Est. 1917
South Dakota Board of Nursing
SDBON

D&S Diversified Technologies LLP
Headmaster LLP

SOUTH DAKOTA NURSE AIDE CANDIDATE HANDBOOK

February 2026
VERSION 8.0

D&S Diversified Technologies (D&S DT) – Headmaster

Email: southdakota@hdmaster.com

South Dakota TMU©: sd.tmutest.com

Website: www.hdmaster.com

(800) 393-8664 | (888) 401-0462

HEADMASTER
TMU©

Contact Information

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

TABLE OF CONTENTS

INTRODUCTION **1**
AMERICANS WITH DISABILITIES ACT (ADA) **1**
ADA Compliance **1**
SDBON TESTMASTER UNIVERSE© (TMU©) **2**
SDBON TMU© Home Page **2**
Complete your TMU© Account **2**
Forgot Password and Recover Account **4**
THE SDBON NURSE AIDE COMPETENCY EXAM **7**
Payment Information **7**
Schedule a SDBON Nurse Aide Knowledge Exam **7**
Self-Pay of Testing Fees in TMU© 8
Schedule / Reschedule a Knowledge Exam Test Event 10
Reschedule a Test Event Screenshots 11
Test Confirmation Letter 12
View your TMU© Notifications **13**
Test Day **14**
On-Site Knowledge Exam Check In 14
Testing Attire 14
Identification 15
Demographic Updates / Changes / Corrections 15
Instructions for the Knowledge and Remotely Proctored Knowledge Exams 16
Testing Policies 16
Access the Candidate Handbook and Testing Instructions 18
Remotely Proctored Knowledge Exam Option **18**
Remotely Proctored Knowledge Exam Candidate Requirements 19
Schedule / Reschedule a Remotely Proctored Knowledge Exam Test Event 19

Remotely Proctored Knowledge Exam Instructions 20
Remotely Proctored Knowledge Exam Testing Attire 20
Remotely Proctored Knowledge Exam Check-In 20
Remotely Proctored Knowledge Exam Policies 21
Security 22
Rescheduling Policy 22
Refund of Testing Fees Paid 23
Scheduled in a Test Event 23
Not Scheduled in a Test Event 23
Unforeseen Circumstances Policy 24
No-Show Status 24
No-Show Exceptions 24
Candidate Feedback – Exit Survey 25
Exam Results 25
Accessing your Test Results in your TMU© Account 26
Test Attempts 28
Retaking the Knowledge Exam 28
Test Review Requests 29

THE KNOWLEDGE/AUDIO EXAM 29

Knowledge Exam Content 29
Subject Areas 30
Knowledge Exam Information 30
The Audio Version of the Knowledge Exam 31
SELECT AN AUDIO VERSION OF THE KNOWLEDGE EXAM 31

KNOWLEDGE EXAM VOCABULARY LIST 32

INTRODUCTION

In 1987, Congress adopted the Nursing Home Reform Act as part of the Omnibus Budget Reconciliation Act (OBRA'87). It was designed to improve the quality of care in long-term care facilities and to establish training and evaluation standards for nurse aides working in such facilities. Each state is responsible for following the terms of this federal law.

As defined in the OBRA regulations, a Nurse Aide competency evaluation program provides specific standards for nurse aide-related knowledge and skills. The purpose of a Nurse Aide competency evaluation program is to ensure that candidates who are seeking to be nurse aides understand these standards and can competently and safely perform the job of an entry-level nurse aide.

Requirements to be registered as a CNA in South Dakota:

- Complete a 75-hour Board-approved nurse aide training program
- Complete the nurse aide competency evaluation program:
  - Nurse Aide Knowledge Exam
  - The SDBON Skills evaluation: see **https://www.sdbon.org/SkillsEvaluation.asp**
- Apply to the South Dakota Board of Nursing and meet all other requirements for registration.

This handbook describes the process for taking the **Nurse Aide Knowledge Exam.** The South Dakota Board of Nursing (SDBON) approved D&S Diversified Technologies-Headmaster, LLP to administer and score the exam. For questions not answered in this handbook, please contact D&SDT-Headmaster at email **southdakokta@hdmaster.com**, (800) 393-8664 during regular business hours 7:00AM to 7:00PM (CT), Monday through Friday, excluding Holidays, or go to D&SDT-Headmaster's Nurse Aide webpage at **hdmaster.com**.

The information in this handbook will help you prepare for the Knowledge Examination and should be kept for future reference.

AMERICANS WITH DISABILITIES ACT (ADA)

ADA Compliance

The SDBON and D&SDT-Headmaster provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the nurse aide competency examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for the examination. D&SDT-Headmaster must approve accommodations in advance of the examination. Complete the **ADA Accommodation Request Application** found on the SDBON TMU© main page under 'APPLICATIONS' to be reviewed for accommodation.

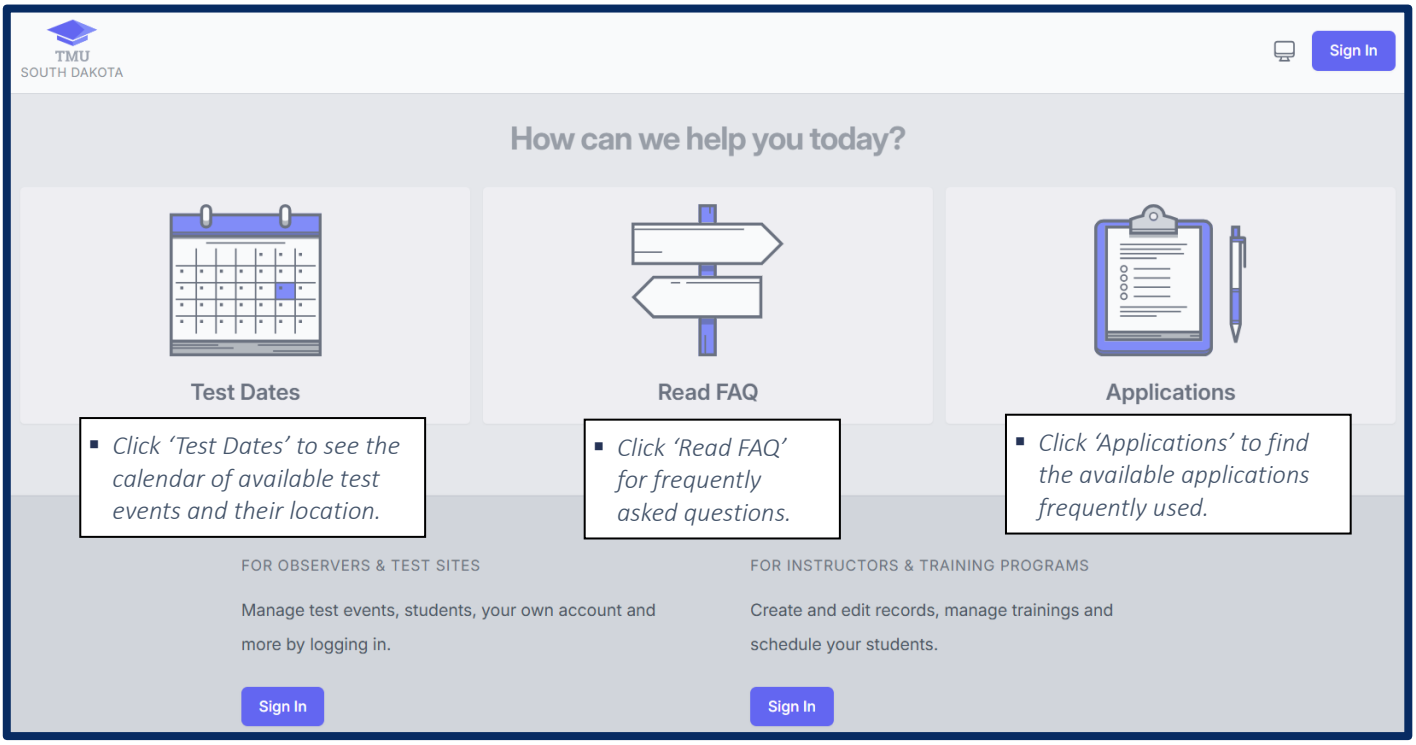
ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT-Headmaster will email you if any further documentation or information is required, using the email address in your TMU© account.

Please allow additional time for your request to be approved. If you have questions regarding the ADA review process or specific required documentation, please call D&SDT-Headmaster at (800) 393-8664.

SDBON TESTMASTER UNIVERSE© (TMU©)

SDBON TMU© Home Page

This is the SDBON TMU© main page **sd.tmutest.com**:



Complete your TMU© Account

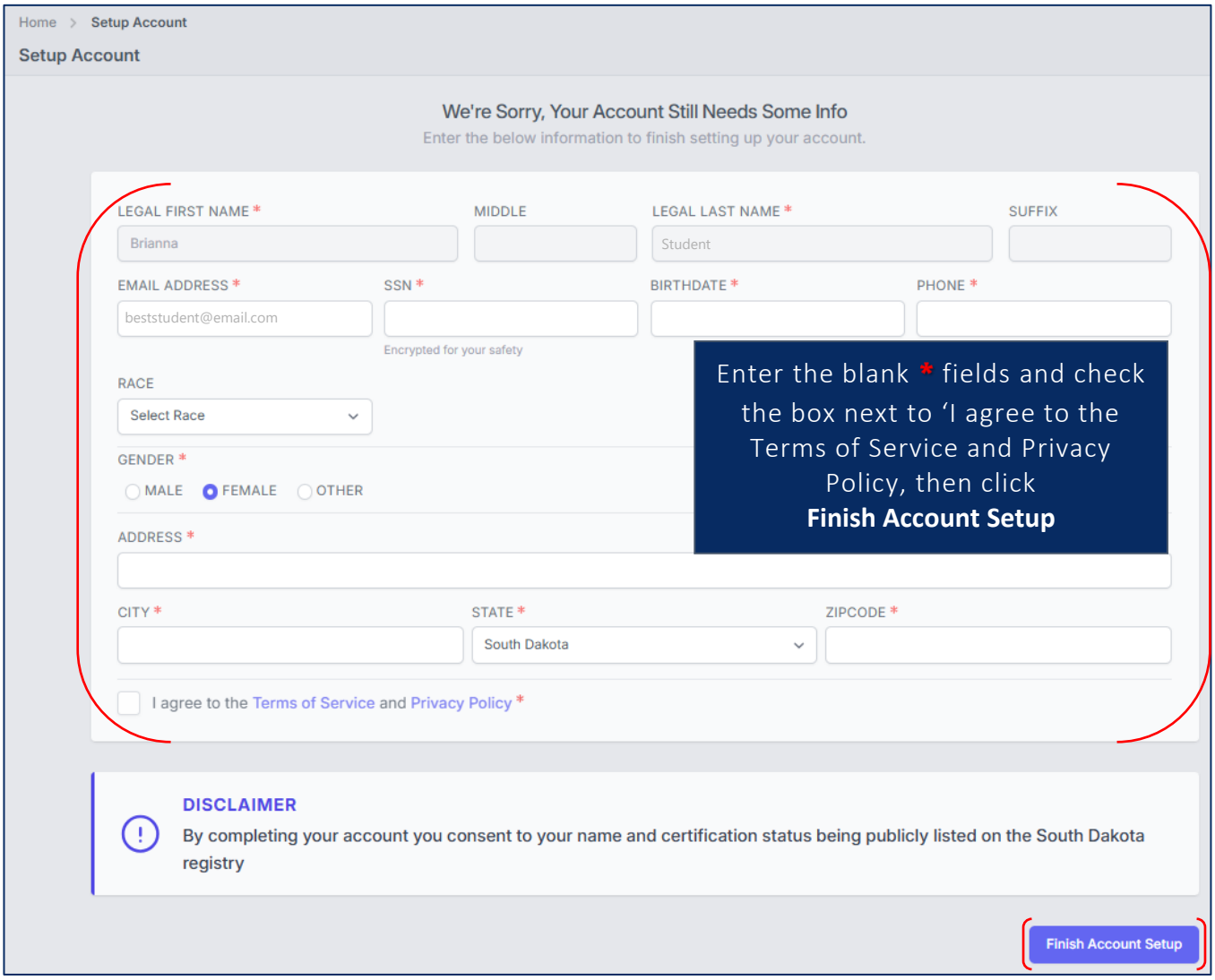
Your initial registration information will be entered in D&SDT-Headmaster's TestMaster Universe (TMU©) software.

IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password and **complete the missing demographic information *prior to testing***. Failure to do so may result in you being turned away from testing. You will be marked as a no-show for your event and will forfeit your testing fees.

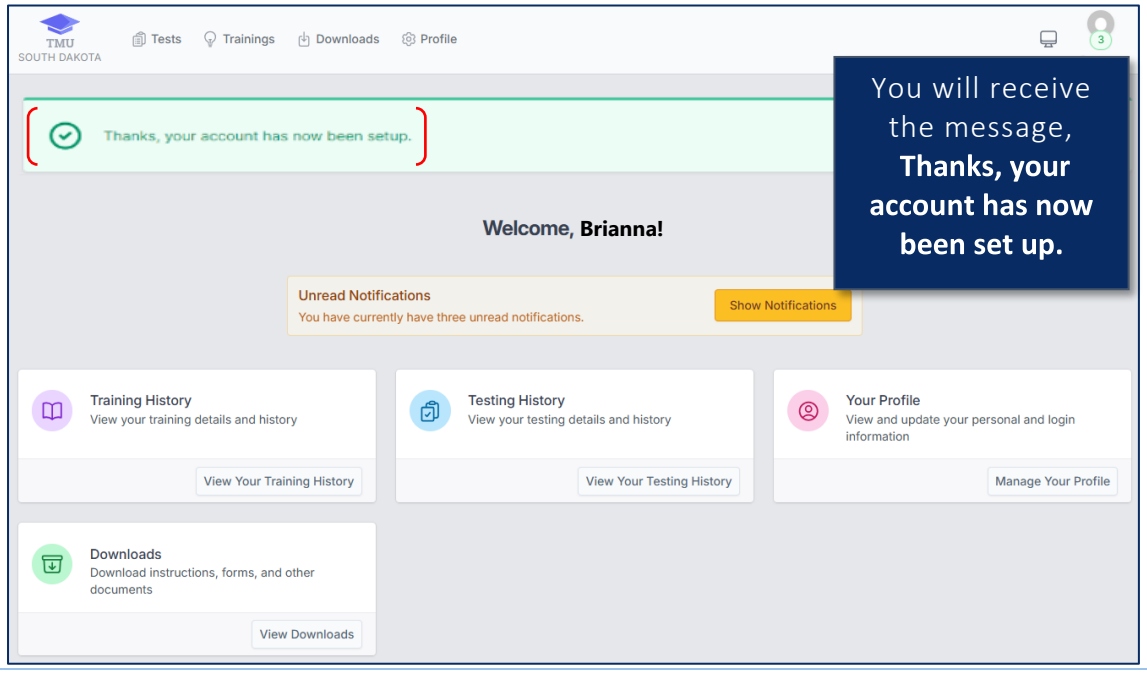
Once you receive your confirmation email from TMU© (check your junk/spam folder) confirming your account has been created, sign in, update your password, and complete your demographic information. **This must be done before scheduling a test event**.

