

# ARIZONA INSTRUCTOR WORKSHOP

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Presented: September 2023

PRESENTED BY D&S DIVERSIFIED TECHNOLOGIES – HEADMASTER, LLP

# WELCOME!

The purpose of the Instructor Workshop is to provide Instructors with insight into the testing day so they can better prepare their candidates for their nurse aide exam.

Remember, testing is not all inclusive care, but a spot check on minimum competency for each task tested.

Candidates are less anxious when they are well prepared and familiar with the format, equipment used and what is being read to them during testing.

Take the tools and tips we give you in this workshop and use them in your labs and during mock testing as you prepare your candidates for their nurse aide competency exam.

# Updates to Testing

Effective 2-1-2023

## Knowledge Exam

# UPDATES TO TESTING EFFECTIVE 2-1-2023

## **TIME LIMIT CHANGE TO KNOWLEDGE EXAM**

TESTING TIME CHANGED FROM 75 MINUTES  
TO **60** MINUTES (1 HOUR)

- D&SDT-Headmaster continues to track the times of candidate's testing and reporting this information to AZBN.
  - Data shows most candidates are finishing their Knowledge Exam within 35-40 minutes.

**THE NURSE AIDE TEST RETAINS 75 QUESTIONS.**



# Updates to Testing

Effective 2-1-2023

## Skills Exam

# UPDATES TO TESTING EFFECTIVE 2-1-2023

## UPDATES WERE MADE TO THE FOLLOWING SKILL TASKS:

- CATHETER CARE FOR A RESIDENT (MANIKIN), EMPTYING A URINARY DRAINAGE BAG, MEASURE AND RECORD OUTPUT WITH HAND WASHING
  - *STEP 8 IN CANDIDATE HANDBOOK:*

8) ~~Use a washcloth with soap and water to carefully wash the catheter where it exits the urethra.~~ **Reworded to:** -> Use a washcloth with soap and water to carefully wash around the catheter where it exits the urethra.

# UPDATES TO TESTING EFFECTIVE 2-1-2023

## UPDATES WERE MADE TO THE FOLLOWING SKILL TASKS:

- **DONNING AN ISOLATION GOWN & GLOVES, ASSISTING RESIDENT WITH A BEDPAN, MEASURE AND RECORD OUTPUT, REMOVE GOWN AND GLOVES WITH HAND WASHING**

- **STEPS 14, 18, 21-25 AND 30 IN CANDIDATE HANDBOOK:**

~~14) Raise bed to a comfortable working height.~~ **REMOVED**

~~18) Lower bed.~~ **REMOVED**

~~21) Raise bed to a comfortable working height.~~ **REMOVED**

~~22) Wash/assist resident to wash hands using a wet washcloth with soap.~~

**Reworded to:** -> Obtain a wet washcloth with soap.

23) **Reworded to continued:** -> Provide the washcloth with soap for the resident to wash their hands.

24) Provide a wet washcloth for resident to rinse their hands. **NEW STEP**

~~25) Assist resident to dry hands.~~ **Reworded to:** -> Provide a towel or dry washcloth for resident to dry their hands.

~~30) Lower bed.~~ **REMOVED**

# UPDATES TO TESTING EFFECTIVE 2-1-2023

UPDATES WERE MADE TO THE FOLLOWING SKILL TASKS:

- **VITAL SIGNS: COUNT AND RECORD RESIDENT'S PULSE AND RESPIRATIONS THEN PIVOT-TRANSFER WEIGHT BEARING, NON-AMBULATORY RESIDENT FROM BED TO WHEELCHAIR – OR – WHEELCHAIR TO BED**
  - **HAS BEEN COMBINED WITH PIVOT TRANSFER RESIDENT FROM WHEELCHAIR TO BED AND BED TO WHEELCHAIR**

***REFER TO THE CANDIDATE HANDBOOK FOR THE NEW COMBINED TASKS STEPS.***

# UPDATES TO TESTING EFFECTIVE 2-1-2023

## UPDATES WERE MADE TO THE FOLLOWING SKILL TASKS:

- **VITAL SIGNS: TAKING AND RECORDING RESIDENT'S MANUAL BLOOD PRESSURE**
  - *STEP 14 IN THE CANDIDATE HANDBOOK:*

**14)** ~~Candidate has 2 attempts to take blood pressure (additional attempts will count against the candidate's score).~~ **Reworded to: -> Candidate will only be allowed 1 attempt per arm.**

- a. No re-pumping on the same arm will be allowed – only 1 pump on each arm (this includes any re-attempts/corrections made).
- b. The RN Test Observer will inform the candidate when they have reached their max number of attempts (1 per arm) and state '*you have reached your maximum number of attempts, please move forward with your task*'.

# UPDATES TO TESTING EFFECTIVE 2-1-2023

UPDATES WERE MADE TO THE FOLLOWING SKILL TASKS:

- **PERINEAL CARE FOR A FEMALE RESIDENT (MANIKIN)  
WITH HAND WASHING**
  - ***STEP 17 IN THE CANDIDATE HANDBOOK:***

17) Using a clean ~~portion of the~~ washcloth, rinse one side of labia from top to bottom. **Reworded to:** -> Using a clean washcloth, rinse one side of labia from top to bottom.

# Testing Information

# Mandatory ID Requirements for Testing

## U.S. GOVERNMENT ISSUED, PHOTO-BEARING FORM OF IDENTIFICATION

### Examples of Acceptable Forms of ID:

- Driver's License (*Arizona Driver's License must be issued after January 1, 1997*)
- State issued Identification Card (*Arizona State ID must be issued after January 1, 1997*)
- US Passport
  - **Exception:** *Foreign Passports with a US VISA included are acceptable*
- US Passport Card
- Military Identification Card (that meets all requirements)
- Alien Registration Card (that meets all requirements)
  - **NOTE:** *a fingerprint may be in place of a signature*
- Tribal Identification Card (that meets all requirements)
- Work Authorization Card (that meets all requirements)



The candidate's **FIRST** and **LAST** names on the sign-in sheet at testing ***must exactly match*** the **FIRST** and **LAST** names printed on their photo ID.

***Please remember: A driver's license or state-issued ID card that has a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.***



# Testing Attire

**The required testing attire applies to both the knowledge and skills exam (and knowledge or skills retakes):**

## ❖ Full Clinical Attire:

*Scrubs and close-toed shoes.*



- Scrubs and shoes can be any color/design.

## ❖ Long hair must be pulled back.

- Testing teams will have hair ties if needed.



## ❖ No smart watches, fitness monitors or Bluetooth-connected devices are allowed to be on the candidate (wrists/ears, etc.)

- Candidates may bring a standard watch with a second hand.

# Test Attempts

Candidates will be allowed **unlimited attempts** within two years of completion of training.

- Once a candidate fails the knowledge test three or more attempts, they will be placed on a 45 day hold and not allowed to schedule a knowledge test retake until the 45 day hold has elapsed.
  - The 45 day hold applies to the knowledge test only.

