D&S Diversified Technologies LLP

Headmaster LLP

Wisconsin Nurse Aide Candidate Handbook

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Effective November 1st, 2024 Updates:

The Testing Attire section has been updated – page 22
The Identification section has been updated – pages 22-23
Skill Task updates are in red font – pages 36-50
Vocabulary Word updates are in red font – pages 51-56

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test: ..... **(888) 401-0462**

Questions regarding: Nurse Aide certification • renewals • Nurse Aide Registry: ..... **(888) 401-0465**

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Introduction

Congress adopted the Nursing Home Reform Act in 1987 as part of the Omnibus Budget Reconciliation Act (OBRA '87). This federal law was designed to improve the quality of care in long-term healthcare facilities and define training and evaluation standards for nurse aides who work in such facilities. Each state is responsible for following the terms of this federal law.

As defined in the OBRA regulations, a nurse aide competency evaluation program provides specific standards for nurse aide (NA)- related knowledge and skills. The program aims to ensure that candidates seeking to be nurse aides understand these standards and can competently and safely perform the job of an entry-level nurse aide.

The nurse aide competency examination consists of a multiple-choice knowledge test and a skill test. Candidates must complete an approved Wisconsin Nurse Aide training program, pass both parts of the exam, and meet all Wisconsin Department of Health Services (DHS) requirements to be listed on the Wisconsin Nurse Aide Registry (WNAR).

Wisconsin has approved D&S Diversified Technologies LLP (D&SDT)-HEADMASTER LLP to provide testing and scoring services for the nurse aide competency exam and to maintain the Wisconsin Nurse Aide Registry.

For testing and scoring services, contact D&SDT-HEADMASTER toll-free at (888)401-0462 or (888)401-0465. For questions related to the WNAR, visit hdmaster.com.

This handbook is designed to provide information related to testing and registry services in Wisconsin, help you prepare for the Wisconsin nurse aide competency examination, and renew your current NA certification.

Registry

The Wisconsin Nurse Aide Registry (WNAR) lists the names of nurse aides who, through training, testing, and experience, meet federal and state requirements to work as a nurse aide in Wisconsin. The Registry lists the type of regulated facilities a nurse aide is eligible to work in and indicates any special certifications a nurse aide holds. Additionally, the Registry includes substantiated findings of caregiver abuse, neglect, misappropriation of client property, or exploitation involving a caregiver at a DHS-regulated facility.

A nurse aide candidate will be listed on the WNAR upon successfully completing training, passing both the knowledge and skills portions of the competency exam, and meeting federal and state requirements. Review the Nurse Aide Competency Exam section below to help prepare for the exam.

Registry Maintenance

Once placed on the WNAR, it is your responsibility to maintain your demographic information so that renewal notifications/alerts can be delivered to you in a timely manner. This is done by logging into your TMU© account at wi.tmutest.com. Your email address is your default username. If you're new to the system or have forgotten your password, see the instructions under **'Forgot your Password and Recover your Account'**. A valid email address will be sent a link to follow and reset/create a password. Renewal reminders are emailed to your email address of record and texted to your SMS-capable phone, so keeping your contact information up to date is crucial.

You can check your registry status, update your address and phone number, and check your eligibility expiration date from any Internet-capable device.

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

Registry name changes (marriage/divorce, etc.) must be verified with appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your name change documentation. The form is under 'Applications' on the Wisconsin TMU© main web page (before you log in to your account), or click on this link: https://wi.tmutest.com/apply/12.

Registry Renewal

To maintain eligibility to work in a federally certified facility (Medicare and/or Medicaid certified), you must renew your federal eligibility every 24 months. To be eligible to renew, you must work for pay as a nurse aide in a health care setting such as a nursing home, hospital, home health agency, assisted living, or personal care agency for at least eight (8) hours during the previous 24 months. Paid work hours must be completed under the supervision of a registered nurse or licensed practical nurse. Please note that self-employment and private-duty experience are not recognized as work experience eligible to maintain federal eligibility.

You will be eligible to renew your federal certification 90 days before the certification expiration date. You will begin receiving notifications via email and SMS informing you of your eligibility and directing you where to submit your employment verification. To renew your eligibility, you will log in to TMU© at wi.tmutest.com and list your work hours and where you were employed. An email verification link will be sent to the employer contact on record. When the employer verifies your documented work experience, your federal eligibility will be extended an additional 24 months. Please note out-of-state employers are not listed in TMU© but may still be eligible to renew certification. Your employer should contact DHS to confirm work as a nurse aide for pay. DHS will review it to determine if it meets Wisconsin's requirements and extend federal eligibility accordingly.

Working in a hospital or a State-licensed facility only (not federally certified Medicare and/or Medicaid provider) does not require you to report your employment history. This means that your federal eligibility to work in a federally certified facility will lapse. However, you still may work in a State-licensed facility and be listed on the WNAR as State-certified only. Hospitals or State-licensed facilities may request that nurse aides report their employment history to maintain federal eligibility by logging into TMU© at wi.tmutest.com to verify work hours through the TMU© employer verification link.

Under federal regulations, a nurse aide becomes ineligible for employment in a federally certified (Medicare and/or Medicaid certified) nursing home, home health agency, or hospice if they do not perform at least 8 hours of nursing-related services for pay in a health care setting during a period of 24 consecutive months. To re-establish federal employment eligibility on the WNAR, you must successfully pass both components of the approved Wisconsin nurse aide competency examination. **Contact D&SDT-HEADMASTER for authorization to schedule the competency test to regain federal employment eligibility status**.

Nurse Aide / Medication Aide Registry Status

The Wisconsin Department of Health Services includes nurse aides (NA) and medication aides (MA) on the WNAR.

Nurse Aide: Upon completing a DHS-approved nurse aide training program and successfully passing the required knowledge and skill exams or completing an alternate DHS-approved route, individuals will be listed on the

WNAR at wi.tmutest.com. A newly trained nurse aide candidate must pass the knowledge and skill exams within one (1) year of successfully completing a training program.

Medication Aide: A nurse aide in good standing on the WNAR who provides direct nursing-related duties and has completed a Wisconsin-approved medication aide course may administer certain medications in long-term care facilities. To be eligible to complete a medication aide course and be listed on the WNAR as a medication aide, a nurse aide must:

- Be at least eighteen (18) years of age;
- Have a high school diploma, High School Equivalency Diploma (HSED), or a General Education Diploma (GED);
- Be listed on the Nurse Aide Registry, with current eligibility to work in federally certified facilities;
- Have at least 2000 hours of experience in direct patient care in the past three (3) years;
- Have worked a minimum of forty (40) hours within the last ninety (90) days, or by the time the course clinical experience begins, caring for the same residents the student will be working with during the medication aide clinical experience;
- Be recommended in writing by the director of nursing and the administrator of the agency in which the student will be working during clinical experience; and
- Be recommended in writing by two (2) licensed charge nurses, one of whom must be a registered nurse.

If you successfully complete an approved medication aide course, your training program will assist you in submitting a Medication Aide Registry Application. Your medication aide status will be added to your record on the WNAR.

Training Exemptions: You may be exempt from taking a medication aide course if you are one of the following:

- Current nursing student who has completed a pharmacology course;
- Graduate nurse who does not hold a license; or
- Nurse aide who has been a medication aide in a nursing home in another state and has taken a medication aide training course determined to be equivalent to the Wisconsin-approved medication aide training course.

If you are one of the above, and you wish to become a medication aide for a nursing home, you must complete a Challenge Examination Application for Nurse Aides/Medication Aide available at: dhs.wisconsin.gov/regulations/nh/medaides-requirements.htm and mail it to:

Wisconsin Department of Health Services
Division of Quality Assurance
Attn: Pharmacy Consultant
PO Box 2969
Madison WI 53701-2969

After receiving and reviewing your application, you will be informed of your eligibility to challenge the test out of the Wisconsin medication aide course. The minimum passing score for the Medication Aide Challenge Examination is 85%. For questions regarding medication aides or to obtain a list of organizations that offer an approved skilled nursing medication aide course, see dhs.wisconsin.gov/regulations/nh/medaides-requirements.htm

Registry Reciprocity / Out-of-State Transfers

This information is for applicants who want to be entered on the WNAR through the Wisconsin Reciprocity/Out-of-State registry placement process.

Out-of-State Reciprocity

To apply for placement on the WNAR, you must complete an Out-of-State application. The application is available as an online fillable form on the Wisconsin Headmaster website:
https://hdmaster.com/testing/cnatesting/wisconsin/WI_CNA_Home.htm

Please carefully read the application directions before you complete and submit the out-of-state application form. Your request for reciprocity cannot be processed if it is incomplete, illegible, or includes false statements.

Completing the online application form requires the following attachments:

1. Proof of Training and/or Employment Verification
   → Employment verification form is available on the Wisconsin Headmaster website: https://hdmaster.com/testing/cnatesting/wisconsin/WI_CNA_Home.htm
2. Image of your social security card
3. Image of your valid US government-issued photo identification (state driver's license, passport, or other signed current photo identification).

TRAINING PROOF: You must have completed a (minimum) 75-hour state-approved nurse aide training program (with completion date noted) to be considered for the Wisconsin Nurse Aide Registry. State registry printouts and certificates that do not provide training program names or dates of completion are not acceptable. [Wis. Admin. Code DHS 129.09(5)(b); Wis.Stat. § 146.40(2)(d); (2g)(a),(b)]

Acceptable proof of training includes a copy of the diploma or transcripts from the training program (with the date of completion) or a letter from the training program stating where and when you completed training. *Registry certification printouts or screenshots that do not display the name of a state-approved, minimum 75-hour training program and training completion date are not acceptable.*

If you cannot provide proof of training, you may instead include proof of qualifying employment. Your employer must verify you worked as a nurse aide under the direction of a registered nurse (RN) or licensed practical nurse (LPN) for at least 2,088 hours in the two years preceding your application to the Wisconsin Nurse Aide Registry. Please use the employer verification form (9110WI-A) on the Headmaster Wisconsin website: https://hdmaster.com/testing/cnatesting/wisconsin/WI_CNA_Home.htm.

ALABAMA APPLICANTS: If you originally trained in Alabama more than two years ago and are ***only*** certified in Alabama, you must also include employment verification that you worked as a nurse aide under the direction of an RN/LPN during the previous two years. Please use the employer verification form (9110WI-A) on the Headmaster Wisconsin website: https://hdmaster.com/testing/cnatesting/wisconsin/WI_CNA_Home.htm.

Please note: Completing the online application form requires the following attachments:

1. Proof of Training and/or Employment Verification
   → Employment verification form is available at: https://www.hdmaster.com/testing/cnatesting/wisconsin/WIformpages/WIforms/9110WI%20A%20FILLABLE.pdf
2. Image of your social security card
3. Image of your valid US government-issued photo identification (state driver's license, passport, or other signed current photo identification).

Your application is not complete until all required information is included. Incomplete applications are invalid after 30 days.

Out-of-State Eligibility – Inactive Certification
If you are a nurse aide currently listed on another state's Registry but have an Inactive status, and you have completed an approved nurse aide training program of at least 75 hours with at least 16 hours of clinical training in another state, you must successfully pass the Wisconsin competency exam to be eligible for placement on the WNAR. To apply for placement on the WNAR, you must complete an Out-of-State application (*see directions above*).

If you have questions about working as a nurse aide in Wisconsin, please email the Wisconsin nurse aide registry at dhswidqa_natcep@dhs.wisconsin.gov. For questions about application status or requirements, please call D&SDT-HEADMASTER staff at (888)401-0465.

Out-of-State Eligibility – Active Certification

1. If you are a nurse aide candidate from another state who has completed a training program of 75 hours, which included 16 hours of clinical, and you have successfully passed a nurse aide competency exam that is the same or substantially similar to the Wisconsin competency examination within one (1) year training completion, your name will be placed on the WNAR. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, you must log in to TMU© at wi.tmutest.com to complete the transfer process.
2. If you are a nurse aide candidate from another state who has completed a training program of 75 hours, which included 16 hours of clinical, and you successfully completed a nurse aide competency exam **but the exam is not the same or substantially similar** to the Wisconsin competency examination, you will be required to successfully complete the Wisconsin examination within one (1) year of receiving approval to test. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, you must log in to TMU© at wi.tmutest.com to pick a test event and location of your choice. Your name will be placed on the WNAR upon passing the applicable exam.
3. If you are a nurse aide candidate from another state who has completed a training program of 75 hours, which included 16 hours of clinical, but you have **not tested and are within a year of completing your training program**, you will be required to complete the Wisconsin competency examination successfully. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, you must log in to TMU© at wi.tmutest.com to pick a test event and location of your choice. Upon passing the knowledge and skills exams, your name will be placed on the WNAR.

4. If you are a nurse aide candidate from another state who has completed a 75-hour training program, which included 16 hours of clinical, you have not tested, and you are past one year of completing your training program, you will be denied and required to successfully complete an approved DHS training program and the Wisconsin competency examination.

Out-of-State Eligibility – Inactive Certification

If you are a nurse aide currently listed on another state's Registry but have an Inactive status and have completed an approved nurse aide training program of at least 75 hours with at least 16 hours of clinical training in another state, you must successfully pass the Wisconsin competency exam to be eligible for placement on the WNAR. To apply for placement on the WNAR, you must complete an Out-of-State application. You may obtain an Out-of-State application at the Wisconsin webpage at hdmaster.com or by calling D&SDT-HEADMASTER at (888)401-0465. It is recommended that all out-of-state candidates apply as far in advance as possible, as multiple state agencies must verify and process your application.

If you have questions about your Out-of-State registry status, please contact DHS Nurse Aide Training and Registry staff at (608)261-9315.

If you have questions about the WNAR, please call D&SDT-HEADMASTER staff at (888)401-0465.

Student Nurse / Graduate Nurse Training

Requirements

A Student Nurse (SN) currently enrolled in a state-approved nursing education program preparing for registered nurse or practical nurse licensure, or a Graduate Nurse (GN) who has completed a state-approved nursing education program but has not taken the National Council Licensure Examination for Registered Nurses (NCLEX-RN*) or Practical Nurses (NCLEX-PN*) must submit an original transcript and a Student Nurse (SG)/Graduate Nurse (GN) Training Requirement Waiver 1101.

You will be required to complete the Wisconsin competency examination successfully. You must have a valid email address to receive a username and temporary password. Once you have received your username and password from DHS, you must log in to TMU© wi.tmutest.com to pick a test event and location. Upon passing the knowledge and skills exams, your name will be placed on the WNAR.

A GN who has completed a state-approved nursing education program but has not taken the National Council Licensure Examination for Registered Nurses (NCLEX-RN*) or Practical Nurses (NCLEX-PN*) must submit an original transcript and a Student Nurse (SG)/Graduate Nurse (GN) Training Requirement Waiver 1101.

A GN who has taken the National Council Licensure Examination for Registered Nurses (NCLEX-RN*) or Practical Nurses (NCLEX-PN*) and failed must submit an original transcript and a Student Nurse (SG)/Graduate Nurse (GN) Training Requirement Waiver 1101.

You will be required to complete the Wisconsin competency examination successfully. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, you must log in to TMU© at wi.tmutest.com to pick a test event and location. Your name will be placed on the WNAR upon passing the knowledge and skill exams.

Caregiver Program

Wisconsin's Caregiver Program responds to concerns about potential physical, emotional, and financial abuse and neglect of vulnerable citizens by caregivers in health care settings. The program applies to all caregivers, including nurse aides, who have access to residents/clients and work in facilities regulated by the Department of Health Services. The program provisions include:

Caregiver Background Check

Facilities must complete a caregiver background check for employees with access to and are responsible for the safety and security of vulnerable residents/clients and their property. Caregivers with convictions of serious crimes or a history of improper behavior may be barred from working in facilities regulated by the Department of Health Services.

Rehabilitation Review

Caregivers who have been convicted of serious crimes or have a finding of misconduct entered on the Caregiver Misconduct Registry may request a Rehabilitation Review to give clear evidence that a repeat of the conduct that led to their conviction is not likely. A Rehabilitation Review Application may be filed with DHS at any time. You may obtain this application and other caregiver misconduct information at the Department's website at dhs.wisconsin.gov/caregiver/misconduct.htm or by contacting the DHS Rehabilitation Review Coordinator at DHSRehabReviewCoordinator@dhs.wisconsin.gov for information about your rehabilitation review status. The Rehabilitation Review panel reviews the caregiver's application and other personal and professional information. Caregivers are encouraged to meet with the Rehabilitation Review panel to answer any questions. The panel will issue a decision based on the evidence of the caregiver's ability to work in State-regulated facilities safely.

Caregiver Misconduct Registry

The Department keeps a record of nurse aides and other caregivers who have a substantiated finding of misconduct on the Caregiver Misconduct Registry. Misconduct includes abuse, neglect, or exploitation of a resident/client or misappropriation of a resident/client's property, as defined under Ch. DHS 13 of the Wisconsin Administrative Code. Examples include, but are not limited to:

- physical abuse: hitting, slapping, pinching, and kicking to cause harm intentionally;
- sexual abuse: harassment, inappropriate touching, or assault;
- verbal abuse: threats of harm, saying things to frighten a resident/client intentionally;
- mental abuse: humiliation, harassment, intimidation with threats of punishment or depriving a resident/client of care or possessions;
- neglect: intentional conduct of withholding care, failure to carry out a plan of care that could reasonably be expected to cause pain, injury, or death of a resident/client;
- misappropriation of property: theft of money, credit cards, jewelry, misuse of property, such as using a resident/client's phone or other personal items without consent; and
- exploitation: taking advantage of a resident for personal gain through the use of manipulation, intimidation, threats, or coercion.

For more information, visit dhs.wisconsin.gov/caregiver/misconduct.htm

Work Limitations

Under federal regulations, nurse aides with a finding of misconduct are permanently barred from working in federally certified nursing homes and, in certain situations, may be barred from working in federally certified

intermediate care facilities for individuals with intellectual disabilities (ICFs/IIDs). State regulations bar all caregivers with a finding of misconduct from working in facilities regulated by DHS unless approved under the Rehabilitation Review process.

Americans with Disabilities Act (ADA)

ADA Compliance

D&SDT-HEADMASTER certifies that it complies with the provisions of the Americans with Disability Act (42 U.S.C. 12101 et seq.). A nurse aide candidate with a disability may request special arrangements for testing. This request should be made as soon as it is known that a special accommodation will be needed and **before** a candidate applies for testing. D&SDT-HEADMASTER and DHS must approve accommodations and cannot change the examination in any way. The request for accommodations can be found on the D&SDT-HEADMASTER webpage or by clicking on this link: ADA Accommodation Form 1404. This form must be submitted to D&SDT-HEADMASTER with the required documentation listed on the second page of the ADA application to be reviewed by D&SDT-HEADMASTER and DHS for any accommodations. Email your completed ADA accommodation form and required documentation to wisconsin@hdmaster.com.

When scheduling to take your exam, please ensure you or your training program have submitted the ADA Accommodation Form(s) far enough in advance to avoid delaying testing with your classmates.

NOTE: You do not need ADA approval for the Audio (oral version) knowledge examination.

If you have questions regarding the ADA review process or specific required documentation, please call D&SDT-HEADMASTER at (888)401-0462. ADA request forms submitted without supporting documentation of a diagnosed disability will not be accepted or reviewed.

Please allow additional time for your request to be approved.

The Wisconsin Nurse Aide Competency Exam

Complete your TMU© Account

To schedule the Wisconsin competency examination, candidates must have completed a DHS-approved nurse aide training program or have a DHS-issued approval to test letter. All nurse aide candidates must be registered with D&SDT-HEADMASTER by their training program or alternate registration route in the TestMaster Universe (TMU©) software at wi.tmutest.com. Your demographic registration information will be placed on the WNAR accessible at wi.tmutest.com upon passing both portions of the NA exam or via an alternate eligibility route.

