



SOUTH DAKOTA

Nurse Aide Test Observer Training Manual

Provided by Headmaster LLP
Updated July 2015

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February 2013

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SOUTH DAKOTA TEST OBSERVER

INFORMATION MANUAL FOR NURSE AIDE TESTING

Updated October 2014

COMPANY HISTORY:

Beginning in 1982—even before they filed as an official company—HEADMASTER founded distance learning with their EDUNET© software. They were spot lighted in the December 6, 1993 US News & World Report magazine as one of the companies *Pioneering the Electronic Frontier* and we tested our first nurse aide candidate as a result of one of the EDUNET© courses in 1988.

HEADMASTER was officially founded in 1985 by general partners Paul Dorrance and Ben Schmitt with their development of HEADMASTER© administrative software for schools, and GRADEMASTER© software for teachers, to efficiently manage the administration of transcripts, attendance, report cards, etc.

HEADMASTER has expanded and grown to include computer hardware sales, network consulting and setup as well as developing testing software for Mountain States Line Constructors, Certified Nurse aide testing, Lead Abatement Worker, Medication Aide, Facility Administrators, and Process Server testing. As the OBRA regulations were finalized and implemented, Certified Nurse aide testing began for the Montana Department of Health in 1991 using our TESTMASTER© software and LNA/STNA/NA tests. It seemed appropriate to the founding partners that their business name change to reflect the diversity of their services and thus became D&S Diversified Technologies, LLP & HEADMASTER, LLP.

HEADMASTER is currently approved for nurse aide testing in Montana, Iowa, North Dakota, South Dakota, Tennessee, New Hampshire, Oklahoma, Utah, Ohio, Arizona and Oregon. The company is fully staffed Monday through Friday from 8 am to 6pm Mountain time, to provide live and direct support for all aspects of the testing process. HEADMASTER recognizes each state's responsibility to implement federal OBRA regulations on the state level. Therefore, HEADMASTER provides a Certification Evaluation Program that regularly and continually adapts to individual needs of each state and offers a wide variety of testing options.

HEADMASTER supports regional or FIXED schedules that provide pre-scheduled test dates at various approved facilities for candidates to choose from at their convenience. HEADMASTER also supports in-facility or FLEXIBLE schedule testing for training programs so tests may be requested and administered by an approved Test Observer as soon as possible after training is completed on an "as needed" basis. HEADMASTER believes that by providing a variety of options and increasing the number of test sites and Test Observers, testing opportunities also increase, which speeds the certification process, decreases pressure within Federal time constraints for candidates to become certified and provides flexible work loads for Test Observers.

HEADMASTER significantly speeds the turn-around time between test administration and reporting results. HEADMASTER scoring teams correct tests the same day they are received back from test sites. Test results are available for release to the facility and the candidates after review from the South Dakota Health Care Association. HEADMASTER utilizes a paperless option made with its' WEBETEST© software. From the candidate application through test administration and correction, there is no paper used and the turnaround time is amazing!

HEADMASTER recognizes that nurse aide trainers and Test Observers are the critical link to ensuring the quality of nurse aide care made available in long-term care facilities. HEADMASTER welcomes all

suggestions from trainers, Test Observers, candidates and facilities regarding all content of testing materials and the entire test process at all times. Feedback is the backbone to the success of the test review process and Test Advisory Panels have been established to work as teams in each of our states to meet the individual and unique needs of their states.

HEADMASTER is headquartered in Helena, Montana. We also have an eastern region office located in Findlay, Ohio. Our Helena staff will support you and assist you when you have questions. The Helena office hours are Monday through Friday 8 am to 6 pm Mountain time. Our phone number is 800-393-8664.

BEFORE TEST DAY:

Test Observers are in charge of their test schedule. Candidates have been notified by their training program or test site telling them to show up 20-30 minutes prior to the start of their test time for check in. **NOTE: Both the Knowledge and Skill portion of the exam must be completed on the same day.**

- Make sure that for any candidate requesting an ADA accommodation that all forms have been sent to SDHCA and the accommodation has been approved by HEADMASTER before scheduling your candidate.

If you are printing out your skill task sheets instead of using a computer or tablet during testing, be sure to have the tests organized and ready to go the day before the test and keep them locked in a safe place accessible only by the Observer. **To help ensure test security, do not print the Administrators Report and skill task sheets more than ONE business day before the event.**

NOTE: Only the Test Observer, Knowledge Test Proctor, or Resident Actor may view and/or print off the test materials needed for the exam. Allowing access to the test materials by anyone else including, but not limited to, family members, administrative assistants, trainers at the test site, or any other person who has not been given permission directly from Headmaster and the State oversight agency for the certification examination is strictly prohibited. Test security is ultimately the responsibility of the Test Observer.

TEST DAY:

Test Observer/Knowledge Test Proctor and Resident Actor should report to the testing area at least *30 minutes prior to testing*.

- Check the Test Site prior to administering any tests to make sure *all equipment is available*.

<p style="text-align: center;">TAB 1 TEST SITE EQUIPMENT LIST</p>

- Post “*DO NOT DISTURB*” signs. Ensure the area is free from distractions, and that the area is only being used for testing.

- *CONTACT THE HEADMASTER OFFICE AT (800) 393-8664 IMMEDIATELY IF THE TEST SITE IS NOT ADEQUATE FOR TESTING. HEADMASTER will assist you in resolving these issues before the test begins to insure test consistency.*
- Ensure the testing area is well lighted and ventilated.
- Become familiar with locations of fire exits, rest rooms, nearest telephone, etc.
- *Be sure at least four feet separates candidates on all sides for the knowledge portion of the test and they have nothing in their possession (calculators may be brought by the candidate but may only be a basic model; no calculators possessing information storage capabilities are allowed)*
- Make sure stereo headphones that plug into the computer are available for candidates who are scheduled to take an Oral Test.
- *ABSOLUTELY NO CELL PHONES ALLOWED IN THE TESTING ROOMS.*

WHEN CANDIDATES ARRIVE:

As candidates arrive, Tester Observers (TO) should introduce themselves, the Resident Actor and Knowledge Test Proctor (KTP). Sign the candidates in as they arrive and make the ID and demographic information verification time your first opportunity to put the candidates at ease and establish a positive, supportive testing environment. It is suggested that the TO go to all the candidate's waiting in the holding area and conduct the ID and signature check-in verification process along with having the candidate proof his/her demographic information. *This shows respect for the candidates and reinforces everything you say to each candidate because all candidates hear your conversations as you check-in each candidate individually. An added bonus is that this process can save time! The Test Observer MUST be the person that verifies the IDs during the check in process. This task MAY NOT be delegated to the KTP or Resident Actor.*

VERIFY EACH CANDIDATE'S IDENTITY WITH: *(Both forms are required)*

- ✓ *One PHOTO identification*
- ✓ *The candidate's test notification letter.*

Test Observers MAY NOT ACCEPT candidates for testing who do not present mandatory photo identification.

Examples of valid photo ID include non-expired driver's license, state ID, passport, tribal ID, or military ID

Test Observers WILL NOT ACCEPT candidates for testing who are in casts, or have other significant braces, are on crutches, or are visibly sick. **Be sure to have all appropriate equipment or supplies**

needed for any ADA accommodation(s) that you were notified of prior to testing as indicated on the ADMINISTRATOR REPORT.

