Wisconsin Nurse Aide

CANDIDATE HANDBOOK

D&S DIVERSIFIED TECHNOLOGIES
(D&SDT)
TMU©

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EFFECTIVE DECEMBER 1ST, 2026:

The skill tasks have been updated. Edits are in RED font.
The Time Frame for Testing from Training Completion has been updated.

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CONTACT INFORMATION

QUESTIONS REGARDING:	**CONTACT:**	**HOURS AND PHONE NUMBERS:**
• testing process • test scheduling • eligibility to test	**D&S Diversified Technologies (D&SDT)** 333 Oakland Avenue Findlay, OH 45840 Email: wisconsin@hdmaster.com Website: hdmaster.com Wisconsin NA TMU Website: https://wi.tmutest.com	Monday through Friday 7:00AM to 6:00PM Central Time **Phone: (888) 401-0462** Fax: (406) 442-3357
QUESTIONS REGARDING: • Nurse Aide Registry • Nurse Aide certification • Renewals	**CONTACT:** **D&S Diversified Technologies (D&SDT)**	**HOURS AND PHONE NUMBERS:** Monday through Friday 7:00AM to 6:00PM Central Time **Phone: (888) 401-0465**

ABOUT THE WISCONSIN NA CANDIDATE HANDBOOK

This handbook explains Wisconsin's Nurse Aide examination process, including testing, registry services, and certification renewal, and is designed to help you prepare for the Wisconsin Department of Health Services (DHS)-approved Nurse Aide Examination, administered by DHS's approved test vendor, D&S Diversified Technologies (D&SDT).

To be identified and listed on the Wisconsin Nurse Aide Registry (WNAR), you must pass both parts of the DHS-approved examination.

For testing or scoring, call D&SDT toll-free at (888) 401-0462 or (888) 401-0465. For registry questions, visit **hdmaster.com**.

Need help? Contact D&SDT:

- Email: **wisconsin@hdmaster.com**
- Call: (888) 401-0462, Monday–Friday, 7:00 a.m.– 6:00 p.m. CT (excluding holidays).
- Visit the Wisconsin Nurse Aide website: **hdmaster.com**
- Visit the Wisconsin Nurse Aide and Registry TMU: **wi.tmutest.com**

INTRODUCTION – NURSE AIDE REGULATION

Congress adopted the Nursing Home Reform Act in 1987 as part of the Omnibus Budget Reconciliation Act (OBRA '87). This federal law was designed to improve the quality of care in long-term healthcare facilities and define training and evaluation standards for nursing aides who work in such facilities. Each state must follow the terms of this federal law.

As defined in the OBRA regulations, a Nurse Aide Competency Evaluation program provides specific standards for nurse aide-related knowledge and skills. This program aims to ensure that candidates seeking to be nurse aides understand these standards and can competently and safely perform the job of an entry-level nurse aide.

D&S Diversified Technologies (D&SDT) administers the testing and scoring services and maintains the Registry. For additional questions, contact D&SDT at (888) 401-0462, email **wisconsin@hdmaster.com**, or visit **www.hdmaster.com**.

REGISTRY

The Wisconsin Nurse Aide Registry (WNAR) lists the names of nurse aides who, through training, testing, and experience, meet federal and state requirements to work as nurse aides in Wisconsin. The Registry lists the types of regulated facilities where a nurse aide is eligible to work and indicates any special certifications the nurse aide holds. Additionally, the Registry includes substantiated findings of caregiver abuse, neglect, misappropriation of client property, or exploitation involving a caregiver at a DHS-regulated facility.

A nurse aide candidate will be listed on the WNAR upon successfully completing training, passing both the knowledge and skills portions of the competency exam, and meeting federal and state requirements. Review the Nurse Aide Competency Exam section below to help prepare for the exam.

Registry Maintenance

Once placed on the Wisconsin Nurse Aide Registry, it is your responsibility to maintain your demographic information so that renewal notifications/alerts can be delivered to you in a timely manner. This is done by logging into your TMU account at **wi.tmutest.com**. Your email address is your default username. If you are new to the system or have forgotten your password, refer to the Forgot your Password and Recover your Account section in this handbook to reset your password. A valid email address will receive a link to reset or create a password. Renewal reminders are emailed to the email address of record and texted to your SMS-capable phone, so keeping your contact information up to date is crucial.

You can check your registry status, update your address and phone number, and check your eligibility expiration date from any Internet-capable device at any time.

Demographic Updates/Changes/Corrections

Registry name changes (marriage/divorce, etc.), date of birth, and Social Security number corrections must be verified with appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your demographic change/correction documentation. The form is under 'APPLICATIONS' on the Wisconsin TMU main web page (before you log in to your account).

Registry Renewal

To maintain eligibility to work in a federally certified facility (Medicare- and/or Medicaid-certified), you must renew your federal eligibility every 24 months. To be eligible to renew, you must have worked for pay as a nurse aide in a health care setting, such as a nursing home, hospital, home health agency, assisted living facility, or personal care agency, for at least eight hours during the previous 24 months. You must complete paid work hours under the supervision of a registered nurse or licensed practical nurse. Please note that self-employment and private-duty experience are not recognized as work experience that qualifies for federal eligibility.

You will be eligible to renew your federal certification 90 days before the certification expiration date. You will begin receiving email and SMS notifications about your eligibility and where to submit your employment verification. To renew your eligibility, you will log in to your TMU account and list your work hours and where you were employed. An email verification link will be sent to the employer contact on record. When the employer verifies your documented work experience, your federal eligibility will be extended an additional 24 months. Please note that out-of-state employers are not listed in TMU but may still be eligible to renew certification. Your employer should contact DHS to confirm work as a nurse aide for pay. DHS will review it to determine if it meets Wisconsin's requirements and extend federal eligibility accordingly.

Working in a hospital or a State-licensed facility only (not a federally certified Medicare and/or Medicaid provider) does not require you to report your employment history. This means that your federal eligibility to work in a federally certified facility will lapse. However, you still may work in a State-licensed facility and be listed on the WNAR as State-certified only. Hospitals or State-licensed facilities may request that nurse aides report their employment history to maintain federal eligibility by logging in to their TMU account and verifying work hours through the TMU employer verification link.

Under federal regulations, a nurse aide becomes ineligible for employment in a federally certified (Medicare and/or Medicaid certified) nursing home, home health agency, or hospice if they do not perform at least 8 hours of paid nursing-related services in a health care setting during a period of 24 consecutive months. To re-establish federal employment eligibility on the WNAR, you must successfully pass both components of the approved Wisconsin nurse aide competency examination. **Contact D&SDT for authorization to schedule the competency test to regain federal employment eligibility status**.

Nurse Aide and Medication Aide Registry Status

The Wisconsin Department of Health Services includes nurse aides (NAs) and medication aides (MAs) on the WNAR.

Nurse Aide: Upon completing a DHS-approved nurse aide training program and successfully passing the required knowledge and skill exams or completing an alternate DHS-approved route, individuals will be listed on the WNAR. A newly trained nurse aide candidate must pass the knowledge and skill exams within one year of successfully completing a training program.

Medication Aide: To give medications to Wisconsin nursing home residents and hospice patients, unlicensed staff must meet certain requirements. For information about those requirements, please go to the website Medication Aides: Nursing Homes and Hospices | Wisconsin Department of Health Services.

REGISTRY RECIPROCITY - OUT-OF-STATE TRANSFERS

This information is for applicants who want to be entered on the WNAR through the Wisconsin Reciprocity/Out-of-State registry placement process.

Out-of-State Reciprocity

To apply for placement on the WNAR, you must complete a **WI CNA Reciprocity Form 9110WI Application**. The application is available on the Wisconsin TMU main page under 'APPLICATIONS'.

Please carefully read the application directions before completing and submitting the out-of-state application form. Your request for reciprocity cannot be processed if it is incomplete, illegible, or includes false statements.

Completing the online application form requires the following attachments:

1. Proof of Training and/or Employment Verification
   a. The employment verification form (**9110WI-A**) is available within the WI CNA Reciprocity Form 9110WI Application
2. Image of your Social Security card
3. Image of your valid US government-issued photo identification (state driver's license, passport, or other signed, current photo identification).

TRAINING PROOF: You must have completed a (minimum) 75-hour state-approved nurse aide training program (with completion date noted) to be considered for the Wisconsin Nurse Aide Registry. State registry printouts and certificates that do not include training program names or completion dates are not acceptable. [Wis. Admin. Code DHS 129.09(5)(b); Wis.Stat. § 146.40(2)(d); (2g)(a),(b)]

Acceptable proof of training includes a copy of the diploma or transcripts from the training program (with the date of completion) or a letter from the training program stating where and when you completed training. *Registry certification printouts or screenshots that do not display the name of a state-approved, minimum 75-hour training program and training completion date are not acceptable.*

If you cannot provide proof of training, you may instead include proof of qualifying employment. Your employer must verify that you worked as a nurse aide under the direction of a registered nurse (RN) or licensed practical nurse (LPN) for at least 2,088 hours in the two years preceding your application to the Wisconsin Nurse Aide Registry. Please use the **Employer Verification Form (9110WI-A)**.

ALABAMA APPLICANTS: If you originally trained in Alabama more than two years ago and are ***only*** certified in Alabama, you must also include employment verification that you worked as a nurse aide under the direction of an RN/LPN during the previous two years. Please use the **Employer Verification Form (9110WI-A)**.

Please note: Completing the online application form requires the following attachments:

1. Proof of Training and/or Employment Verification
   a. The employment verification form (**9110WI-A**) is available within the WI CNA Reciprocity Form 9110WI Application
2. Image of your Social Security card
3. Image of your valid US government-issued photo identification (state driver's license, passport, or other signed, current photo identification)

Your application is not complete until all required information is included. Incomplete applications are invalid after 30 days.

Out-of-State Eligibility – Inactive Certification

If you are a nurse aide currently listed on another state's Registry but have an Inactive status, and you have completed an approved nurse aide training program of at least 75 hours with at least 16 hours of clinical training in another state, you must successfully pass the Wisconsin competency exam to be eligible for placement on the WNAR. To apply for placement on the Wisconsin Nurse Aide Registry, you must complete an Out-of-State application. You can find a **fillable application form** on the Wisconsin Headmaster website.

If you have questions about your Out-of-State registry status, please contact D&SDT at (888) 401-0465. If you have questions about working as a nurse aide in Wisconsin, please email the Wisconsin nurse aide registry at **dhswidqa_natcep@dhs.wisconsin.gov**.