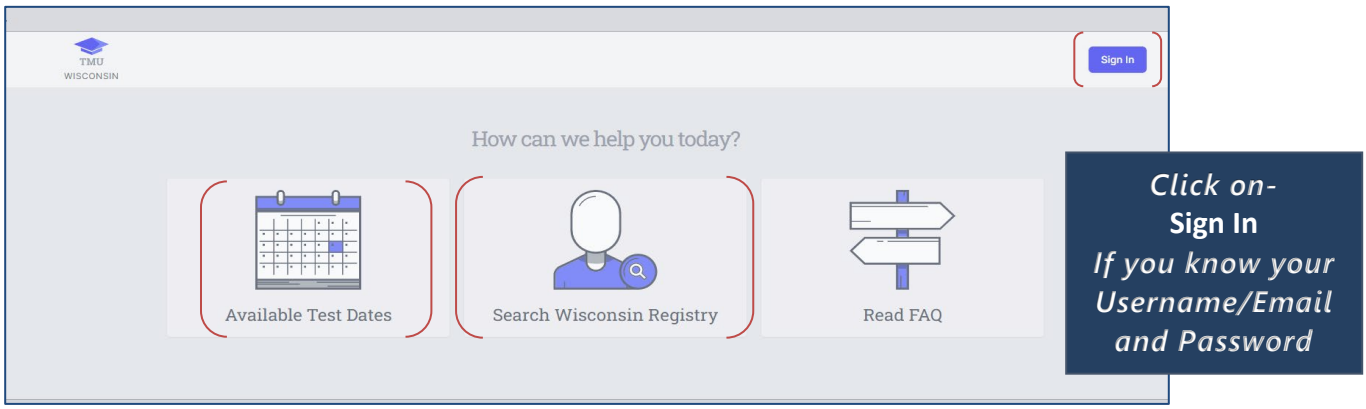
IMPORTANT: Before you can test, you must sign in to TMU© (wi.tmutest.com) using your secure Email or Username and Password, complete and verify that your demographic information is correct.

- It is highly recommended that when you receive your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you sign in to your TMU© account, update your password, and complete and verify your demographic information.

If you do not know your Email or Username and Password, enter your email address and click “Forgot Your Password?” You will be asked to re-enter your email, and a ‘reset password link’ will be sent to your email (see

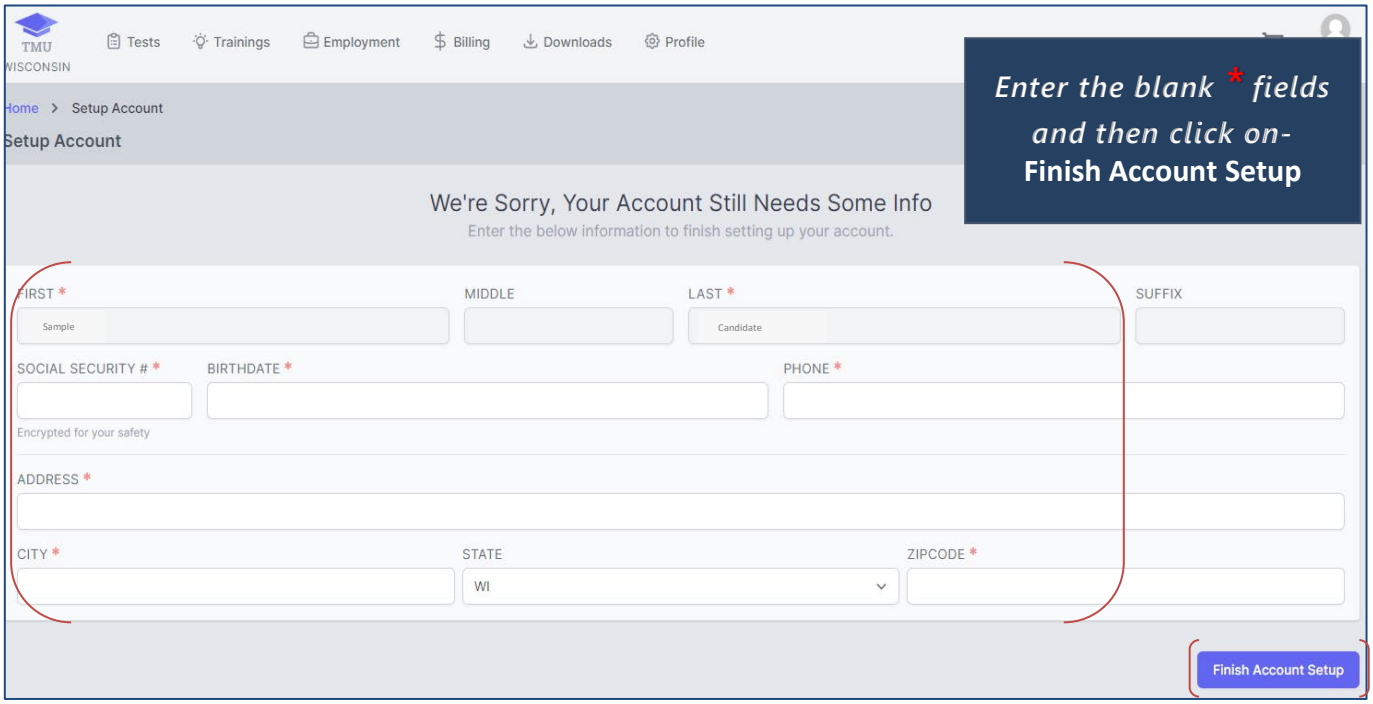
instructions under **'Forgot your Password and Recover your Account'**). If you cannot sign in, contact D&SDT-HEADMASTER at (888)401-0462.

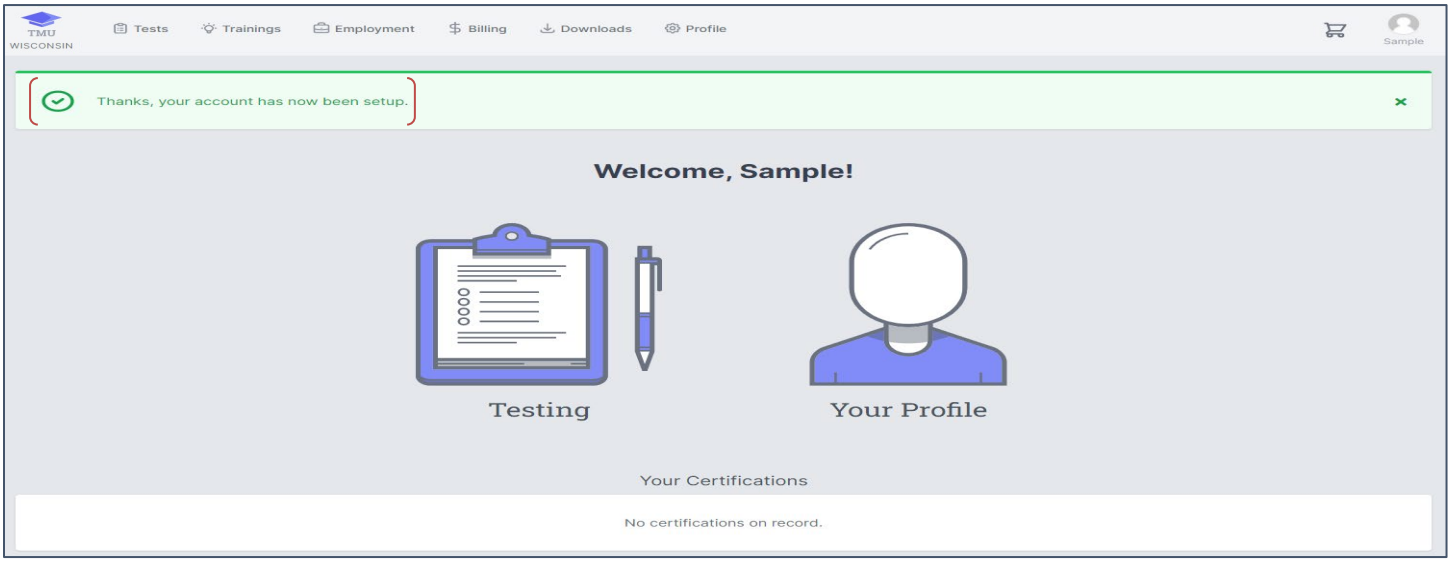
This is the Wisconsin TMU© main page wi.tmutest.com:



- *Click on 'Available Test Dates' to see the calendar of available test events and their location.*
- *Click 'Search Wisconsin Registry' to do a public search for a nurse aide on the Wisconsin Nurse Aide Registry.*

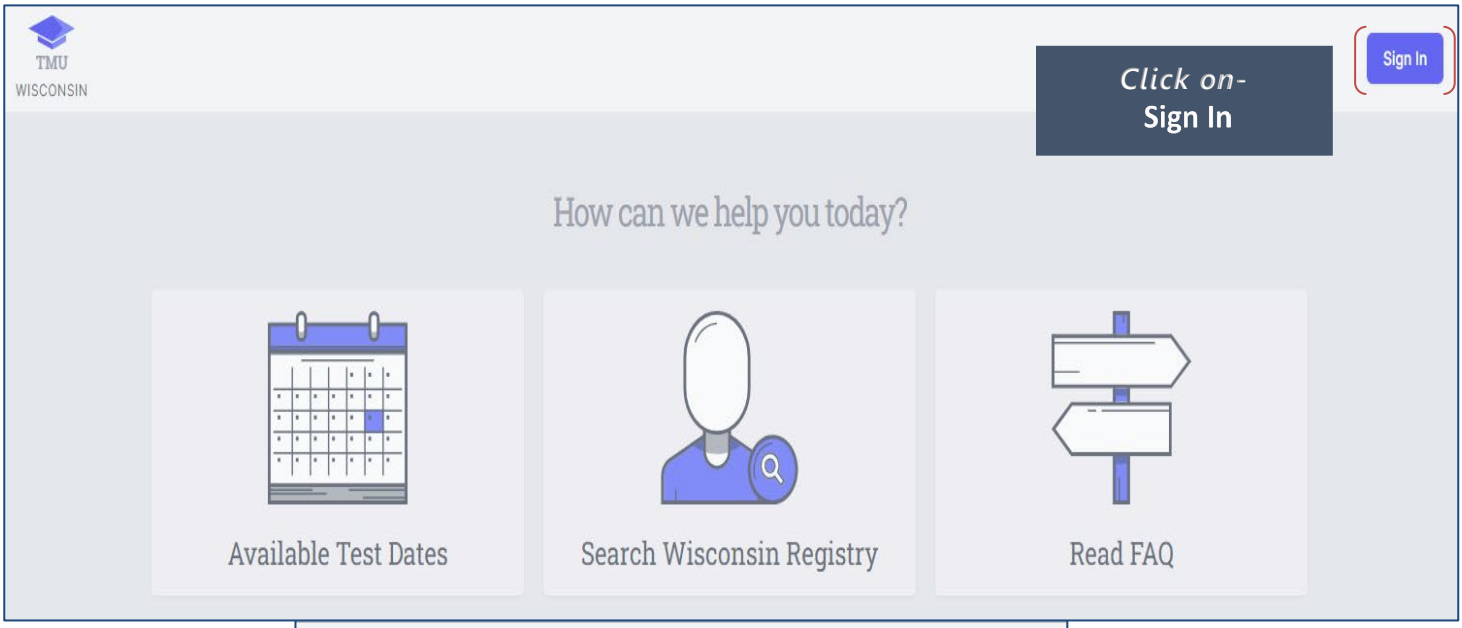
*If you know your email or username and password, this is the screen you will see the first time you sign in to your TMU© account with the **demographic information you need to enter to complete your account**:*

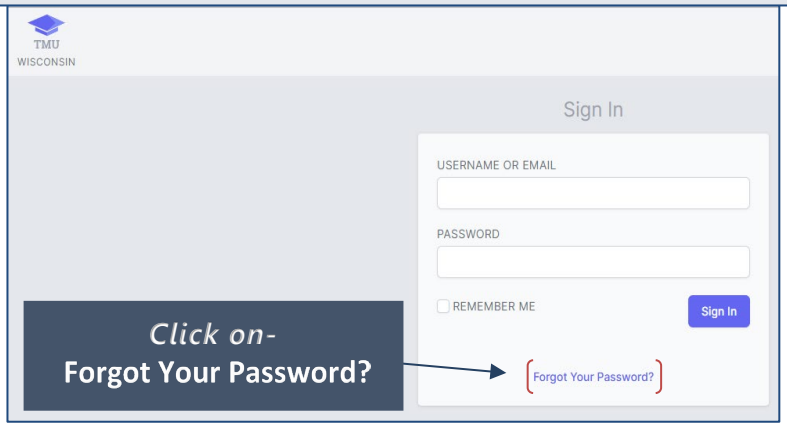




Forgot your Password and Recover your Account

If you do not remember your password, follow the instructions with screenshots in this section.



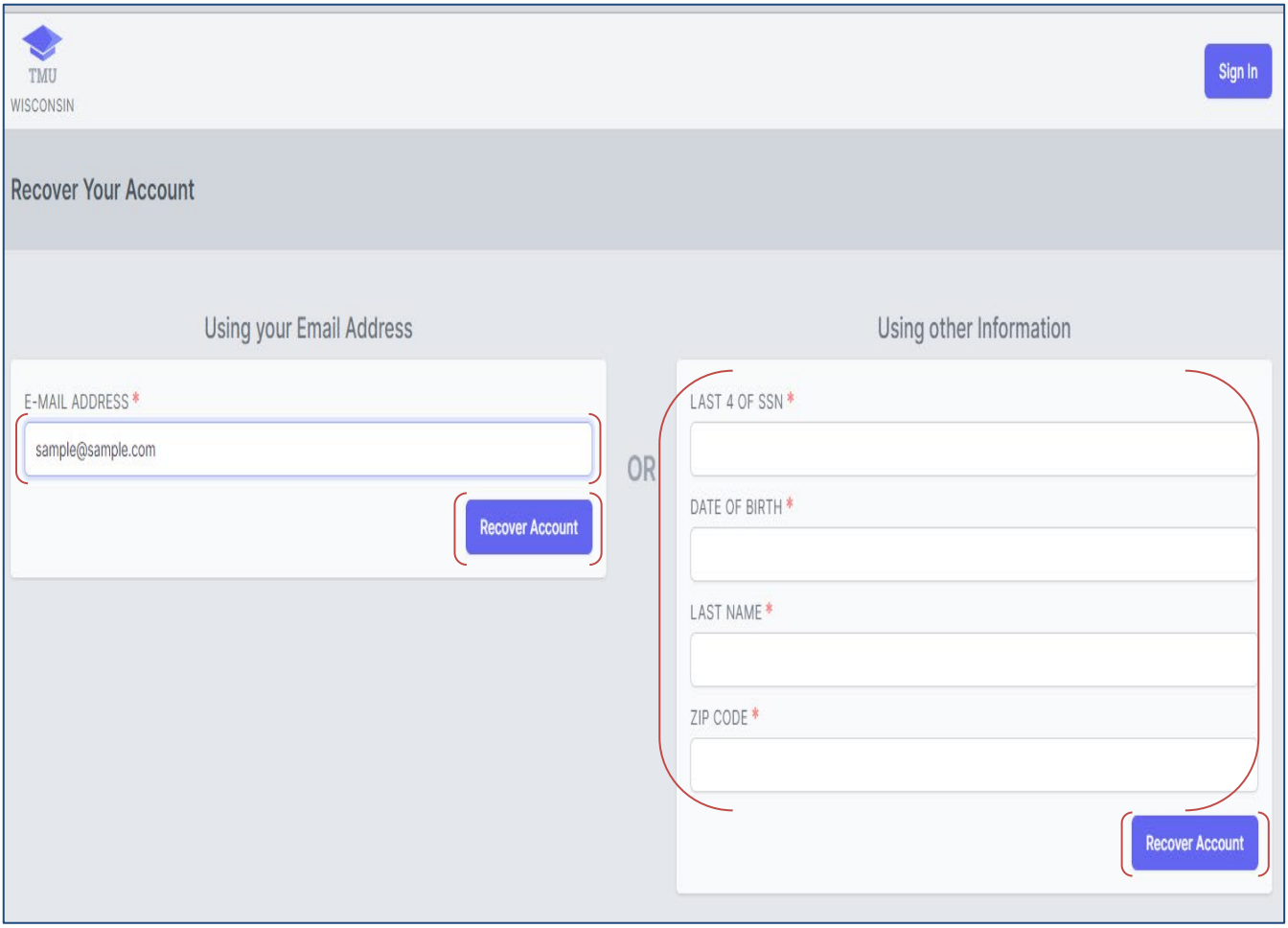


Type in your **Email Address**

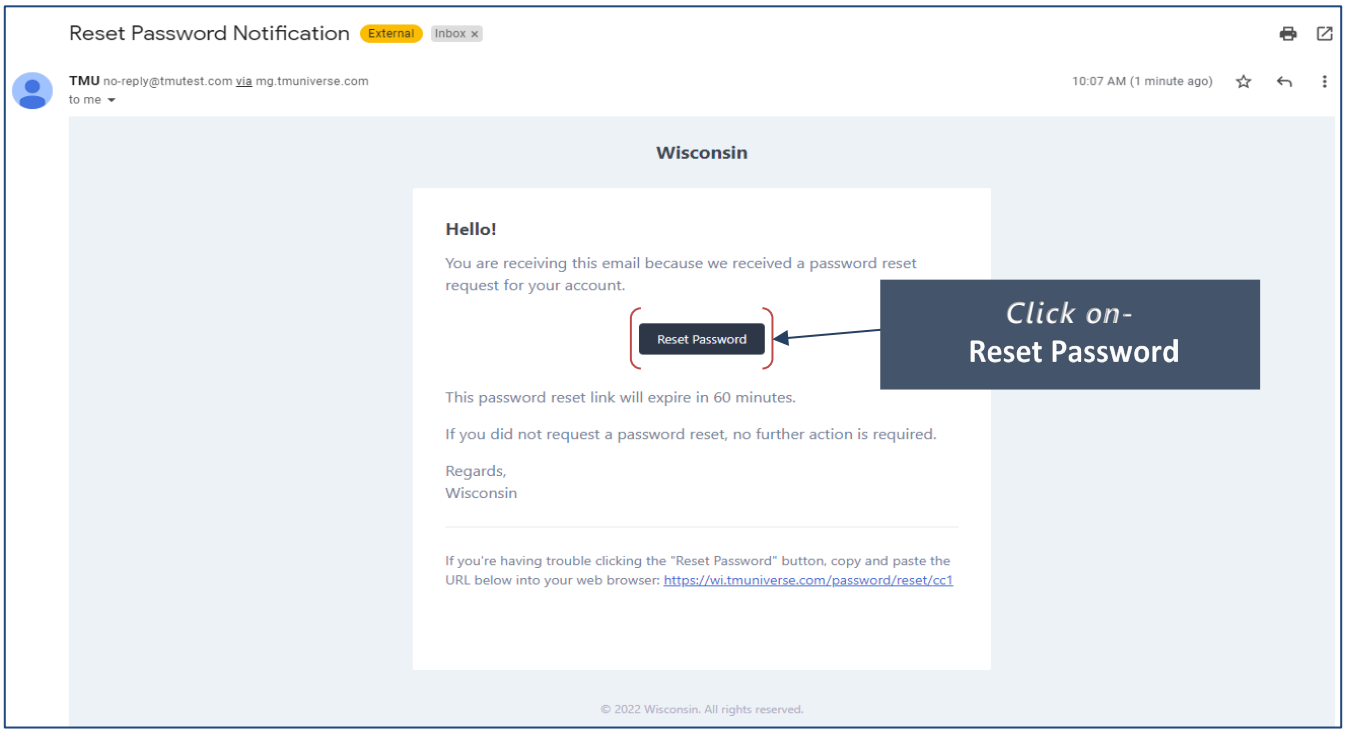
Click on – **Recover Account**

An email with the reset link will be emailed to you.
Click on the reset link in your email to reset your password.

