aide certification • renewal, reciprocity and equivalency information ..... (888) 401-0462

**Questions regarding the Nurse Aide Registry** ..... (888) 401-0465

**Questions regarding:** obtaining information on official regulations and guidelines for nurse aides • obtaining information regarding approved training programs ..... Nurse Aide Phone (517) 284-8961  
Bureau Phone (517) 335-1980

<b>D&amp;S Diversified Technologies (D&amp;SDT), Headmaster, LLP</b> PO Box 6609 Helena, MT 59604 Email: <a href="mailto:hdmaster@hdmaster.com">hdmaster@hdmaster.com</a> Web Site: <a href="http://www.hdmaster.com">www.hdmaster.com</a>	Monday through Friday 7:00AM – 7:00PM Central Standard Time (CST)  Michigan TMU® Webpage: <a href="https://mi.tmutest.com">https://mi.tmutest.com</a>	Phone #: (888) 401-0462  Phone #: (888) 401-0465  Fax #: (406) 442-3357
<b>Michigan Department of Licensing and Regulatory Affairs (LARA)</b> <b>Bureau of Community and Health Systems (BCHS)</b> <b>Health Facility Professional and Nurse Aide Section</b> PO Box 30664 Lansing, MI 48909 Email: <a href="mailto:BCHS-CNA-Registry@michigan.gov">BCHS-CNA-Registry@michigan.gov</a> Michigan Nurse Aide Web Site: <a href="https://www.michigan.gov/lara/0,4601,7-154-89334_63294_75200---,00.html">https://www.michigan.gov/lara/0,4601,7-154-89334_63294_75200---,00.html</a>	Monday through Friday 9:00AM – 12:00PM Pacific Standard Time (PST)	Phone #: (517) 284-8961 Nurse Aide  Phone #: (517) 335-1980 Bureau Phone

#### Table of Contents

INTRODUCTION .....	1
MICHIGAN LICENSING AND CERTIFICATION PROGRAM .....	1
AMERICANS WITH DISABILITIES ACT (ADA) .....	1
ADA COMPLIANCE .....	1
THE MICHIGAN NURSE AIDE COMPETENCY EXAM .....	2
PAYMENT INFORMATION .....	2
COMPLETE YOUR UNIT & LOGIN .....	2
SCHEDULE AN EXAM .....	3
Forgot your Password and Recover your Account .....	4
Self-Pay of Testing Fees in TMU® .....	6
Schedule/Reschedule into a Test Event .....	8
Test Confirmation Letter .....	9
CRITERIA TO WAIVE THE NURSE AIDE TRAINING REQUIREMENT .....	10
TIME FRAME FOR TESTING FROM TRAINING PROGRAM COMPLETION .....	10
EXAM CHECK-IN .....	10
TESTING ATTIRE .....	10
IDENTIFICATION .....	10

Coming soon to the  
Michigan webpage

# COVID Testing Protocols at CNA Test Events

At every CNA test event, every test team member and candidate:

**Must wear a properly fitting face mask that covers the mouth and nose**

**(Actor's face mask will be removed only at certain times for performance of a task demonstration – bed bath, feeding and mouthcare tasks.)**



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MT: [hdmaster@hdmaster.com](mailto:hdmaster@hdmaster.com) | OH: [hdmastereast@hdmaster.com](mailto:hdmastereast@hdmaster.com)  
WEBSITE: [www.hdmaster.com](http://www.hdmaster.com)

*Innovative, quality  
technology solutions  
throughout the United  
States since 1985.*

June 11, 2021

## Updated Testing Protocols

Effective immediately, temperature checks and candidate screening (including asking any illness related questions) are no longer required for any D&SDT-HEADMASTER test event. In some facilities to enter the building, there may be staff present at the entrance taking temperatures and/or asking screening questions; therefore, candidates and test team members will be required to adhere to all facility policies.

**All candidates and test team members are required to wear a face mask at all test events. Face masks will not be supplied by D&SDT-HEADMASTER.**

The mask mandate will continue for all test team members and candidates during all in person test events. No masks are required for any virtual events. The continuation of requiring masks is to ensure the safety of the testing teams and candidates. The actor will be allowed to remove his or her mask during skills where it is required to do so. The RN Test Observer, the in-person knowledge test proctor, and the candidates must wear masks during test events.

Please do not hesitate to contact me with any questions you may have.

**Sara Skowronski, MBA, MSN, RN**  
RN Coordinator  
D&SDT-HEADMASTER, LLP



# ID Requirements for Testing

## UNITED STATES (US) GOVERNMENT ISSUED, UNEXPIRED, PHOTO-BEARING, SIGNED FORM OF IDENTIFICATION

### EXAMPLES OF ACCEPTABLE FORMS OF ID:

- ❖ State or other United States Government Issued Driver's License
- ❖ State Identification Card (*that meets all identification criteria*)
- ❖ US Passport (Foreign Passports and Passport Cards *are not* acceptable)
  - *Exception: A Foreign Passport that contains a US VISA is acceptable*
- ❖ Alien Registration Card (*that meets all identification criteria; may contain a fingerprint in place of a signature*)
- ❖ Tribal Identification Card (*that meets all identification criteria*)
- ❖ Work Authorization Card (*that meets all identification criteria*)
- ❖ Military Identification (*that meets all identification criteria*)



**IDENTIFICATION CRITERIA:** US Government Issued, Non-Expired, Photo-Bearing, Signed (or fingerprint – alien registration card) Form of Identification

