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South Dakota Board of Nursing
SDBON

D&S Diversified Technologies LLP
Headmaster LLP

SOUTH DAKOTA NURSE AIDE

CANDIDATE HANDBOOK

November 2, 2026

HEADMASTER
TMU©

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CONTACT INFORMATION

Questions on: • Testing process • Test scheduling • Eligibility to test	**Contact:** **D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP** PO Box 6609 Helena, MT 59604 **Email**: **southdakota@hdmaster.com** **Website**: **hdmaster.com** South Dakota TMU© Webpage: **sd.tmutest.com**	**Hours and Phone:** Monday through Friday 7:00AM – 6:00PM Central Time **Phone: (800) 393-8664** Fax: (406) 442-3357
Questions on: • Requirements for initial registration and renewal of certified nurse aides • Training program requirements • Official rules and regulations for nurse aides	**Contact:** **South Dakota Board of Nursing** 4305 S Louise Ave, Suite 201 Sioux Falls, SD 57106-3115 **Email**: SDUAP@state.sd.us **Website**: https://www.sdbon.org/NursingAssistants/Index.asp	**Hours and Phone:** Monday through Friday 8:00AM – 5:00PM Central Time Phone: (605) 362-2760

ABOUT THE HANDBOOK

The information in this handbook is designed to help you prepare to take the Board's approved nurse aide knowledge exam administered by the Board's approved test vendor, D&SDT-Headmaster. If you have questions that are not answered in this handbook, contact D&SDT-Headmaster:

- Email: **southdakota@hdmaster.com**;
- Call: (800) 393-8664 during regular business hours 7:00AM to 6:00PM (CT), Monday through Friday, excluding Holidays; or
- Review website: **hdmaster.com**.

INTRODUCTION – NURSE AIDE REGULATION

In 1987, Congress adopted the Nursing Home Reform Act as part of the Omnibus Budget Reconciliation Act (OBRA). Known as OBRA '87, these laws were designed to improve the quality of care in skilled nursing facilities (SNFs) and established training requirements and competency evaluation program (CEP) standards for nurse aides working in SNFs. The CEP consists of a knowledge exam and a skills evaluation designed to evaluate if a person has the minimum knowledge and ability to safely practice as a nurse aide and be placed on a certified nurse aide (CNA) registry. Each state implements OBRA laws.

In South Dakota, nurse aides are regulated and registered by the **South Dakota Board of Nursing (Board)** pursuant to **ARSD Chapters 20:48:16 and 20:48:18**. Visit the Board's **website** to review CNA Registration Requirements; registration requirements include the following:

1. Completion of a 75-hour Board-approved nurse aide training program. A list of approved programs is located at **https://www.sdbon.org/ApprovedNATPs.asp**.
    - **Candidates have 2 years from completion of training to test.**
2. Submission of the Board's CNA registration application; visit **https://www.sdbon.org/NursingAssistants/CNA_Initial_Requirements.asp** to access the application.
3. Completion of a Board-approved skills evaluation; visit **https://www.sdbon.org/SkillsEvaluation.asp** to review requirements.
4. Completion of the Board's approved nurse aide knowledge exam, administered by D&S Diversified Technologies-Headmaster, LLP; review the instructions in this handbook.

TEST ACCOMMODATIONS: AMERICANS WITH DISABILITIES ACT (ADA)

The Board and D&SDT-Headmaster provide reasonable accommodations for candidates with disabilities or limitations in accordance with the Americans with Disabilities Act (ADA). If you have a qualified disability or limitation, and want to request an accommodation for the knowledge examination:

- Submit the **ADA Accommodation Request Application**, located on TMU's© main page under 'APPLICATIONS', for review and approval by D&SDT-Headmaster **in advance** of your knowledge examination.
- Submit all required supporting documentation of your diagnosed disability with your request. Only applications with documentation will be reviewed for approval.
- D&SDT-Headmaster will email you if additional documentation or information is required, using the email address in your TMU© account.
- **Allow for additional time to process your request.** If you have questions regarding the ADA review process or specific required documentation, please call D&SDT-Headmaster at (800) 393-8664.

GENERAL EXAM INFORMATION

- **The exam consists of eighty (80) multiple-choice questions.** The exam will be displayed on a computer screen for you to read, and you will have ninety (90) minutes to complete the exam. The amount of time you have remaining will be at the top of your screen.
- The questions will be presented to you one at a time on the computer screen. You must select one answer for each question: A, B, C, or D, and you will use a keyboard or mouse to select your answers. You will navigate through the exam questions with the previous and next buttons.
- You may not ask the Test Proctor questions about the content of the knowledge exam (such as "What does this question mean?").
- **You will not be allowed to use translation dictionaries or language translators of any kind.**
- **You are allowed to use scratch paper and a basic calculator**.

Review the Additional Testing Requirements for Onsite and Remotely Proctored Exams in this handbook!

Questions on an exam are randomly selected from a pool of items that are categorized in nine (9) subject areas. The subject areas align with the South Dakota Board of Nursing's test plan and include all federally required categories. Content areas and number of test questions for each area are as follows:

1. **Aging Process — 5 questions:** Awareness of developmental tasks associated with the aging process.
2. **Basic Nursing Skills, Data Collection, and Personal Care — 24 questions:** Acts or activities necessary to perform the job of a CNA, including data acquisition, handling, and routing.
3. **Basic Rights — 6 questions:** Rights that residents are legally entitled to; facility and CNA roles in ensuring those rights, including the promotion of residents' independence.
4. **Communication and Interpersonal Skills — 6 questions:** Verbal, nonverbal, written, and spoken communication and related to hearing, seeing, feeling, tasting, or smelling.
5. **Infection Control — 7 questions:** Nature of infections, causes, and prevention; correct methods and procedures for dealing with infection.
6. **Mental Health and Illness — 7 questions:** Resident mental processes, signs, and stages of mental states; normal and care-impaired; mental well-being and interaction of a CNA and co-workers.
7. **Physical Health and Illness — 10 questions:** Activities or acts performed by a CNA for or to residents that are personal in nature and accommodations necessary for functionally impaired residents.
8. **Role and Responsibility — 8 questions:** Act or activity or restorative services considered to be part of the basic role or responsibility of a CNA in the workplace.
9. **Safety — 7 questions:** Safety of residents, CNAs, organization safety issues, and safety of organization personnel in general.

PASSING SCORE

- You must obtain a minimum score of **75%** to pass the exam.
- By scheduling yourself to sit for the D&SDT-Headmaster's knowledge exam, you acknowledge that the results of your exam will be accessed by the Board and recorded into the Board's CNA registry database.

Retaking the Exam

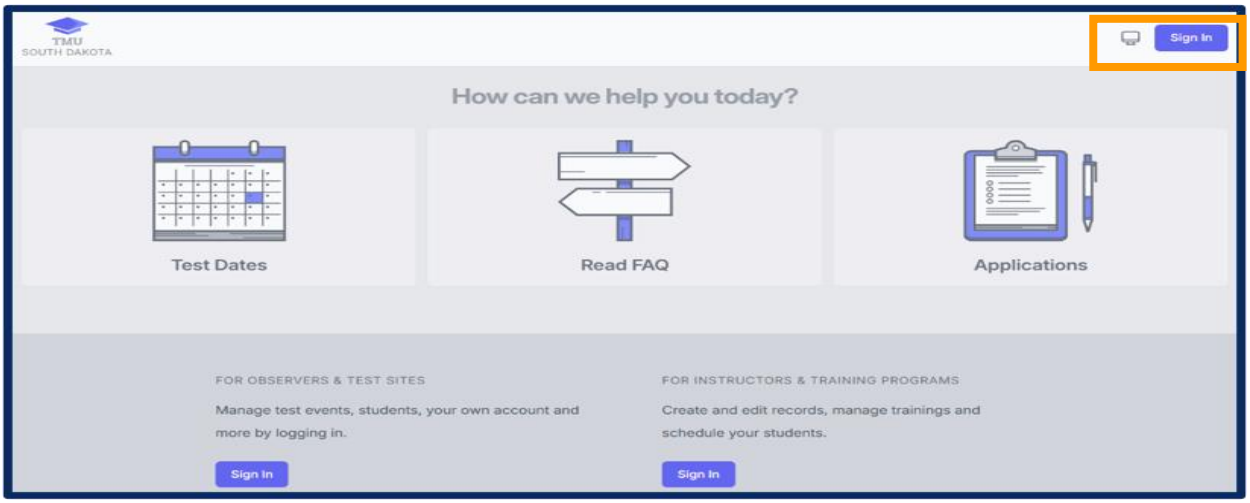
- If you do not pass on your first attempt, you can retake the exam **two (2) times;** if you fail a third time, your instructor will need to provide you with additional instruction.
- Upon failing, you will need to pay for a retake exam and pay the testing fee before you can schedule a new exam date.

