TEST ADMINISTRATION SERVICE ENTITY (TASE)
TRAINING AND CERTIFICATION GUIDE FOR RN TEST OBSERVERS

State approved information regarding nurse aide testing.

D&S Diversified Technologies LLP **Headmaster LLP**	**D&S DIVERSIFIED TECHNOLOGIES (D&SDT), LLP - HEADMASTER, LLP** **Helena, MT Office:** P.O. Box 6609 | Helena, MT 59604-6609 **Findlay, OH Office:** P.O. Box 418 | Findlay, OH 45839 (800)393-8664 | (877)851-2355 | (888)401-0462 | Fax: (406)442-3357 hdmaster@hdmaster.com | Website: www.hdmaster.com	*Innovative, quality technology solutions throughout the United States since 1985.*

Test Administration Services Entity (TASE) | RN Test Observer
Information For Nurse Aide Testing
Keep this guide and refer to it often.

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Company History

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

Headmaster was officially founded in 1985 by general partners Paul Dorrance and Ben Schmitt. They developed Headmaster© school administrative software and GRADEMASTER© software for teachers to efficiently manage data such as grades, transcripts, attendance, report cards, etc.

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

D&S DIVERSIFIED TECHNOLOGIES (D&SDT), LLP–HEADMASTER, LLP is currently approved for competency testing in over 21 states. The company is fully staffed Monday through Friday, excluding holidays, from 8:00AM to 8:00PM Eastern Time, 7:00AM to 7:00PM Central Time, 6:00AM to 6:00PM Mountain Time; and 5:00AM to 5:00PM Pacific Time to provide live and direct technical support for all aspects of the testing process. D&SDT-HEADMASTER recognizes each state's responsibility to implement federal OBRA regulations on the state level. Therefore, D&SDT-HEADMASTER provides a Certification Evaluation Program that regularly and continually adapts to individual needs and changes in each state and offers various testing options.

D&SDT-HEADMASTER supports regional test schedules that provide pre-scheduled test dates at various approved facilities for candidates to choose from at their convenience. D&SDT-HEADASTER also supports in-facility, or flexible (regional), scheduled testing for training programs so tests may be requested and administered by an approved Test Administration Services Business Entity (TASE) utilizing a certified RN Test Observer lead test team as soon as possible after training is completed on an "as needed" basis. There can also be regional test 'seats' at in-facility test events. D&SDT-HEADMASTER believes that by providing a variety of options and increasing the number of test sites and independent test teams available, testing opportunities also increase, which speeds the certification process, decreases the pressure within federal time constraints for candidates to become certified, and provides flexible workloads for independent test teams.

D&SDT-HEADMASTER significantly speeds up the turn-around time between test administration and reporting results. D&SDT – HEADMASTER scoring teams correct tests the same day or the next business day they are submitted from Test Teams. Test results are released to candidates, state registries, and approved agencies. From the candidate application through test administration and correction, the officially scored test turnaround time is amazing! Additional information is available at www.hdmaster.com.

D&SDT-HEADMASTER recognizes that nurse aide trainers and independent TASE Test Teams are the critical link to ensuring the quality of nurse aide care made available in health facilities. D&SDT-HEADMASTER welcomes all suggestions from instructors, RN Test Observers, Actors, Knowledge Test Proctors, candidates, and facilities regarding all content of testing materials and the entire test process at all times. Feedback is the backbone of

the success of the test review process, and Test Advisory Panels have been established to work as teams in each of our contracted states to meet the individual and unique needs of their respective states.

D&SDT, also known as HEADMASTER, is headquartered in Helena, Montana. We also have an eastern region office located in Findlay, Ohio. Both our Findlay and Helena staff will provide support and assistance when there are any technical questions. The Helena headquarters' office hours are from 6:00AM to 6:00PM Mountain time. Our Findlay office hours are Monday through Friday, 8:00AM to 8:00PM Eastern time, with coverage in the Central time zone from 7:00AM to 7:00PM and in the Pacific time zone from 5:00AM to 5:00PM, Monday through Friday, excluding holidays. Our phone numbers are (800)393-8664, (877)851-2355, (888)401-0462 in all time zones. Since many of our contractors and customers in the West have known us for many years as Headmaster, the Helena staff answers the phone by that name, whereas in the Eastern office, the phone is answered as D&S.

Expected RN Test Observer Role and Responsibility

Test teams, including the RN Test Observers, Actors, and KTPs, are the vital link between the candidates, the exam, D&SDT-HEADMASTER, and the state agencies. The ability of each RN Test Observer to administer the nurse aide competency exam per the protocols and procedures approved by the state ensures that each candidate is afforded a fair opportunity to demonstrate his/her knowledge during the exam process. The TASE Test Team's role involves administering the nurse aide competency examination and submitting the testing documentation to D&SDT-HEADMASTER for scoring. Exams are scored in the D&SDT-HEADMASTER offices in Helena, MT, and Findlay, OH, and the results are submitted to state agencies on the day the exams are scored. Each TASE is an independent business established in the State where they provide testing. TASEs are paid on a per-test administered basis. TASEs choose the test times and dates that work best for their staff. The primary responsibility of TASE staff is to maintain the security and confidentiality of each exam and all exam materials. TASE staff must safeguard the security of all testing materials at all times. Testing materials must be in the possession of TASE staff or under direct supervision at all times.

Test Times

TASEs are able to request what time they would like to start each test event and how many candidates they would like to test in each test event. Test Candidates will be notified to arrive 20-30 minutes before a test start time in order to sign in for testing. We offer skill testing only in some states in staggered, flighted time slots (30-40 minute increments). This allows candidates to sign up for a specific time, which lessens the amount of time spent at the facility. It also eliminates the need for a Knowledge Test Proctor, as this is for skills testing only. Our other testing model is two-flight testing; completing two shorter test events in one day instead of one long event is the most efficient option available and is a beneficial testing method for both the Test Team and the test candidates. TASE Test Teams are able to test more candidates in one day, making the day more profitable for the TASE, and it's easier to schedule a break between two 'test events'. In addition, the candidates do not need to wait as long to test because the day is divided between the two smaller test groups. Both testing model options allow less time for the candidates to develop anxiety over the exam. Although some test sites may want different start times or even evening flights depending on the site availability, the test times for a 2-Flight Test Method typically are from 8:00AM until 12:00PM for the morning flight and 1:00PM until 5:00PM for an afternoon flight. This is all negotiable between the Test Site and the TASE. This typical schedule allows ample time for candidates to complete the nurse aide exam and provides a break between flights for the Test Team.

Conflicts of Interest

TASE Test Team members must be aware and understand that they must not test any nurse aide (NA) candidate they have personally trained on the NA skill tasks or have had contact with in a clinical setting. They may not test their own family members or personal friends. They must remain consistent, impartial, and unbiased during the administration of any nurse aide test. They must avoid any possibility of a conflict of interest between testing and any training role. Should you have a conflict of interest with a candidate in one of your test events, you will not be able to test the candidate. Please call D&SDT-HEADMASTER if you have any questions or concerns regarding conflicts of interest and testing at (800)393-8664.

Getting Started

D&SDT-HEADMASTER will train you on the TestMaster Universe (TMU©) software to administer the nurse aide exams and provide technical support as needed.

TASEs are responsible for putting together a testing team(s). A testing team consists of an RN Test Observer, an actor, and a knowledge test proctor (KTP). The actor plays the part of the resident during the skill exam process. The knowledge test proctor administers the knowledge exams to the candidates, while the RN and Actor administer the skill exams to the candidates. Test candidates are rotated between knowledge and skill testing during the test event, allowing the maximum number of candidates per day to be tested, thereby maximizing the earning potential. For skill test-only events, there is no need for a KTP. Actors and knowledge test proctors must meet the following requirements:

- The actor and knowledge test proctor must be trained by the TASE using the State-approved Actor training and Knowledge Test Proctor training materials available from D&SDT-HEADMASTER.
- They must be of legal working age in the state where they are testing and age-appropriate for the job. If required by state regulations, minors must have a work permit.
- TASEs cannot use anyone as an actor or knowledge test proctor who is currently enrolled in a nurse aide training program. Actors and KTPs must be made aware that they will not be eligible to sit for an exam for 6 months (12 months in Oregon) from the date they were last used as an actor or knowledge test proctor.
- TASEs cannot use the instructor of the candidates they are testing as an Actor or KTP.
- TASEs and test teams may use family members, certified nurse aides who have passed both portions of the certification exam, friends, volunteers, etc., as Actors and KTPs.
- TASEs must inform Actors that appropriate attire must be worn per State standards – clothing that does not restrict their motion in any way. Tank tops and shorts are the ideal attire for an actor.

Testing Kit

Upon successful completion of training and certification, and prior to a TASE Test Team's first test event, the following items will be a part of the testing kit you purchased from D&SDT-HEADMASTER:

- TMU© Knowledge Exam and Skill Test Instructions will be placed in the waiting/holding area for candidates to read before entering the knowledge test room or skills lab, along with extra TMU© Knowledge Exam Instructions for the knowledge test room.
- A Skill Test checklist.
- A Knowledge Test checklist.
- A 'Quiet' sign (posted in the waiting/holding area), 'Relaxation Area' sign (posted in the skills lab), and 'Knowledge' and 'Skills Tests Have Begun' signs (posted on the knowledge test room and skills lab doors) to post at test events. Please keep all of these materials for future tests as they will meet State standards

for the State you are testing in. You can print copies from your digital testing kit, or additional copies are available for purchase.