If you do not know your Email or Username and Password, enter your email address and click "Forgot Your Password?" You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see instructions under **Forgot your Password and Recover your Account**). If you cannot sign in, contact D&SDT-Headmaster at (800) 393-8664.

This is the screen you will see the first time you sign in to your TMU© account with the **demographic information you need to enter to complete your account:**



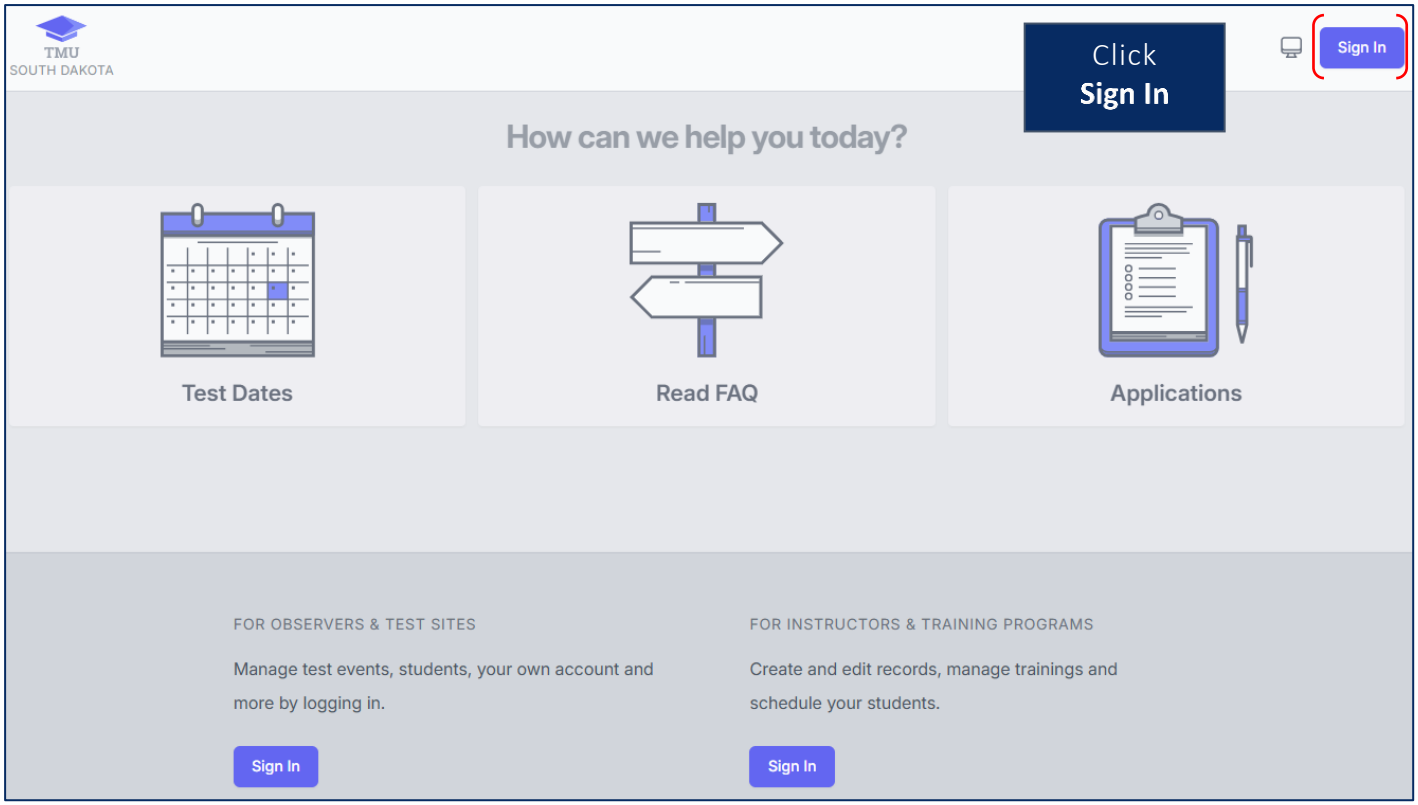
You will receive a message that your account has been set up.

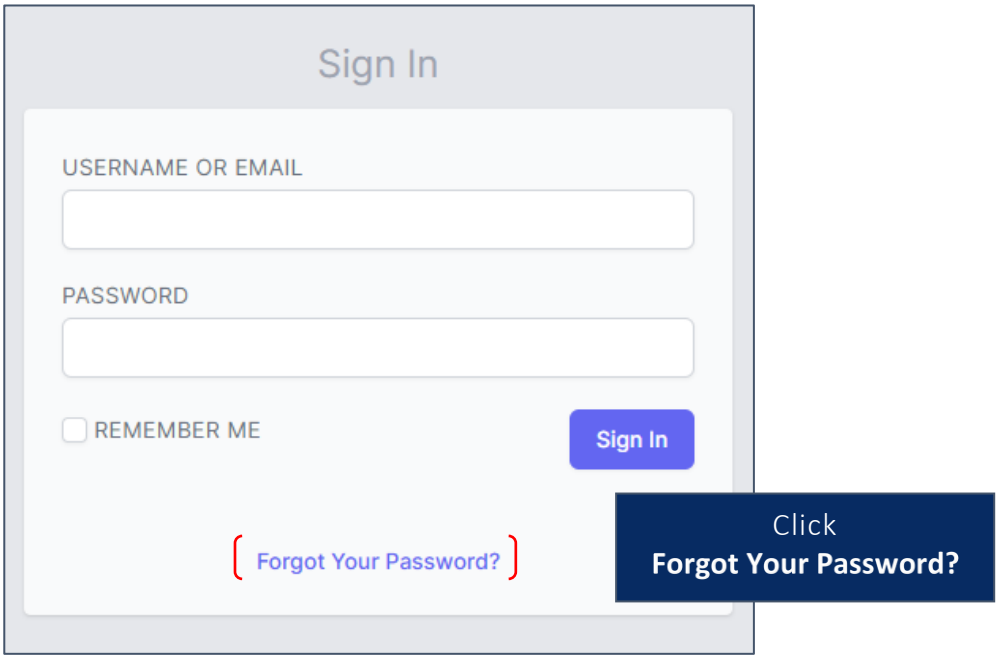


Forgot Password and Recover Account

If you do not remember your password, follow the instructions with screenshots in this section.

Go to **sd.tmutest.com**

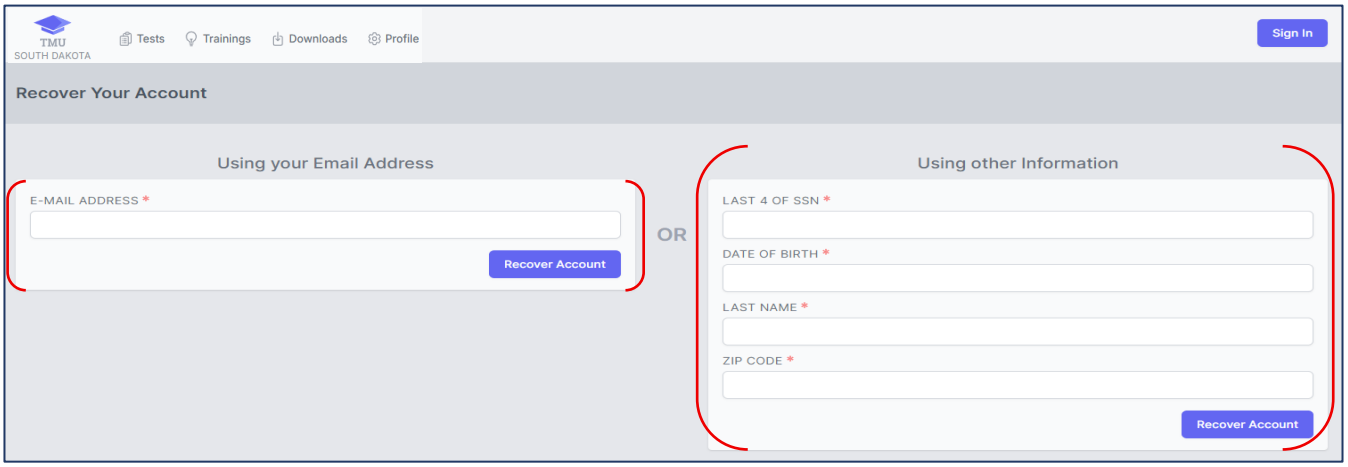




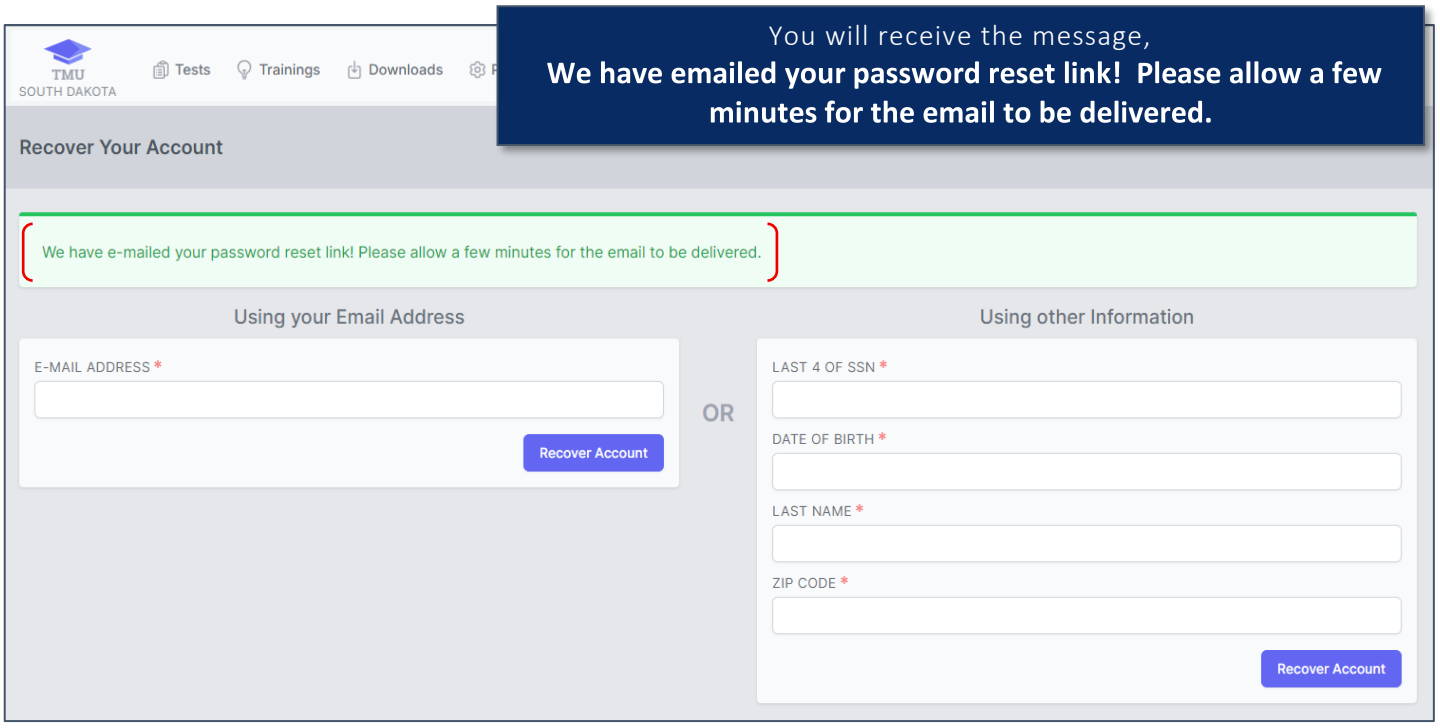
Type in your Email Address
Click **Recover Account**

- An email with the reset link will be sent to you.
- Click on the reset link in your email to reset your password.