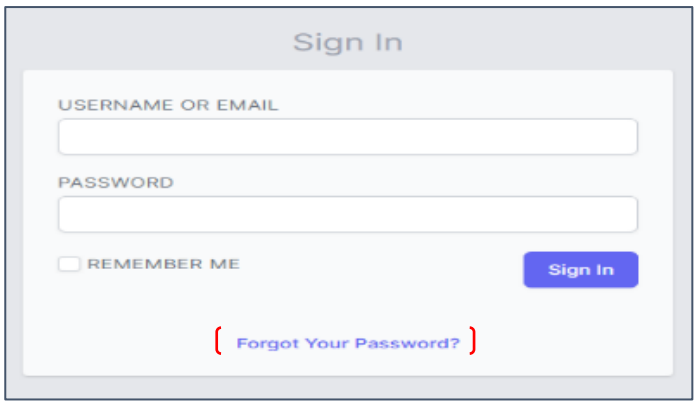
COMPLETE YOUR PROFILE IN TESTMASTER UNIVERSE© (TMU©)

- Your nurse aide training program instructor will enter your initial registration information into D&SDT-Headmaster's TestMaster Universe (TMU©).
- After your information is entered, you will receive an email from TMU© confirming that your account has been created (check your junk/spam folder).
- Open your email and sign in to your account at the **South Dakota TMU© home page**.

If you forgot your password or need to recover your account:
Enter your email address in the Sign In menu box. Select **"Forgot Your Password?"**. You will receive an email. Follow the instructions in the email to reset your password to recover your account.

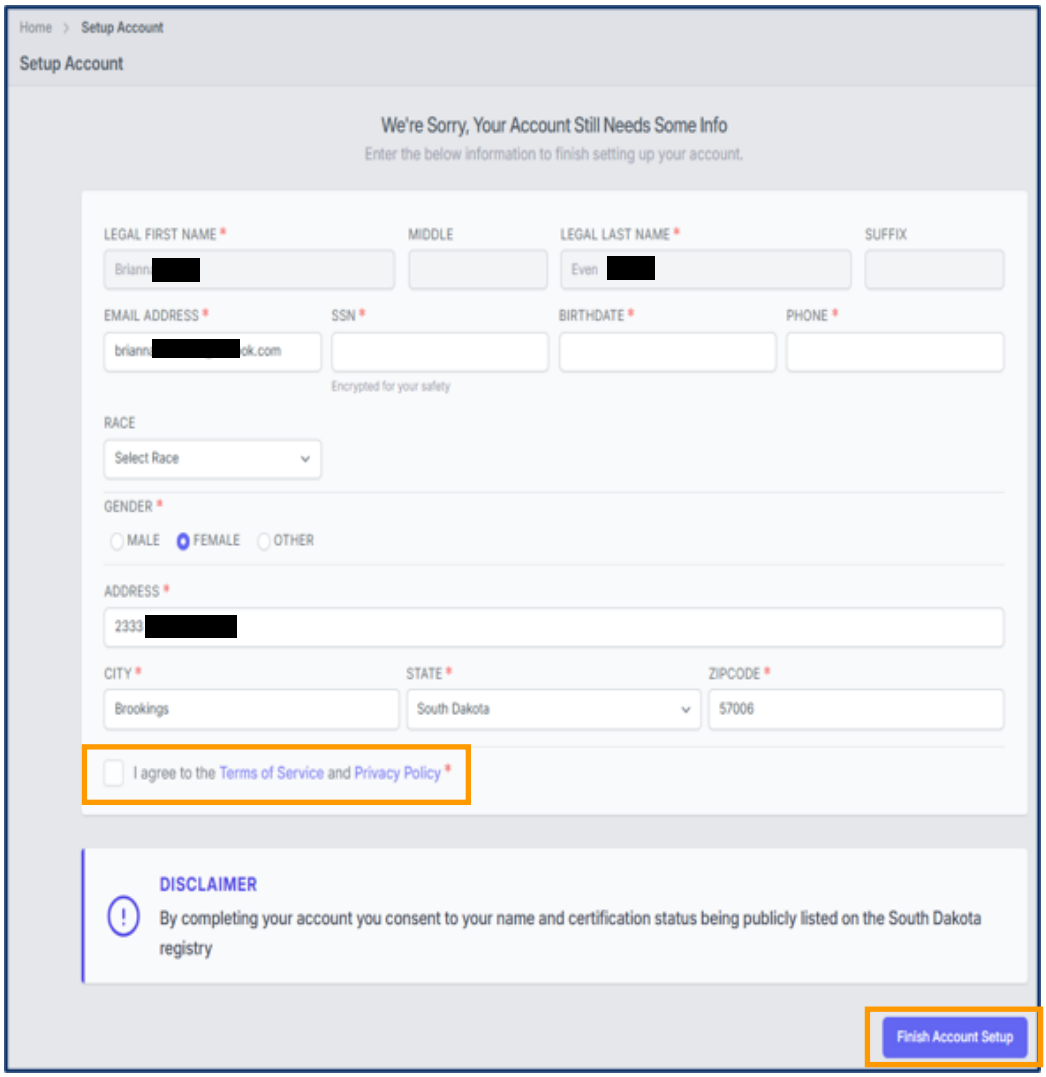
- If you cannot sign in, contact D&SDT-Headmaster at (800) 393-8664.



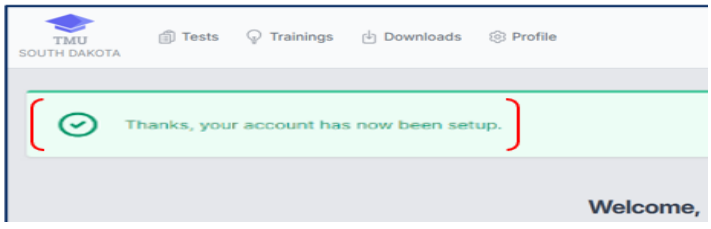


- The first time you sign in to your account, you will need to update your TMU© account by:
    - Completing all required fields that are marked with an asterisk*;
    - Checking the box next to "I agree to the Terms and Privacy Policy*"; and
    - Selecting Finish Account Setup.

- Complete this information **<u>before you schedule to take your exam!</u>**
- **Failure to do so may result in you being marked as a NO SHOW STATUS for your test event and forfeiting your testing fees!**



After you finish your account setup, you will receive a message that your account is set up!



TEST ELIGIBILITY AND PAYMENT INFORMATION

After your instructor has entered the date that you completed the 75-hour nurse aide training program into TMU©, you will receive an email and text message that you are eligible to schedule your exam test event.

Before you schedule your exam:

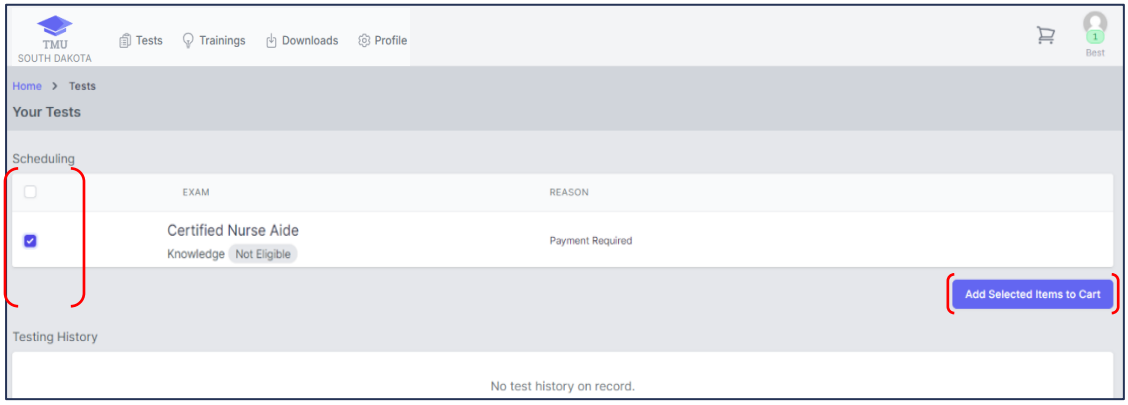
- Ask your program instructor if you will be **self-paying** or if your training program has **pre-paid** your fee.
- If you are **pre-paid**, you do not need to submit a payment and may schedule your exam.
- If **self-pay**, review the instructions below and submit the online fee to be able to proceed with scheduling your exam.