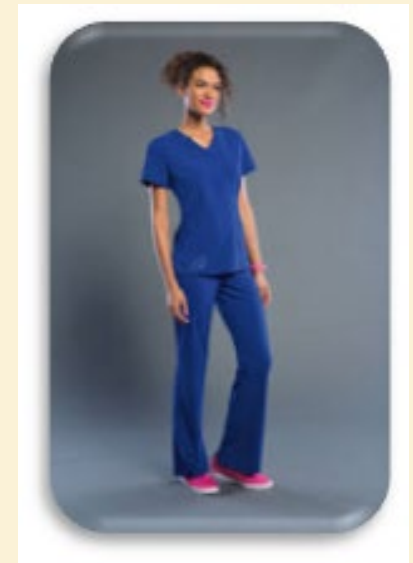
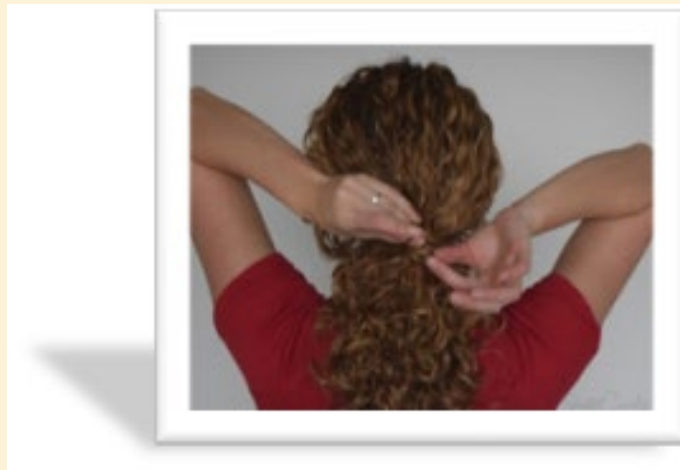
# Testing Attire


## ❖ Full Clinical Attire:

Scrubs and close-toed shoes.

*(Scrubs and shoes can be any color/design.)*

## ❖ Long hair must be pulled back.





TMU©  
KNOWLEDGE/ORAL  
EXAM

# The TMU© Knowledge/Oral Exam

- ❖ Candidates have **60 minutes** to complete 65 questions.
- ❖ Candidates will be given a 15 minute warning when 45 minutes have elapsed.
- ❖ If a candidate has requested and paid for an ORAL version of the knowledge exam:
  - The questions will be read via an MP3 player and listened to by the candidate with headphones or earbuds plugged into the computer.
  - With the oral version, there are control buttons for fast forward, rewind, etc.

# Knowledge Test Instructions

- ❖ When candidates check-in for their test event, they will be directed to read the Knowledge Test Instructions provided in the waiting area.
- ❖ They may also listen to an audio version of the instructions by clicking on the link available on the Michigan webpage at: [www.hdmaster.com](http://www.hdmaster.com)

## Candidate Forms

[Click Here to Listen to the Knowledge Test Instructions](#)

[Text Version of the Knowledge Test Instructions](#)

[Click Here to Listen to the Skill Test Instructions](#)

[Text Version of the Skill Test Instructions](#)

MICHIGAN NURSE AIDE

## TMU© Knowledge Test Instructions

These instructions are to be placed in the common area so all candidates have an opportunity to read these instructions before going into the electronic knowledge test area.

**A laminated copy is to be placed by each knowledge test station, so the candidate may refer back to these directions during her/his knowledge test.**

You are not allowed to leave the Knowledge Testing Area/Room until finished with your Knowledge test. If needed, please remember to use the restroom before entering the testing rooms.

Cell phones, smart watches, fitness monitors, blue-tooth connected and any other electronic devices **MUST BE TURNED OFF** (not on vibrate or mute) during Knowledge testing.

Usage of cell phones, smart watch, fitness monitors, blue-tooth connected or any other electronic devices (tablet, laptop, i-pod, etc.) are not allowed in the testing areas and these items are not allowed to be near or on your person (in pockets, on wrist, etc.) during testing. Any personal belongings (purse, water bottles, bags, cell phones, smart watches, fitness monitors, laptops, tablets etc.) need to be placed in the designated area inside the testing room. Devices and personal belongings may be collected when you leave the test area after completing an exam component.

Anyone using a cell phone, smart watch, fitness monitor, blue-tooth connected or any other electronic device (texting/Google searching/etc.) during testing will be asked to leave the test site, will forfeit all testing fees, will have their test scored as a failed test and will be reported to the their training program, D&SDT-HEADMASTER and LARA.

The Knowledge Test Proctor (KTP) will ask you if you have any questions before your Knowledge Test is started.

There will be **65 questions** presented to you, one at a time, on the computer screen. You will have a maximum of **60 minutes** to select answer A, B, C or D for each of the 65 questions. The KTP will announce when there are 15 minutes remaining.

If needed, you may do math calculations on scratch paper provided to you by the KTP. If you need a calculator, please quietly alert the Knowledge Test Proctor and one will be provided. **Any scratch paper and/or provided calculator must be left with the KTP when done testing.**

If you have any issues with the computer, please quietly alert the Knowledge Test Proctor (KTP).

When you believe you are finished with your exam, double check all your answers. Then quietly alert the KTP that you are finished. The KTP **MUST COME TO YOU** and make sure all questions are answered and then log you out of the exam.

