



# TESTING SERVICE CONTRACTOR TRAINING AND CERTIFICATION GUIDE FOR RN TEST OBSERVERS

State Approved Information regarding nurse aide testing.

*Updated: 12-12-2021*

D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP

	<p><b>D&amp;S Diversified Technologies LLP</b> <b>Headmaster LLP</b></p>	<p><b>D&amp;S DIVERSIFIED TECHNOLOGIES (D&amp;SDT), LLP - HEADMASTER, LLP</b> 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 <a href="mailto:hdmaster@hdmaster.com">hdmaster@hdmaster.com</a>   Website: <a href="http://www.hdmaster.com">www.hdmaster.com</a></p>	<p><i>Innovative, quality technology solutions throughout the United States since 1985.</i></p>
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# RN Test Observer/Testing Service Contractor 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 spot lighted in the December 6, 1993 US News & World Report magazine as one of the companies *Pioneering the Electronic Frontier* and 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 with their development of Headmaster© school administrative software, and GRADEMASTER© software for teachers, to efficiently manage the data for 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 Worker, Medication Aide, 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 nurse aide testing in Arizona, Arkansas, California, Minnesota, Missouri, Montana, Iowa, Nevada, New Hampshire, New Jersey (skills), North Dakota, Ohio, Oklahoma, Oregon, South Dakota, Tennessee, Utah and Wisconsin along with medication aide testing in Ohio, Arizona, Arkansas, Massachusetts, Montana, Ohio, Oklahoma, Tennessee and Nevada. 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 changing regulations in each state and offers a wide variety of 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-HEADMASTER also supports in-facility, or flexible, schedule testing for training programs so tests may be requested and administered by a State approved Testing Services Contractor (TSC) 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 pressure within federal time constraints for candidates to become certified and provides flexible work loads for independent test teams.

D&SDT-HEADMASTER significantly speeds the turn-around time between test administration and reporting results. D&SDT – HEADMASTER scoring teams correct tests the same day they are received back from Test Teams. Test results are immediately available for release to candidates, state registries and approved agencies. From the candidate application through test administration and correction, the officially scored tests turnaround time is amazing! Additional information is available at [www.hdmaster.com](http://www.hdmaster.com).

D&SDT-HEADMASTER recognizes that nurse aide trainers and independent 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 to 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 Monday through Friday 8:00AM to 6:00PM Mountain time. Our Findlay office hours are Monday through Friday 8:00AM to 6:00PM 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 Test Team 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 Test Services Contractor is an independent business established in the State where they provide testing. Testing Services Contractors (TSC) are paid on a per test administered basis. TSC choose the test times and dates that work the best for their staff. The primary responsibility for TSC staff is to maintain the security and confidentiality of each exam and all exam materials. TSC staff must safeguard the security of all testing materials at all times. Testing materials must be in TSC staff's possession or under direct supervision at all times.

### *Test Times*

Testing Services Contractors 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. 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. Test Teams are able to test more candidates in one day making the day more profitable for the TSC 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. This also allows 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 TSC. This typical schedule does allow ample time for candidates to complete the nurse aide exam and also provides a break between flights for the Test Team.

## *Conflicts of Interest*

Test Team members, must be made aware and understand that they must not test any nurse aide (NA) candidate that they have personally trained on the NA skill tasks or has had contact with in a clinical setting. Test Team members 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 and must avoid any possibility of a conflict of interest between testing and any training role.

## *Getting Started*

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

TSCs are responsible for putting together 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 candidates. Test candidates are rotated between the knowledge and skill testing during the test event allowing the maximum number of candidates per day to be tested thereby maximizing the earning potential. Actors and knowledge test proctors must meet the following requirements:

- The actor and knowledge test proctor must be trained by the TSC 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.
- TSCs cannot use anyone as an actor or knowledge test proctor that is currently enrolled in a nurse aide training program. Actor's and KTP's 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.
- TSCs 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.
- TSCs 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 Test Team's first test event, the following items will be a part of the testing kit you purchased from D&SDT-HEADMASTER:

- TMU© or WebETest© Knowledge Test Instructions and Skill Test Instructions to be placed in the waiting/holding area for candidates to read before entering the knowledge test room or skills lab. Along with extra TMU© or WebETest© Knowledge Test Instructions for the knowledge test room.
- An instruction sheet for accessing the audio version of the instructions to place in the waiting/holding area for candidates to refer to if they wish to listen to the instructions being read to them on their electronic device (cell phone).
- An RN Skill Test checklist.
- A KTP Knowledge Test checklist.
- A 'Quiet' sign (post in waiting/holding area), 'Relaxation Area' sign (post in skills lab), and 'Knowledge' and 'Skills Tests Have Begun' signs (post on 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. 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 page of the public website at [www.hdmaster.com](http://www.hdmaster.com). 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 in page of our website at [www.hdmaster.com](http://www.hdmaster.com). Print and cut out individual forms to use during testing.
- Forms 1501 IC- RN Test Observer/Actor/KTP Confidentiality/Nondisclosure Agreement form and the 1511 IC- RN Test Observer/Actor/Knowledge Test Proctor Agreement Training/Certification Affidavit form for RN's, actors and knowledge test proctors — these forms need to be completed only once.
- Form 1503 – state specific TSC or 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 by the TSC. 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 there are any discrepancies that will 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 of the feeding task
  - If using TMU©, mass notifications to candidates the night before test event
  - Imaging and uploading/emailing the sign in sheet and 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](http://www.hdmaster.com), then click on Fluid Intake Cup Order Form, or we will provide you with the website where we order the cups from. In Tennessee, the Tennessee specific cups are mandatory per TDH State standards.