- 'Actor Set-up Reference' sheets for your actor to refer to for skill task set-ups – keep these reference sheets for future test events.
- 'Resident/Client Diet' cards. These forms are available for the state you are testing in on the state's page of the public website at www.hdmaster.com and in your digital testing kit provided to you. Print them out to use during testing.
- 'Recording Forms' on which candidates will record measurements during testing (this is the only form allowed to use for measurements for testing). These forms are available for the state you are testing on the page of our website at www.hdmaster.com and in your digital testing kit. Print and cut out individual forms to use during testing.
- Actor and Knowledge Test Proctor Training Guidelines: Actors and KTPs must complete the Actor or KTP Training Affidavit and Confidentiality/Nondisclosure Agreement under the application forms in the state you are testing in TMU© software. This form will only have to be completed one time.
- Form 1503 – State-specific TASE and Test Site Equipment List Affidavit. This form lists the equipment and supplies needed for the state you are testing in for every test event by the test site and the TASE. At each and every test event, the Test Team is responsible for checking the test site for the required equipment, supplies, and room requirements. If any discrepancies affect testing for the day, you are to report them to D&SDT-HEADMASTER immediately, and any other testing discrepancies need to be noted in the testing irregularities report.
- Actor and Knowledge Test Proctor Training Guidelines.
- Instructions for:
  - Set up the feeding task
- How To Instructions for TMU©:
  - Mass email notifications to candidates the night before the test event
  - Update/change a candidate's password at a test event
  - Imaging and uploading documents, i.e., recording forms to complete a test event
- The State-specific cups for the feeding task or fluid intake task. If you wish to purchase additional sets, they are available for purchase on the D&SDT-HEADMASTER website at www.hdmaster.com, then click on the Fluid Intake Cup Order Form, or we will provide you with the website where we order the cups. In Tennessee, the Tennessee-specific cups are mandatory per HFC State standards.

Before the first test event, obtain the following items to include in a 'testing kit' (please refer to the state you are testing in for specific tasks as not all the items listed below may be needed):

- Small clipboard for the recording forms during testing.
- Pens/pencils.
- Scratch paper.
- 4 basic calculators – three for the knowledge test room and one for the skills test area.
- Two audible timers or one multiple timer (quiet timers, not an egg timer that ticks). You should have backup timers, or you may use the timer built into TMU©. However, the timer does not stop until the complete time runs out. Therefore, candidates finishing their exam before the time is up would not have the correct stop time. If you use the TMU© timer, you would still need to record the stop time manually
- Small clock with a second hand.
- Actor's toothbrush, cup (can be disposable) and toothpaste.
- Swabs (toothettes) for mouth care.
- Back up hand sanitizer.
- Gait/Transfer belt you know will fit the actor.
- Knee-high anti-embolic stocking known to fit your actor for applying an anti-embolic stocking task.

- Soap for the bed bath task.
- Non-skid footwear for the actor (easy to put on).
- Nail file and orange stick for the nail care task.
- Lotion for the foot care task.
- Comb/brush/hair pick and mirror for the hair care task.
- Oversize button-up shirt, sweat pants/shorts, and socks that will easily fit over the actor's clothing.
- Sample single-serve food items such as pudding or applesauce, etc.
- Disposable spoons, napkins, and bendable straws for the feeding task.
- Disposable wired headphones/earbuds (available on Amazon) for audio exams.
- Unmarked containers/bottles for premeasured amounts of "urine" (water colored with yellow food coloring) for the bedpan and output and urinary drainage bag tasks.
  - It is recommended to carry a syringe to fill the urinary drainage bag (available on Amazon).

Other recommended additional items to carry in your testing kit:
- Extra washcloths and hand towels that you know are clean for your actor during the bed bath task.
- Tissue for the bedpan and output task.
- Extra gloves and isolation gowns. *There are many options available for cloth isolation gowns that can be washed and reused available at Amazon and Etsy for purchase to include in your testing kit.*
- Extra graduates with large lettering that is easy to see (Amazon is a great resource).
- Extra audible count-down timers if a set doesn't work or batteries are dead.
- Extra digital, oral thermometers that you know the batteries are good.
- Finger clip pulse oximeter (Oregon).
- Touchless infrared thermometer (Oregon).
- Other small items you can use as backups to salvage a test event when something breaks or is missing, etc.

Preparing for your Exam Date

Printing the Examiner's Report (Form 1250) is not required; however, if you wish, you may print it out the day prior to any scheduled test events from the test event screen. Two copies of the Examiner's Report - Form 1250, if you print it, may be made. One copy for your records if you wish. This will help to verify that we have paid the correct remuneration for the tests administered. The other copy may be given to your Knowledge Test Proctor so your KTP has the correct list of candidates for the knowledge test. You must not copy any other test materials without explicit permission.

Occasionally, an audio version of the knowledge exam or ADA accommodation will have been requested for a candidate and will be indicated in the test event (and on the Examiner's Report-Form 1250, if you print it) to the right of the candidate's name. If this is the case and D&SDT-HEADMASTER staff have not advised you of a candidate's preapproved ADA accommodation, call the D&SDT-HEADMASTER office immediately for the required information to properly administer the preapproved accommodations at (800)393-8664, (877)851-2355 or (888)401-0462. RN Test Observers may not approve accommodations on site.
  - All ADA Accommodations must be approved by D&SDT-HEADMASTER and/or State-agency prior to the candidate's exam date.
  - If a candidate has an audio exam, you will need to supply the candidate with <u>wired</u> headphones/earbuds to connect to the computer in order for the candidate to listen to the knowledge test questions. Bluetooth-connected devices are not allowed. Headphones or earbuds should be part of your Test Kit.

AUDIO VERSION OF THE KNOWLEDGE EXAM

When a candidate has an Audio Version of the Knowledge exam, you will see this note when you check and open your test events in TMU©:

ADA ACCOMMODATION

You will see the following message when a candidate has an ADA accommodation when you check and open your test events in TMU©:

Pop-up message when you click on the

Skill Ada-ETS:

Several other possible ADAs may be approved, and the pop-up note will describe the accommodation(s) being granted.

For the knowledge test: TMU© automatically adds the extra knowledge test time.
For the skills test: you would allow the approved extra time when the candidate takes their skills test.

The paper version of the Examiner's Report (1250), should you choose to print it, with an Audio and an ADA:

AUDIO:

```
          Examiner's Report - Certified Nurse Aide
Event ID: 30075
------------------------
                              (TS)        Phone #1 :
                                          Phone #2 :
                                          Fax #     :
Test Administrator
                                          Testing Date/Time ---> 02/19/2024 8:00 AM CST

                                          *****************************************
                                          These materials are the property of HEADMASTER.
                                          Unauthorized use or distribution of the content
                                          is prohibited. If found, please call
                                          800-393-8664 for return instructions.
                                          *****************************************

Candidate Information         Signature  ORL ADA Written  Skill  Photo ID   Confirm
--------------------          ---------  --- --- -------  -----  --------   --------
       , Madisyn Marie                    Y           14          Yes - No  NS - RE
```

ADA:

```
         , Examiner's Report - Certified Nurse Aide
Event ID: 29449
------------------------
                              (TS)        Phone #1 :
                                          Phone #2 :
                                          Fax #     :
Test Administrator
                                          Testing Date/Time ---> 02/22/2024 9:15 AM CST

                                          *****************************************
                                          These materials are the property of HEADMASTER.
                                          Unauthorized use or distribution of the content
                                          is prohibited. If found, please call
                                          800-393-8664 for return instructions.
                                          *****************************************

Candidate Information         Signature  ORL ADA Written  Skill  Photo ID   Confirm
--------------------          ---------  --- --- -------  -----  --------   --------
       , Ashley                              ETW          7      Yes - No  NS - RE
                                             ETS
```

TASE Test Teams are in charge of their own test schedule. Once a few test events have been administered, you will know where your comfort level lies and how many candidates your test team can efficiently handle. You can request the number of candidates you wish to test in each event. When using the 2-Flight Method, you may request the standard eight candidates to a test flight (group) or fewer if desired. When using the staggered time slot method for skills testing only, you would decide the number of candidates you feel you and your actor can efficiently handle within a test day.

- Most candidates have received an Exam Date Confirmation Email or Text telling them to show up 20-30 minutes before the start of their scheduled test flight for sign-in.

Arranging your Test Day

Before your test day, review the candidate list and identify where each candidate will start their test day. For a full flight of eight candidates, three candidates will begin by taking the knowledge test, one will begin by taking the skill test, and four will start in the holding area. For the staggered time slot method, one candidate for each time slot would be scheduled for their skill exam at approximately 30-40 minute time frames.

The 2-Flight Method

For a 2-Flight Method – TimeTable

Test cycle 2-flights of eight candidates each flight – Complete maximum cycle time of nine hours, including arriving at 8:00AM to set up

One RN Test Observer – One Knowledge Test Proctor – One Actor Model

Morning Flight: Candidates with AM test confirmations stating to arrive no later than 8:10am to sign in and get instructions, and then tests actually begin at 8:30am

Candidate	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00
A	Knowledge Station #1	KS #1	HOLD RM	Skill test	Done	Done	Done	Done
B	Knowledge Station #2	KS #2	HOLD RM	HOLD RM	Skill test	Done	Done	Done
C	Knowledge Station #3	KS #3	HOLD RM	HOLD RM	HOLD RM	Skill test	Done	Done
D	Skill test	HOLD RM	Knowledge Station #1	KS #1	Done	Done	Done	Done
E	Holding Room Skill test	HOLD RM	HOLD RM	KS #1	KS #1 then leaves	Done	Done	
F	Holding Room HOLD RM	Skill test	HOLD RM	KS #2	KS #2 then leaves	Done	Done	
G	Holding Room HOLD RM	Knowledge Station #2	KS #2	HOLD RM	HOLD RM	Skill test	Done	
H	Holding Room HOLD RM	Knowledge Station #3	KS #3	HOLD RM	HOLD RM	HOLD RM	Skill test	

Knowledge test state specific minutes maximum - 35 minutes average
Skill test state specific minutes maximum – 25 minutes average
KTP has one extra seat available at 10:30 for knowledge-only retest and three more seats available at 11:30. Half-hour break for the test team between flights, a longer break as the team becomes more efficient, or starts the second flight at 13:00. Maximum candidate hold time for candidate H is 150 minutes. 2nd flight starts at 13:30, and the schedule repeats for afternoon candidate A.

