

## 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 are still an active player on the Distance Learning Scene.

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 and Certified Nurse Aide testing. As the OBRA regulations were finalized and implemented, Certified Nurse Aide testing began in Montana in 1991-2 using its TESTMASTER® software and CNA 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 dba HEADMASTER.

D&SDT is currently approved for Nurse Aide testing in Montana, Oregon, North Dakota, South Dakota, Ohio and Delaware. The company is fully staffed Monday through Friday from 8 am to 5 pm EST to provide live and direct support for all aspects of the testing process. D&SDT recognizes each state's responsibility to implement federal OBRA regulations on the state level. Therefore, D&SDT provides a Certification Evaluation Program that regularly and continually adapts to individual needs of each state and offers a wide variety of testing options.

D&SDT supports regional or FIXED Schedules that provide pre-scheduled test dates at various approved facilities for candidates to choose from at their convenience. D&SDT also supports in-facility or FLEXIBLE schedule testing for training programs so tests may be requested and administered by an approved Test Observer immediately after training is completed on an "as needed" basis. D&SDT 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. More State Tested Nurse Aides become available for employment in long-term care communities.

D&SDT significantly speeds the turn-around time between test administration and reporting results. D&SDT associates correct tests the same day they are received back from test sites. Test scores are immediately available for release to candidates, state registries and approved agencies. D&SDT also provides a paperless option made available with HEADMASTER ETEST® software. From the candidate application through test administration and correction, there is no paper used and the turnaround time is amazing! The only paper generated is the Nurse Aide certification card that is issued and mailed to successful candidates or a failure notification. The paperless option costs even less since there are paper and postage savings that we pass along to those using ETEST® software. ETEST® runs in a Windows or NT environment and a modem and standard dial out phone line or email access is all that is required for the software to automatically communicate

with the D&SDT server (your fax line will work!). Additional information is available at [www.hdmaster.com](http://www.hdmaster.com).

Finally, D&SDT recognizes that Nurse Aide Trainers and Test Observer are the critical link to insuring the quality of Nurse Aide care made available in long-term care facilities. D & S Diversified Technologies 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 Review Committees have been established to work as teams to meet the individual and unique needs of their states.

***CONFLICTS OF INTEREST:*** *The Observers understands that they must not test any CNA candidate that they have trained, or any candidate that is hired by or being trained within their corporate structure or organization. Observers may not test their own family members or personal friends. Observers must remain consistent, impartial and unbiased during the administration CNA test and must avoid any possibility of a conflict of interest between their testing and training roles, if they are also an CNA trainer in Tennessee.*

## D & S Diversified Technologies Test Packets

Paper and pencil test packets are typically sent to Test Observers from the D & S Diversified Technologies office in Findlay, Ohio, 7-10 calendar days prior to the test date. First Class mail delivery generally takes 3-5 days. Please contact D & S Diversified Technologies at (877) 201-0758 **immediately** if you do not receive your test packet at least three days prior to your test date.

***On the day your test packet arrives, immediately double check that all materials have arrived and nothing is missing.*** A typical test packet should include:

- Form 1250 Examiner's Report
- This Test Observer Instruction Booklet
- If they have changed, six Written and one Skill Test instruction paragraphs. Dispose of your old copies and save the new copies to use for your next test.
- Form 1515/1501/1511 Test Observer/Actor/Written Test Proctor Agreement—Actors and Written Test Proctors need to complete this form only once
- Actor and Written Test Proctor Training Manuals
- Quick Score Answer form for each candidate
- Written Test for each applicable candidate
- Skill Test for each applicable candidate
- One postage paid, pre-addressed envelope to return ALL test materials to D & S Diversified Technologies. You should keep the written and skill test paragraphs and may make a copy of form 1250 for your records if you wish.