***Prior to 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 in the skills test area.
- Two audible timers, or one multiple timer (quiet timers, not an egg timer that ticks). It is recommended you have backup timers or use the timer built into TMU©
- Small clock with a second hand.
- Actor's toothbrush, cup 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 the 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 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, applesauce or yogurt, etc.
- Disposable spoons, napkins and bendable straw for the feeding task.

- Disposable headphones/earbuds (can be found on Amazon) for oral exams.
- Unmarked container/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.

*Other recommended additional items to carry in your testing kit:*

- Extra washcloths and hand towels that you know are clean to be used on 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 audible count-down timers in case 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 and Nevada).
- Electronic blood pressure monitor with cuff, not wrist types (Oregon and Nevada).
- Temporal, forehead slide 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 TMU© or WebETest© Electronic Exam Date***

On the day prior to any scheduled test events, print out the Examiner’s Report (Form 1250 – the sign in sheet - see below) from the TMU© or WebETest© sign in screen. The Examiner’s Report will look exactly the same for a paper test event. Two copies of the Examiner’s Report (Form 1250) may be made. One copy is for your records if you wish. This will help to verify that we have paid the correct remuneration for tests administered. The other copy is to 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 oral test or ADA accommodation will have been requested for a candidate and will be indicated on the Examiner’s Report (Form 1250) 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. Candidates must have their ADA accommodation request approved through D&SDT-HEADMASTER staff and/or State agency staff prior to their scheduled test date. In such cases, the test packet should also include:



- Special instructions and codes for ADA accommodations as they will appear on the Examiner's Report (Form 1250) under the **ORL** or **ADA** columns:

The image shows two examples of Examiner's Report forms. The first is a 'TMU@ Examiner's Report - NA Testing' form with a 'Candidate Information' table. The second is a 'TENNESSEE Examiner's Report - Certified Nurse Aide' form with a 'Candidate Information' table. Both forms have 'ORL' and 'ADA' columns. A large 'Examples' watermark is overlaid on the forms. Red boxes highlight the 'ORL' and 'ADA' columns in both forms.

**TMU@ Examiner's Report - NA Testing**

Event ID: 5920  
PRACTICE TEST SITE  
1111 Wisconsin Way  
Madison, WI 53558  
Test Administrator  
RN Test Observer Name  
2222 Madison Drive  
Madison, WI 53558  
Candidate Information

Signature	ORL	ADA	Written	Skill	Photo	ID	Confirm
			27	27	Yes - No	NS	
			38				
	Y		25				

**TENNESSEE Examiner's Report - Certified Nurse Aide**

Event ID: 15518  
\*\*AHC BRIGHT GLADE  
SANDERLIN AVENUE  
IS # 38117  
Administrator  
LT OBSERVER  
Testing Date/Time ---> 06/29/2021 12:00 PM CDT  
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
	Y	ETW	6	3.6	Yes - No	NS - RE	

**Electronic WebETest@ Event: Examiner's Report-Form 1250 (sign-in sheet)**

Administrator's report for packet: A605  
Test Site: PRACTICE TEST SITE  
Time: 01/12/2019 08:00 MT  
Evaluator: RN TEST OBSERVER

Login ID	Candidate Name	Photo	Signature	Written Test			Skill Test			Oral	Phone	ADA	Training
				1	2	3	1	2	3				
000-000-000	MOUSE, MINNIE	Y - N	Minnie Mouse	117			050			N	928-111-2222		4117 12/12/2018

When a candidate has an ORAL  
Make sure you have headphones/earbuds or that you check the candidate's, if they bring their own.

Codes: Here are just a few examples:

- EXT-Extended Time**- Candidate will be provided with extra minutes to complete his/her knowledge test and/or required skill test. (If additional time is required for skill test it will be identified on the 1250.)
- Y-Oral**- Candidate will be provided an Oral version of the knowledge exam and listen to questions being read as he/she reads along (headphones/earbuds required)
- OTH-Other**- Any other special accommodation required.

Test Teams must safeguard the security of the testing materials. **Test materials MUST be in your possession or under your supervision.** D&SDT-HEADMASTER must be notified IMMEDIATELY of any breach or suspected breach in security.

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. In a 2-Flight Method, we recommend up to eight candidates per flight (16 candidates in a test event) or fewer if desired.

- Most candidates have received an Exam Date Confirmation Email or Text telling them to show up 20-30 minutes prior to the start of his/her scheduled test flight for sign-in.
- Up to eight (8) candidates can be scheduled for each flight. Your test packet will indicate which flight each candidate is assigned.

## Preparing for your Paper Exam Date

**You may disregard this section if you are testing in a state that only allows electronic testing.**

The majority of the states we test in only test electronically, however, there are the rare paper and pencil tests (Ohio, Tennessee, Montana).

Paper and pencil tests are typically sent to RN Test Observers from the D&SDT-HEADMASTER offices in either Findlay, Ohio or Helena, Montana seven business days prior to the test date. USPS or FedEx delivery generally takes 2-4 days. Please call D&SDT-HEADMASTER at (800)393-8664, (877)851-2355 or (888)401-0462 **immediately** if you do not receive your test packet at least three (3) days prior to your scheduled paper packet test date.

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

- Form 1250 Examiner's Report (exactly the same as above under TMU© or WebETest© Electronic Test) and Verification Report (with candidates' demographics). (Candidates will sign on both the Examiner's Report and on the Verification Report (after verifying their demographic information is correct).