**DO NOT PRESS THE "STOP EXAM" BUTTON AT ANY TIME!**

*The KTP must assist you with stopping the test.*

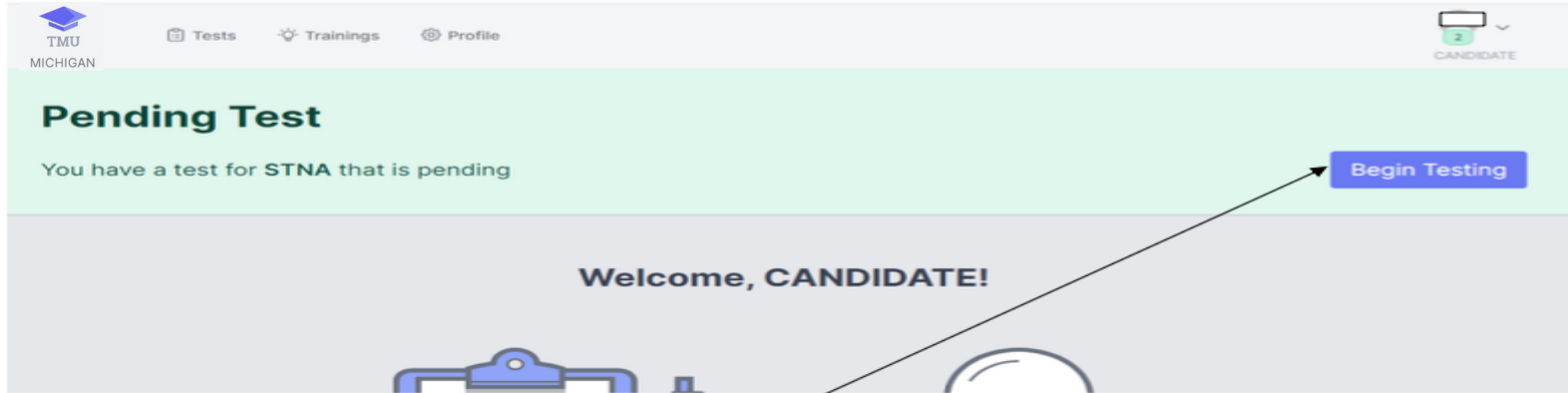
Once the test is stopped, the KTP will collect all testing materials and direct you to your next area. All testing materials must remain in the test area at all times.

Pick up any of your personal belongings as you exit the room quietly.

# TMU© Knowledge Test - Navigating the Exam

## LOGGING CANDIDATES INTO AND GIVING THE KNOWLEDGE TEST

Each candidate will log in to their own record to take the Knowledge Exam with their Username or Email and Password:



Candidates will click on **BEGIN TESTING** (either one is fine)

The screenshot shows the 'Verify Your Information' page. At the top, there is a breadcrumb trail: 'Home > Testing > Start'. Below this is the title 'Verify Your Information'. A yellow warning box contains the text: 'Please verify that you are the person whose information is below AND that it is correct before beginning the test.' The main form area is titled 'CANDIDATE ONE PRACTICE' and contains the following information:  
PO BOX 418  
FINDLAY, OH 45839  
BIRTHDATE: 12/22/1986  
EMAIL ADDRESS: user@temp.com  
STAF: Email address  
A text input field labeled 'Enter start code to test' is present, with a note below it: 'This will be given to you by the test's Observer.' At the bottom of the form, there are two buttons: '← Go Back, Edit Information' and '✓ Information Correct, Begin Test'.

The **START CODE** will need to be typed in under **Start Code \***  
Have candidates verify that their demographic information is correct.

# TMU© Knowledge Test - Navigating the Exam

The screenshot shows the 'STNA - CANDIDATE ONE PRACTICE' interface. At the top right, a timer shows 'Remaining: 00:58:44' with a callout '1'. Below the timer is an 'End Test' button. On the left, there is a 'Jump to Question' field with a 'Go' button and a 'Keyboard Shortcuts' link, with callouts '6' and '7'. The main question area shows '#1. Question .....' with a text input field. Below are four multiple-choice options: A.  dietary list, B.  policy book, C.  kardex, and D.  health record. At the bottom, there are navigation buttons: '← Prev', 'Bookmark Question', and 'Next →', with callout '3'. Below the navigation is a 'Bookmarks' section with callout '5' showing 'No questions bookmarked', and a 'Questions Remaining' section with callout '2' showing a list of question numbers from 1 to 79. A callout '4' points to the 'Bookmark Question' button.

1. There is a countdown of time remaining for candidates to watch their own time.
2. Questions remaining to be answered will show up here.
3. Click on NEXT to go to the next question.
4. Questions can be bookmarked to go back to.
5. Any bookmarked question numbers will show up here.
6. Candidates can type in a question number they want to “jump” to here.
7. There are keyboard shortcuts to help navigate the test as well that are found here.