TAB 2
ADMINISTRATOR REPORT

Instruct each candidate to double check the spelling of his/her name and the information on the Administrator Report as they sign in. Record any discrepancies as irregularities on the sign in sheet for later transcription. Each candidate must sign the Administrator Report on the signature line. *Individually (SECURELY) have the candidate verify his/her social security number by covering each social security number with a piece of paper if more than one candidate is testing. This signed Administrator Report should be kept on file at the testing facility.*

THE KNOWLEDGE TEST:

Candidate's have 90 minutes to complete a 75 question knowledge test. Candidates must score at least 75% in order to pass their knowledge test. *Test Observers/KTP need to inform the candidates when they have 15 minutes remaining on their test.*

HEADMASTER NURSE AIDE KNOWLEDGE TEST INSTRUCTIONS:

The Test Observer/KTP needs to recheck ID's of each candidate as s(he) enters the exam area. The Test Observer will read the knowledge test instructions *WORD FOR WORD* to the test candidates before beginning their knowledge test. The Test Observer/KTP will provide laminated knowledge test instruction sheets containing the text of the Knowledge Test Instructions so the candidate(s) may refer to the sheet during the reading of the instructions and during his/her knowledge test. Candidates' questions should be answered before s(he) begins any portion of the test. Remind the candidates that they need to use the restroom BEFORE testing begins as they will not be allowed to take a break until the test is done.

The Test Observer or KTP should conduct the knowledge test efficiently and quietly, using a visible room clock (if at all possible) or timer to accurately time the test. Allow no more than 90 minutes for the knowledge test. The Tester Observer or KTP will inform the candidates when there are 15 minutes remaining (75 minutes have elapsed) and when the time has expired if the last candidate has not finished before 90 minutes has elapsed.

The Test Observer or KTP should circulate around the room frequently during testing and remain alert to guard against cheating and to make sure all candidates are marking their answers appropriately. Be sure to set an appropriate tone/environment and protect candidates from disturbances. **NEVER LEAVE CANDIDATES UNSUPERVISED AT ANY TIME FOR ANY REASON!**

TAB 3
KNOWLEDGE TEST INSTRUCTIONS

Ensure that no smoking or eating takes place during testing and that no cell phone usage (texting) is going on. Cell phones *must* be turned off or left in the candidate's vehicle.

The Test Observer or KTP should never engage in any activity that would divert their attention from the candidates or behave in a manner that would distract the candidates such as talking to others, eating, or reading books and newspapers. *No cell phones should ever be turned on or used in any way by the test proctor during the knowledge exam.*

The Test Observer or KTP should quietly direct the candidate to the waiting area for their skills test (if taking skills test) upon completion of their knowledge exam.

BEFORE CANDIDATES ARRIVE FOR THE MANUAL SKILL TESTS:

You **MUST** have a trained resident actor to use as a resident for Manual Skill tasks. All resident actors need to review the Resident Actor Training Handbook with the Test Observer before each testing day begins. Resident Actors must complete and sign two forms: 1501SD (Confidentiality/Non-Disclosure Form) and 1515SD (Resident Actor Agreement Form). Both forms need to be faxed to SDHCA at (605)339-1354 or mailed to SDHCA: 804 N. Western Ave, Sioux Falls SD, 57104.

<p style="text-align: center;">TAB 4 RESIDENT ACTOR FORMS 1501SD,1515SD & TRAINING</p>

It is important that you set up a testing environment that will give each nurse aide candidate a fair, nonbiased, equal opportunity to demonstrate that they know how to perform the tasks that make up his/her skill test. HEADMASTER recommends that you set out all supplies and equipment necessary for all skill tests only one time before beginning the first skill test.

This will allow you to show and demonstrate the location of the equipment and will enable the candidates to identify and locate the appropriate equipment and supplies to perform his/her tasks. (If the test site is one where the bathroom is removed from the skill lab area, we suggest that you set up a "mock bathroom" that can be helpful for candidates who have been trained not to use a "clean" sink for the cleaning of "dirty" bedpan or graduate, etc.

The "key steps" approved by the South Dakota Department of Health for a skill task are not noted on the skill task sheets so as to help you remain completely unbiased as you are observing and recording what you see. If the candidate asks if they passed or failed his/her test you may tell him/her you do not know because the tests are corrected by Headmaster official scoring teams, and that your job is to observe and record exactly what you see.

THE MANUAL SKILLS TEST:

The purpose of the Manual Skill Test is to rate the candidate's nurse aide skills. *Candidates are given thirty (30) minutes to complete five skill tasks. The Test Observer will inform candidates when they have 5 minutes remaining.* Candidates must perform at least 75% of the steps for each task **and** perform all key steps. A complete list of skills and their steps can be found in the South Dakota Candidate Handbook. Five (5) Manual Skills tasks will be randomly selected for each candidate to

perform in their Manual Skill test. The steps that are listed for each skill are for objective testing purposes only and are not all inclusive of the care required in a real work setting.

The skill task sheets listing the 5 Manual Skills assigned to each candidate may be printed the night before the exam from the WebETest© system. The Test Observer may choose to print out these sheets to use during testing to record their observations or they may use a computer to directly mark their A and B marks into the online system. If the tasks are printed, the A and B marks will be transcribed later by the Tester after the completion of the exam into the online system before submitting the test for official scoring. Regardless of the method used, *make sure you never show the candidates the task sheets/computer screen*. Either the KTP or Test Observer may transcribe the test marks; however it is the Test Observer who is ultimately responsible for accuracy.

HEADMASTER NURSE AIDE MANUAL SKILL TEST INSTRUCTIONS:

Before beginning a Manual Skill test, the Test Observer must read the Manual Skill Test Instructions, WORD FOR WORD, to each candidate individually. *HEADMASTER recommends the Test Observer and the candidate sit side by side and read the instructions together*. This presents another opportunity to put the candidate at ease before beginning the skill test. After the instructions are read, the equipment demonstration is completed, and the test has begun, the Test Observer may only read the *scenario* that begins each of the five individual skill tasks the candidate has been assigned.

TAB 5 MANUAL SKILL TEST INSTRUCTIONS

The Test Observer MAY REREAD the scenario when requested by the candidate to do so OR if you see the candidate is confused when they begin a task (such as collecting the equipment for the wrong task). However, you or your Resident Actor MAY NEVER direct or teach or coach the candidate in any fashion.

Every candidate should have the exact same treatment and opportunity to demonstrate each of the tasks assigned. **You may not answer questions once the skill test begins.**

After reading the Manual Skill Test Instructions word for word, the Test Observer needs to show the candidate the location of the equipment needed for the candidate to perform his/her five assigned Manual Skill tasks. This includes how to properly operate the bed brakes, wheelchair brakes, privacy curtain, bedside rails (if used), zero the analog scale, and bed adjustment mechanisms.

If the candidate has drawn any Manual Skill tasks that require recording measurements, then after having read the Manual Skill Test Instruction script to the candidate and **before** the candidate starts his/her test, show the candidate the recording sheet (with his/her name already printed at the top) and say, *“This is for recording any measurement you take for your resident. Please make sure to record your measurements in the appropriate space on this recording sheet. Please sign this sheet now to confirm that you know it is here to be used for recording during your test.”* In this way the Test Observer and HEADMASTER scoring staff have a way to confirm that the candidate was shown the recording sheet during the demonstration tour. It also becomes a good way to identify the recording sheet if it should become separated from the candidate’s skill test.

TAB 6 RECORDING SHEET

Do not look at the recording sheet again until the candidate has finished his/her skill test and has left the skill test area. Use the brief equipment demonstration as another opportunity to further put the candidate at ease. Show the candidate the “relaxation” area where s(he) can return after s(he) finishes each task. (The “relaxation” area could be the spot in the room where you sat beside the candidate as you read the Manual Skill Test Instructions.) Having the candidate return to the relaxation area after the end of each task allows your resident actor time to set up for the next task while you finish up your A and B marks and double check them. Quickly spot check the resident actor’s set up for the next Manual Skill task by looking at the scenario set up instructions located at the top of the Manual Skill task observation sheet you printed the night before (or computer screen if you are doing live WebETest©). After verifying that the next scenario is properly set up, move to the candidate and read the next Manual Skill task scenario. Remain professional as you allow the candidate to relax as best he/she can.

Once the Manual Skill test begins never become friendly or gruff; this will mislead the candidate into thinking s(he) is doing well or poorly and will bias the test. Remember you must treat each candidate exactly the same. Each Test Observer should be consistent and provide the exact same experience for every candidate.