- For flights of eight, one candidate will begin the skill test with the RN Test Observer, three candidates will go with the knowledge test proctor to start their knowledge test, and the remaining candidates will go to the holding area.
- Candidates will rotate until they have completed their knowledge and skill tests.
- If a flight contains fewer than 6 candidates, start two less than the total number of candidates on the knowledge test.
- Candidates scheduled for only a skill or knowledge test should be scheduled first into the needed exam and not assigned to the holding area unless necessary. Get them signed in and tested.
- As candidates complete the exam(s) they have been assigned (retake candidates might only be assigned one of the two exams), they may leave the test site.

Staggered Time Slot Method for Skills only Testing

Exam Date Confirmation

Candidates, training programs/instructors, or D&SDT-HEADMASTER staff can schedule candidates into test events online. When candidates self-schedule, they can print a test confirmation from their TMU© account.

The Exam Date Confirmation (which candidates can view and print from their TMU© account if they want a hard copy) clearly identifies the candidate, the test date, time, and location and refers them to their State's Candidate Handbook. Candidates receive an Exam Date Confirmation via email (or text message with TMU©) when scheduled by D&SDT-HEADMASTER staff. Candidates can always recheck their confirmation information online at any time.

Exam Date Confirmation Example:
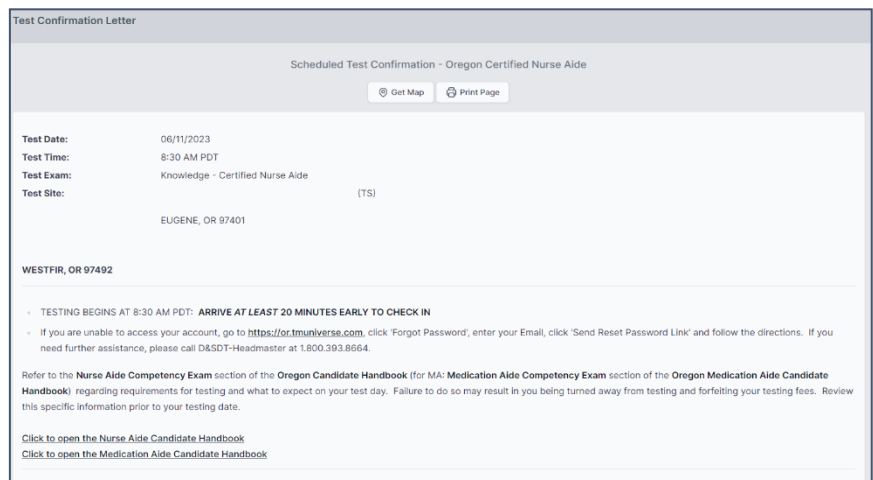
Preparing your Supplies for Exam Day

Preparing supplies for the exam ahead of time will help ensure that an upcoming test event flows smoothly and efficiently. Review the skill tasks assigned to each candidate so that you can prepare your testing supplies accordingly.

Check the skill tasks for the state you are testing in, as not all task information provided here may apply to your specific state.

The following tasks require premeasured amounts of fake 'urine' that need to be prepared the night before (*for example,* fill empty water bottles inconspicuously labeled with the total ml of fluid in the bottles) and before the candidate enters the skills lab:

- ♦ Bedpan and Output
  - ▪ Fill unmarked bottles with premeasured amounts of fake "urine" for each bedpan and output tasks for the day, plus extras. You will pour one bottle into the bedpan after the candidate has removed it from under the Actor.
- ♦ Isolation Gown and Gloves with Emptying a Urinary Drainage Bag
- ♦ Emptying a Urinary Drainage Bag
  - ▪ Fill unmarked bottles with premeasured amounts of fake "urine" for each emptying a urinary drainage bag task for the day, plus extras. You will fill the drainage bag with these premeasured amounts of "urine" before the candidate enters the skills lab. You should carry a syringe with you to accomplish this task easily.

The following tasks require fluid(s) to measure or offer the actor during the feeding task that needs to be prepared before the candidates enter the skills lab. Most of the states we test in have a specific set of cups and amounts of fluid to be in the cups for testing. You will receive a feeding set-up attachment to see exactly what is needed in the state you will be testing in. The initial set of cups for the feeding and fluid intake tasks will be provided to you for your state in your testing kit. You will also receive the state-specific set-ups (amount of fluid in each cup).

- ♦ Feeding a Dependent Resident (1 or 2 cups depending on state in 240ml and/or 120ml only)
  - ▪ Bring beverages your actor would like to drink during the feeding task. Before the candidate enters the skills lab, you will fill the glass(es) with the correct amount of ml of fluid (water and juice, for example). See the pictures to the right of what the cups should look like when filled at the task's start.
  - ▪ If the state you are testing in uses more than one cup for testing during the feeding task, make sure you use two different colors of fluids (for example, one may be water, and the other may be juice – whatever it is that your actor likes to drink).

Examples of some of the set-ups for the Feeding Task:

Arizona/Arkansas/California/ Massachusetts/Michigan/Missouri/ Wisconsin/Wyoming:
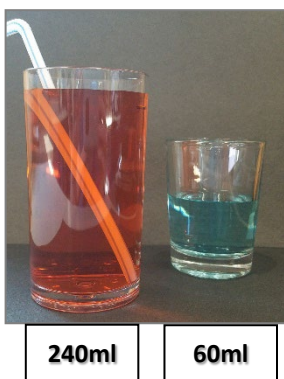
Ohio/Oregon:
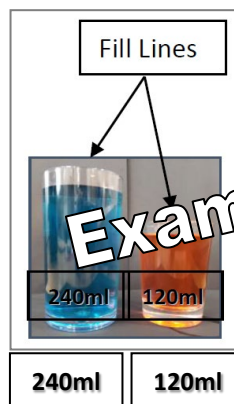
Montana:

Tennessee:
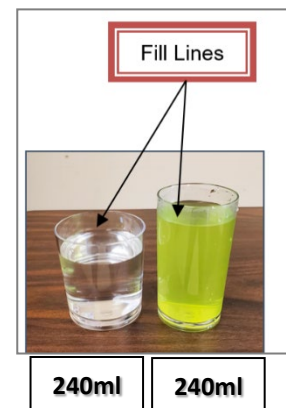
♦ Fluid Intake (3 cups: 2- 240ml cups and 1- 120ml cup)
- Use a medicine cup (or similar measuring device that accurately measures small amounts – but not a graduate as it does not accurately measure such small amounts) to fill the glasses so that all RN Test Observers are measuring with the same type of cup. **Consistency is a must in testing.**
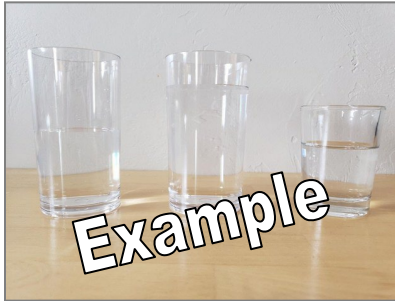
Test Day Preparations

RN Test Observers, actors, and KTPs should report to the testing area at least **30 minutes before testing** to set up before candidates arrive for sign-in.

- Post the testing signs that were sent in the testing kit materials.
- Use the Test Site Equipment List (Form 1503) as you set up the test equipment and supplies before administering any tests to make sure all equipment and supplies are available and in good working order.
- Ensure the area is free from distractions and interruptions and that the area is only being used for testing.
- **Contact the D&SDT-HEADMASTER office at (800)393-8664, (877)851-2355 or (888)401-0462 immediately if the Test Site is not meeting the State standards adequate for testing.** *(During non-business hours on the weekends, call the on-call numbers (406)431-8953 and (406)431-9042.)* D&SDT-HEADMASTER can assist you in resolving these technical issues *before the test begins* to ensure test consistency.
- Ensure the testing area is well-lighted and ventilated.
- Become familiar with locations of fire exits, restrooms, nearest telephone, etc.
- Be sure that *at least 3 to 4 feet* separates candidates on all sides for the knowledge portion of the test, and the candidates have nothing else with them at their work station. (Inform candidates of the area you have designated by the door to place any belongings brought into the room (purses, backpacks, cell phones, smart watches, fitness monitors, etc. to be retrieved when they exit the room when done with their test.)
- Cell phones, smart watches, fitness monitors, Bluetooth-connected devices, and any other electronic devices MUST BE TURNED OFF before placing them in the area you have designated by the door during testing.
- Make sure wired headphones or earbuds (you are responsible for supplying these, or candidates may bring their own **that you check first before allowing them to use their own**) plug into the computer speakers and are available for candidates scheduled to take an audio version of the knowledge exam. Bluetooth-connected devices of any type are not allowed
- Make sure all necessary ADA accommodations are in place. Before being scheduled to test, candidates must request and receive approval for ADA accommodations from D&SDT-HEADMASTER and/or state agency staff. Any candidates with ADA accommodations will have been indicated to you when you opened the event in TMU©.