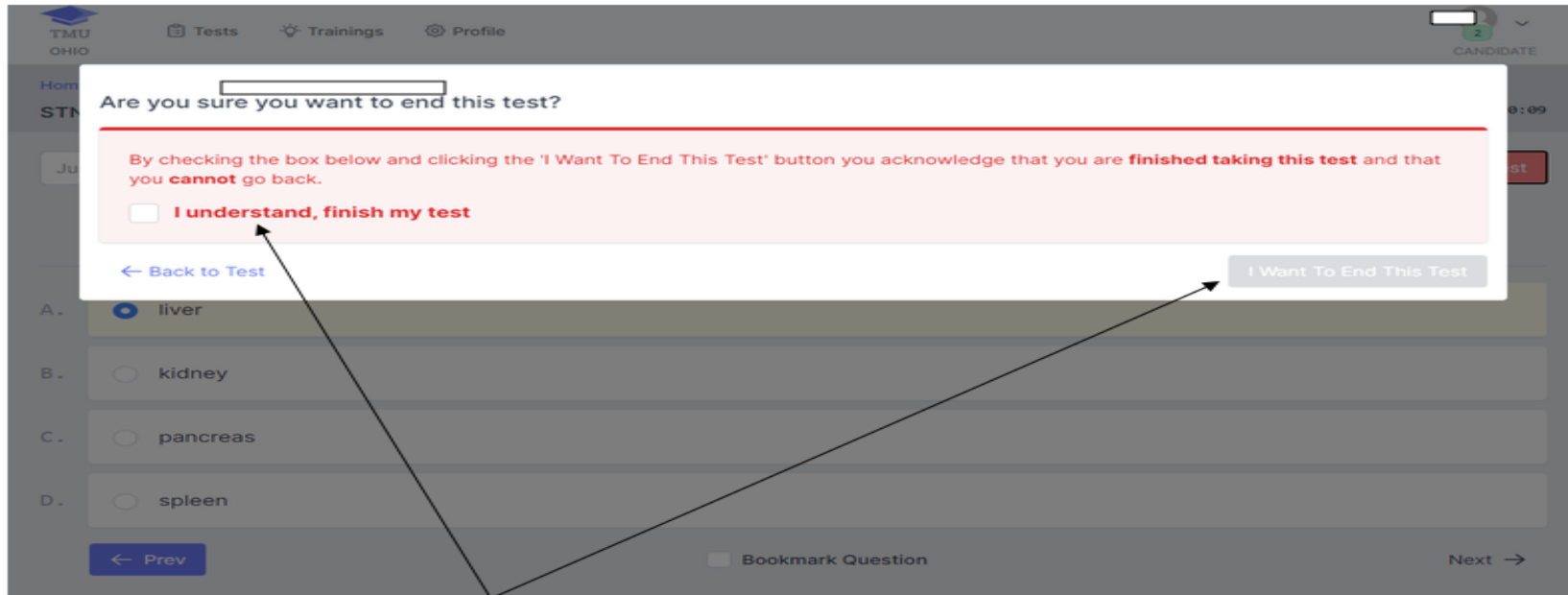


# TMU© Knowledge Test - Navigating the Exam

The screenshot displays a test interface for 'STNA - CANDIDATE ONE PRACTICE'. At the top, it shows the breadcrumb 'Home > Testing > Question #79' and a timer 'Remaining: 00:23:29'. Below the title, there is a search bar with 'Jump to Question' and a 'Go' button, along with a link for 'Keyboard Shortcuts'. A red 'End Test' button is located in the top right corner, with an arrow pointing to it from the right. The main question area shows '#79. Question .....' followed by a text input field. Below this are four multiple-choice options: A. liver (selected), B. kidney, C. pancreas, and D. spleen. At the bottom of the question area, there are buttons for 'Prev', 'Bookmark Question', and 'Next'. Below the question area, there are two summary boxes: 'Bookmarks' showing 'No questions bookmarked' and 'Questions Remaining' showing 'None. Please review your answers!'. An arrow points from the 'Questions Remaining' box to the 'End Test' button.

When candidates are finished with their exam, they need to raise their hand and let the proctor know they are done. The test proctor needs to check that there are no **Questions Remaining** (if there are any numbers left, direct the candidate to go back and answer the questions), then the proctor will click on **END TEST**.

# TMU© Knowledge Test - Navigating the Exam



When END TEST is clicked, this message will pop up and you must click the box to the left of **I UNDERSTAND, STOP MY TEST**. Then **I WANT TO END THIS TEST** box will be active and you will click on it.



This is what the screen looks like after the knowledge test has been ended.



# SKILLS EXAM

# Role of the RN Test Observer

- ❖ RN Test Observers are to be positive, confident, completely unbiased and professional in their words, actions and appearance.
- ❖ RN Test Observers will remain impartial during testing.
- ❖ RN Test Observers must give their complete and full attention to the candidate while the candidate is demonstrating her/his tasks.
- ❖ RN Test Observers are to set up a testing environment that will give each candidate a fair, nonbiased, equal opportunity to demonstrate s(he) knows how to perform the tasks.
- ❖ RN Test Observers will recheck each candidate's ID as they enter the testing room to ensure s(he) has the correct candidate's skill test in front of her/him.

# Skill Test Instructions

- ❖ When candidates check-in for their test event, they will be directed to read the Skill Test Instructions provided in the waiting area.
- ❖ They may also listen to an audio version of the instructions by clicking on the link available on the Michigan webpage at: [www.hdmaster.com](http://www.hdmaster.com)

## Candidate Forms

[Click Here to Listen to the Knowledge Test Instructions](#)

[Text Version of the Knowledge Test Instructions](#)

[Click Here to Listen to the Skill Test Instructions](#)

[Text Version of the Skill Test Instructions](#)

NURSE AIDE

## Skill Test Instructions

**These Instructions are to be placed in the waiting/sign in area so all candidates have an opportunity to read these instructions before going to the skill test portion their exam.**

You are not allowed to leave the Skill Testing Area/Room until finished with your Skill test. If needed, please remember to use the restroom before entering the testing rooms.

Cell phones, smart watches, fitness monitors, blue-tooth connected and any other electronic devices **MUST BE TURNED OFF** (not on vibrate or mute) during Skill testing.

Usage of cell phones, smart watch, fitness monitors, blue-tooth connected or any other electronic devices (tablet, laptop, I-pod, etc.) are not allowed in the testing areas and these items are not allowed to be near or on your person (in pockets, on wrist, etc.) during testing. Any personal belongings (purse, water bottles, bags, cell phones, smart watches, fitness monitors, laptops, tablets etc.) need to be placed in the designated area inside the testing room. Devices and personal belongings may be collected when you leave the test area after completing an exam component.

Anyone using a cell phone, smart watch, fitness monitor, blue-tooth connected or any other electronic device (texting/Google searching/etc.) during testing will be asked to leave the test site, will forfeit all testing fees, will have their test scored as a failed test and will be reported to the their training program, D&SDT-HEADMASTER and the State agency.

### WELCOME TO YOUR SKILL TEST

The RN Test Observer (TO) does not decide whether or not you pass or fail. The TO only observes and records the steps s(he) sees you demonstrate. D&SDT-HEADMASTER staff in Helena, Montana, scores your test when the TO submits it for scoring.