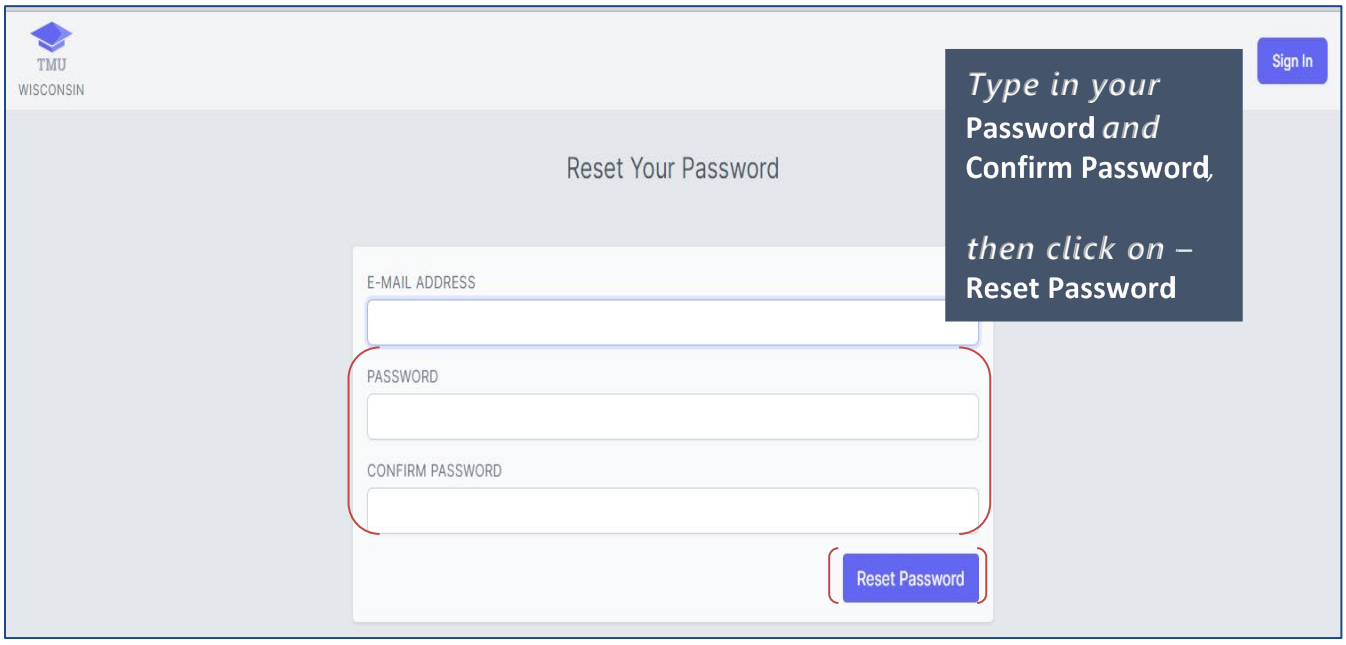
-OR- If you have already logged in to your account, you can type in the requested data under **Using other Information**



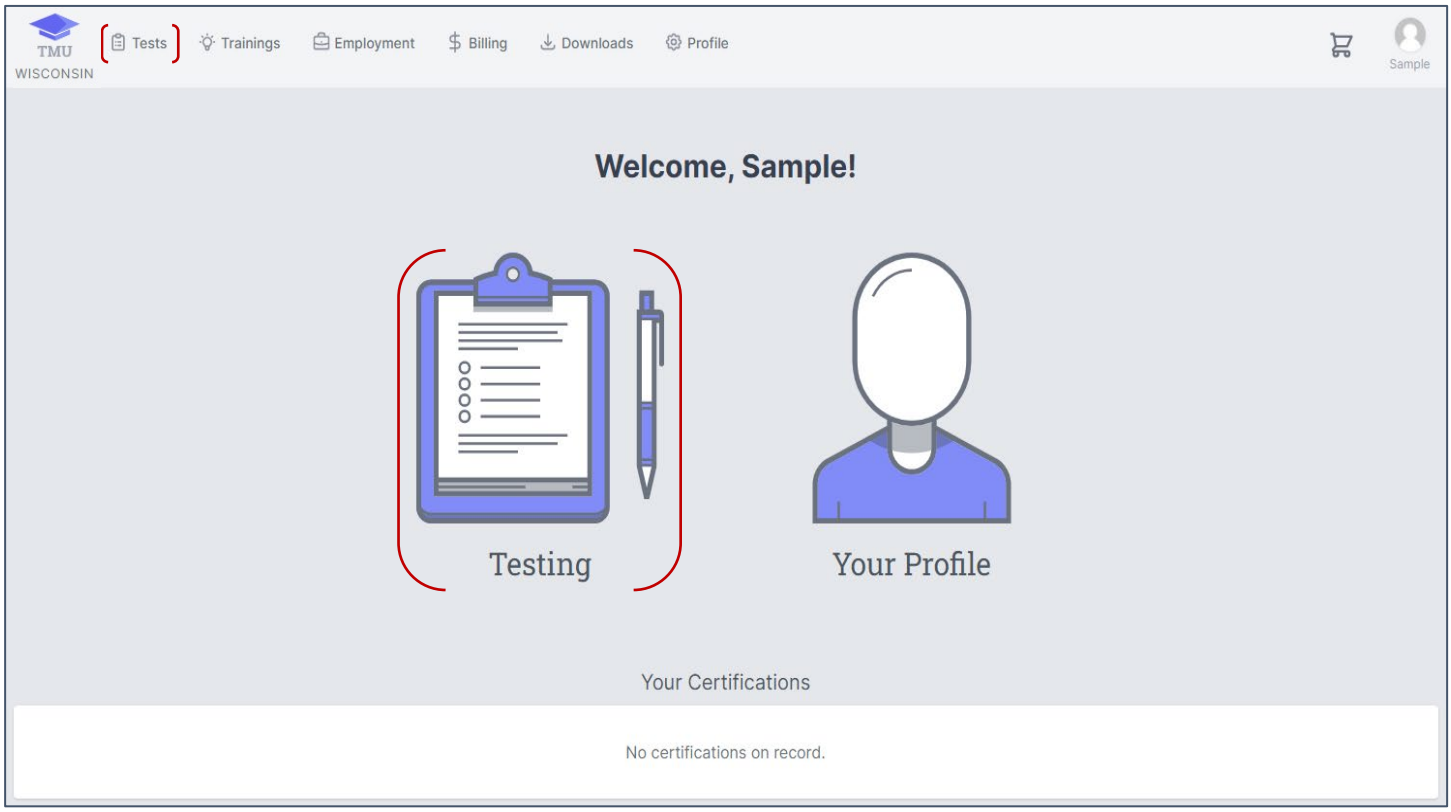
This is what the email will look like (check your junk/spam folder for the email):



Note: If you do not reset your password right away, the link will expire in 60 minutes, and you will need to request a new link after that time.



This is the home screen you will see once you have reset your password:



Schedule a Wisconsin Nurse Aide Exam

Your training program will enter your initial TMU© registration information online. You must log in to wi.tmutest.com and complete your demographic information. Your training program instructor will verify the name entered into TMU© against the identification you will present when you check in at a test event. Your ID must be a non-foreign government-issued, signed, unexpired photo-bearing ID. You will receive a verification form to sign during your training, attesting to the fact that there is an exact match. If you discover your ID name doesn't match your name as listed in your TMU© account, please call D&SDT-HEADMASTER at (888)401-0462.

Once your instructor or training program enters the date you complete training into TMU©, and you have verified that all information is correct, you may schedule your exam date online at the Wisconsin TMU© webpage at wi.tmutest.com using your Email or Username and Password (see instructions with screenshots under the section **'Schedule / Reschedule an Exam'**). If you cannot sign in with your email, please call D&SDT-HEADMASTER at (888)401-0462. If you do not know your username and password, enter your email as username and click <Forgot Your Password?> (see instructions under **'Forgot your Password and Recover your Account'**). This will allow you to reset your password and then log in. If you cannot log in, contact D&SDT-HEADMASTER staff by calling (888)401-0462.

If you have a DHS-issued approval to test letter, you will receive a username and password via email or text. Once you have received this notification, log in to your TMU© account at wi.tmutest.com, complete your demographic information, select a test event and location, and pay for your test.

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your instructor will have informed you if this is the case. Before scheduling a test, verify with your instructor if the training program where you trained has already scheduled your test. Regional test seats are open to all candidates. Regional test dates and seats are posted in the dynamic test scheduler in TMU©.

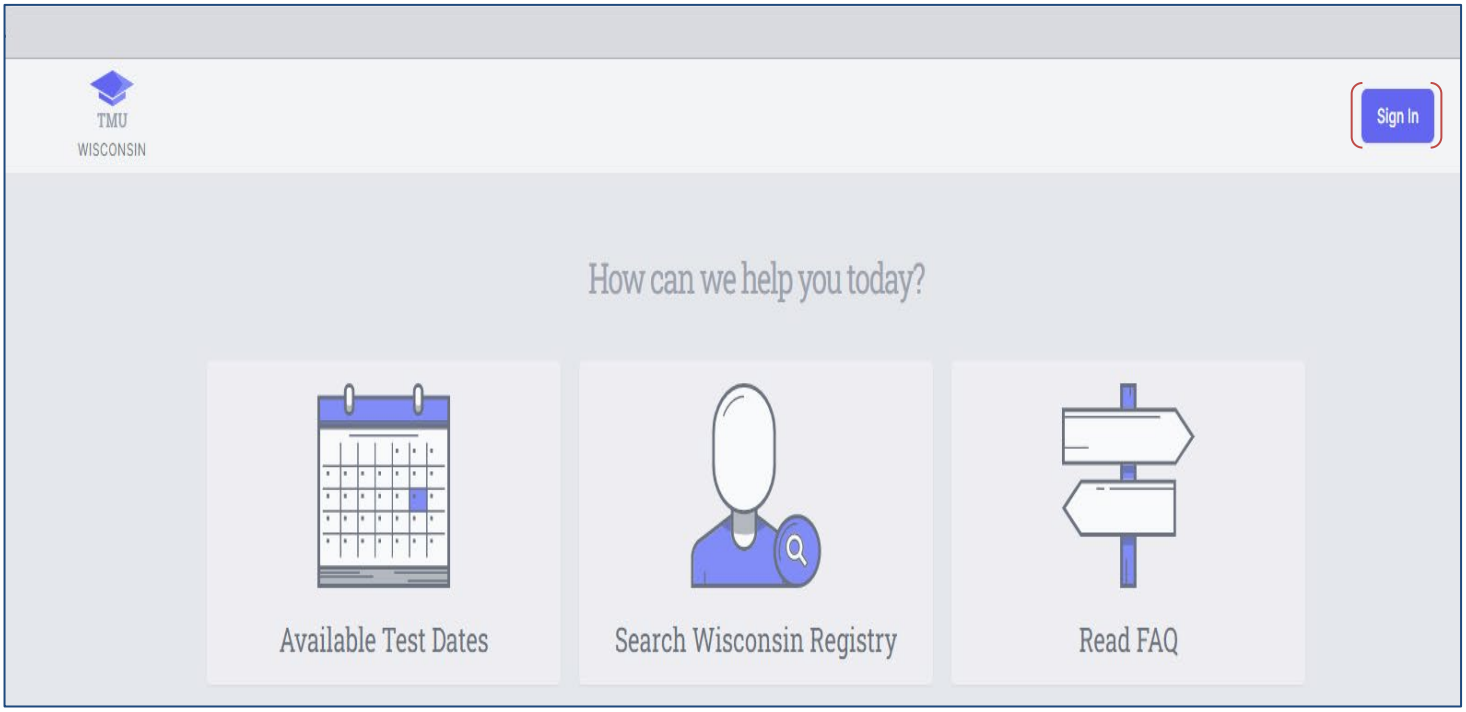
Log in to the system at wi.tmutest.com using your username and password. You will follow the link from our public website's Wisconsin Nurse Aide page at hdmaster.com or the DHS website at dhs.wisconsin.gov/caregiver/nurse-aide/natd-registry.htm. Read essential notes that may be on the screen. See screenshots that follow this section for reference.

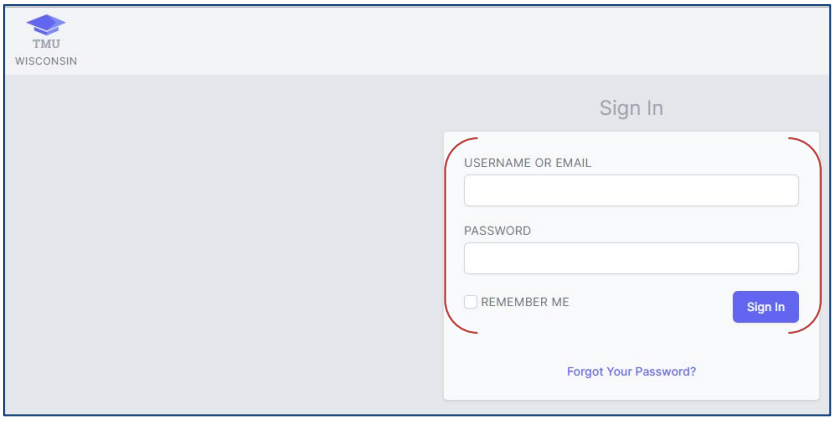
Securely processed Visa or MasterCard credit card or debit card information is required when scheduling online. After paying, you can schedule and/or reschedule up to 1 business day before a scheduled test date and receive your test confirmation notification online, via text or email, or on the screen while logged in. You may log in with any Internet-connected device. To change or reschedule your test date, log in to your TMU© account at wi.tmutest.com to update no less than one (1) business day before your scheduled test date.

Candidates who self-schedule online, or those scheduled by their training programs, will receive their test confirmation notice on the screen when scheduled online. Candidates can view their confirmation notice anytime by logging into their TMU© account at wi.tmutest.com. **D&SDT-HEADMASTER does not send postal mail test confirmation letters to candidates.**

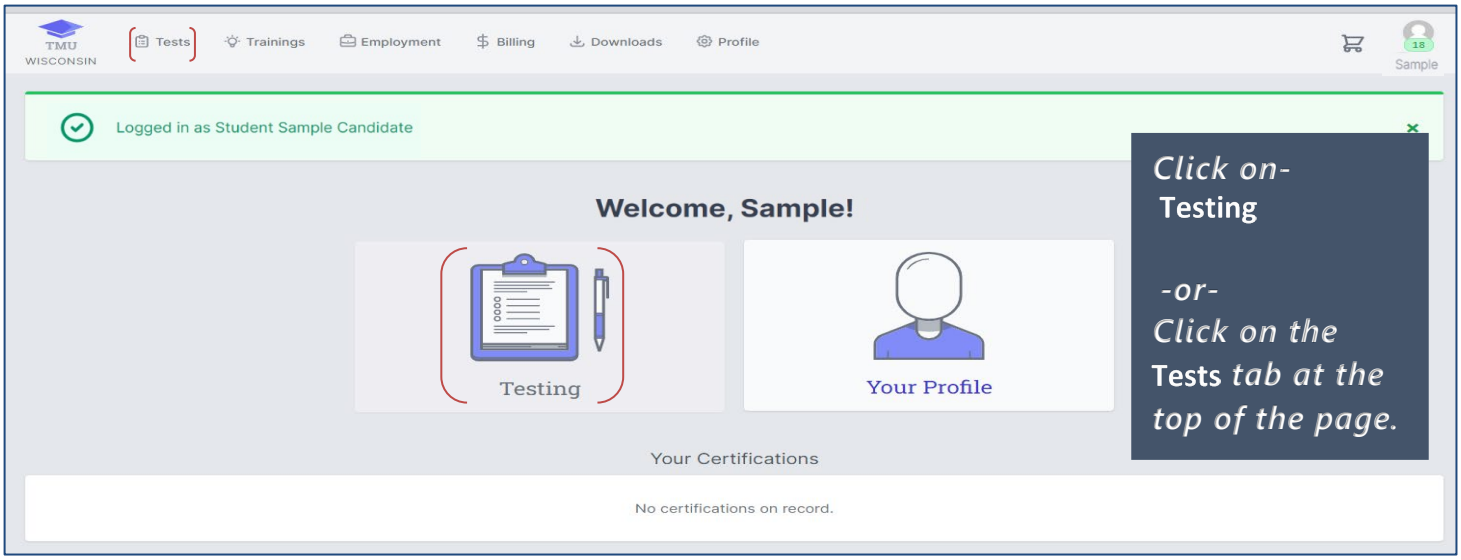
To be eligible to schedule testing, you must schedule and pass a test within one year of completing your training program. After one year, you must complete another DHS-approved training program. If you have questions regarding your test scheduling, call D&SDT-HEADMASTER at (888)401-0462.

This is the Wisconsin TMU© main page:





This is the home screen you will see once you have signed in:



PAYMENT INFORMATION

- Candidates and facilities can pay testing fees online through TMU©.
  - For candidates: Please follow the instructions under the 'Self-Pay of Testing Fees' section.
- Securely processed MasterCard or Visa payments are accepted by candidates and facilities.
- Money Orders, Cashier's Checks, and Facility Checks are accepted on behalf of candidates (**made payable to D&SDT**).

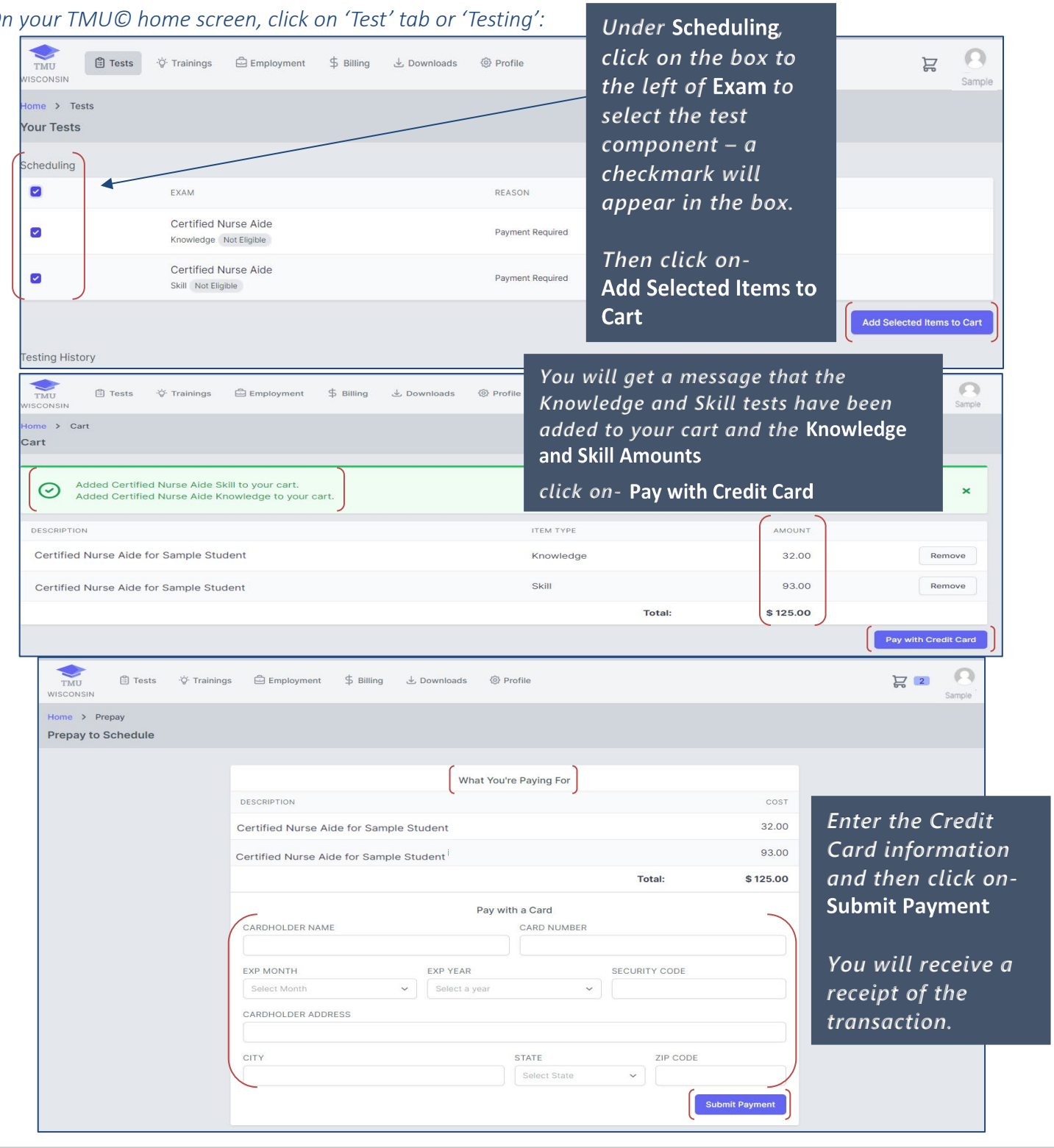
Exam Description	Price
Knowledge Exam and Demonstration/Skills	$ 131.25
Audio Version of the Knowledge Exam and Demonstration/Skills	$ 136.25
Knowledge Exam Only	$ 34.00
Audio Version of the Knowledge Exam Only	$ 39.00
Demonstration/Skills Only	$ 97.25

NOTE: personal checks or cash ARE NOT accepted from candidates.