STUDENT NURSE AND GRADUATE NURSE TRAINING

Requirements

A Student Nurse (SN) currently enrolled in a state-approved nursing education program preparing for registered nurse or practical nurse licensure, or a Graduate Nurse (GN) who has completed a state-approved nursing education program but has not taken the National Council Licensure Examination for Registered Nurses (NCLEX-RN*) or Practical Nurses (NCLEX-PN*) must submit an original transcript and a **Student Nurse (SG)/Graduate Nurse (GN) Training Requirement Waiver 1101**.

You will be required to successfully complete the Wisconsin competency examination. You must have a valid email address to receive a username and temporary password. Once you have received your username and password from DHS, you must log in to TMU at **wi.tmutest.com** to pick a test event and location. Upon passing the knowledge and skills exams, your name will be placed on the WNAR.

A GN who has completed a state-approved nursing education program but has not taken the National Council Licensure Examination for Registered Nurses (NCLEX-RN*) or Practical Nurses (NCLEX-PN*) must submit an original transcript and a **Student Nurse (SG)/Graduate Nurse (GN) Training Requirement Waiver 1101**.

A GN who has taken the National Council Licensure Examination for Registered Nurses (NCLEX-RN*) or Practical Nurses (NCLEX-PN*) and failed must submit an original transcript and a **Student Nurse (SG)/Graduate Nurse (GN) Training Requirement Waiver 1101**.

You will be required to successfully complete the Wisconsin competency examination. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, you must log in to TMU at **wi.tmutest.com** to pick a test event and location. Upon passing the knowledge and skills exams, your name will be placed on the WNAR.

BACKGROUND CHECK AND MISCONDUCT INVESTIGATION PROGRAM

Wisconsin's Background Check and Misconduct Investigation Program responds to concerns about potential physical, emotional, and financial abuse and neglect of vulnerable citizens by caregivers in health care settings. The program applies to all caregivers, including nurse aides, who have access to residents/clients and work in facilities regulated by the Department of Health Services. The program provisions include the following.

Background Check and Misconduct Information

Facilities must complete a caregiver background check for employees who have access to, and are responsible for, the safety and security of vulnerable residents/clients and their property. Caregivers convicted of serious crimes or with a history of improper behavior may be barred from working in facilities regulated by the Department of Health Services.

Rehabilitation Review

Caregivers convicted of serious crimes or with a finding of misconduct on the Misconduct Registry may request a Rehabilitation Review to provide clear evidence that repeating the conduct that led to their conviction is unlikely. A Rehabilitation Review Application may be filed with DHS at any time. You may obtain this application at the Department's website at **https://www.dhs.wisconsin.gov/misconduct/rehabilitationreview.htm** or by contacting the DHS Rehabilitation Review Coordinator at **DHSDQABICRehabilitationReview@dhs.wisconsin.gov** for information about your rehabilitation review status. The Rehabilitation Review panel reviews the caregiver's application and other personal and professional information. Caregivers are encouraged to meet with the Rehabilitation Review panel to answer any questions. The panel will issue a decision based on the evidence of rehabilitation provided in the application and during the panel hearing. If granted, rehabilitation review approval may restore eligibility to work in certain roles with direct patient contact, obtain approval for certain licenses or certifications, or obtain approval to reside with clients in entity facilities.

Misconduct Registry

The Background Check and Misconduct Program maintains a record of nurse aides and other caregivers with a substantiated finding of misconduct in the Misconduct Registry. Misconduct includes abuse, neglect, or exploitation of a resident/client or misappropriation of a resident/client's property, as defined under Ch. DHS 13 of the Wisconsin Administrative Code. Examples include, but are not limited to:

- physical abuse: hitting, slapping, pinching, and kicking to cause harm intentionally;
- sexual abuse: harassment, inappropriate touching, or assault;
- verbal abuse: threats of harm, saying things to frighten a resident/client intentionally;
- mental abuse: humiliation, harassment, intimidation with threats of punishment or depriving a resident/client of care or possessions;
- neglect: intentional conduct of withholding care, failure to carry out a plan of care that could reasonably be expected to cause pain, injury, or death of a resident/client;
- misappropriation of property: theft of money, credit cards, jewelry, misuse of property, such as using a resident/client's phone or other personal items without consent; and
- exploitation: taking advantage of a resident for personal gain through the use of manipulation, intimidation, threats, or coercion.

For more information, visit **https://www.dhs.wisconsin.gov/misconduct/registry.htm**.

Work Limitations

Under federal regulations, nurse aides with a finding of misconduct are permanently barred from working in federally certified nursing homes and, in certain situations, may be barred from working in federally certified intermediate care facilities for individuals with intellectual disabilities (ICFs/IIDs). State regulations bar all caregivers with a finding of misconduct from working in DHS-regulated facilities unless approved under the Rehabilitation Review process.

TEST ACCOMMODATIONS: AMERICANS WITH DISABILITIES ACT (ADA)

ADA Compliance

D&SDT certifies that it complies with the provisions of the Americans with Disabilities Act (42 U.S.C. 12101 et seq.). A nurse aide candidate with a disability may request special testing arrangements. 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.

D&SDT and DHS provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the Wisconsin Nurse Aide examination.

- D&SDT and DHS must approve accommodations and cannot change the examination in any way.
- Submit the **ADA Accommodation Request Application**, located on the Wisconsin TMU main page under 'APPLICATIONS', for review and approval by D&SDT and DHS **in advance** of your NA examination.
- Submit all required supporting documentation of your diagnosed disability with your request. We will only review applications with the required supporting documentation.
- D&SDT will email you if additional or updated documentation or information is required, using the email address in your TMU account.
- When scheduling your exam, please ensure that you or your training program has submitted the ADA Accommodation Request Application well in advance to avoid delaying testing with your classmates.

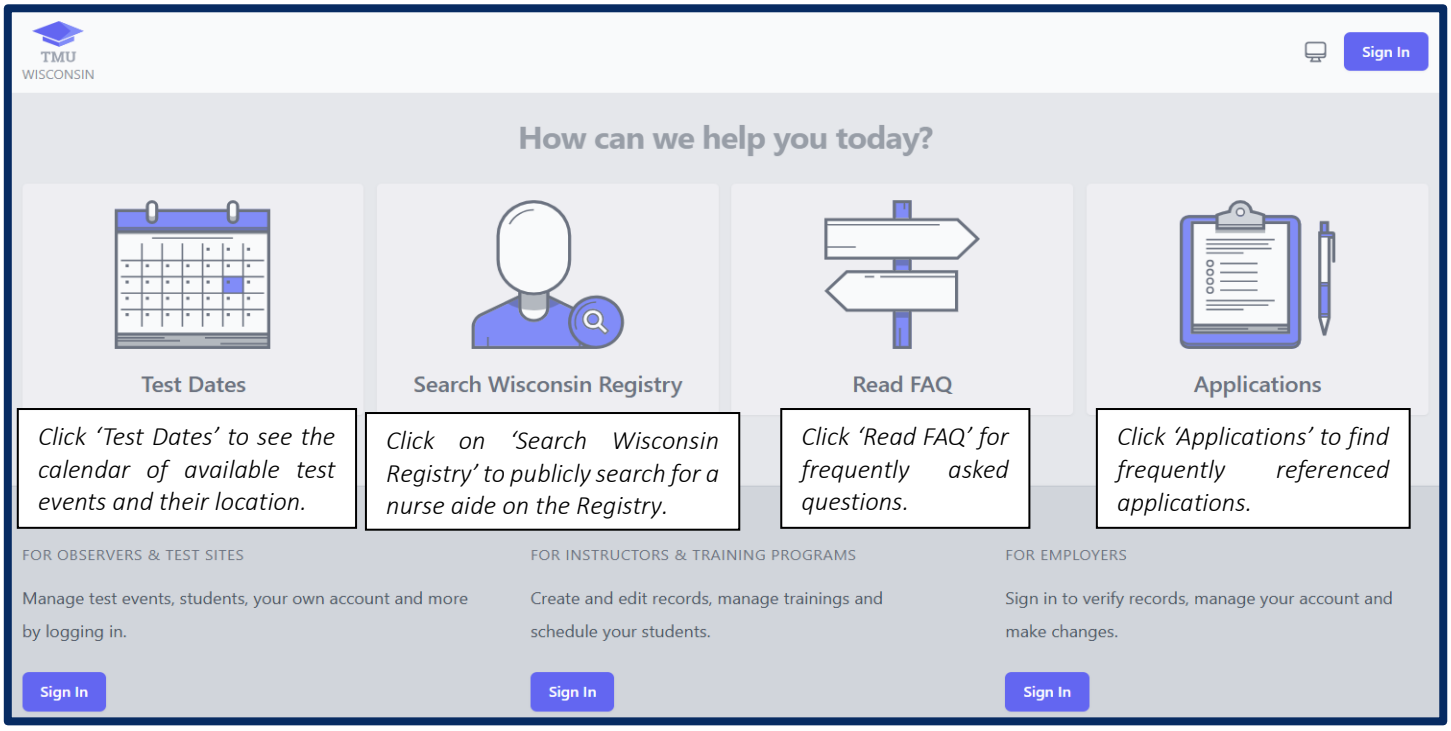
NOTE: You do not need ADA approval for the Audio (oral version) knowledge examination.

Allow additional time for your request to be approved. If you have questions regarding the ADA review process or specific required documentation, please call D&SDT at (888) 401-0462.

WISCONSIN TESTMASTER UNIVERSE (TMU)

Wisconsin TMU Home Page

The Wisconsin TMU main page URL is: **wi.tmutest.com**



Forgot your Password and Recover your Account

If this is your first time logging in to TMU, or you have forgotten your password, follow the instructions below.

1) Go to the Wisconsin TMU main page, **wi.tmutest.com**.
2) Click 'Sign In'.
3) Click 'Forgot Your Password?' on the pop-up.
4) On the 'Recover Account' screen, using your email option, type in your Email Address.
5) Click 'Recover Account'.
6) A 'Reset Password Notification' email with the reset link will be sent to you.
7) Click on the reset link in your email to reset your password.
8) Please check your junk/spam folders for this email.
9) If you have already updated your demographic information in your account, as another option besides using your email, you can type in the requested data (Social Security Number, Date of Birth, Last Name, and Zip Code) under 'Using other Information'.
10) Click 'Recover Account'.
11) Under either option, you will receive the message, "We have emailed your password reset link! Please allow a few minutes for the email to be delivered."
12) Once you open the email, click 'Reset Password'.
13) Note: If you do not reset your password right away, the link will expire in 60 minutes, and you will need to request a new link after that time.
14) A TMU screen will pop up: type in your 'Password' and retype it in 'Confirm Password'.
15) Then click 'Reset Password'.
16) One of two screens will appear. If this is your first time logging in, you will see the Setup Account screen with a message asking you to complete your demographic information. If you have already completed your demographic information, the candidate home screen will appear.