# ADA – Accommodations Request

- ❖ If a candidate has a documented disability, they may request an ADA (accommodations) during testing by filling out the Request for Accommodation Form 1404 found on D&SDT-Headmaster's main webpage at [www.hdmaster.com](http://www.hdmaster.com)
- ❖ *Information regarding ADA requests from the Candidate Handbook:*

## ADA Compliance

The Arizona Board of Nursing (AZBN) and D&SDT-Headmaster provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the nurse aide competency examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for examination. Accommodations must be approved by D&SDT-Headmaster in advance of examination. The request for accommodations can be found on the [D&SDT-HEADMASTER webpage](#) and clicking on the PDF Fillable [ADA Accommodation Form 1404](#). Fill out the ADA Request and attach with the required documentation found on the second page of the request form to an email to: [arizona@hdmaster.com](mailto:arizona@hdmaster.com), in order to be reviewed for an accommodation.

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.** If you have any questions regarding the ADA review process or specific required documentation, please call D&SDT-Headmaster at (800)393-8664.

# Arizona Candidate Handbook

*Effective 2-1-2023*



**D&S Diversified Technologies LLP**

**Headmaster LLP**

## **Arizona Nurse Aide Candidate Handbook**

*EFFECTIVE: February 1, 2023*

Version 25

See a few highlights of importance in  
this presentation from the Candidate  
Handbook under

**VALUABLE INFORMATION**

Valuable information is found in the  
Candidate Handbook:

❖ Testing Day Information and what to  
Expect, etc.:

- ID requirements
- Electronic devices policy
- Attire, etc.

❖ Skill Test is in the handbook

❖ Knowledge Test information and  
vocabulary words

**AND MUCH MORE.....**

**It is very important that candidates receive  
and are familiar with the Candidate  
Handbook!**

# Arizona Candidate Handbook

## Ordering Candidate Handbooks Information

The Arizona Candidate Handbook can be viewed, downloaded or printed from D&SDT-Headmaster's Arizona webpage at: [www.hdmaster.com](http://www.hdmaster.com), click on Arizona CNA

You may also order bundles of handbooks by completing and submitting the Candidate Handbook Order Form:

Instructors
Sample Recording Forms
Sample Patient Diet Cards
Mock Skill Sheets
Candidate Handbook Order Form

**D&S Diversified Technologies LLP**  
**Headmaster LLP**  
**Arizona Nurse Aide Candidate Handbook**

Section 1 of 3

### ARIZONA CANDIDATE HANDBOOK ORDER FORM

Note: Handbooks can be downloaded and easily browsed from the index on your device (or printed). Navigate to the [Arizona Candidate Handbook](#). Click on the Arizona Candidate Handbook under the Candidate Column.

- ARIZONA CANDIDATE HANDBOOKS CAN ONLY BE ORDERED IN BUNDLES OF 25.
- THE SHIPPING AND HANDLING COST IS \$50 PER BUNDLE.
- The shipping and handling cost is NON-REFUNDABLE.

Allow at least three weeks to allow your order to be processed and shipped via USPS media mail.

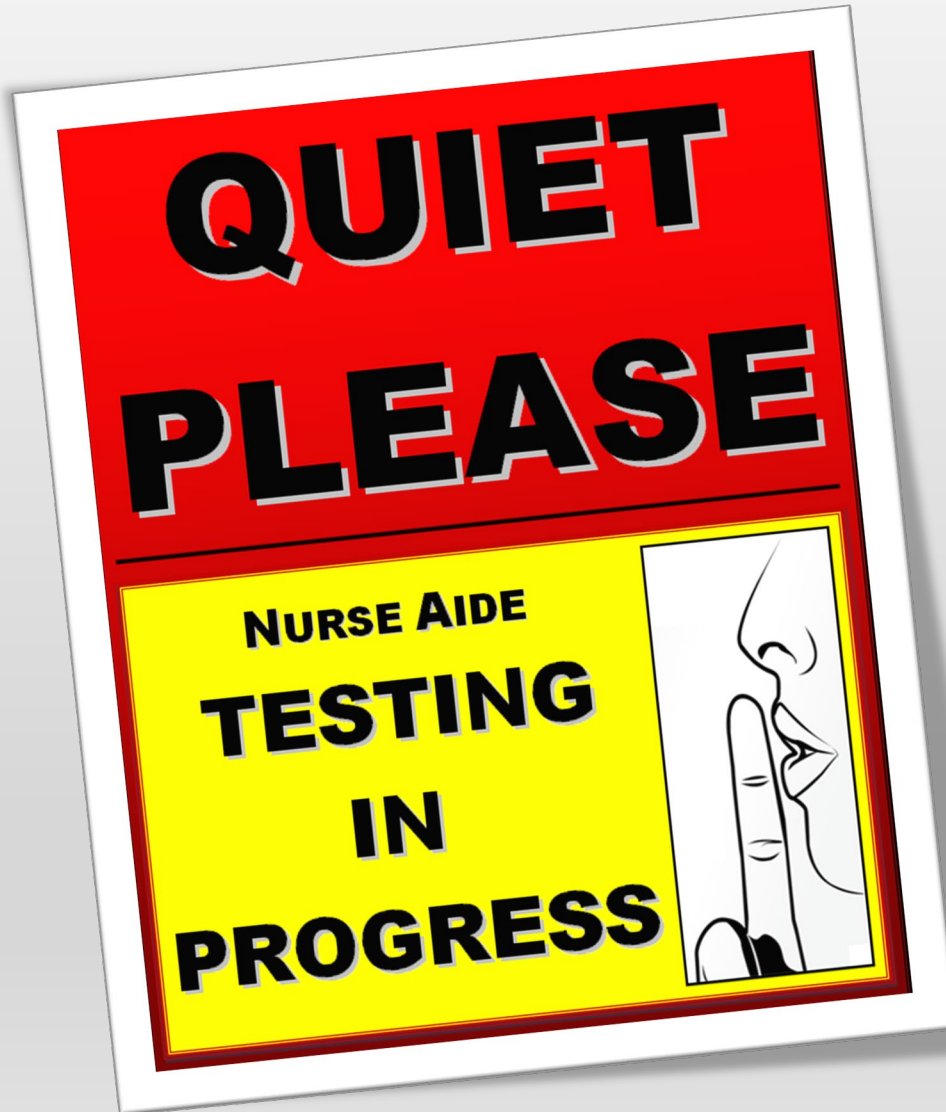
NUMBER OF BUNDLES OF ARIZONA NA CANDIDATE HANDBOOKS REQUESTED (Only available in bundles of 25 for \$50 shipping and handling each bundle)