Answer the candidate's questions before starting your audible count down timer and reading the first Manual Skill task scenario. *Remember you cannot talk with a candidate or answer any questions once the Manual Skill test has begun. SET your timer when the candidate begins the hand washing skill task.* You will read and, if asked, reread any scenario requested at any time during the candidate’s Manual Skill test until the candidate has verbalized that they are finished with the skill portion of the exam or they run out of time. *You have the authority to stop a test anytime you believe that you, the KTP, resident actor or candidate is in danger.*

When your audible timer “beeps” at the 5 minute mark, reset it for 5 more minutes (or have a second timer that was set for 30 minutes at the beginning). Tell the candidate there are 5 minutes remaining. When the timer “beeps” at the 30 minute mark you will say, *“Your complete thirty minutes have elapsed. I must stop your Manual Skill test now. Thank you for demonstrating your Manual Skill test knowledge for us today”.* Complete your “A” and “B” marks on the candidate’s observer recording sheets (or in the online system) and move on to the next candidate’s Manual Skill test. *If any candidate exits without completing a portion of the Manual Skill test, the incomplete step(s) must be marked “B” and be clearly documented.*

If the candidate finishes all five tasks in less than 30 minutes, recap the five tasks on the skill test by saying “You have just completed __, __, __. __. and __” (read each of the 5 tasks as you recorded them in the blanks provided at the beginning of the hand washing task) Then say, *“You have _??_ minutes remaining. are you finished with your test?”* If the candidate says “yes”, thank them for coming. *Don’t comment in anyway about your perception of his/her performance on the skill test!!* If s(he) says no and still has time left on the 30 minute clock, s(he) may correct anything s(he) thinks was demonstrated incorrectly. You may only reread scenarios requested. If the candidate tries for a *GET OUT OF JAIL FREE* statement such as, “I would have pulled the privacy curtain when I started each task”, then you should ask, “For which task didn’t you pull the privacy curtain.” **Always ask the candidate to demonstrate any step(s) they are correcting!** The candidate needs to be specific about any type of general statement.

During the last 4 Manual Skill tasks, hand washing is the only corrected verbalization you may accept without asking to see the step demonstrated. However, the candidate still must tell you for which task s(he) is correcting.

The hand washing task will always be administered first. An additional four Manual Skill tasks are randomly assigned from the pool of tasks (*the exception would be retests*—candidates will retest on one task he/she missed, hand washing and three others.)

Once hand washing has been performed, it may be verbalized during subsequent tasks. Steps do not necessarily have to be performed in the order they are listed. Use your judgment in cases where one step must be performed before another.

REMEMBER! Record for the scoring team (HEADMASTER) an explicit description giving them a “snap shot” of what you saw that caused you to record any “B” marks. ‘Did not do’ is not acceptable explanation.

If a candidate forgets a step but remembers it before running out of time or stating that they are finished with the Manual Skill test portion of his/her exam, s(he) may indicate this to the you. ***The Test Observer must always have the candidate demonstrate the step the candidate wants to correct.*** You may only accept a candidate’s verbalization of “I forgot to wash my hands when I began _____” by saying, “I understand. Thank you. You may continue”. Be sure to go back and line out your B mark and change it to an A mark (or change from B to A in the online system). For all other corrections the Test Observer might say to the candidate, “Please show me how you would do that”. If the candidate says, “I would have washed my hands before I started every task.” (The blanket, get out of jail free card.) Please say, “For which task didn’t you wash your hands?” This makes the candidate have to be specific and gives you time to page back to that task and see how you originally marked it. This also slows them down so you have time to record the changes from B marks to A marks and write the correction justification on your observation recording sheet (or in the comment (notes) field if you are using your computer directly to access the scoring portion of the test) Once a candidate’s time expires or s(he) says s(he) has completed the Manual Skill portion of the exam, s(he) cannot correct anything s(he) believes s(he) did incorrectly. **Observers must avoid coaching, teaching or hinting, in even the subtlest way, (eyebrow twitch) that the candidate is doing something correctly or incorrectly.** If you are an instructor exercising the privilege granted by the South Dakota Department of Health to also be a Test Observer, you MUST be certain that you only wear your Test Observer “hat” during testing and leave your instructor instincts back in the classroom. Not strictly adhering to your “Observer Role” will jeopardize the instructor/observer privilege for every instructor in South Dakota.

REMAIN IMPARTIAL AND UNBIASED. Test Observers (TO’s) are the eyes and ears at the test site and must record *only what is specifically observed*. Candidates either perform each step correctly or they do not. Remember “A” means the candidate performed the step correctly. “B” means the candidate did not perform the step correctly. Please mark an “A” or “B” clearly by each step on the Manual Skill task observation and recording sheet. TO’s must explain all “B” marks as they occur on the Manual Skill task recording sheet either next to the step or at the bottom of the Manual Skill task sheet or in the notes field to the right of the step if you are using WebETest©. Capture the “image” of what you see so the scoring teams can do their jobs with good information from you. Always describe clearly what you actually see.

REPORTING TEST DISCREPANCIES AND/OR IRREGULARITIES:

It is important that you REPORT ANY IRREGULARITIES that occur during your test day by stating them in the “TEST IRREGULARITIES:” before you “SUBMIT” your test for scoring. Comments are

reviewed by Headmaster staff every time a test packet is returned and all irregularities are addressed immediately. **Be sure to note in this box if a candidate was a NO SHOW or RESCHEDULE.**

Common test irregularities include, but are not limited to, uncomfortable testing conditions, broken or missing equipment, disturbances during testing, computer issues, changes in candidate demographic information, candidates who arrived without proper identification or who were disruptive, and anything that has occurred that has altered your "perfect" testing day. We welcome and encourage you to pass along any positive comments and occurrences as well. This helps reinforce what is successful and effective about the process.

CONCLUDING A TEST DAY:

The Test Observer needs to double check that all the boxes are checked in front of each step and B mark justifications are typed in the notes fields in the WEBETEST© system. Please be as detailed as possible giving more of an explanation than "did not do".

We value your insightful comments regarding the tests, delivery methods, and content. Please forward your comments to us at anytime. You may send us an e-mail or fill out a "FEEDBACK FORM" that may be faxed or mailed back to HEADMASTER.

CANDIDATE TEST RESULTS:

The candidate test results show the candidate whether or not s(he) passed the knowledge test, skill test or both. The results letter also lists any missed tasks and steps from his/her skill test and provides a vocabulary list of key words and phrases from missed questions on his/her knowledge test. Please refer to the candidate handbook for the entire skill step description.

You may inform your candidates that the South Dakota Health Care Association (SDHCA) will provide test results to the facility and the candidate in a timely manner after the exam is officially scored by the HEADMASTER staff

Once test submission has been received and 7 calendar days have passed from the date of the exam, it is mandatory for you to shred all test materials, including the Administrative Report and each candidate(s) skill task sheets.

HEADMASTER must be informed IMMEDIATELY if any breach, or suspected breach, of test security has occurred.