Self-Pay of Testing Fees

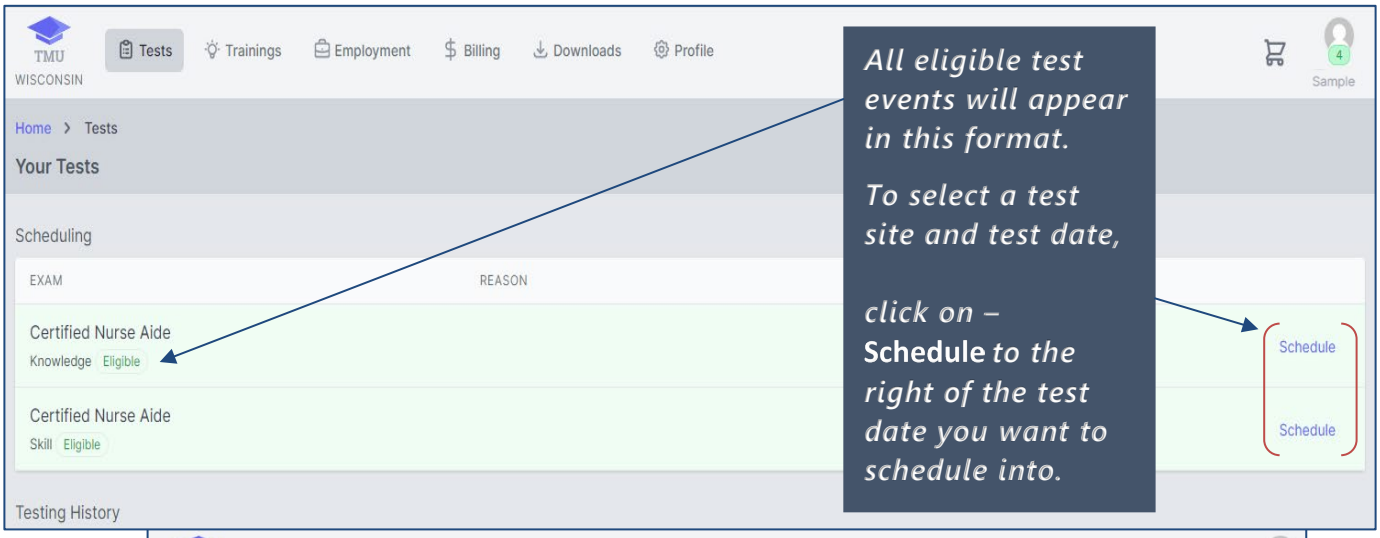
Testing fees must be paid before you can schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already prepaid for your test. Instructions with screenshots follow for paying testing fees online.

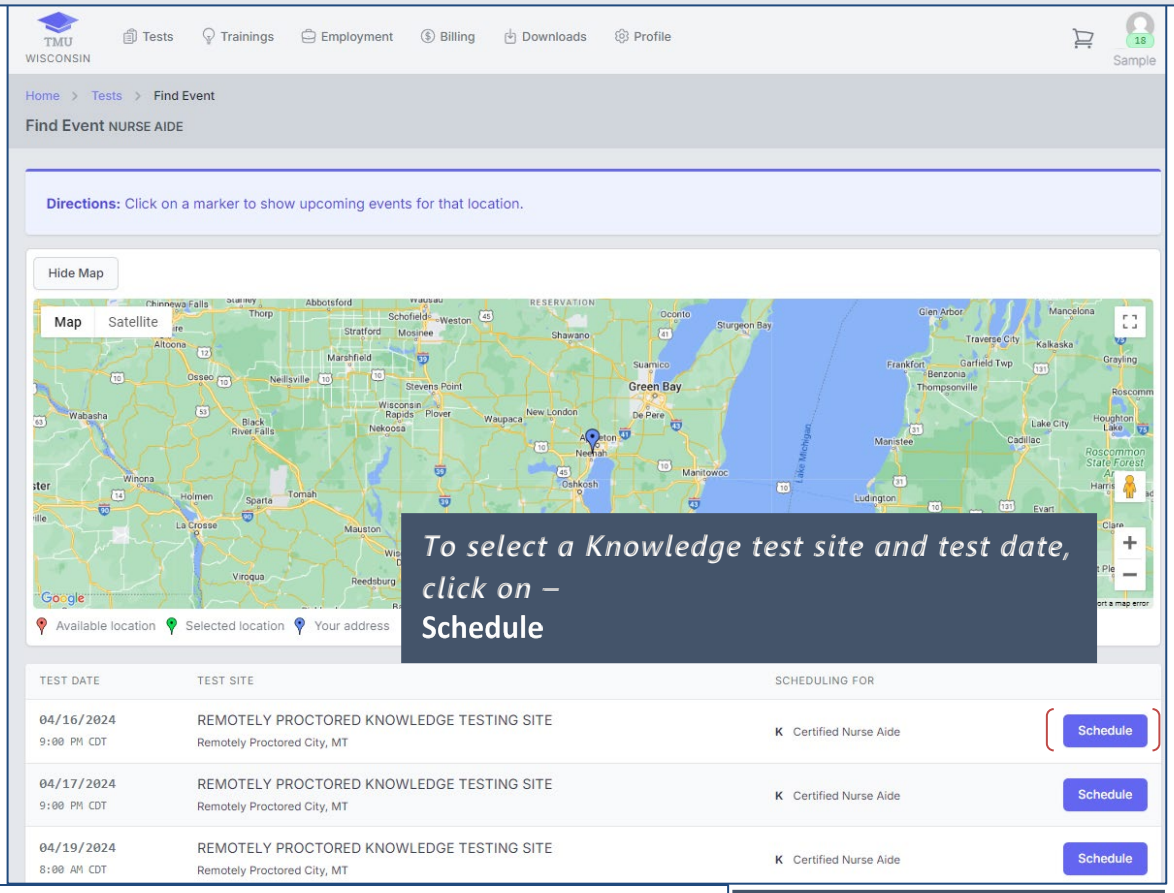
On your TMU© home screen, click on 'Test' tab or 'Testing':

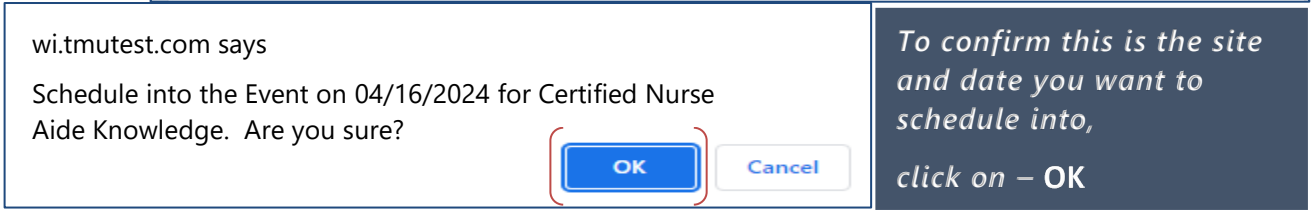


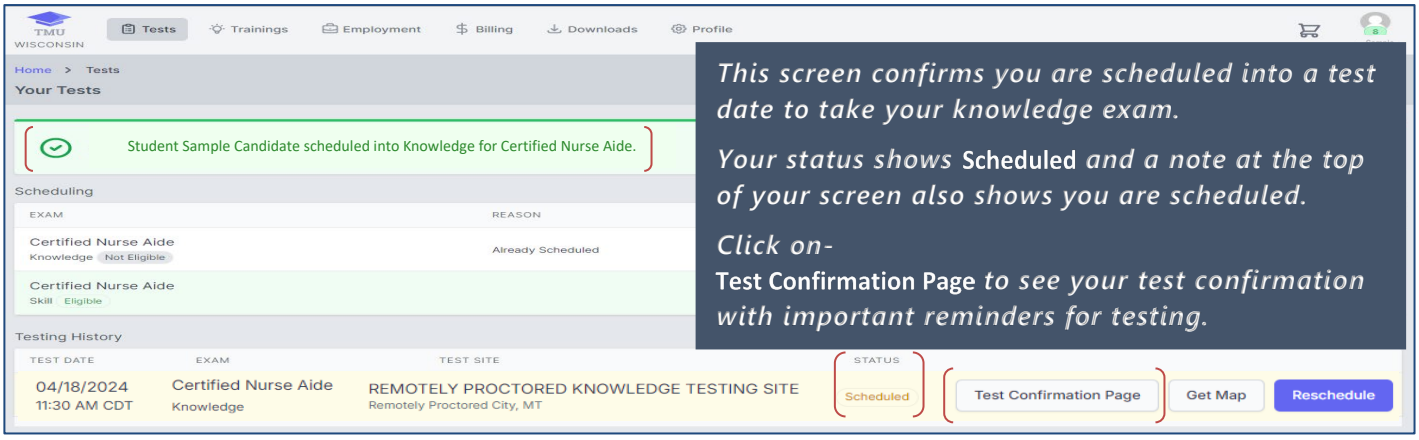
NOTE: You can choose a test site and date once your testing fees are paid. Follow the instructions in the next section to schedule / reschedule an exam.

Schedule / Reschedule an Exam

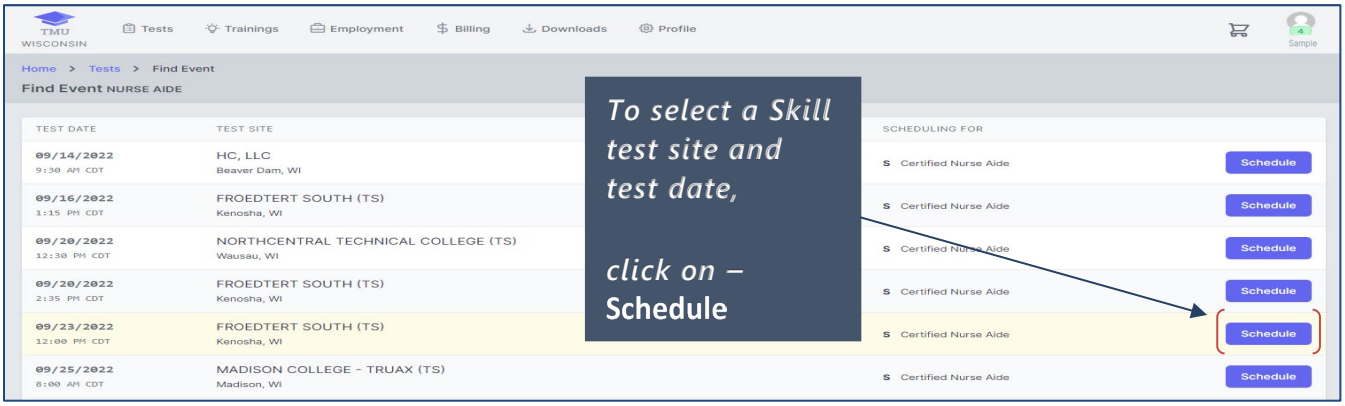


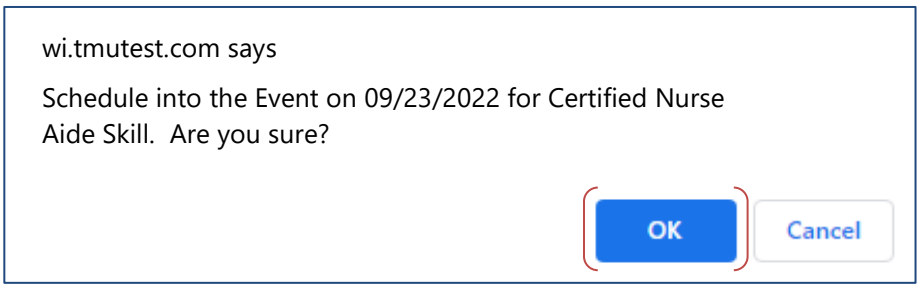






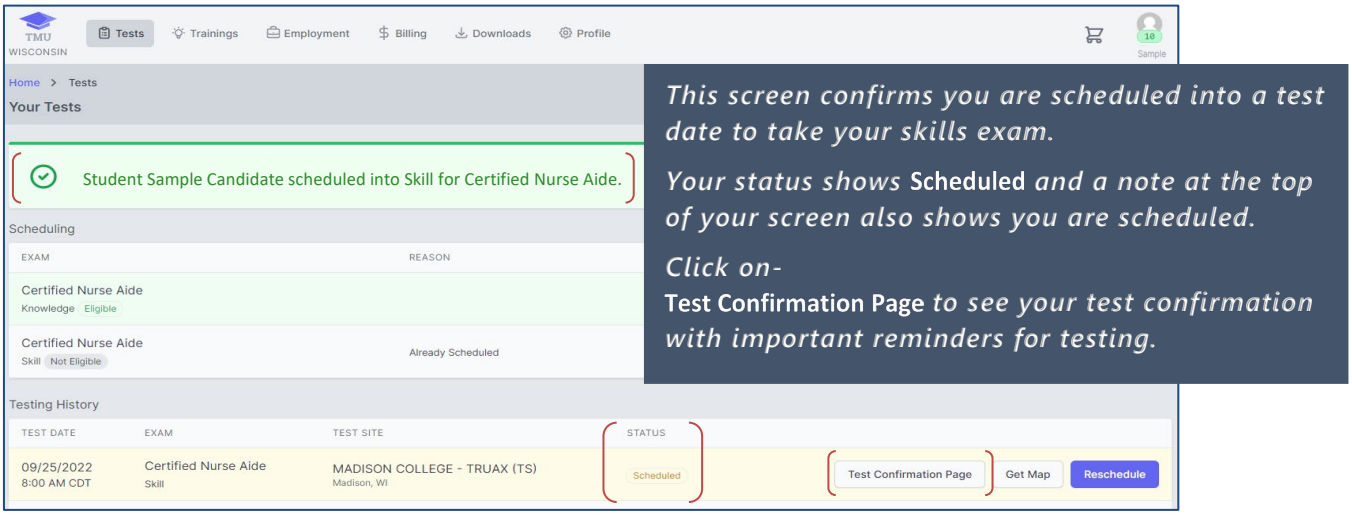
Follow the same steps to select a Skills Test Event by clicking on 'Schedule' next to eligible test events.





To confirm this is the site and date you want to schedule into,

click on –
OK



Test Confirmation Letter

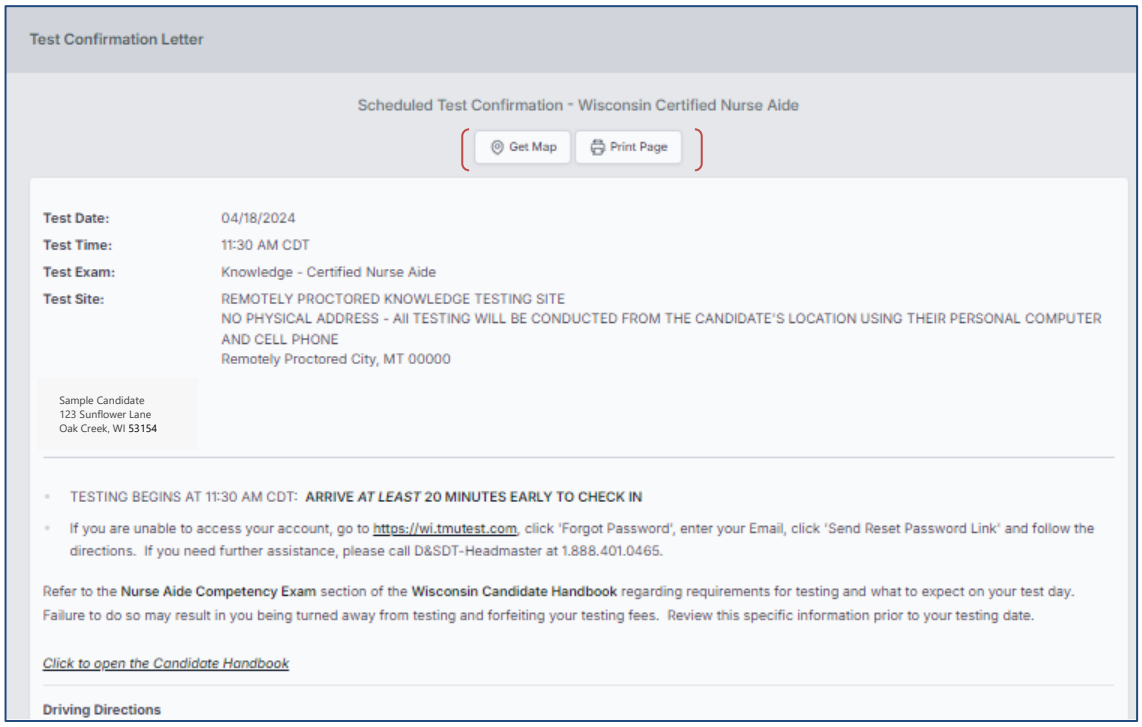
Your test confirmation letter will provide the necessary information regarding where you are scheduled to test (date, time, and address). It can be accessed at any time.

Please review the Wisconsin Nurse Aide Candidate Handbook for specific instructions on time to arrive at the test event, ID requirements, testing attire, testing policies and procedures, what to expect, etc.

Note: Failure to read the candidate handbook could result in No Show for your test event for not adhering to the testing policies, etc.

It is crucial you read this letter!

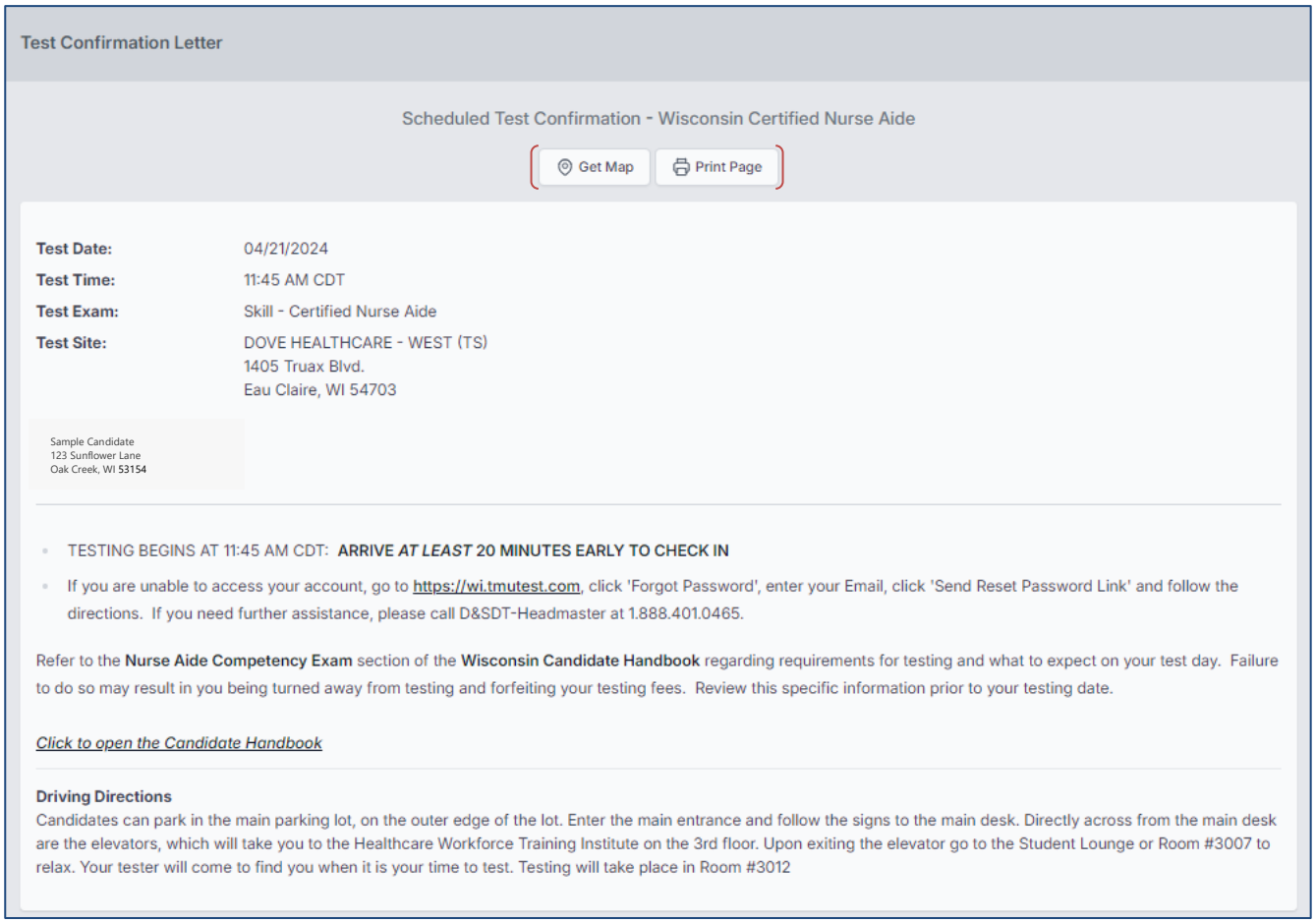
Knowledge Test confirmation page (for a remotely proctored knowledge exam):



Click on- **Print**
to print your confirmation letter.