# Testing Information and Materials

## Items Used and Seen at a Test Event

*(for candidates to be familiar with)*

# Quiet Sign

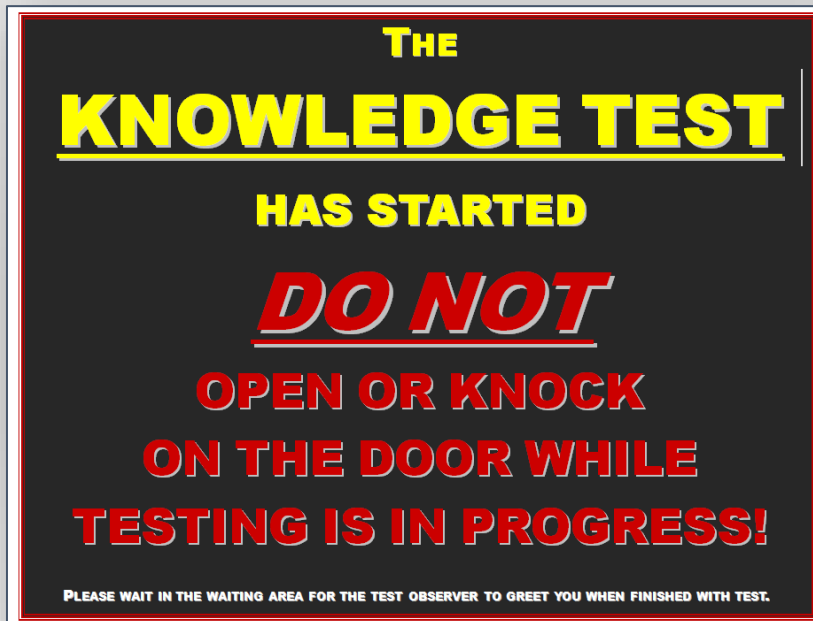


- ❖ Quiet signs will be posted in the testing area.
- ❖ Candidates need to be mindful while in the waiting area to keep the noise level to a minimum for those in the testing rooms.



# Knowledge & Skills Tests Have Started

- ❖ Testing has started signs will be posted on the knowledge test room and skills test room doors when the door is closed and the tests are started.
- ❖ If candidates see these signs on the closed doors, they are **not** to interrupt the test event in progress!





# Relaxation Area

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



Relaxation  
Area

# Recording Form

If a candidate has a recording (measurement) task:

- ❖ RN Test Observer will print the candidate's name on the top of the recording form.
- ❖ Candidates will be asked to sign the recording form (if they have a task requiring measurements) during the equipment/supplies demonstration.
- ❖ Candidates can take the recording form (on the clipboard) anywhere in the testing room as needed.
- ❖ RN Test Observers cannot remind or cue candidates to write their recordings on the recording form.

Candidate's Name: _____	
PLEASE PRINT	
PULSE: _____ <i>beats</i>	RESPIRATIONS: _____ <i>breaths</i>
BLOOD PRESSURE: _____ / _____	
URINARY OUTPUT: _____ ml	
GLASS 1: _____	FOOD INTAKE: _____ %
GLASS 2: _____	
TOTAL FLUID INTAKE: _____ ml	
Candidate's Signature: _____	

# Resident Diet Card

- ❖ The Diet Card will have the Actor's name on it.
- ❖ The actual fluids and food being offered will be written on the card.
- ❖ This Diet Card is provided to and used by all testing teams:

<b>RESIDENT NAME:</b>	<u>Mrs. Smith</u>
<b>RESIDENT ROOM:</b>	<u>101</u>
<b>FOOD &amp; DRINKS:</b>	
Pudding	
Water	
Juice	

# Styles of Anti-Embolic Stockings

During the equipment and supplies demonstration, any candidate who has the 'Applying an Anti-embolic Stocking Task' as one of their tasks will be shown:

- the type of stocking they will be putting on the Actor from this reference sheet
- where the heel is on the stocking

## STYLES OF ANTI-EMBOLIC STOCKINGS

**STOCKING TYPE 1 – BOTTOM OPENING**



**STOCKING TYPE 2 – TOP OPENING**



**STOCKING TYPE 3 – OPEN TOED**



**STOCKING TYPE 4 – CLOSE TOED**



# Knowledge & Skill Test Instructions

## See the Knowledge and Skill Test Instructions under 'The Knowledge Exam' and 'The Skills Exam'

ARIZONA NURSE AIDE (SIXTY (60) MINUTE VERSION)
<b>WebETest® Knowledge Test Instructions</b>
These instructions are to be placed in the common area so all candidates have an opportunity to read these instructions before going into the electronic knowledge test area.
<b>A laminated copy is to be placed by each knowledge test station, so the candidate may refer back to these directions during their knowledge test.</b>
You are not allowed to leave the Knowledge testing area/room until finished with your Knowledge test. If needed, please remember to use the restroom before entering the testing room.
Cell phones, smart watches, fitness monitors, blue-tooth connected and any other electronic devices <b>MUST BE TURNED OFF</b> (not on vibrate or mute) during Knowledge testing.
Usage of cell phones, smart watch, fitness monitors, blue-tooth connected or any other electronic devices (tablet, laptop, i-pod, etc.) are not allowed in the testing areas and these items are not allowed to be near or on your person (in pockets, on wrist, etc.) during testing. Any personal belongings (purse, water bottles, bags, cell phones, smart watches, fitness monitors, laptops, tablets etc.) need to be placed in the designated area inside the testing room. Devices and personal belongings may be collected when you leave the test area after completing an exam component.
Anyone using a cell phone, smart watch, fitness monitor, blue-tooth connected or any other electronic device (texting/google searching/etc.) during testing will be asked to leave the test site, will forfeit all testing fees, will have their test scored as a failed test and will be reported to the their training program and AZBN.
The Knowledge Test Proctor (KTP) will ask you if you have any questions before your Knowledge Test is started.
There will be <b>75 questions</b> presented to you, one at a time, on the computer screen. You will have a maximum of <b>60 minutes</b> to select answer A, B, C or D for each of the 75 questions. The KTP will announce when there are 15 minutes remaining.
If needed, you may do math calculations on scratch paper provided to you by the KTP. If you need a calculator, please quietly alert the Knowledge Test Proctor and one will be provided.
<b>Any scratch paper and/or provided calculator must be left with the KTP when done testing.</b>
If you have any issues with the computer, please quietly alert the Knowledge Test Proctor (KTP).
When you believe you are finished with your exam, double check all your answers. Then quietly alert the KTP that you are finished. The KTP <b>MUST COME TO YOU</b> and make sure all questions are answered and then log you out of the exam.
<b>DO NOT PRESS THE "STOP EXAM" BUTTON AT ANY TIME!</b> <i>The KTP must assist you with stopping the test.</i>
Once the test is stopped, the KTP will collect all testing materials and direct you to your next area. All testing materials must remain in the test area at all times.
Pick up any of your personal belongings as you exit the room quietly.