Complete your TMU Profile

Your training program will enter your initial registration information in D&SDT's Wisconsin TestMaster Universe (TMU) software.

- 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 **wi.tmutest.com**.
- The first time you sign in to your account, you will need to:
    - Update your password and complete your demographic information, including making sure your LEGAL FIRST AND LAST NAMES *exactly match* the FIRST and LAST names on your government-issued ID
        - Complete all required fields that are marked with an asterisk*;
        - Check the box next to "I agree to the Terms and Privacy Policy*"; and
        - Select Finish Account Setup.
- Complete this information **before you schedule to take your exam!**
- **Failure to do so may result in you being turned away from testing, marked as a NO SHOW STATUS for your test event, and forfeiting your testing fees!**
- After you finish your account setup, you will receive the message: "Thanks, your account has now been set up."

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.

TEST ELIGIBILITY AND PAYMENT INFORMATION

Payment Information

Candidates and facilities can pay testing fees online through TMU.

- Securely processed MasterCard or Visa credit/debit cards are accepted by candidates and facilities.
- Money Orders, Cashier's Checks, and Facility Checks are accepted on behalf of candidates **(made payable to D&SDT)**. Personal checks and cash ARE NOT accepted from candidates.

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 in *Self-Pay Instructions* and submit the online fee to be able to proceed with scheduling your exam.

Fees:

- Knowledge Exam and Demonstration/Skills Test: **$144.70**
- Audio Version of the Knowledge Exam with Demonstration/Skills Test: **$150.15**
- Knowledge Exam Only: **$37.49**
- Optional: Audio Version of the Knowledge Exam Only: **$42.94**
    - *The knowledge test questions and answers are read by the computer and played through headphones or earbuds while you read along.* ($37.49 Knowledge Exam Fee + 5.45 for an Audio Version = $42.94)
- Demonstration/Skills Test Only: **$107.21**

Test Eligibility

Your training program will enter your initial TMU registration information online. You must log in to **wi.tmutest.com** and complete your demographic information. Your training program instructor will verify the name entered into TMU against the identification you will present when you check in at a test event.

Your ID must be a non-foreign government-issued, signed, unexpired photo-bearing ID. You will receive a verification form to sign during your training, attesting to an exact match. If you discover your ID name doesn't match your name as listed in your TMU account, please call D&SDT at (888) 401-0462.

Once your instructor or training program enters the date you complete training and you have verified that all information is correct, you may schedule your exam date online at the Wisconsin TMU webpage at **wi.tmutest.com** using your email and password (see instructions under **Steps to Schedule or Reschedule a Test Event**). If you do not know your username and password, enter your email and click 'Forgot Your Password?' (See instructions under **Forgot your Password and Recover your Account**.) This will allow you to reset your password and then log in. If you cannot log in, contact D&SDT at (888) 401-0462 during regular business hours, 7:00 AM to 6:00 PM CT, Monday through Friday, excluding holidays.

Once you receive this notification from TMU (check your junk/spam folder), log in to your TMU account at **wi.tmutest.com**, update your password, and complete your demographic information before scheduling a test event. See the instructions under **Complete your TMU Profile**. You will need to pay for your test, and then you will be able to select a test event and location.

Time Frame for Testing from Training Program Completion

To be eligible to schedule testing, you must schedule and pass a test within two years of completing your training program. You are eligible to test as many times as needed **within ~~(1 year)~~ 2 years of your training program completion date**. After two years, you must complete another DHS-approved training program to be eligible to schedule further testing.

Note: Federal and State regulations allow healthcare facilities to employ students enrolled in an approved nurse aide training and competency evaluation program for up to 120 days from the beginning of employment.

- Skilled nursing facilities must follow **42 CFR 483.35(e)(3)**.

However, if you fail either portion of the state competency exam, the facility must ensure that the following are completed before it can continue employing you to perform nurse aide duties.

- The facility provides and documents additional training, coaching, or mentoring for the student, especially in the areas they failed.
- The student cannot work alone.
- The facility documents how they ensured the competency of the student aide (knowledge practice tests if the student failed the knowledge portion, skills demonstration if they failed the skills portion, or other means of ensuring competency).

Also, if your name is not listed on the Registry by the 120th day after your date of employment, you can no longer work as a nurse aide.

If you have questions regarding your test scheduling, call D&SDT at (888) 401-0462.

Self-Pay Instructions

Testing fees must be paid **before** you can schedule a test date.

Once you complete your training program, your training record will include completion hours and the date, and you will receive an email and text message stating that you are eligible to schedule a test date.

Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already prepaid for your test. Securely processed Visa or MasterCard credit/debit card information is required when paying testing fees online.

Follow the instructions to self-pay your testing fees:

1) On your candidate home page, click on 'Tests' or 'View Your Testing History'.

2) On the 'Your Tests' screen, under 'Scheduling', click on the box to the left of Exam' to select the test component – a checkmark will appear in the box.

3) Then click 'Add Selected Items to Cart'.

4) On the 'Cart' screen, you will get a message that the "Knowledge and Skill tests have been added to your cart" along with the 'Knowledge and Skill Amounts'.

5) Click 'Pay with Credit Card'.

6) On the 'Prepay to Schedule' screen, enter the Credit Card information and then click 'Submit Payment'.

7) You will receive a receipt for the transaction.

Once your testing fees are paid, you will be eligible to choose a test site and date.

For special circumstances only, you may also pay your testing fees with a money order or cashier's check via a paper payment form. Please email **wisconsin@hdmaster.com** to request a paper payment form.

Follow the instructions in the next section to schedule or reschedule a test event.

TEST EVENT OPTIONS, SCHEDULING, NOTIFICATIONS, RESCHEDULING POLICY AND UNFORESEEN CIRCUMSTANCES

After your exam fee is paid, you may schedule and/or reschedule up to 1 business day before a scheduled test. You may log in with any Internet-connected device.

Knowledge Exam Audio Version Option

An audio (oral) version of the knowledge exam is available. **You must request an Audio version before submitting your testing fee payment and scheduling your test.**

The questions are read to you neutrally and can be heard through wired headphones or earbuds plugged into the computer. Bluetooth-connected devices are not allowed. When taking an electronic Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.

NOTE: On the Audio version of the Knowledge Exam, only the first **67** questions will be read orally; the remaining eight questions must be answered without audio assistance to assess English reading comprehension.

- *For onsite testing*: The RN Test Observer or Knowledge Test Proctor will provide you with wired earbuds or headphones. You may also bring your own wired earbuds or headphones, which you must show to the RN Test Observer and Knowledge Test Proctor at check-in. **Bluetooth-connected devices are not allowed.**
- *For remotely proctored exams:* You will provide your own wired earbuds or headphones, which you must show to the remote proctor at check-in. **Bluetooth-connected devices are not allowed.**

Selecting an Audio Version of the Knowledge Exam

To select the Audio version of the knowledge exam, follow the instructions.

1) On your candidate home page, click 'Profile' or 'Manage Your Profile'.
2) To choose the knowledge exam's audio option, click the box to the left of 'Enable Audio Testing'; a check mark will appear in the box.
3) Remember to check 'Enable Audio Testing' **BEFORE YOU SCHEDULE** your knowledge exam.
4) Then click 'Save Changes' at the bottom of the screen to save.
5) You can then follow the instructions under **Steps to Schedule or Reschedule a Test Event.**

Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home or elsewhere.

What You Will Need

- An updated version of Google Chrome as your Internet browser.
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU to access the knowledge exam.
- Your Email or Username and Password to take the remotely proctored TMU Knowledge exam. The remote Proctor will provide you with a 'code' to start your test.
- A smartphone/tablet to access the 'video conferencing app' (for example, Zoom) that you ***must download***.
    - An email will be sent to you and appear in your notifications (in your TMU account) with information about the 'video conferencing app' (for example, Zoom) you will need to download before test day.

- The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU account), a reminder with the password-protected link to join the test event.

Failure to meet these requirements may result in you not being allowed to test and forfeiting your testing fees.

Steps to Schedule or Reschedule a Test Event

Follow the instructions to schedule or reschedule a test event:

1) On your candidate home page, click on 'Tests' or 'View Your Testing History'.

2) On the Your Tests screen, under 'Scheduling – Tests', all eligible test events will appear with 'eligible' under the 'Status'.

3) To select a test component (knowledge or skills), click 'Schedule' to the right of the test component you want to schedule.

4) The next screen to open will be the 'Find Event Certified Nursing Assistant'.

5) A map of upcoming events will open: You can click on a marker to show upcoming events for that location.

6) The test component(s) you can schedule will show under 'Test Date', 'Test Location', and 'Scheduling For' under the map.

7) Click 'Schedule' to the right of the site and date you want to test.

8) A pop-up will appear asking if you want to "Schedule into this Event on Date for Component. Are you sure?"

9) To confirm this is the site, date, and component (knowledge or skills) you want to schedule, click 'OK'.

10) The Your Tests screen will open up with a message that says "Your Name scheduled into Component (Knowledge or Skills) for Certified Nurse Aide."

11) Your Status will show you are 'Scheduled'.

12) Click 'Actions' and select 'Test Confirmation Page' from the drop-down list to see your test confirmation with important reminders for testing.

Steps to Schedule a Remotely Proctored Knowledge Exam

You will need to sign in to your TMU account using your Username or Email and Password and follow the instructions in **Steps to Schedule or Reschedule a Test Event**.

Please ensure you have met the **What You Will Need** items listed above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be 'Remotely Proctored Test'.

- Review the **Steps to Schedule or Reschedule a Test Event.** Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU account for you to view (refer to the **Test Confirmation** and **Notifications** sections for information on how to access your test confirmation and notifications).

- Instructions and the link to download the 'video conferencing app' (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and included in your notifications.

- Remember, for this information, check your 'NOTIFICATIONS' in your TMU account. Please refer to the View your TMU Notifications section.

Please call D&SDT at (888) 401-0462 if you have any questions or concerns, or need assistance scheduling a remotely proctored knowledge exam.

Notifications

Remember to check your TMU account notifications for important updates about your selected test events and other information.