Click on- **Get Map**
to get Google Maps directions to the test site.

Skills Test confirmation page:



Test Confirmation Letter

Scheduled Test Confirmation - Wisconsin Certified Nurse Aide

Get Map | Print Page

Test Date: 04/21/2024
Test Time: 11:45 AM CDT
Test Exam: Skill - Certified Nurse Aide
Test Site: DOVE HEALTHCARE - WEST (TS)
1405 Truax Blvd.
Eau Claire, WI 54703

Sample Candidate
123 Sunflower Lane
Oak Creek, WI 53154

- TESTING BEGINS AT 11:45 AM CDT: **ARRIVE *AT LEAST* 20 MINUTES EARLY TO CHECK IN**
- If you are unable to access your account, go to https://wi.tmutest.com, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.888.401.0465.

Refer to the **Nurse Aide Competency Exam** section of the **Wisconsin Candidate Handbook** regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

Click to open the Candidate Handbook

Driving Directions
Candidates can park in the main parking lot, on the outer edge of the lot. Enter the main entrance and follow the signs to the main desk. Directly across from the main desk are the elevators, which will take you to the Healthcare Workforce Training Institute on the 3rd floor. Upon exiting the elevator go to the Student Lounge or Room #3007 to relax. Your tester will come to find you when it is your time to test. Testing will take place in Room #3012

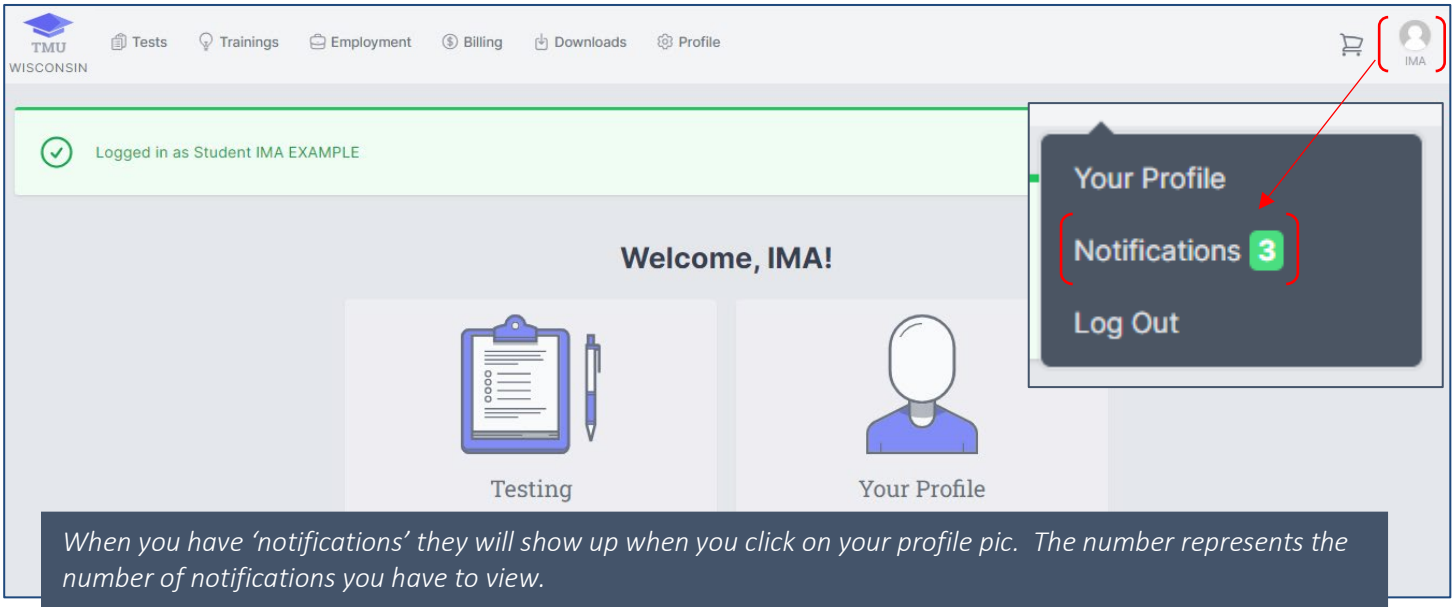
Click on- **Print**
to print your confirmation letter.

Click on- **Get Map**
to get Google Maps directions to the test site.

Note: Candidates who self-schedule online, or those scheduled by their training programs, will receive their test confirmation at the time they are scheduled.

Check your TMU© Notifications

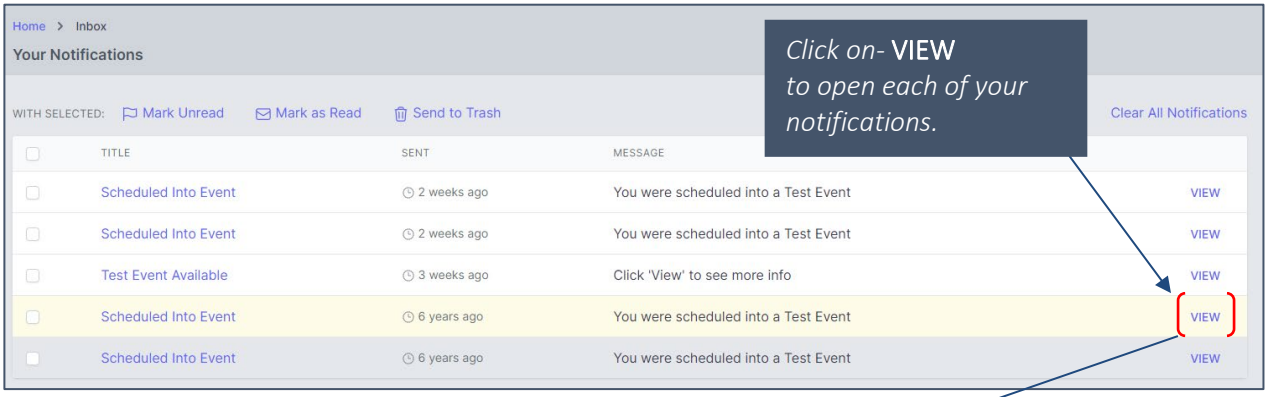
Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test events and other information. See the screenshots that follow:



When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

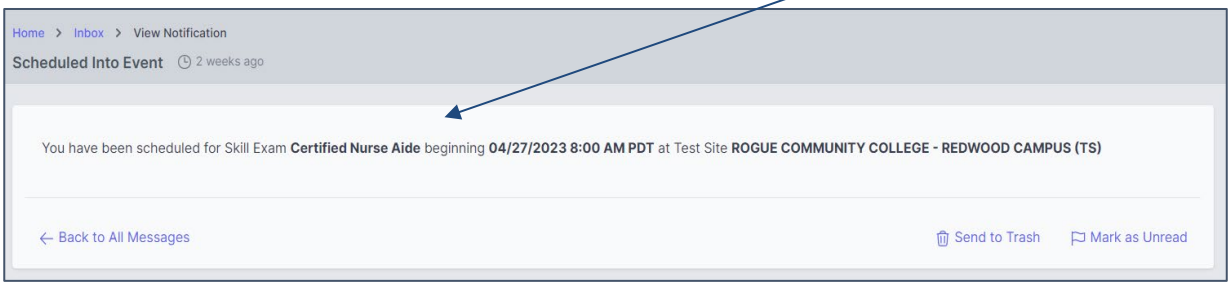
Click on- Your Profile Pic *to open your profile and notifications.*

Click on- Notifications *to view all of your notifications.*



Click on- VIEW *to open each of your notifications.*

Notification example:



Test Day

You must arrive at your confirmed test site between 20 and 30 minutes before your exam starts.

- Testing begins promptly at the start time noted.
- You need to ensure you are at the event ***at least 20 minutes before*** the start time to allow time to get checked in with the RN Test Observer.
  - *For example*, if your test starts at 8:00AM, you must be at the test site for check-in **no later than** 7:40AM.

Note: If you arrive late, you cannot test.

If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under the 'Remotely Proctored Knowledge Exam Option' in the Knowledge/Audio Exam section.

Testing Attire

The required testing attire applies to both the in-person knowledge and skills exam.

- You must be in full clinical attire, which consists of:
  - Scrub top and scrub bottoms.
  - Closed-toed shoes.
  - Scrubs and shoes can be any color or design.
- You may bring a standard watch with a second hand.
- Smartwatches, fitness monitors, or Bluetooth-connected devices are not allowed.
- Long hair must be pulled back.

NOTE: You will not be admitted for testing if you are not wearing scrubs attire and appropriate shoes. This is considered a no-show; you must pay for another test and date.

Identification

You must bring a **NON-FOREIGN GOVERNMENT-ISSUED, *SIGNED, UNEXPIRED, PHOTO-BEARING ID**. Examples of the forms of US government-issued acceptable photo IDs are:

- State-issued Driver's License
- State-issued Identification Card
- Signed U.S. Passport (Foreign Passports and Passport Cards *are not* acceptable)
  - *Exception: A signed foreign passport with a US VISA within the passport is acceptable (the VISA does not have a signature)*
- Permanent Resident Card (Green Card or Alien Registration Card) / Employment Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)
  - *Accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to the present day. If issued before January 1, 2023, it may contain a fingerprint instead of a signature.*
- Tribal Identification Card *(a signed photo ID with an expiration date (not expired) issued by a federally recognized Tribal Nation/Indian Tribe)*
- U.S. Military Identification Card
  - *Accepted without a signature or fingerprint but will have a bar code or may contain a fingerprint in place of a signature*

Only original forms of identification are allowed. Photocopies, faxes, emails, screenshots, and electronic or digitally stored forms (for example – Apple or Google Wallet, etc.) of identification will not be accepted.

EXCEPTION FOR HIGH SCHOOL STUDENTS ONLY: If you do not have a current, official U.S. (United States of America) government-issued, photo-bearing identification card, you must provide your current year high school identification card with a photo and a secondary form of identification as listed below. Approved secondary forms of identification for high school students only are:

- Social Security Card – hard copy, does not need to be signed
- Birth Certificate – certified
- Credit/Debit Card – signed and not expired
- Health Insurance Card
- Department of Natural Resources (DNR) License

The **FIRST** and **LAST** names listed on the ID presented to the RN Test Observer during check-in at your test event ***MUST MATCH THE FIRST AND LAST NAMES*** entered in the WI nurse aide database by your training program. You may call D&SDT-HEADMASTER at (888)401-0462 to confirm that your name of record matches your non-foreign government-issued ID or log in to wi.tmutest.com using your username and password to check on or change your demographic information.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification.**
  - Be sure your U.S. government-issued identification is not expired and is signed.
  - Check to ensure that your FIRST and LAST printed names on your identification card match your current name of record in your TMU© account.
  - A driver's license or state-issued ID card with a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- In cases where names do not match or your ID is not proper/valid, you will be considered a no-show, forfeiting your testing fees. You must pay for and reschedule another exam date.

You will be required to re-present your photo ID when you enter the knowledge test room and the skills lab for your skills exam. Please keep your ID with you throughout the exam day.

Demographic Updates / Changes / Corrections

Name changes (marriage/divorce, etc.), date of birth changes, social security number corrections, etc., must be verified with appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your demographic change/correction documentation. The form is under 'Applications' on the Wisconsin TMU© main web page (before you log in to your account), or click on this link: https://wi.tmutest.com/apply/12.

Instructions for the Knowledge Exam, Remotely Proctored Knowledge Exam, and Skill Test

Test instructions for the knowledge and skill exams will be provided in written format in the waiting area when you check in for your test. If you are taking a remotely proctored knowledge exam, the instructions are in your TMU© account under the 'Downloads' tab.

These instructions detail the process and what you can expect during your exams. Please read the instructions ***before*** entering the knowledge test room or skill demonstration lab. The instructions will be left in the waiting

area during testing for you to refer to throughout your time at the test site. The RN Observer or Knowledge Test Proctor will ask questions about the instructions you read when entering the knowledge test room and skill test lab.

The **Knowledge, Remotely Proctored Knowledge, and Skill Exam Instructions** are available under the **'DOWNLOADS'** tab in your TMU© account. *For instructions, refer to the 'Accessing the Candidate Handbook and Testing Instructions' section of this handbook.

Testing Policies

The following policies are observed at each test site:

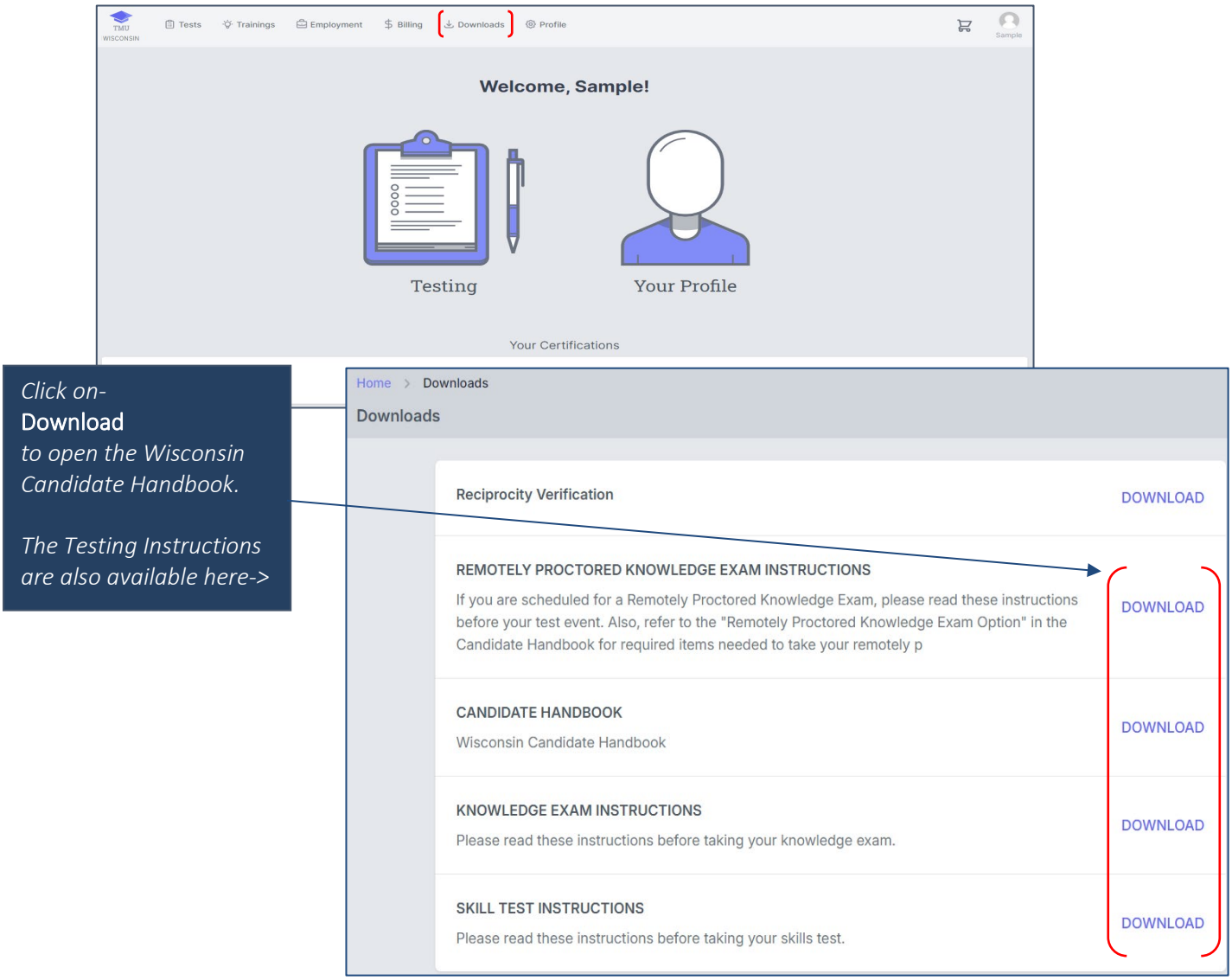
- Before your test date, sign in to your TMU© account at wi.tmutest.com to update your password and verify your demographic information. Refer to this handbook's 'Complete your TMU© Account' section for instructions and information.
  - If you have not signed in, updated your password, and verified your demographics in your TMU© account when you arrive for your exam, you may not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- Plan to be at the test site for up to four (4) hours if taking both components on-site (knowledge and skills) testing.
- Testing begins promptly at the start time noted on your confirmation. If you arrive late for your confirmed exam (you need to be at the test site to **check in *at least* 20 to 30 minutes before your scheduled start time** – if your test start time is 8:00AM, you need to be at the test site **by 7:40AM at the latest**) you will not be admitted to the exam. Any exam fees paid *will NOT be refunded*.
  - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under the 'Remotely Proctored Knowledge Exam Option' in the Knowledge/Audio Exam section.
- If you do not bring an appropriate non-foreign government-issued ID that is unexpired with your picture and your *signature, you will not be admitted to the exam, and any test fees paid *will not be refunded*.
  - If your FIRST and LAST printed names on your ID do not match your current TMU© name of record, you will not be admitted to the exam, and any test fees paid *will not be refunded*.
- If you arrive late for your confirmed exam, you will not be admitted to the exam, and any test fees paid *will not be refunded*.
  - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under the 'Remotely Proctored Knowledge Exam Option' in the Knowledge/Audio Exam section.
- If you do not wear scrubs with appropriate shoes (waived if testing at one of the four DHS facilities) and conform to all testing policies, you will not be admitted to the exam, and any test fees paid *will not be refunded*.
- If you do not show (NO SHOW) for your testing day, any test fees paid will not be refunded. You must log in to your TMU© account using your username and password to schedule another test date.
- Bluetooth-connected devices of any type, cell phones, smart watches, fitness monitors, electronic recording devices, and personal items (such as water bottles, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. The testing team will inform you of the designated area to place your items and electronic devices to be collected when you complete your test(s). All electronic devices must be **turned off**. Anyone caught using any electronic recording device during testing will be removed from the test event, your test will be scored as a failed attempt, forfeit all

testing fees, and will not be permitted to test for six months. You may, however, use personal devices during your free time in the waiting area.
  - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under the 'Remotely Proctored Knowledge Exam Option' in the Knowledge/Audio Exam section.
- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
- Foreign word-for-word translation dictionaries are allowed. A translator, electronic dictionaries or non-approved language translators are not allowed. Please see more detailed information under the Knowledge/Audio Exam section.
- You may not take notes or other materials from the testing room.
- You cannot eat, drink, or smoke during the test.
- You are not allowed to leave a testing room (knowledge test room or skills lab) once your test has started ***for any reason***. If you do leave during your test event, you will not be allowed back into the testing room to finish your test. Any test fees paid *will not be refunded*.
- If you are discovered causing a disturbance of any kind, are visibly impaired, engaging in any misconduct, cheating, or attempting to take any notes or testing materials from the testing room, you will be dismissed from the test, your test will be scored as a failed attempt, you will forfeit any testing fees paid, and reported to DHS.
- No visitors, guests, pets (including companion animals), or children are allowed.
  - Service animals with an approved ADA accommodation in place are allowed.
- **You may not test if you are ill (sick).** Call D&SDT-Headmaster at (888)401-0462 immediately to reschedule *(see the **note** below)*.
  - **You may not test** if you have any physical limitation (excluding pre-arranged ADAs) that would prevent you from performing your duties as a nurse aide. (Examples: cast, arm/leg braces, crutches, etc.). Call D&SDT-Headmaster at (888)401-0462 immediately if you are on doctor's orders to reschedule *(see the **note** below)*.