### Paper Test Event: Examiner's Report-Form 1250 (sign-in sheet) and Verification Report

Arizona Nurse Aide Examiner's Report #06003

Testing Facility ID : 9991

PRACTICE TEST SITE  
3310 MCHUGH LANE  
HELENA MT 59602

Phone #1 : (406)442-8656  
Phone #2 : (000)000-000000  
Fax # : (000)000-0000

Test Administrator  
OBSERVER, RN, TEST  
3310 MCHUGH LANE  
PHOENIX AZ 85019

Testing Date/Time --> 06/30/2011 08:00

**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
*****4444 MOOSE, MINNIE M. <i>Minnie Mouse</i>	187	039	Yes	-	No	NS	- RE
*****0002 MOUSE, MICKEY SAMPLE	187	042	Yes	-	No	NS	- RE
*****9187 SQUAREPANTS, SPONGEBOB	198	041	Yes	-	No	NS	- RE
*****0003 TINKER, BELLE SAMPLE	199	049	Yes	-	No	NS	- RE

Orl=(O)RAL EXAM ADA=(A)DISABILITY EXCEPTION NS=NO SHOW RE=RESCHEDULED  
Irregularities Report : (Candidate name and irregularity)

PKT PRINTER \_\_\_\_\_/Date: \_\_\_\_\_ DEL CHECKER \_\_\_\_\_

Before mailing back this 1250 form, record at right of your signature the actual date that you tested your candidate(s). Also, have each candidate sign next to their name to verify the spelling of their name, SSN# and phone#. Thank you

AFFIDAVIT:  
I hereby swear to and verify that all security measures were followed and all the candidates listed above completed their tests (both written and skills) without any assistance from any outside source, (except as listed as an irregularity above) Further I declare that all testing materials were at all times in my sight or securely locked and exclusively in my control and no copies, in any form, were made of any of the testing materials.

HEADMASTER (form 1250) Last update 07-11-03

Arizona Nurse Aide Verification Report #06003

Candidate Information

\*\*\*\*\*4444 MOOSE, MINNIE M.  
(623)000-0000 1000 DISNEY ROAD  
GLENDALE AZ 85301  
Email: minnie.mouse@hotmail.com

\*\*\*\*\*0002 MOUSE, MICKEY SAMPLE  
(602)222-2222 P.O. BOX 100  
PHOENIX AZ 85021  
Email:

\*\*\*\*\*8787 SQUAREPANTS, SPONGEBOB  
(123)456-7890 333 GARLAND AVE  
MESA AZ 85205  
Email:

\*\*\*\*\*0003 TINKER, BELLE SAMPLE  
(602)333-3333 3310 MCHUGH LANE  
PHOENIX AZ 85029  
Email:

*Minnie Mouse*

X \_\_\_\_\_

X \_\_\_\_\_

X \_\_\_\_\_

**CANDIDATES SIGN HERE**

### Verification Report:

Candidate's will verify that their demographic information shown is correct and sign the verification form. If there needs to be a correction made, it would be noted on the Verification Form.

### TENNESSEE Test Verification Report

#### Student Information

(111) 000-0000 CANDIDATE, SAMPLE  
8999 SAMPLE DRIVE  
MEMPHIS, TN 38117  
Email: SAMPLECANDI@EXAMPLE.COM

X\_ *Sample candidate*

- Quick Score Answer form for each candidate – the scan form
- Knowledge test booklet for each applicable candidate
- Skill test for each applicable candidate
- One pre-paid, pre-addressed USPS envelope to return ALL test materials to D&SDT-HEADMASTER in the order they were sent to you.
- **Double-check the envelope for a return label.** Ship the return packet the same day, but never more than 18 hours after the test event is completed. **Return shipments are returned via USPS (United States Postal Service) and must be handed to a USPS agent, clerk or courier or dropped in an official USPS pickup box.**
- Your test materials will be shipped to you via FedEx or USPS.
- You can eliminate all of the paper by becoming TMU© or WebETest© certified and administering all of your tests via our secure web-based software, ask D&SDT-HEADMASTER for details.
- Make a copy of the Examiner’s Report (Form 1250) for your records if you wish. This will help you verify that we have paid you correctly for tests you administer. You must not copy any other test materials without explicit permission from D&SDT-HEADMASTER staff.
- If the candidate has requested an Oral exam, you will be sent an MP3 player. You will need to provide earbuds/headphones (or the candidate may bring their own that you need to check before testing). Make sure the MP3 plays correctly. Directions for an MP3 player will be included.

**Note:** Please see the information regarding candidates who have been granted ADA accommodations under the Electronic Test information. It will be the same for a paper test.

### Paper Test Quick Score Answer Form

RN Test Observers must print the actor’s name only on every Quick Score Answer Form above box #8 for each skill test for which the actor is used. RN Test Observers may do this any time after the scan form has been used by the candidate for his/her knowledge test answers. RN Test Observers or KTPs MUST NOT make any marks on the Quick Score Answer Form before the candidate has used it and marked his/her state specific number of knowledge test answers on the scan form.

QuickScore Answer Form

Event #: 50  
Knowledge: 42  
Skill: 75

1. TESTER LAST NAME: [Grid]  
2. JOHNNY FIRST NAME: [Grid]

3. Q [Grid]

4. IDENTIFICATION NO. [Grid] SPECIAL [Grid]

5. [Grid]

6. [Grid]

7. O I [Grid]

8. SUBJECTIVE TOTALS [Grid]

9. [Grid]

10. [Grid]

11. [Grid]

12. [Grid]

13. [Grid]

14. [Grid]

15. [Grid]

16. [Grid]

17. [Grid]

18. [Grid]

19. [Grid]

20. [Grid]

COVER

### Arranging your Test Day

Prior to your test day, review the candidate list and identify where each candidate will start his or her test day. For a full flight of eight candidates, three candidates will begin by taking the knowledge test, one begins by taking the skill test, and four will start in the holding area.