Follow these instructions to view your notifications:

1) On your candidate home page, you will see any unread notifications in a box on the screen or under your profile picture in the upper right of your screen.

2) Click 'Show Notifications' to open your notifications.

3) The 'Your Notifications' screen will open.

4) Click 'VIEW' to the right of each notification to open each of your notifications.

Test Confirmation

Your test confirmation letter will provide you with important information regarding where you are scheduled to test (date, time, and address). You can access it at any time.

The body of the test confirmation letter will direct you to review the Candidate Handbook for specific instructions on arrival time, ID requirements, testing attire, testing policies and procedures, and what to expect.

Failure to read the Candidate Handbook could result in a no-show status for your test event if you do not adhere to testing policies.

Follow these instructions to view and print your test confirmation:

1) Once you are scheduled for a test event, the Your Tests screen will open up.

2) Click 'Actions' and select 'Test Confirmation Page' from the drop-down list to see your test confirmation with important reminders for testing.

3) Your test confirmation letter will open up - click 'Print Page' to print your confirmation letter.

4) Click 'Get Map' to get Google Maps directions to the test site.

Candidates who self-schedule online or are scheduled by their training programs will receive their test confirmation at the time they are scheduled.

Rescheduling Policy

You may reschedule your test event online, at no additional cost, up to **one (1) business day** before the scheduled test event. You can do so in your TMU account at **wi.tmutest.com**.

For example, to reschedule at no additional cost:

- If the scheduled test is on Monday, you must reschedule by 6:00 PM (CT) the previous Thursday.
- If the scheduled test is on Tuesday, you must reschedule by 6:00 PM (CT) the previous Friday.
- If the scheduled test is on Wednesday, you must reschedule by 6:00 PM (CT) the previous Monday.
- If the scheduled test is on Thursday, you must reschedule by 6:00 PM (CT) the previous Tuesday.
- If the scheduled test is on Friday, you must reschedule by 6:00 PM (CT) the previous Wednesday.
- If the scheduled test is on Saturday/Sunday, you must reschedule by 6:00 PM (CT) the previous Thursday.

Reschedule a Test Event

1) On the 'Your Tests' screen, click 'Actions' and select 'Reschedule' from the drop-down list to select an alternative test date.

2) A pop-up will appear asking if you want to "Reschedule this Knowledge Exam (or Skills Test if that is what you have chosen). Are you sure?"

3) To confirm this is the site, date, and component (knowledge or skills) you want to reschedule, click 'OK'.

4) You will be taken back to the Your Tests screen with eligible test dates you can reschedule for.

Unforeseen Circumstances Policy

If a scheduled exam test event is canceled by D&SDT due to weather or other unforeseen circumstances, D&SDT staff will make every effort to contact you using the phone number and email address listed in your TMU account 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 is unable to reach you by phone or email, you will be removed from the test event, and D&SDT will not reschedule you until you contact us.

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

- You did not call D&SDT 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 DAY

Testing Attire for Onsite and Remotely Proctored Knowledge Exams

Onsite Testing Attire

The following testing attire applies to both the onsite, in-person knowledge and skills exam and will be followed at testing sites:

- You must be in full clinical attire (scrub top and scrub bottom).
- Scrubs and shoes can be any color/design.
    - No open-toed shoes are allowed.
- NOTE: The testing attire is waived if testing at one of the five DHS facilities.

Other testing attire information:

- Long hair must be pulled back.
- You may bring a standard watch with a second hand.
- Wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), is not allowed.

POLICY: You will not be admitted for testing if you are not wearing scrubs and appropriate shoes, and your long hair is not pulled back. You will be marked as a NO-SHOW status. You will forfeit any testing fees paid without a refund.

Remotely Proctored Knowledge Exam Testing Attire

For remotely proctored knowledge testing, you must wear appropriate clothing, such as a non-revealing shirt/sweater and pants, sweatpants, shorts, or leggings.

- Wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), is not allowed.
    - *The exception is the smartphone you may be testing with.*

POLICY: You will not be admitted to the test if you are not wearing appropriate clothing as shown above. You will be marked as a NO-SHOW status. You will forfeit any testing fees paid without a refund.

Identification Required for all Testing

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**
- **State-issued Identification Card**
- **Signed U.S. Passport** *(Foreign Passports and Passport Cards are not acceptable.)*
  - Exception: A signed foreign passport with a U.S. VISA within the passport is acceptable (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)**
  - 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 instead of a signature.
- **U.S. Military Identification Card**
  - Accepted without a signature or fingerprint, but will have a barcode or may contain a fingerprint in place of a signature.
- **Tribal Identification Card**
  - A signed photo ID with an expiration date (not expired) issued by a federally recognized Tribal Nation/Indian Tribe.

Exception for High School Students Only

If you do not have a current, official U.S. (United States of America) government-issued, photo-bearing identification card, you must provide your current year high school identification card with a photo and a secondary form of identification as listed below. Approved secondary forms of identification for high school students only are:

- Social Security Card – hard copy, does not need to be signed
- Birth Certificate – certified
- Credit/Debit Card – signed and not expired
- Health Insurance Card
- Department of Natural Resources (DNR) License

Ensure 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 at (888) 401-0462 or sign in to your TMU account at **wi.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.

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.

Onsite Exam Check-In

You must arrive at your test location's waiting area at least 20 minutes before your test is scheduled to begin. No one will be admitted after the 20-minute cutoff. This allows time to check in with the RN Test Observer.

- Testing **begins** promptly at the start time noted on your test confirmation.

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 knowledge and skills 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.

These instructions are located in your TMU account under Resources.

The RN Test Observer will ask you questions about the instructions. It is important that you read the instructions **before** entering the onsite exam room(s).

Remotely Proctored Knowledge Exam Check-In

You must be connected to the remotely proctored exam link (for example, Zoom, etc., waiting room) **at least 20 minutes before your test is scheduled to begin**, as listed on your test confirmation, to complete the check-in process with the remote test proctor. The remote test proctor will allow you access to the test event.

- **Allow time to log in to ensure you meet the 20-minute requirement.**
- **No one will be admitted to the test after the 20-minute cutoff.**
- **Anyone attempting to sign in to the remotely proctored exam link after that time will be considered a no-show and will forfeit their testing fees.**

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.

If you experience technical difficulties, please take screenshots and submit them to D&SDT with an explanation at **wisconsin@hdmaster.com**. Please refer to the **No-Show Policy**.

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.

Remotely Proctored Knowledge Exam instructions are located in your TMU account under Resources.

- 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.

Testing Policies for Onsite and Remotely Proctored Exams

Review the online Candidate Handbook before your test day for any updates to testing and policies.

Access the document in your TMU account under the 'Resources' tab or on the Wisconsin page on the D&SDT website at **hdmaster.com**.

- Plan to be at the test site for up to four hours if taking both components on-site (knowledge and skills).

- If you do not show up for your exam day, or are considered a NO-SHOW STATUS (see details in this handbook's *No-Show Status* section) for any reason, any test fees paid will NOT be refunded. You must repay your testing fees online in your TMU account to schedule another exam date.

- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), 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 you in either testing room. The testing team will inform you of the designated area for placing your personal items and electronic devices, and you will collect them upon completing your test(s). Test Sites and Testing Teams are not responsible for your personal belongings at the test site.

- All electronic devices must be **turned off and removed from your body**, including wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.).

- Anyone caught using any electronic recording device during either component (knowledge or skills) of the exam will be dismissed from the exam and testing room(s); your test will be scored as a failed attempt; you will forfeit all testing fees; and you will be reported to your training program and the Wisconsin Department of Health Services (DHS). Please refer to the **Security** section of this handbook.

- Behavioral misconduct or unlawful acts by test candidates 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 Wisconsin Department of Health Services (DHS). Review the **Security** section of this handbook.

- You are not allowed to leave the testing room (on-site knowledge test room, remotely proctored knowledge exam, or skills lab) 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. Any test fees paid will not be refunded.

- 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 your event 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 (a dog that has been individually trained to perform specific tasks for people with disabilities) are allowed. Contact D&SDT at (888) 401-0462 or via email at **wisconsin@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 at (888) 401-0462 immediately to reschedule.
  - You may not test if you have any physical limitation (excluding pre-arranged ADAs) that would prevent you from performing your duties as a nurse aide. (Examples: cast, arm/leg braces, crutches, etc.) Call D&SDT at (888) 401-0462 immediately to reschedule if you are on doctor's orders.
  - Review the **Rescheduling Policy** and **No-Show Exceptions** sections.
  - Reschedules will not be granted less than one full business day before a scheduled test date.

- **LANGUAGE TRANSLATION DICTIONARIES:** You may use a foreign word-for-word translation dictionary during your test, provided it contains no definitions or handwritten notes. You must present the dictionary to the RN Test Observer and Knowledge Test Proctor or remote Proctor for inspection during check-in. Please note that electronic dictionaries and unapproved language translators *are strictly prohibited*.

- **SCRATCH PAPER AND CALCULATORS:** Scratch paper and calculators ***are not allowed***.

- If you have requested an Audio Version of the Knowledge Exam, please refer to the **Knowledge Exam Audio Version Option** for more information.

Remotely Proctored Knowledge Exam Policies

On Exam Day

- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.

- You will be required to show the entire room and surroundings to the remote Proctor before starting your remotely proctored knowledge exam.
  - Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your surroundings/entire room at any time during your test.

- You may not use a video filter, such as a background or blurring your screen.

- 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 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). You must test in an isolated, secure room/area free of distractions and interruptions, and free of any other people, children, or pets, just as you would in the knowledge test room at a test site.

- 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.

- 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 testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test.

- Review the information on remotely proctored testing issues under the No-Show Exceptions section.

POLICY: Failure to adhere to any of these 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 at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the Wisconsin Department of Health Services (DHS).

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 wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), 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 DHS, and you are subject to legal prosecution to the fullest extent of the law. You may not be allowed to retest for at least 6 months and may require DHS permission to retake the test.

NO-SHOW STATUS / REFUND OF TESTING FEES PAID

No-Show Status

If you are confirmed for a scheduled exam test event and do not show up without notifying D&SDT at least two (2) full business days before your scheduled testing event, excluding Saturdays, Sundays, and Holidays, 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 STATUS.** You will forfeit all fees paid and must submit a new testing fee to schedule yourself into a new test event.