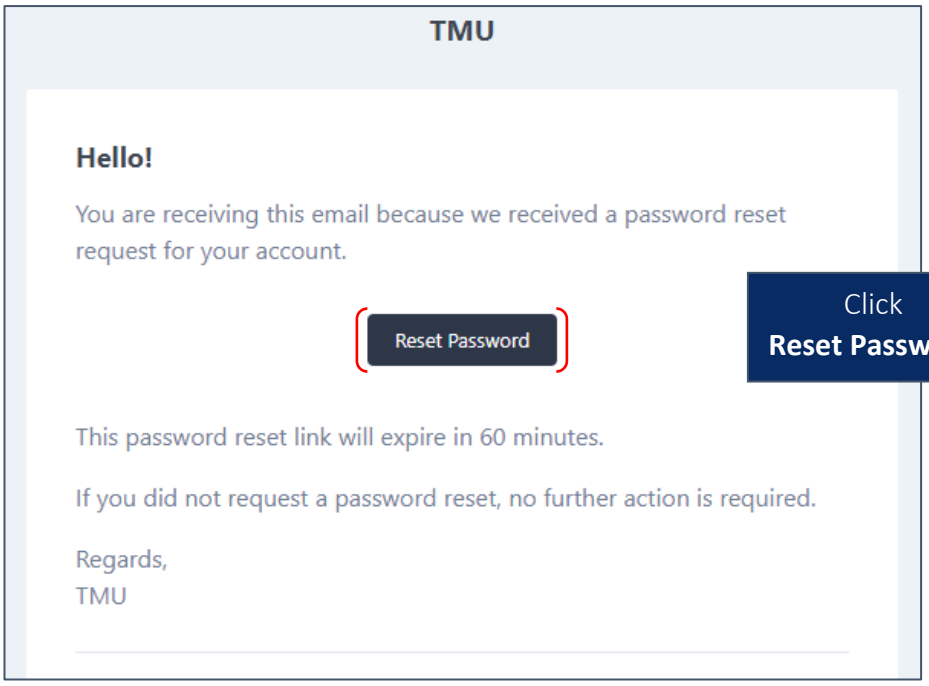
(-OR- You can type in the requested data under **Using other Information** if you have already updated your demographic information in your account)
Click **Recover Account**



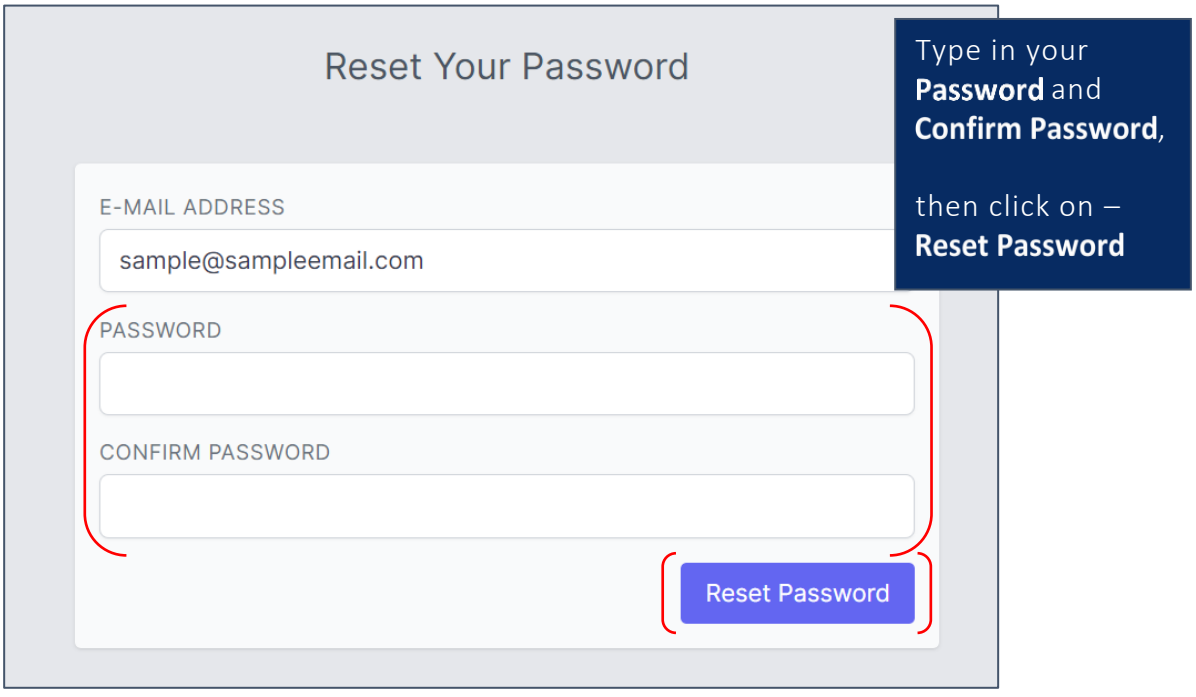
You will receive a message stating that you have been emailed your password reset link.



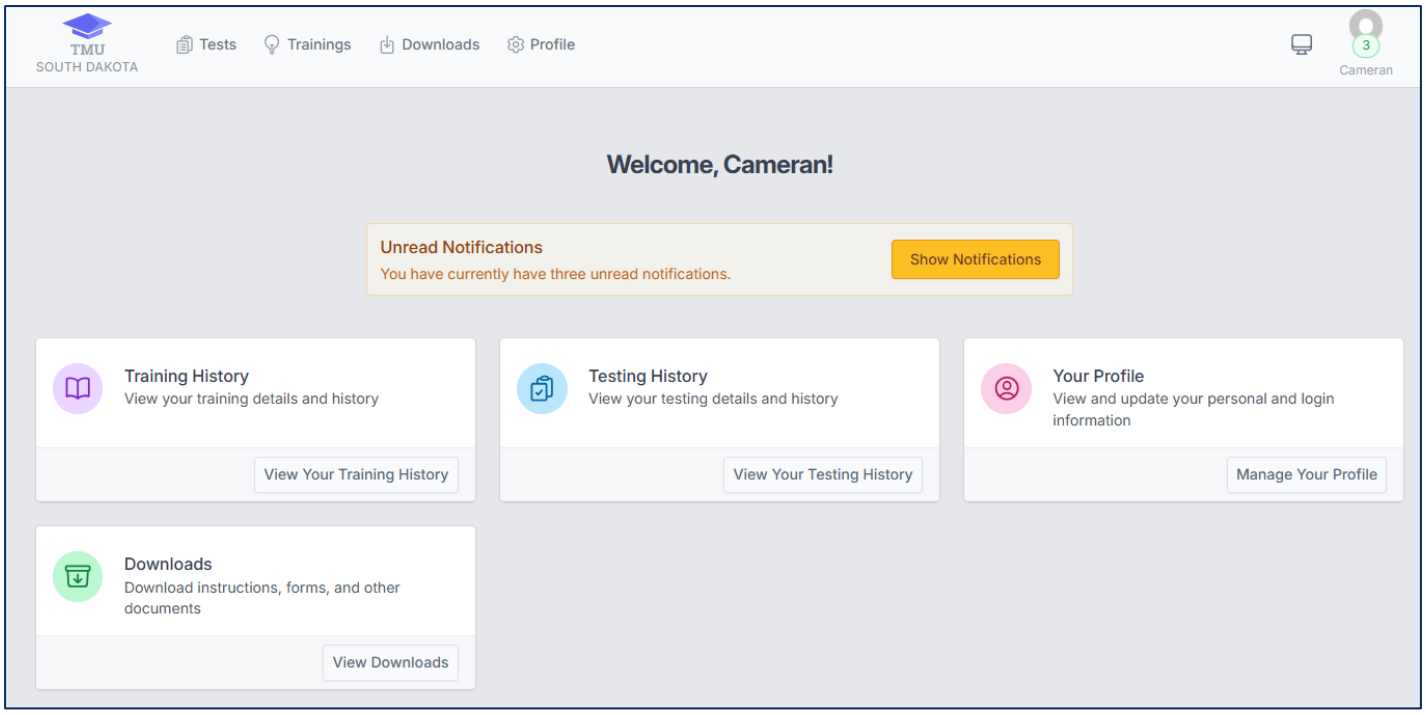
This is what the email will look like (check your junk/spam folder for the email):



Note: If you do not reset your password right away, the link expires in 60 minutes; after that, you will need to request a new link.



This is the candidate home screen you will see once you have reset your password:



THE SDBON NURSE AIDE COMPETENCY EXAM

PAYMENT INFORMATION

Testing fees can be paid through your TMU© account. Please see the **Self-Pay of Testing Fees** section. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor whether the training program has already prepaid for it.

Exam Description	Price
Knowledge Exam *-or- Knowledge Retake*	**$45.00**
Optional: Audio Version of the Knowledge Exam *-or- Audio Knowledge Retake* *(The knowledge test questions and answers are read through the computer and listened to through headphones or earbuds while you read along.)*	**$45.00**

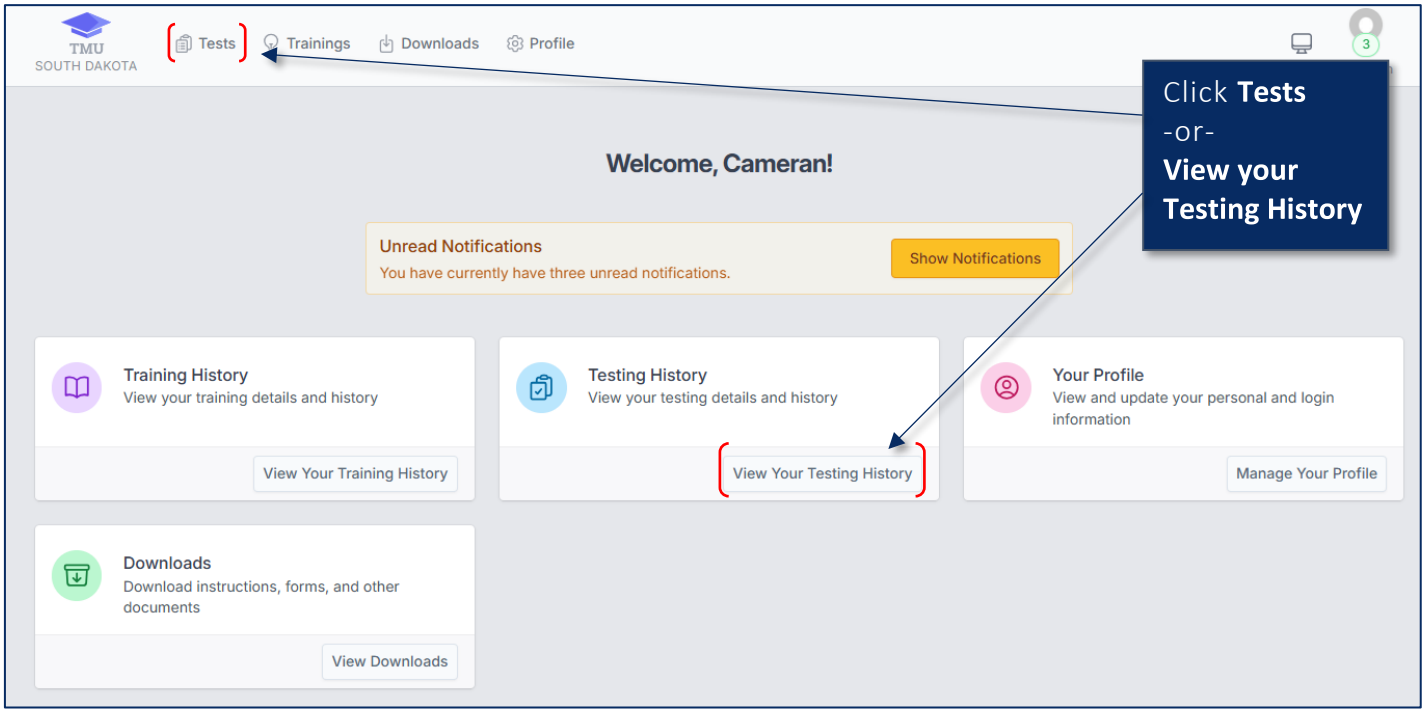
- Candidates and facilities can pay testing fees online through TMU©.
  - For candidates:
    → Please follow the instructions under the section **Self-Pay of Testing Fees**.

SCHEDULE A SDBON NURSE AIDE KNOWLEDGE EXAM

These instructions apply to both on-site and remotely proctored knowledge exams.

Once your completed account is in the D&SDT-Headmaster TestMaster Universe© (TMU©) database and your testing fee has been paid (see instructions under **Self-Pay of Testing Fees**), you may schedule your exam date online at the South Dakota TMU© webpage, **sd.tmutest.com**, using your Email or Username and Password (see instructions under **Schedule / Reschedule a Test Event**). If you cannot sign in or schedule/reschedule online using your email address, please call D&SDT-HEADMASTER for assistance at (800) 393-8664 during regular business hours, 7:00AM to 7:00PM CT, Monday through Friday, excluding Holidays.

This is the SDBON TMU© candidate home page:



SELF-PAY OF TESTING FEES IN TMU©

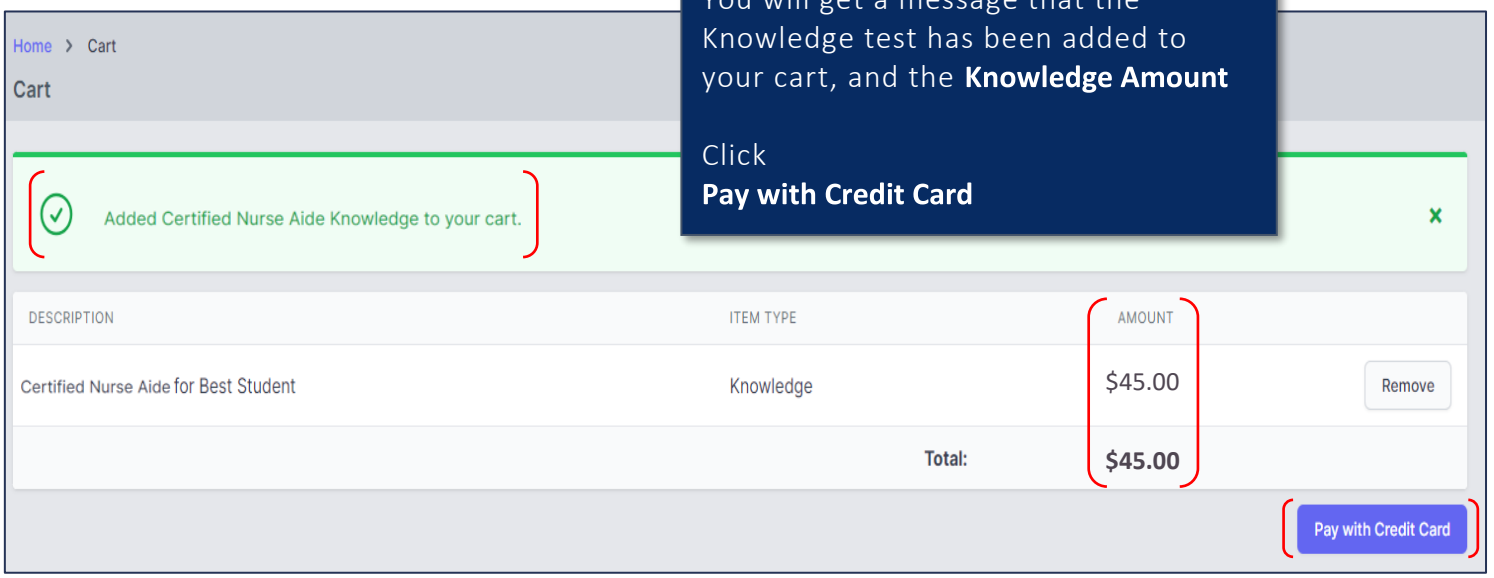
Testing fees must be paid before you can schedule a test date.