- The first thing the TO will do when you enter the skill test area is show you the designated area to place your personal belongings, cell phone (turned off), etc.
- Then the TO will show you where the relaxation area is located.
- You will be asked to show your ID as a double check to ensure the TO has your personalized skill test.
- The TO will sit beside you and ask you if you have any questions about these instructions.
- The next thing the TO will do is tell you the tasks you will demonstrate.
- Then the TO will show you the location of the supplies you will need for your tasks and will demonstrate the equipment you will use for your assigned tasks. You will have an opportunity to ask the TO any questions you may have during the equipment demonstration.
- The TO will read your first scenario to you and will start the timers when you begin your first demonstration.
- You will have 30 minutes to complete your assigned skill tasks.
- Each of your skill tasks has a scenario. The TO will read **one scenario at a time** to you. As soon as you understand the scenario, please actually perform and demonstrate the task.
- At the beginning of your first task, you may use hand sanitizer.
- **When appropriate, toward the end of your first task, you must actually correctly wash your hands with soap and water.**
- During the demonstration of your other tasks, when appropriate, you may use hand sanitizer instead of actually washing your hands with soap and water.
- Steps that are only verbalized **do not count**.
- At anytime, before you run out of time, you may:
  - Ask the TO to reread any scenario.
  - Correct any step on any task you believe you did incorrectly.
    - To make a correction, you must tell the TO the specific task and what step(s) you will **re-demonstrate**.
- You may use any equipment necessary. You may move equipment as needed to accomplish your tasks.
- When finished with each task, verbally tell the TO you are finished and return to the relaxation area.
- Two timers will be set when you begin your skill test. The first timer will sound when 15 minutes remain and the second timer will sound when all 30 minutes have elapsed.
- The Test Observer will read your first scenario to you and will start the timers when you begin your first demonstration.

# The Skills Exam

- ❖ Candidates are allowed **30 minutes** to demonstrate 3 or 4 tasks.
- ❖ RN Test Observers will read a scenario to the candidate at the beginning of each task.
  - Candidates can request to have a scenario re-read to them at any time and as many times as needed.

# The Skills Exam

Each candidate will be assigned one of the following mandatory tasks with embedded hand washing using soap and water as their first task:

- Assisting Resident with the use of a Bedpan, Measure and Record Urine Output with Hand Washing
- Catheter Care for a Female with Hand Washing
- Donning PPE (Gown and Gloves), Emptying a Urinary Drainage Bag, Measure and Record Urine Output and Remove PPE with Hand Washing
- Perineal Care for a Female with Hand Washing

Each candidate will also receive an additional two (2) or three (3) randomly selected tasks. The selected tasks make up the candidate's personalized and unique skill test. Each skill test randomly assigned by the TMU© skill test assignment algorithm will be comparable in overall difficulty.



# The Skills Exam

- ❖ Candidates can make corrections to any step they feel they did incorrectly at any time during their exam within their 30 minute time frame:
  - Candidates need to tell the RN Test Observer the specific task and step(s) they are correcting.
  - Candidates must actually demonstrate the correction(s), i.e.:
    - Candidate tells the RN Test Observer s(he) missed locking the bed brakes in the ambulation task-
      - ✓ Candidate must actually lock the bed brakes and then the correction is made and noted by the RN Test Observer.

# The Skills Exam

- ❖ Steps that are only verbalized **DO NOT COUNT!**
  - All steps must be demonstrated to receive credit.
- ❖ Steps are not order dependent unless the step specifically states something must be done “\*BEFORE” or “\*AFTER”:
  - Candidates can perform the steps in whatever order flows for them, or how you have trained them to complete the steps with the \*EXCEPTION:
    - If a step states something must be done **BEFORE** or **AFTER**, then the candidate must demonstrate that step exactly as stated.
      - *Example: Candidate must remove gloves BEFORE gown.*

# The Skills Exam

- ❖ **CLOSURES**: Candidates have to verbally state to the RN Test Observer that they are finished when done with each task so the RN Test Observer has closure before setting up for the next task.
- ❖ Once the candidate has completed all 3 or 4 tasks, the candidate needs to verbally state to the RN Test Observer that they are finished. The candidate will then be read a closure:

- **If time is remaining** (candidate completed in less than 30 minutes) :  
“You have \_ minutes remaining. You have just completed the tasks of \_\_, \_\_, \_\_, and/or \_\_. Are you finished?”
- **When time is up** and the 30 minute audible buzzer sounds:  
“Your allotted time has elapsed. Thank you for showing us your skill demonstrations today.”

# Equipment/Supplies Demonstration

- ❖ All supplies will be on a centrally located table, counter, etc.
  - The RN Test Observer will show the candidate just the supplies and equipment the candidate will need for their 3 or 4 tasks (i.e. bedpans, basins, toothbrush, lotion, etc.).
    - Linens may be in a cabinet or closet within the skills testing room and would be shown to the candidate.
    - No supplies will be in the bedside stands.
  - And candidates will be shown where other supplies are located throughout the room:
    - Hand sanitizer(s)
    - Gloves

# Equipment/Supplies Demonstration

## ❖ Candidates will also be shown:

- How to lock the bed and wheelchair brakes
  - Brakes must be fully engaged on the bed and both wheelchair brakes must be locked
- Bed Controls
  - The RN Test Observer will show the candidate how to raise and lower the bed and head of the bed as well as how to operate the side rails
- Where the hand washing sink is
  - Where soap and paper towels are located
- The designated toilet for testing
  - It may be an actual toilet or a commode by the sink
- The RN Test Observer will also point out where other equipment is throughout the testing room
  - Garbage cans
  - Designated linen hampers
  - The RN Test Observer will show the candidate how they are providing privacy (pulling a curtain or other method of providing privacy)

# Equipment/Supplies Demonstration

- ❖ **Every candidate, whether they trained at the site they are testing at or not, will get the same consistent, complete equipment and supplies demonstration**
- ❖ The equipment and supplies demonstration is the time for the candidate to become familiar with the items they will be using for their 3 or 4 tasks:
  - If there is only one basin on the supplies table and the candidate uses two, the candidate just needs to ask the RN Test Observer for another basin and one will be placed on the table.

# Equipment/Supplies Demonstration

- ❖ Candidates will sign the RECORDING FORM (if they have a task requiring recordings) during the equipment/supplies demonstration.
- ❖ Candidates can take the recording form (on the clipboard) anywhere in the testing room as needed.
- ❖ RN Test Observers cannot remind or cue candidates to write their recordings on the recording form.