  NOTE: Please see this handbook's 'Reschedule a Test Event' and 'No-Show Exceptions' sections.

  → *Reschedules will not be granted less than one (1) full business day before a scheduled test date.*
- Test sites, RN Test Observers, Knowledge Test Proctors, and Actors are not responsible for the candidate's personal belongings at the test site.
- ***Please refer to this Wisconsin Candidate Handbook for testing and/or policy updates before your test day.***
- The Candidate Handbook and testing instructions are available within your TMU© account under the 'Downloads' tab.

Access the Candidate Handbook and Testing Instructions



Security

Anyone caught cheating, or who removes or tries to remove test material, takes notes or information from the test site will be reported to DHS and is subject to prosecution to the full extent of the law. Your test will be scored as a failed attempt, and you will not be allowed to retest for a minimum of six (6) months. You must obtain permission from DHS to be eligible to test again.

If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices such as cell phones, smart watches, Bluetooth-connected devices, navigating to other browsers, etc.), your test will be stopped and scored as a failed test attempt. You will be dismissed from the testing room and will forfeit any testing fees paid. You will be considered a no-show, and you will be reported to DHS. You may need to obtain permission from DHS to be eligible to test again.

Reschedule / Refund of Testing Fees Paid / No-Show Policies

RESCHEDULE

You may reschedule your test event online, at no additional cost, up to **one (1) business day** before the scheduled test event. You can do so in your TMU© account at wi.tmutest.com.

For example, to reschedule at no additional cost:

- If the scheduled test is on Monday, you must reschedule by 7:00 PM (CST) the previous Thursday.
- If the scheduled test is on Tuesday, you must reschedule by 7:00 PM (CST) the previous Friday.
- If the scheduled test is on Wednesday, you must reschedule by 7:00 PM (CST) the previous Monday.
- If the scheduled test is on Thursday, you must reschedule by 7:00 PM (CST) the previous Tuesday.
- If the scheduled test is on Friday, you must reschedule by 7:00 PM (CST) the previous Wednesday.
- If the scheduled test is on Saturday/Sunday, you must reschedule by 7:00 PM (CST) the previous Thursday.

REFUND OF TESTING FEES PAID

If you change your mind and do not wish to test or cannot schedule a test date before your training expiration date, you may request a refund of the testing fees paid. **Refund requests made in the required time frame qualify for a full refund of any testing fees paid, minus a $30 refund processing fee.**

If you are Scheduled in a Test Event

A refund request for testing fees paid must be made in writing by filling out and submitting the Refund Request Form on D&SDT-HEADMASTER's main webpage at hdmaster.com at least **one (1) full business day** before your scheduled test event (excluding Saturdays, Sundays, and Holidays). Refund requests must be made within **thirty (30) days of original payment** of testing fees with HEADMASTER. Any requests for refunds made beyond 30 days from the original payment of testing fees with HEADMASTER ***will not be issued***. No phone calls will be accepted.

Example: If you are scheduled to take the exam on Saturday, Sunday or Monday, a refund must be requested by close of business the Thursday before your scheduled exam. D&SDT-Headmaster's regular business hours are Monday through Friday, 7:00AM to 7:00PM CST, excluding Saturdays, Sundays, and Holidays.

- If the scheduled test is on Monday, you must reschedule by 7:00 PM (CST) the previous Thursday.
- If the scheduled test is on Tuesday, you must reschedule by 7:00 PM (CST) the previous Friday.
- If the scheduled test is on Wednesday, you must reschedule by 7:00 PM (CST) the previous Monday.
- If the scheduled test is on Thursday, you must reschedule by 7:00 PM (CST) the previous Tuesday.
- If the scheduled test is on Friday, you must reschedule by 7:00 PM (CST) the previous Wednesday.
- If the scheduled test is Saturday/Sunday, you must reschedule by 7:00 PM (CST) the previous Thursday.

If you are Not Scheduled in a Test Event

A refund request for testing fees paid must be made in writing by filling out and submitting the Refund Request Form. Refund requests must be made within **thirty (30) days of original payment** of testing fees with HEADMASTER. Any requests for refunds made beyond 30 days from the original payment of testing fees with HEADMASTER ***will not be issued***.

UNFORESEEN CIRCUMSTANCES POLICY

If an exam date is canceled due to inclement weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will try to contact you using the contact information you have listed in your TMU© account. Please make sure you keep your contact information up to date. D&SDT-HEADMASTER will reschedule you, for no charge, to a mutually agreed upon new test event.

If D&SDT-HEADMASTER is unable to reach you via phone call or email with the information in your account (*see examples below) in the event of unforeseen circumstances for a test event you are scheduled into, you will be taken out of the test event, and D&SDT-HEADMASTER will not reschedule you until we hear back from you.

NOTE: The *examples listed below are your responsibility to check and keep updated.

- If D&SDT-HEADMASTER leaves you a message or emails you at the phone number or email in your TMU© account and:
  - you do not call us back in a timely manner
  - your phone number is disconnected, or your voice mailbox is full
  - you do not check your messages in a timely manner
  - you do not check your email or reply to our email in a timely manner
  - your email is invalid, or you are unable to access your email for any reason

NO-SHOW STATUS

If you are scheduled for your exam and do not show up without notifying D&SDT-HEADMASTER at least two (2) full business days before your scheduled testing event, **excluding** Saturdays, Sundays, and Holidays, or if you are turned away for lack of proper identification, proper attire, or any other reason to deem you ineligible to test, you will be considered a **NO-SHOW STATUS.** You will forfeit all fees paid and must submit a new testing fee to schedule yourself into a new test event.

These fees partially offset D&SDT-HEADMASTER costs incurred for services requested and resulting work performed. If a reschedule or refund request is not received before the two (2) full business days preceding a scheduled test event, excluding Saturdays, Sundays, and Holidays (see examples under Reschedules and Refund of Testing Fees Paid), a no-show status will exist. You must log in to your TMU© account at wi.tmutest.com, re-pay, and re-schedule into a new test event.

No-Show Exceptions

Exceptions to the no-show status exist; if you are a no-show for any test component for any of the following reasons, test fees will be refunded to the remitter of record, or a free reschedule will be authorized, providing **the required documentation is received within the appropriate time frames outlined below:**

- **Car breakdown or accident**: D&SDT-HEADMASTER must be contacted within one business day via phone call, fax, or email, and a tow bill, police report, or other appropriate documentation showing your name and the name of the provider of the service must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business-day time frame, you will have to pay as though you were a no-show.

- **Weather or road condition-related issue:** D&SDT-HEADMASTER must be contacted within one business day via phone, fax, or email, and a road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business-day time frame, you will have to pay as though you were a no-show.

- **Medical emergency or illness**: D&SDT-HEADMASTER must be contacted within one business day via phone, fax, or email, and a doctor's note on their letterhead or other appropriate documentation showing your name and the name of the provider of the service must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within the 3-business-day time frame, you will have to pay as though you were a no-show.

- **Death in the family**: D&SDT-HEADMASTER must be contacted within **ten (10) business days** via phone call, fax, or email, and an obituary or letter on your behalf from the funeral home for **immediate family** must be submitted within ten (10) business days from a missed exam date. If we do not receive proof within the 10-business-day time frame, you will have to pay as though you were a no-show. (Immediate family includes parent, grand and great-grandparent, sibling, children, spouse, or significant other.)

- **Remotely proctored testing issues:** D&SDT-HEADMASTER must be contacted within one business day via phone, fax, or email, and appropriate documentation showing your name and the name of the provider of the service must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business-day time frame, you will have to pay as though you were a no-show.

  - **Internet outage or issue:** Documentation showing your name and the name of the provider of the service from the Internet provider showing outage date and times.
  - **Computer or cell phone issue**: If the computer or cell phone fails to work for any reason, documentation showing your name and the name of the provider of the service from a computer repair technician/shop or other appropriate documentation.

Candidate Feedback – Exit Survey

You will receive a notification of your test results on the day your test is officially scored. A link to the exit survey will be available when you log in to your TMU© account to get your results. The survey is confidential and will not affect the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

Test Results

After you have completed both the Knowledge and Skill Test components of the competency exam, your test results will be officially scored and double-checked. Official test results are available the next business day after your test event. You may check your test results online by logging into your TMU© account with your username and password. Upon successful completion of both components of the competency exam, your name will be placed on the WNAR. You may print a hard copy of your detailed test results. If you fail either test component, you must reapply to retake the component that you failed. Please see the 'Schedule / Reschedule an Exam' section.

You are eligible to test as many times as needed **within one year of your date of training program completion.** After one year, you must complete another DHS-approved training program to be eligible to schedule further testing.

Note: Federal and State regulations allow healthcare facilities to employ students enrolled in an approved nurse aide training and competency evaluation program for up to 120 days from the beginning of employment.

- Skilled nursing facilities must follow 42 CFR 483.35(e)(3).

However, if you fail either portion of the state competency exam, the facility must ensure the following are completed to continue to employ you to perform nurse aide duties.

- The facility provides and documents additional training, coaching, or mentoring for the student, especially in the areas they failed.
- The student cannot work alone.
- The facility documents how they ensured the competency of the student aide (knowledge practice tests if the student failed the knowledge portion, skills demonstration if they failed the skills portion, or other means ensuring competency).

Also, if your name is not listed on the Registry by the 120th day after your date of employment, you can no longer work as a nurse aide.

Retaking the Nurse Aide Exam

You can schedule a test or a re-test online by logging into your TMU© account with your secure username and password. Once payment is made by Visa or MasterCard, you will be able to schedule. If you forget your password, use the password reset function on your TMU© login screen (see instructions under 'Forgot your Password and Recover your Account'). Call D&SDT-HEADMASTER at (888)401-0462 during business hours whenever assistance is needed.

Test Result Review Requests

You may request a review of your test results or dispute any other testing condition.

***PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST:** Please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, Monday through Friday, 7:00AM to 7:00PM CST, excluding Saturdays, Sundays, and Holidays, and discuss the test outcome you are questioning before committing to sending the $25 test review request deposit fee. Once you have further details about the scoring of your test, you will often understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-HEADMASTER staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

There is a $25 non-refundable test review deposit fee. To request a review, complete the Test Review Request and Payment Application, available on the Wisconsin TMU© main page under 'APPLICATIONS' (before you log in to your account) at wi.tmutest.com. Test Review Requests must be received **within three (3) business days** from the official scoring of your test (excluding Saturdays, Sundays, and holidays). Late requests will be denied and will not be considered.

Since one qualification for certification as a nurse aide in Wisconsin is demonstrated by examination of minimum nurse aide knowledge and skills, the likely outcome of your review will determine who pays for any re-tests granted. The purpose of this review process is to ensure fairness and accuracy in the evaluation of your test. If, after investigation, the review finding is in your favor, you will be refunded the $25 test review deposit. If the finding of the review is *not in your favor*, the $25 test review deposit will stand, and the fee is non-refundable. D&SDT-HEADMASTER will review your detailed recollection, your knowledge test markings, and any skill task measurements you recorded at the time of your test, in addition to reviewing markings, notations, and measurements recorded by the RN Test Observer at the time of your test. We will interview the RN Test Observer, Actor, or Knowledge Test Proctor about the facts detailed in your dispute documentation. D&SDT-HEADMASTER will re-check the scoring of your test and may contact you and/or the RN Test Observer, Actor and/or Knowledge Test Proctor, and other candidates who were on-site at your test event for any additional information about the test event.

D&SDT-HEADMASTER cannot review test results or reviews with the candidate's instructor/training program. After a candidate reaches the age of 18, D&SDT-HEADMASTER will only discuss test results or test reviews with the candidate. D&SDT-HEADMASTER will not review test results or reviews with family members or anyone else on behalf of the candidate once the candidate is 18. D&SDT-HEADMASTER will complete your review request within ten business days of receiving your timely review request and will email the review results to your email address and DHS.

The Knowledge/Audio Exam

The Knowledge Test Proctor will give instructions for taking the Knowledge Exam. You will have a maximum of sixty (60) minutes to complete the 75-question Exam.

- Scratch paper and basic calculators **are not allowed** during testing.

After forty-five (45) minutes have elapsed, you will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Exam (such as "What does this question mean?").

To pass the knowledge portion of the exam, you must score **71%** or better.

Electronic testing in TMU©, using Internet-connected devices, is utilized at the test sites in Wisconsin. The Knowledge portion of your exam will be displayed on a screen for you to read and key/click/tap in your answers. Testing electronically (online) with TMU© allows no later than the next business day official scoring of tests, release of official test results, and placement on the registry for candidates who successfully complete the nurse aide competency evaluation.

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge exam. Please see the information under **'Complete your TMU© Account'** to sign in to your TMU© account.

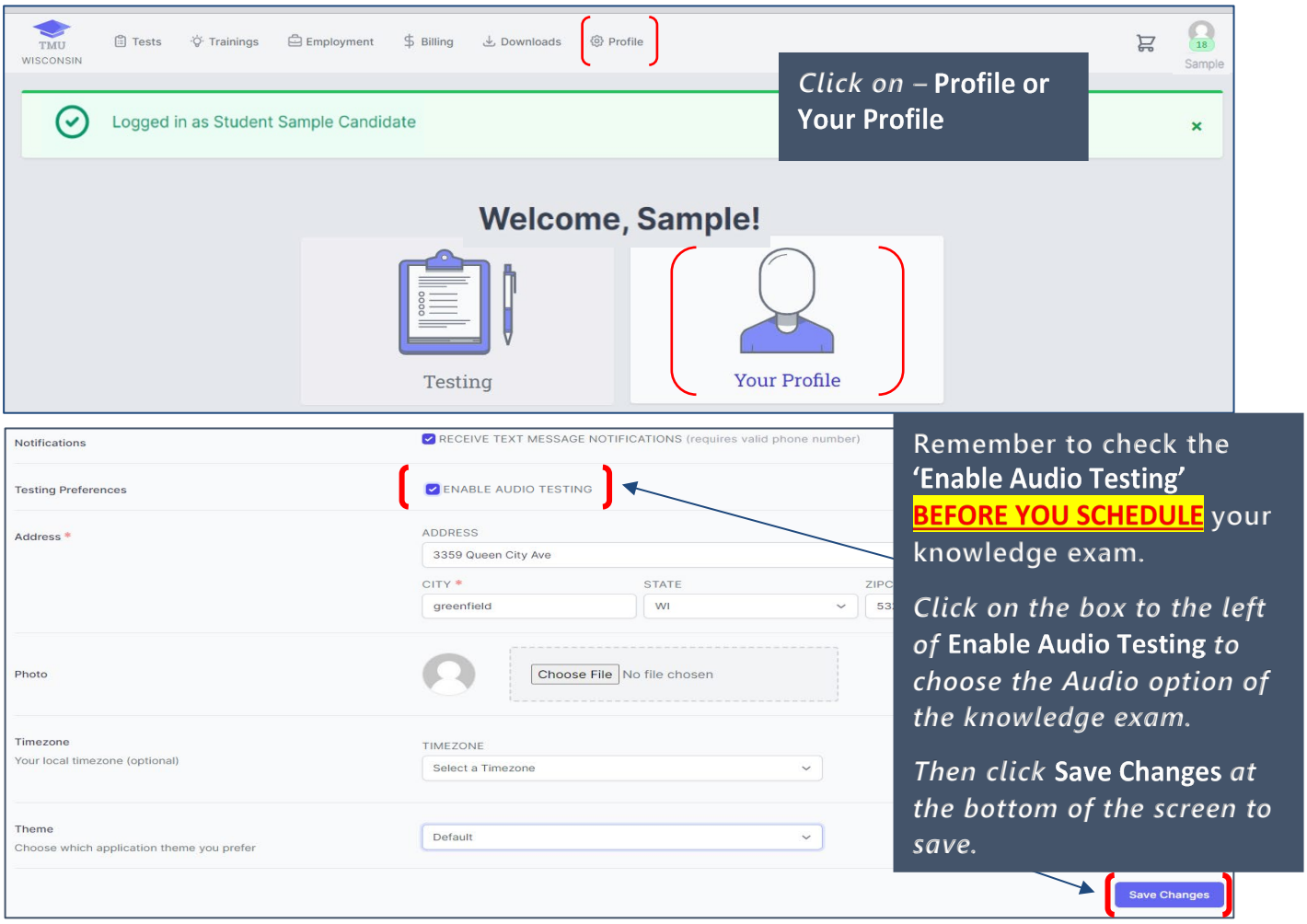
- The Knowledge Test Proctor will provide you with a code at the test event to start your exam.

The knowledge exam's audio (oral) version is available for anyone requesting it. You must request an Audio version of the knowledge exam when you initially schedule your test. There is an additional five-dollar ($5) charge for an Audio Knowledge exam. You will hear the questions over the computer/tablet headphones and have control buttons on the screen to play, rewind, pause, etc.

Selecting an Audio Version of the Knowledge Exam

To select the Audio version of the knowledge exam, follow the instructions with screenshots that follow:

*Under your PROFILE, check the **'Enable Audio Testing'** to receive an Audio version of the Knowledge Exam:*



The questions are read to you neutrally and can be heard through headphones or earbuds plugged into the computer. When taking an electronic Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.

Note: On the audio version of the Knowledge Exam, **only the first 67 questions will be read orally**, and the remaining eight (8) questions will have to be answered without audio assistance to assess English reading comprehension.

Foreign language paper word-for-word translation dictionaries are allowed and must be shown to the RN Test Observer at check-in (for both a remotely proctored knowledge exam and an on-site test event) and to the Knowledge Test Proctor when you enter the knowledge test room (on-site test event). A translation dictionary will not be permitted during testing if there is any writing or definitions. **Using a translator, language translators that are not pre-approved, and electronic dictionaries are not allowed.**

When you leave the testing room, you must leave all test materials in it. Anyone who takes or tries to take materials, notes, or information from the room is subject to prosecution and will be reported to DHS.

Knowledge Exam Content

The Knowledge Exam consists of 75 multiple-choice questions. Questions are selected from subject areas based on the approved DHS test plan and include questions from all the required categories defined in Federal regulations. The number of questions in each subject area is as follows:

Knowledge Exam Subject Areas:

Aging Process and Restorative Care [5]	Infection Control [7]
Basic Nurse Skills [10]	Mental Health [4]
Care Impaired [8]	Personal Care [8]
Communication [5]	Resident Rights [7]
Data Collection [4]	Role and Responsibility [5]
Disease Process [4]	Safety [8]

Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home, etc.