EIGHT SECRETS TO SUCCESSFUL TESTING

1. ORGANIZE – Organize – Organize.... First 3 or 4 days before the test event, then right before the candidates arrive at the test event and, of course, during the test event.
2. SECURITY – Security – Security... Be certain test materials are in your control at all times before, during, and after a test event. Reinforce security importance with resident actors and KTPs before every test event.
3. IDENTIFY – Identify – Identify... Be convinced beyond reasonable doubt that the candidate who applied to test is the candidate you test.
4. BE CALM – Calm – calm... Project a calm, confident image which will help relax the atmosphere at your test event, thus reducing the candidates test anxiety.
5. CONSISTENT – Consistent – Consistent... All candidates must have the same experience no matter where they test. Consistent demonstrations before each test starts. Consistent actions and interactions with the candidates by you and your test team. Consistent closure at the end of each task and at the end of each test. Consistent equipment setup before your test event begins. Consistent check in procedure. Consistent identification processing. Consistent reading of the Knowledge and Manual Skill Test Instructions. Consistent – Consistent – ever and always Consistent in your verbiage and actions.
6. REMAIN Unbiased and test neutral... Be aware of any bias you might be interjecting into the administration of the exams. All body language, instructions, and communications by you and your test team must, at all times, be testing neutral. Engage your attention fully on the candidate during the time they are actively demonstrating each task or taking the written test. Never sit during a Manual Skill test in progress sending a “disengaged message” to the candidate. Knowledge Test Proctors remain actively attentive during the entire Knowledge test administration time.
7. ONLY observe and record... Remain out of the candidate’s workspace to the degree possible. For every B mark capture the “image” of what you saw that triggered the B mark in your mind and communicate that image in your B mark written explanation so the test scoring team, in Helena, and Dept. of Health staff can make good decisions when scoring or reviewing tests.
8. NON-COMMITTAL closure... When candidates finish their test(s) and leave the testing area, they should have no reason to believe that they passed or failed because of any action or statement made by you or a member of your test team. Do not make any remarks regarding a candidate’s performance to the site staff or to the candidate themselves.

HIT YOUR MARKS:

1. Find, train, and certify your KTP (Knowledge Test Proctor) and Resident Actor well before each test event. Mail or fax (605)339-1354 their signed 1511 and 1515 forms to SDHCA. These forms need to be entered into our software to be available for the Test Observer to record which Resident Actor/Knowledge Test Proctor was used for their testing.
2. Before the test event decide on the best order for each candidate's five skill tasks and write the order in the blanks at the top of each candidate's hand washing task.
3. Use a clipboard to organize the tasks in the order you decide upon, so you minimize the "flipping" between tasks during the actual test observation. Put them back in the sequential numerical order they belong in before transferring your A and B marks into the computer.
4. For any candidates that have a task that will require a recording sheet, print the candidate's name at the top of the recording sheet. Slip the recording sheet under the clipboards clip, so it is with the candidate's test.
5. File the candidate's test materials in your small portable locking file box (could be a locking briefcase) and secure the locking file box until you transport the materials to the test site in the small locking file box (or locking briefcase) on test day.
6. On test day have each candidate sign their signature in the box next to their name, verifying the spelling of their name and (securely) proofs his/her social security number as listed. Remember if you have several candidate(s) use a piece of paper to cover all the social security numbers while the individual candidate is proofing their information.
7. Give group instructions to the candidates, such as your test will be scored by a HEADMASTER scoring team in Helena, Montana and released by the South Dakota Health Care Association (SDHCA).
8. Read the Knowledge Test Instructions to candidates and have them follow along on the copies left on the tables.
9. Take your first Manual Skill test candidate with you to the manual skill test area, where your resident actor will have already doubled checked the first skill task set up.
10. Once in the skill lab with the candidate, sit side-by-side with the candidate and read the Manual Skill Test Instructions word for word.
11. Demonstrate/show to the candidate all equipment/supplies that may be used for his/her five Manual Skill tasks.
12. During equipment demonstration, be sure to have the candidate sign the bottom of the recording sheet that you previously printed his/her name on, if a recording sheet is needed. Tell the candidate to be sure and leave the recording sheet in the skill test area when they are finished with the Manual Skill test. Do not look at the recording sheet after they sign it, until the candidate has left the skill test area.
13. Use the time during the reading of the instructions and equipment demonstration to calm the candidate.
14. Answer any questions the candidate may have and then begin the skill test by reading the hand washing scenario.
15. Write the start time down when the candidate makes the first move to begin the hand washing task.
16. Get positive closure at the end of each task. Ask, "Are you finished?"
17. Direct the candidate to return to the relaxation area.
18. Finish documenting any B marks while your resident actor sets up the next scenario.
19. Turn your skill observation sheets to the next page, which should be the next task if the tasks were put in the order you wanted them during your preparation a few days before the test event.
20. Check the TO notes at the top of the new (next) task and insure that the resident actor has correctly setup the scenario.

21. Move to the relaxation area and read the next scenario to the candidate.
22. Repeat steps 19 through 24 until the candidate finishes his/her fifth Manual Skill task.
23. After positive closure on the fifth Manual Skill task immediately move to closure for the Manual Skill test. If less than 30 minutes have elapsed, flip back to the hand washing task and say, "You have just completed the tasks of ____, ____, ____, ____, ____. You have ____ minutes remaining. Are you finished?" If candidate says, "Yes", then you say "Thank you. Please return to the holding area and"
24. As soon as the candidate has left the skill test area, transcribe any information from the candidate's recording sheet to the test observation sheets.
25. Stick the candidate's recording sheet on the Manual Skill test so it remains with the candidate's test.
26. File the test in your portable locking file box (could be a locking briefcase) and pull out the next candidate's skill test.
27. Tell the Resident Actor the four Manual Skill tasks the next candidate has drawn in the order you have assembled them.
28. Resident Actor prepares the scenario for the first Manual Skill task after hand washing while you go and get the next candidate, or this is about the time the next candidate will arrive if you told the last candidate to send the next candidate to the skill test area when s(he) arrived at the holding area.
29. Repeat steps 13 through 31 for each candidate taking a Manual Skill test.
30. Record your Resident Actor's name by choosing from the drop-down box the name of your Resident Actor (which you have submitted to Headmaster).
31. Before leaving, return the Knowledge test area, the holding room area, and the skill lab to the condition you found them when you arrived.
32. Lock up, turn in keys, and exit with a thank you.
33. Make sure you submit your test as soon as possible after your test event ends.

THANK YOU FOR SPENDING YOUR VALUABLE TIME GOING THROUGH THESE TEST OBSERVER TRAINING INSTRUCTIONS. WE ARE EXCITED TO BE WORKING WITH YOU TO PROVIDE THE BEST NURSE AIDE TESTING MODEL POSSIBLE. PLEASE FEEL FREE TO CALL US AT 1-800-393-8664 IF YOU HAVE ANY QUESTIONS.

Tab 1:

***SD1503-Test Site Equipment List**

SOUTH DAKOTA EQUIPMENT LIST

South Dakota Health Care Association

804 N. Western Avenue --Sioux Falls, SD 57104

Phone# 605-339-2071

luannseverson@sdhca.org

Testing Services Provided by: HEADMASTER, LLP

All application materials MUST be sent to SDHCA-Attn: LuAnn Severson

TEST SITE EQUIPMENT LIST 1503

Skill Test Room Requirements

- Privacy curtain
- Long-term care bed
 - o **Optional moving side rails**
 - o Must have working brakes
 - o Must be pre-made with full set of linens
- Bedside stand
- Over bed table
- Hand washing sink with running water
 - o Liquid soap
 - o Paper towels
- TAB**
 - o Wastebasket

- Hair Brush, Hair Pick and/or Comb
- Ice Scoop
- Linen Hamper
- Linens
 - o Bedspread
 - o Bath Blanket
 - o Blankets
 - o 1 Flat Sheet
 - o 1 Fitted Sheet
 - o Pillowcases
 - o Pillows and Wedges
 - o Towels—Both Hand & Bath **2**
 - o Under Pad/chuk
 - o Washcloths

- Lotion
- Marbles in an open basin labeled ICE
- Mouthcare Items
 - o Denture Brush
 - o Mouthwash
 - o Toothbrush /Toothettes
 - o Toothpaste
- Nail Care Items
 - o Nail file
 - o Nail clippers
 - o Nail Brush
- I & O Pads
- Pencil
- Standard Scale OR Analog Floor Scale
- Tissues
- Walker
- Water Pitcher
- Wheelchair
 - o Must have locking brakes

Skill Test Equipment List

- Alcohol Swabs
- Antiembolic/Elastic Stocking
- Bar Soap
- Bedpans
- Bib/Clothing Protector
- Biocular (teaching) Stethoscope
- Blood Pressure Cuff
- Call light—doesn't have to be a working call light
- Cane
- Catheter w/Tubing
- Chair
- Clothing items (various sizes)
 - o Patient Gown
 - o Patient Robe
 - o Slippers (non-skid socks)
 - o Shirt/Sweater
- Cups/glasses
 - o Two clear 8oz (240cc or ml) glasses
 - o One clear 4oz (120cc or ml) juice glass
- Dentures with Denture Storage Container
- Disposable Isolation Gown & Gloves
- Disposable Peri-cloths
- Emesis Basin
- Food Items—Individual Servings of Applesauce/Pudding
- Food tray
 - o Napkin
 - o Plate
 - o Silverware
- Gait Belt or Transfer Belt
- Graduate Cylinder—25cc increments

Knowledge Test Requirements

- 12 #2 pencils
- headphones to plug into the computer speakers for Oral Tests

Please call SDHCA at 1-800-952-3052 or HEADMASTER at 1-800-393-8664 if you have any questions.