Fees for the onsite exam, RN remote proctor exam, and Audio version:

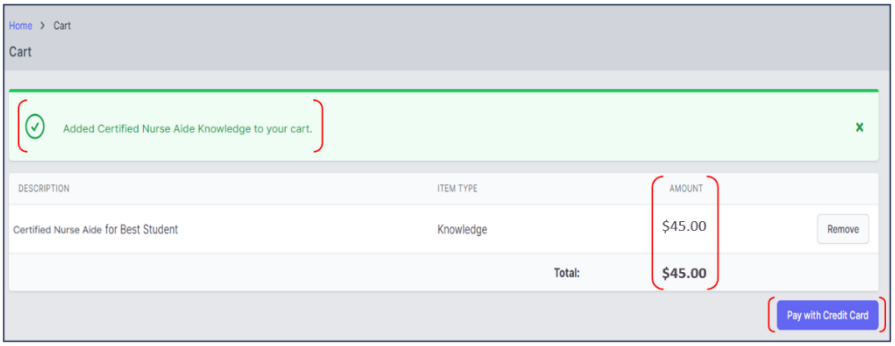
- First Exam: **$45**
- Retake Exam: **$45**
- Audio Exam (first exam and retakes): **$45**

SELF-PAY INSTRUCTIONS

1. On the top menu bar, select 'Tests'; under 'Scheduling', enter a check mark in the box to the left of the Certified Nurse Aide exam. Select the box that reads 'Add Selected Items to the Cart.'



2. You will get a message that the exam has been added to your cart and the dollar amount.



3. Select the 'Pay with Credit Card' box.
4. You must use a Visa or MasterCard credit or debit card. Enter your credit card information; it will be processed securely.
5. Select 'Submit Payment.' **After your fee is paid, you may proceed to schedule your exam**; refer to the instructions for scheduling or rescheduling the knowledge exam test event.

EXAM OPTIONS

Discuss with your instructor which option is best for you.

ONSITE EXAM

The online exam is administered by an on-site test Proctor in a testing center, classroom, or a nursing facility classroom.

REMOTELY PROCTORED RN EXAM

The online exam is administered remotely by an online RN Proctor. You may take the exam at home or in another private location.

REMOTELY PROCTORED EXAM REQUIREMENTS

You must meet the following to use the remotely proctored option:

1. Have a reliable Internet (Wi-Fi) connection.
2. Have a personal computer, tablet, or laptop to log into TMU© to access the knowledge exam.
3. Have an updated version of **Google Chrome** as your Internet browser.
4. Have a smartphone or tablet to access the 'video conferencing app' (for example, Zoom, etc.) that **you must download before your test date!**
   - An email will be sent to you, and a notification in your TMU© account, with information about downloading a 'video conferencing app' (for example, Zoom).
   - During your test, your smartphone or tablet must be positioned so the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer, tablet, or laptop.
5. Have your email or username and password to log in to your account. The remote proctor will provide you with a "code" to start your exam.
6. If you plan to select the Audio version of the exam, have wired headphones or earbuds to plug into the computer **(Bluetooth-connected devices are not allowed)**.

Additional Requirements and Important Information:

- On testing day, you **will not be allowed to receive any assistance with your setup** from anyone in your environment (room/area).
- **Check your email inbox and notifications** in your TMU© account the night before your scheduled exam! The email message provides important information about the exam and includes a password-protected link to join the test event.
- You may **not use a video filter**, such as a background or blurring your screen.
- **You must be alone** (by yourself during the entire time while testing) in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.

POLICY: Failure to adhere to any of the above remote testing conditions will require the remote RN proctor to stop your test, and your test will be scored as a failed attempt.

Optional Audio (oral) Version of Exam

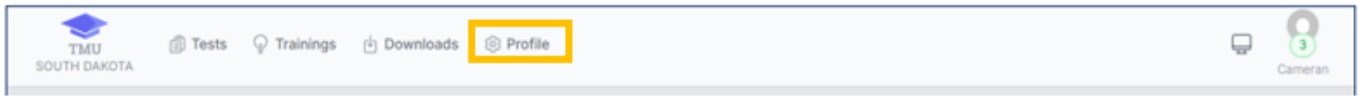
The audio version of the exam is available for both the onsite and remotely proctored exam. **If you want this option, you must enable it before you submit your testing fee payment.** The audio exam:

- Will be read to you in a neutral voice through wired earbuds or headphones plugged into the computer.
- Requires that you provide your own wired earbuds or headphones and present them to your proctor at check-in for your exam. ***Bluetooth-connected devices are not allowed.***
- Has control buttons that will appear on the computer screen that will allow you to play, rewind, or pause questions as needed.

HOW TO ENABLE THE AUDIO VERSION OF THE EXAM

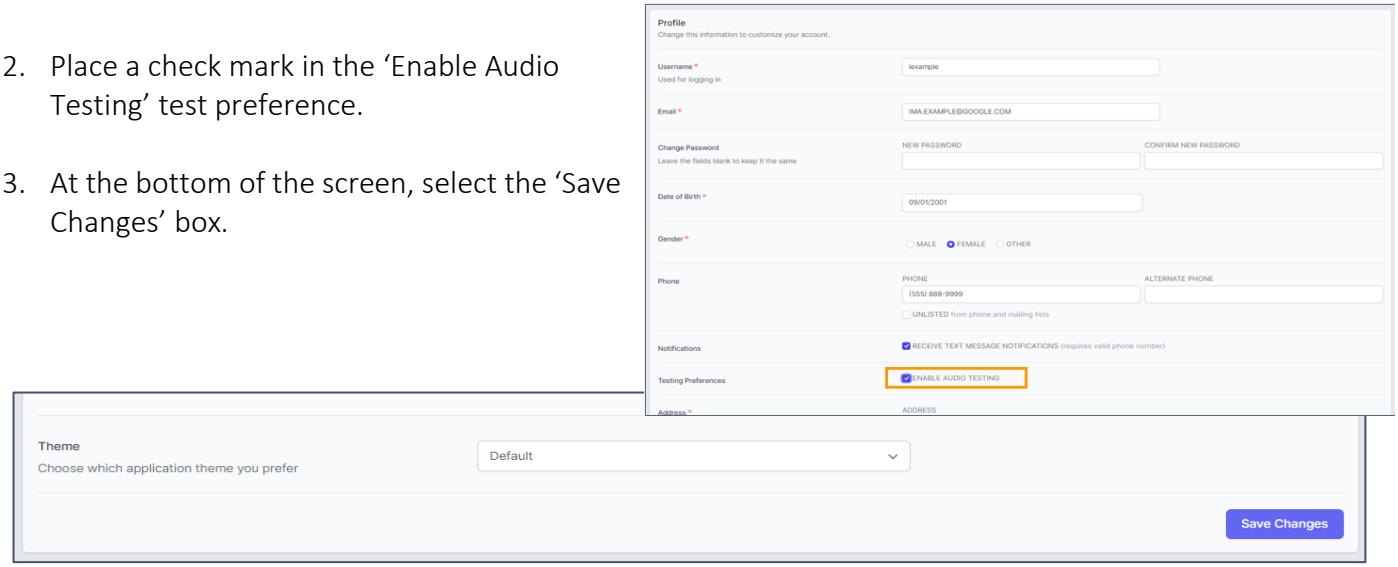
You may have the exam administered to you orally by selecting the audio version of the exam; **this option must be enabled before you schedule your exam!**

1. Select 'Profile' on the top menu bar.



2. Place a check mark in the 'Enable Audio Testing' test preference.

3. At the bottom of the screen, select the 'Save Changes' box.

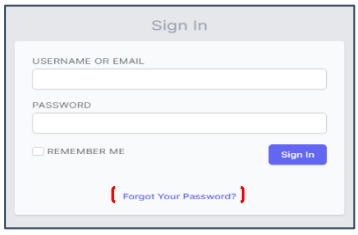


TEST EVENT SCHEDULING AND NOTIFICATIONS

After your exam fee is paid, you may schedule your test event and choose an onsite or remotely proctored exam. Log in to your TMU© account on **sd.tmutest.com**; use your email or username and password to sign in.