Occasionally, an Oral Test or ADA accommodation has been requested for a candidate and will be indicated on Form 1250 to the right of the candidate's name. In such cases, the test packet should also include:

- Cassette tape for an Oral Test
- Special instructions or materials for ADA accommodations

If anything appears to be missing, such as a cassette tape for an Oral Test, contact D & S Diversified Technologies immediately so that D & S DT can express mail any missing materials to you prior to the test. ***DO NOT WAIT UNTIL LAST MINUTE TO DOUBLE CHECK YOUR PACKET!***

You must safeguard the security of the testing materials. ***Test materials MUST be in your possession or locked in an area accessible ONLY TO YOU.*** D & S Diversified Technologies must be notified IMMEDIATELY of any breach in security.

## Before Test Day

Test Observers are in charge of their test schedule.

- Candidates have received test notification letters telling them to show up 20-30 minutes prior to the start of either the morning flight or the afternoon flight. Up to six (6) candidates will be scheduled for each flight. Your site packet will indicate to which flight each candidate is assigned.

- Prior to test day review the candidate list and identify where each candidate will start their test day. For a full flight of six candidates, three candidates will begin by taking the Written Test, one begins by taking the Skill test, and two will start in the Holding Area. For five candidates in a flight, only one begins in the Holding Area.
- For a flight with four candidates, two will begin in the Written Test and one in the Skill Test and one in the Holding Area.
- Candidates will rotate until they have completed their written test, skill test, and satisfaction survey.
- If a flight contains less than 6 candidates, start two less than the total number of candidates on the Written Test. If you choose to test three or fewer candidates you may want to consider not using a Written Test Proctor and proctoring the written test yourself and then doing the skill tests using your Actor. This will take longer, but involve one less person, the choice and the tradeoff is yours to make.
- Candidates scheduled for only a Skill Test or Written Test will be scheduled first in those areas and not assigned to the Holding Area unless necessary.

## Test Day

Observers 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, the area is free from distractions, and that the area is only being used for testing. **Contact the D & S DT office at (877) 201-0758 immediately if the Test Site is not adequate for testing.** D & S Diversified Technologies will assist you in resolving these issues **before the test begins** to insure test consistency.
- Insure the testing area is well lighted and ventilated.
- Become familiar with locations of fire exits, rest rooms, nearest telephone, etc.
- Be sure that **AT LEAST 4 feet** separates candidates on all sides for the written portion of the test and they have **NOTHING but a #2 pencil.** *A translation dictionary may be used. The candidate must show the dictionary to you prior to starting the written test.*
- Make sure a cassette player with stereo headphones is available for candidates who are scheduled to take an Oral Test.
- Make sure all necessary ADA accommodations are in place. They will have been indicated to you when you received your site packet.

## When Candidates Arrive

As candidates arrive, Test Observers should introduce themselves and sign them in.

### Verify each candidate's identity with:

1. One signed PHOTO identification and social security card (both are mandatory). Candidates signature on the sign in sheet (form 1250) must match the signature on their presented Photo ID.
2. The Notification Letter from D & S Diversified Technologies (not mandatory).

Test Observers may NOT ACCEPT candidates for testing who do not present **mandatory identification listed above.**

Test Observers **WILL NOT ACCEPT** candidates for testing who are in casts, or have other significant braces, are on crutches, or are visibly sick. This does not apply to any ADA applicant that you would have been notified of prior to testing as indicated on Form 1250.

Instruct each candidate to **double check** the spelling of their name, phone number and SS# on Form 1250 as they sign in. Record any discovered discrepancies as irregularities on Form 1250. Each candidate **MUST** sign Form 1250 on the signature line.

Test Observers **MUST VERIFY** that a candidate's signature matches the signature on their photo identification.

Give the candidate a card marked as Candidate A, B, C, D, E or F as they sign in before they go to their respective starting area. If you are testing five candidates don't use the F card. If you are testing four candidates don't use the F or C cards. For three candidates eliminate the B card next.