Candidate Arrival

Check-in Process

As candidates arrive, RN Test Observers should introduce themselves, the actor, and the knowledge test proctor. Remember to be pleasant and professional when greeting and checking in candidates. Never ask a candidate where they trained or who their instructor was. Keep conversations minimal and professional to get through the check-in process quickly. Check the candidates in as they arrive and make the ID verification time the first opportunity used to put the candidates at ease and establish a positive, supportive testing environment. It is suggested that the RN Test Observer go to all the candidates waiting in the holding area and conduct the ID verification check-in. This shows respect for the candidates and reinforces everything you say to each candidate because all candidates will hear your conversations as you check in with each candidate individually. An added bonus is that this process can save time! **The RN Test Observer MUST be the person who verifies the IDs during the check-in process. This task may not be delegated to the KTP or Actor.**

Candidates who Arrive Late for Testing

- Any late candidate should be turned away and not be allowed to take the exam on that day. Candidates turned away will be considered NO SHOWs. Those candidates must repay their test fees to schedule a new exam date and will not receive a refund. However, at your discretion, and depending on the circumstances, a candidate may be permitted to work into the test rotation or be allowed to return and be worked into an afternoon test flight, or may be allowed to take one of the two test components and just be listed as a NO SHOW for the component that was not taken. Any exceptions you grant must be clearly documented in the Testing Irregularities section in TMU© when submitting the test, so D&SDT-HEADMASTER staff and the state agencies have a clear understanding of the circumstances.

Candidates that Show Up to Test who are not in the Test Event (or if you print it, the Examiner's Report 1250)

- RN Test Observers can only administer tests to candidates listed in the test event (or if you print it, on the Examiner's Report – Form 1250. If a candidate shows up to a test that is not in the test event in TMU© or on the Examiner's Report (Form 1250), the candidate is not allowed to test. **Please call D&SDT-HEADMASTER immediately at (800)393-8664, (877)851-2355, or (888)401-0462 [or during a weekend or holiday non-business hours, call the on-call numbers (406)431-8952 or (406)431-9042] regarding a candidate who shows up that was not listed in your test event or on your Examiner's Report (Form 1250) so that the candidate's record can be checked for any notes regarding testing.** You would also note this irregularity in the Testing Irregularities in TMU© before submitting the flight to D&SDT-HEADMASTER.

Check each candidate's ID to verify the FIRST and LAST names (and suffix, Jr. or Sr., etc., if applicable) printed on their IDs exactly match the FIRST and LAST names on the test event in TMU©. Record any discovered discrepancies as irregularities in the Testing Irregularities in TMU© (test site equipment concerns, inappropriate candidate behavior, No-show candidates, etc.).

You **MUST NOT ACCEPT** candidates for testing who are in casts, have other significant braces, are on crutches, or are visibly sick. As indicated in the test event, be ready to provide any ADA accommodation(s) before testing. If a candidate shows up to test in a cast, on crutches, etc., do not let them test as this is a safety issue. Also, make sure you note this in the testing irregularities so that D&SDT-HEADMASTER staff know what happened with this candidate.

Identity Verification

Verify each candidate's identity with the state-specific identification requirements. You will be provided with the specifics for the state where you are testing. *(Refer to the state-specific ID Requirements by State.)*

You may **NOT ACCEPT** candidates for testing who do not present *mandatory state-required ID(s).* Examples will be included in the state-specific testing information.

Testing Attire

You will be provided with the state-specific testing attire for the state where you are testing.
(Refer to the state-specific Testing Attire by State.)

Reading of the Knowledge and Skill Test Instructions

As you check in each candidate, inform them of the Knowledge Exam and Skill Test instructions (copies provided with the testing kit materials you originally purchased) they must read before being called into the knowledge test room or skills lab. These instructions need to remain in the waiting area during testing so candidates may refer to them while waiting to test.

Candidates that Reschedule from Test Events

It is important that you check your email and notifications in TMU© regularly, especially the day before a test event. It is your responsibility to make sure to check your test events the day before the event for the confirmed list of candidates testing. Sign in to your observer TMU© account and check the test event, or call D&SDT– HEADMASTER at (800)393-8664, (877)851-2355, or (888)401-0462. You *are not paid* for candidates that reschedule out of a test event before the event. You are paid for No Show candidates; these are candidates who do not show up for their test event or who are turned away from testing because they do not have a valid ID, no ID, are not in the required testing attire, or do not conform to all testing policies.

The Knowledge Exam and Expected Role of the Knowledge Test Proctor

(Refer to Knowledge/Audio exam information and procedures by the State where you are testing.)

The KTP must be trained and certified to administer the knowledge test. **KTPs must review the KTP Training Guidelines with the RN Test Observer before each testing day begins**. KTPs must complete the KTP Training Affidavit and Confidentiality/Nondisclosure Agreement under the application forms in the state you are testing TMU© software. KTPs complete this application the first time they participate as KTPs. KTPs must complete this application only once and can participate at any facility (as long as there is no conflict of interest) with any RN Test Observer without having to complete the application again. However, the training guidelines should certainly be reviewed before each testing day begins. TASE RN Test Observers manage the trained knowledge test proctor (KTP) on test day. KTPs are responsible for monitoring the knowledge portion of the exam.

- ▪ **The KTP must recheck each candidate's ID as they enter the knowledge test area to ensure they have the correct candidates for the test event in the testing room (you may provide the KTP with a copy of the Examiner's Report-Form 1250 if you print it out).**

- The KTP will inform the candidates of the 'designated area' in the room where candidates will place any personal items they have brought into the knowledge test room with them (purses, backpacks, cell phones, watches, smart watches, water bottles, etc.) Any electronic devices **MUST BE TURNED OFF** and placed in the 'designated area'. Electronic devices, including Bluetooth-connected devices of any type, are not allowed to be on (wrist, in pocket, etc.) or near the candidate during testing. The KTP will remind candidates to collect their belongings when they finish their exams.

- The KTP will follow the instructions on the Knowledge Test Checklist (included in the initial testing kit) for each and every knowledge test event.

- The KTP will ask the candidates if they have any questions about the Knowledge Exam Instructions they read while in the waiting area. The KTP must specifically ask the candidates:

  - "Do you understand the Knowledge Test is timed?"
  - "Do you know you will have _____ (state-specific time frame) to complete the exam?"
  - "Do you understand that you may not have any form of electronic device on your person while taking the knowledge exam?"

- Copies of the Knowledge Exam Instructions must be placed by the workstations for candidates to refer to during testing if needed.

- The KTP ensures that each candidate gets logged into their exam in TMU©.

- *UNDER NO CIRCUMSTANCES MAY ONE CANDIDATE'S TEST BE USED FOR ANY OTHER CANDIDATE.*

- Candidates may have one piece of scratch paper that is provided to the candidate by the KTP and a basic calculator, provided it is allowed in the state you test in (check your state-specific requirements). KTPs are responsible for collecting any scratch paper and calculators when candidates finish testing. *Scratch paper and calculators MUST NOT LEAVE the testing room with the candidate.*

- The KTP should conduct the knowledge test efficiently and quietly.

- Knowledge test proctors must report any test irregularities to the RN Test Observer between skill tests (never interrupt a skill test in progress).
  - The KTP should also have all technical support contact numbers for D&SDT-HEADMASTER, (800)393-8664, (877)851-2355 and (888)401-0462 (weekdays) or the on-call numbers (406)431-9042 and (406)431-8953 (weekends and holidays non-business hours). If the KTP needs technical assistance at any time with any portion of the knowledge testing process, the KTP should contact D&SDT-HEADMASTER.

- Every attempt should be made to have audio knowledge exam candidates test first. Make sure the candidate has the volume turned up and they can hear the questions.

  - You will receive state-specific information regarding the Knowledge Exam and Audio versions of the Knowledge Exam. *(Refer to Knowledge/Audio exam information and procedures by the State where you will be testing.)*

- KTPs should use a visible room clock to *accurately time the test*. Allow NO MORE THAN _____ the state-specific minutes for the knowledge test.
  - The KTP will inform the candidates when there are 15 minutes remaining and when the time has expired.

- The KTP should circulate around the room frequently during testing and remain alert to guard against cheating and ensure that candidates are not navigating away from the test (Google searching, etc.).

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

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

- Ensure that no smoking, eating, cell phone, or smartwatch usage (texting) takes place during the test; this applies to RN Test Observers, actors, and knowledge test proctors as well.

- The KTP should never engage in any activity that would divert their attention from the candidates or their view of the computer/tablet screens, or behave in a manner that would distract the candidates such as talking to others, eating, or reading books and newspapers. No cell phone, smartwatch, Bluetooth-connected device, or fitness monitor should ever be turned on or used in any way during a knowledge test by anyone in the knowledge test room.

- KTPs must be certain to collect **all testing materials (including any scratch paper and basic calculator provided by the KTP to candidates)** at the end of the knowledge test and quietly direct the candidate to the holding/waiting area or to leave the test site if the candidate is finished with testing.

The Skill Test and Expected Role of the Actor

(Refer to Skill test tasks, information, forms, and procedures by the State where you will be testing.)

The Role of the Actor

The actor must be trained and certified to be used as a resident for skill tasks. **Actors must review the Actor Training Guidelines with the RN Test Observer before each testing day begins**. Actors must complete the Actor Training Affidavit and Confidentiality/Nondisclosure Agreement under the application forms in the state you are testing in TMU© software. Actors complete this application the first time they participate as Actors. Actors must complete this application only once and can participate at any facility with any TASE-RN Test Observer without having to complete the application again, provided there are no conflicts of interest. However, the training guidelines should certainly be reviewed before each testing day begins.

Actors must remain test-neutral and not impact the test in any way. The Actor Training Guidelines provide appropriate responses and behavior for the actor during testing.

Testing Set-Up and Environment

It is important that you set up a testing environment that will give each nurse aide candidate a fair, nonbiased, equal opportunity to demonstrate that they know how to perform the tasks that make up their skill test. *You must set out all supplies and equipment necessary for* <u>all skill tasks</u> *that the candidates who are testing that day will have during the designated set-up time before the candidates arrive.* This will allow you to show and demonstrate the location of the equipment and will enable the candidates to identify and locate the appropriate equipment and supplies to perform their tasks. This presents another opportunity to put the candidate at ease before beginning the skill test.

Make sure that the actor stays in place until the candidate confirms that they are finished with each scenario. Only after the positive closure for the task has been made can the actor begin setting up for the next scenario.

