<u>**Wisconsin Nurse Aide Competency Testing Frequently Asked Questions**</u>

The Department of Health Service (DHS) has one state-administered competency test as allowed under federal law to ensure a neutral and objective nurse aide testing process. The Department contracts with HEADMASTER to deliver Wisconsin's Nurse Aide Competency Testing Services.

The DHS liaison with HEADMASTER is the Office of Caregiver Quality (link sends e-mail)

Department of Health Services
Division of Quality Assurance
PO Box 2969
Madison, WI 53701-2969
608-261-8319.

Listed below are frequently asked questions related to nurse aide competency testing.

1. **Who do I contact to learn about nurse aide testing?**

To learn information about nurse aide (NA) testing in Wisconsin, follow the link from the DHS web site at dhs.wisconsin.gov/caregiver/nurse-aide/natd-registry.htm or go to the Wisconsin NA page website at hdmaster.com . You may also contact D&SDT-HEADMASTER at:

Ohio Office
P.O. Box 418
Findlay, OH 45839-0418
Phone: 888-401-0462
Fax: 419-422-7395
Hours of operation: Monday-Friday 7:00am-5:00pm CST
                                   Saturday 7:00am-1:00pm CST

Montana Office
P.O. Box 6609
Helena Montana 59604
Phone: 888-401-0462
Hours of operation: 9:00a-7:00p CST

2. **How do I schedule a test?**

In order to schedule the Wisconsin NA competency examination, candidates must have successfully completed a DHS approved nurse aide training program or have a DHS issued approval to test letter. All nurse aide candidates must be registered with D&SDT-HEADMASTER by their training program or alternate registration route in the TestMaster Universe (TMU©) software at wi.tmuniverse.com. Once you are registered with the TMU© software, you must login to wi.tmuniverse.com and complete your demographic information. Once your instructor or training program enters the date you successfully complete training into TMU©, you may schedule your exam date online at wi.tmuniverse.com. On the main screen, select Test Event/Reschedule. Login with your secure username and password provided to you by your training program. If you do not know your username and password, enter your email as

username and click <Forgot Your Password?>. This will give you an opportunity to reset your password and then login. If you are unable to login for any reason contact D&SDT-HEADMASTER staff by calling 888-401-0462.

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

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program where you trained has already scheduled your test. Regional test seats are open to all candidates. Regional test dates and seats are posted in the dynamic test scheduler in TMU©. Login to the system using your username and password at wi.tmuniverse.com. You may also follow the link from the Wisconsin NA page of our public website at hdmaster.com or from the DHS web site at dhs.wisconsin.gov/caregiver/nurse-aide/natd-registry.htm.

3. **How will I know where, and what time and date my exam will be?**
As a testing candidate you will be given your own unique login for HEADMASTER's online testing and registry system at www.wi.tmuniverse.com to choose your exam date and site.

If you are taking the exam at a Regional Test Site (RTS), you will be able to select your exam site, date and time from available test sites, dates & times within your TMU account. Upon completion and approval of your online testing application, you will receive a confirmation email with the date, time and site of your exam. All regional test seats are open to anyone.

If your training program is an approved In-Facility Test Site (INF), your primary instructor will notify you of the date, time and place of your scheduled exam within 5-7 days after HEADMASTER receives the completed on-line testing application.

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

You must schedule a test **within one year of your date of training program completion.** After one year, you must complete another DHS approved training program in order to be eligible to schedule testing.

4. **I have a disability. How do I request special accommodations to my testing due to my disability?**
A nurse aide candidate who has a disability may request special arrangements for testing. This request should be made as soon as it is known that a special accommodation will be needed, and **before** a candidate applies for testing. Accommodations must be approved by D&SDT-

HEADMASTER and the Office of Caregiver Quality (OCQ) and cannot change the examination in any way. The request for ADA Accommodation Form 1404WI is available on the Wisconsin page of the D&SDT-HEADMASTER website at hdmaster.com. This form must be submitted to D&SDT-HEADMASTER. The signed copy with documentation attachments must be imaged and uploaded to the requesting candidates TMU© wi.tmuniverse.com record, (online fillable form) or emailed to hdmastereast@hdmaster.com, or faxed to 419-422-7395 or mailed to D&SDT-HEADMASTER, PO Box 418, Findlay, OH 45839-0418. All required documentation listed on the second page of the ADA application must be included. When you are scheduling to take your exam, please make sure you or your training program has submitted the ADA Accommodation Form(s) far enough in advance to not delay testing. All requests must be approved in advance so the Test Observer can be made aware of the exact accommodation that is needed.