## The 2-Flight Method

### For a 2-Flight Method - Time Table

Test cycle 2-flights of eight candidates each flight – Complete maximum cycle time 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 test team between flights, longer break as team becomes more efficient, or start second flight at 13:00. Maximum candidate hold time for candidate H is 150 minutes. 2nd flight starts at 13:30 and schedule repeats for afternoon candidates A-H.

- 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 test and skill test.
- 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 test 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.

## Exam Date Confirmation

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

The Exam Date Confirmation (which candidates print from their records, if they want a hard copy) clearly identifies the candidate, the test date, time, location and other information. 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 any time.

### Exam Date Confirmation Examples: TMU© Confirmation

Examples

## 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’s 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. It is recommended you carry a syringe with you to easily accomplish this task.

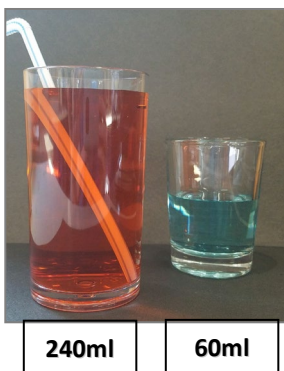
The following tasks require fluid(s) to measure or offer the actor during the feeding task that need to be prepared before the candidates enter the skills lab. Each state has a specific set of cups and amounts of fluid to be in the cups for testing. You will receive a feeding set-up attachment to see 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’s and/or 120ml’s 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’s of fluid (water and juice, for example). See pictures to the right of what the cups should look like when filled at the start of the task.
  - 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 (example: one may be water and the other may be juice – whatever it is that your actor likes to drink).

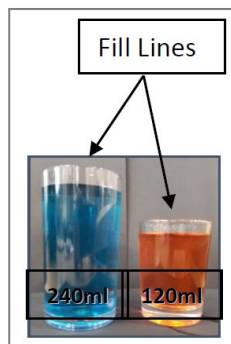
Examples of some of the set-ups for the Feeding Task:

# Examples

Arizona/Arkansas/Missouri/Wisconsin:



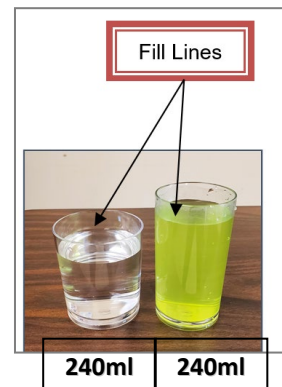
Ohio:



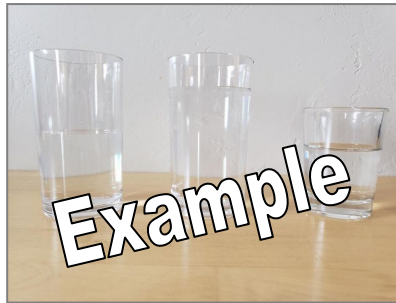
Nevada:



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 to 45 minutes prior to 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 prior to 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, call the on-call number you were provided.)** 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, rest rooms, 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 and any other electronic devices **MUST BE TURNED OFF** before placing in the area you have designated by the door during testing.
- Make sure 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 any candidates who are scheduled to take an oral test.
- Make sure all necessary ADA accommodations are in place. Candidates must request and receive approval for ADA accommodations from D&SDT-HEADMASTER and/or state agency staff prior to being scheduled to test. Any candidates with ADA accommodations will have been indicated to you when you opened the event in TMU© or WebETest©.

## Candidate Arrival

### *Sign in Process*

As candidates arrive, RN Test Observers should introduce themselves, the actor and knowledge test proctor. Remember to be pleasant and professional when greeting and checking in candidates. Never ask a candidate where they trained at or who their instructor was. Keep conversations minimal and professional to get through the sign-in process quickly. Sign the candidates in as they arrive and make the ID and demographic information 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 candidate's waiting in the holding area and conduct the ID and signature sign-in. This shows respect for the candidates and reinforces everything you say to each candidate because all candidates will hear your conversations as you sign in each candidate individually. An added bonus is that this process can save time! **The RN Test Observer MUST be the person that 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 candidate arriving late 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 will need to 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 of the TMU© or WebETest© software or paperwork when submitting the exam, 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 on the Examiner's Report (Sign-In Sheet)

- RN Test Observers can only administer tests to candidates listed on the Examiner's Report (Form 1250). If a candidate shows up to test that is not 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 non-business hours, call the on-call number you were provided] regarding a candidate who shows up that was not listed 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 on the Examiner's Report (Form 1250) before submitting the flight to D&SDT-HEADMASTER.

Instruct each candidate to double check the spelling of his/her name and the demographic and other information on the sign in screen in TMU© or WebETest© or on the paper Examiner's Report-Form 1250 and Verification Report (make any candidate demographic updates to address, email, phone number) as they sign in. Record any discovered discrepancies as irregularities on Testing Irregularities (test site equipment concerns, inappropriate candidate behavior, No Show candidates, etc.). Each candidate **MUST** sign the Examiner's Report (Form 1250) on the signature lines; and for a paper test on the Verification Form.