Once your training program completes your training record with hours and a date, you will receive an email and text message that you are eligible to schedule a test date. At that time, you can pay your testing fees. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will have informed you if this is the case. Before scheduling a test, verify with your instructor whether the training program has already prepaid for it.

Securely processed Visa or MasterCard credit/debit card information is required when paying testing fees online.

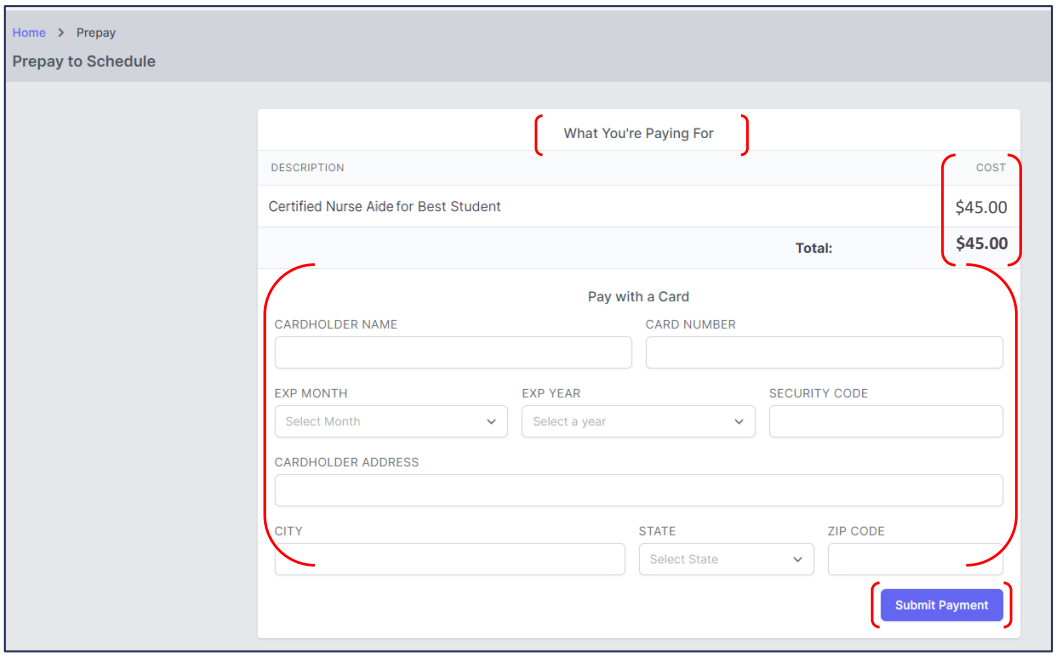
You will get a message that the Knowledge test has been added to your cart, and the **Knowledge Amount**

Click
Pay with Credit Card



Enter the Credit Card information and then click on-
Submit Payment

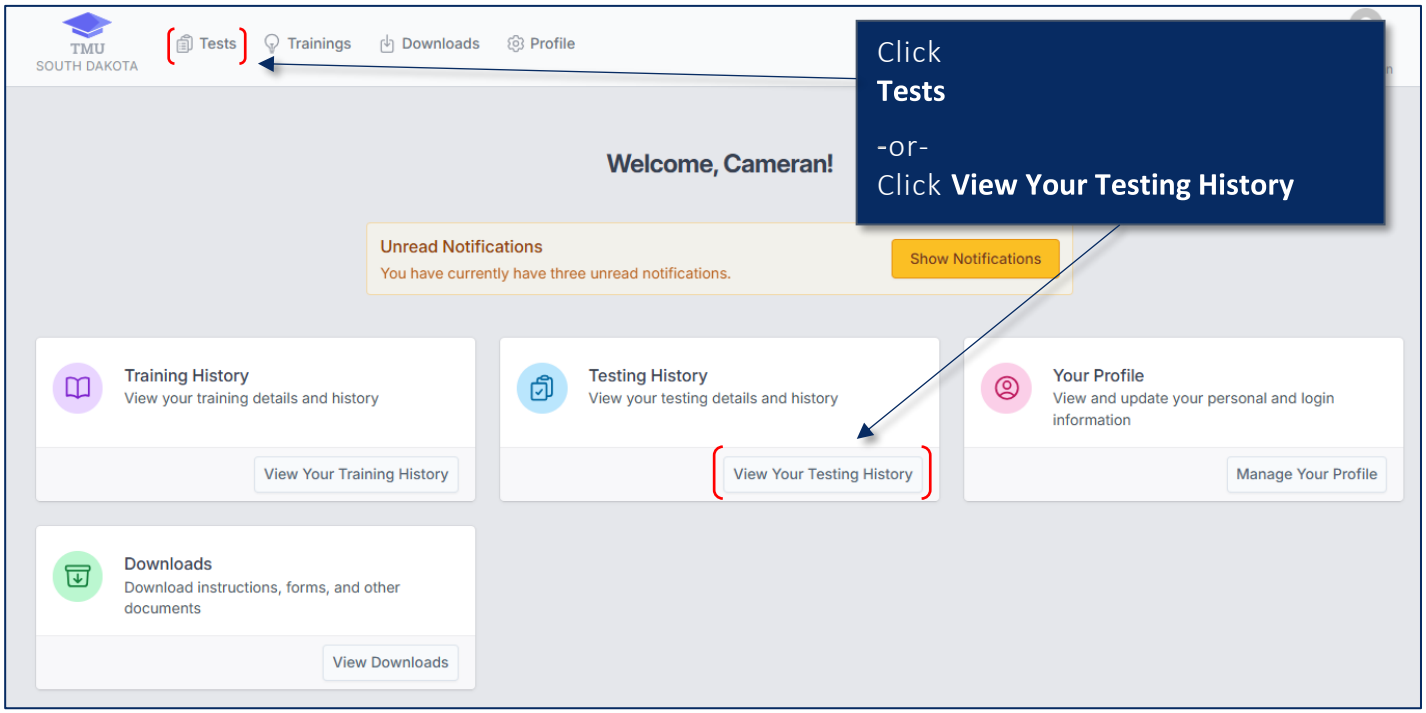
You will receive a receipt of the transaction.



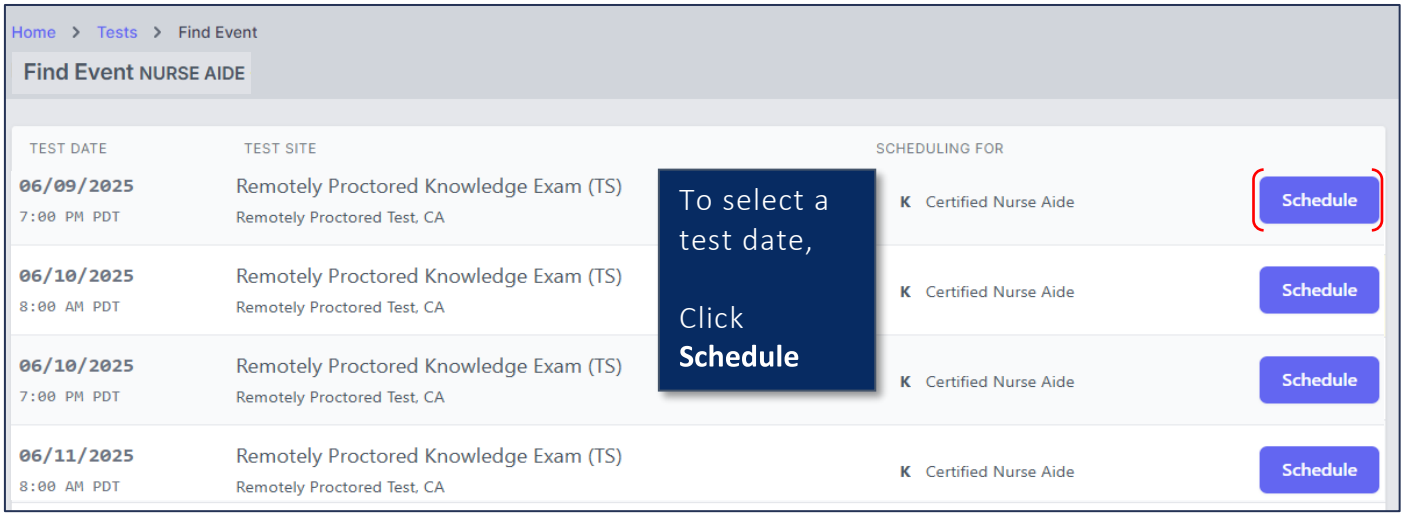
Once your testing fees are paid, you will be eligible to choose a test site and date. Follow the instructions in the next section to schedule or reschedule a test event.

-continued on the next page-

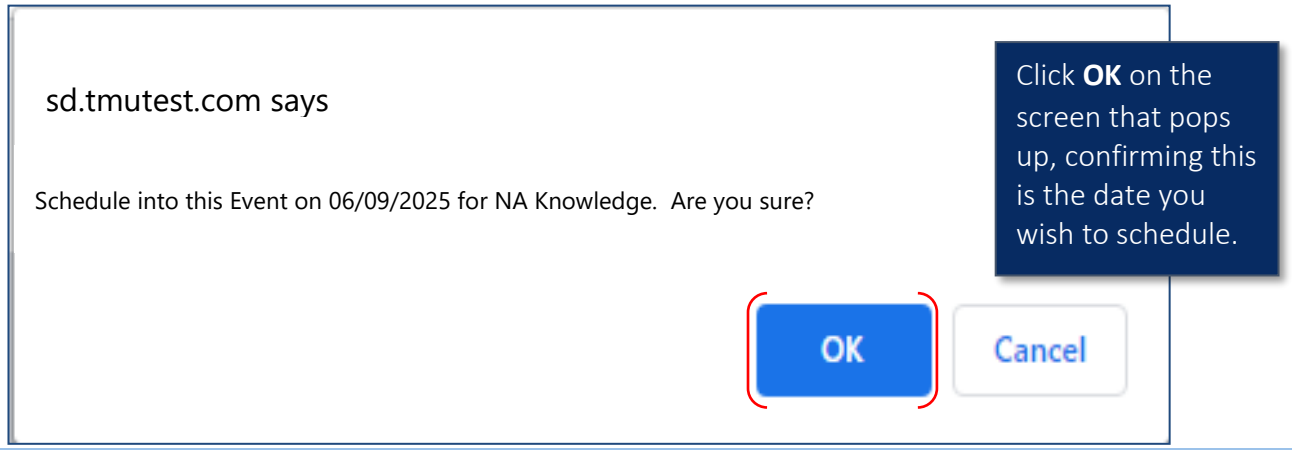
SCHEDULE / RESCHEDULE A KNOWLEDGE EXAM TEST EVENT

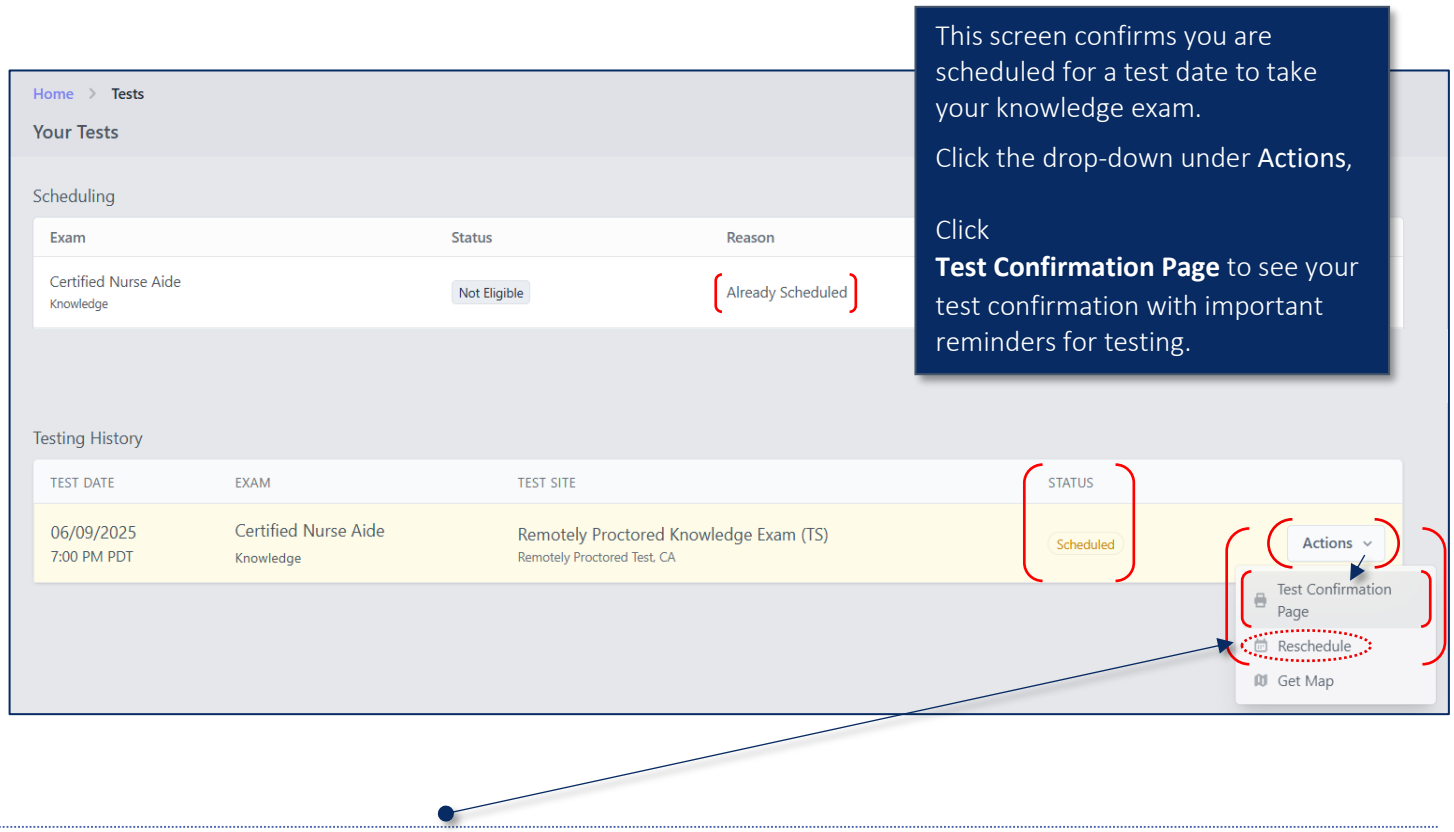


This is the next screen that opens, showing you the available test dates you can schedule.