Skill Test Observing and Recording

The Key Steps (critical) designated by the state for a skill task are not noted in any way to help test teams remain completely unbiased as skill tests are being administered and observations are being recorded as they are seen being accomplished.

If the candidate asks if they passed or failed their test, you may tell them you do not know because D&SDT-HEADMASTER official scoring teams score the tests and that your job is to observe and record exactly what you see. RN Test Observers can only discuss candidate test performance with D&SDT-HEADMASTER or designated state staff. If asked by an instructor or program how candidates performed during testing, you could only tell them to contact D&SDT-HEADMASTER as you are not allowed to discuss testing or candidate performance with them.

RN Test Observers can stop a test anytime they believe that they or a knowledge test proctor, actor, or candidate is in an unsafe situation.

The Skill Test, Skill Test Instructions, and Skill Test Checklist
(Refer to Skill test tasks, information, forms, and procedures for the State you will be testing in.)

Again, before beginning a skill test, the RN Test Observer must recheck each candidate's ID **when the candidate enters the skill test area.** **This is one last double-check to be absolutely certain that you have pulled up the correct candidate's skill test on your screen.**

RN Test Observer Skill Test Checklist

Before beginning a skill test, sit beside the candidate in the designated relaxation area and follow the steps listed on the RN Test Observer Checklist (provided with your original testing kit materials):

- **STEP 1:** Show the candidate the designated area in the room where they may place their personal belongings. Make sure candidates have turned off and removed their electronic devices and that they have left them in the designated area.
- **STEP 2:** Sit beside the candidate in the relaxation area.
- **STEP 3:** Check the candidate's photo ID against the candidate's name on the skill test pulled up on the tablet/laptop.
- **STEP 4:** Ask the candidate if they have any questions about the Skill Test Instructions they read before coming into the skill test lab. Specifically ask:
  - "Do you understand that you can ask me to reread any scenario at any time?"
  - "Do you know that you can correct anything you think you demonstrated incorrectly at any time?"
- **STEP 5:** After steps 1 through 4 have been accomplished, inform the candidate of the tasks they are to demonstrate. Candidates do not need to remember the scenarios as you will read a scenario at the start of each task demonstration to the candidate.
- **STEP 6:** You will complete the equipment and supplies demonstration next. You **must show** the candidate the location of the equipment needed to perform their assigned skill tasks only. In addition, you **must demonstrate** how to properly operate the bed brakes, wheelchair brakes, privacy curtain, bedside rails (if the bed has side rails), bed adjustment mechanisms, etc., for test candidates whose tasks require using any of this equipment. This is also when you will have the candidate sign the recording form if the candidate has any tasks with a recording (Urinary Output, Feeding, Vital Signs, Weighing).

There is more information regarding the Recording Form, equipment, and supplies demonstration in the Refer to Skill test tasks, information, forms, ***and procedures for the State you will be testing in.***

- **STEP 7:** After completing the equipment/supplies demonstration, ask the candidate if they have any questions. You may only answer questions regarding the equipment or supplies and not how to complete a scenario (such as "How do I clean the catheter tubing?").
- **STEP 8:** To start the skill test, you will read the scenario, word-for-word, for the first task demonstration. You may only read the scenario that begins each of the individual skill tasks the candidate has been assigned. You may reread the scenario when the candidate requests to do so or if you see the candidate is confused when they begin a task, such as collecting the equipment for the wrong task or perhaps appearing lost. You may then reread the scenario again without prompting from the candidate.
- **STEP 9:** When the candidate begins the first task demonstration after you have read the first scenario, use the timer in TMU© (you will still need to note the stop time as the TMU© timer does not stop until time is up), or start both of the timers. One set for _____ State specific minutes (this is the 15-minute left warning) and one set for _____ State specific minutes (this is the times up alarm).

You will be trained on the use of and navigating TMU© as well as provided the 'Navigating TMU© Instructions Guide'.

The RN Test Observer or the actor may never direct, teach, or coach the candidate in any fashion. Every candidate should have the exact same treatment and opportunity to demonstrate each of the tasks assigned to them. You may not answer questions once the skill test begins. D&SDT-HEADMASTER has to make sure that there is consistency at each and every test event, and these procedures must be done exactly the same at each event, for each candidate, individually.

Recording Form

You will be provided with the state-specific Recording Form for the state where you are testing, and it will also be available on the specific State webpage at D&SDT-HEADMASTER's website at www.hdmaster.com.

An <u>example</u> of a Recording Form:

If the candidate has been assigned, by the computer, any skill tasks that require recordings during the equipment/supply's demonstration, show the candidate the **recording form** that is placed on a small clipboard with the candidate's name that you have already printed at the top and say,

- "This is for recording any measurement(s) you take for your resident/client. You will record any measurements taken in the appropriate space on this recording form. Please sign this form now to confirm that you know it is here to be used for recordings during your test."

This way, the Test Team and D&SDT-HEADMASTER scoring staff have a way to confirm that the candidate was shown the recording form during the demonstration tour, and it also becomes a good way to identify the recording form. Do not look at the recording form again until the candidate has finished their skill test and has left the skill test area. Inform the candidate that they may move the clipboard anywhere they need in the testing

room to help them remember to record any measurements. Also, inform the candidate that if they walk out of the test event with the skill test recording form in their pocket or if they forget to record any measurements, they will not receive credit for any recordings.

Mandatory Skill Tasks

(Refer to State-specific mandatory first tasks for the state where you are testing.)

Every State has specific mandatory tasks with required hand washing using soap and water embedded as their first task demonstration. Some examples of these tasks are:

- Bedpan and Output with required hand washing
- Catheter Care for a Female with required hand washing [demonstrated on a manikin]
- Isolation Gown and Gloves. Empty a Urinary Drainage Bag with required hand washing
- Perineal Care for a Female with required hand washing [demonstrated on a manikin]

Equipment and Supplies Demonstration

Equipment Demonstration

The following items are shown to every candidate during the equipment and supplies demonstration:

- Remember that the Recording Form is part of the equipment demonstration if the candidate has a task requiring a measurement. Refer to the recording form information above.
- Bed brakes (you **must show** the candidate how to lock the designated bed brakes—reinforce that they must be locked during testing, not verbalized or just touched with the foot—the bed brakes must be engaged for credit).
- Show the candidate the bed controls (raising and lowering the bed and the head of the bed).
- How to operate side rails, if the bed has side rails, or if the bed controls are on the side rails.
- Call light or signaling device.
- Designated linen hampers and garbage cans.
- Where hand sanitizer, disposable wipes (in some states), and gloves are located.
- The hand washing sink, soap, and paper towels. If there are any oddities regarding the sink or the paper towel dispensers (or water use in some states), inform the candidate of the oddity and how to handle it during testing.
  Examples:
  - If the paper towel dispenser sticks or jams, let the candidate know you will advance the paper towels should this happen.
  - If the water takes a long time to heat up, let the candidate know this and that they do not have to wait for it to heat up as long as they show that they are getting warm water from the hot water lever on the faucet.
- Toilet or commode if there is not a toilet in the room.
- Show the candidate how to pull the privacy curtain (no verbalization or pretend pulling of the curtain allowed).
- Show the candidate where you want them to knock.

Supplies Demonstration

Each assigned task involves specific equipment and only the location (the table or counter that all supplies have been set out on, and the linen cabinet or cart if linens are kept in one) of the supplies for the specific tasks the candidate has been assigned need to be shown to the candidate. Candidates are responsible for gathering their

own supplies, and you will show them where they are located during the equipment/supplies demonstration. For example, show the location of the following supplies/equipment along with the required equipment demonstrated above under Equipment Demonstration:

Bedpan and Output: Location of the bedpans (both a standard and a fracture pan should be available, and the candidate will select the one they want to use), graduate, toilet tissue, soap, and linens.

Catheter Care for a Female: Location of the basins, soap, and linens.

Isolation Gown and Gloves and Emptying a Urinary Drainage Bag: The drainage bag and you will also demonstrate to the candidate how to open and close the drain (and allow the candidate to open/close the drain if they are not familiar with the one being used). Location of the graduate, linens, barrier, alcohol/antiseptic wipe, and where to dispose of the gown and/or gloves. You will show the location of the gown(s) and gloves, hand sanitizer and recording form (on the clipboard), and pen that is considered "outside the room" on a flat surface (i.e., overbed table) near the relaxation area.

Emptying a Urinary Drainage Bag (stand-alone task): The drainage bag and you will also demonstrate to the candidate how to open and close the drain (and allow the candidate to open/close the drain if they are not familiar with the one being used). Location of the graduate, linens, barrier, alcohol/antiseptic wipe (if used), and recording form.

Perineal Care for a Female/Male: Location of the basins, soap, and linens.

Changing an Adult Brief: Location of the briefs and linens.

Ambulation and Transfer tasks: Locking the wheelchair brakes (both must be locked to receive credit). Location of the gait belt(s) (cane or walker if used) and non-skid footwear.

Anti-embolic Stocking to One Leg: Point out where the anti-embolic stocking is located. Show the candidate the heel on the stocking and where it is used. Point out the type of stocking being used on the reference card provided in your testing kit.

Bed Bath: Location of the basins, soap, gowns and linens.

Denture Care: The dentures are located in the denture cup (one plate only for testing), which will be placed on the bedside stand as part of the set-up for this task. Location of the denture cleanser, denture brush, and linens.

Dressing a Dependent Resident: Location of the oversized button-up shirt, sweatpants/shorts, and socks (and footwear, if needed).

Feeding a Dependent Resident: Place the pre-filled 240ml glass(es) and/or 120ml glass(es) with the specific state set-ups for the state you are testing and a single-serve, unopened food item (applesauce, pudding), spoon, napkin, bendable straw, and diet card on a tray. Let the candidate know you will place this tray on the overbed table to start the task as part of the set-up. Show the location of the linens, hand sanitizer, and disposable wipes, if used.