## **D & S DT Nurse Aide Written Test Instructions**

Test Observers are responsible for bringing a trained Written Test Proctor (WTP) on test day. WTPs are responsible for monitoring the written portion of the exam. WTPs must review the Written Test Proctor Training Manual, have completed Forms 1515 TN & 1501 TN and signed the training affidavit on Form 1511 TN. **WTPs only have to fill out this paperwork the first time they proctor an exam.** The WTP is responsible for making certain that each candidate gets the correct Written Test and matching Quick Score Answer Form (scan form). **UNDER NO CIRCUMSTANCES MAY ONE CANDIDATE'S TEST or SCAN FORM BE USED FOR ANY OTHER CANDIDATE.**

The WTP should read the paragraph at the end of this section **WORD FOR WORD** to Written Test candidates before they begin their Written Test. The WTP should have three sheets containing the text of the paragraph at the end of this section. These sheets are to be set by the three Written Test stations so candidates may refer to the Written Test instructions while they are read and during their Written Test. Candidates' questions should be answered **BEFORE** they begin any portion of the test. Candidates will rotate as indicated by the letter card they have received (e.g. A-F) and as referenced on the testing schedule to be posted in the Holding Area. Half of each full flight (three candidates) will take their Written Test at a time at one of the three Written Test stations.

The WTP should conduct the Written Test efficiently and quietly. Every attempt should be made to have Oral Written Test candidates as the A or B candidate, thereby assigning them to take their Written Test first.

WTPs should use a visible room clock, if at all possible, to **accurately time the test**. Allow NO MORE THAN 90 minutes for the Written Test. The WTP will inform the candidates when there are 15 minutes remaining (75 minutes have elapsed) and when their time has expired if they have not finished before 90 minutes has elapsed.

The WTP 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 on the Quick Score Answer Form correctly. **No marks are to be made anywhere by the candidate EXCEPT in columns A through D for questions 1-72 on the front side of the Quick Score Answer Form for the paper and pencil test. They should not make marks on the test booklet!**

Be sure to set an appropriate tone/environment and protect candidates from disturbances.

**NEVER LEAVE CANDIDATES UNSUPERVISED AT ANY TIME FOR ANY REASON!**

Insure that no smoking or eating takes place during testing.

The WTP 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.

WTPs must be certain to collect ***ALL TESTING MATERIALS at the end of the Written Test and quietly direct the candidate to their next rotation as indicated on their card. Remember to collect their rotation card if they are headed to the exit survey***

## Written Test Instructions

To be read aloud to **all** candidates **before** beginning the written portion of a paper and pencil exam. A copy is to be placed by each written test station, so the candidate may refer back to these directions during their paper and pencil written exam.

Make only 72 marks on your Quick Score Answer Form. **DO NOT** fill in any other bubbles on your Quick Score Answer Form, except questions 1-72 by marking either A, B, C or D.

Be sure to make your marks clear and dark and stay within the bubble. Use a #2 pencil.

**No bubbles** will be filled in on your Quick Score Answer Form for your name. Each answer form is individualized and preprinted with your name and social security number, so you do not need to make any marks at the top of the Quick Score Answer Form. **Please** just be sure that your name is spelled correctly on the top of your Quick Score Answer Form. Quietly tell your Written Test Proctor if any name or social security number correction needs to be made.

Double check that the **test version number** printed on the top of your Quick Score Answer Form matches the Written Test version number on your Written Test booklet. Quietly tell your Written Test Proctor if these version numbers do not match.

**DO NOT** make any marks in your written test booklet.

You will have a maximum of 90 minutes to complete the Written Test. You will be informed when there are 15 minutes remaining. The Written Test Proctor may **not** answer any questions during the Written Test.

When you are finished with the Written Test double check the marks you have made on your Quick Score Answer Form and then quietly bring your test booklet, Quick Score Answer Form, rotation card and this instruction card to the Written Test Proctor.

The Written Test Proctor will quietly direct you to your next area.

The Written Test Proctor may not answer any questions during the Written Test.

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## Before Candidates Arrive for Skill Tests

You must have a trained Actor to use as a resident for skill tasks. Actors must review the Actor Training Manual with the Test Observer before each testing day begins. Actors must complete Forms 1515TN & 1501TN and sign the training affidavit (Form 1511TN). ***Actors complete these forms the first time they participate as an Actor.*** Actors need to complete these forms ***only once*** and can participate at any facility with any Test Observer without having to complete the paperwork again. The training manual should be reviewed before each testing day begins.