Confirm your test event selection here:

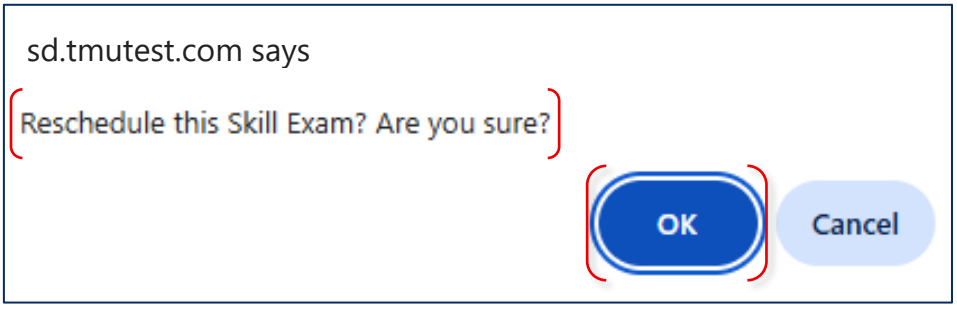




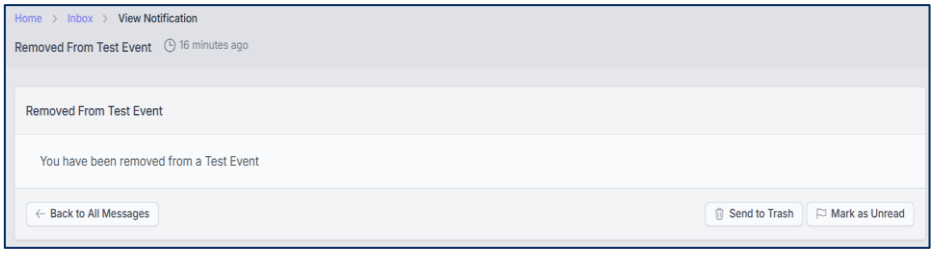
RESCHEDULE A TEST EVENT SCREENSHOTS

You may reschedule an exam date online in your TMU© account at **sd.tmutest.com** up until one (1) business day, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date.

- If you need to reschedule your test date, under **Actions**, click on **Reschedule** to select another test date.
- Click **OK** to confirm you wish to 'RESCHEDULE' from the event. You will then be able to select another available test date.



The following message will be in your notifications.



Please call D&SDT-HEADMASTER at (800) 393-8664 during regular business hours, 7:00AM to 7:00PM CT, Monday through Friday, excluding Holidays, if you have any questions or concerns or need assistance scheduling a knowledge exam.

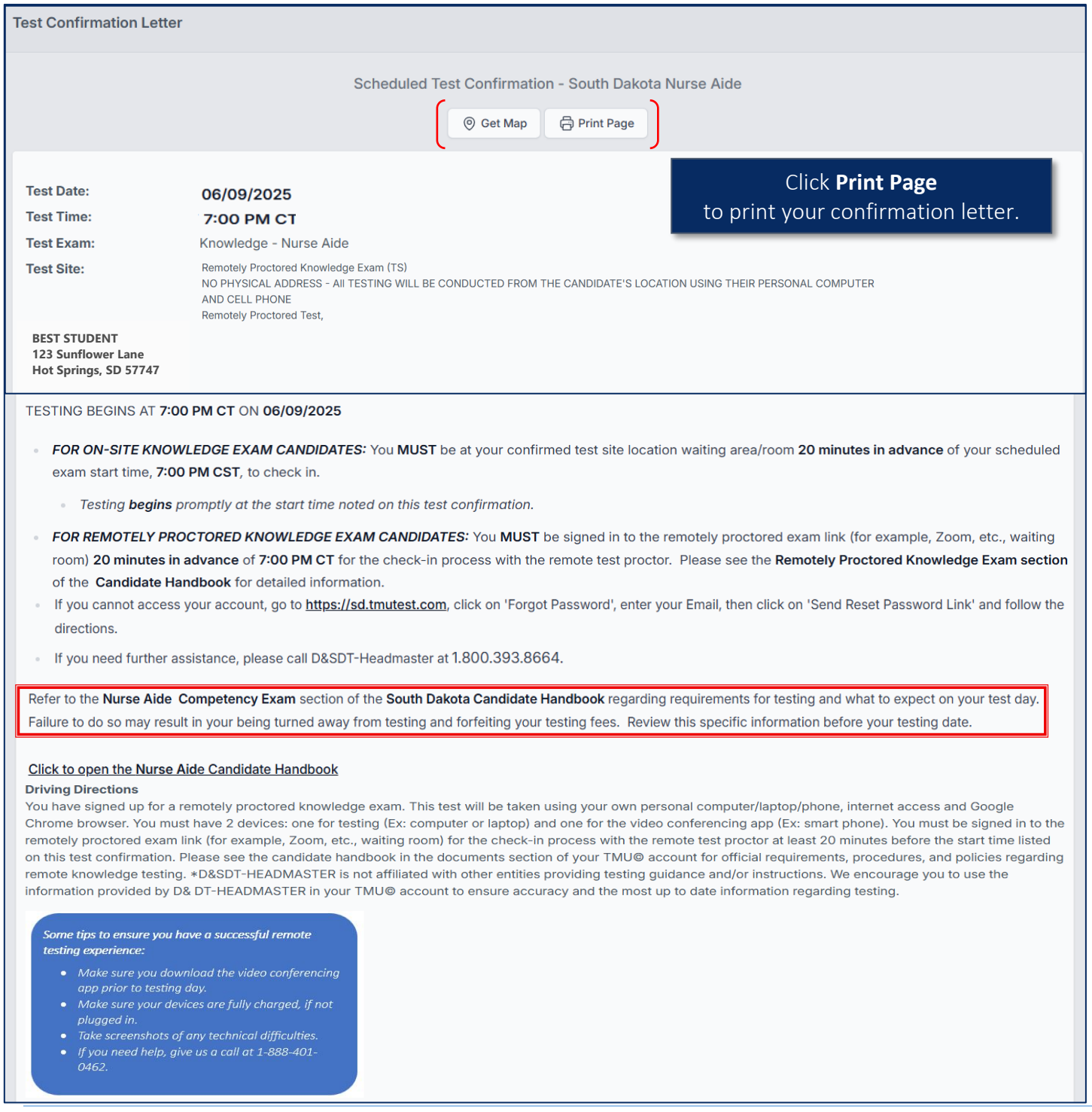
TEST CONFIRMATION LETTER

Candidates can view and verify their test confirmation notice any time after scheduling by logging into their TMU© account at **sd.tmutest.com**, clicking on the 'Actions' button, and selecting "Test Confirmation Page" from the drop-down list. Your test confirmation notice is not required for exam admission.

Your test confirmation letter will provide important information about your testing schedule and direct you to the South Dakota Nurse Aide Candidate Handbook. It can be accessed at any time.

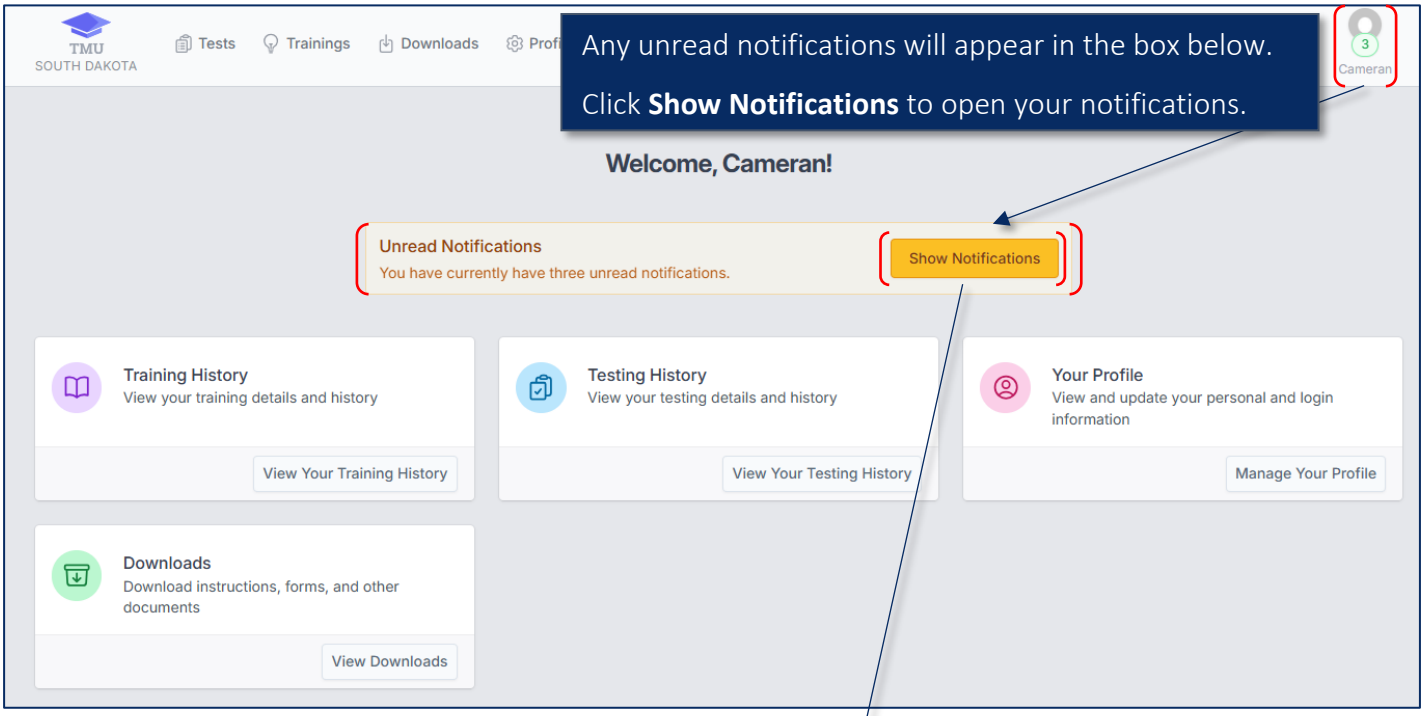
Note: Please read the candidate handbook to avoid a no-show status for your test event due to non-adherence to testing policies, etc.

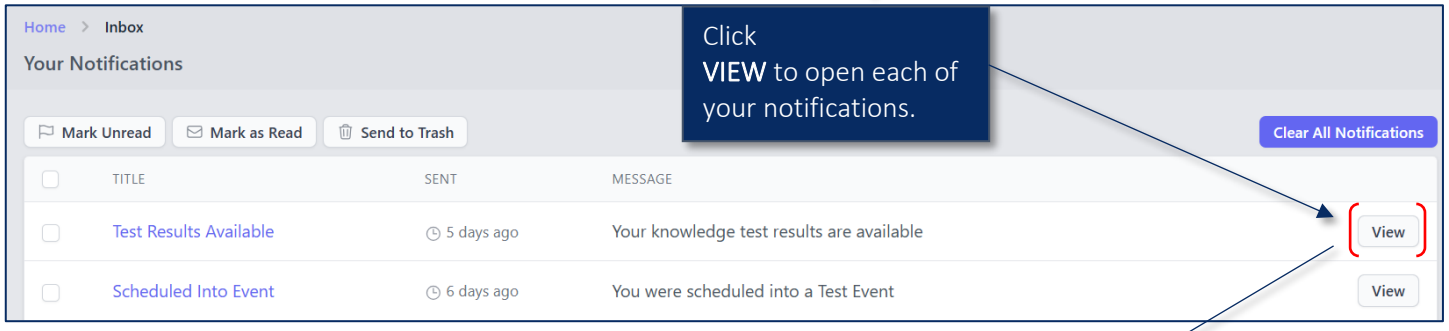
It is important that you read this letter and check the information in the Nurse Aide Candidate Handbook!



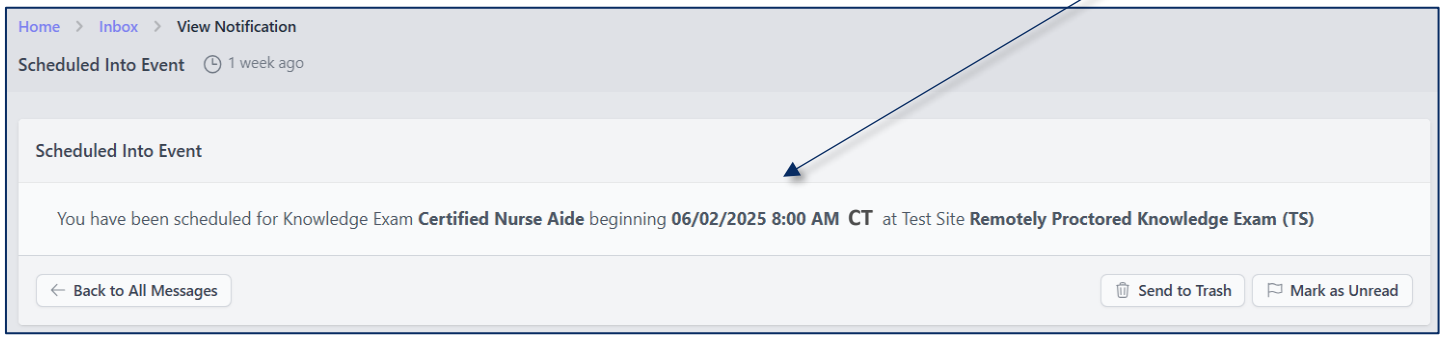
VIEW YOUR TMU© NOTIFICATIONS

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test event and other information. See screenshots below.