An example here is for the Tennessee NA testing:
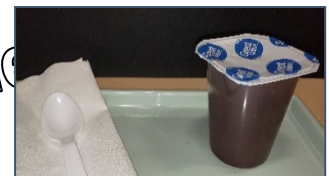
Fluid Intake: Ensure you have the correct set-up and premeasured amount of water in each glass. You will be provided the set-ups in your testing kit if this is a task the state you are testing in assigns.

Foot Care: Location of basins, linens, and lotion.

Isolation Gown and Gloves (stand-alone task): You will show the location of the gown(s) and gloves, hand sanitizer, and where to dispose of the gown and/or gloves.

Hair Care: Location of comb/brush, hand-held mirror, and linens.

Making Bed (Occupied and Unoccupied): linens.

Mouth Care – Brushing Teeth: Location of the actor's toothbrush (or toothettes), toothpaste, cup, emesis basin/disposable cup, and linens.

Mouth Care for a Comatose Resident: Location of the swabs (toothettes), the cup that you have already placed water in, and linens.

Nail Care One Hand: Location of basins, linens, orange stick, and nail file.

Position Resident on Side in Bed: Location of support devices such as pillows.

Range of Motion Exercises: There are no supplies/equipment for these scenarios.

Vital Signs – Manual Blood Pressure: Location of the teaching (binaural) stethoscope with two different sizes of BP cuffs and alcohol wipes. Make sure you take your Actor's blood pressure before the candidate comes into the skills lab.

Vital Signs – Pulse and Respirations: Location of a wall clock or small clock with a second hand.

Vital Signs – Temperature: Location of the oral digital thermometer, sheaths, and alcohol wipes. Show how to turn on and how to put sheaths on an oral thermometer. Or, where used, the infrared no-contact thermometer.

Vital Signs—Pulse Oxygen: Show where the pulse oximeter is located. Demonstrate how to place it on your finger and turn it on.

Weighing an Ambulatory Resident: Location of the scale (balance or analog). Make sure you have weighed your actor right before the candidate is brought into the skills testing room. The actor must wear the same clothing they were weighed in for the candidate's demonstration.

Use the brief equipment demonstration as another opportunity to put the candidate further at ease.

Relaxation Area

Show the candidate the "relaxation" area where they can return after they finish (gives you positive closure for) each task. This is the same spot in the room where you sat beside the candidate as you completed the first few steps on the RN Test Observer Checklist when the candidate first entered the room. Having the candidate return to the relaxation area between tasks for a few seconds after you get closure at the end of each task allows the actor time to set up for the next task while you finish up your skill step marks and double-check them.

Starting and Conducting the Skill Test

Remain professional as you allow the candidate to relax as best they can. Once the skill test begins, you must put on a poker face and give no indication of the candidate's performance. Never become friendly or gruff; this will mislead the candidate into thinking they are doing well or poorly and bias the test. Remember, you must treat each candidate exactly the same. Each RN Test Observer should be the "benevolent master" of their testing environment, striking a balance that is consistent and provides the exact same experience for every candidate.

Answer the candidate's questions before starting your audible timers and reading the first scenario for one of the mandatory tasks that begins the skill test.

Remember, you cannot talk with a candidate or answer any questions once the skill test has begun.

Remember to set your timers when the candidate begins their first task (one to go off at the 15-minute left mark and one to go off at the times-is-up mark). The software includes State-specific time frames for the state where you are testing.

Once the skill test begins, document the START TIME and, subsequently, the STOP TIME when the candidate is finished with the entire skill test, which consists of a certain number of tasks. In TMU©, you may use the timer feature. However, be aware that the end time needs to be manually entered, as the TMU© timer does not automatically stop when the candidate is finished but when the complete time is up. This time has no effect on test scores but will help us determine average times on respective test forms.

Read and, if asked, reread any scenario requested at any time during the candidate's skill test until the candidate has verbalized that they are finished with the skill portion of the exam or has run out of time. Put your poker face on when the skill test begins. Keep your computer/tablet/laptop screen and/or paperwork out of the candidate's field of vision at all times.

Audible Count Down Timers

Two timers, or a multiple setting timer, must be used, or the timer built into the software, to time candidate skill tests. One will be set to alarm when 15 minutes remain and the other to alarm when the maximum allowed time for the state where you are testing has elapsed. When your audible timer "beeps" at the 15-minute left mark, tell the candidate there are 15 minutes remaining. If the timer "beeps" at the maximum (time-up) mark, it will usually "startle" the candidate because they have run out of time. At that point, you STOP the test and say, "Your allotted time is up. Thank you for showing us your skill demonstrations today." Direct the candidate as quickly and gently as possible back to the holding (waiting) area, or let them know they are free to leave if they have finished testing for the day.

Verbal Closure by the Candidate at the End of Each Task

Inform the candidate during the equipment/supplies demonstration that they need to verbally tell you when they are finished with each task. You and your actor will not move to set up for the next task until you have received verbal confirmation that the candidate is finished with the task they just demonstrated. This is so that if the candidate is reviewing what they have just demonstrated in their head, you do not disrupt their train of thought. There are those cases where the candidate may stare at you blankly, and in this case, you may say, "Are you finished?" When you get the "yes" from the candidate, direct them to the relaxation area and set up for the next task.

Quickly spot-check the actor's set-up for the next skill task by glancing at the TO notes at the top of the next task on the computer/tablet/laptop. Then, after seeing that the next task is properly set up, move over to the candidate's relaxation area and read the next scenario to begin the next demonstration. DO NOT READ THE NEXT SCENARIO TO THE CANDIDATE UNTIL YOU HAVE CONFIRMED THE SETUP IS CORRECT AND YOUR ACTOR IS READY FOR THE NEXT TASK DEMONSTRATION TO START.

Closures when Candidate is Finished with their Skill Test

When the candidate finishes all of their assigned tasks in less than the maximum allowed minutes for the state you are testing in, recap the number of tasks on the skill test by saying, "You have just completed __, __, __. and __" (read each of the assigned tasks as you recorded them in the blanks provided at the beginning of the first task in the order you decided was the best order for sequencing them) then say, "You have _??_ minutes remaining. Are you finished with your test?" If the candidate says 'yes', thank them for coming. If they still need to take their knowledge test, direct them to the holding/waiting area to be called for their knowledge test, or if completed with testing, direct them to leave the test site/facility. Don't comment in any way about your perception of their performance on the skill test.

If they say "no" and still have time left on the clock, they may correct anything they think was demonstrated incorrectly. You may only reread the scenarios requested. If the candidate tries for a "get out of jail free statement" such as, "I would have pulled the privacy curtain when I started each task", then you should ask, "For which task do you want to make the correction of pulling the privacy curtain." Always ask the candidate to demonstrate any step(s) they are correcting! A general statement you can make when they try to verbalize the step(s) they need to show you is: "Please show me what you would do." The candidate needs to be specific about any general statement when doing corrections. (For example: "I forgot to pull the privacy curtain on the perineal care of a female task." And then, the candidate demonstrates pulling the privacy curtain.)

Complete your marks on the candidate's test on the computer/tablet/laptop screen and move on to the next candidate's skill test. Of course, any candidate who exits without completing any portion of the skill test must be clearly documented with unchecked boxes for all the steps not completed, with an explanation of what was not done.

Order and Corrections of Skill Steps

One of the State, where you are testing, mandatory tasks will always be administered first. An additional State-specific number of skill tasks are randomly assigned from the pool of state-approved tasks (the exception would be retests—candidates will retest on one mandatory task, one task they missed, and the State-specific number of other tasks required – usually one or two other tasks.)

- ***Steps do not have to be performed in the order they are listed.***
  - Use your judgment in cases where one step must be performed before another. Look for the keywords BEFORE or AFTER in the step. Remember: Record an explicit description for the scoring team, giving them a "snapshot" of what you saw that caused you to record any step as not completed.

- If a candidate forgets a step but remembers it before running out of time or stating that they are finished with the skill test portion of their exam, they may indicate this to you.
  - You must always have the candidate demonstrate the step (and/or the complete task if they choose) correctly whenever the candidate says they are correcting a step or steps they believe they did incorrectly.
  - **Verbalizations of a correction are not allowed.**
  - For all corrections, you may say to the candidate, "Please show me how you would do that." If the candidate were to say, "I forgot to do range of motion on the resident's elbow."

- All corrections must be demonstrated in order for you to see the candidate's technique so you can correctly record your checked or unchecked marks. If the candidate says, "I would have locked the bed brakes before I started every task." (The blanket, get out of jail free card.) Please say, "For which task do you want to make a correction to and lock the bed brakes?" Then, the candidate must actually lock the brakes for credit. This also slows them down so you have time to record the changes from unchecked to checked on the computer/tablet/laptop screen.

- Once a candidate's time expires, or they say they have completed the skill portion of the exam, they cannot correct anything they believe they did incorrectly.

Direct each candidate to their next assigned area when they finish the skill test. They will either move on to the knowledge test or they will have completed both portions of the exam and will be directed that they may leave

the test site. You may inform candidates that test results will be available no later than 7:00PM in their time zone the next business day after the tests are scored. Candidates will need to sign in to their TMU© account to see their test results.

You must avoid coaching, teaching, or hinting, in even the subtlest way (eyebrow twitch, smile, nodding head), that the candidate is doing something correctly or incorrectly. If you are an instructor, exercising the privilege granted by the state to also be an RN Test Observer, you must be certain that you only wear your test observer "hat" during testing and leave your instructor instincts back in the classroom. Not strictly adhering to your RN Test Observer role will jeopardize the instructor/RN Test Observer cross-over privilege for every instructor in the State.