Remotely Proctored Knowledge Exam Candidate Requirements

Candidates must have:

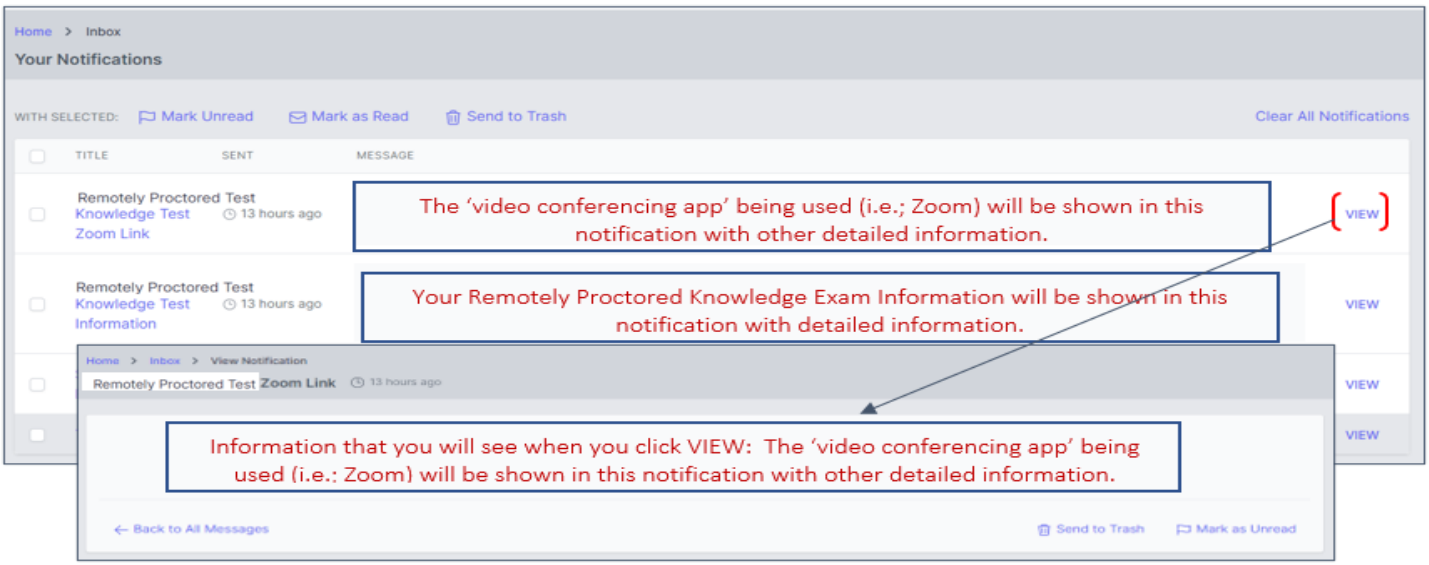
- An updated version of Google Chrome as your Internet browser.
  - ***TMU© does not support Internet Explorer.***
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam.**
- A smartphone to access the 'video conferencing app' (e.g., Zoom) that you must download.
  - You will receive email information about the 'video conferencing app' (for example, Zoom, etc.) you will need before test day.
  - The night before your scheduled remotely proctored knowledge exam, you will receive an email reminder with the password-protected link to join the test event.
- A distraction and interruption-free area of your home, etc., where you will be testing.
- If you have selected the Audio version of the knowledge exam, you will provide your own wired earbuds or headphones, which you must show to the remote proctor at check-in. Earbuds or headphones cannot be Bluetooth-connected devices.
  - The questions are neutrally read to you and will be heard through wired headphones or earbuds plugged into the computer.
  - When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.
  - **Note: Only the first 67 questions will be read orally** on the audio version of the Knowledge Exam. The remaining eight (8) questions must be answered without audio assistance to assess English reading comprehension.

SCHEDULE A REMOTELY PROCTORED KNOWLEDGE EXAM

You must sign in to your TMU© account using your Username or Email and Password and follow the instructions to 'Schedule / Reschedule an Exam'. Please ensure you have met the 'Remotely Proctored Knowledge Exam Candidate Requirements' above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be '**Remotely Proctored Knowledge Test Site**'.
- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU© account for you to view (see the 'Schedule / Reschedule an Exam,' 'Test Confirmation Letter,' and the 'Check/View your Notifications' sections for information on accessing your test confirmation).
- Instructions and the link to download the 'video conferencing app' (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
    - Remember that for this information, check your 'NOTIFICATIONS' under your profile pic in your TMU© account. Please refer to the 'Check/View your Notifications' section.

See the screenshots showing an example of what a notification regarding your remotely proctored knowledge exam will entail:



REMOTELY PROCTORED KNOWLEDGE EXAM CHECK-IN

You must be signed in to the remotely proctored link for the check-in process with the remote proctor prior (**10-20 minutes**) to the start time listed on your test confirmation. If you are not signed into the remotely proctored waiting room link prior (at least 10 minutes) to the time listed on your test confirmation, you will not be allowed to test, you will be considered a No Show, and you will forfeit your testing fees paid and have to pay for another test date.

- You must show the remote proctor your mandatory form of identification at check-in before starting your remotely proctored knowledge exam. Please see the 'Identification' section for specifics.

- You will be required to show your surroundings to the remote proctor during check-in before starting your remotely proctored knowledge exam.
- Foreign language paper word-for-word translation dictionaries are allowed. Dictionaries with definitions or handwriting/notes will not be allowed. You must show your word-for-word translation dictionary to the remote proctor during check-in at your test event. **Using language translators that are not pre-approved and electronic dictionaries are not allowed.**

Remotely Proctored Knowledge Exam Policies

All 'Testing Policies' and 'Security' measures are followed during the remotely proctored knowledge exam. Please refer to those sections for information.

- The 'video conferencing app' (for example, Zoom, etc.) link must be maintained during the entire knowledge test.
- If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect or be subject to being exited from the test by the remote proctor, and your test will be scored as a failed attempt.
- Your device must not be muted during testing so that the remote proctor can hear if there are any distractions or other interruptions during your test. REMEMBER: You need to test in a distraction- and interruption-free area, *just like you would if you were sitting in the knowledge test room at a test site.*
- If the remote proctor has any inclination that you are cheating or not following instructions, your test will be ended, and your test will be scored as a failed attempt.
- Please see the information on remotely proctored knowledge test issues under the 'No Show Exceptions' section.
- Scratch paper and basic calculators **are not allowed** during testing
- Foreign language paper word-for-word translation dictionaries are allowed. Dictionaries with definitions or handwriting/notes will not be allowed. You must show your word-for-word translation dictionary to the remote proctor during check-in at your test event. **Using a translator, language translators that are not pre-approved and electronic dictionaries are not allowed.**

Please call D&SDT-HEADMASTER at (888)401-0462 if you have any questions or concerns or need assistance scheduling a remotely proctored knowledge exam.

Knowledge Practice Test

D&SDT-HEADMASTER offers a free knowledge test question of the day and a ten-question online static practice test on our website at hdmaster.com. A mastery learning testing method is used, and each practice test will be unique. Candidates must get the question they are attempting correct before they move on to the next question. A first-attempt percentage score and vocabulary feedback are supplied upon completion of any practice test. A list of vocabulary words to study is provided at the end of each practice test. Single or discounted group purchase plans are available for the practice test.

The following are samples of the questions that you will find on the Knowledge/Audio Exam.

1. Clean linens that touch the floor should be:

(A) Picked up quickly and placed back on the clean linen cart
(B) Used immediately on the next resident's bed
(C) Considered dirty and placed in the soiled linen hamper
(D) Used only in the room with the floor the linen fell on

2. When you are communicating with residents, you need to remember to:

(A) face the resident and make eye contact
(B) speak rapidly and loudly
(C) look away when they make direct eye contact
(D) finish all their sentences for them

3. A resident's psychological needs:

(A) Should be given minor consideration
(B) Make the resident withdrawn and secretive
(C) Are nurtured by doing everything for the resident
(D) Are nurtured when residents are treated like individuals

ANSWERS:1-C,2-A,3-D

Skills Demonstration Exam

The Skill Test aims to evaluate your performance when demonstrating Wisconsin-approved nurse aide skill tasks. You will find a complete list of possible skill tasks in this handbook.

- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.
- Each of your randomly selected three (3) or four (4) tasks will have scenarios associated with them. The RN Test Observer will read the scenarios to you immediately before you are asked to do each task.
- You will be given no more than thirty **(30) minutes** to complete your three (3) or four (4) tasks. After 15 minutes have elapsed, you will be alerted that 15 minutes remain.
- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.
- You must correctly perform all **key** steps (in bold font) and 80% of all non-key steps in each task assigned to pass the Skill Test. If you believe you made a mistake while performing a task, say so. You will need to demonstrate the step or steps on the task you believe you performed incorrectly for the correction to be noted for the step. You may repeat or correct **any steps you believe you have performed incorrectly** during your allotted thirty (30) minutes or until you tell the RN Test Observer you are finished with the Skill Test.
- Skill task steps are generally not order-dependent unless the words BEFORE or AFTER are used in a step.
- At any time during any skill, you may direct the RN Test Observer to move anywhere needed to assist you in providing safety for the resident.
- **All steps must actually be demonstrated. Steps that are only verbalized WILL NOT COUNT.**

Skill Exam Tasks

You will be assigned **one** of the following mandatory tasks as your first task:

- Assisting a Resident with a Bedpan (Modified) with Required Hand Washing
- Catheter Care for a Female Resident with Required Hand Washing [DEMONSTRATED ON MANIKIN]
- Donning an Isolation Gown and Gloves; Emptying a Urinary Bag, Measuring and Recording Output, and Removing the Gown and Gloves with Required Hand Washing
- Perineal Care for a Female Resident with Required Hand Washing [DEMONSTRATED ON MANIKIN]

Note: Hand washing is embedded in each of the mandatory tasks and must be demonstrated at the end of each mandatory task.

You will also receive an additional two (2) or three (3) randomly selected tasks from the Skills Task Listing below. These selected tasks will make up your personalized and unique skill test. Each skill test randomly assigned by the TMU© skill test assignment algorithm will be comparable in overall difficulty, which is why some skill tests will have a differing number of tasks.

Skill Tasks Listing

To receive credit, every step must be performed and demonstrated during your skill test demonstration. The steps listed for each task are required for a nurse aide candidate to successfully demonstrate minimum proficiency in the skill task for the RN Test Observer.

All tasks will be performed on a live resident actor, except for the Catheter Care and Perineal Care tasks, which will be demonstrated on a manikin. You will be scored only on the steps listed.

You must score **80%** on each task ***without missing any key steps*** (the **Bolded** steps) to pass the skill component of your competency evaluation. If you fail the Skill Test, one of the tasks on your retest will be a task you previously failed. There will always be only one of the four mandatory tasks to start each Skill Test. The other tasks included in your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and has an average time to complete.

> **Note:** The skill task steps included in this handbook are discrete skill task steps used for objective testing purposes only. They are not intended to provide complete care that would be inclusive of the best care practiced in an actual work setting.

Apply an Anti-embolic Stocking to a Resident's Leg

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Raise the bed height
4. Provide for privacy.
5. Provide for the resident's privacy by only exposing one leg.
6. Roll, gather, or turn the stocking down inside out to the heel.
7. Place the stocking over the resident's toes, foot, and heel.

8. Roll OR pull the stocking up the leg.
9. Check toes for possible pressure from the stocking.
10. Adjust the stocking as needed.
11. **Leave the resident with a stocking that is smooth/wrinkle-free.**
12. Lower the bed.
13. Maintain respectful, courteous interpersonal interactions at all times.
14. Place the call light or signal calling device within easy reach of the resident.
15. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Assist a Resident to Ambulate using a Gait Belt

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Obtain a gait belt for the resident.
4. **Lock the bed brakes to ensure the resident's safety.**
5. **Lock the wheelchair brakes to ensure the resident's safety.**
6. Position the bed so the resident's feet will rest comfortably flat on the floor when sitting on the bed.
7. Bring the resident to a sitting position with the resident's feet flat on the floor.
8. Properly place the gait belt around the resident's waist.
9. Tighten the gait belt.
10. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
11. Assist the resident in putting on non-skid footwear BEFORE standing.
12. Bring the resident to a standing position.
13. Use proper body mechanics at all times.
14. Grasp the gait belt.
15. Stabilize the resident.
16. Ambulate the resident at least ten steps.
17. Assist the resident to pivot/turn.
18. Sit the resident in the wheelchair in a controlled manner that ensures safety at all times.
19. Remove the gait belt.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signal device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Assist a Resident who is Dependent with a Meal

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Ask the resident to state their name and verify the name matches the name on the diet card.

4. Position the resident in an upright position, at least 45 degrees.
5. Protect the resident's clothing from soiling by using a napkin, clothing protector, or towel.
6. Perform hand hygiene for the resident BEFORE assisting them with their meal.
7. Ensure the resident's hands are dry BEFORE assisting them with their meal.
8. Position yourself at eye level, facing the resident while assisting the resident with their meal.
9. Describe the food being offered to the resident.
10. Offer each fluid frequently.
11. Offer small amounts of food at a reasonable rate.
12. Allow the resident time to chew and swallow.
13. Wipe the resident's face during the meal at least once.
    a. The actor will say, "I'm full," before all the solid food and fluids are gone.
14. Leave the resident clean.
15. Leave the resident in the bed with the head of the bed set up to at least 30 degrees.
16. Record the intake as a percentage of the total solid food eaten on the previously signed recording form.
17. **The candidate's calculation must be within 25 percentage points of the RN Test Observer's.**
18. Record the sum total of the estimated fluid intake in ml on the previously signed recording form.
19. **The candidate's calculation must be within 60ml of the RN Test Observer's.**
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Assist a Resident with a Bedpan **(Modified)** with Hand Washing Required

(One of the possible mandatory first tasks)

1. Knock.
2. Introduce yourself to the resident.
3. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4. Explain the procedure to the resident.
5. Provide for privacy.
6. Put on gloves.
7. Turn the resident or raise the resident's hips and place a waterproof pad under the resident's buttocks. *(Candidate will choose a barrier such as a towel, waterproof pad, chux, etc.).* **NEW STEP**
8. Position the resident on the bedpan/fracture pan correctly. (The pan is not upside down, is centered, etc.)
9. Position the resident on the bedpan/fracture pan using correct body mechanics.
10. Raise the head of the bed to a comfortable level.
    ~~Leave tissue within easy reach of the resident~~. **STEP REMOVED**
11. Leave the call light within easy reach of the resident.
12. Move to an area of the room away from the Actor.
13. When the RN Test Observer indicates, the candidate returns.
    ~~Obtain a wet washcloth *with soap*.~~ **STEP REMOVED**
    ~~Provide a washcloth for the resident to wash their hands.~~ **STEP REMOVED**
    ~~Provide a wet washcloth for the resident to rinse their hands.~~ **STEP REMOVED**

~~Provide a towel or dry washcloth for the resident to dry their hands.~~ **STEP REMOVED**
~~Place the soiled linen in a designated laundry hamper.~~ **STEP REMOVED**

14. Gently remove the bedpan/fracture pan.
    a. *Hold the bedpan/fracture pan while the RN Test Observer pours liquid [fake urine] into the bedpan/fracture pan.*
15. Empty equipment used in the designated toilet.
16. Rinse the equipment and empty the rinse water into the designated toilet.
17. Safely remove the barrier from under the resident's buttocks. **NEW STEP**
18. Remove gloves, turning them inside out.
19. Dispose of gloves in an appropriate container.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Wash hands: Begin by wetting your hands.
23. Apply soap to hands.
24. Rub hands together using friction with soap.
25. Rub hands together for at least twenty (20) seconds with soap.
26. Interlace fingers pointing downward.
27. Wash all surfaces of your hands with soap.
28. Wash wrists with soap.
29. Rinse hands thoroughly under running water with fingers pointed downward.
30. Dry hands with a clean paper towel(s).
31. Turn off the faucet with a clean, dry paper towel.
32. Discard paper towels in a trash container as used.
33. **Do not recontaminate hands by touching the faucet or sink at any time during/after the hand-washing procedure.**

Catheter Care for a Female Resident with Hand Washing Required

(One of the possible mandatory first tasks) [DEMONSTRATED ON A MANIKIN]

1. Knock.
2. Introduce yourself to the resident/manikin.
3. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4. Explain the procedure to the resident/manikin.
5. Provide for privacy.
6. Put on gloves.
7. Avoid overexposure throughout the procedure.
8. Check that urine can flow unrestricted into the drainage bag.
9. Use soap and water to carefully wash the catheter where it exits the urethra.
10. Use a clean washcloth to carefully rinse the catheter where it exits the urethra. **NEW STEP**
11. **Hold the catheter where it exits the urethra with one hand.**
12. While holding the catheter, use a clean washcloth, soap, and water to clean 3-4 inches down the catheter tube. **ADDED: NEED TO USE A CLEAN WASHCLOTH, SOAP, AND WATER**
13. **Clean with strokes only away from the urethra (AT LEAST TWO STROKES).**
14. Use a clean portion of the washcloth for each stroke.

15. Rinse using a clean washcloth with strokes only away from the urethra.
16. Rinse using a clean portion of the washcloth for each stroke.
17. Pat dry.
18. Do not allow the tube to be pulled during the procedure.
19. Replace the top cover over the resident.
20. Leave the resident in a position of safety and comfort.
21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.
23. Wash hands: Begin by wetting your hands.
24. Apply soap to hands.
25. Rub hands together using friction with soap.
26. Rub hands together for at least twenty (20) seconds with soap.
27. Interlace fingers pointing downward.
28. Wash all surfaces of your hands with soap.
29. Wash wrists with soap.
30. Rinse hands thoroughly under running water with fingers pointed downward.
31. Dry hands with a clean paper towel(s).
32. Turn off the faucet with a clean, dry paper towel.
33. Discard paper towels in a trash container as used.
34. **Do not recontaminate hands by touching the faucet or sink at any time during/after the hand-washing procedure.**

Denture Care – Clean an Upper or Lower Denture

(ONLY ONE PLATE IS USED FOR TESTING)

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Line the bottom of the sink with a protective lining that would help prevent damage to the denture.
    a. Towels, washcloths, or paper towels are allowed for lining.
4. Put on gloves.
5. Apply denture cleanser to a denture brush/toothbrush.
6. Remove the denture from the cup.
7. Handle the denture carefully to avoid damage.
8. Handle the denture carefully to avoid contamination.
9. Thoroughly brush the denture inner surfaces. (With a denture brush or toothbrush.)
10. Thoroughly brush the denture outer surfaces.
11. Thoroughly brush the denture chewing surfaces.
12. Rinse the denture using clean, cool water.
13. Place the denture in the rinsed cup.
14. Add cool, clean water to the denture cup.
15. Rinse equipment.
    a. Denture brush or toothbrush
16. Return equipment to storage.
17. Discard the protective lining in an appropriate container.

18. Remove gloves, turning them inside out.
19. Dispose of gloves in an appropriate container.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Donn an Isolation Gown and Gloves; Empty a Urinary Bag, Measure and Record Output, and Remove the Gown and Gloves with Hand Washing Required

(One of the possible mandatory first tasks)

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Face the back opening of the gown.
3. Unfold the gown.
4. Place arms through each sleeve.
5. Secure the neck opening.
6. Secure the waist, ensuring the back flaps cover clothing as completely as possible.
7. Put on gloves.
8. Ensure that the gloves overlap the gown sleeves at the wrist.
9. Knock.
10. Introduce yourself to the resident.
11. Explain the procedure to the resident.
12. Place a barrier on the floor under the drainage bag.
13. Place the graduate on the previously placed barrier.
14. Open the drain to allow the urine to flow into the graduate.
15. Avoid touching the graduate with the tip of the tubing.
16. Close the drain.
17. Wipe the drain with alcohol wipe AFTER emptying the drainage bag.
18. Replace the drain in the holder.
19. Place the graduate on a level, flat surface
20. With the graduate at eye level, read the output.
21. Empty the graduate into the designated toilet.
22. Rinse equipment, emptying the rinse water into the designated toilet.
23. Return equipment to storage.
24. Leave the resident in a position of comfort and safety.
25. Place the call light or signaling device within easy reach of the resident.
26. Maintain respectful, courteous interpersonal interactions at all times.
27. Remove gloves, turning them inside out.
28. Remove gloves BEFORE removing the gown.
29. Dispose of the gloves in an appropriate container.
30. Unfasten the gown at the neck.
31. Unfasten the gown at the waist.
32. Remove the gown by folding the soiled area to the soiled area.