If you forgot your password or need to recover your account:
Enter your email address in the Sign In menu box. Select 'Forgot Your Password?' You will receive an email. Follow the instructions in the email to reset your password to recover your account.

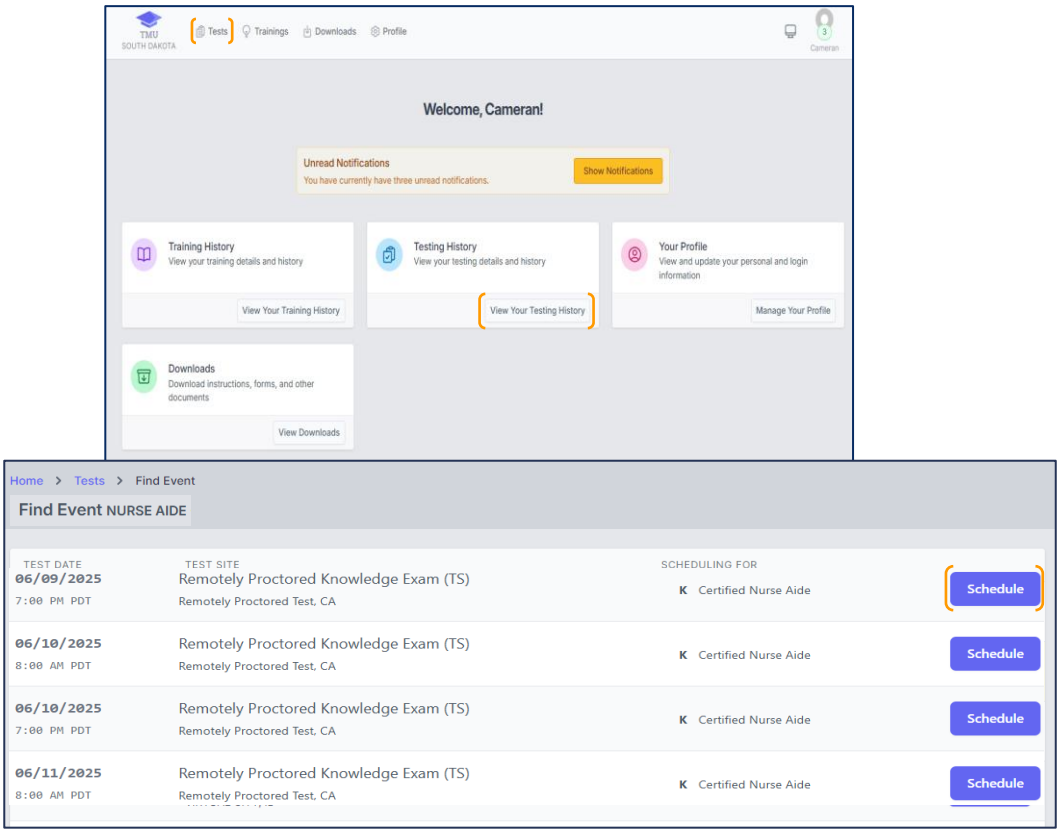
If you cannot sign in, contact D&SDT-Headmaster at (800) 393-8664.



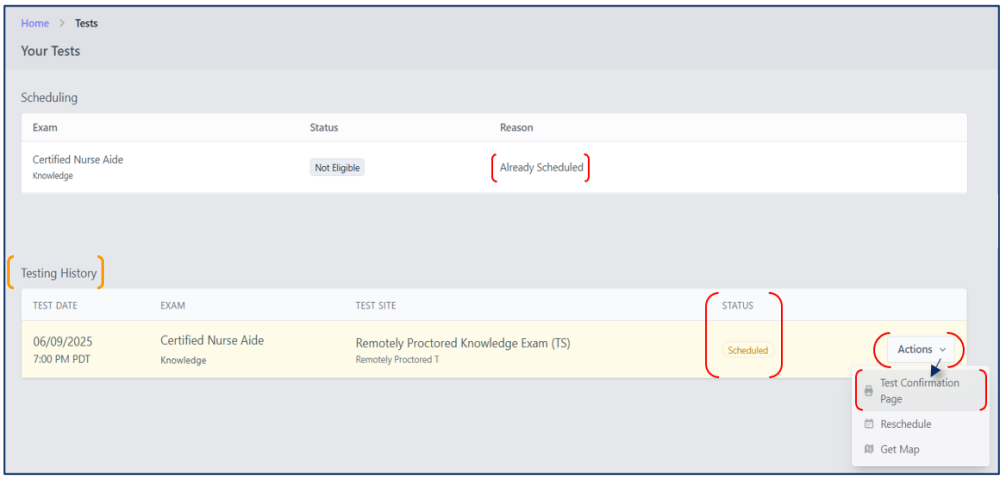
Steps to Schedule Onsite or Remotely Proctored Exam:

1. On the TMU© home page's top menu bar, select 'Tests'. In the Testing History box, select 'View Your Testing History'.

2. A list of available test dates, times, and locations will be shown; select the 'Schedule' box for the date and time you want. After selecting, a message will appear to confirm the event date. Select the 'OK' button to confirm.



3. The next screen displays the 'Testing History' for the date of your scheduled exam. Under the 'Actions' drop-down menu, select 'Test Confirmation Page' to review important reminders for testing.