ARIZONA NURSE AIDE
<b>Skill Test Instructions</b>
<b>These instructions are to be placed in the waiting/sign in area so all candidates have an opportunity to read these instructions before going to the skill test portion their exam.</b>
You are not allowed to leave the Skill Testing Area/Room until finished with your Skill test. If needed, please remember to use the restroom before entering the testing room.
Cell phones, smart watches, fitness monitors, blue-tooth connected and any other electronic devices <b>MUST BE TURNED OFF</b> (not on vibrate or mute) during Skill testing.
Usage of cell phones, smart watch, fitness monitors, blue-tooth connected or any other electronic devices (tablet, laptop, i-pod, etc.) are not allowed in the testing areas and these items are not allowed to be near or on your person (in pockets, on wrist, etc.) during testing. Any personal belongings (purse, water bottles, bags, cell phones, smart watches, fitness monitors, laptops, tablets etc.) need to be placed in the designated area inside the testing room. Devices and personal belongings may be collected when you leave the test area after completing an exam component.
Anyone using a cell phone, smart watch, fitness monitor, blue-tooth connected or any other electronic device (texting/google searching/etc.) during testing will be asked to leave the test site, will forfeit all testing fees, will have their test scored as a failed test and will be reported to the their training program and AZBN.
<b>WELCOME TO YOUR SKILL TEST</b>
The RN Test Observer (TO) does not decide whether or not you pass or fail. The TO only observes and records the steps s(he) sees you demonstrate. D&SDT-HEADMASTER staff in Helena, Montana, scores your test when the TO submits it for scoring.
<ul style="list-style-type: none"><li>• The first thing the TO will do when you enter the skill test area is show you the designated area to place your personal belongings, cell phone (turned off), etc.</li><li>• Then the TO will show you where the relaxation area is located.</li><li>• You will be asked to show your ID as a double check to ensure the TO has your personalized skill test.</li><li>• The TO will sit beside you and ask you if you have any questions about these instructions.</li><li>• The next thing the TO will do is tell you the tasks you will demonstrate.</li><li>• Then the TO will show you the location of the supplies you will need for your tasks and will demonstrate the equipment you will use for your assigned tasks. You will have an opportunity to ask the TO any questions you may have during the equipment demonstration.</li><li>• The TO will read your first scenario to you and will start the timers when you begin your first demonstration.</li><li>• You will have <b>35 minutes</b> to complete your assigned skill tasks.</li><li>• Each of your skill tasks has a scenario. The TO will read one scenario at a time to you. As soon as you understand the scenario, please actually perform and demonstrate the task.</li><li>• At the beginning of your first task, you may use hand sanitizer.</li><li>• When appropriate, toward the end of your first task, you must actually correctly wash your hands with soap and water.</li><li>• During the demonstration of your other tasks, when appropriate, you may use hand sanitizer instead of actually washing your hands with soap and water.</li><li>• Steps that are only verbalized <b>do not count</b>.</li><li>• At anytime, before you run out of time, you may:<ul style="list-style-type: none"><li>• Ask the TO to reread any scenario.</li><li>• Correct any step on any task you believe you did incorrectly.<ul style="list-style-type: none"><li>• To make a correction, you must tell the TO the specific task and what step(s) you will re-demonstrate.</li></ul></li></ul></li><li>• You may use any equipment necessary. You may move equipment as needed to accomplish your tasks.</li><li>• When finished with each task, verbally tell the TO you are finished and return to the relaxation area.</li><li>• Two timers will be set when you begin your skill test. The first timer will sound when 15 minutes remain and the second timer will sound when all 35 minutes have elapsed.</li><li>• The Test Observer will read your first scenario to you and will start the timers when you begin your first demonstration.</li></ul>

# The Knowledge Exam

# Knowledge Test Content

Each Knowledge Exam meets the requirements of the approved Arizona State Test Plan and consists of the same number of questions from each category as approved by the Arizona State Board of Nursing and the Test Advisory Panel. The knowledge exam questions are written at a 6<sup>th</sup> grade reading level.

SUBJECT AREA	NUMBER OF QUESTIONS	SUBJECT AREA	NUMBER OF QUESTIONS
Basic Nursing Skills	9	Mental Health	4
Care Impaired	4	Older Adult Growth & Development	4
Communication	7	Personal Care	9
Data Collection	6	Resident's Rights	6
Disease Process	4	Role and Responsibility	7
Infection Control	8	Safety	7

# Knowledge Test Content – Subject Areas

**Basic Nursing Skills:** Questions concerning any act or activity that would be considered a basic skill necessary to perform the job of a CNA.

**Care Impaired:** Questions concerning dealing with residents that are limited either physically or mentally from receiving “standard” care. CNA’s must perform more extensively or differently to accommodate these residents.

**Communication:** Questions concerning any type of communication, verbal and nonverbal, written, spoken or any communication related to hearing, seeing, feeling, tasting or smelling.

**Data Collection:** Questions concern data acquisition, handling and routing.

**Disease Process:** Questions concerning the stages of diseases and/or the theory of diseases and the detection, prevention or treatment of diseases.

**Infection Control:** Questions concerning the nature of infections, infection causes and prevention and correct methods and procedures for dealing with infection.

**Mental Health:** Questions concerning the mental processes of residents, the signs and stages of mental states of residents both normal and care impaired or the mental well-being and interaction of the CNA and their co-workers.

**Aging process and Restorative Care:** Questions concerning the process and progression of humans becoming what they will be as they move along the time line of their lives and the maintenance of physical, mental and psychosocial function.

**Personal Care:** Questions concerning activities or acts performed by the CNA for or to residents that are personal in nature.

**Resident Rights:** Questions concerning the rights to which the residents are legally entitled and the facility and CNA role in ensuring those rights.

**Role and Responsibility:** Questions concerning any act or activity that would be considered part of the basic role of the CNA in the workplace or a basic responsibility of a CNA in the workplace.

**Safety:** Questions concerning safety of residents, CNA’s, facility safety issues and safety of facility personnel in general.



# Role of the Knowledge Test Proctor (KTP)

- ❖ Knowledge Test Proctors must recheck candidate ID's as candidates rotate into the knowledge test before logging candidates into their exam.
- ❖ The KTP will ask the candidates if they have any questions regarding the Knowledge Test Instructions they read in the waiting area, specifically:
  - “Do you understand the knowledge test is timed?”
  - “Do you know you will have sixty (60) minutes to complete the test?”
  - “Do you understand that you may not have any form of electronic device on your person while taking the knowledge test?”
- ❖ Knowledge Test Proctors are responsible for monitoring the knowledge portion of the exam to guard against cheating.

# The Knowledge Exam

- ❖ Copies of the Knowledge Test Instructions will be placed between the work stations for candidates to refer to during testing.
- ❖ Candidates have **60 minutes** to complete **75 questions**.
- ❖ Candidates will be given a 15 minute warning when 45 minutes have elapsed.

# The Audio Knowledge Exam

*(oral version)*

- ❖ If a candidate has requested and paid for an AUDIO (oral) version of the knowledge exam:
  - They will be informed that **only the first 63 questions will be read orally.**
  - The remaining 12 questions have to be answered without oral assistance to assess the candidate's English reading comprehension.
- ❖ Candidates will listen to the questions read to them through headphones/earbuds connected to computer speakers.
- ❖ Candidates will have the questions and answers on the computer screen to read along with.

***An AUDIO (oral version) is not an ADA (accommodation request), any candidate may request an AUDIO version of the knowledge exam.***

# Knowledge Test Instructions

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

## Candidate Forms

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

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

ARIZONA NURSE AIDE (SIXTY (60) MINUTE VERSION)

## WebETest© Knowledge Test Instructions

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

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

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

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

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

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

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

There will be **75 questions** presented to you, one at a time, on the computer screen. You will have a maximum of **60 minutes** to select answer A, B, C or D for each of the 75 questions. The KTP will announce when there are 15 minutes remaining.