Candidate's Name: _____	
PLEASE PRINT	
PULSE: _____	RESPIRATIONS: _____
URINARY OUTPUT: _____ ml	
GLASS 240ml: _____	
GLASS 120ml: _____	
TOTAL FLUID INTAKE: _____ ml	FOOD INTAKE: _____ %
Candidate's Signature: _____	



# Relaxation Area

- ❖ The relaxation area is two chairs placed in an area in the skills testing room away from the demonstration work area.
- ❖ Candidates will be directed to go to the relaxation area in between tasks so that the testing team can set up for the next task.
- ❖ Setting up between tasks takes a matter of seconds.



Relaxation  
Area

# Role of the Actor

- ❖ Actors must remain test neutral and not impact the test in any way.
- ❖ Actors are not to start or engage in a conversation with candidates.
- ❖ Actors cannot answer any questions that would impact the test with anything other than:
  - **“Whatever you think is best”** – putting the action needed back on the candidate.
    - *Example: In the Bedpan Task, “Is the head of your bed high enough?” The Actor will answer “whatever you think is best” as it is a step in the Candidate Handbook that the candidate is to raise the head of the bed*
- ❖ Actors must provide the exact same simulation for every candidate.

# Candidate Exit Survey

- ❖ When candidates sign in to their records in TMU© to check their test results, they will get a link to complete the voluntary and anonymous Exit Survey.
- ❖ The Exit Survey provides valuable feedback regarding the candidate's testing experience.

The nurse aide testing company, Headmaster, treated me promptly and courteously. \*

Yes

No

I did not have any contact with Headmaster

The Oregon State Board of Nursing treated me promptly and courteously. \*

Yes

No

I did not have any contact with the Oregon State Board of Nursing

The testing site and testing area were free from distractions. \*

Yes

No

The equipment at the testing site was in good working condition. \*

Yes

No

The RN Test Observer was professional, courteous and respectful. \*

Yes

No

The Actor was professional, courteous and respectful. \*

Yes

No

I did not take a Skills Test

Example

# Michigan Mock Skills

Available on the Michigan webpage at [www.hdmaster.com](http://www.hdmaster.com)

## APPLY A KNEE-HIGH ANTI-EMBOLIC (ELASTIC) STOCKING TO ONE LEG

Perform hand hygiene. a. Cover all surfaces of hands with hand sanitizer. b. Rub hands together until hands are completely dry.	
Explain the procedure to the resident.	
Raise bed height.	
Provide for resident's privacy.	
Provide for resident's privacy by only exposing one leg.	
Roll, gather or turn stocking down inside out to at least the heel.	
Place foot of stocking over the resident's toes, foot, and heel.	
Roll -or- pull top of stocking over resident's foot, heel and up the leg.	
Check toes for possible pressure from stocking.	
Adjust stocking as needed.	
<b>Leave resident with stocking that is smooth/wrinkle free.</b>	
Lower bed, if it was raised.	
Place call light or signal calling device within easy reach of the resident.	
Maintain respectful, courteous interpersonal interactions at all times.	
Perform hand hygiene. a. Cover all surfaces of hands with hand sanitizer. b. Rub hands together until hands are completely dry.	

## Michigan Mock Skills

*Effective for Testing: April 1, 2022*

**Please note:** The skill task steps included in this document are offered as guidelines to help prepare candidates for the Michigan nurse aide skill test and the steps included herein are not intended to be used to provide complete care that would be all inclusive of best care practiced in an actual work setting.

D&S Diversified Technologies (D&SDT), LLP – Headmaster, LLP



# Training Program/Instructor Reports

# Program Reports

mn.tmutest.com



People

Facilities

Events

Scoring

Reports

Settings

15  
Sara

## Welcome, Sara!

Please select a report

**Attrition Rate**

Details about trainings and count of reasons for not completing them

**Knowledge Detail**

Pass rates per subject and list of most often missed vocabulary words

**Pass / Fail**

Details test results of students

**Retake Summary**

Details pass rates for an exam on a given try (1,2,3, etc...)

**Skill Detail**

Pass rates for skill tasks and individual steps in those tasks

**Testing Trends**

Totals and pass rates per month for trainings and exams



Data & Reports

Browse All Reports



# Test Site Information



# Test Site Equipment List – Form 1503MI



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## NURSE AIDE

### RN TEST OBSERVER OR TESTING SITE EQUIPMENT LIST AND AFFIDAVIT FORM 1503MI

*(For TEST SITES: this list MUST be accompanied by form 1502ML. A virtual test site visit will be arranged with D&SDT-HEADMASTER staff.)*  
*(For RN TEST OBSERVERS: this form must be accompanied by forms 1500, 1501 and 1505.)*

To be approved, a testing site must have all of the materials listed for Testing Sites. To be certified and remain active, RN Test Observers are required to review each skill test received prior to test administration and must ensure that all test site equipment and supplies are available prior to starting any testing. Please refer to the following list for equipment and supplies needed by the test site or brought to the test site with the RN Test Observer.

#### EQUIPMENT/SUPPLIES PROVIDED BY TESTING SITE

- At least three Internet-connected computers, laptops or tablets in the Knowledge Test room **and/or** provide Internet access (WiFi) for RN Test Observer provided tablets or laptops.
- Internet-connected computer, laptop or tablet in the Skill Test room **and/or** Internet access (WiFi) access for RN Test Observer provided laptop or tablet.
- Hand washing sink with warm running water, soap and paper towels (*paper towel dispenser should be automatic advancing or pull-out type, not one that a bar or lever has to be touched to advance paper towels*)  
*Sink must be no further than a 20 second walk from skills demonstration area.*
- Long term care bed(s) with working bed brakes and bed controls (*beds that brakes are locked when bed is raised (legs stay down) and beds that alarm sounds when brakes are on are not acceptable. Brakes have to be able to be manually engaged.*)
- Manikin (*full body anatomically correct – with peri area for female*)
- Working privacy curtain(s) (*prefer that it is not a portable screen*)
- Bedside stand
- Overbed table
- Wastebasket(s)
- Laundry receptacle(s) (hamper)
- Hand sanitizer(s)
- Disposable gloves in assorted sizes
- Toilet or commode (*if toilet is not available in skills lab*)
- Wall clocks – in knowledge test room and skills lab (*skills lab clock must have second hand*)
- Call light or signaling device (*doesn't have to be a working signaling device*)
- Wheelchair with working brakes and removable footrests (*footrests removed for testing*)
- Chair(s)
- Bedpans (Standard and Fracture)