You **MUST NOT ACCEPT** candidates for testing who are in casts, or have other significant braces, are on crutches, or are visibly sick. Be ready to provide any ADA accommodation(s) that you were notified of prior to testing as indicated on the Examiner's Report (Form 1250).

## 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 of 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 sign-in each candidate, inform them of the Knowledge Test and Skill Test instructions (copies provided with the testing kit materials you originally purchased) that they need to 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. There is an audio version of the Knowledge Test and Skill Test Instructions that candidates will be able to access on their smart phones and listen to available on the specific state page of the D&SDT-HEADMASTER website at [www.hdmaster.com](http://www.hdmaster.com). (A copy of how to access the audio of the instructions, which is to be placed in the waiting/holding area, is supplied in the initial testing kit.) You may also have a computer with audio capabilities in the waiting area during sign-in playing the instructions for candidates to listen to.

## Candidates that Reschedule from Test Events

**It is important that you check your email regularly**, especially the day before a test event. D&SDT-HEADMASTER will send you an automatic email whenever a candidate reschedules out of 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, so please remember to check your emails for reschedules, sign in to TMU© or WebETest© and check the Examiner's Report (Form 1250) or call D&SDT-HEADMASTER at (800)393-8664, (877)851-2355 or (888)401-0462. You *are not paid* for candidate's 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 valid ID, no ID, they are not in the required testing attire or do not conform to all testing policies.

## The Knowledge Test and Expected Role of the Knowledge Test Proctor

**(Refer to Knowledge/Oral test 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 Forms 1501 IC and sign the Training Affidavit (Form 1511 IC). KTPs complete these forms the first time they participate as KTPs. KTPs need to complete these forms only once and can participate at any facility (not within his/her corporate structure) with any TSC RN Test Observer without having to complete the paperwork again, however, the training guidelines should certainly be reviewed before each testing day begins. TSC RN Test Observers are responsible to 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 IDs of each candidate as s(he) enters the knowledge test area.**
- 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 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 finished with their exam.
- The KTP will follow the instructions on the Knowledge Test Checklist (included in initial testing kit) for each and every knowledge test event.
- The KTP will ask the candidates if they have any questions about the Knowledge Test Instructions they read and/or heard while in the waiting area. The KTP must specifically ask the candidates:
  - "Do you understand the Knowledge Test is timed?"
  - "Do you know that 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 TMU© or WebETest© Knowledge Test Instructions need to be placed by the work stations for candidates to refer to during testing if needed.
- The KTP is responsible for making certain that each candidate gets logged into their exam in TMU© or WebETest©, or if a paper exam, that knowledge test booklets and Scantron forms are given to the correct candidates.
- *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. KTP's are responsible for collecting any scratch paper and calculators when candidates are finished with testing. **Scratch paper and calculator 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 in 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 number provided to the RN Test Observer (weekends and holidays). 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 oral knowledge test 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 test and Oral tests. **(Refer to Knowledge/Oral test 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 to make sure 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 or cell phone or smart watch 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 his/her 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, smart watch 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 use 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 Forms 1501 IC and sign the Training Affidavit (Form 1511 IC). Actors complete these forms the first time they participate as actors. Actors need to complete these forms only once and can participate at any facility (not within his/her corporate structure) with any TSC RN Test Observer without having to complete the paperwork again, 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 his/her skill test. **You must set out all supplies and equipment necessary for all skill tasks that the candidates who are testing that day will have during 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 his/her 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 confirmation is received from the candidate that s(he) is 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 his/her test you may tell him/her you do not know because the tests are scored by D&SDT-HEADMASTER official scoring teams, 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 have the authority to 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 the ID of each candidate as the candidate enters the skill test area.** This is one last double check that to be absolutely certain that you have pulled up the correct candidate's skill test on your screen, or have the correct paper skill test in front of you.

### *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 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, or paper skill test for paper test events.
- **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 her/his 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 the use of 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 requested by the candidate 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 just appears 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, 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).

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](http://www.hdmaster.com).

*An example of a Recording Form:*

Candidate's Name: _____ PLEASE PRINT	
PULSE: _____	RESPIRATIONS: _____
URINARY OUTPUT: _____	_____ lbs.
GLASS 60ml: _____	FOOD INTAKE: _____ %
GLASS 120ml: _____	
TOTAL FLUID INTAKE: _____ ml	
Candidate's Signature: _____	

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 his/her 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 he/she walks out of the test event with the skill test recording form in his/her pocket, or if s(he) forgets to record any measurements, s(he) 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
- Hand Washing (as a stand-alone task in Montana)
- Isolation Gown and Gloves, Empty a Urinary Drainage Bag with required hand washing
- Perineal Care for a Female with required hand washing

## 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 the designated bed brakes 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 the water to heat up as long as they show that they are getting the 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 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, you will just show them where they are located. 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 the gown and/or gloves. You will show the location of the gown(s) and gloves, hand sanitizer and recording form (on 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, linens.

**Ambulation and Transfer tasks:** Locking of 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 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:** Location of the dentures 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 in. You will be provided with this information in your testing kit. and a single serve, unopened food item (applesauce, pudding), spoon, napkin 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.

*Example here is for the Tennessee NA testing:*



**Fluid Intake:** Make sure you have the correct set-up, 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 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), 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 (bi-aural) 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 wall clock or small clock with a second hand.

Vital Signs – Temperature: Location of the oral digital thermometer, sheaths, alcohol wipes. Show how to turn on and how to put sheaths on oral thermometer. Or, where used, the temporal forehead, slide thermometer.