Site Affidavit: I hereby certify the organization listed below has the equipment listed herein and will make the equipment available to HEADMASTER certified Test Observer for the purpose of administering CNA Knowledge and Manual Skill tests to nurse aide candidates at our Site.

Organization Name: _____ Phone: (____) _____ - _____

Address: _____ City: _____ State: _____ Zip: _____

Test Observer Signature: _____ Date: _____/_____/_____

TAB 2:

***Administrators Report**

Administrator's report for packet: D816
 Test Site: 9988-Headmaster
 Time: 04/02/2013 08:00 CT
 Evaluator: OBSERVER, TEST

				Written Test			Skill Test						
Login ID	Candidate Name	Photo	Signature	1	2	3	1	2	3	Oral	Phone	ADA	Training
123-45-6789	SMITH, JOHN T	Y - N		Yes			Yes			N	(605)345-6789		9988 08/23/2012

TAB 3:

***Knowledge Test Instructions**

ELECTRONIC KNOWLEDGE TEST INSTRUCTIONS

To be read aloud to all candidates before beginning the knowledge portion of their electronic Knowledge Test.

CANDIDATES ARE NOT ALLOWED TO LEAVE THE KNOWLEDGE TEST ROOM UNTIL DONE WITH THEIR TEST. IF NEEDED, TAKE A RESTROOM BREAK BEFORE WE BEGIN READING THESE INSTRUCTIONS. CELL PHONES (PAGERS, LAPTOPS, ETC.) ARE NOT ALLOWED IN THE TESTING ROOM. ANYONE CAUGHT USING A CELL PHONE OR ANY OTHER ELECTRONIC DEVICE (TEXTING/GOOGLING/ETC.) DURING TESTING WILL BE REMOVED FROM THE TESTING AREA

There are 75 questions on your Knowledge Test. The questions will be presented to you on your computer screen. You will have a maximum of 90 minutes to complete the Knowledge Test. **You will be informed when there are 15 minutes remaining.**

When you are finished with your exam, please quietly raise your hand and I will come log you out of your test.

**DO NOT PRESS THE “STOP” BUTTON AT ANY TIME,
*this is a step only I can do for you.***

I will quietly direct you to your next area.

I may not answer any questions during the exam. Are there any questions now?

Tab 4:

- *Form SD1501-Confidentiality Agreement**
- *Form SD1515- Resident Actor Agreement**
- *Resident Actor Training Guidelines**

SOUTH DAKOTA CONFIDENTIALITY/NONDISCLOSURE AGREEMENT

South Dakota Health Care Association

804 N. Western Avenue --Sioux Falls, SD 57104

Phone# 605-339-2071

luannseverson@sdhca.org

Testing Services Provided by: HEADMASTER, LLP

All application materials MUST be sent to SDHCA-Attn: LuAnn Severson

CONFIDENTIALITY/NONDISCLOSURE AGREEMENT 1501SD

Must be accompanied by form 1500SD (TO Application) or form 1515SD (Resident Actor Agreement)

I acknowledge the confidential nature of the nursing assistant competency examination. This includes the materials, processes, procedures and content of both the Knowledge and Manual Skills portions of the examination. I agree to safeguard the confidentiality of all information about the South Dakota nursing assistant competency examination. I will not disclose any portion of the examination materials and I will not disclose the processes or procedures necessary to administer or pass the examination.

If I am an RN Test Observer/Proctor, I will not administer tests to nursing assistant candidates who are family or close personal friends.

If I am a Knowledge Test Proctor or an Resident Actor, I will not be involved in the testing of nursing assistant candidates who are family or close personal friends. Also, I understand, as an Resident Actor or Knowledge Test Proctor, I will not be able to apply to take the South Dakota nursing assistant examination for six months from the date that I last worked as an Resident Actor or Knowledge Test Proctor helping to testing nursing assistant candidates in South Dakota.

This agreement extends to and includes, but is not limited to, allowing any unauthorized person to hear, view, videotape, or otherwise gain any knowledge about the exam or the exam processes and procedures before, during, or after the administration of an exam.

I recognize that disclosing or revealing or allowing this information to be disclosed or revealed constitutes a violation of this agreement and could place my nursing license at risk and/or be subject to prosecution to the full extent of the law and/or incur a \$100,000 breach of confidentiality fine. I agree to report any known or suspected breach in security relative to the nursing assistant competency examination in South Dakota by immediately calling the HEADMASTER home office at (800) 393-8664 or be considered as a party to the breach and treated as if I made the breach myself.

Certified Test Observer Name (Print Clearly or Type)

Social Security #

Certified Test Observer Address, City and Zip

(____)_____
Phone #

Resident Actor Name (Print Clearly or Type)

Social Security #

Resident Actor Address, City, State, Zip

(____)_____
Phone #

Knowledge Test Proctor name (Print Clearly or Type)

Social Security #

Knowledge Test Proctor Address, City, State, Zip

(____)_____
Phone #

SOUTH

Certified Test Observer Signature

Resident Actor Signature

Knowledge Test Proctor Signature

DATE:_____

SOUTH DAKOTA RESIDENT ACTOR AGREEMENT

South Dakota Health Care Association

804 N. Western Avenue --Sioux Falls, SD 57104

Phone# 605-339-2071

luannseverson@sdhca.org

Testing Services Provided by: HEADMASTER, LLP

All application materials MUST be sent to SDHCA-Attn: LuAnn Severson

Resident Actor Agreement Form 1515

Must be accompanied by form 1501SD (Confidentiality/Nondisclosure)

PARTIES: (Please type or print)

This agreement is entered into on this _____ day of _____, 20____ by and

between _____ SSN# _____ - _____ of
(Resident Actor)

(Address) (City) (State) (Zip) (Phone)

hereinafter referred to as the Resident Actor and _____ SSN# _____ - _____ - _____ of
(Test Observer)

(Address) (City) (State) (Zip) (Home Phone) (Work Phone)

hereinafter referred to as the Test Observer for the purpose of providing SDHCA authorized tests to CNA candidates throughout South Dakota using SDHCA approved methods and procedures.

Obligations:

The Test Observer will certify the Resident Actor as a HEADMASTER/SDHCA certified Resident Actor, utilizing SDHCA approved instructional materials, before involving any Resident Actor in any testing scenario or providing any compensation to the Resident Actor. The Resident Actor will read, sign and abide by the Confidentiality/Nondisclosure agreement (Form 1501SD) hereby made a part and parcel to this agreement. The Resident Actor agrees to abstain from acting for "nurse aide" examinations being administered to personal friends and/or relatives. The Test Observer will have the Resident Actor properly complete all legal forms and forward any applicable forms to HEADMASTER.

Services Rendered:

The Resident Actor may be a volunteer, employee and/or resident of a SDHCA approved test site or will be paid by the facility _____ dollars for each nurse aide candidate for whom the Test Observer utilizes the Resident Actor during the administration of the manual skill exam. No monetary compensation will be provided by HEADMASTER or SDHCA.