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

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

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

**DO NOT PRESS THE "STOP EXAM" BUTTON AT ANY TIME!**  
*The KTP must assist you with stopping the test.*

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

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

# The Skills Exam

# Role of the RN Test Observer

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

# Role of the Actor

- ❖ Actors must remain test neutral and not impact the test in any way.
- ❖ Actors are not to start or engage in a conversation with candidates.
- ❖ Actors cannot answer any questions that would impact the test with anything other than:
  - **“Whatever you think”** – putting the action needed back on the candidate.
    - *Example: In the Feeding Task, “Is the head of your bed high enough?” The Actor will answer “whatever you think” as it is a step in the Candidate Handbook that the candidate is to raise the head of the bed to at least 45 degrees.*
- ❖ Actors must provide the exact same simulation for every candidate.

# Skill Test Instructions

❖ When candidates check-in for their test event, they will be directed to read the Skill Test Instructions provided in the waiting area.

❖ They may also listen to an audio version of the instructions by clicking on the link available on the Arizona webpage at:  
[www.hdmaster.com](http://www.hdmaster.com)

## Candidate Forms

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

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

## Skill Test Instructions

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

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

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

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

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

### WELCOME TO YOUR SKILL TEST

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

- The first thing the TO will do when you enter the skill test area is show you the designated area to place your personal belongings, cell phone (turned off), etc.
- Then the TO will show you where the relaxation area is located.
- You will be asked to show your ID as a double check to ensure the TO has your personalized skill test.
- The TO will sit beside you and ask you if you have any questions about these instructions.
- The next thing the TO will do is tell you the tasks you will demonstrate.
- Then the TO will show you the location of the supplies you will need for your tasks and will demonstrate the equipment you will use for your assigned tasks. You will have an opportunity to ask the TO any questions you may have during the equipment demonstration.
- The TO will read your first scenario to you and will start the timers when you begin your first demonstration.
- You will have **35 minutes** to complete your assigned skill tasks.
- Each of your skill tasks has a scenario. The TO will read **one scenario at a time** to you. As soon as you understand the scenario, please actually perform and demonstrate the task.
- At the beginning of your first task, you may use hand sanitizer.
- **When appropriate, toward the end of your first task, you must actually correctly wash your hands with soap and water.**
- During the demonstration of your other tasks, when appropriate, you may use hand sanitizer instead of actually washing your hands with soap and water.
- **Steps that are only verbalized do not count.**
- At anytime, before you run out of time, you may:
  - Ask the TO to **reread** any scenario.
  - Correct any step on any task you believe you did incorrectly.
    - ◆ To make a correction, you must tell the TO the specific task and what step(s) you will **re-demonstrate**.
- You may use any equipment necessary. You may move equipment as needed to accomplish your tasks.
- When finished with each task, verbally tell the TO you are finished and return to the relaxation area.
- Two timers will be set when you begin your skill test. The first timer will sound when 15 minutes remain and the second timer will sound when all 35 minutes have elapsed.
- The Test Observer will read your first scenario to you and will start the timers when you begin your first demonstration.



# The Skills Exam

- ❖ Candidates are allowed **35 minutes** to demonstrate 3 or 4 tasks.
  - First task will be one of the four mandatory tasks with hand washing required:
    - CATHETER CARE – EMPTYING A URINARY DRAINAGE BAG WITH REQUIRED HAND WASHING [DEMONSTRATED ON A MANIKIN]
    - DONNING AN ISOLATION GOWN AND GLOVES – BEDPAN AND OUTPUT WITH REQUIRED HAND WASHING
    - PERINEAL CARE OF A FEMALE WITH REQUIRED HAND WASHING [DEMONSTRATED ON A MANIKIN]
    - PERINEAL CARE OF A MALE WITH CHANGING A SOILED BRIEF AND REQUIRED HAND WASHING [DEMONSTRATED ON A MANIKIN]
- ❖ RN Test Observers will read a scenario to the candidate at the beginning of each task.
  - Candidates can request to have a scenario re-read to them at any time and as many times as needed.

# The Skills Exam

- ❖ Two timers (or one multiple timer) will be set when the candidate starts their skill test (after the first mandatory task scenario is read):
  - One set to alarm at 20 minutes – warning that 15 minutes remain
  - One set to alarm at 35 minutes – time up (candidate not allowed to complete any steps remaining)
- ❖ Candidates can make corrections to any step they feel they did incorrectly at any time during their exam within their 35 minute time frame:
  - Candidates need to tell the RN Test Observer the specific task and step(s) they are correcting.
  - Candidates must actually demonstrate the correction(s), i.e.:
    - Candidate tells the RN Test Observer they missed locking the bed brakes in the ambulation task-
      - ✓ Candidate must actually lock the bed brakes and then the correction is made and noted by the RN Test Observer.

# The Skills Exam

❖ Steps that are only verbalized **DO NOT COUNT!**

- All steps must be demonstrated to receive credit.

❖ Steps are not order dependent unless the step specifically states something must be done “\*BEFORE” or “\*AFTER”:

- Candidates can perform the steps in whatever order flows for them, or how you have trained them to complete the steps with the \*EXCEPTION:
  - If a step states something must be done **BEFORE** or **AFTER**, then the candidate must demonstrate that step exactly as stated.
    - *Example: Candidate must remove gloves BEFORE gown.*

# The Skills Exam

## *What to Expect:*

❖ Candidates will sit in the relaxation area with the RN Test Observer when they enter the skills test room:

- They will be asked to show their ID to the RN Test Observer.
- They will be asked if they have any questions regarding the instructions they read before they came into the skill test room. Specifically:

"Do you understand that you can ask me to reread any scenario at any time?"

"Do you know that you can correct anything you think you demonstrated incorrectly, at any time?"

- They will be told the tasks they are to demonstrate.
- They will be shown the equipment/supplies location and demonstrated the equipment they will be using for their 3 or 4 tasks only.
- They will be asked if they have any questions.
- The first scenario will be read.
- The timers will be set when the candidate moves to start their first task.

# The Skills Exam

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

## **CLOSURES WHEN FINISHED WITH SKILL TEST:**

**If time is remaining** (candidate completed in less than 35 minutes) say:

- “You have \_\_\_\_ minutes remaining. You have just completed the tasks of \_\_\_\_, \_\_\_\_, \_\_\_\_, and/or \_\_\_\_\_. (Read the tasks assigned.) Are you finished?” When you get the “yes”, say “Thank you for coming.”
  - Direct the candidate to the holding area if s(he) needs to take a knowledge exam, or if finished with her/his exams s(he) is free to leave the testing site. (Let candidate know Exit Survey information in box below.)

**When time is up** and the 35 minute audible buzzer sounds, say:

- “Your allotted time has elapsed. Thank you for showing us your skill demonstrations today.”
  - Direct the candidate to the holding area if s(he) needs to take a knowledge exam, or if finished with his/her exams s(he) is free to leave the testing site. (Let candidate know Exit Survey information in box below.)