Keep in mind that the fees partially offset D&SDT costs incurred for services requested and the resulting work performed. Therefore, it is important to reschedule your exam at least two full business days 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 a no-show for any test component for any of the following reasons, test fees will be refunded to the remitter of record, or a free reschedule will be authorized, provided **you submit the required documentation within the time frames outlined below.**

Complete the **No Show Exception Form** available on the Wisconsin TMU main page under 'APPLICATIONS', upload required documentation, and submit within the required time frame outlined below:

- **Car breakdown or accident**: D&SDT must be contacted within one 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 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.

- **Weather or road condition-related issue:** D&SDT must be contacted within one business day via phone, fax, or email. 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 must be contacted within one business day via phone, fax, or email. A doctor's note on their letterhead or other appropriate documentation showing your name and the provider of service's name 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 must be contacted within **ten (10) business days** via phone call, fax, or email, and an obituary or letter on your behalf from the funeral home for immediate family must be submitted within **ten (10) business days** from a missed exam date. If we do not receive documented proof within 10 business days, your no-show status will stand, and you will be required to repay your testing fee. (Immediate family includes parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

- **Remotely proctored testing issues:** D&SDT must be contacted within one business day via phone, fax, or email, and appropriate documentation showing your name and the provider of the service's 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:** Documentation showing your name and the Internet service provider's name, showing the outage date and times.
  - **Computer or cell phone issue**: If the computer or cell phone fails to work for any reason, documentation showing your name and the provider of the service's name from a computer repair technician/shop or other appropriate documentation.

Refund of Testing Fees Paid

If you change your mind and do not wish to test or cannot schedule a test date before your training expiration date, you may request a refund of the testing fees paid. **Refund requests made within 30 days of initial payment of testing fees qualify for a full refund of any testing fees paid, minus a $30 refund processing fee.**

If you are Scheduled in a Test Event

A refund request for testing fees paid must be made in writing by filling out and submitting the **CANDIDATE-Refund Request Form** on D&SDT's main webpage at **hdmaster.com** at least **one (1) full business day** before your scheduled test event (excluding Saturdays, Sundays, and Holidays). Refund requests must be made within **thirty (30) days of the original payment of testing fees with D&SDT, minus a $30 refund processing fee**. Refund requests made more than 30 days after the original payment of testing fees with D&SDT ***will not be issued***. No phone calls will be accepted.

Example: If you are scheduled to take the exam on Saturday, Sunday, or Monday, you must request a refund by the close of business on Thursday before your scheduled exam. D&SDT's regular business hours are Monday through Friday, 7:00AM to 6:00PM CT, excluding Saturdays, Sundays, and Holidays.

- If the scheduled test is on Monday, you must reschedule by 6:00 PM (CT) the previous Thursday.
- If the scheduled test is on Tuesday, you must reschedule by 6:00 PM (CT) the previous Friday.
- If the scheduled test is on Wednesday, you must reschedule by 6:00 PM (CT) the previous Monday.
- If the scheduled test is on Thursday, you must reschedule by 6:00 PM (CT) the previous Tuesday.
- If the scheduled test is on Friday, you must reschedule by 6:00 PM (CT) the previous Wednesday.
- If the scheduled test is Saturday/Sunday, you must reschedule by 6:00 PM (CT) the previous Thursday.

If you are Not Scheduled in a Test Event

You must submit a refund request for testing fees paid in writing by completing and submitting the **CANDIDATE-Refund Request Form.** You must submit refund requests **within thirty (30) days of the original payment of testing fees to D&SDT, minus a $30 refund processing fee.** Refund requests made more than 30 days after the original payment of testing fees to D&SDT ***will not be issued***.

EXAM RESULTS

After you have completed both the Knowledge Exam and Skills Test, your test results will be officially scored and double-checked by the D&SDT scoring team. **A passing score of 71% 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.

You are eligible to test as many times as needed **within 2 years of your training program completion date**. After one year, you must complete another DHS-approved training program to be eligible to schedule further testing.

Instructions to view your test results:

1) Sign in to your TMU account at **wi.tmutest.com**.

2) On your candidate home screen, click 'Tests' or 'View Your Testing History'.

3) The 'Your Tests' screen with your scheduled test events will appear.

4) Under Actions, click the drop-down and select 'Details' to view your results.

5) Or, click 'Print Test Results' to print your results.

6) You will also have the opportunity to complete the anonymous Exit Survey by clicking 'Please take our satisfaction survey'.

7) Your test details with detailed diagnostics will appear to help you prepare for a retake, if needed.

8) For the knowledge exam, you will receive your percentage for each subject area and a list of missed vocabulary words.

9) For the skills test, you will receive your pass/fail for each task, and you can click on 'View Failed Steps' to see the steps you missed.

10) With the test details open, under the 'Test Actions' drop-down menu, click 'Print Results' to get a hard copy of your results.

11) You can also click the 'Printer Icon' next to 'Test Actions' to print your results letter.

12) For the skill test, click 'View Failed Steps' next to the task to see any steps missed.

Candidate Feedback – Exit Survey

Candidates can complete an exit survey via a link when they check their test results in their TMU account. The survey is confidential and will not affect the outcome of any test. You are encouraged to complete the survey with honest feedback on the examination process to help improve it.

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 at (888) 401-0462 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 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 Wisconsin TMU main page under 'APPLICATIONS' (before logging in to your account) at **wi.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 will review your detailed recollection and knowledge test markings, and any skill task measurements you recorded at the time of your test, in addition to reviewing markings, notations, and measurements recorded by the RN Test Observer at the time of your test. We will interview the RN Test Observer about the facts detailed in your dispute documentation. D&SDT will recheck the scoring of your test and may contact you for any additional information about the test event.
- D&SDT 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 Wisconsin Department of Health Services (DHS).
- 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 will discuss test results or test disputes only with the candidate. D&SDT 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.

THE KNOWLEDGE/AUDIO EXAM

Knowledge Exam Content

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

Subject Areas

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

Knowledge Exam Subject Area Definitions

Aging Process and Restorative Care: Questions concerning the process and progression of humans becoming what they will be as they move along the timeline of their lives, and the maintenance of physical, mental, and psychosocial function.

Basic Nursing Skills: Questions concerning any act or activity that would be considered a basic skill necessary to perform the job of a CNA.

Care Impaired: Questions concerning dealing with residents who are physically or mentally limited from receiving "standard" care. CNAs must perform more extensively or differently to accommodate these residents.

Communication: Questions concerning any type of communication, verbal and nonverbal, written, spoken, or any communication related to hearing, seeing, feeling, tasting, or smelling.

Data Collection: Questions concerning data acquisition, handling, and routing.

Disease Process: Questions concerning the stages of diseases and/or the theory of diseases, and the detection, prevention, or treatment of diseases.

Infection Control: Questions concerning the nature of infections, infection causes and prevention, and correct methods and procedures for dealing with infections.

Mental Health: Questions concerning the mental processes of residents, the signs and stages of mental states of residents, both normal and care impaired, or the mental well-being and interaction of the CNA and their co-workers.

Personal Care: Questions concerning activities or acts performed by the CNA for or to residents that are personal in nature.

Resident Rights: Questions concerning the rights to which the residents are legally entitled and the facility and CNA's role in ensuring those rights.

Role and Responsibility: Questions concerning any act or activity that would be considered part of the basic role of the CNA in the workplace or a basic responsibility of a CNA in the workplace.

Safety: Questions concerning the safety of residents, CNAs, facility safety issues, and the safety of facility personnel in general.

Knowledge Exam Information

If taking both the knowledge and skill tests on-site on the same day, you will be required to present your ID when entering the knowledge test room and the skills lab. Please keep your ID with you during the entire exam day.

The Knowledge Test Proctor will provide instructions for taking the Knowledge Exam. You will have sixty minutes to complete the 75-question exam. The multiple-choice questions will be presented to you, one at a time, on the computer screen to select answers A, B, C, or D. You can navigate through the exam questions with the previous and next buttons. You can watch the time remaining on your Knowledge Exam, and the KTP will announce when 15 minutes remain. You may not ask questions about the content of the Knowledge Exam, such as "What does this question mean?"

- You must have a score of **71%** or better to pass the knowledge portion of the exam.

All test sites in Wisconsin utilize electronic TMU testing using Internet-connected computers. The knowledge exam portion of your exam will be displayed on a computer screen for you to read and key in or click your answers.

NOTE: You will need your TMU Username or Email and Password to sign in to your knowledge exam. Please see the information under **Complete your TMU Profile** to sign in to your TMU account.

- The Knowledge Test Proctor will provide you with a code at the test event to start your exam.

Knowledge Practice Test

D&SDT offers a free knowledge test question of the day and a ten-question online static practice test available on our website at **hdmaster.com**. Candidates may purchase complete practice tests randomly generated based on the state test plan. We use a mastery learning method, and each practice test is unique. This means candidates must answer the question correctly before moving on to the next question. The system provides a first-attempt percentage score and vocabulary feedback after you complete the practice test. A list of vocabulary words to study is provided at the end of each test. Single- or group-purchase plans are available.

NOTE: Make sure you select WISCONSIN from the drop-down list.

The following is a sample of the kinds of questions that you will find on the Knowledge/Audio exam:

1. Clean linens that touch the floor should be:
    a. Picked up quickly and placed back on the clean linen cart
    b. Used immediately on the next resident's bed
    c. Considered dirty and placed in the soiled linen hamper
    d. Used only in the room where the linen fell on the floor

2. When you are communicating with residents, you need to remember to:
    a. Face the resident and make eye contact
    b. Speak rapidly and loudly
    c. Look away when they make direct eye contact
    d. Finish all their sentences for them

3. A resident's psychological needs:
    a. Should be given minor consideration
    b. Make the resident withdrawn and secretive
    c. Are nurtured by doing everything for the resident
    d. Are nurtured when residents are treated like individuals

ANSWERS: 1-C | 2-A |3-D

THE SKILLS DEMONSTRATION EXAM

The Skill Test aims to evaluate your performance when demonstrating Wisconsin-approved nurse aide skill tasks. You will find a complete list of possible skill tasks in this handbook.

- 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 RN Test Observer will read the scenarios to you 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 **key** steps (in bold font) and 80% of all non-key steps in each task assigned 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 steps you believe you have performed incorrectly** during your allotted thirty (30) minutes or until you tell the RN Test Observer you are finished with the Skill Test.
- 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.**

Skill test written instructions will be provided outlining the on-site test process and what to expect during your skills test. 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.

- These instructions are located in your TMU account under Resources.
- The RN Test Observer will ask you questions about the instructions. It is important that you read the instructions **before** entering the skills lab/room.