- Linens including: washcloths, towels, bath blankets, barriers (such as waterproof pads, chux, towels, etc.), resident's gowns (*tie type, no snaps*), pillows, clothing protectors
- Catheter with tubing
- Urinary drainage bag with tubing
- Wash basins
- Emesis basins
- Soap - **PERI-WASH AND NO RINSE SOAPS ARE NOT ALLOWED**
- Output measurement container/graduate
- Isolation gowns (*can be reusable cloth or disposable gowns; tie closure, Velcro closure or slip over-the-head gowns are allowed*)
- Gait belts/transfer belts
- Food tray and disposable spoons
- Dentures (*one plate, upper or lower only for testing*), denture container, denture brush and cleanser
- Alcohol, alcohol pads or antiseptic wipes
- Disposable wipes for hand hygiene in Feeding task

#### ROOM REQUIREMENTS

- Distraction and Interruption Free Skills Lab** – with all equipment and supplies listed available and in good working order.
  - Any signage (posters) or displays that may cue candidates must be covered or removed for test days.
  - If the skills lab and/or knowledge test room have any interior windows (i.e. – on the door), they would need to be covered (blinds/etc.) during testing.
- \*Distraction and Interruption Free Knowledge Test Room**
- \*Holding or Waiting Area** – where candidates may wait to take the exam  
\*Not needed if virtual knowledge testing is taking place

**Due to test security, cameras in the skills lab or knowledge test room are prohibited!**



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#### ADDITIONAL EQUIPMENT NORMALLY PROVIDED BY

##### RN TEST OBSERVER

(OR MAY BE PROVIDED BY TEST SITE)

- RN Test Observer may provide own laptop or tablet for skill testing and three tablets or laptops for knowledge testing (mobile tester)
- Pens/pencils for recordings
- Scratch paper
- 4 basic calculators – three in knowledge test/one in skills test area
- Official data recording forms (*available on D&SDT-Headmaster's Michigan webpage*)
- Small clipboard to place the recording form on
- Knee-high elastic stocking that will fit actor
- Non-skid footwear for actor (*easy to put on*)
- Over-sized button-up shirt, sweat pants/shorts, socks that will easily fit over the actor's clothing
- Sample food items (*single serve size containers of applesauce, pudding etc.*)
- Diet card (*available on D&SDT-Headmaster's Michigan webpage*), spoon, napkins and bendable straw
- Actor's toothbrush, toothpaste and paper cup
- Lotion for Foot Care task
- Gait/Transfer belt you know will fit your actor
- Back up hand sanitizer(s)
- Basic watch with a second hand or travel clock with a second hand

- Toilet or tissue paper
- 1 clear 240ml glass and 1 clear 120ml glass for Feeding Task (*provided in testing kit from D&SDT-Headmaster*)
- ORAL TEST ADMINISTRATION:** Disposable headphones/earbuds that can plug into the computer speaker jack
- Pre-measured "urine" fluid amounts in unmarked containers (*hint: use yellow food coloring in water for the Bedpan and Emptying Urinary Drainage Bag Tasks*)
- Two audible count-down timers (one for 15 minutes left warning and one for 30 minutes time up) or use the countdown timer on the TMU® Observer screen

#### RECOMMENDED ADDITIONAL ITEMS TO CARRY IN TESTING KIT

- Washcloths and towels that you know are clean to be used during the Modified Bed Bath task on your actor
- A syringe to easily fill the drainage bag with pre-measured fake "urine"
- Soap - **PERI-WASH AND NO RINSE SOAPS ARE NOT ALLOWED**
- Extra audible count-down timers in case a set doesn't work or batteries are dead
- Other small items you can use as backups to salvage a test event when something breaks or is missing etc.

Testing sites and RN Test Observers may mutually agree to a different mix of equipment distribution, depending on mutual agreement with the test site. Please call D&SDT-HEADMASTER at (888)401-0462 if we can be of assistance regarding any of these issues.

#### TEST SITE AFFIDAVIT: (To be filled out by the Test Site contact person.)

We hereby certify that-

Facility Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact Person's Name: \_\_\_\_\_ Email: \_\_\_\_\_

#### Test Site Mailing

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

has the equipment listed herein and will make the equipment available to certified RN Test Observers for the purpose of administering nurse aide knowledge and skill tests to nurse aide candidates at our test site for days we have scheduled test events in **TMU®**.

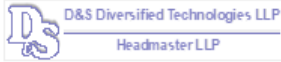
Site Administrator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### RN TEST OBSERVER AFFIDAVIT: (To be signed by the RN Test Observer when applying for certification.)

I hereby certify that test sites where I test will be checked before starting each test event to ensure that the test site equipment listed herein is available and in good working order. If not, I will report missing or inoperable test site equipment by listing it in TMU® under the test discrepancies before submitting my test event observations for scoring. I will carry at least the minimum equipment/supplies listed on the Additional Equipment Normally Provided by RN Observer to each test event I choose to manage.

RN Observer Name: \_\_\_\_\_ Date: \_\_\_\_\_ RN Signature: \_\_\_\_\_

# Test Site Agreement – Form 1502MI



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## Michigan Nurse Aide Test Site Agreement – Form 1502MI

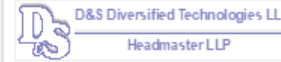
*This agreement MUST be accompanied by Test Site Equipment List Affidavit - Form 1503MI*

Facility Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

hereinafter known as the Testing Site, will allow Nurse Aide Knowledge and Skill Tests to be administered at our facility, under the following guidelines.