# The Skills Exam:

## Equipment/Supplies Demonstration

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

# The Skills Exam:

## Equipment/Supplies Demonstration

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



# The Skills Exam: Equipment/Supplies Demonstration

## ❖ Candidates will be shown:

- How to lock the bed and wheelchair (if used) brakes
  - Brakes must be fully engaged on the bed and both wheelchair brakes must be locked
- Bed Controls
  - The RN Test Observer will show the candidate how to raise and lower the bed and head of the bed as well as how to operate the side rail controls
- Shown where the hand washing sink is
  - Where soap and paper towels are located
- The RN Test Observer will also point out where other equipment is throughout the testing room
  - Garbage cans
  - Linen hampers
  - Privacy curtain and how to pull it



# **Training Tools to Help Prepare Candidates for Testing**

# Mock Skills

## **Ambulation with a Walker using a Gait Belt**

(ASSISTING RESIDENT TO AMBULATE AT LEAST 10 STEPS WITH A WALKER USING A GAIT BELT)

	Greets resident by name.	
	Performs hand hygiene. a. Covers all surfaces of hands with hand sanitizer. b. Rubs hands together until hands are completely dry.	
	Introduces self by name.	
	Explains procedure to resident.	
	<b>Locks bed brakes to ensure resident's safety.</b>	
	<b>Locks wheelchair brakes to ensure resident's safety.</b>	
	Brings resident to sitting position.	
	Places gait belt around waist to stabilize trunk.	
	Tightens gait belt.	
	Checks gait belt by slipping fingers between gait belt and resident.	
	Assists resident to put on non-skid slippers/shoes. <i>(No non-skid socks)</i>	
	Ensures resident's feet are flat on the floor. <i>(If needed, may assist resident to scoot to the edge of the bed.)</i>	
	Positions walker in front of resident.	
	Assists resident to stand and ensures resident has stabilized walker.	
	Positions self behind and slightly to side of resident.	
	Ambulates resident at least 10 steps to the wheelchair.	
	Assists resident to turn and sit in wheelchair, using correct body mechanics.	
	Removes gait belt.	
	Performs hand hygiene. a. Covers all surfaces of hands with hand sanitizer. b. Rubs hands together until hands are completely dry.	
	Places resident within easy reach of the call light or signaling device and water.	
	Maintains respectful, courteous interpersonal interactions at all times.	

## Arizona Mock Skills

For Testing Effective: February 1, 2023

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

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

## PRACTICE EXAMS

**Practice Exams can be purchased by clicking [here](#).**

- The cost is as follows:

If you have any questions regarding Practice Exams,  
please call D&SDT-Headmaster at (800)393-8664

Test Status: Sample test.  
Pin Number: Not Required  
Series ID: Not Required

[Next Item](#)

[Help](#)

**Stop the exam**

- ☐ a. Tears
- ☐ b. White blood cells
- ☐ c. Eyelashes
- ☐ d. Teeth

Questions Remaining: 1-10.

Test Status: Sample test.  
Pin Number: Not Required  
Series ID: Not Required

[Next Item](#)



**Stop the exam**

**Keywords:** *Self-esteem, self-esteem threat, self-esteem threat sensitivity, self-esteem threat sensitivity scale, self-esteem threat sensitivity scale-2*

☐ a. anus

☐ b. ileum

☐ c. colon

☐ d. jejunum

Questions Remaining: 2-11.

Test Status: Sample test.  
Pin Number: Not Required.  
Series ID: Not Required.

[Next Item](#)

**Stop the exam**

Remember, you cannot move to the next item until you answer this one correctly. We tipped you up here.

☒ b. ileum

Questions Remaining: 3-11.

If you answer correctly, you will move on to the next question.

If you answer incorrectly, you will not move on to the next question until you select the correct answer.

# Knowledge Practice Exam Information

**On-Line CNA Practice Exams**

#1. Which of the following is NOT a normal body defense

- a. Tears
- b. White blood cells
- c. Eyelashes
- d. Teeth

Questions Remaining: 1-25

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**NOW AVAILABLE!  
Med Aide Practice Exams!**

Order an individual test or set up a group testing account.

Complete an exam from an individual membership.

Begin or complete an exam from a group account.

D&S Diversified Technologies LLP  
Headmaster LLP

Order CNA/STNA Practice Exam(s)

SSL Secured Transaction  
We MUST have your name to provide service.

Submit Registration Reset Fields Help

First Middle Last     
Address   
City ST Zip     
Email Address

Which Test?  Nationwide  
How Many?  One (1) Test \$8.95


Group Account? ☐ Check this box if you wish more than one individual to be able to use the assigned group pin number. You will only be issued one group pin number and a range of series IDs, each of which along with the group pin number, will give an individual access to a unique exam.

Group accounts and individuals should record the **pin number** displayed above every question as it will be required to either complete an unfinished exam or to begin another exam from a series.

☐ I have read the [terms of service agreement](#) and will abide by the terms and conditions therein. In addition, I accept that these practice exams are only available on-line and I will not receive a copy of the exam, nor will I be able to print out the exam.

**Please Note:** These practice exams are only available on-line. You will not receive a copy of the exam, nor will you be able to print out the exam.

**Credit Card**

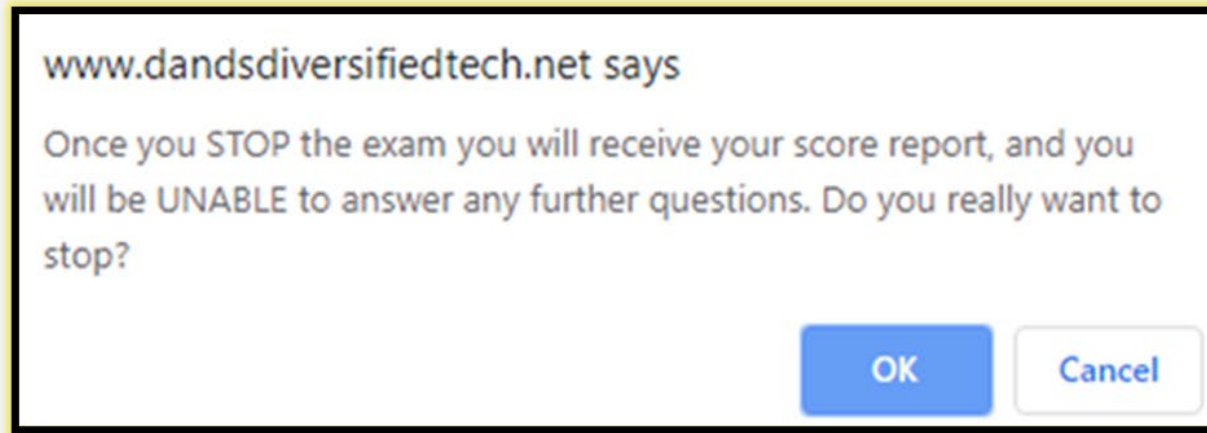
  
Credit Card or Debit Card #   
Exp. Date  mm/yyyy  
Amount  8.95

Purchased on the main Headmaster webpage at:  
[www.hdmaster.com](http://www.hdmaster.com)

Choose **ARIZONA** for “which test?”

Record the **PIN NUMBER**, which is displayed above every question as it will be required to complete an unfinished exam.