***Test Observer must record the Actor's Social Security number on every Quick Score Answer Form for each Skill Test for which the Actor is used.*** Test Observers may do this anytime after the scan form has been used by the candidate for their Written Test answers. Test

Evaluators **MUST NOT** make **any marks** on the Quick Score Answer Form before the candidate has used it and marked their 72 Written Test answers on the scan form. Test Observers will locate box #8 titled "SUBJECTIVE TOTALS" on the front side of the Quick Score Answer Form. Print the Actor's name above the 9 blank boxes. Record the Actor's Social Security number in the 9 blank boxes. Then **FILL IN the corresponding bubbles** for the Actor's Social Security Number below the 9 boxes using a #2 pencil. Make your marks clear and dark. ***If you do not properly record the Actor SS# on every Quick Score Answer Form for any Skill Tests for which the Actor was used, D & S Diversified Technologies cannot track and verify what Actor was present for each Skill Test administered and D&SDT staff will have to make a phone call to the Test Observer to verify the information. This will reduce the Test Observer's payment by the D&S DT staff costs required to complete the job that the Test Observer is contracted to do.***

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 their Skill Test. ***D&SDT 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 help simulate typical working conditions in which the candidate would need to identify and locate appropriate equipment and supplies to perform their tasks.

The **Key Skills** needed to pass a particular skill are not noted in any way so ***you can remain completely unbiased.***

If the candidate asks if they passed or failed their test you may tell them you do not know because the tests are corrected by D & S Diversified Technologies, and that your job is to observe their performance and record what you see.

You have the authority to stop a test anytime you believe that an Written Test Proctor, Actor, candidate, or yourself is in danger.

## **D & S DT Nurse Aide Skill Test Instructions**

Before beginning a Skill Test, the Test Observer will read the Skill Test Instructions, word for word, to each candidate. D&SDT requires that the Test Observer and candidate **sit side by side and read the instructions together.** This is an opportunity to put the candidate at ease before beginning the Skill Test. After the instructions are read and once 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. Test Observer may not answer questions once the Skill Test begins.

After reading the skill test instructions, the **Test Observer must show the candidate the location of the equipment they will need as they perform their five Skill Tasks. In addition, the Test Observer must demonstrate how to properly operate the bed brakes, wheelchair brakes, privacy screen, bedside rails, bed adjustment mechanisms, scales, digital thermometer and blood pressure cuff operation for candidates whose five tasks require the use of any of this equipment.** Use this brief opportunity to further put the candidate at ease. Remain professional as you allow the candidate to relax as best they can without becoming overly friendly. Be the benevolent master of your testing environment.

Answer the candidate's questions before starting your timer and reading the scenario for Handwashing that begins the test. Remember you cannot talk with a candidate or answer any questions once the Skill Test has begun. Remember to set your timer when you begin the Skill

Test. You will read and, if asked, reread any scenario requested any time during the candidate's Skill Test, until they have verbalized that they are finished with the skill portion of their exam, or they run out of time.

Once the Skill Test instruction paragraph has been read, the equipment has been shown/demonstrated and all questions have been addressed, you will begin the test. Document the ***START TIME and subsequently the STOP TIME of the entire Skill Test, including all 5 tasks, in the provided space on the Handwashing task of each Skill Test.*** This time has no effect on test scores, but will help us determine average times on respective test versions.

The Handwashing task will always be administered first. An additional four skills are randomly assigned from the pool of skills (the exception would be retests—candidates will retest on the same task they missed, Handwashing and three others). Once Handwashing has been performed, it may be verbalized at the appropriate time on subsequent tasks. Steps do not have to be performed in the order they are listed. Use your judgment in cases where one step must be performed before another. If a candidate forgets a step but remembers it before running out of time or verbalizing that they are finished with the Skill Test portion of their exam, they may indicate this to the Test Observer. The Test Observer must use their judgment and either have the candidate demonstrate the step and/or the complete task correctly or accept the verbal remembrance. An example would be to accept a candidate's verbalization of "I forgot to wash my hands when I began the occupied bed task" by saying, "I understand. You may continue." As another example the Test Observer might say to the candidate, "Please show me how you would do that." if the candidate were to say "I forgot to do range of motion on the resident's elbow." Once a candidate's time expires or they say they have completed the skill portion of their exam, they cannot correct anything they believe they did incorrectly. Observers must avoid coaching, teaching or hinting, in even the most subtle way, that the candidate is doing something correctly or incorrectly. If you are an instructor, exercising the privilege granted by the Tennessee Department of Health to also be an Observers, you **MUST** only wear your Observer "hat" during testing and leave your instructor instincts back in the classroom. Abuse of this privilege will jeopardize the Instructor/Observer program for every instructor in Tennessee.