Vital Signs – Pulse Oxygen and Electronic Blood Pressure: Show where the pulse oximeter and electronic blood pressure monitor and cuff are located. Demonstrate how to place pulse oximeter on finger and turn on. Point out where the brachial artery marker is on the blood pressure cuff and how to turn on the monitor.

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 needs to be in the same clothing they were weighed in for the candidate's demonstration.

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

### Relaxation Area

Show the candidate the "relaxation" area where s(he) can return after s(he) finishes (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 s(he) 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 s(he) is doing well or poorly and will bias the test. Remember you must treat each candidate exactly the same. Each RN Test Observer should be the "benevolent master" of his/her 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 minutes left mark and one to go off at the times is up mark).** The State specific time frames for the state where you are testing is built into the software.

Once the skill test begins, document the START TIME, and subsequently the STOP TIME when finished, of the entire skill test, which is made up of a certain number of tasks, (in TMU©, you may use the timer feature for an electronic test) or in the provided space at the top of the first mandatory task for a paper test. 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 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 runs 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 are remaining 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-minutes 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 the 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 with a quick glance 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 SET UP 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 him/her 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 his/her performance on the skill test.

If s(he) says "no" and still has time left on the clock, s(he) may correct anything s(he) thinks was demonstrated incorrectly. You may only reread 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 step(s) they need to show you is: “Please show me what you would do.” The candidate needs to be specific about any type of 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, or your skill sheets for the rare paper testing, 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. For a paper test event, you would write “B” for steps not completed or not done correctly along with an explanation of what was not done. You only need to bubble in B marks on the Scantron form.

### 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 he/she 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 key words BEFORE or AFTER in the step. Remember; just record for the scoring team an explicit description giving them a “snap shot” 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 his/her exam, s(he) 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 s(he) believes s(he) 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 makes the candidate have to be specific and gives you time to page back to that task and see how you originally marked it. This also slows them down so you have time to record the changes from unchecked to checked on the computer/tablet/laptop screen, or erase B marks and note the correction for a paper test.
- Once a candidate’s time expires or s(he) says s(he) has completed the skill portion of the exam, s(he) cannot correct anything s(he) believes s(he) did incorrectly.

Direct each candidate to his/her next assigned area when s(he) finishes the skill test. S(he) will either move on to the knowledge test or s(he) will have completed both portions of the exam and will be directed that s(he) 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 (electronic test events are scored the next business day and paper tests are usually scored within 3-5 business days after the test event). Candidates will need to sign-in to their TMU® or WebETest® record 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 a 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 (for paper, an A mark) means the candidate performed the step correctly. An unchecked box (for paper, a B mark) means the candidate did not perform the step correctly. RN Test Observers must explain all unchecked marks for each step unchecked (or B marks on a paper test) in the comment/notes field to the right of the step in TMU®, WebETest® or on the skill sheets for a paper test. 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 and must double check every mark before clicking on the test complete button in TMU® or WebETest® (electronic test), or every ‘A’ or ‘B’ with notations on a paper skill test – only the ‘B’ marks need to be bubbled on the scan form.**

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.

*Paper Test Quick Score Answer Form (Scantron):*

#121 will ALWAYS be the first step of the first mandatory task and will continue through all tasks numerically to the end of the candidate's skill test.

Only the ‘B’ marks need to be bubbled on the back side of the Quick Score Answer Form for the skills exam.

If the candidate is a No Show, you would not bubble any marks on the backside of the form.

If the candidate receives a perfect score and gets all 'A's on their skill demonstrations, you would only bubble the first 'A' box on line 121.

This is how we distinguish between a No Show candidate and one that has received a perfect score.

### Documentation of Skill Task Steps

As an RN Test Observer, you are the scoring teams "eyes and ears" at each candidate's exam. We need to know what each candidate did not do correctly if he/she misses 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 simply 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".

### Inns and Outs

- Knocking on 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 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 his/her hands **before** completing all the steps requiring soap, they do not receive credit for those steps.

- Rubs 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 his/her 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 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 backwards. In this case, note that it was "backwards".

#### Catheter Care for a Female/Male:

- Avoids over exposure throughout the procedure – How was the candidate over exposed?
- Check to see 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, cleans at least 3-4 inches down the catheter tube – If not done, 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 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 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 was 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, 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 and Electronic Blood Pressure:

- Apply the cuff around the upper arm just above the elbow and line cuff arrows up with 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:

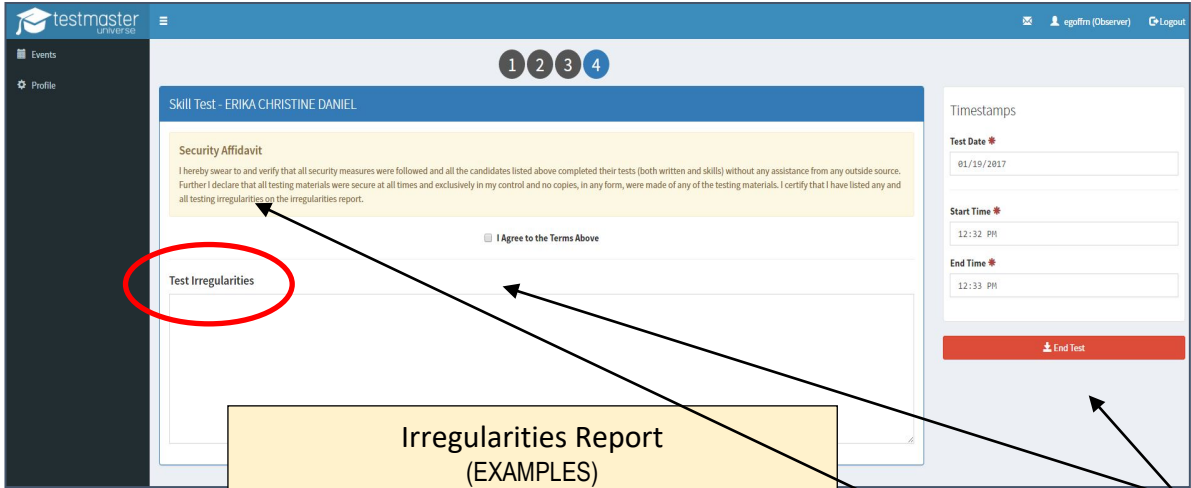
- Candidates are required to count the pulse and respirations for one full minute (or in some states they are allowed to count for thirty seconds times two – you will be informed of the state you are testing in requirements for this task). Document if they did not count the appropriate time, document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