Part Time Temporary Employment Status:

It is understood that the Resident Actor will be a volunteer or will have a part-time temporary employment status and, because the Resident Actor has part-time temporary employment status, under the terms of this agreement, there will not be any deductions from any compensation paid for health insurance or any retirement program. The Resident Actor will not be eligible for overtime pay, mileage compensation, or paid time for traveling to a work site or any other compensation except piecemeal payment for acting as a patient for each Manual Skills test. The Resident Actor will be solely responsible for any and all payments for their own health insurance, liability insurance and retirement benefits if they so desire. Further, the Resident Actor understands that, as part-time temporary employee, there may be withholding from any compensation paid as required by Federal and South Dakota statutes including, but not limited to, State and Federal withholding, FICA, Medicare, etc.

Non-Discrimination:

It is agreed that all persons with responsibilities in the performance of the terms of this agreement shall not discriminate against any person(s) on the basis of race, religious creed, color, sex, national origin, age, political affiliation or beliefs, marital status, mental or physical handicap, or ancestry in any activities performed pursuant to this agreement.

Modifications:

This document contains the entire agreement, except where otherwise specifically stated, between the parties hereto and shall not be enlarged, modified, altered, assigned, transferred or subcontracted except upon written agreement signed by all parties to this agreement. No statement, promises or inducements made by either party, which are not contained in this written contract, shall be valid or binding.

Termination:

Either party may terminate this agreement with 30 days written notice to the other party, except for immediate termination in the case of nonperformance of any act or activity contained herein.

Liability:

When administering skill tests, no residents and/or patients at the SDHCA approved testing organization are to be used as test subjects (Resident Actors) unless they are covered by the organizations liability policy. HEADMASTER, LLP or SDHCA assume no liability for test candidates, test subjects, Test Observers or Resident Actors and any and all claims resulting from negligence or any other act or action will be borne by the negligent party.

Resident Actor's Signature _____ Date: ____/____/____
Certified Test Observer _____: _____ Date: ____/____/____

This is a Training Manual designed to quickly answer Test Observer questions regarding training Resident Actors for their participation during the administration of the CNA Manual Skills Tests.

BECOMING AN RESIDENT ACTOR:

To become an Resident Actor, an individual must receive these instructions from a Test Observer, must fill out forms 1515 Resident Actor Agreement and 1501 Confidentiality/Non-Disclosure to be submitted to HEADMASTER, and must be trained with the SDHCA approved materials that are included in this manual. If the individual meets the criteria listed below, they may then be used as an Resident Actor. This manual will be given to the Resident Actor for their continual review.

Test Observers or Resident Actors who have questions should contact HEADMASTER at 1-800-393-8664. This Manual may also serve as the framework for an Resident Actor Job Description, though Test Observers may design the Job Description **as they see fit**.

WHO CAN BE A NA SKILLS TEST RESIDENT ACTOR?

In order to qualify as an Resident Actor, the Resident Actor must meet the following qualifications:

1. Resident Actors must be of legal working age.
2. Resident Actors must be trained with these materials.
3. Resident Actors must fill out the Resident Actor Agreement form 1515 and Confidentiality form 1501.
4. Resident Actor application and confidentiality forms must be mailed or faxed to SDHCA for inclusion into the Resident Actor database.
5. An Resident Actor may not be a CNA Test Candidate who has not tested, or has not received their passing test results from SDHCA.
6. An Resident Actor may NOT be a student in any CNA Training Program.
7. Actors CAN BE Certified Nurse Aides, Test Administrator family members, volunteers, etc.

COMPENSATION FOR BEING A NA SKILLS TEST RESIDENT ACTOR:

The Resident Actor may be a volunteer, employee and/or resident of a SDHCA approved test site/organization or will be paid by the organization _____ dollars for each nurse aide candidate for whom the Test Observer utilizes the Resident Actor during the administration of the manual skill exam. No monetary compensation will be provided by HEADMASTER or SDHCA.

POSSIBLE SKILLS TEST REQUIRING AN ACTOR:

Resident Actors must be comfortable acting as a health care resident. If the Resident Actor has any hesitance in participating in the simulation of one of the Manual Skills they should not apply to become an Resident Actor.

- Bed bath – Face, arm, and underarm washed only
- Brushing teeth
- Mouth care
- Denture care – Sample dentures will be at the test site
- Nail care
- Applying antiembolic stockings
- Hair care
- Toileting with a bedpan – Simulated, Actor will remain fully clothed
- Feeding assistance
- Transfer with a gait belt
- Positioning in bed
- Range of motion exercises
- Blood pressure
- Vital Signs – Temperature, Pulse, and Respiration
- Dressing resident – Actor will remain fully clothed, with large oversized clothing placed over current clothing
- Measuring Height and Weight
- Making an occupied bed

TEST SECURITY:

Resident Actors will be required to maintain and not violate the security of any testing situation. If Resident Actors violate the security of any testing situation, they will be held legally accountable and prosecuted to full extent of the law. *Resident Actors MUST NOT release any test content or NA candidate performance feedback to ANYONE.*

INSURANCE:

Resident Actors will maintain all of their own personal liability insurance.

APPROPRIATE ATTIRE:

Resident Actors should wear comfortable clothes that do not restrict their motion in any way. Examples include jeans, shorts, short sleeved shirts, etc. Make sure clothing is testing appropriate.

SAFETY:

Resident Actors are allowed to voice their concern if at any time they believe that they are in danger. This would include concerns of falling, being bruised or hurt in any manner. In addition, the Resident Actor may speak up if the CNA Candidate puts a gait belt on them too tight.

COMMUNICATION WITH THE NA CANDIDATES:

1. Resident Actors may interact with the NA Candidates as though they were a typical health care resident. However, *Resident Actors MAY NOT initiate communication with the NA Candidate.*
2. Resident Actors must not show any body language that may indicate that the NA Candidate did something right or wrong.
3. Resident Actors cannot prompt the NA Candidate such as asking them to provide privacy, or to place the call light within reach.
4. Many Skills tests include some communication between the Resident Actor and the NA Candidate. A few examples of appropriate communication would include:

ENTERING A ROOM: If the NA Candidate knocks on the door, the Resident Actor should say "COME IN."

DRESSING: If the NA Candidate asks, "Do you want to get dressed?" the Resident Actor should say "YES." The Resident Actor should not help the NA Candidate with any portion of getting dressed.

AMBULATION WITH A GAIT BELT: If the NA Candidate asks, "Do you want to go for a walk?" the Resident Actor should say "YES." Resident Actors will not prompt the NA Candidate to put on their shoes, should say "WHATEVER YOU THINK IS BEST" if they are asked if they want them.

MOUTH CARE: If the NA Candidate asks, "Can you brush your teeth?" the Resident Actor should say "NO." If the CNA Candidate asks, "Do you want your teeth brushed?" the Resident Actor should say, "YES."

HEIGHT, WEIGHT OR VITAL SIGNS: The Resident Actor should not tell the NA Candidate their height, weight, blood pressure, etc.

MAKING AN OCCUPIED BED: If the NA Candidate asks, "Do you want a pillow?" the Resident Actor should say "WHATEVER YOU THINK IS BEST."

TOILETING WITH A BED PAN: If the NA Candidate attempts to "wipe" or "clean" the Resident Actor's peri area, the Test Observer may say "THIS IS NOT NECESSARY, PLEASE JUST VERBALIZE WHAT YOU WOULD DO."

The Resident Actor must remain neutral and not prompt or indicate in any way what a candidate should do during their test.

These examples are relevant for nearly any Manual Skills test and are listed to give a general idea of our expectations for an Resident Actor's general mind set and behavior.

QUESTIONS:

Questions can be directed to either HEADMASTER 800-393-8664 or SDHCA 800-952-3052.