Remain impartial. Test Observers are our eyes and you must record ***ONLY what you specifically observe.*** 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 Skill Task Sheet.*** Test Observers must explain all "B" marks as they occur ***on the Skill Task Sheet*** either next to the step or at the bottom of the Skill Task Sheet or in the notes field if you are using ETEST® .

Test Observers are solely responsible for transferring the A and B marks to the backside of the Quick Score Answer Form beginning with #121. Test Observers **MUST** never make any of their required marks on the answer form until after the candidate has marked their 72 Written Test answers on the front side of the form. Test Observer may use Written Test Proctors to transfer their A and B marks from the Skill Task sheets to the back side of the scan form, since the WTPs will normally finish with Written Test candidates before the Test Observer is finished with the Skill Test administrations. This will depend on the comfort level the Test Observer has with the WTP and the capabilities of each individual WTP. **No matter how the marks get transferred to the backside of the scan form, the Test Observer is ultimately responsible for the accuracy of the marks and must double check every mark before returning the test materials to D&SDT.** Errors that

need to be corrected by D&SDT staff will be charged back to the Test Observer based on the time it takes the D&S DT office staff to correct and verify Test Observer mistakes.

Notice there are five separate skill tasks with numbers beginning with #121 and continuing sequentially from one task to the next. The sequential numbers correspond to numbers on the backside of the Quick Score Answer Form beginning with #121 through the last step on the last task. Mark the Skill Test Quick Score Answer Form by shading in either the [A] or [B] column corresponding to each numbered task from a Skill Test. **BE SURE TO USE A SHARP #2 PENCIL. Make your marks clear and dark.** Complete this process for each candidate who is taking a Skill Test. Time the D&S DT staff must spend making marks dark enough or otherwise fixing them will be charged back to the Test Evaluator.

Direct each candidate to their next assigned area when they finish their Skill Test. Depending on the letter which they were given when they signed in on form 1250, they will either move on to the Written Test or they will have completed both portions of the exam and will be directed to the exit survey in the Holding Area, then they may leave. Be sure to collect their rotation card before they depart.

## 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.

Welcome to your Skill Test.

I do not judge or evaluate your performance. I will be observing and recording whether or not you perform the steps on each of the tasks that make up your Skill Test. D&S Diversified Technologies in Findlay, Ohio, will score your test. I will not know whether you have passed or failed. We are going to ask you to actually perform and demonstrate every step on each of five tasks that the computer has randomly chosen. You will have 35 minutes to complete all five tasks. I will let you know when 20 minutes have gone by.

You will begin with the task of Handwashing. After you do Handwashing, you will perform four more tasks, which will be \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_. (*Read the other four tasks the candidate has drawn.*)

You don't have to remember these four tasks, because I will read them to you again, one at a time, as we go through the Skill Test. After demonstrating Handwashing for your first task you may just tell me when you should wash your hands during each of your remaining four tasks. It may help you to talk yourself through each step as you perform the tasks.

Each task has its own scenario, which I will read to you before you start each task.. It may help you to relax if you picture yourself in your normal workplace and just demonstrate to me the way you normally perform each task. You may use any equipment necessary. You may move equipment as appropriate to accomplish your tasks. Relax, be calm, take charge and show me your best stuff. I will read you one scenario at a time. After I read the scenario you will demonstrate the task. When you finish the task, tell me you are finished, and I will read the next scenario to you.