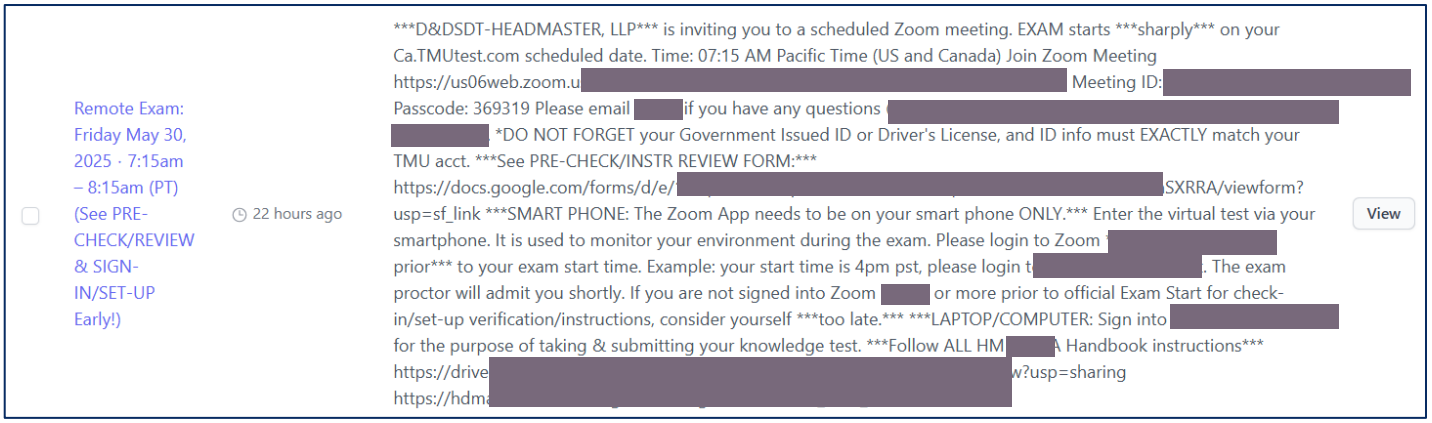




Notification example when scheduled into a test event:



Notification example showing the type of information received when the Zoom invite is sent *(this is only an example and the actual notifications will vary by test proctor)*:



TEST DAY

ON-SITE KNOWLEDGE EXAM CHECK IN

You must arrive at your confirmed test site waiting area/room 20 minutes in advance of your scheduled exam start time.

- Testing **begins** promptly at the start time noted on your test confirmation.
- You need to ensure you are at the event in the waiting area/room ***20 minutes before the start time*** to allow time to get checked in with the RN Test Observer.
  - *For example*, if your test starts at 8:00AM, you **must be at the test site waiting area/room for check-in by 7:40AM**.
- If you are scheduled for a remote knowledge exam, please see the check-in information under **Remote Knowledge Exam Check-In** in the **Remote Knowledge Exam Option**.

Note: If you arrive late, you will not be permitted to take the test.

TESTING ATTIRE

The testing attire is for both *on-site and remotely proctored test events.

- You must be wearing **appropriate clothing** such as a non-revealing shirt/sweater and pants, sweatpants, appropriate (non-revealing) shorts, or leggings.
  - *Smart watches and smart glasses, activity trackers, or Bluetooth-connected devices **are not allowed***.

You will not be allowed to test if you are not wearing appropriate clothing as shown above. You will be considered a NO SHOW status and will forfeit any fees paid.

***NOTE:** For candidates testing at their training program, you may need to adhere to the testing attire requirements of your training program. Please ask your instructor about the testing attire required for your on-site knowledge exam.

IDENTIFICATION

You must present a **U.S. GOVERNMENT-ISSUED, PHOTO-BEARING, *SIGNED, NON-EXPIRED FORM OF IDENTIFICATION**.

Only original IDs are accepted. Photocopies, images, faxes, emails, screenshots, and electronic or digitally stored forms of identification (for example, Apple or Google Wallet) ***will not be accepted***.

Examples of the forms of non-expired, US government-issued, *signed, acceptable photo IDs are:

- **State-issued Driver's License**
  - *When you renew, the temporary document you are issued is not valid for identification purposes.*
- **State-issued Identification Card**
- **Signed US Passport (Foreign Passports and Passport Cards *are not* acceptable)**
  - * *Exception: A signed foreign passport with a US VISA is acceptable (the VISA does not have a signature).*
- **Permanent Resident Card (Green Card or Alien Registration Card)/Employment-Work Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)**
  - * *Accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to the present day. If issued before January 1, 2023, it may contain a fingerprint in place of a signature.*
- **Tribal Identification Card**
  - * *A signed photo ID with an expiration date (not expired) issued by a federally recognized Tribal Nation/Indian Tribe.*
- **US Military Identification Card**
  - * *Accepted without a signature or fingerprint, but will have a bar code or may contain a fingerprint in place of a signature.*

The **FIRST** and **LAST** names listed on your ID **presented to the remote Proctor** during check-in at your test event ***MUST EXACTLY MATCH*** the FIRST and LAST names entered in the South Dakota TMU© database. You may call D&SDT-Headmaster at (800) 393-8664 to confirm that your name of record matches your US government-issued ID, or log in to your TMU© account at **sd.tmutest.com** using your Email or Username and Password to check on or change your demographic information. See more information under **Demographic Updates / Changes / Corrections**.

Please note:

- You will not be admitted for testing if you do not present proper/valid identification.
- Be sure your identification is not expired.
- Check to be positive that both your FIRST and LAST printed names on your identification document match your current name of record in TMU©.
- A driver's license or state-issued ID card that has a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- In cases where names do not match, your ID is not proper/valid, or it has a hole punched in it, you will not be allowed to test, will be considered a NO-SHOW status, forfeit your testing fees, and have to pay for another exam date.

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

If you need to update or correct your demographic information, please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM**. The form is under 'APPLICATIONS' on the Iowa TMU© main web page (before you log in to your account), or click on this link: **https://sd.tmutest.com/apply/13**.

INSTRUCTIONS FOR THE KNOWLEDGE AND REMOTELY PROCTORED KNOWLEDGE EXAMS

Test instructions for the on-site knowledge exam will be provided in written format in the waiting area when you check in for your test.

These instructions outline the process and what to expect during your exam. Please read the instructions ***before*** entering the knowledge exam room or taking the remotely proctored knowledge exam. For on-site testing, the instructions will be left in the waiting area during testing for your reference throughout your time at the test site, and will also be available in your TMU© account under Downloads (see below). For the remotely proctored knowledge exam, the instructions are available in your TMU© account under Downloads (see below). The RN Test Observer and/or Knowledge Test Proctor will ask questions about the instructions you read when entering the testing room.

The **Knowledge and Remotely Proctored Knowledge Exam Instructions** are available under the **'DOWNLOADS'** tab in your TMU© account. Refer to the **Access the Candidate Handbook and Testing Instructions** section of this handbook.

TESTING POLICIES

NOTE: If you are scheduled for a remotely proctored knowledge exam, please see the **Remotely Proctored Knowledge Exam Check-In** for check-in procedures and additional policies that apply to the remotely proctored knowledge exam under **Remotely Proctored Knowledge Exam Testing Policies**.

The following policies are observed for all test events:

- Make sure you have signed in to your TMU© account at **sd.tmutest.com** ***well before*** your test date to update your password and verify your demographic information. Refer to this handbook's **Complete your TMU© Account** section for instructions and information.
  - **If you have not signed in and completed/updated your TMU© account when you arrive for your test, you may not be admitted to the exam, and any exam fees paid *will NOT be refunded*.**
- Testing begins promptly at the start time noted on your confirmation. You **must** be at the on-site test site waiting area/room to **check in 20 minutes before your scheduled start time**. (*For example*: if your test start time is 8:00AM, you must be at the test site waiting area at 7:40AM.) If you are not present at the on-site test waiting area/room 20 minutes before your test start time, you will not be admitted to the exam, you will be considered a NO SHOW, and any exam fees paid *will NOT be refunded*.
- If you do not present a valid and appropriate US government-issued, non-expired, *signed photo ID *(see details in this handbook's* **Identification** *section)*, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
  - If the **FIRST** and **LAST** printed names listed on your ID presented to the RN Test Observer during check-in at your test event **DO NOT EXACTLY MATCH** your FIRST and LAST names that were entered in the South Dakota nurse aide TMU© database, you will not be admitted to the exam, considered a no-show status, and any exam fees paid *will NOT be refunded*.
- If you do not wear appropriate attire as outlined in the **Testing Attire** section, and conform to all testing policies, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- If you do not show up for your exam day, or are considered a NO-SHOW STATUS for any reason *(see details in this handbook's* **No-Show Status** *section)*, any test fees paid will NOT be refunded. You must repay your testing fees online in your TMU© account using your Email or Username and Password to schedule another exam date.

- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smartwatches, fitness monitors, electronic recording devices, Bluetooth-connected devices (including Bluetooth-connected glasses), and personal items (such as water bottles, purses, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. The testing team will inform you of the designated area for your personal items and electronic devices, and you will collect them at the end of your test.
  - All electronic devices must be **turned off**.
    → Smartwatches, fitness monitors, or Bluetooth-connected devices (including smart glasses) must be removed from your wrist or body and **turned off**.
    → If you are scheduled for a remotely proctored knowledge exam, please see the additional procedures/policies in the **Remotely Proctored Knowledge Exam Testing Policies** section.
- Anyone caught using any electronic recording device during the knowledge exam will be dismissed from the exam and testing room (on-site or remotely proctored), your test will be scored as a failed attempt, you will forfeit all testing fees paid, and you will be reported to your training program and the South Dakota Board of Nursing (SDBON). Please refer to the **Security** section of this handbook.
- Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the South Dakota Board of Nursing (SDBON). Please see the **Security** section of this handbook.
- Scratch paper and calculators ***are not allowed.***
- Translation dictionaries, translating devices, and non-approved language translators ***are not permitted*** to be used during testing.
- You are not allowed to leave the testing room (knowledge test room/remotely proctored test) once the exam has begun ***for any reason***. If you do leave during your test event, you will not be allowed back into the testing room/event to finish your exam.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, or smoke (e-cigarettes or vape) during the exam.
- For on-site testing:
  - You may use personal devices in the on-site waiting area during your free time.
  - You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
  - Test sites, RN Test Observers, and Knowledge Test Proctors are not responsible for the candidate's personal belongings at the test site.
- No visitors, guests, pets (including companion and emotional support animals), or children are allowed.
  - Service animals (a dog that has been individually trained to perform specific tasks for people with disabilities) are allowed. We encourage you to contact D&SDT-Headmaster at (800) 393-8664 or via email at **southdakota@hdmaster.com** once you schedule a test date, so we can notify the testing team.
  - If you attend your event with guests, pets (including companion or emotional support animals), or children of any age, you will not be permitted to test and will forfeit all testing fees paid.
- **You may not test if you are ill (sick).** Call D&SDT-Headmaster at (800) 393-8664 immediately to reschedule *(see the **note** on the next page)*.

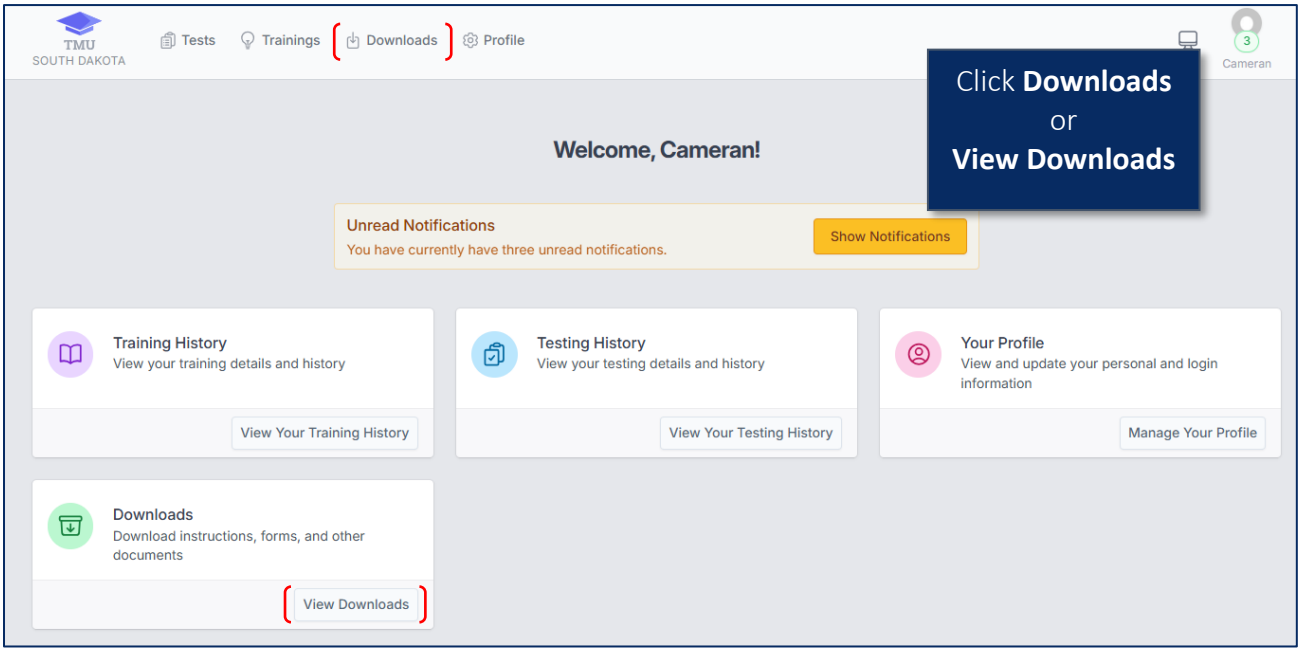
  NOTE: Please refer to the handbook's **Rescheduling Policy** and **No-Show Exceptions** sections.