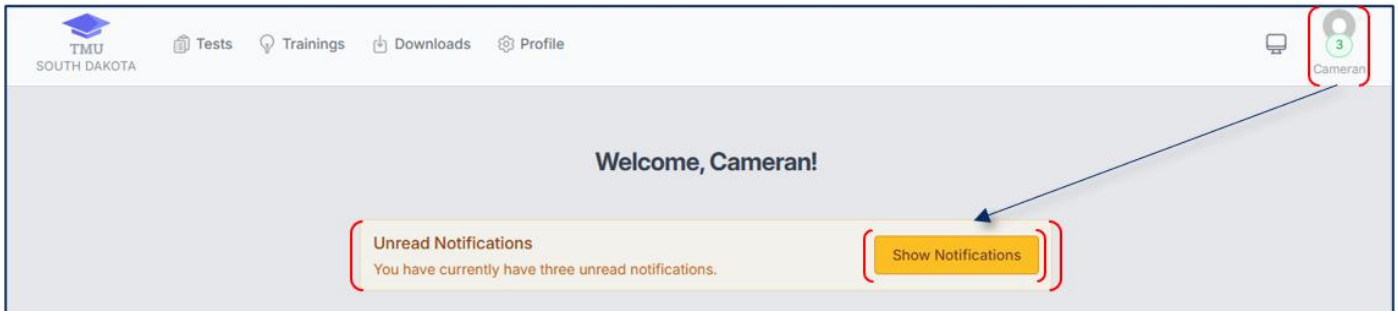


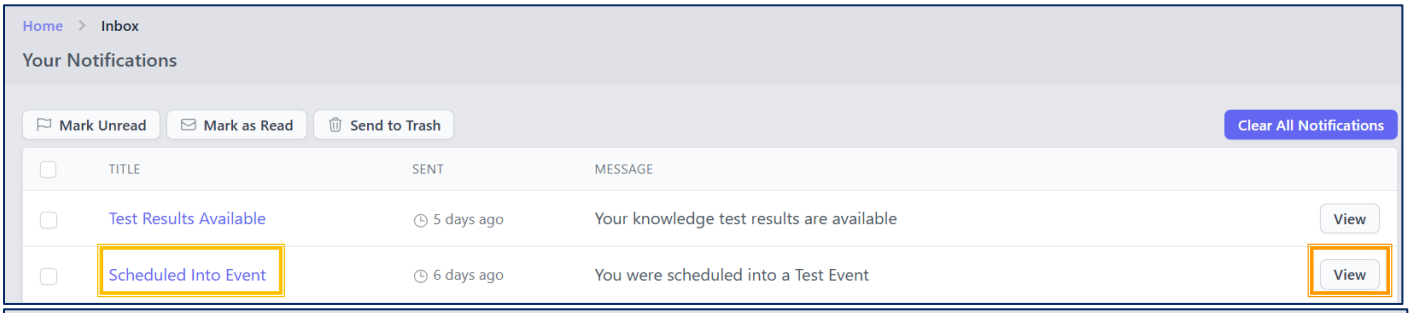
NOTIFICATIONS

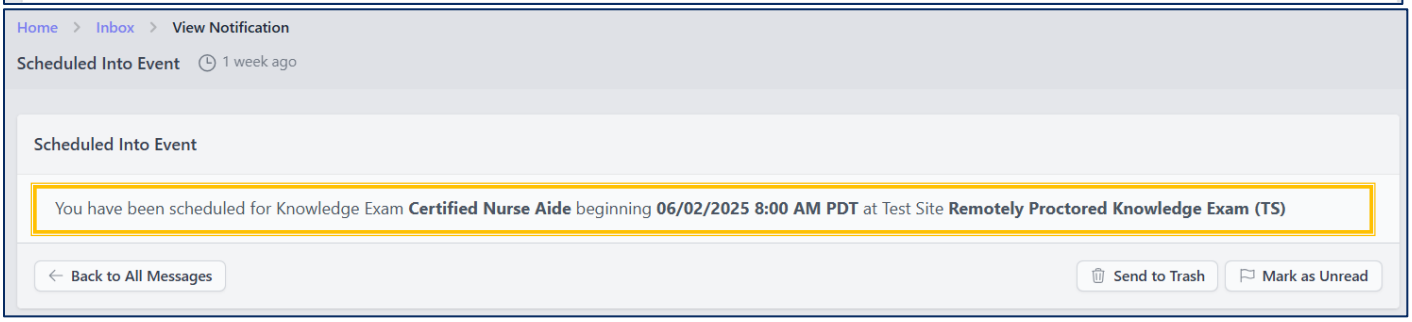
Review your notifications in your TMU© account for important notices regarding your selected test event.

If you will be taking a remotely proctored exam, it is very important that you read your notifications. They will include instructions and a link to download the required 'video conferencing app' (Zoom), and your meeting ID and Password for the remotely proctored exam.

Unread notifications will appear in the upper-right-hand corner next to your name. Select the 'Show Notifications' box to open and read your notifications.







RESCHEDULING A TEST

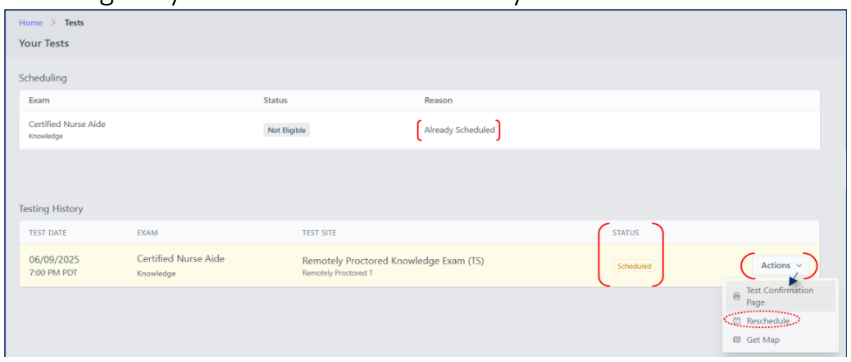
If you need to reschedule a test event date, do so as soon as possible in your TMU© account at **sd.tmutest.com**. You may reschedule up to one (1) business day before your scheduled exam date, excluding Saturdays, Sundays, and holidays. **Rescheduling will not be granted for less than one full business day prior to a scheduled test date**.

Examples of rescheduling timelines, if your scheduled test is on a:

- Monday, you must reschedule before 6:00 PM, Central Time, the previous Thursday.
- Tuesday, reschedule before 6:00 PM, Central Time, the previous Friday.
- Wednesday, reschedule before 6:00 PM, Central Time, the previous Monday.
- Thursday, reschedule before 6:00 PM, Central Time, the previous Tuesday.
- Friday, reschedule before 6:00 PM, Central Time, the previous Wednesday.
- Saturday, reschedule before 6:00 PM, Central Time, the previous Thursday.
- Sunday, reschedule before 6:00 PM, Central Time, the previous Thursday.

To reschedule your test event:

- Log in to your TMU© account. In the Test History area, under the Actions drop-down menu, select 'Reschedule'.
- You will receive a confirmation message asking you to confirm that you want to 'RESCHEDULE'. Select 'OK'.
- You will then be able to select another available test date.
- You will receive a message in your notification area that you have been removed from a test event.

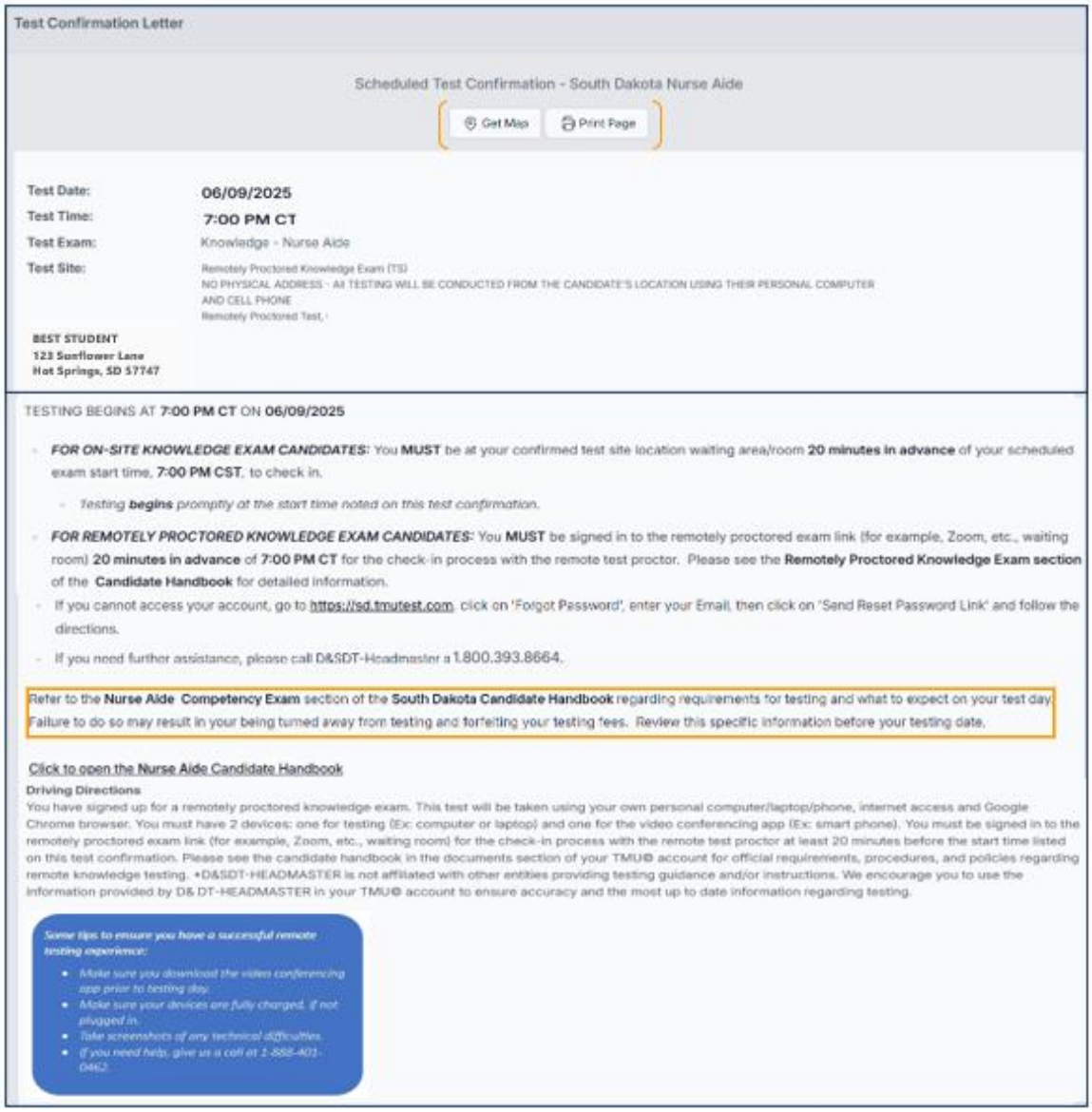


- If you have questions or need assistance, call D&SDT-Headmaster at (800) 393-8664 during regular business hours, 7:00AM to 6:00PM CT, Monday through Friday, excluding Holidays.