Any time during the Skill Test, until you run out of time or tell me you are finished, you may repeat or correct any task or step on a task that you believe you did incorrectly. You may ask me to reread any of the scenarios for you at any time during your Skill Test. When all five tasks are finished, if you still have time remaining, you may go back and correct anything you think you performed incorrectly or you may tell me you are finished with the Skill Test.

I cannot answer any questions once we begin the test. Do you have any questions now? (Observer shows the candidate the equipment location and demonstrates any equipment the candidate will need for their five-tasks. Observer answers any remaining questions and then begins the Skill Test by reading the scenario for Handwashing.)

## Reporting Test Discrepancies and/or Irregularities

The Examiner's Report, Form 1250, is the hub from which all action for change, improvement and support for the entire testing process comes. It is important that you report any irregularities that occur during your test day on the Form 1250 that arrives with each packet. ***These comments are reviewed by D & S Diversified Technologies every time a test packet returns and all irregularities are addressed immediately.*** Common irregularities include, but are not limited to, uncomfortable testing conditions, missing equipment, test content or formatting that might be changed or improved, changes in social security numbers, addresses or phone numbers, candidates who arrive without proper identification or have been disruptive, and anything that has occurred that 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.

If you observe any of the following specific discrepancies for a candidate, you can choose to report them on the back of that candidate's Quick Score Answer Form by filling in the [A] bubble next to its corresponding number. If you observe the same discrepancy for all candidates, such as "inadequate testing lab," you must report it separately on ALL answer forms.

###	Discrepancy
271	No valid identification
272	Incorrect test notification
273	Signs of drug or alcohol use
274	Violent, abusive, or threatening behavior
275	Uncooperative
276	Candidate unprepared
277	Inadequate testing lab, equipment or supplies
278	Possible test security breach
279	Poor hygiene
280	Inappropriate dress
281	Inappropriate language

## Concluding a Test Day

Examine each candidate's Quick Score Answer sheet to insure that all information has been recorded. Transfer and **double check** Skill Test A and B marks on the backside of the Quick Score Answer sheet #121 through the last number on the fifth task for any candidate who performed a Skill Test. ETEST® users, double check that all the boxes are checked in front of each step and B mark justifications are typed in.

Sign the EXAMINER'S REPORT FORM 1250 and return it with all Written and Skill Test materials. *Be sure to report any irregularities on this form!* We value your insight regarding the tests, delivery methods, content, and job relatedness. Please forward your comments to us at anytime. You may make a copy of form 1250 to help you keep accurate records.

D & S Diversified Technologies must be informed **IMMEDIATELY** if any breach, or suspected breach, of test security should occur.

Return ALL testing materials in the pre-paid, pre-addressed envelope to D & S Diversified Technologies, P.O. Box 418, Findlay, OH 45839-0418. Double check that you have reported all irregularities on Form 1250 and filled in the A bubble for any discrepancies on the backside of the Quick Score Answer sheet #271-281 for each candidate. Be sure to drop your return envelope in an **Official US Postal Service** mail drop or at a US Post Office, **NOT** a facility or home mail box.

## Test Times

Test times are normally 8:30 am until 12:30 pm for the morning flight and 1:00 pm until 5:00 pm for the afternoon flight, though some test sites will have different start times. This schedule allows ample time for candidates to complete the Nurse Aide exam and also provides a break between flights for the Test Observer, Written Test Proctor, and Actor.

Candidates are instructed to arrive at least twenty (20) minutes prior to their scheduled start time. Any candidates who arrive late will NOT be permitted to take their exam on that day and will be considered a NO SHOW. They will need to send in a new application and no refund will be given.

Candidates who complete the exam and the exit survey (or portion of an exam and exit survey for those who are retesting) may leave when they are done.

## Test Notification

Every candidate receives a Test Notification prior to their test date and is instructed to bring this Test Notification with them to the test site on the test day. Facilities and Training Programs will also receive a copy of the same Test Notification. If an individual has requested and will be paying for the test(s), the Test Notification is sent directly to the individual at the address provided on his/her application.

The notification letter clearly identifies the candidate, the test date, time, and location. Candidates may bring their notification letters with them and may show them to you but the letter isn't required for them to test. Double check any letters you see let us know if we can improve them in any way.