The request must state the specific type of help the nurse aide candidate needs, and how the accommodation will help the candidate test. The candidate must provide documented proof of the need for the special accommodation by: the candidate's health care provider, Individual Education Plan (IEP), or Division of Vocational Rehabilitation's Individual Plan for Employment.

The special accommodation may be approved as requested, with adjustments to the original request, or denied. The candidate will receive email or text notification of the decision. If approved, HEADMASTER will schedule the nurse aide candidate for testing and will advise the Test Observer of the Special Accommodations needed.

Please note that you do NOT need ADA approval to take the Oral Examination.

5. **Do I have to submit the fee when I apply to test?**

Yes, securely processed Visa or MasterCard credit card or debit card information is required when scheduling on-line testing.

Testing Fees:

- $125 knowledge and skills exams
- $130 oral and skills exams
- $93 skills only
- $32 knowledge only
- $37 oral only

HEADMASTER's online TMU© system will keep track of which exams you are required to take. Your examination fee may be paid by MasterCard, Visa, or in the form of a money order, facility check or cashier's check, payable to "D&ST Diversified Technologies LLP HEADMASTER LLP."

Personal checks will not be accepted from individuals. Do not send cash.

6. How do I cancel a scheduled exam?

A cancellation request must be made **in writing** to cancel a test. If you cancel more than seven (7) days in advance of your scheduled test event, all fees will be refunded to the remitter of record. Requests made after seven (7) days before and up to one (1) business day preceding a scheduled test day will qualify for a full refund of any testing fees paid minus a $30 cancellation fee. Sundays and holidays are not considered business days. Written requests for cancellations can be faxed to 419-422-7395 or emailed to hdmastereast@hdmaster.com.

If you are scheduled for a test component and do not show up without prior notification at least one (1) business day prior to your scheduled test event OR if you are turned away for lack of proper identification, proper attire, or any other reason to deem you ineligible to test, you will be considered a No Show. You will forfeit all fees paid and must submit a new testing fee to schedule yourself into a new test event.

If you do not reschedule online (at no charge, three (3) business days prior) or submit a cancellation request at least 1 business day preceding a scheduled test event, a No Show status will exist. You then must log into TMU© at wi.tmuniverse.com, re-pay and re-schedule into a new test event of your choice.

Note: The calculation of 3 business days **includes** the day of your scheduled test event.

Exceptions to the No Show status exist. If you are a No Show for any test component for any of the following reasons, test fees will be refunded or a free reschedule will be authorized to the remitter of record **with appropriate documentation provided**.

- **Car Breakdown**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one (1) business day of the breakdown. A tow bill or other appropriate documentation must be submitted within two (2) business days of the missed test event. If proof is not received within the two (2) business day time frame, your No Show status will stand, all fees paid will be forfeited and you must submit a new testing fee to be scheduled into a new test event.
- **Medical Emergency**: D&SDT-HEADMASTER must be contacted via phone call, fax or email within one (1) business day. A doctor's note must be submitted within five (5) business days of the missed test event. If proof is not received within the five (5) business day time frame, your No Show status will stand, all fees paid will be forfeited and you must submit a new testing fee to be scheduled into a new test event.
- **Death in the Family**: D&SDT-HEADMASTER must be contacted and an obituary must be submitted within ten (10) business days of the missed test event. This applies for *immediate* family members only. If proof is not received within the ten (10) business day time frame, your No Show status will stand, all fees paid will be forfeited and you must submit a new testing fee to be scheduled into a new test event.

You will be allowed to reschedule as many times as desired within 1 (one) year of completing training.