Skill Exam Tasks

You will be assigned **one** of the following mandatory tasks as your first task:

- Assist a Resident with a Bedpan (Modified) with Required Handwashing
- Catheter Care for a Female Resident with Required Handwashing [DEMONSTRATED ON A MANIKIN]
- Don an Isolation Gown and Gloves; Empty a Urinary Bag; Measure and Record Output; and Doff the Gown and Gloves with Required Handwashing
- Perineal Care for a Female Resident with Required Handwashing [DEMONSTRATED ON A MANIKIN]

Note: Handwashing is embedded in each mandatory task and must be demonstrated at the end of each.

You will also receive an additional two (2) or three (3) randomly selected tasks from the Skills Task Listing below. These selected tasks will make up your personalized and unique skill test. Each skill test, randomly assigned by the TMU skill test assignment algorithm, will be comparable in overall difficulty, which is why some skill tests will have a different number of tasks.

Skill Tasks Listing

To receive credit, you must perform every step and demonstrate it during your skill test demonstration.

The steps listed for each task are required for a nurse aide candidate to successfully demonstrate minimum proficiency in the skill task for the RN Test Observer.

All tasks will be performed on a live resident actor, except for Catheter Care and Perineal Care, which will be demonstrated on a manikin. You will be scored only on the steps listed.

You must score **80%** on each task ***without missing any key steps*** (the **Bolded** steps) to pass the skill component of your competency evaluation. If you fail the Skill Test, one of the tasks on your retest will be a task you previously

failed. There will always be only one of the four mandatory tasks to start each Skill Test. The other tasks included in your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and has an average time to complete.

Note: The skill task steps included in this handbook are discrete skill task steps used for objective testing purposes only. They are not intended to provide complete care that includes the best care practiced in an actual work setting.

Apply an Anti-embolic Stocking to a Resident's Leg

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Raise the bed height
4. Provide for privacy using a curtain.
5. Provide privacy by exposing only one leg.
6. Roll, gather, or turn the stocking down inside out to the heel.
7. Place the stocking over the resident's toes, foot, and heel.
8. Roll or pull the stocking up the leg.
9. Check toes for possible pressure from the stocking.
10. Adjust the stocking as needed.
11. **Leave the resident with a stocking that is smooth and wrinkle-free.**
12. Lower the bed.
13. Maintain respectful, courteous interpersonal interactions at all times.
14. Place the call light or signal calling device within easy reach of the resident.
15. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Assist a Resident to Ambulate using a Gait Belt

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Obtain a gait belt for the resident.
4. **Lock the bed brakes to ensure the resident's safety.**
5. **Lock the wheelchair brakes to ensure the resident's safety.**
6. Position the bed so the resident's feet will rest comfortably flat on the floor when sitting on the bed.
7. Bring the resident to a sitting position with the resident's feet flat on the floor.
8. Properly place the gait belt around the resident's waist to stabilize the trunk.
9. Tighten the gait belt.
10. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
11. Assist the resident in putting on non-skid footwear BEFORE standing.
12. Bring the resident to a standing position.
13. Use proper body mechanics at all times.
14. Grasp the gait belt.

15. Stabilize the resident.
16. Ambulate the resident at least ten steps.
17. Assist the resident in pivoting/turning.
18. Sit the resident in the wheelchair in a controlled manner that ensures safety at all times.
19. Remove the gait belt.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signal device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Assist a Resident who is Dependent with a Meal

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Ask the resident to state their name and verify that the name matches the name on the diet card.
4. Position the resident in an upright position, at least 45 degrees.
5. Protect the resident's clothing from soiling using a napkin, clothing protector, or towel.
6. Provide hand hygiene for the resident BEFORE feeding. (*You may use hand sanitizer on the resident, covering all surfaces of the resident's hands and rubbing the sanitizer until dry, or you may wash, rinse, and dry the resident's hands using a wet washcloth with soap.)*
7. Position yourself at eye level and face the resident while assisting with their meal.
8. Describe the food being offered to the resident.
9. Offer each fluid frequently.
10. Offer small amounts of food at a reasonable rate.
11. Allow the resident time to chew and swallow.
12. Wipe the resident's face during the meal at least once. *(The actor will say "I'm full" before all the solid food and fluids are gone.)*
13. Leave the resident clean.
14. Leave the resident in bed with the head of the bed set up to at least 30 degrees.
15. Record the intake as a percentage of the total solid food eaten on the previously signed recording form.
16. **The candidate's calculation must be within 25 percentage points of the RN Test Observer's.**
17. Record the sum total of the estimated fluid intake in mL on the previously signed recording form.
18. **The candidate's calculation must be within 60 mL of the RN Test Observer's.**
19. Maintain respectful, courteous interpersonal interactions at all times.
20. Place the call light or signaling device within easy reach of the resident.
21. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Assist a Resident with a Bedpan (Modified) with Handwashing Required

(One of the possible mandatory first tasks)

1. Knock.
2. Introduce yourself to the resident.

3. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4. Explain the procedure to the resident.
5. Provide for privacy using a curtain.
6. Put on gloves.
7. Turn the resident or raise the resident's hips and place a barrier under the resident's buttocks. *(Candidate will choose a barrier such as a towel, waterproof pad, chux, etc.)*
8. Position the resident on the bedpan~~/fracture pan~~ (standard/fracture) correctly. *(The pan is not upside down, it is centered, etc.)* CHANGED WORDING
9. Position the resident on the bedpan~~/fracture pan~~ using correct body mechanics. CHANGED WORDING
10. Raise the head of the bed to a comfortable level.
11. Leave the call light within easy reach of the resident.
12. Move to an area of the room away from the Actor.
13. When the RN Test Observer indicates, the candidate returns.
14. Gently remove the bedpan~~/fracture pan~~.
    a. *Hold the bedpan~~/fracture pan~~ (standard or fracture) while the RN Test Observer pours liquid [fake urine] into the bedpan~~/fracture pan~~.* CHANGED WORDING
15. Empty the equipment used in the designated toilet.
16. Rinse the equipment and empty the rinse water into the designated toilet.
17. Safely remove the barrier from under the resident's buttocks.
18. Remove gloves, turning them inside out.
19. Dispose of gloves in an appropriate container.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Wash hands: Begin by wetting your hands.
23. Apply soap to hands.
24. Rub hands together with soap using friction.
25. **Rub hands together with soap for at least twenty (20) seconds outside the stream of water. NEW KEY STEP**
26. Interlace fingers pointing downward.
27. Wash all surfaces of your hands with soap.
28. Wash wrists with soap.
29. Rinse hands thoroughly under running water with fingers pointed downward.
30. Dry hands with a clean paper towel(s).
31. Turn off the faucet with a clean, dry paper towel.
32. Discard paper towels in a trash container as used.
33. **Do not recontaminate hands by touching the faucet or sink at any time during or after the handwashing procedure.**

Catheter Care for a Female Resident with Handwashing Required

(One of the possible mandatory first tasks) [DEMONSTRATED ON A MANIKIN]

1. Knock.
2. Introduce yourself to the resident/manikin.
3. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4. Explain the procedure to the resident/manikin.

5. Provide for privacy using a curtain.
6. Fill a basin with warm water. NEW STEP
7. Put on gloves.
8. Avoid overexposure throughout the procedure.
9. Check that urine can flow unrestricted into the drainage bag.
10. Use a clean washcloth, soap, and water to carefully wash **the catheter** where it exits the urethra.
11. **Hold the catheter where it exits the urethra with one hand.**
12. While holding the catheter, use a clean washcloth, soap, and water, or a clean portion of the washcloth, and clean 3-4 inches down the catheter tube for each stroke.
13. **Clean with strokes only away from the urethra (AT LEAST TWO STROKES).**
14. Use a clean washcloth to carefully rinse **the catheter** where it exits the urethra. POSITION MOVE
15. Rinse using a clean portion of the washcloth with strokes only away from the urethra. CHANGED WORDING
16. Rinse using a clean portion of the washcloth for each stroke. (AT LEAST TWO STOKES). CHANGED WORDING
17. Pat dry from the urethra down the tubing. ADDED TO STEP
18. Do not allow the tube to be pulled during the procedure.
19. Replace the top cover over the resident.
20. Leave the resident in a position of safety and comfort.
21. Place the call light or signaling device within easy reach of the resident.
22. Empty the basin. NEW STEP
23. Rinse the basin. NEW STEP
24. Dry the basin. NEW STEP
25. Return the basin to the storage area. NEW STEP
26. Maintain respectful, courteous interpersonal interactions at all times.
27. Wash hands: Begin by wetting your hands.
28. Apply soap to hands.
29. Rub hands together with soap using friction.
30. **Rub hands together with soap for at least twenty (20) seconds outside the stream of water. NEW KEY STEP**
31. Interlace fingers pointing downward.
32. Wash all surfaces of your hands with soap.
33. Wash wrists with soap.
34. Rinse hands thoroughly under running water with fingers pointed downward.
35. Dry hands with a clean paper towel(s).
36. Turn off the faucet with a clean, dry paper towel.
37. Discard paper towels in a trash container as used.
38. **Do not recontaminate hands by touching the faucet or sink at any time during or after the handwashing procedure.**

Denture Care – Clean an Upper or Lower Denture

(ONLY ONE PLATE IS USED FOR TESTING)

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Line the bottom of the sink with a protective lining that would help prevent damage to the denture. *(Towels, washcloths, or paper towels are allowed for lining.)*
4. Put on gloves.
5. Apply denture cleanser to a denture brush/toothbrush.

6. Remove the denture from the cup.
7. Handle the denture carefully to avoid damage.
8. Handle the denture carefully to avoid contamination.
9. Thoroughly brush the denture's inner surfaces. *(With a denture brush or toothbrush.)*
10. Thoroughly brush the denture's outer surfaces.
11. Thoroughly brush the denture's chewing surfaces.
12. Rinse the denture using clean, cool water.
13. Place the denture in the rinsed cup.
14. Add cool, clean water to the denture cup.
15. Rinse the equipment.
16. Return equipment to storage.
17. Discard the protective lining in an appropriate container.
18. Remove gloves, turning them inside out.
19. Dispose of gloves in an appropriate container.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Don an Isolation Gown and Gloves; Empty a Urinary Bag; Measure and Record Output; and Doff the Gown and Gloves, with Handwashing required

(One of the possible mandatory first tasks)

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Face the back opening of the gown.
3. Unfold the gown.
4. Place arms through each sleeve.
5. Secure the neck opening.
6. Secure the waist, ensuring the back flaps cover clothing as completely as possible.
7. Put on gloves.
8. Ensure that the gloves overlap the gown sleeves at the wrist.
9. Knock.
10. Introduce yourself to the resident.
11. Explain the procedure to the resident.
12. Place a barrier on the floor under the drainage bag.
13. Place the graduate on the previously placed barrier.
14. Open the drain to allow urine to flow into the graduate.
15. Avoid touching the graduate with the tip of the tubing.
16. Close the drain.
17. Wipe the drain with an alcohol wipe AFTER emptying the drainage bag.
18. Replace the drain in the holder.
19. Place the graduate on a level, flat surface
20. With the graduate at eye level, read the output.
21. Empty the graduate into the designated toilet.
22. Rinse the equipment, emptying the rinse water into the designated toilet.
23. Return equipment to storage.