Test Event Confirmation Letter

Your test confirmation letter will provide important information about your testing schedule. It can be accessed at any time by signing in to your TMU© account at **sd.tmutest.com**, selecting the 'Actions' button, and selecting 'Test Confirmation Page' from the drop-down list. (The letter is not required for exam day check-in.)

See the next page for an example of the Test Confirmation Page.



Test Confirmation Letter

Scheduled Test Confirmation - South Dakota Nurse Aide

Get Map | Print Page

Test Date: 06/09/2025
Test Time: 7:00 PM CT
Test Exam: Knowledge - Nurse Aide
Test Site: Remotely Proctored Knowledge Exam (TS)
NO PHYSICAL ADDRESS - All TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE
Remotely Proctored Test,

BEST STUDENT
123 Sunflower Lane
Hot Springs, SD 57747

TESTING BEGINS AT 7:00 PM CT ON 06/09/2025

- *FOR ON-SITE KNOWLEDGE EXAM CANDIDATES:* You **MUST** be at your confirmed test site location waiting area/room **20 minutes in advance** of your scheduled exam start time, **7:00 PM CST**, to check in.
  - *Testing **begins** promptly at the start time noted on this test confirmation.*
- *FOR REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES:* You **MUST** be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **20 minutes in advance** of **7:00 PM CT** for the check-in process with the remote test proctor. Please see the **Remotely Proctored Knowledge Exam section** of the **Candidate Handbook** for detailed information.
- If you cannot access your account, go to https://sd.tmutest.com, click on 'Forgot Password', enter your Email, then click on 'Send Reset Password Link' and follow the directions.
- If you need further assistance, please call D&SDT-Headmaster a 1.800.393.8664.

Refer to the **Nurse Aide Competency Exam** section of the **South Dakota Candidate Handbook** regarding requirements for testing and what to expect on your test day. Failure to do so may result in your being turned away from testing and forfeiting your testing fees. Review this specific information before your testing date.

Click to open the Nurse Aide Candidate Handbook

Driving Directions

You have signed up for a remotely proctored knowledge exam. This test will be taken using your own personal computer/laptop/phone, internet access and Google Chrome browser. You must have 2 devices: one for testing (Ex: computer or laptop) and one for the video conferencing app (Ex: smart phone). You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) for the check-in process with the remote test proctor at least 20 minutes before the start time listed on this test confirmation. Please see the candidate handbook in the documents section of your TMU® account for official requirements, procedures, and policies regarding remote knowledge testing. +D&SDT-HEADMASTER is not affiliated with other entities providing testing guidance and/or instructions. We encourage you to use the information provided by D& DT-HEADMASTER in your TMU® account to ensure accuracy and the most up to date information regarding testing.

Some tips to ensure you have a successful remote testing experience:

- *Make sure you download the video conferencing app prior to testing day.*
- *Make sure your devices are fully charged, if not plugged in.*
- *Take screenshots of any technical difficulties.*
- *If you need help, give us a call at 1-888-401-0462.*

TEST DAY REQUIREMENTS

ONSITE EXAM CHECK-IN REQUIREMENTS

You must arrive at your test location's onsite waiting area, or be connected to your remotely proctored exam, **20 minutes before your scheduled exam start time** to allow time to get you checked in by the RN proctor.

- Testing begins promptly at the start time noted on your test confirmation notification.
- For example: if your test starts at 8 AM, you **must** be at the test site's waiting area or room at 7:40 AM.

POLICY: If you arrive late, you will not be permitted to take the exam and will forfeit any fees paid without a refund.

Written test instructions will be provided outlining the on-site test process and what to expect during your exam. The instructions will be located in the testing room's waiting area at check-in and will be available during your exam for your reference.

The proctor will ask you questions about the instructions. It is important that you read the instructions **before** entering the onsite exam room or signing in to your remotely proctored knowledge exam.

Remotely Proctored Exam Check-In Requirements

You must be signed in to the remotely proctored exam link (e.g., Zoom, waiting room) 20 minutes before the start time listed on your test confirmation to complete the check-in process with the remote test proctor.

- For example: if your test starts at 8 AM, you **must** be signed into the remote waiting area at 7:40 AM.

POLICY: If you are not signed into the remotely proctored exam waiting room 20 minutes before the exam time listed in your test confirmation notification, you will not be permitted to take the test and will be considered a NO SHOW STATUS; you will forfeit any fees paid without a refund.

Test instructions are located in your TMU© account under Downloads.

The instructions outline the process and what to expect during your exam. It is important that you read the instructions **before** signing in to your remotely proctored knowledge exam.

Additional requirements:

- At check-in, you must have your smartphone or tablet positioned so the Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer, tablet, or laptop.
- You will be required to **show the entire room** and surroundings to the remote Proctor before starting your remotely proctored knowledge exam.
- The Proctor may ask you to show your entire room and surroundings **at any time** during the exam.
- You may **not** use a video filter, such as a background or blurring your screen.
- You *will not be allowed to receive any assistance with your setup* from anyone in your environment (room/area).

POLICY: Failure to adhere to any of the remote testing conditions will require the remote proctor to stop your exam, which will be scored as a failed attempt.

Testing Attire for Onsite and Remotely Proctored Exams

You must wear appropriate clothing, such as loose-fitting pants and a simple shirt or blouse. Do NOT wear clothing that is revealing or has distracting logos, graphics, or slogans. If testing in a nursing facility, ask your instructor about the facility's dress requirements.

Do not wear a smart device, such as a watch, ring, glasses, activity tracker, or other Bluetooth-connected device. These devices are not allowed.

POLICY: If you wear inappropriate revealing clothing or devices, you will not be allowed to test. You will be considered a NO SHOW STATUS, and you will forfeit any fees paid without a refund.

Identification Required for Onsite and Remotely Proctored Exams

At check-in, you must present an original U.S. Government-issued, photo-bearing, signed, and non-expired form of identification to your proctor. The following are not accepted: photocopies, images, faxes, emails, screenshots, electronic or digitally stored forms of identification (for example, Apple or Google Wallet).

ACCEPTED FORMS OF IDENTIFICATION (ID)

- **State-issued Driver's License** (Temporary renewal document will not be accepted.)
- **State-issued Identification Card**
- **Signed US Passport** (Foreign Passports and Passport Cards will not be accepted
- **Signed foreign passport with a U.S. VISA** (the VISA does not have a signature)
- **Permanent Resident Card** (Green Card or Alien Registration Card/Employment-Work Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS))
  - May be accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to the present day. If issued before January 1, 2023, it may contain a fingerprint in place of a signature.
- **Tribal Identification Card** (Signed photo ID with an expiration date (not expired) that was issued by a federally recognized Tribal Nation/Indian Tribe.)
- **US Military Identification Card** (May be accepted without a signature or fingerprint if card has a bar code or fingerprint.)

MAKE SURE YOUR NAMES MATCH

The FIRST and LAST names on your ID **must exactly match** the FIRST and LAST names entered in your TMU© account and database. Before your test date:

- Confirm that your name on your test event record matches your US government-issued ID.
- You may call D&SDT-Headmaster at (800) 393-8664 or sign in to your TMU© account at **sd.tmutest.com** to review and update your demographic information.
- If you need to update or correct your name:
  - Complete the **Demographic Change/Correction Request Form**.
  - The form is located under 'Applications' on the TMU© main web page (before you log in to your account), or access at **https://sd.tmutest.com/apply/13**.

POLICY: You will not be admitted for testing and will be considered a NO SHOW STATUS if:

- You do not present an acceptable ID at check-in that is not expired.
- If your FIRST and LAST names on your ID document do not match the name on your TMU© record; or
- There is a hole punched in your driver's license or state-issued ID card; the document will NOT be valid and will not be accepted.

Without acceptable documentation, you will be considered a NO SHOW STATUS and will forfeit any fees paid without a refund.