This are just a few examples of the types of notations the scoring teams need to receive so that they can 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 as to 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©, WebETest© or on the Examiner's Report for a paper test, 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 every time a test event is submitted and are 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.

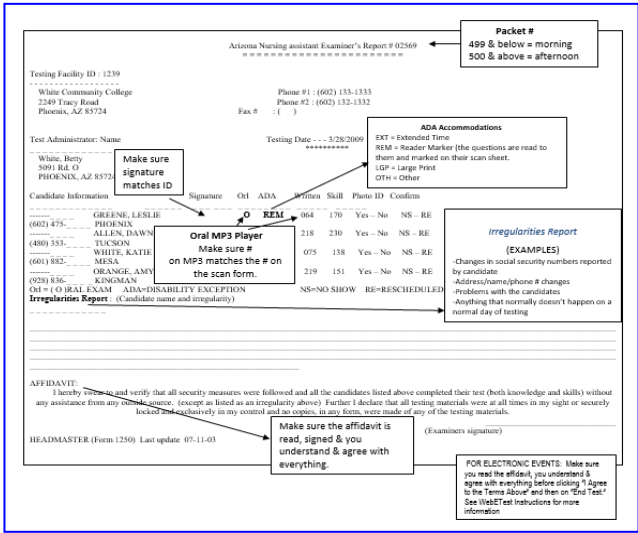
### Testing Irregularities for a TMU@ or WebETest@ Electronic Test Event



TMU@ Example

Make sure you read the affidavit, you understand and agree with everything before clicking "I Agree to the Terms Above" and then on "End Test."

### WebETest@ Example:



### Testing Irregularities for a Paper Test Event

Record any testing irregularities on the Examiner's Report (Form 1250) under the candidate information:

**TENNESSEE Examiner's Report - Certified Nurse Aide**

Event ID: 15518

\*\*\*AHC BRIGHT GLADE Phone #1 : (901) 682-5677  
5070 SANDERLIN AVENUE Phone #2 :  
MEMPHIS TN, 38117 Fax # :

**Test Administrator** Testing Date/Time --> 06/29/2021 12:00 PM CDT  
DEFAULT OBSERVER \*\*\*\*\*  
Address These materials are the property of HEADMASTER.  
City, State Zip 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  
SAMPLE CANDIDATE Y N N G 1 0 Yes - No NS - RE  
SAMPLE.CANDIDATE@MAIL.COM

**Irregularities Report:** (Candidate name and irregularity)

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## Concluding a Test Day

For a TMU© or WebETest© electronic test: Double check that all the boxes are checked in front of each step or 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.

For a paper test event: make sure that all 'B' marks have explanations and that they are correctly transferred from the skill sheets to the Quick Score Answer Form. Remember, only the 'B' marks need to be bubbled, and if a candidate gets a perfect score (all A's), bubble the first 'A' on line 121. If the candidate is a No Show, you do not bubble any marks.

*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 Examiner's Report (Form 1250) may be made 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 that we do not receive the imaged sign-in sheet and candidate recording forms. This will cause the candidate and instructors to not receive their test scores and it will also delay payment to TSCs for the test event. If you forget to attach or email documentation, we will be contacting you to remind you.

### For a TMU© Electronic Test Event

**The Examiner's Report (Form 1250) and 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.)**

Make sure that you have not covered any portion of a candidate's recording form or any information on the sign-in sheet. 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© electronic test event.

## Uploading Images of the Sign-In Sheet and Recording Forms to the TMU© Test Event

- ❖ Use the back side of the EXAMINER'S REPORT or an additional sheet of paper to attach (tape) the Recording Forms for all candidate's tested who had a recording.
  - ❖ Make sure that nothing on the recording form is covered over, we need to be able to clearly see the whole recording form, signature and all.
- Thanks!

**TENNESSEE Examiner's Report - Certified Nurse Aide**

Event ID: 15518

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\*\*AHC BRIGHT GLADE Phone #1 : (901) 682-5677  
5070 SANDERLIN AVENUE Phone #2 :  
MEMPHIS TN, 38117 Fax # :

**Test Administrator** Testing Date/Time --> 06/29/2021 12:00 PM CDT

**DEFAULT OBSERVER** \*\*\*\*\*

Address: These materials are the property of HEADMASTER.  
City, State Zip: 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

SAMPLE CANDIDATE (000)000-0000 CITY SAMPLE@MAIL@EMAIL.COM	Candidate Sample	Y	ITW	G	16	Yes	No	NS	RS
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Irregularities Report: (Candidate name and irregularity)

Candidate's Name: Candidate Sample	PLEASE PRINT
PULSE: 12	RESPIRATIONS: 80
URINARY OUTPUT: _____ ml	WEIGHT: 145 lbs.
GLASS 240ml: _____	
GLASS 120ml: _____	
TOTAL FLUID INTAKE: _____ ml	FOOD INTAKE: _____ %
Candidate's Signature: Candidate Sample	

**UPLOADING IMAGES OF THE SIGN-IN SHEET AND RECORDING FORMS TO THE TEST EVENT**

Browse your pictures/images on your cell phone or tablet (whatever device you took the picture on) for the file and then click on **START UPLOAD**

The image will be attached to the Event when Upload is complete.