Remain impartial and unbiased. RN Test Observers are the eyes and ears at the test site and must record only what is specifically observed. Candidates either perform each step correctly or they do not. Remember, a checked box means the candidate performed the step correctly. An unchecked box means the candidate did not perform the step correctly. RN Test Observers must explain all unchecked marks for each step in the comment/notes field to the right of the step in TMU©. Capture a description of what you saw so the scoring teams can do their jobs with clear information from you. Always describe precisely what you actually saw.

You are ultimately responsible for the accuracy of the marks. You must double-check every mark before clicking on the test complete button in TMU©.

D&SDT-HEADMASTER will inform you of errors that need to be corrected by D&SDT-HEADMASTER staff during scoring. If the errors continue, the time spent by D&SDT-HEADMASTER making the corrections and verifying your mistakes or incomplete forms will be charged back to you at the rate of $25 per 15 minutes spent on corrections.

Documentation of Skill Task Steps

As an RN Test Observer, you are the scoring team's "eyes and ears" at each candidate's exam. We need to know what each candidate did not do correctly if they missed a step in a skill task. Following are some notations that we need to see for different skill task steps. Some steps are fairly simple, and you can enter "DND" for "did not do" if the step is missed. However, in other circumstances, the scoring team needs more information. Any time a candidate verbalizes a skill task step but does not physically perform the step, we need to know that the candidate "Verbalized, DND".

Ins and Outs

- Knocking on the door – If the candidate did not knock on the door, what happened? Did the candidate pretend to knock? Verbalize knocking? Just walk into the room?
- Greeting the resident/client by name – What was said instead. Was nothing said at all?
- Introducing self by name and title – What was said?
- Explain the procedure to be performed to the resident – DND is acceptable.
- Performed hand hygiene – DND is acceptable. Note if the candidate verbalized the step.
- Maintains respectful, courteous interpersonal interactions at all times – We need to know what the candidate did that was *not* courteous or respectful.
- Places call light or signaling device or water within reach – If not in reach, where was it left?

Hand Washing Steps

Most of the skill task steps in the hand washing portion of the first mandatory tasks can be noted as "DND" if a candidate misses them. However, there are some exceptions. If the candidate rinses their hands ***before*** completing all the steps requiring soap, they do not receive credit for those steps.

- Rub hands together for at least 20 seconds with soap using friction – if the candidate does not rub hands together for 20 seconds *with soap on hands*, how long did they use friction? You will be required to document the number of seconds.
- Does not recontaminate hands at any time during the hand washing portion of the task. If the candidate recontaminates their hands, we need to know how that happened (touched sink, touched faucet, or crumbled up paper towel used to dry hands with both hands before throwing away).

Other Common Steps

- Discarding soiled linen in a designated container – If not disposed of in the designated container, where was it left?
- Rinse, dry and return equipment to storage – If not rinsed or not dried, note this as 'DN rinse' or 'DN dry'. If the equipment was not returned to storage (meaning returned to the equipment/supplies table it was collected from), where was it left (at the bedside, at the counter, etc.)?

Task Specific Steps

Applying an Anti-embolic Stocking:

- Places stocking correctly, with no wrinkles – If not placed correctly or has wrinkles, how was it placed, where was the heel, where were the wrinkles, etc?

Bedpan and Output:

- Positions client on bedpan correctly – If not placed correctly, how was it incorrect? The most common mistake is to place it backward. In this case, note that it was "backward".

Catheter Care for a Female/Male:

- Avoids overexposure throughout the procedure – How was the candidate over-exposed?
- Check to see if the urine can flow, unrestricted, into the drainage bag – If you note that the candidate did not do this, the scoring team needs a detailed explanation of what they did exactly that made you mark this stop as not being done correctly.
- Uses soap and water to carefully wash the catheter tubing where it exits the urethra – Note where the candidate did clean and where the candidate was holding the tubing.
- While holding the catheter where it exits the urethra, clean at least 3-4 inches down the catheter tube – If not, what was done instead? Where was the candidate holding the tubing?
- Cleans with strokes only away from the urethra – Note if the candidate was cleaning/rinsing in the wrong direction and if only one stroke was done.
- Uses a clean portion of the washcloth for each stroke – Note that the candidate used the same portion or any other action that would have caused them to miss this step.
- Pats dry – Did the candidate dry at all? Did the candidate rub dry?

Positioning Resident on Side:

- From the working side of the bed, move the upper body, hips, and legs toward self – You will be required to document which side you told the candidate to turn the resident on to, what side the candidate's working side, and what side the resident was turned on to. If the candidate does not turn the resident to the correct side, as you told them to, or does not move the resident in sections from their working side, etc., you need to provide a detailed explanation of which sides the candidate was doing things from, turning to, so the scoring team has an accurate description of what was done wrong.

Vital Signs – Manual Blood Pressure:
- Apply the cuff around the upper arm just above the elbow and line cuff arrows up with the brachial artery. Where did the candidate place the cuff, etc? Give details of what was done incorrectly on the steps.

Vital Signs – Pulse and Respirations:
- Candidates are required to count the pulse and respirations for one full minute (or in some states, they are allowed to count for thirty seconds times two – you will be informed of the state you are testing in requirements for this task). Document if they did not count the appropriate time, and document how long they did count (counted for 45 seconds, etc.).

These are just a few examples of the types of notations the scoring teams need to receive to accurately score a candidate's skill test. If you have questions on what is needed on the other tasks for clear scoring, please call D&SDT-HEADMASTER to discuss. We are happy to assist you with what types of notations scoring teams need to receive from you.

Reporting Test Discrepancies and/or Irregularities

The Testing Irregularities area in the test event in TMU© is the hub from which all action for change, improvement, and support for the entire testing process comes. It is important that you report any irregularities that occur during your test day in the Testing Irregularities area. Comments on the Testing Irregularities area are reviewed by D&SDT-HEADMASTER staff and shared with State Agency staff whenever a test event is submitted and addressed immediately. Common irregularities include but are not limited to uncomfortable testing conditions, missing equipment, erroneous test content, formatting, or typos that might be changed or improved, changes in phone numbers, addresses, or any other changed information, candidates who arrive without proper identification or testing attire or have been disruptive and anything that has occurred that has altered your "perfect" testing day. We welcome and encourage you to pass along any positive comments and occurrences as well. This helps reinforce what is successful and effective about the process.

Testing Irregularities for a TMU© Test Event

Please see detailed instructions in the 'Navigating TMU© Instructions' provided in your digital testing kit materials.

Concluding a Test Day

Please double-check that all the boxes are checked in front of each step and that unchecked box explanations are typed in the 'notes' fields.

Check that all steps have either been checked as done correctly, or unchecked and an explanation has been entered as to what you saw done.

Be sure to report any irregularities! We value your insightful comments regarding the tests, delivery methods, content, and job relatedness. Please forward your comments to us at any time. A copy of the Examiner's Report (Form 1250) may be printed to help keep accurate payment records. This is positively the only thing that can be copied without being authorized to make copies by a D&SDT-HEADMASTER staff member for some abnormal testing situation.

Submitting Exam Documentation

We will not score any tests if we do not receive the imaged candidate recording forms. This will cause the candidate and instructors not to receive their test scores, and it will also delay payment to TASEs for the test event. If you forget to attach or email documentation, we will contact you to remind you.

The original candidate Recording Forms for the complete test event must be imaged (take a picture or scan them) and attached to the test event in TMU© before submitting the test for scoring. (See instructions below.)

Ensure you have not covered any portion of a candidate's recording form. D&SDT-HEADMASTER scoring teams need clear images with all information clearly visible in order to score the test. You must attach these files to the test event immediately after concluding a TMU© test event.