24. Leave the resident in a position of comfort and safety.
25. Place the call light or signaling device within easy reach of the resident.
26. Maintain respectful, courteous interpersonal interactions at all times.
27. Remove gloves, turning them inside out.
28. Remove gloves BEFORE removing the gown.
29. Dispose of the gloves in an appropriate container.
30. Unfasten the gown at the neck.
31. Unfasten the gown at the waist.
32. Remove the gown by folding the soiled area to the soiled area.
33. Dispose of the gown in an appropriate container.
34. Record the output in mL on the previously signed recording form.
35. **The candidate's recorded measurement is within 25 mL of the RN Test Observer's pre-measured amount.**
36. Wash hands: Begin by wetting your hands.
37. Apply soap to hands.
38. Rub hands together with soap using friction.
39. **Rub hands together with soap for at least twenty (20) seconds outside the stream of water. NEW KEY STEP**
40. Interlace fingers pointing downward.
41. Wash all surfaces of hands with soap.
42. Wash wrists with soap.
43. Rinse hands thoroughly under running water with fingers pointed downward.
44. Dry hands with a clean paper towel(s).
45. Turn off the faucet with a clean, dry paper towel.
46. Discard paper towels in a trash container as used.
47. **Do not recontaminate hands by touching the faucet or sink at any time during or after the handwashing procedure.**

Dress a Bedridden Resident with an Affected (Weak) Side

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy using a curtain.
4. Raise the bed height
5. Keep the resident covered while removing the gown.
6. Remove the gown from the resident’s unaffected side first.
7. Place the soiled gown in a designated laundry hamper.
8. Dress the resident in a button-up shirt. Insert your hand through the shirt sleeve and grasp the resident's hand.
9. **When dressing the resident in a button-up shirt, always start dressing from the resident’s weak side.**
10. Assist the resident to raise their buttocks or turn the resident from side to side and draw the pants over the buttocks and up to the resident's waist.
11. When dressing the resident in pants, always dress the resident’s weak side leg first.
12. Put on the resident's non-skid socks. Draw the socks up the resident's foot until they are smooth.
13. Leave the resident comfortably/properly dressed.
14. Leave the resident in a position of safety.
15. Lower the bed.

16. Maintain respectful, courteous interpersonal interactions at all times.
17. Place the call light or signaling device within easy reach of the resident
18. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Foot Care for One Foot

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Fill a basin with warm water.
4. Put on gloves.
5. Remove the sock from the resident's (left/right) foot. (The scenario read to you will specify left or right.)
6. Immerse the resident's foot in warm water.
    a. You **must** verbalize the 5 to 20 minutes of soaking time after you begin soaking the foot.
7. Use water and a soapy washcloth.
8. Wash the resident's entire foot.
9. Wash between the resident's toes.
10. Rinse the resident's entire foot.
    a. A soapy washcloth dipped in the basin and wrung out is okay for rinsing.
11. Rinse between the resident's toes.
12. Dry the resident's foot thoroughly.
13. **Dry thoroughly between the resident's toes.**
14. Warm the lotion by rubbing it between your hands.
15. Massage lotion over the resident's entire foot.
16. Avoid getting lotion between the resident's toes.
17. If there is any excess lotion, wipe it with a towel.
18. Replace the sock on the resident's foot.
19. Empty the basin.
20. Rinse the basin.
21. Dry the basin.
22. Return the basin to the storage area.
23. Place the soiled linen in a designated laundry hamper.
24. Remove gloves, turning them inside out.
25. Dispose of gloves in an appropriate container.
26. Leave the resident in a position of safety in proper alignment in the chair.
27. Maintain respectful, courteous interpersonal interactions at all times.
28. Place the call light or signaling device within easy reach of the resident.
29. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Modified Bed Bath for Resident: Whole Face and One Arm, Hand, and Underarm

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy using a curtain.
4. Fill a basin with warm water.
5. Raise the bed height.
6. Put on gloves. NEW STEP
7. Cover the resident with a bath blanket.
8. Fanfold the bed linens at least down to the resident's waist or move them to the opposite side.
9. Remove the resident's gown without exposing the resident.
10. Place the soiled gown in a designated laundry hamper.
11. Wash the resident's face WITHOUT SOAP.
12. Pat the resident's face dry.
13. Place a towel under the resident's arm, exposing one arm.
14. Wash the resident's arm with soap.
15. Wash the resident's hand with soap.
16. Wash the resident's underarm with soap.
17. Rinse the resident's arm.
18. Rinse the resident's hand.
19. Rinse the resident's underarm.
20. Pat the resident's arm dry.
21. Pat the resident's hand dry.
22. Pat the resident's underarm dry.
23. Assist the resident in putting on a clean gown.
24. Empty the equipment.
25. Rinse the equipment.
26. Dry the equipment.
27. Return the equipment to storage.
28. Place the soiled linen in a designated laundry hamper.
29. Remove gloves, turning them inside out. NEW STEP
30. Dispose of the gloves in an appropriate container. NEW STEP
31. Lower the bed.
32. Maintain respectful, courteous interpersonal interactions at all times.
33. Place the call light or signal calling device within easy reach of the resident.
34. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Oral Care – Brush a Resident's Teeth

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy using a curtain.
4. Put on gloves only AFTER supplies have been gathered.

5. Drape the resident's chest with a towel *(cloth or paper)* to prevent soiling.
6. Wet a toothbrush.
7. Apply toothpaste to the toothbrush.
8. **Brush the resident's teeth, including the inner surfaces of all upper and lower teeth~~, while verbalizing the surfaces you clean~~.** CHANGED WORDING
9. **Brush the resident's teeth, including the outer surfaces of all upper and lower teeth~~, while verbalizing the surfaces you clean.~~** CHANGED WORDING
10. **Brush the resident's teeth, including the chewing surfaces of all upper and lower teeth~~, while verbalizing the surfaces you clean.~~** CHANGED WORDING
11. Clean the resident's tongue.
12. Assist the resident in rinsing their mouth.
13. Wipe the resident's mouth.
14. Remove the soiled chest barrier.
15. Place the soiled chest barrier *(cloth or paper)* in the appropriate container.
16. Empty the emesis basin.
17. Rinse the emesis basin.
18. Dry the emesis basin.
19. Rinse the toothbrush.
20. Return equipment to storage.
21. Remove gloves, turning them inside out.
22. Dispose of gloves in an appropriate container.
23. Leave the resident in a position of comfort.
24. Place the call light or signaling device within easy reach of the resident.
25. Maintain respectful, courteous interpersonal interactions at all times.
26. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Perineal Care for a Female Resident with Handwashing Required

(One of the possible mandatory first tasks) [demonstrated on a manikin]

1. Knock.
2. Introduce yourself to the resident/manikin.
3. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
4. Explain the procedure to the resident/manikin.
5. Provide for privacy using a curtain.
6. Raise the bed height
7. Fill a basin with warm water.
8. Put on gloves.
9. Direct the RN Test Observer to stand on the opposite side of the bed or raise the side rail on the opposite side of the bed.
10. Turn the resident or raise the resident's hips and place a barrier (the candidate will choose a barrier such as a towel, waterproof pad, chux, etc.) under the resident's buttocks.
11. Expose the perineum only.
12. Separate the labia.
13. Use water and a clean, soapy washcloth.
14. Clean one side of the labia from top to bottom.

15. Use a clean portion of a washcloth and clean the other side of the labia from top to bottom.
16. Use a clean portion of a washcloth and clean the vaginal area from top to bottom.
17. Use a clean washcloth and rinse one side of the labia from top to bottom.
18. Use a clean portion of a washcloth and rinse the other side of the labia from top to bottom.
19. Use a clean portion of a washcloth and rinse the vaginal area from top to bottom.
20. Pat the front side dry.
21. Avoid overexposure throughout the procedure.
22. Assist the resident/manikin in turning onto their side away from the candidate.
23. Use water and a clean, soapy washcloth.
24. Clean from the vagina to the rectal area.
25. Use a clean portion of a washcloth with any stroke.
26. Use a clean washcloth and rinse from the vagina to the rectal area.
27. Use a clean portion of a washcloth with any stroke.
28. Pat the backside dry.
29. Safely remove the barrier from under the resident's buttocks.
30. Position the resident/manikin on their back.
31. Place the soiled linen in a designated laundry hamper.
32. Empty the equipment.
33. Rinse the equipment.
34. Dry the equipment.
35. Return equipment to storage.
36. Remove gloves, turning them inside out.
37. Dispose of the gloves in an appropriate container.
38. Lower the bed.
39. Maintain respectful, courteous interpersonal interactions at all times.
40. Place the call light or signaling device within easy reach of the resident.
41. Wash hands: Begin by wetting your hands.
42. Apply soap to hands.
43. Rub hands together with soap using friction.
44. Rub hands together with soap for at least twenty (20) seconds outside the stream of water. NEW KEY STEP
45. Interlace fingers pointing downward.
46. Wash all surfaces of your hands with soap.
47. Wash wrists with soap.
48. Rinse hands thoroughly under running water with fingers pointed downward.
49. Dry hands with a clean paper towel(s).
50. Turn off the faucet with a clean, dry paper towel.
51. Discard paper towels in a trash container as used.
52. Do not recontaminate hands by touching the faucet or sink at any time during or after the handwashing procedure.

Position a Resident in Bed on their Side

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy using a curtain.
4. Position the bed flat.