### As an In-Facility & Regional Test Site we agree to:

1. Submit NO more than eighteen skill test candidates per testing date (and no less than five per four-hour flight) per RN Test Observer. (Most RN Test Observers will desire fewer than 18 candidates per test event and will want at least five to assemble a testing team.)
2. Complete and submit this Test Site Agreement **Form 1502MI** and Test Site Equipment List Affidavit **Form 1503MI** to D&SDT-HEADMASTER. A virtual test site visit will be arranged with the test site by D&SDT-HEADMASTER staff.
3. Supply an approved, distraction free area for testing nurse aide (NA) candidates on the Knowledge and Skill Tests. The knowledge test area and the skill test area may be used for up to 9 hours on test day when accommodating an overbooked two flight test event.
4. Create test events in **TMU@** including linking a certified RN Test Observer and certified testing team that has committed a testing team to the test event for test dates created. D&SDT-HEADMASTER staff can assist with finding a test team when asked.
5. Use **TMU@** to schedule test seats for our own candidates who complete a Michigan Department of Licensing and Regulatory Affairs (LARA) approved nurse aide training program. (Link to **TMU@** at <https://mi.tmutest.com>)
6. Unannounced visits by the Michigan Department of Licensing and Regulatory Affairs (LARA) and D&SDT-HEADMASTER staff for the purpose of observing tests in progress to improve competency testing in Michigan.
7. Allow unfilled test slots/seats reserved for our own candidates to be used by candidates at large, inside 48 business hours prior to a scheduled test event.
8. Schedule additional mutually agreed upon test dates with D&SDT-HEADMASTER as far in advance as possible, to help meet over all testing demand in our area. D&SDT-HEADMASTER staff will contact and schedule the test teams for any Regional events we allow to be held in our facility.
9. Allow, on testing days, the certified RN Test Observer, Actor, Knowledge Test Proctor (KTP), our own trained candidates as well as at large test candidates admittance to our approved Test Site.
10. Hold test teams and test candidates accountable for damage, theft or any other act or action harmful to the facility in any way.
11. Assume all liability for our own test candidates.
12. Waive liability claims against D&SDT-HEADMASTER and/or LARA in assuming any liability for any of the entities involved in testing. (Certified RN Test Observers, Actors, KTPs or any test candidates.)



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### As a CLOSED In-Facility Schedule Test Site we agree to:

1. Complete and submit this Test Site Agreement **Form 1502MI** and Test Site Equipment List Affidavit **Form 1503MI** to D&SDT-HEADMASTER. A virtual test site visit will be arranged with the test site by D&SDT-HEADMASTER staff.
2. Supply an approved, distraction free area for testing nurse aide (NA) candidates on the Knowledge and Skill Tests. The knowledge test area and the skill test area may be used for up to 9 hours on test day when accommodating an overbooked two flight test event.
3. Create test events in **TMU@** including linking a certified RN Test Observer and certified testing team who has committed her/his testing team to the test event for any test dates created. D&SDT-HEADMASTER staff can assist you with finding a test team when asked.
4. Tests will only be for our own candidates and we will not release empty seats to at large candidates.
5. We will pay a non-refundable advance payment to schedule a closed event equal to at least 6 candidates at the regular price, no matter how many fewer we test. Each additional candidate tested at a closed testing event over the 6-candidate minimum (up to the RN Test Observer's limit) will be at the regular price per each additional test component required. (6 candidates for both the knowledge and skill test components would equal a minimum advance payment of \$750 to schedule a closed test event. This ensures that a test team coming into your closed test site is guaranteed to be paid for at least 6 (or more) candidates no matter how many actually show up.)
6. Unannounced visits by the Michigan Department of Licensing and Regulatory Affairs (LARA) and D&SDT-HEADMASTER staff for the purpose of observing tests in progress to improve competency testing in Michigan.
7. Allow, on testing days, the certified RN Test Observer, Actor, Knowledge Test Proctor (KTP) and our own trained candidates admittance to our approved Test Site.
8. Assume all liability for our own test candidates.
9. Waive liability claims against D&SDT-HEADMASTER and/or LARA in assuming any liability for any of the entities involved in testing. (Certified RN Test Observers, Actors, KTPs or any test candidates.)

#### Photographing or Videotaping Test Events

- As a certification test vendor, D&SDT-HEADMASTER must ensure the security of knowledge and skill test items and proprietary test delivery software.
- Certification test events are expected to be conducted in a distraction free environment with a high degree of personal privacy and security. Photographing, videotaping, recording via security or surveillance cameras or any other device while any knowledge or skill testing is being conducted is expressly prohibited unless advance written permission has been granted by D&SDT-HEADMASTER and/or the Michigan Department of Licensing and Regulatory Affairs (LARA).
- To host certification test events for test candidates, you agree that no electronic recording devices will be used to record sound or video of actual test candidates, test events or any part of test administration. You agree that to allow recording of certification testing events in progress without the express written consent of D&SDT-HEADMASTER and/or LARA may result in the loss of your test site approval and/or training program approval and may subject you to prosecution by all affected parties to the full extent of the law.

**I CERTIFY THAT OUR SITE IS UNDER NO AUTHORITATIVE SANCTIONS AND I HAVE READ, UNDERSTOOD AND WILL ABIDE BY ALL GUIDELINES LISTED.**

Designated Test Site Contact Person: \_\_\_\_\_

Best Test Site Contact Phone Number: \_\_\_\_\_

Test Site Contact Person Email: \_\_\_\_\_

Test Site Administrator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Contact Information

## Contact Information

**Questions regarding:** testing process, test scheduling and eligibility to test • updating your name, address or requesting a duplicate CNA certificate • verification of current nurse aide certification • renewal, reciprocity and equivalency information ..... (888) 401-0462

**Questions regarding the Nurse Aide Registry** ..... (888) 401-0465

**Questions regarding:** obtaining information on official regulations and guidelines for nurse aides • obtaining information regarding approved training programs ..... *Nurse Aide Phone (517) 284-8961*  
*Bureau Phone (517) 335-1980*

***D&S Diversified Technologies (D&SDT),  
Headmaster, LLP***

PO Box 6609  
Helena, MT 59604

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