Uploading Images of the Recording Forms to the TMU© Test Event
In the test event, click on **FILES**:
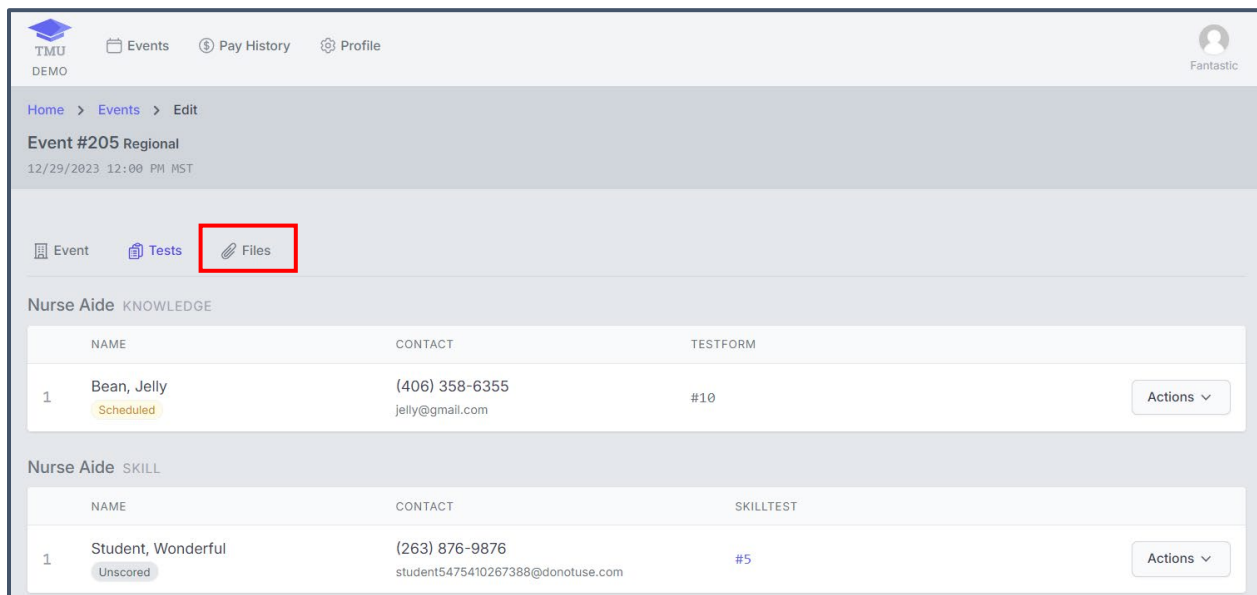
Click on **Choose Files**:
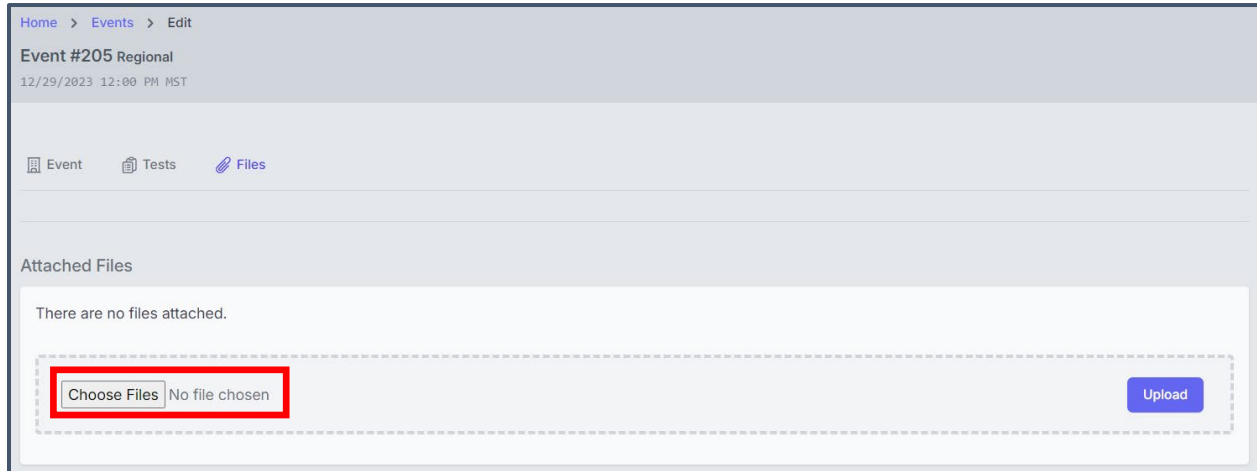
Please see detailed instructions in the 'Navigating TMU© Instructions' provided in your digital testing kit materials.

D&SDT-HEADMASTER must be informed *IMMEDIATELY* if any breach, or suspected breach, of test security should occur – (800)393-8664, (877)851-2355 or (888)401-0462 [call the on-call numbers (406)431-8953 or (406)431-9042 during non-business hours on weekends and holidays].

Candidate Exit Survey

We encourage you to let candidates know at the completion of their exam that after D&SDT-HEADMASTER has scored a candidate's test, they will have the opportunity to complete an Exit Survey. A link to the Exit Survey will be available when they sign in to their TMU© account to view their test results.

Candidate honest feedback provided on the Exit Survey is valuable and greatly appreciated.

RN Test Observer Tips

At some point in your career, you took a certification test. Remember how that feels? The nurse aide certification test is very important to the candidates you will be observing, and they will be very anxious.

You can help the candidates by being positive, confident, completely unbiased, and professional in your words, actions, and appearance.

Be prepared for the test event. Check the candidate names testing to ensure there is no conflict of interest. Check your TMU© test event online the business day before your test event to check for candidates you will be testing. Call D&SDT-HEADMASTER as soon as possible if you have a concern about your test event, questions about packet contents, or anything else on your mind. Check your emails frequently. Successful testing in your state will function as well as the 'team' we all create. We will support you in any way we possibly can. Together, we can make testing in your state a model for the country!

If you are testing at a new site for the first time, we strongly suggest a visit to first-time test sites a few days before your first test event at the site to be sure you have the "lay of the land" before walking in the door the morning of your first test. Always check the test site for necessary supplies and correct equipment operation and location before each test day begins.

Prepare the knowledge test proctor and actor before their first test event. Review their duties **before every test event** begins. Be sure actors know what they can and can't say. Actors should "bounce" questions back to the candidate. For instance, if asked, "Do you want the head of the bed up? The actor can say, "Whatever you think is best," thus reflecting the decision back to the candidate and keeping the actor completely in the realm of test neutrality.

Verify each candidate's state-specific required names on their state-specific ID document(s) against the candidate's required names in the test event as they check in. RN Test Observers **may not delegate this task.**

Be clear and consistent with your instructions. Be impartial. Be unbiased. Give every candidate the same identical opportunity to demonstrate their knowledge.

Each candidate must show (demonstrate) that they can correctly perform each assigned task. Remember the saying "Please show me, or please demonstrate" when candidates verbalize steps they need to demonstrate.

Do not coach, compliment, berate, or comment about the candidate's performance. Your obligation to the process is to observe and report what you see to D&SDT-HEADMASTER scoring teams in the Helena and Findlay offices.

Document skill step performance without giving away any body language about what you are recording. Keep your computer/tablet screen out of the candidate's field of vision at all times! You would lay your tablet or paper skill sheets face-side down when you need both hands to monitor the pulse simultaneously as the candidate is counting.

Complete skill task documentation (checked and unchecked box notes) after each task. Always use the candidate relaxation area concept between tasks as another way to reduce candidate anxiety while creating the few seconds needed to complete your documentation. Ensure the task setup is correct before starting each subsequent task.

Candidates sometimes contact D&SDT-HEADMASTER or the State Agency staff disagreeing with test results and need to know what to do differently if they choose to retest. **Document missed skill steps with a concise, written explanation, leaving no confusion about what the candidate didn't do correctly**. Reporting precisely what you see and still looking for and seeing it after candidate number ten during a test event is not an easy job. You will be challenged to perfect this talent! In the deepest, heartfelt meaning of the words, we thank you for taking on the challenge of providing consistent, nonbiased testing for the State where you are testing.

Please submit test events as soon as possible after completion and upload the image of the candidate Recording Forms. Tests can't be scored until we receive them.

Leave test sites clean and organized. Thank the test site host. TASE test teams are guests at the testing sites, and the opening of facilities to testing needs to be acknowledged at every opportunity. This testing model keeps the cost of testing at the lowest level possible.

Eight Secrets to Successful Testing

1. **Organize** – Organize – Organize…. The day before the test event, right before the candidates arrive at the test event, and, of course, during the test event.

2. **Security** – Security – Security…. Be aware of test materials at all times and all words that are said before, during, and after a test event. Reinforce the importance of security with actors and KTPs before every test event.

3. **Identify** – Identify – Identify…. Be convinced beyond reasonable doubt that the candidate who applied to the test is the candidate tested.

4. **BE CALM** – CALM – calm…. Project a calm image, and that calm will help relax the atmosphere at test events and will transfer to the candidates and to the whole test team.

5. **Consistent** – Consistent – Consistent…. All candidates must have the same experience no matter where they test. That means consistent demonstrations before each test starts. Consistent actions and interactions with the candidates by the entire test team. Consistent closure at the end of each task and at the end of each test. Consistent equipment setup before the test event begins. Consistent check-in procedure. Consistent identification processing. Consistent following the steps in the checklists for the knowledge and skill test. Consistent use of a relaxation area. Consistent – Consistent – ever and always Consistent in all verbiage and actions.

6. **Remain Unbiased and Test Neutral**…. Be aware of any bias you might be interjecting into the administration of the exams. All body language, instructions, and communications by the entire test team must, at all times, be test-neutral. Engage your attention fully on the candidate during the time they are actively demonstrating each task or taking the knowledge test. Never sit during a skill test in progress, sending a "disengaged message" to the candidate. The knowledge test proctor must remain attentive during the entire knowledge test administration time.

7. **Only Observe and Record**…. Remain out of the candidate's workspace to the degree possible. For every unchecked box, capture the "image" of what you saw that triggered the unchecked box in your mind and communicate that image in the 'Notes' explanation box in TMU© so the test scoring teams, in Helena and Findlay, and interested state staff can make good decisions when scoring or reviewing tests.

8. **Non-committal Closure**…. When candidates finish their test(s) and leave the testing area, they should have no reason to believe that they passed or failed because of any action or statement made by any member of the test team.

Testing Service Contractors Business Status… IRS 1099

Any payments a business receives will be reported to the business by January 30th each year on IRS form 1099 if the amount received for the year is greater than $600.

Generally, a business may reduce the amount of income reported to the business on Form 1099 by the expenses incurred to operate the business. Check with your tax advisor for more information relating to the specifics of your particular situation and about deducting that laptop computer, tablet or PDA device, WIFI, data plan used to deliver tests, home office expenses, Actor and KTP pay, or applesauce purchased, etc. by expensing the cost of items purchased against income the business generated.

State Specific Requirements, Procedures, Materials (Instructions and Signs)

You will be provided with details for the state where you are testing, which include SPECIFIC requirements (ID, testing attire, etc.), procedures (knowledge/audio test specifics, etc.), skill task specifics, questions, etc.

The instructions (knowledge and skill test and checklists), signs (quiet, relaxation area, testing has started), and state-specific cups used during every test event will be provided in the purchased testing kit materials that D&SDT-HEADMASTER will mail after all State approved requirements for certification have been met.

Please keep these materials with your additional testing items so you have them for each event.

D&SDT-HEADMASTER Contact Information

D&SDT-HEADMASTER CONTACT INFORMATION

For Technical Assistance or to provide any feedback regarding test administration

Call D&SDT-HEADMASTER at:

(800)393-8664,

(877)851-2355

or **(888)401-0462**

On-call phone numbers (406)431-8953 and (406)431-9042
during non-business hours on weekends and holidays.

Thank you for spending your valuable time reviewing this TASE RN Test Observer training guide. We are excited to work with you to provide the best nurse aide testing experience possible for all the healthcare stakeholders in your State.