5. Raise the bed height.
6. **To provide safety, raise the side rail *or direct the RN Test Observer to stand* on the side of the bed opposite the candidate ~~working side of the bed~~.** CHANGED WORDING
7. ~~Move the resident's body toward yourself from the working side of the bed~~.
   Move the resident to the side of the bed. CHANGED WORDING
8. Assist/turn the resident onto their left/right side.
9. Ensure the resident's face is never obstructed by the pillow.
10. Check to ensure the resident is not lying on their down side arm.
11. Ensure the resident is in the center of the bed.
12. Ensure the resident is in correct body alignment.
13. Place support devices under the resident's head.
14. Place support devices under the resident's upside arm.
15. Place support devices behind the resident's back.
16. Place support devices between the resident's knees.
17. Leave the resident in a position of comfort and safety.
18. Lower the bed.
19. Maintain respectful, courteous interpersonal interactions at all times.
20. Place the call light or signaling device within easy reach of the resident.
21. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Range of Motion for a Resident's Hip, Knee and Ankle

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. **Do not cause the resident discomfort or pain at any time during ROM.**
4. Raise the bed height.
5. Provide privacy using a curtain.
6. Position the resident supine (bed flat).
7. Position the resident in good body alignment.
8. Place one hand under the resident's knee.
9. Place the other hand under the resident's ankle.
10. ~~ROM for Hip: Move the resident's entire leg away from their body~~.
    ~~a. Abduction~~
    Complete abduction of the hip at least three times. CHANGED WORDING
11. ~~Move the resident's entire leg toward their body~~.
    ~~a. Adduction~~
    Complete adduction of the hip at least three times. CHANGED WORDING
    ~~Complete abduction and adduction of the resident's hip at least three times.~~ REMOVED STEP
12. Continue correctly supporting the resident's joints by placing one hand under the resident's knee and the other hand under the resident's ankle.
13. ~~Bend the resident's knee and hip toward the resident's trunk~~.
    ~~a. flexion of the hip and knee at the same time~~
    Complete flexion of the hip and knee at least three times. CHANGED WORDING

14. ~~Straighten the resident's knee and hip~~.
    a. ~~extension of the knee and hip at the same time~~

    Complete extension of the hip and knee at least three times. CHANGED WORDING

    ~~Complete flexion and extension of the resident's knee and hip at least three times.~~ REMOVED STEP
15. Move one hand to support the heel. NEW STEP
16. Move the other hand to support the foot. NEW STEP
17. Complete dorsiflexion of the ankle at least three times. NEW STEP
18. Complete plantarflexion of the ankle at least three times. NEW STEP
19. Do not force any joint beyond the point of free movement.
20. **While performing the ROM exercise, you must ask the resident at least once if there is any discomfort or pain.**
21. Leave the resident in a comfortable position.
22. Lower the bed.
23. Maintain respectful, courteous interpersonal interactions at all times.
24. Place the call light or signaling device within easy reach of the resident
25. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

RANGE OF MOTION FOR A RESIDENT'S SHOULDER, ELBOW, FOREARM, WRIST

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. **Do not cause the resident discomfort or pain at any time during ROM.**
4. Provide for privacy using a curtain.
5. Raise the bed height.
6. Position the resident supine (bed flat).
7. Position the resident in good body alignment.
8. Place one hand under the resident's elbow.
9. Place the other hand under the resident's wrist.
10. ~~Raise the resident's arm over the resident's head.~~
    a. ~~Flexion~~

    Complete flexion of the resident's shoulder at least three times. CHANGED WORDING
11. ~~Bring the resident's arm back down to the resident's side.~~
    a. ~~Extension~~

    Complete extension of the resident's shoulder at least three times. CHANGED WORDING

    ~~Complete flexion and extension of the resident's shoulder at least three times.~~ REMOVED STEP
12. Continue correctly supporting the resident's joints by placing one hand under the resident's elbow and the other hand under the resident's wrist.
13. ~~Move the resident's entire arm away from their body.~~
    a. ~~Abduction~~

    Complete abduction of the resident's shoulder at least three times. CHANGED WORDING
14. ~~Return the resident's arm to the resident's side.~~
    a. ~~Adduction~~

    Complete adduction of the resident's shoulder at least three times. CHANGED WORDING

    ~~Complete abduction and adduction of the resident's shoulder at least three times.~~ REMOVED STEP

15. Continue correctly supporting the resident's joints by placing one hand under the resident's elbow and the other hand under the resident's wrist.
16. Complete flexion of the resident's elbow at least three times. NEW STEP
17. Complete extension of the resident's elbow at least three times. NEW STEP
18. Complete supination of the resident's forearm at least three times. NEW STEP
19. Complete pronation of the resident's forearm at least three times. NEW STEP
20. Move one hand slightly above the resident's wrist. NEW STEP
21. Move the other hand to support the resident's hand. NEW STEP
22. Complete flexion of the resident's wrist at least three times. NEW STEP
23. Complete extension of the resident's wrist at least three times. NEW STEP
24. Do not force any joint beyond the point of free movement.
25. **While performing the ROM exercise, you must ask the resident at least once if there is any discomfort or pain.**
26. Leave the resident in a comfortable position.
27. Lower the bed.
28. Maintain respectful, courteous interpersonal interactions at all times.
29. Place the call light or signaling device within easy reach of the resident.
30. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Stand and Pivot Transfer a Weight-Bearing Resident from their Bed to a Wheelchair using a Gait Belt

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Obtain a gait belt.
4. **Lock the bed brakes to ensure the resident's safety.**
5. Assist the resident in putting on non-skid footwear.
6. Position the bed so the resident's feet will be flat on the floor when the resident is sitting on the bed.
7. Assist the resident to a sitting position.
8. Position the wheelchair arm/wheel touching the side of the bed.
9. **Lock the wheelchair brakes to ensure the resident's safety.**
10. Properly place the gait belt around the resident's waist to stabilize the trunk.
11. Tighten the gait belt.
12. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
13. Face the resident.
14. Grasp the gait belt with both hands.
15. Bring the resident to a standing position.
16. Use proper body mechanics.
17. **Assist the resident in pivoting in a controlled manner that ensures safety.**
18. Sit the resident in the wheelchair in a controlled manner that ensures safety.
19. Remove the gait belt.

20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

Vital Signs: Count and Record a Resident's Radial Pulse and Respirations

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Locate the resident's radial pulse by placing the tips of your fingers on the thumb side of the resident's wrist.
4. Count the resident's pulse for 60 seconds.
    a. Tell the RN Test Observer when you start counting and tell them when you stop counting.
5. Record your reading on the previously signed recording form.
6. **The candidate's recorded pulse rate is within 6 beats of the RN Test Observer's recorded rate.**
7. Count the resident's respirations for 60 seconds.
    a. Tell the RN Test Observer when you start counting and tell them when you stop counting.
8. Record your reading on the previously signed recording form.
9. **The candidate's recorded respiratory rate is within 2 breaths of the RN Test Observer's recorded rate.**
10. Maintain respectful, courteous interpersonal interactions at all times.
11. Place the call light or signal calling device within easy reach of the resident.
12. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

KNOWLEDGE EXAM VOCABULARY LIST

abdominal thrust
abduction
abuse
accidents
activities
Activities of Daily Living (ADLs)
acute
adaptive devices
adduction
admitting resident
aging process
AIDS

Alzheimer's
ambulation
angina
anterior
anti-embolic/elastic stockings
antisepsis
anxiety
aphasia
apnea
arthritis
aspiration
assault

atrophy
audiologist
bacteria
basic needs
bathing
bed/blanket cradle
bedfast
bedrails
behavior
biohazard
blindness
blood pressure (BP)
body alignment

body language
body mechanics
breathing
call light
cancer
cardiac arrest
cardiopulmonary resuscitation (CPR)
cardiovascular system
care impaired
care plan
cataract
catheter care
central nervous system
chain of command
charge nurse
chemotherapy
choking
chronic
chronic obstructive pulmonary disease (COPD)
circulation
circulatory system
clergy
cognitively impaired
cold application
colostomy care
coma
combative resident
communicable
communication
confidentiality
conflict
confused resident
congestive heart failure
constipation

contracture
culture
cyanotic
de-escalation
decubitus ulcer
dehydration
delegation
dementia
dentures
developmental disability
diabetes
diets
disease process
disinfection
disoriented
dizziness
Do Not Resuscitate (DNR)
documentation
dressing
dry skin
dying
dysphagia
dyspnea
edema
elimination
emesis
emotional needs
empathy
emphysema
enema
ethics
falls
feeding
fingernail care
fire safety
first aid
foot care

foot drop
Fowler's
fractures
fraud
gait belt
gastrostomy tube
geriatrics
gerontology
grieving process
hair care
hand hygiene
handwashing
health-care team
hearing aid
hearing impaired
height
hemiplegia
HIPAA
HIV
holistic care
hormones
hospice
Huntington's
hyperglycemia
hypertension
incontinence
infection
infection control/prevention
insomnia
intake and output
integumentary system
inter-generational care
interpersonal skills
ischemia
isolation precautions
jaundice

lactose intolerance
laxatives
log roll
Maslow
masturbation
mechanical lift
medical asepsis
medical record
medications
memory loss
mental health
metastasis
microorganism
military time
mobility
mucous membrane
Multiple Sclerosis (MS)
musculoskeletal system
nasal cannula
neglect
non-contagious disease
non-verbal communication
nosocomial
Nothing Per Mouth (NPO)
nursing assistant's role
nutrition
objective data
OBRA
obsessive compulsive disorder
occupied bed
ombudsman
oral hygiene
orientation

orthopneic
orthosis
osteoporosis
oxygen
palliative care
paralysis
paranoia
Parkinson's
perineal care
personal care
personal items
Personal Protective Equipment (PPE)
physical needs
physical therapist
physician's authority
podiatrist
positioning
postmortem care
postural hypotension
pressure ulcer
preventing falls
progressive
pronation
prostate gland
prosthesis
pulse
quadriplegia
quality of life
range of motion (ROM)
reality orientation
rehabilitation
reminiscence therapy
reporting
reposition
resident abuse
resident independence

resident right
resident safety
Resident's Bill of Rights
resident's environment
respiration
respiratory symptoms
respiratory system
restorative care
restraint
safety
safety data sheets (SDS)
scale
seizure
self-esteem
sexual needs
shaving
shearing
side rails
Sitz bath
skin integrity
social needs
social worker
soiled linen
specimen
spiritual needs
standard precautions
stealing
stroke (CVA)
subjective data
sundowning
survey
temperature
terminal illness
transfers
tub bath

unconscious
urinary system
urinary tract infection (UTI)

validation therapy
vision change
vital signs (VS)
warm application

water temperature
weight
wheelchair safety
white blood cells