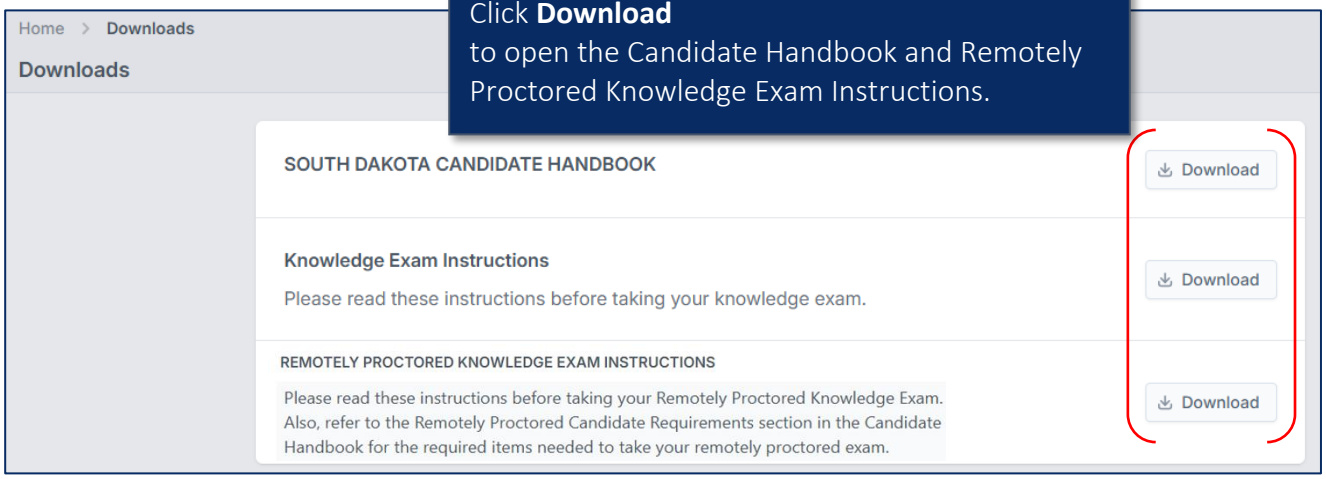
  → *Reschedules will not be granted less than one (1) full business day before a scheduled test date.*

- ***Please refer to this South Dakota Nurse Aide Candidate Handbook before your test day for any updates to testing and policies.***

The Candidate Handbook and Testing Instructions can also be accessed within your TMU© account under your 'Downloads' tab. Follow the instructions under **Access the Candidate Handbook and Testing Instructions** below.

ACCESS THE CANDIDATE HANDBOOK AND TESTING INSTRUCTIONS





REMOTELY PROCTORED KNOWLEDGE EXAM OPTION

You can take the knowledge exam with a remote proctor from home. Along with all other policies and requirements in this handbook, this section outlines the additional requirements for the remotely proctored knowledge exam. The Candidate Handbook can be accessed within your TMU© account under your 'Downloads' tab. Please see the **Access the Candidate Handbook and Testing Instructions** section.

REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATE REQUIREMENTS

Candidates must have:

- An updated version of Google Chrome as your Internet browser.
  - ***TMU© does not support Internet Explorer.***
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam. The remote Proctor will provide you with a 'code' to start your test.**
- A smartphone or tablet to access the 'video conferencing app' (for example, Zoom, etc.) that you **must download**.
  - An email will be sent to you and your notifications (in your TMU© account) with information about the 'video conferencing app' (for example, Zoom, etc.) **you must download *before* test day**.
  - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU© account), a reminder with the password-protected link to join the test event.
- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
- You may not use a video filter, such as a background or blurring your screen.
- **IMPORTANT NOTE:** On testing day, you *will not be allowed to receive any assistance with your setup* from anyone in your environment (room/area).
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- If you have selected the Audio version of the knowledge exam, you will provide your own wired headphones/earbuds (Bluetooth-connected devices are not allowed) to plug into the computer.
  - The questions are neutrally read to you and will be heard through wired headphones or earbuds plugged into the computer.
  - When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

SCHEDULE / RESCHEDULE A REMOTELY PROCTORED KNOWLEDGE EXAM TEST EVENT

Follow the instructions under the **Schedule / Reschedule a Knowledge Exam Test Event** section and the information below to choose a test date.

- **Please ensure you have met the Remotely Proctored Knowledge Exam Candidate Requirements before scheduling your remotely proctored knowledge exam.**
- The test site location for a remotely proctored knowledge exam will be the '**Remotely Proctored Knowledge Exam (TS)**.'
- Once scheduled, a test confirmation will be sent via email and/or text, and a notification will be generated in your TMU© account for you to view (see this handbook's **Test Confirmation Letter** and the **View your TMU© Notifications** sections for information to access your test confirmation).

- Instructions and the link to download the 'video conferencing app' (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
  - Remember, for this information, check your **'NOTIFICATIONS'** under your profile pic in your TMU© account. Please refer to the handbook's **View your TMU© Notifications** section.

Please call D&SDT-Headmaster at (800) 393-8664 if you have any questions or concerns, or need assistance scheduling a remotely proctored knowledge exam.

REMOTELY PROCTORED KNOWLEDGE EXAM INSTRUCTIONS

It is important that you read the Remotely Proctored Knowledge Exam Instructions before signing in to your remotely proctored knowledge exam. Please see the instructions to access the Remotely Proctored Knowledge Exam Instructions under **Access the Candidate Handbook and Testing Instructions**.

REMOTELY PROCTORED KNOWLEDGE EXAM TESTING ATTIRE

For remotely proctored knowledge testing, **you must be wearing:**

- **Appropriate clothing** such as a non-revealing shirt/sweater and pants, sweatpants, shorts, or leggings.
  - *Smart watches and smart glasses, activity trackers, or Bluetooth-connected devices **are not allowed**.*

You will not be allowed to test if you are not wearing appropriate clothing as shown above. You will be considered a NO SHOW status and will forfeit any fees paid.

REMOTELY PROCTORED KNOWLEDGE EXAM CHECK-IN

You must be signed in to the remotely proctored exam link (e.g., Zoom, waiting room) **20 minutes before the start time** listed on your test confirmation to complete the check-in process with the remote test proctor. If you are not signed into the remotely proctored exam waiting room prior to **(at least 20 minutes)** the time listed on your test confirmation, you will not be allowed to test, will be considered a no-show status, forfeit your testing fees paid, and have to pay for another test date.

- You must show your **mandatory identification** to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see this handbook's **Identification** section for specifics.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- You must show your surroundings/entire room to the remote Proctor during check-in before starting your remotely proctored knowledge exam.
  - Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- Then, you must position your smartphone/tablet so the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
  - *You may not use a video filter, such as a background or blurring your screen.*
- **NOTE:** On testing day, you *will not be allowed to receive any assistance with your setup* from anyone in your environment (room/area).
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

REMOTELY PROCTORED KNOWLEDGE EXAM POLICIES

All **Security**, **Testing Attire**, and **Testing Policies** requirements are followed during the remotely proctored knowledge exam. Please refer to those sections for information. The following are additional policies regarding the remotely proctored knowledge exam.

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

- Make sure you have signed in to your TMU© account at **sd.tmutest.com** well before your test date to update your password and complete your demographic information. Refer to this handbook's **Complete Your TMU© Account** section for instructions and information.
    - If you have not signed in and completed/updated your TMU© account when you check in for your exam, you may not be admitted to the remotely proctored exam, and any exam fees paid *will NOT be refunded*.
- You **must be wearing appropriate clothing such as a non-revealing shirt/sweater and appropriate pants, sweatpants, non-revealing shorts, or leggings.** You will not be allowed to test if you are not wearing appropriate clothing as shown above. You will be considered a NO SHOW and will forfeit any fees paid.
- On testing day, you **will not be allowed to receive any assistance with your setup** from anyone in your environment (room/area). **If someone else is in the room with you, the remote Proctor will remove you from the meeting, and you will be marked as a no-show.** You will forfeit any testing fees paid and must repay to reschedule a new test.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
    - ***You may not use a video filter, such as a background or blurring your screen.***
- The 'video conferencing app' (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
    - If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.
- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** You need to test in an isolated, secure room/area that is free of distractions and interruptions, *just as you would if you were sitting in the knowledge test room at a test site.*
- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored testing issues under the **No-Show Exceptions** section.
- If you have requested an AUDIO version of the Knowledge Exam, you will need to have wired headphones/earbuds that plug into the computer (**Bluetooth-connected devices are not allowed**).
    - The questions are neutrally read to you and will be heard through wired headphones or earbuds plugged into the computer.

- When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.

- Translation dictionaries, translating devices, and non-approved language translators ***are not permitted*** to be used during testing.
- Scratch paper and basic calculators ***are not allowed***.

Failure to adhere to any of these remote testing conditions/policies will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Security

Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the South Dakota Board of Nursing (SDBON).

You will be asked to leave the test site, your test will be stopped and scored as a failed attempt, and you will forfeit any testing fees if you, which may include, but are not limited to, the following circumstances:

- Are caught cheating
- Refuse to follow directions
- Use abusive language or threaten others
- Disrupt the examination environment
- Are visibly impaired
- Engage in unprofessional or aggressive behavior
- Attempt to remove test material, take notes, or copy information
- Give or receive unauthorized help during testing, including using electronic devices (e.g., cell phones, smartwatches, smart glasses) or navigating to other browsers during your exam

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

Rescheduling Policy

All candidates may reschedule online in their TMU© account to a new test date up until **one (1) full business day** before a scheduled test day, **excluding** Saturdays, Sundays, and Holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date by signing in to your TMU© account at **sd.tmutest.com**. (See instructions under **Schedule / Reschedule a Test Event**.)

Example: If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to reschedule by the close of business on the Thursday before your scheduled exam. D&SDT-Headmaster is open 7:00AM to 7:00PM CT, Monday through Friday, excluding Holidays.

See the table on the next page.

Scheduled test date is on a:	Reschedule before 7:00PM CT the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

Note: Reschedules will not be granted less than one full business day prior to a scheduled test date.

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the South Dakota Nurse Aide Competency Exam at all.

SCHEDULED IN A TEST EVENT

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

   Example: If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you must request a refund by submitting the Refund Request Form by the close of business on the Thursday before your scheduled exam. D&SDT-Headmaster is open until 7:00PM Central Time, Monday through Friday, excluding Holidays.

2. Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

3. Refund requests must be made within thirty (30) days of payment of the original testing fees with D&SDT. Requests for refunds submitted more than 30 days after the original payment of testing fees with D&SDT ***will not be issued***.

NOT SCHEDULED IN A TEST EVENT

1. Refund requests must be made within thirty (30) days of payment of the original testing fees with D&SDT. Requests for refunds submitted more than 30 days after the original payment of testing fees with D&SDT ***will not be issued***.

2. A refund request for testing fees paid must be made by filling out and submitting the **CANDIDATE-Refund Request Form** on D&SDT-Headmaster's South Dakota webpage at **hdmaster.com**. No phone calls will be accepted.

3. Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

Unforeseen Circumstances Policy

If an exam date is canceled due to an unforeseen circumstance, D&SDT-Headmaster staff will make every effort to contact you using the contact information (phone number/email) we have on file to reschedule you, for no charge, to a mutually agreed-upon new test date.

Therefore, you must keep your contact information up to date in case we need to contact you *(*see examples below for reasons we may not be able to contact you that you are responsible for).*

If D&SDT-Headmaster is unable to reach you via phone call or email with the information in your record (*see examples below) in the event of an unforeseen circumstance for a test event you are scheduled for, you will be taken out of the test event, and D&SDT-Headmaster will not reschedule you until we hear back from you.

NOTE: The *examples listed below are your responsibility to check and/or keep updated.

- If D&SDT-Headmaster leaves you a message or emails you at the phone number or email in your record, and:
  - you do not call us back in a timely manner
  - your phone number is disconnected/your voicemail is full
  - you do not check your messages in a timely manner
  - you do not check your email or reply to our email in a timely manner
  - your email is invalid, or you are unable to access your email for any reason

See more information under **'No-Show Exceptions'**.

No-Show Status

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

These fees partially offset D&SDT-Headmaster costs incurred for services requested and the resulting work performed. If a reschedule or refund request is not received at least one full business day before a scheduled test event, excluding Saturdays, Sundays, and Holidays (see examples in this handbook's **Schedule / Reschedule a Test Event** and **Refund of Testing Fees Paid** sections), a NO-SHOW STATUS will exist. You will forfeit your testing fees and must repay the full testing fee to secure a new test event.

NO-SHOW EXCEPTIONS

Exceptions to the No-Show status exist; if you are a no-show status for any test component for any of the following reasons, a free reschedule will be authorized to the remitter of record, provided **the required documentation is received within the appropriate time frames outlined below.**

Complete, upload the required documentation, and submit (within the required time frames outlined below) the **No Show Exception Form** available on the South Dakota TMU© main page under 'APPLICATIONS', or click this link: **https://sd.tmutest.com/apply/14**.

- **Car breakdown or accident**: If you have to drive to a location other than your home to take your remotely proctored knowledge exam, D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and a tow bill, police report, or other appropriate documentation showing your name and the provider of service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Weather or road condition-related issue**: If you have to drive to a location other than your home to take your remotely proctored knowledge exam, D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and a road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Medical emergency or illness**: D&SDT-Headmaster must be contacted within one business day via phone, fax, or email, and a doctor's note showing your name and the provider of service name (or be on the provider's letterhead) must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Death in the family**: D&SDT-Headmaster must be contacted within one business day via phone, fax, or email, and an obituary or letter showing your name and the provider of service name submitted on your behalf from the funeral home for immediate family must be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within 7 business days, your no-show status will stand, and you will be required to repay your testing fee. (The immediate family includes the parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

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

Candidate Feedback – Exit Survey

You will be able to access your test results in your TMU© account the day your test is officially scored after 7:00PM CT. You will be provided a link to complete the exit survey when you access your test results. The survey is confidential and will not affect the outcome of any test. You are encouraged to complete the survey with honest feedback on the examination process to help improve testing.