7. How can I prepare for the Nurse Aide Competency Examination?

Knowledge Test:

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

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

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

Skills Test:
The purpose of the Skill Test is to evaluate your performance when demonstrating Wisconsin approved nurse aide skill tasks. You will find a complete list of possible skill tasks in the Wisconsin Candidate Handbook at Nurse Aide Candidate Handbook (link is external). (PDF)

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

- The skill task steps are generally not order dependent, unless the words BEFORE or AFTER are used in a step.
- At any time during any skill, you may direct the RN Test Observer to move anywhere needed to assist you in providing safety for the resident.
- **All steps must actually be demonstrated. Steps that are only verbalized WILL NOT COUNT.**

8. What is included on the nurse aide competency test?

There are two parts of the WI Nurse Aide Competency examination.
- A Knowledge or Oral Examination
- A Skills Evaluation

The Knowledge Examination has 75 multiple-choice questions. You will be allowed (1) hour to complete this knowledge test. An audio (Oral) version of the knowledge test is available for anyone requesting it. You must request an Oral Test when you initially schedule your test. There is a five dollar ($5) additional charge for an Oral Test. For TMU© electronic testing, you will hear the questions over the computer/tablet headphones and have control buttons on the screen to play, rewind, pause etc. For Oral Tests, only the first 67 questions will be read orally. The remaining 8 questions will have to be answered without oral assistance to assess your English reading comprehension.

You will also complete a Skills Evaluation in an area that is set up to resemble an actual work setting. All of the necessary equipment will be available for you to perform your assigned skills. The Test Observer will show you the area, give you an opportunity to see how the equipment works and answer your questions before beginning the Skills Evaluation.

You will be asked to actually perform 3 or 4 randomly selected nurse aide skills. Refer to the Wisconsin Nurse Aide Candidate Handbook (link is external) (PDF) for step-by-step instructions about each skill.

9. Will I be using a mannequin for the Skills Evaluation?

HEADMASTER will provide, as part of their testing team, a person to act as the client during the Skills Evaluation. HEADMASTER actors are used for all skills except for perineal care and catheter care. Mannequins are used for these two (2) scenarios. Speak to the mannequin as you would to any resident.

10. What if I made a mistake during the Skills Evaluation?

If you believe you made a mistake while performing a task, say so. You will need to demonstrate the step or steps on the task you believe you performed incorrectly for the correction to be noted for the step. You may repeat or correct **any step** or **steps** you believe you have performed incorrectly at **any time** during your allotted thirty (30) minutes or until you tell the RN Test Observer you are finished with the Skill Test.

11. How will I know if I passed the competency test?

After you have completed both the Knowledge Test and Skill Test components of the competency exam, your test results will be officially scored and double checked. Official test

results are available to you before 7pm the next business day after your test event. You may check your test results on-line by going to wi.tmuniverse.com, and logging in with your username and password. Upon successful completion of both components of the competency exam, your name will be placed on the WNAR. You may print a hard copy of your results and check your listing on the Wisconsin Nurse Aide registry by going to wi.tmuniverse.com and logging in with your username and password.

If you fail either test component, you must reapply to retake the component that you failed. Procedures for reapplying and detailed test results are included in the link emailed to your email address of record. You are eligible to test as many times as needed **within one year of your date of training program completion.** After one year, you must complete another DHS approved training program in order to be eligible to schedule further testing.

If you did not pass both the Knowledge Test and the Skills Demonstration, your online test results will indicate the area(s) that need further review and practice.

12. Is the exam offered in another language besides English?
The written and oral exams are given in English.

13. Can I work as a nurse aide before I take the competency test?
A nurse aide student currently enrolled in an approved nurse aide training program may be permitted to provide direct nursing related duties for up to 120 calendar days from the start of training, as long as the person:
- Is a full-time employee,
- Has been trained and found proficient by the instructor on the skill being performed, and
- Is under the general supervision of a RN or LPN.

If you fail the competency test, you cannot provide direct, hands-on care until you successfully pass the retake test.

14. How do I get a Nurse Aide Candidate Handbook?
You can print the Nurse Aide Candidate Handbook (link is external)(PDF) from http://hdmaster.com/testing/cnatesting/wisconsin/WI_CNA_Home.htm or you can call HEADMASTER toll-free at 888-401-0462 to request a Candidate Handbook.