Additional Testing Requirements for Onsite and Remotely Proctored Exams

Review the online Handbook before your test day for any updates to testing and policies. Access the document in your TMU© account under the 'Downloads' tab or on the SD Board of Nursing's website at **https://www.sdbon.org/NursingAssistants/SD_TMU_Resources.asp**.

- If you do not show up for your exam day, or if you are considered a NO-SHOW STATUS for any reason, any test fees paid will NOT be refunded. You must repay your testing fees online in your TMU© account using your Email or Username and Password to schedule another exam date.
- ELECTRONIC DEVICES AND PERSONAL ITEMS: Cell phones, smartwatches, fitness monitors, electronic recording devices, Bluetooth-connected devices (including Bluetooth-connected glasses), and personal items (such as water bottles, purses, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near your testing location. The proctor will inform you where you can store your items; you are to collect them at the end of your test. Proctors are not responsible for your personal belongings at the test site.
- All electronic devices must be **turned off and removed from your body**, including smartwatches, fitness monitors, and Bluetooth-connected devices (including smart glasses).
- Anyone caught using any electronic recording device during the knowledge exam will be dismissed from the exam and testing room (on-site or remotely proctored); your test will be scored as a failed attempt; you will forfeit all testing fees paid; and you will be reported to your training program and the South Dakota Board of Nursing. Please refer to the **Security** section of this handbook.
- Behavioral misconduct or unlawful acts committed are strictly prohibited. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the South Dakota Board of Nursing. Review the **Security** section in this handbook.
- You are not allowed to leave the testing room (onsite test room or remotely proctored test area) once the exam has begun ***for any reason***. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, or smoke (e-cigarettes or vape) during the exam.
- For on-site testing:
  - You may use personal devices in the on-site waiting area during your free time.
  - You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
- **No visitors, guests, pets** (including companion and emotional support animals), or children are allowed at the test location. If you attend with guests, pets (including companion or emotional support animals), or children of any age, you will not be permitted to test and will forfeit all testing fees paid.
  - Service animals are allowed (a dog that has been individually trained to perform specific tasks for people with disabilities). Contact D&SDT-Headmaster at (800) 393-8664 or email **southdakota@hdmaster.com** after you schedule a test date so the testing team can be notified.
- **You may not test if you are ill or sick.** Call D&SDT-Headmaster at (800) 393-8664 immediately to reschedule *(see the **note** on the next page)*.
  - Review the **Rescheduling Policy** and **No-Show Exceptions** sections. Reschedules will not be granted for less than one (1) full business day before a scheduled test date.

Additional Requirements for Remotely Proctored Exam

The following *additional* policies are observed at each remotely proctored test event:

- If you have not signed in to your TMU© account and updated your demographic information before you check in for your exam, you may not be admitted to take the remotely proctored exam. You will be marked as a NO SHOW STATUS; you will forfeit any fees paid without a refund.
- On testing day, you cannot have any assistance with your computer setup from anyone in your environment (room/area). If someone else is in the room with you, the remote Proctor will remove you from the meeting. You will be marked as a NO SHOW STATUS; you will forfeit any fees paid and must reschedule your test.
- You must be alone, by yourself, during the entire time while testing, in a quiet, isolated, secured room or area that is free of distractions, interruptions, and other people, children, or pets.
- The 'video conferencing app (for example, Zoom) link must be maintained during the entire knowledge exam. If the video conferencing app connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.
- Your device must **not be muted** during the exam so that the remote proctor can hear if there are any distractions or other interruptions during your test.
- If the remote Proctor has any inclination that you are **cheating or not following instructions**, your test will be ended and scored as a failed attempt.
- Review the information on remotely proctored testing issues under the **NO SHOW Exceptions** section.
- If you have requested an AUDIO version of the exam, you must use wired headphones or earbuds that plug into your computer. **Bluetooth-connected devices are not allowed**.

POLICY: Failure to adhere to any of the remote testing conditions will require the remote proctor to stop your exam, which will be scored as a failed attempt.

SECURITY

Behavioral misconduct or unlawful acts by test candidates are strictly prohibited. Such actions may result in dismissal from the onsite or remotely proctored test locations, denial of testing privileges, and reporting you to your instructor and the South Dakota Board of Nursing.

Reportable misconduct includes, but is not limited to, the following:

- Cheating
- Refusing to follow directions
- Using abusive language or threatening others
- Disrupting the examination environment
- Visibly impaired
- Engaging in unprofessional or aggressive behavior
- Attempting to remove test material, take notes, or copy information
- Giving or receiving unauthorized help during testing, including using electronic devices (e.g., cell phones, smartwatches, smart glasses) or navigating to other browsers during your exam

POLICY: If you commit one of these acts, you will be asked to leave the test site, your test will be stopped and scored as a failed attempt, and you will forfeit any testing fees.

A report of your behavior will be sent to your training program and the Board, and will be subject to legal prosecution to the fullest extent of the law. You may not be eligible to retest for at least 6 months and may need to obtain the Board's permission to retest.

NO SHOW STATUS

If you are confirmed for a scheduled exam test event and do not show up without notifying D&SDT-Headmaster at least one (1) full business day before your scheduled exam, excluding Saturdays, Sundays, and Holidays, OR if you are turned away for lack of proper identification, or for any other reason deemed to make you ineligible to test, you will be considered a NO SHOW STATUS. You will forfeit all fees paid and must sign in to your TMU© account and repay or submit a new testing fee to schedule a new test event.

Keep in mind that the fees partially offset D&SDT-Headmaster's costs incurred for services requested and the resulting work performed. Therefore, it is important to reschedule your exam at least one full business day before a scheduled test event, excluding Saturdays, Sundays, and holidays, to avoid being a NO SHOW STATUS.

No-Show Exceptions

Exceptions to the No-Show status exist; if you are confirmed for a scheduled exam test event and you are a NO SHOW STATUS for any of the following reasons, a free reschedule will be authorized to the remitter of record, provided **the required documentation is received within the appropriate time frames outlined below.**

Complete the **No Show Exception Form** available on the TMU© main page at: **https://sd.tmutest.com/apply/14,** under 'APPLICATIONS', upload required documentation, and submit within the required time frame outlined below:

- **Car breakdown or accident:** If you drive to a location other than your home to take your remotely proctored exam, D&SDT-Headmaster must be contacted within one (1) business day via phone call, fax, or email. A tow bill, police report, or other appropriate documentation showing your name and the provider of service's name must be submitted within **three (3) business days** of the exam date. If D&SDT-Headmaster does not receive documented proof within 3 business days, your NO-SHOW STATUS will stand, and you will be required to repay your testing fee.
- **Weather or road condition-related issue**: If you drive to a location other than your home to take your remotely proctored knowledge exam, D&SDT-Headmaster must be contacted within one (1) business day via phone call, fax, or email, and a road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive documented proof within 3 business days, your NO-SHOW STATUS will stand, and you will be required to repay your testing fee.
- **Medical emergency or illness**: D&SDT-Headmaster must be contacted within one (1) business day via phone, fax, or email, and an authorized medical provider's (doctor or advanced practice provider) note showing your name and the provider of service name (or be on the provider's letterhead) must be submitted within **three (3) business days** of the missed exam date. If we do not receive documented proof within 3 business days, your NO-SHOW STATUS will stand, and you will be required to repay your testing fee.
- **Death in the family**: D&SDT-Headmaster must be contacted within one (1) business day via phone, fax, or email, and an obituary or letter showing your name and the provider of service name submitted on your behalf from the funeral home for immediate family must be submitted within **seven (7) business days** from a missed exam date. If we do not receive documented proof within 7 business days, your NO-SHOW STATUS will stand, and you will be required to repay your testing fee. (The immediate family includes the parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

- **Remotely proctored testing issues:** D&SDT-Headmaster must be contacted within one (1) business day via phone, fax, or email, and appropriate documentation showing your name and the provider of service name must be submitted within **three (3) business days** of the exam date. If we do not receive documented proof within 3 business days, your NO-SHOW STATUS will stand, and you will be required to repay your testing fee.
    - **Internet outage or issue:** D&SDT-Headmaster must be contacted within one (1) business day via phone, fax, or email, and appropriate documentation showing your name and the provider of service name from the Internet provider, showing outage date and times must be submitted within **three (3) business days** of the exam date. If D&SDT-Headmaster does not receive documented proof within 3 business days, your NO-SHOW STATUS will stand, and you will be required to repay your testing fee.
    - **Computer or cell phone issue:** D&SDT-Headmaster must be contacted within one (1) business day via phone, fax, or email, and appropriate documentation must be provided if the computer or cell phone fails to work for any reason. Documentation showing your name and the name of the provider of service from a computer repair technician/shop or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If D&SDT-Headmaster does not receive documented proof within 3 business days, your NO-SHOW STATUS will stand, and you will be required to repay your testing fee.