33. Dispose of the gown in an appropriate container.
34. Record the output in ml on the previously signed recording form.
35. **The candidate's recorded measurement is within 25ml of the RN Test Observer's measurement.**
36. Wash hands: Begin by wetting your hands.
37. Apply soap to hands.
38. Rub hands together using friction with soap.
39. Rub hands together for at least twenty (20) seconds with soap.
40. Interlace fingers pointing downward.
41. Wash all surfaces of hands with soap.
42. Wash wrists with soap.
43. Rinse hands thoroughly under running water with fingers pointed downward.
44. Dry hands with a clean paper towel(s).
45. Turn off the faucet with a clean, dry paper towel.
46. Discard paper towels in a trash container as used.
47. **Do not recontaminate hands by touching the faucet or sink at any time during/after the hand-washing procedure.**

Dress a Bedridden Resident with an Affected (Weak) Side

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy.
4. Raise the bed height
5. Keep the resident covered while removing the gown.
6. Remove the gown from the resident’s unaffected side first.
7. Place the soiled gown in a designated laundry hamper.
8. Dress the resident in a button-up shirt. Insert your hand through the shirt sleeve and grasp the resident's hand.
9. **When dressing the resident in a button-up shirt, always start by dressing from the resident’s weak side.**
10. Assist the resident to raise their buttocks or turn the resident from side to side and draw the pants over the buttocks and up to the resident's waist.
11. When dressing the resident in pants, always dress the resident’s weak side leg first.
12. Put on the resident's non-skid socks. Draw the socks up the resident's foot until they are smooth.
13. Leave the resident comfortably/properly dressed.
14. Leave the resident in a position of safety.
15. Lower the bed.
16. Maintain respectful, courteous interpersonal interactions at all times.
17. Place the call light or signaling device within easy reach of the resident
18. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Foot Care for One Foot

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Fill a basin with warm water.
4. Put on gloves.
5. Remove the sock from the resident's (left/right) foot. (The scenario read to you will specify left or right.)
6. Immerse the resident's foot in warm water.
    a. You may verbalize the 5 to 20 minutes of soaking time after you begin soaking the foot.
7. Use water and a soapy washcloth.
8. Wash the resident's entire foot.
9. Wash between the resident's toes.
10. Rinse the resident's entire foot.
    a. A soapy washcloth dipped in the basin and wrung out is okay for rinsing.
11. Rinse between the resident's toes.
12. Dry the resident's foot thoroughly.
13. **Dry thoroughly between the resident's toes.**
14. Warm lotion by rubbing it between your hands.
15. Massage lotion over the resident's entire foot.
16. Avoid getting lotion between the resident's toes.
17. If there is any excess lotion, wipe it with a towel.
18. Replace the sock on the resident's foot.
19. Empty basin.
20. Rinse basin.
21. Dry basin.
22. Return the basin to the storage area.
23. Place the soiled linen in a designated laundry hamper.
24. Remove gloves, turning them inside out.
25. Dispose of gloves in an appropriate container.
26. Leave the resident in a position of safety in proper alignment in the chair.
27. Maintain respectful, courteous interpersonal interactions at all times.
28. Place the call light or signaling device within easy reach of the resident.
29. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Modified Bed Bath for Resident: Whole Face and One Arm, Hand and Underarm

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy.
4. Fill a basin with warm water.
5. Raise the bed height.

6. Cover the resident with a bath blanket.
7. Fanfold the bed linens at least down to the resident's waist or move the linens to the opposite side.
8. Remove the resident's gown without exposing the resident.
9. Place the soiled gown in a designated laundry hamper.
10. Wash the resident's face WITHOUT SOAP.
11. Pat dry the resident's face.
12. Place a towel under the resident's arm, exposing one arm.
13. Wash the resident's arm with soap.
14. Wash the resident's hand with soap.
15. Wash the resident's underarm with soap.
16. Rinse the resident's arm.
17. Rinse the resident's hand.
18. Rinse the resident's underarm.
19. Pat dry the resident's arm.
20. Pat dry the resident's hand.
21. Pat dry the resident's underarm.
22. Assist the resident in putting on a clean gown.
23. Empty equipment.
24. Rinse equipment.
25. Dry equipment.
26. Return equipment to storage.
27. Place the soiled linen in a designated laundry hamper.
28. Lower the bed.
29. Maintain respectful, courteous interpersonal interactions at all times.
30. Place the call light or signal calling device within easy reach of the resident.
31. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Mouth Care – Brush a Resident's Teeth

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy.
4. Put on gloves only AFTER supplies have been gathered.
5. Drape the resident's chest with a towel *(cloth or paper)* to prevent soiling.
6. Wet a toothbrush.
7. Apply toothpaste to the toothbrush.
8. **Brush the resident's teeth, including the inner surfaces of all upper and lower teeth, while verbalizing the surfaces you clean.**
9. **Brush the resident's teeth, including the outer surfaces of all upper and lower teeth, while verbalizing the surfaces you clean.**
10. **Brush the resident's teeth, including chewing surfaces of all upper and lower teeth, while verbalizing the surfaces you clean.**

11. Clean the resident's tongue.
12. Assist the resident in rinsing their mouth.
13. Wipe the resident's mouth.
14. Remove the soiled chest barrier.
15. Place the soiled chest barrier *(cloth or paper)* in the appropriate container.
16. Empty emesis basin.
17. Rinse the emesis basin.
18. Dry emesis basin.
19. Rinse the toothbrush.
20. Return equipment to storage.
21. Remove gloves, turning them inside out.
22. Dispose of gloves in an appropriate container.
23. Leave the resident in a position of comfort.
24. Place the call light or signaling device within easy reach of the resident.
25. Maintain respectful, courteous interpersonal interactions at all times.
26. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Perineal Care for a Female Resident with Hand Washing Required

(One of the possible mandatory first tasks) [DEMONSTRATED ON A MANIKIN]

1. Knock.
2. Introduce yourself to the resident/manikin.
3. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4. Explain the procedure to the resident/manikin.
5. Provide for privacy.
6. Raise the bed height
7. Fill a basin with warm water.
8. Put on gloves.
9. Direct the RN Test Observer to stand on the opposite side of the bed or raise the side rail on the opposite side of the bed.
    a. *The RN Test Observer DOES NOT move into position unless directed to do so by the candidate.*
10. Turn the resident or raise the resident's hips and place a barrier (the candidate will choose a barrier such as a towel, waterproof pad, chux, etc.) under the resident's buttocks.
11. Expose the perineum only.
12. Separate the labia.
13. Use water and a clean, soapy washcloth.
14. Clean one side of the labia from top to bottom.
15. Use a clean portion of a washcloth and clean the other side of the labia from top to bottom.
16. **Use a clean portion of a washcloth, and clean the vaginal area from top to bottom.**
17. Use a clean washcloth and rinse one side of the labia from top to bottom.
18. Use a clean portion of a washcloth and rinse the other side of the labia from top to bottom.
19. Use a clean portion of a washcloth, rinse the vaginal area from top to bottom.

20. Pat dry.
21. Avoid overexposure throughout the procedure.
22. Assist the resident/manikin to turn onto their side away from the candidate.
    a. The *RN Test Observer may help hold the manikin on their side ONLY after the candidate has turned the manikin.*
23. Use water and a clean, soapy washcloth.
24. **Clean from the vagina to the rectal area.**
25. Use a clean portion of a washcloth with any stroke.
26. Use a clean washcloth, rinse from the vagina to the rectal area.
27. Use a clean portion of a washcloth with any stroke.
28. Pat dry.
29. Safely remove the barrier from under the resident's buttocks.
30. Position the resident (manikin) on their back.
31. Place the soiled linen in a designated laundry hamper.
32. Empty equipment.
33. Rinse equipment.
34. Dry equipment.
35. Return equipment to storage.
36. Remove gloves, turning them inside out.
37. Dispose of gloves in an appropriate container.
38. Lower the bed.
39. Maintain respectful, courteous interpersonal interactions at all times.
40. Place the call light or signaling device within easy reach of the resident.
41. Wash hands: Begin by wetting your hands.
42. Apply soap to hands.
43. Rub hands together using friction with soap.
44. Rub hands together for at least twenty (20) seconds with soap.
45. Interlace fingers pointing downward.
46. Wash all surfaces of your hands with soap.
47. Wash wrists with soap.
48. Rinse hands thoroughly under running water with fingers pointed downward.
49. Dry hands with a clean paper towel(s).
50. Turn off the faucet with a clean, dry paper towel.
51. Discard paper towels in a trash container as used.
52. **Do not recontaminate hands by touching the faucet or sink at any time during/after the hand-washing procedure.**

Position a Resident in Bed on their Side

1. Perform hand hygiene.
   a. Cover all surfaces of hands with hand sanitizer.
   b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy.
4. Position the bed flat.
5. Raise the bed height.

6. **Raise the side rail *or direct the RN Test Observer to stand* on the side of the bed opposite the working side of the bed to provide safety.**
    a. *The RN Test Observer DOES NOT move into position unless directed to do so by the candidate.*
7. Move the resident's ~~upper~~ body toward self from the working side of the bed. **STEP REWORDED**
   ~~From the working side of the bed - move the resident's hips toward self.~~ **STEP REMOVED**
   ~~From the working side of the bed - move the resident's legs toward self.~~ **STEP REMOVED**
8. Assist/turn the resident on their left/right side. (The RN Test Observer will read the side to the candidate in the scenario.)
9. Ensure the resident's face is never obstructed by the pillow.
10. Check to ensure the resident is not lying on their down-side arm.
11. Ensure the resident is in the center of the bed. **NEW STEP**
12. Ensure the resident is in correct body alignment.
13. Place support devices under the resident's head.
14. Place support devices under the resident's upside arm.
15. Place support devices behind the resident's back.
16. Place support devices between the resident's knees.
17. Leave the resident in a position of comfort and safety.
18. Lower the bed.
19. Maintain respectful, courteous interpersonal interactions at all times.
20. Place the call light or signaling device within easy reach of the resident.
21. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Range of Motion for a Resident's Hip and Knee

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. **Do not cause the resident discomfort or pain anytime during ROM.**
4. Raise the bed height.
5. Provide for privacy.
6. Position the resident supine (bed flat).
7. Position the resident in good body alignment.
8. Place one hand under the resident's knee.
9. Place the other hand under the resident's ankle.
10. ROM for Hip: Move the resident's entire leg away from their body.
    a. abduction
11. Move the resident's entire leg toward their body.
    a. adduction
12. Complete abduction and adduction of the resident's hip at least three times.
13. Continue correctly supporting the resident's joints by placing one hand under the resident's knee and the other hand under the resident's ankle.
14. Bend the resident's knee and hip toward the resident's trunk.
    a. flexion of hip and knee at the same time

15. Straighten the resident's knee and hip.
    a. extension of knee and hip at the same time
16. Complete flexion and extension of the resident's knee and hip at least three times.
17. Do not force any joint beyond the point of free movement.
18. **While performing the ROM exercise, you must ask the resident at least once if there is any discomfort or pain.**
19. Leave the resident in a comfortable position.
20. Lower the bed.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Place the call light or signaling device within easy reach of the resident
23. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Range of Motion for a Resident's Shoulder

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. **Do not cause the resident discomfort or pain at any time during ROM.**
4. Provide for privacy.
5. Raise the bed height.
6. Position the resident supine (bed flat).
7. Position the resident in good body alignment.
8. Place one hand under the resident's elbow.
9. Place the other hand under the resident's wrist.
10. Raise the resident's arm over the resident's head.
    a. flexion
11. Bring the resident's arm back down to the resident's side.
    a. extension
12. Complete flexion and extension of the resident's shoulder at least three times.
13. Continue correctly supporting the resident's joints by placing one hand under the resident's elbow and the other hand under the resident's wrist.
14. Move the resident's entire arm away from their body.
    a. abduction
15. Return the resident's arm to the resident's side.
    a. adduction
16. Complete abduction and adduction of the resident's shoulder at least three times.
17. Do not force any joint beyond the point of free movement.
18. **While performing the ROM exercise, you must ask the resident at least once if there is any discomfort or pain.**
19. Leave the resident in a comfortable position.

20. Lower the bed.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Place the call light or signaling device within easy reach of the resident.
23. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Stand and Pivot Transfer a Weight-Bearing Resident from their Bed to a Wheelchair using a Gait Belt

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Obtain a gait belt.
4. **Lock the bed brakes to ensure the resident's safety.**
5. Assist the resident in putting on non-skid footwear.
6. Position the bed so the resident's feet will be flat on the floor when the resident is sitting on the bed.
7. Assist the resident to a sitting position.
8. Position the wheelchair arm/wheel touching the side of the bed.
9. **Lock the wheelchair brakes to ensure the resident's safety.**
10. Place a gait belt around the resident's waist to stabilize the trunk.
11. Tighten the gait belt.
12. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
13. Face the resident.
14. Grasp the gait belt with both hands.
15. Bring the resident to a standing position.
16. Use proper body mechanics.
17. **Assist the resident to pivot in a controlled manner that ensures safety.**
18. Sit the resident in the wheelchair in a controlled manner that ensures safety.
19. Remove the gait belt.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Vital Signs: Count and Record a Resident's Radial Pulse and Respirations

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Locate the resident's radial pulse by placing the tips of fingers on the thumb side of the resident's wrist.
4. Count the resident's pulse for 60 seconds.
    a. Tell the RN Test Observer when you start counting and tell them when you stop counting.
5. Record your reading on the previously signed recording form.

6. **The candidate's recorded pulse rate is within ~~four (4)~~ six (6) beats of the RN Test Observer's recorded rate. RANGE INCREASED.**
7. Count the resident's respirations for 60 seconds.
   a. Tell the RN Test Observer when you start counting and tell them when you stop counting.
8. Record your reading on the previously signed recording form.
9. **The candidate's recorded respiratory rate is within two (2) breaths of the RN Test Observer's recorded rate.**
10. Maintain respectful, courteous interpersonal interactions at all times.
11. Place the call light or signal calling device within easy reach of the resident.
12. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Knowledge Exam Vocabulary List

abandonment	AIDS	bacteria
abdominal thrust	Alzheimer's	basic needs
abductor wedge	ambulation	bath water temperature
abnormal vital signs	amputees	bathing
absorption	anatomy	bed/blanket cradle
abuse	anemia	bed height
accidents	angina	bed making
accountable	anterior	bed position
activities	anti-embolic stocking	bedrails
acute	antibiotics	bedrest
adaptive	anxiety	behavior
adaptive devices	aphasia	behavioral care plan
adaptive equipment	apical	beliefs
adduction	apnea	biohazard
ADL	appropriate response	bipolar disorder
admission	arthritis	bladder training
admitting resident	aspiration	bleeding
advance directives	assault	blindness
afebrile	assistive device	blood pressure
affected side	atrophy	body alignment
aging	audiologist	body fluid
aging process	authorized duty	body language
agitation	axillary temperature	

body mechanics	clergy	dehydration
body temperature	cognitively impaired	delegation
bone loss	cold application	demanding resident
bowel program	cold compress	dementia
brain stem	cold pack	denture care
breathing	colostomy	dentures
brittle bones	colostomy care	dependability
burnout	coma	depression
burns	combative resident	development
call light	communicable	developmental disability
cancer	communication	diabetes
cardiac arrest	competency evaluation	dialysis
cardiopulmonary resuscitation	conduct	diaphragm
cardiovascular system	confidentiality	diastolic
care impaired	conflict	diet
care plan	conflict resolution	dietitian
care planning	confused resident	diets
cast	congestive heart failure	digestion
cataract	constipation	dilate
catheter	constrict	dirty linen
catheter care	contamination	discharging resident
ccs in an ounce	contracture	disease
central nervous system	converting measures	disease process
chain of command	COPD	disinfection
charge nurse	coughing excessively	disoriented
chemical disinfection	cultural	disposing of contaminated materials
chemical restraint	culture	disrespect
chemotherapy	CVA	dizziness
choking	cyanotic	DNR
chronic	dangling	documentation
circulation	death and dying	domestic abuse
circulatory system	decubitus ulcer	dorsiflexion
cleaning	deeper tissue	dressing
cleaning spills	de-escalation	droplets
clear liquid diet	defense mechanism	

drowsy	Foley catheter	hip prosthesis
dry skin	~~foot board~~	HIPAA
dying	foot care	HIV
dysphagia	foot drop	holistic care
dyspnea	Fowler's	hormones
dysuria	fracture pan	hospice
edema	fractures	Huntington's
elastic stockings	fraud	hyperglycemia
elderly	frayed cord	hypertension
elimination	gait belt	hyperventilation
emesis	gastric feedings	I&O
emesis basin	gastrostomy tube	immobility
emotional abuse	geriatrics	impaired
emotional labiality	gerontology	impairment
emotional needs	gestures	in-house transfer
emotional stress	gifts	incontinence
emotional support	glass thermometer	indwelling catheter
empathy	gloves	infection
emphysema	grand mal seizure	infection control
enema	grieving process	infection prevention
epilepsy	group settings	initial observations
essential behaviors	hair care	in-service programs
ethics	hand care	insomnia
etiquette	hand tremors	intake
evacuation	hand washing	intake and output
exercise	health-care team	integumentary system
eyeglasses	hearing aid	inter-generational care
falls	hearing impaired	interpersonal skills
false imprisonment	hearing loss	invasion of privacy
fasting	heart attack	ischemia
fecal impaction	heart muscle	isolation
feces	heat application	isolation precautions
feeding	height	IV care
fire	~~Heimlich maneuver~~	jaundice
fire safety	helping residents	job application
first aid	hemiplegia	
flatus	hereditary	

job description	Multiple Sclerosis	paralysis
lactose intolerance	muscle spasms	paranoia
laxatives	musculoskeletal	Parkinson's
life support	nail care	passive
lift/draw sheet	nasal cannula	pathogen
linen	neglect	patience
living will	non-contagious disease	perineal care
log roll	non-verbal communication	peripheral vascular disease
log rolling	nosocomial	peristalsis
loose teeth	NPO	~~personal belongings~~
male perineal care	nurse's station	personal care
Maslow	nursing assistant's role	personal items
masturbation	nutrition	personal protective equipment
material safety data sheets	objective	personal values
measuring height	objective data	pet therapy
measuring temperature	OBRA	petit mal seizure
mechanical lift	obsessive-compulsive disorder	phone etiquette
medical asepsis	occupied bed	physical needs
medical record	ombudsman	physical therapist
medication administration	oral care	physician's authority
medications	oral hygiene	plaque
memory loss	oral temperature	plate rim
mental health	orientation	pleura
~~mentally impaired~~	oriented	podiatrist
metastasis	orthopneic	policy book
microorganism	orthosis	positioning
military time	osteoporosis	postmortem care
minerals	ostomy bag	postural hypotension
mistakes	output	PPE
mobility	overbed table	precautions
mouth care	oxygen	pressure ulcer
moving	oxygen use	preventing falls
MSDS	palliative care	privacy
mucous membrane		progressive
		pronation

prostate gland
prosthesis
psychiatrist
psychological needs
psychosocial
PTSD
pulse
pureed diet
quadriplegia
quality of life
RACE (acronym)
radial
range of motion
reality orientation
rectal
rectal temperature
refusal
regulation
rehabilitation
religious service
reminiscence therapy
reminiscing
renewal
reporting
reposition
resident abuse
resident belongings
resident independence
resident pain
resident pictures
resident right
resident treatment
resident trust
resident unit
residents
Resident's Bill of Rights
resident's chart
resident's environment
resident's families
respectful treatment
respiration
respiratory symptoms
respiratory system
responding to resident behavior
responsibility
restorative care
restraint
resuscitation
rights
rigor mortis
risk factor
role
rotation
safety
safety procedures
sanitizer
scale
seclusion
secretions
security
seizure
self-esteem
semi fowlers
sensory system
sexual abuse
sexual harassment
sexual needs
shampoo tray
sharing information
sharps container
shaving
shearing
side rails
Sitz bath
skilled care facility
skin integrity
skin observation
slander
smoking
social needs
social worker
soiled linen
specimen
spills
spiritual needs
sputum specimen
stages of grief
standard precautions
state tested
stealing
stereotypes
stethoscope
stress
stroke
subjective
subjective data
sundowning
supine
supplemental feedings
suprapubic
survey
swelling
tachycardia
TED hose
telephone etiquette

temperature	twice daily	vital signs
tendons	tympanic	vitamins
terminal illness	tympanic temperature	vocabulary
terminology	unaffected	vomitus
thick fluid	unconscious	walker
thickened liquids	unsteady	wandering resident
threatening resident	urethral	warm application
thrombus	urinary catheter bag	water faucets
TIA	urinary elimination	water intake
~~tips~~	urinary system	water temperature
toenails	urinary tract	weakness
trachea	urination	weighing
transfer belt	urine	weight
transfers	UTI	well-being
transporting	validation	wheelchair safety
transporting food	validation therapy	white blood cells
transporting linens	varicose veins	withdrawn resident
tub bath	vision change	
tubing		

NOTES