Tab 5

***Manual Skill Instructions**

SOUTH DAKOTA NURSING ASSISTANT
MANUAL SKILL TEST INSTRUCTIONS

Introduce / re-introduce yourself and your Actor.
Sit side by side with the candidate and read these instructions out loud as the candidate follows along
Must be read word-for-word for *each and every* candidate tested.

WELCOME TO YOUR MANUAL SKILL TEST.

I do not decide whether or not you pass or fail. I only observe and record the steps I see you demonstrate. Headmaster staff in Helena, Montana, will score your test.

- ⇒ You will have **up to 30 minutes** to complete five tasks. I will let you know when 5 minutes remain.
- ⇒ Each of the five tasks has a scenario. I will read **one scenario at a time** to you. As soon as you understand the scenario, please actually perform and demonstrate the task.
- ⇒ You will begin with the task of Handwashing..
- ⇒ Steps **that are only verbalized will not count**.
- ⇒ At any time during any skill, you may direct me to move anywhere needed to assist in providing safety for the resident.
- ⇒ Anytime during the test, you may ask me to **re-read** any scenario.
- ⇒ Anytime during the test you may correct any step on any task that you believe you did incorrectly. To make a correction, you must tell me the specific task and what steps you will be **re-demonstrating**.
- ⇒ When you finish a task, tell me you are finished with the task and return to this **relaxation area**.

I will now show you the location of the supplies and demonstrate the equipment you may use while I answer any questions you may have about your other four tasks which will be:

_____, _____, _____, _____

Your skill test time will start when you begin the Handwashing task.

*****NOTES TO TEST OBSERVER*****

Next: The Test Observer shows the candidate the equipment location and demonstrates the use of just the equipment the candidate will need for his/her four tasks.

- ✓ **Always** demonstrate where you want the **candidate to knock** when entering the room, show the bed brakes and bed controls, privacy curtain, call bell, and any other things unique to the test site. Tell the candidate that they may use or move any equipment or supplies as necessary to accomplish the tasks. Explain the timers you will be using during testing.
- ✓ Be sure the candidate signs the recording sheet on which you have already printed his/her name *if it will be needed for one or more of the five tasks*.
- ✓ Be sure you have instructed the candidate as to the location of the relaxation "waiting" area.
- ✓ Answer any remaining questions, remind the candidate that you may not answer any questions once the skill test begins.
- ✓ Begin the skill test by reading the handwashing scenario word-for-word. Start your timer when the candidate makes his/her move to start the task.

Tab 6

***Recording Sheet**





Cut out a recording form for each candidate and then during the skill equipment demonstration, if one or more of the candidate's five tasks includes recording any information, have the candidate sign a form and explain to the candidate that they should use it to record any measurements that they take during the skill test.

Collect the form only after the candidate leaves the skill test area.

Do not look at the form once the skill test begins.

Copy any candidate recordings onto the candidate's skill task observation form. Attach the signed recording sheet to the paper test packet before mailing it back OR securely retain the signed recording sheet for three months before shredding it if you are

WEBETESTING

 CANDIDATE'S SIGNATURE _____ Temperature _____ Pulse _____ Resp _____ Weight _____ Height _____ Intake _____ % and _____ cc/ml Output _____ cc/ml BP _____ / _____ Container #1 _____ Container #2 _____ Container #3 _____ TOTAL CONSUMED _____ cc/ml	 CANDIDATE'S SIGNATURE _____ Temperature _____ Pulse _____ Resp _____ Weight _____ Height _____ Intake _____ % and _____ cc/ml Output _____ cc/ml BP _____ / _____ Container #1 _____ Container #2 _____ Container #3 _____ TOTAL CONSUMED _____ cc/ml
 CANDIDATE'S SIGNATURE _____ Temperature _____ Pulse _____ Resp _____ Weight _____ Height _____ Intake _____ % and _____ cc/ml Output _____ cc/ml BP _____ / _____ Container #1 _____ Container #2 _____ Container #3 _____ TOTAL CONSUMED _____ cc/ml	 CANDIDATE'S SIGNATURE _____ Temperature _____ Pulse _____ Resp _____ Weight _____ Height _____ Intake _____ % and _____ cc/ml Output _____ cc/ml BP _____ / _____ Container #1 _____ Container #2 _____ Container #3 _____ TOTAL CONSUMED _____ cc/ml



NAME: _____ DATE: ____/____/____
ADDRESS: _____
CITY: _____ STATE: _____ ZIP: _____
HOME PH# (____) ____ - ____ CELL PH# (____) ____ - ____ OTHER PH# (____) ____ - ____
EMAIL ADDRESS _____
SIGNATURE _____

Circle your answer for the multiple-choice questions listed below:

1. Test observers:

- a) Must remain consistent, impartial and unbiased during test administration.
- b) Must recite test instructions and task scenarios from memory to candidates.
- c) May coach candidates on performing skill tasks during the test

2. Test observers should:

- a) Ad lib when reading test instructions to candidates to put candidates at ease.
- b) Remain in on spot during skill observations so as not to distract the candidate.
- c) Keep candidate skill task recording sheets out of the candidate's field of vision.

3. Test materials may be viewed or accessed by:

- a) The administrative assistant
- b) Only the certified testing team
- c) The Director of Nursing

4. Test observers must:

- a) Recite skill task instructions by memory to the test candidate.
- b) Demonstrate all the equipment needed for a candidate's five skill tasks before the skill test begins.
- c) Allow the candidates periodic breaks during the Knowledge exam

5. The Administrators Report and skill task sheets are to be printed:

- a) The week before the exam
- b) As soon as the candidate has been scheduled into the packet
- c) No sooner than one business day before the test event

6. Test observers must have the following equipment prior to administration of an oral knowledge test:

- a) Stereo headphones that plug into the computer speakers.
- b) A marker-reader to administer all oral written tests.
- c) An Internet connected computer laptop or workstation with a microphone.

7. As candidates arrive to check-in for testing a test observer must introduce herself/himself and verify:

- a) Candidate identity with a signed debit or credit card.
- b) Candidate identity with their test date confirmation letter.
- c) Candidate identity with a photo ID and test date confirmation letter.

8. The RN test observer can delegate the verification of candidate identification at check-in to:

- a) The knowledge test proctor.
- b) The knowledge test proctor or resident actor.
- c) This task cannot be delegated.

9. Test observers should check the test site to ensure all testing areas are quiet and free of distractions

- a) 30 minutes prior to testing
- b) 20 minutes prior to testing.
- c) 10 minutes prior to testing.

10. The primary responsibility of a test observer is to:

- a) Arrive at the test site at least 10 minutes prior to the scheduled test start time.
- b) Assist the candidate if he/she is having difficulty remembering a step.
- c) Protect the security of test materials before, during and after test administration.

11. Test observers:

- a) Must notify training instructors of candidates who had problems with testing.
- b) Must tell candidates how they performed on their skill test if a candidate asks.
- c) Must only discuss candidate test performance with Headmaster staff or SDHCA staff.

12. If a candidate, instructor or employee at the test site asks, "How did testing go?" You should:

- a) Tell them how you think the candidates performed as a group.
- b) Tell them you do not know because Headmaster scores the tests.
- c) Coach them on what he/she should have done differently.

13. A "B" mark on a task step means that the:

- a) Candidate did not complete the skill step correctly and requires a brief written explanation by the tester.
- b) Candidate did not complete the skill step correctly and requires no written explanation by the tester.
- c) Candidate's performance on that step was better than average and requires no explanation.

14. Nursing assistant instructors who are also certified as test observers:

- a) Should make sure the resident actor motions to the call bell at the end of each task.
- b) Must avoid any indication of approval or dissatisfaction with a candidate's performance.
- c) May critique a candidate's performance after the skill test time has expired.

15. An Input and Output Measurement sheet will have the candidate's name printed at the top and must:

- a) Be collected by the test observer immediately after any measurement is recorded.
- b) Be signed by the candidate, at the bottom, before beginning his/her skill test.
- c) Be completed by the test observer after the candidate announces a measurement.