REFUND OF TESTING FEES PAID

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the exam at all.

SCHEDULED IN A TEST EVENT

1. If you are scheduled in a test event, a refund request of testing fees paid must be made by filling out and submitting the **CANDIDATE-Refund Request Form** on D&SDT-Headmaster's main webpage at **hdmaster.com** at least **one (1) full business day** before your scheduled test event (excluding Saturdays, Sundays, and Holidays). No phone calls will be accepted.

   Example: If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you must request a refund by submitting the Refund Request Form by close of business on the Thursday before your scheduled exam. D&SDT-Headmaster is open until 6:00PM Central Time, Monday through Friday, excluding Holidays.
2. Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.
3. Refund requests must be made within thirty (30) days of payment of the original fees paid to Headmaster. Requests for refunds submitted more than 30 days after the original payment **will not be issued**.

Not Scheduled in a Test Event

1. Refund requests must be made within thirty (30) days of payment of the original testing fees with D&SDT-Headmaster. Requests for refunds submitted more than 30 days after the original payment **will not be issued**.
2. A refund request for testing fees paid must be made by filling out and submitting the **CANDIDATE-Refund Request Form** on D&SDT-Headmaster's main webpage at **hdmaster.com**. No phone calls will be accepted.
3. Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

UNFORESEEN CIRCUMSTANCES POLICY

If a scheduled exam test event is canceled by D&SDT-Headmaster due to an unforeseen circumstance, D&SDT-Headmaster staff will make every effort to contact you, using the phone number or email address listed in your TMU© record, to reschedule your test date, at no charge, to a mutually agreed-upon new test date.

Therefore, keep your contact information up to date in case you need to be contacted!

If D&SDT-Headmaster is unable to reach you by phone or email, you will be removed from the test event, and D&SDT-Headmaster will not reschedule you until you contact D&SDT-Headmaster.

YOU become responsible if D&SDT-Headmaster has attempted to contact you and left you a voice message or email on the phone number or email in your record, and:

- You did not call D&SDT-Headmaster back in a timely manner
- Your phone number was disconnected/or your voicemail was full
- You did not check your messages in a timely manner
- You did not check your email or reply to our email in a timely manner, or
- Your email is invalid, or you are unable to access your email for any reason.

See more information under **NO SHOW Exceptions**.

EXAM RESULTS

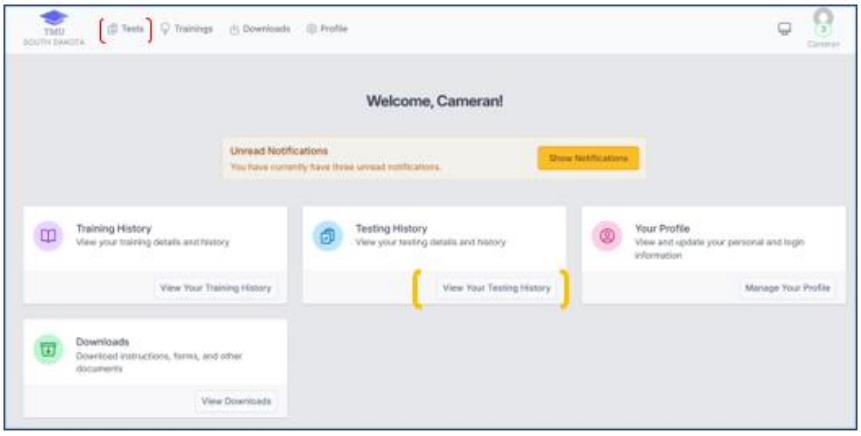
After you have completed the Knowledge Exam, your test results will be officially scored and double-checked by D&SDT-Headmaster scoring team. **A passing score of 75% is required.**

Official test results will be available after 6:00PM Central Time on the day tests are scored. D&SDT-Headmaster does not send postal mail letters or email test results to candidates.

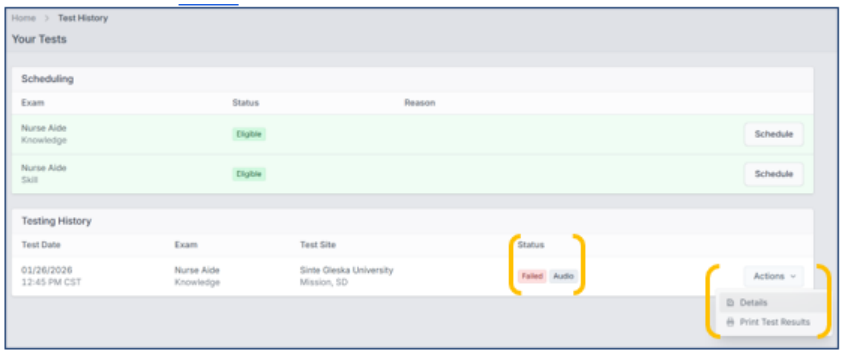
The detailed feedback on your exam results is shown on the next page.

Accessing your Test Results in your TMU© Account

1. Sign in to your TMU© account at **sd.tmutest.com** to view your test results.
2. On the top menu bar, select 'Tests' or 'Test History'.



3. Select the 'Actions' drop-down menu, then select 'Details' to view your results.
4. Select 'Print Test Results' to print your test results.



5. Test results are shown for the nine subject areas.
6. Review and study the meaning of the vocabulary words listed below the content areas before you retake a failed exam.



TEST REVIEW REQUESTS

You may request a review of your test results or dispute any other testing condition. The purpose of a review process is to ensure fairness and accuracy in the evaluation of your test.

Please read BEFORE you fill out the Test Review Request:

- Call D&SDT-Headmaster at (800) 393-8664 during regular business hours, 7:00 AM to 6:00 PM CT, Monday through Friday, excluding holidays, to discuss the test outcome you are questioning before committing to paying the $25 non-refundable test review request deposit.
- After you learn the details about the scoring of your test, you may better understand the scoring process and learn how to prepare more effectively for subsequent exam attempts.
- If, after discussing your concerns with D&SDT-Headmaster staff, you still have concerns about your testing process that affected the outcome of your exam, you may submit a Test Review Request.

To request a review:

- Complete the **Test Review Request and Payment Application**, available on the South Dakota TMU© main page under 'APPLICATIONS' (before logging in to your account) at **sd.tmutest.com**.
- Test Review Requests must be received **within three (3) business days** from the official scoring of your test (excluding Saturdays, Sundays, and Holidays).
- Late requests will be denied and will not be considered.
- **There is a $25 non-refundable test review deposit fee.**
- D&SDT-Headmaster will review your detailed recollection and knowledge test markings, as well as the markings and notations recorded by the test Proctor at the time of your test. We will interview the test Proctor about the facts detailed in your dispute documentation. D&SDT-Headmaster will recheck the scoring of your test and may contact you for any additional information about the test event.
- D&SDT-Headmaster will complete your review request **within ten business days of receiving it** within the required timeframe. The final determination of the review results will be sent to the email address listed in your TMU© account, along with a notification to the South Dakota Board of Nursing.
- The outcome of your review will determine who pays for any retests that may be granted.
    - If, after investigation, the review finding is in your favor, you will be refunded the $25 test review deposit.
    - If the review findings are *not in your favor*, the $25 test review deposit will remain, and the fee is non-refundable.

After a candidate turns 18, D&SDT-Headmaster will discuss test results or test disputes only with the candidate. D&SDT-Headmaster will not review test results or disputes with instructors, training programs, family members, or anyone else on behalf of the candidate once the candidate reaches 18 years of age.

KNOWLEDGE EXAM VOCABULARY LIST

Review the list of essential words in the document, **Vocabulary Words to Study for the Exam,** at **https://www.sdbon.org/NursingAssistants/SD_TMU_Resources.asp**.

Essential vocabulary words will also be included in the detailed test results feedback for any questions answered incorrectly. See the **Test Results Example** in this handbook, under the **Exam Results** section.

NOTES PAGE