# Knowledge Practice Exam Information



- ❖ Practice Exams do not expire
- ❖ Just click on the **X** in the upper right hand corner of your screen to exit the practice exam
- ❖ Log back in using PIN# to continue
- ❗ **Do not click on STOP the exam if you are not finished with the exam**
- ❗ **This screen will pop up and you have to click OK to continue (read warning) or CANCEL**
- ❗ **Click CANCEL if not finished with exam**
  - *If not finished with exam, and you click OK, you will be unable to answer any further questions and the exam is deleted (not available any more)*
- ❖ When done with exam (*all questions are answered*), click on STOP the exam, then click OK and you will get your Score Report
  - You will receive a score based on your first answers and vocabulary words

# Skill Tasks Videos

To access the Arizona Skills videos, go to: **az.nurseaidevideos.com**

Email is: **hdmaster@hdmaster.com**

Password is: **demodemo**

Arizona  
Nurse Aide Videos

Email

hdmaster@hdmaster.com

Password

.....

Login



# Skill Tasks Videos

Click on the video to view →

- ❖ Please note: The skill task videos are offered as guidelines to help prepare candidates for the Arizona nurse aide skill test and the steps, demonstrated as listed in the Candidate Handbook, are not intended to be used to provide complete care that would be all inclusive of best care practiced in an actual work setting

Arizona  
Nurse Aide Videos

Videos

### All Videos

Perineal Care of a Female with Hand Washing

Task steps 48

Perineal Care of a Male and Changing a Soiled Brief with Hand Washing

Task steps 51

Ambulation with a Walker using a Gait Belt

Task steps 18

Applying an Anti-Emboic Stocking to One Leg

Task steps 12

Bed Bath- Whole Face and One Arm, Hand and Underarm

Task steps 21

Blood Pressure

Task steps 19

Denture Care

Task steps 18

Dressing a Bedridden Resident

Task steps 15

Feeding a Dependent Resident

Task steps 21

Mouth Care—Brushing Teeth

Task steps 22

Mouth Care of Comatose Resident

Task steps 15

Making an Occupied Bed

Task steps 33

Position Resident on Side

Task steps 18

Range of Motion for Hip & Knee

Task steps 19

Range of Motion for Shoulder

Task steps 18

Catheter Care and Emptying a Urinary Drainage Bag with Hand Washing

Task steps 46

Donning an Isolation Gown and Gloves, Bedpan and Output with Hand Washing

Task steps 52

VITAL SIGNS: COUNT AND RECORD RESIDENT'S RADIAL PULSE AND RESPIRATIONS, THEN PIVOT-TRANSFER A WEIGHT BEARING, NONAMBULATORY RESIDENT FROM BED TO WHEELCHAIR USING A GAIT BELT

Task steps 27

VITAL SIGNS: COUNT AND RECORD RESIDENT'S RADIAL PULSE AND RESPIRATIONS, THEN PIVOT-TRANSFER A WEIGHT BEARING, NONAMBULATORY RESIDENT FROM WHEELCHAIR TO BED USING A GAIT BELT

Task steps 27

# Skill Tasks Videos

or.nurseaidevideos.com/skills/1



## Steps

1. Knock on door.
2. Perform hand hygiene:
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Hands rubbed together until hands are completely dry.



# Understanding Test Results

# Test Results

## CANDIDATE ON-LINE TEST RESULTS

D&S Diversified Technologies - Score Report Login

**Headmaster LLP**

PO Box 8088  
Yuma, UT 84004-8088  
Phone: (888) 333-8884  
Fax: (408) 442-3337  
Arizona CNA  
Score Report Login

**Directions:**  
To receive your online score report you must complete the fields as indicated below using the **required format**. If you are certain that you have completed the fields correctly, and you do not receive a score report, it is likely that your tests have not been scored. Electronic tests require 1 day for official scoring, while paper tests require 1 to 4 days depending on mail service. If you do not receive a score report, please relogin at a later date and submit your request.

**Important Note:** Scores will be available after 6:00 PM mountain time on the day they are scored (electronic tests are scored the next business day and paper tests scored within 3-5 business days after testing).

**Required Login Fields:**

Please enter your social security # or test ID:

Please enter the test date:

Please enter your birthdate:

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**Candidates will enter their: SOCIAL SECURITY NUMBER (OR TEST ID#), TEST DATE AND BIRTHDATE AS SHOWN ABOVE - THEN CLICK ON SUBMIT SCORE REPORT REQUEST**

### ON-LINE TEST RESULTS



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

CANDIDATE NAME  
ADDRESS  
YUMA, AZ

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

#### Knowledge Exam Results

On May 01, 2011 you passed your knowledge exam with an overall exam score of 81%. You must receive an overall score of 75% to pass the knowledge exam. The following diagnostic profile represents your overall knowledge exam performance. It is best to study the content areas where performance was weaker, especially those areas that make up higher percentages of the entire test as outlined in your candidate handbook.

	Weaker	Stronger
Safety	*****	*****
Communication	*****	*****
Infection Control	*****	*****
Resident Rights	*****	*****
Data Collection	*****	*****
Basic Nursing Skills	*****	*****
Role / Responsibility	*****	*****
Disease Process	*****	*****
Mental Health	*****	*****
Personal Care	*****	*****
Care Impaired	*****	*****
Older Adult Growth and Development	*****	*****
The following list contains words or phrases that were the subject of the questions you missed on your exam. communication, dying, gerontology, Alzheimer's, seizure, HIPAA, nursing assistant's role, tubing, hair care, cardiopulmonary resuscitation, pathogens, rights, <del>resuscitation</del> , fluid intake, bed cradle.		

#### Skill Exam Results

You have failed your skill exam.

Your skill exam on May 01, 2011 was comprised of the following tasks, and you must pass all four to pass the exam.

FAILED: Bedpan and Output

PASSED: Transfer Bed to WC using Gait Belt

PASSED: Mouth Care

FAILED: Blood Pressure

The following is a list of every missed or incomplete step on each task of your skill exam:

TASK: Bedpan and Output

Washes hands: Rubs hands together using friction

Washes hands: Rubs hands together for at least twenty seconds

Washes hands: Dries hands on clean paper towel(s)

Washes hands: Turns off faucet with a clean dry paper towel

Washes hands: Discards paper towels to trash container

Washes hands: Does not ~~recontaminate~~ hands by touching faucet or sink during/after procedure

TASK: Mouth Care

Dries emesis basin.

TASK: Blood Pressure

Candidate's recorded systolic blood pressure is within mmHg of the I.O's.

## KNOWLEDGE EXAM:

- ❖ Percentages of how candidate performed in each Subject Area (number of questions in each Subject Area can be found in the Candidate Handbook).
- ❖ Vocabulary words to help direct candidate to areas to review before retesting.

## SKILLS EXAM:

- ❖ Lists Manual Skill Task(s) failed.
- ❖ Lists Skill Exam incomplete steps (missed steps).