16. Test observers or knowledge test proctors should read knowledge test instructions word for word and:

- a) Inform candidates when 15 minutes remain for the written test time.
- b) Inform candidates that they have 2 hours to complete the written test.
- c) Inform candidates to take their Quickscore answer forms with them to the skill test.

17. Headmaster recommends that test observers:

- a) Show the location of supplies/equipment only for candidates unfamiliar with the skill lab.
- b) Should not show supplies/equipment to any candidates prior to testing.
- c) Set out supplies/equipment needed for all skill test candidates before skill testing begins.

18. Resident Actors may:

- a) Initiate conversations with candidates during skill testing.
- b) Use body language to indicate what the candidate should do.
- c) Respond to candidate's questions by saying, "Whatever you think is best".

19. Knowledge and skill test instructions must be read word-for-word:

- a) And be recited from memory by the test observer or proctor.
- b) So that all candidates hear the same consistent test instructions
- c) And be given to candidates for review when they check-in for the testing.

20. The results of a candidate's test are confidential and should be available to the:

- a) Candidate immediately after tests are scored by the test observer.
- b) Test candidate and the candidate's instructor by calling Headmaster.
- c) Test candidate and facility by SDHCA after official scoring by Headmaster.

21. An accommodation for testing:

- a) Must be approved by Headmaster prior to the candidate's test date.
- b) Must be requested and approved by SDHCA staff prior to the candidate's test date.
- c) Is approved at the test site by the test observer for any obviously physically impaired candidates.

22. Knowledge test proctors:

- a) Must report any test irregularities to the RN test observer between skill tests.
- b) May interrupt skill tests in progress if they have an important question.
- c) Can explain the definition of words on the knowledge test if a candidate asks.

23. Test materials must be in a test observer's:

- a) Possession or locked in an area accessible only to the test observer.
- b) Possession or out of sight of candidates until testing begins.
- c) Possession or locked in an area accessible to the training instructor only.

24. On an online skill exam, all "B" marks must be

- a) Explained by the candidate.
- b) Explained by the test observer
- c) Explained by the resident actor or written test proctor

25. During skill testing test observers must:

- a) Let candidates know how they performed on each skill task.
- b) Identify and use a candidate relaxation area between tasks.
- c) Answer any questions candidates have during skill testing.

26. Resident Actors:

- a) Can initiate conversation with test candidates.
- b) Can be currently certified nursing assistants.
- c) Cannot stop the test if they feel they could be injured.

27. What is always the first skill task the candidate is required to demonstrate during his/her skill test?

- a) Transfer from Bed to Wheelchair.
- b) Hand Washing
- c) Making an Unoccupied Bed.

28. A candidate:

- a) Must actually demonstrate the skill task steps as noted on the skill task observation sheet.
- b) Must verbalize any skill task steps if time has expired and he/she is on the last skill task.
- c) May verbalize any skill task step as long as his/her skill test time has not expired.

29. If the 30 minute alarm sounds indicating the allotted skill test time has elapsed, the test observer should say:

- a) "Your allotted time has elapsed. You may finish the task you are working on."
- b) "Your allotted time has elapsed. Please verbalize any remaining steps in this task."
- c) "Your allotted time has elapsed. Your test has ended. Thank you for coming."

30. The nursing assistant test candidate may:

- a) Talk to the resident actor while performing her/his skill test.
- b) Ask the test observer questions during the skill test.
- c) Be allowed to have a translation dictionary for the written test.

31. Test observers may NOT answer candidate questions:

- a) Once the skill equipment demonstration begins.
- b) Once the first skill task has begun.
- c) Once the candidate signs the Examiner's Report.

32. During equipment demonstration the test observer must show the candidate

- a) The correct way to position a bedpan and the correct size blood pressure cuff to use.
- b) The location of the relaxation area and where the call light is between each task.
- c) The location of all of the skill task equipment needed for the five tasks the candidate has drawn.

33. The Confidentiality Non-Disclosure Agreement must be read and signed by:

- a) The test observer, training coordinator and DON.
- b) The test observer, knowledge test proctor and resident actor.
- c) The facility administrator, test candidates and test observer.

34. The foremost responsibility of the test observer is:

- a) Assigning skill test times.
- b) Test date scheduling.
- c) Test security.

35. The Confidentiality/Non-Disclosure Agreement in part states:

- a) "I will not disclose the processes or procedures necessary to administer or pass the examination."
- b) "I will not disclose the processes or procedures necessary to pass the examination."
- c) "I will not disclose the processes or procedures necessary to administer the examination."

36. Using WebETest©:

- a) Requires postage fees and paper copies of the written test.
- b) Is very complicated but reduces test registration lead-time and mail time.
- c) Requires a short training session via computer and phone prior to administering the first WebETest©.

37. A candidate has completed all five skill tasks and has test time remaining. You must:

- a) Only allow a task step re-demonstration for the candidate's last skill task.
- b) Recap the five skill tasks performed and say, "You have _x_ minutes remaining. Are you finished with your test?"
- c) Dismiss the candidate and tell them to complete the candidate survey.

38. If a candidate can't remember a skill task scenario, the test observer should:

- a) Let the candidate read the scenario in order to help them understand the directions.
- b) "B" mark all remaining steps with a notation that the candidate is unable to take verbal directions
- c) Reread the scenario if the candidate requests him/her to do so.

39. Key skill steps are not identified on the individual skill tasks so that:

- a) Test observers can remain seated when observing skill steps.
- b) Test observers can remain objective when observing skill steps.
- c) Test observers can coach candidates when observing skill steps.

40. What could result by telling a candidate that he/she is "doing a good job" during testing?

- a) If the candidate fails the test, he/she will be happy to know a re-test is required.
- b) If the candidate fails the test, he/she will be able to remember which task needs improvement.
- c) If the candidate fails the test, he/she will most likely be confused about his/her test results.

41. The following statement, “This agreement extends to and includes, but is not limited to, allowing any unauthorized person to hear, view videotape, or otherwise gain any knowledge about the exam or the exam processes and procedures before, during, or after the administration of an exam.”

- a) Is part of the Candidate Skill Test Instructions.
- b) Is part of the Instructor Train the Trainer Course.
- c) Is part of the Confidentiality Non-Disclosure Agreement.

42. Skill task scenarios should be:

- a) Recited from memory by test observers or by resident actors using their resident actor setup cards.
- b) Read verbatim to ensure valid and consistent test administration.
- c) Printed for candidates to read in case they forgot the scenario.

43. Fair and consistent test administration ensures:

- a) Test anxiety will be decreased for all candidates.
- b) Every candidate will be certified to work as a nursing assistant.
- c) Every candidate has the same opportunity to demonstrate his/her knowledge and skill.

44. The skills and written portions of the exam must be taken:

- a) On separate days
- b) The same day
- c) Before training completion

45. How long are the Skill Task Sheets and Administrators Report to be held on to after testing before being shredded:

- a) Immediately after the exam
- b) Three months after the candidate has been licensed
- c) Seven calendar days after the exam is administered

46. Candidates should be reminded they:

- a) Can walk through the facility to see if they might want to work there.
- b) Can take a nap in the holding area if they worked the late shift the night before.
- c) Are the guests of the test site and must wait quietly in the holding area until they are called for testing.

47. Test observers and their test team:

- a) Are guests of the test site and should leave the test site as they found it.
- b) Should leave the test site immediately after the last skill test demonstration.
- c) Should leave used skill lab items in a pile by the door to make clean up easier for the test site.

END OF TEST OBSERVER INFORMATION STUDY GUIDE

You may fax your Study Guide answers to HEADMASTER, at Fax#: (406) 442-3357, make a copy and send the original to HEADMASTER, PO Box 6609 – Helena, MT 59604, or save the file to your desktop and then email to: hdmaster@hdmaster.com. If you faxed your completed study guide, please call Donna Campbell, South Dakota Program Manager at: 800-393-8664. Thank you.