If you have issues trying to get the images to upload, call D&SDT-HEADMASTER at (800)393-8664, (877)851-2355 or (888)401-0462, or during non-business hours, call the on-call number you were provided.

### For a WebEtest© Electronic Test Event

The Examiner's Report (Form 1250) and the original candidate Recording Forms for the complete test event must be imaged (take a picture or scan them) and emailed to D&SDT-HEADMASTER immediately following the test event at [hdmaster@hdmaster.com](mailto:hdmaster@hdmaster.com).

### Imaging and Emailing the Sign-In Sheet and Recording Forms for a WebEtest© Test Event

Administrator's report for pocket: G622  
Test Site: 9991-PRACTICE TEST PROGRAM & TEST SITE  
Time: 07/29/2015 08:00 PT  
Evaluator: OBSERVER RN, SAMPLE

Login ID	Candidate Name	Photo	Signature	Written Test			Skill Test			Oral	Phone	ACA	Training
				1	2	3	1	2	3				
0251-314-150	DCE-JANE			Yes			Yes			N	(555)555-5555		1111 07/27/2015

**AFFIDAVIT:**  
I hereby swear to and verify that all security measures were followed and all the candidates listed above completed their tests (both knowledge and skills) without any assistance from any outside source. Further, I declare that all testing materials were secure at all times and exclusively in my control and no copies, in any form, were made of any of the testing materials unless directed by Headmaster to specifically do so.

*Sample Observer, RN*  
(RN Test Observer's Signature)

Candidate's Name: Jane Doe

PLEASE PRINT

PULSE: 70 beats RESPIRATIONS: 16 breaths

BLOOD PRESSURE: \_\_\_\_\_ / \_\_\_\_\_

URINARY OUTPUT: \_\_\_\_\_ ml

GLASS 1: _____	
GLASS 2: _____	
TOTAL FLUID INTAKE: _____ ml	FOOD INTAKE: _____ %

Candidate's Signature: *Jane Doe*

Make sure that you have not covered any portion of a candidate's recording form or any information on the sign-in sheet. D&SDT-HEADMASTER scoring teams need clear images with all information clearly visible in order to score the test. You must email this information immediately after concluding an electronic test event.

## For a Paper Test Event

Return ALL testing materials, in the same order received, within 18 hours of concluding a paper test event in the pre-paid, pre-addressed USPS return envelope to D&SDT-HEADMASTER in either Helena, MT or Findlay, Ohio. Double check that the return envelope provided with your test event has the pre-addressed label securely fastened to it. Give the completed test in the provided return envelope to a USPS representative or place it in a secure, official USPS drop box as soon as possible after the completion of a paper test event. Failure to ship any paperwork or testing materials within 18 hours of a completed test event is cause for a late test submission penalty of \$40/day and/or immediate cancellation of the TSC agreement with D&SDT-HEADMASTER.

**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 number you were provided during non-business hours].**

## Candidate Exit Survey

We encourage you to let candidates know at the completion of his/her exam that after a candidate's test has been scored by D&SDT-HEADMASTER, s(he) will have the opportunity to complete an Exit Survey. A link to the Exit Survey will be available when s(he) logs in to her/his record to get his/her test results. (Montana, Nevada and Oklahoma do not have Exit Surveys.)

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. Call D&SDT-HEADMASTER staff or check your TMU© or WebETest© packet 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 or you have questions about packet contents or anything else that is 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 his/her state specific ID document(s) against the candidate’s required names on the Examiner’s Report (Form 1250) as they sign 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 his/her knowledge.

Each candidate must show (demonstrate) that s(he) 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 make any comment whatsoever about candidate 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 at the same time as the candidate is counting.

Complete skill task documentation (checked (A) and unchecked (B) boxes 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 and ensure the task set up 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! We thank you, in the deepest, heartfelt, meaning of the words, for taking on the challenge of providing consistent, nonbiased testing for the State where you are testing.

Submit test events, or return test materials, as soon as possible after completion along with the image of the Examiner’s Report – Form 1250 and candidate Recording Forms. Tests can’t be scored until we receive them.

Leave test sites clean and organized. Thank the test site host. TSC 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, then 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 security importance with actors and KTPs before every test event.
3. **Identify** – Identify – Identify.... Be convinced beyond reasonable doubt that the candidate who applied to 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 of 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 needs to remain actively 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, or ‘B’ mark, capture the “image” of what you saw that triggered the unchecked box, or ‘B’ mark, in your mind and communicate that image in the 'Notes' explanation box in TMU© or WebETest©, or on the paper skill tests, 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 30<sup>th</sup> 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/oral test specifics etc.), skill tasks specifics, on-call cell phone number for after-hours assistance/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 will be mailed by D&SDT-HEADMASTER 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**

*An after-hours phone number for technical assistance will be provided  
with the Test Service Contractor State specific information.*

*Thank you for spending your valuable time going through this TSC RN Test Observer training guide. We are excited to be working with you to provide the best nurse aide testing experience possible for the benefit of all the healthcare stakeholders in your State.*