**To help candidates better understand what was missed, candidates are encouraged to call D&SDT-Headmaster to discuss test results to prepare the candidate for a successful retake.**

## Test Results: Test Review Process

Candidates may request a review of their test results if they disagree with the outcome of their exam. However, we strongly recommend they call us to go over any skill task steps about which they are concerned. We can discuss their results with them prior to them committing to making the \$25.00 payment for an official test review. Often, once they have more details about the scoring of the exam they understand the scoring process better and do not choose to dispute their test results. If they are still concerned about their test results and wish to submit a Test Review Request:

- ❖ They must fill out the Test Review Request and Payment Form 1403 from our home page at [www.hdmaster.com](http://www.hdmaster.com)
- ❖ They must include the \$25.00 Test Review payment on the form with a detailed explanation of why they believe they should have received credit for the steps they missed.
- ❖ **Their test review request must be submitted within 3 business days of official scoring of their exam date.**
- ❖ If the review results are in the candidate's favor, the payment will not be processed and they will receive a free retest.
- ❖ If the results are not in their favor, they will be charged the \$25 Test Review fee and need to pay the retake fees to take their next exam.
- ❖ In either case, the candidate will most probably need to retake the exam as qualification for certification as a Nursing Assistant is dependent upon successful demonstration of minimum competency of the knowledge and skill test exams.
- ❖ If a test candidate is over 18 years of age, Headmaster will only discuss the candidate's test results with the candidate. We will not discuss their results with an instructor, parent, spouse or other family member.

Upon receipt of a Test Review request, D&SDT-Headmaster will review the candidate's detailed recollection of their exam, knowledge test markings or skill exam recordings made at the time of the exam as well as any markings, notations and measurements made by the RN Test Observer. D&SDT-Headmaster will recheck the scoring of the candidate's exam and may contact the candidate or the RN Test Observer for any additional recollection of the candidate's exam.

# Other Valuable Information

# Important Information in the Candidate Handbook



- The following four slides highlight just a few sections of the Candidate Handbook.
- It is important that candidates receive and review the Candidate Handbook as it contains important information regarding testing policies, etc.
  - Failure to review the Candidate Handbook in full could result in a candidate not being allowed to test, being a no show for their test event and forfeiting their testing fees.

# Important Information from the Candidate Handbook

## ❖ REGARDING 'TEST CONFIRMATIONS':



### TEST CONFIRMATION

Your test confirmation will provide you with important information regarding where you are scheduled to test (date, time and address).

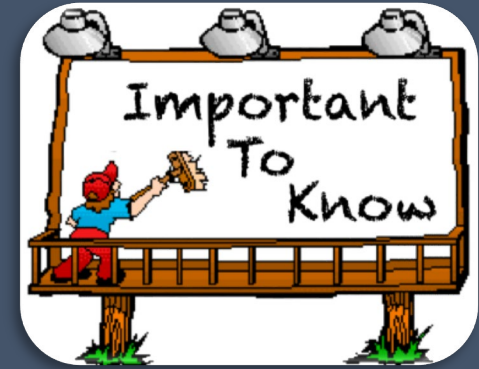
You can view your [confirmation notice](#) any time by logging into your WebETest® account with your secure Test ID# and Pin#. You should have received your Test ID# and Pin# from your training program, or you may call D&SDT-Headmaster at (800)393-8664 during regular business hours, Monday through Friday, 6:00AM to 6:00PM MST, excluding Holidays.

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

**Note:** Failure to read the candidate handbook could result in you not being allowed to test, being a No Show and forfeiting all testing fees paid for not adhering to the policies of testing, etc.

*D&SDT-Headmaster does not send postal mail test confirmation letters to candidates.*

# Important Information from the Candidate Handbook



## ❖ REGARDING 'EXAM CHECK-IN':

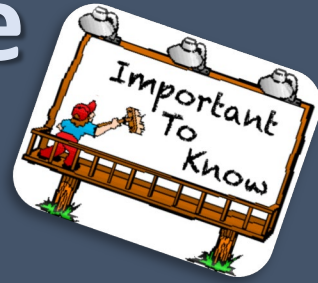
### Exam Check-In

You need to arrive at your confirmed test site between 20 to 30 minutes before your exam is scheduled to start.

- Testing begins promptly at the start time noted.
- You need to make sure you are at the event at least 20 minutes prior to the start time to allow time to get signed in with the RN Test Observer.
  - *For example:* if your test start time is 8:00AM – you need to be at the test site for check-in no later than 7:40AM.

**Note:** If you arrive late, you will not be allowed to test.

# Important Information from the Candidate Handbook



## ❖ REGARDING 'UNFORESEEN CIRCUMSTANCES POLICY':

### Unforeseen Circumstances Policy

If an exam date is cancelled due to an unforeseen circumstance, D&SDT-Headmaster staff will make every effort to contact you using the contact information (phone number/email) we have on file to reschedule you, for no charge, to a mutually agreed upon new test date.

Therefore, you must keep your contact information up to date in case we need to contact you (*\*see examples below for reasons we may not be able to contact you that you are responsible for.*)

If D&SDT-Headmaster is unable to reach you via phone call or email with the information in your record (*\*see examples below*) in the event of an unforeseen circumstance for a test event you are scheduled in to, 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/or keep updated.

- If D&SDT-Headmaster leaves you a message or emails you at the phone number or email in your record and:
  - you do not call us back in a timely manner
  - your phone number is disconnected/mail box 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



# Important Information from the Candidate Handbook



## ❖ REGARDING 'NO SHOW EXCEPTIONS':


### **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, a free reschedule will be authorized to the remitter of record 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 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 call, 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 call, fax or email and a doctor's note 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 one business day via phone call, fax or email and an obituary for **immediate family only** submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame you will have to pay as though you were a NO SHOW. (Immediate family includes parent, grand and great-grand parent, sibling, children, spouse or significant other.)

# Candidate Exit Survey

Honest feedback by candidates on the Exit Survey is greatly appreciated.



Arizona Exit Survey

Arizona Nurse Aide

Test Date and Location \*

Short answer text

- ❖ Candidates will have the opportunity to complete an Exit Survey when they receive their test results on-line in their records.
- ❖ There will be a link to the survey in the email sent to candidates letting them know their test results are available – and – there will be a link to the survey when they log in to their record to get their test results.
- ❖ These surveys are confidential and only viewed by D&SDT-Headmaster and AZBN staff.

# Important Reminder as Candidates Leave Training Programs

- ❖ Candidates have two years from completion of training to take their nurse aide competency exam.
- ❖ Remind candidates as they leave your training program to check the Arizona webpage for the most current updates to the Candidate Handbook:

[www.hdmaster.com](http://www.hdmaster.com) – click on Arizona CNA



## Contact Information

**Questions regarding:** testing process • test scheduling • eligibility to test  
..... **(800) 393-8664**

**Questions regarding:** obtaining information on official regulations and guidelines for nurse aides • updating your name or address on the Registry  
..... **(602) 771-7800**

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

PO Box 6609  
Helena, MT 59604-6609

Email: [arizona@hdmaster.com](mailto:arizona@hdmaster.com)

Web Site: [www.hdmaster.com](http://www.hdmaster.com)

Monday through Friday  
6:00AM – 6:00PM  
*Mountain Standard Time (MST)*

Phone #: (800) 393-8664  
Fax #: (406) 442-3357

***Arizona State Board of Nursing  
(AZBN)***

1740 W. Adams Street, Suite 2000  
Phoenix, AZ 85007-2607

Email: [Arizona@azbn.gov](mailto:Arizona@azbn.gov)

Web Site: [www.azbn.gov](http://www.azbn.gov)

Monday through Friday  
8:00AM – 5:00PM

Phone #: (602) 771-7800

# Arizona Instructor Workshop

*Version: September 2023 for testing effective February 1, 2023*

## Thank You!

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

