

DE Guidelines

D&SDT staff MUST direct any Media communications or questions through the DHSS.

Test Observers: (TO)

Independent Contractors contracting with and paid by D&S DT who are RN's and have one year of long term care experience.

Administer Tests at Fixed Test Sites by signing up for dates with D&S DT (Regional Pre -Scheduled type test schedule)

May agree to test dates with Flexible (In-facility type) test sites and then they will note that on their paperwork.

May use volunteer Actors (They MUST be Non-residents – not employed by or associated with the testing/training facility)

May use paid Actors

(Hired by TO, scheduled by TO, paid by TO and certified by the TO using a DHSS/D&S DT approved procedure)

May be an instructor of a training program but MAY NOT test his or her own students.

May NOT test CNA candidates associated with any Employer or Corporation they are employed by. (receive money from)

Testing Sites:

Fixed or Regional – Test dates published on a master test schedule and widely disseminated on form 1700DE 6 to 12 months in advance and also published on www.hdmaster.com.

Flexible – In facility Test dates scheduled by Instructor or Facility in concert with candidates and in agreement with a TO.

Master test schedule widely distributed on form 1700 DE and published at www.hdmaster.com

Candidates, or facilities/instructors on behalf of candidates, may request a 1st and 2nd choice for test dates on application form 1101. **Applications are scheduled on a first come, first serve basis.**

May be at any non-sanctioned site with a DHSS/D&S DT approved skills lab and equipment

Written Test Proctors (WTPs) and Actors:

No Test or Training Facility Residents may be used.

WTPs and Actors are paid by the TO, hired and trained by TO with DHSS/D&S DT approved training materials, and are scheduled by TO.

Volunteer WTPs or Actors may be used, but still must be properly trained and sign all documents. (Non-disclosure etc.)

WTPs and Actors May NOT be affiliated with the Test Site or Candidate's Training Program.

Note: If an Actor is currently or becomes a nurse aide student they will not be eligible to test for a period of six months.

Rescheduling/Cancellations/No Shows:

Tests may be rescheduled any time up to **three business days** before a scheduled test time. Reschedules must be requested from D&S DT and you will be charged a \$27 reschedule fee anytime from three business days to twenty-four hours prior to test time.

Nurse Aide candidates are entitled to one free reschedule per testing cycle if they contact D&S DT 3 days prior to test.

Tests may be cancelled any time **up to 24 business hours in writing** before a scheduled test time and qualify for a full refund minus a \$27.00 cancellation fee.

After 24 business hours prior to a scheduled test time a NO SHOW status will exist and new application forms 1101 and 1402, including a full test fee, must be submitted to D&S DT to secure a new test time.

Refund Policies:

Whoever submits payment to D&S DT may receive a partial refund for cancellations verified in writing 24 business hours before a scheduled test time. Cancellation refunds are based on the actual amount paid minus the cancellation fee of \$27.00.

In the case of a NO SHOW or less than 24 hour notice, if a signed Doctor notice is provided or other acceptable documented proof of an emergency for the reason of the NO SHOW, then the candidate may be entitled to a free reschedule.

In situations when D&S DT cancels tests for any reason, every effort will be made to reschedule a candidate to a test location and time mutually agreed to, in the shortest time possible, at no additional charge. D&S DT may also choose to test candidates for no charge on a case-by-case basis for a myriad of reasons.

Guidelines for emergency documentation

Tow Bills need to be in our office within 48 hours after the test date.

Doctors Excuses need to be in our office within five days after the test date.

Obituaries need to be in our office within 14 days after the test date.

(Obituaries need to be immediate family and candidates name needs to be included. If the candidates name is not in the obituary, the candidate must have the Funeral Director sign a letter stating they attended the funeral)