Exam Results

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

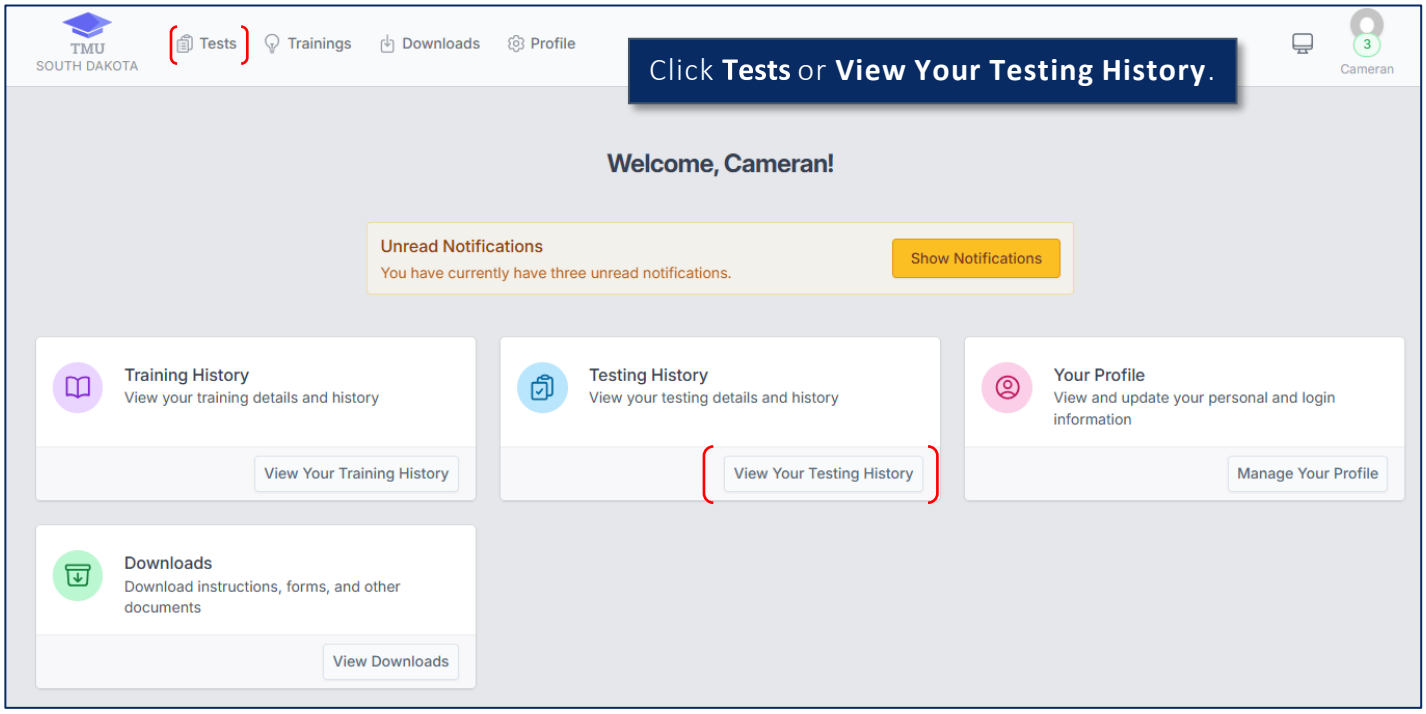
You may securely access your results in your own TMU© account at **sd.tmutest.com**. Official test results are available to you after 7:00PM Central Time the day tests are scored.

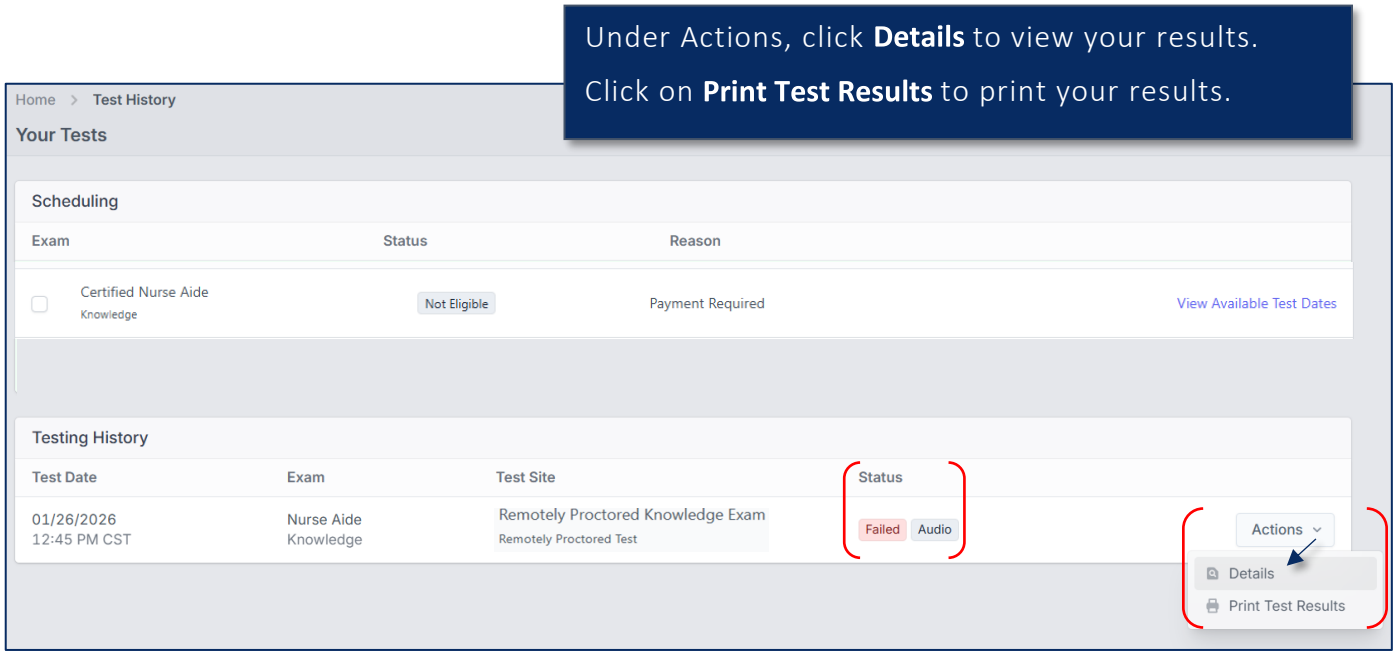
Note: D&SDT-Headmaster does not send postal mail letters or email test results to candidates.

The detailed feedback on your exam results is shown below.

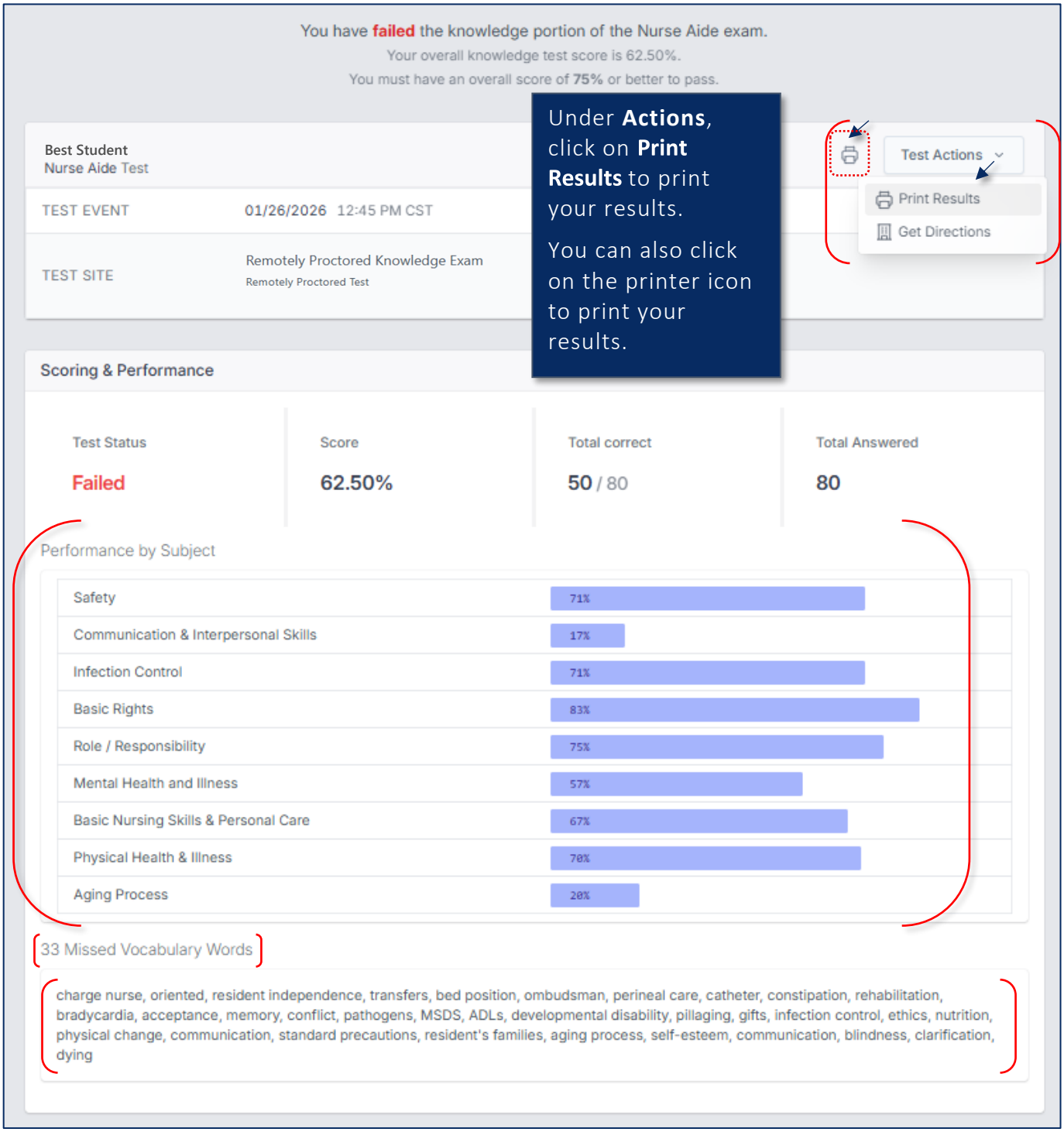
ACCESSING YOUR TEST RESULTS IN YOUR TMU© ACCOUNT

Sign in to your TMU© account at **sd.tmutest.com** to view your test results.





Test Results Example:



Printed Version:

← Back

Print

HEADMASTER, LLP
P.O. BOX 6609, HELENA, MT 59604-6609
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM

SOUTH DAKOTA NURSE AIDE EXAM RESULTS REPORT

BEST STUDENT
123 Sunflower Lane
Rosebud, SD 11111
IMPORTANT TEST RESULTS

TEST DATE: Monday, January 26, 2026

Dear BEST,

You have **failed** the knowledge portion of the Nurse Aide exam.
Your overall knowledge test score is 62.50%.
You must have an overall score of **75%** or better to pass.

A passing score **does not** imply certification. You must verify on the registry.

Any weaknesses indicated in your test results are listed below:

Knowledge Exam Results By Subject Area

Safety	71%
Communication & Interpersonal Skills	17%
Infection Control	71%
Basic Rights	83%
Role / Responsibility	75%
Mental Health and Illness	57%
Basic Nursing Skills & Personal Care	67%
Physical Health & Illness	70%
Aging Process	20%

Vocabulary words to study: charge nurse, oriented, resident independence, transfers, bed position, ombudsman, perineal care, catheter, constipation, rehabilitation, bradycardia, acceptance, memory, conflict, pathogens, MSDS, ADLs, developmental disability, pillaging, gifts, infection control, ethics, nutrition, physical change, communication, standard precautions, resident's families, aging process, self-esteem, communication, blindness, clarification, dying

Test Attempts

You have **three (3) attempts** to pass the competency exam. **A passing score of 75% is required.** Additional training is needed after three failed attempts.

Retaking the Knowledge Exam

In the event that your test results inform you that you failed the knowledge exam, and when you want to apply for a retest, you will need to pay the testing fee before you can schedule a new exam date.

You can schedule a retest online by signing in to your TMU© account at **sd.tmutest.com**. (See this handbook's **Schedule / Reschedule a Test Event** for rescheduling instructions.) You will need to pay with a Visa or Master Card credit/debit card before you can schedule.

If you need assistance scheduling your re-test, please call D&SDT-Headmaster at (800) 393-8664. We can assist you with scheduling a retest date, provided your fees have been paid.

Test Review Requests

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

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

There is a $25 non-refundable test review deposit fee. To request a review, complete the **Test Review Request and Payment Application**, available on the South Dakota TMU© main page under 'APPLICATIONS' (before logging in to your account) at **sd.tmutest.com**. Test Review Requests must be received **within three (3) business days** from the official scoring of your test (excluding Saturdays, Sundays, and Holidays). Late requests will be denied and will not be considered.

The likely outcome of your review will determine who pays for any retests that may be granted. If, after investigation, the review finding is in your favor, you will be refunded the $25 test review deposit. If the review findings are *not in your favor*, the $25 test review deposit will remain, and the fee is non-refundable.

D&SDT-Headmaster will review your detailed recollection and knowledge test markings, as well as the markings and notations recorded by the test Proctor at the time of your test. We will interview the test Proctor about the facts detailed in your dispute documentation. D&SDT-Headmaster will recheck the scoring of your test and may contact you for any additional information about the test event.

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

D&SDT-Headmaster will complete your review request within ten business days of receiving it within the required timeframe. The final determination of the review results will be sent to the email address listed in your TMU© account, along with a notification to the South Dakota Board of Nursing.

THE KNOWLEDGE/AUDIO EXAM

Knowledge Exam Content

The Knowledge Exam consists of **80 multiple-choice questions**. Questions are selected from subject areas based on the South Dakota Board of Nursing's approved test plan and include questions from all the required categories as defined in OBRA regulations. The subject areas and the number of questions for each are listed below.

The knowledge test consists of 80 questions selected from the nine (9) subject areas listed below:

Aging Process— 5 questions

- Awareness of developmental tasks associated with the aging process.

Basic Nursing Skills, Data Collection, and Personal Care— 24 questions

- Broad subject area, including any act or activity that would be considered a basic skill necessary to perform the job of a CNA, includes data acquisition, handling, and routing.

Basic Rights— 6 questions

- The rights residents are legally entitled to; organization and CNA roles in ensuring those rights, including the promotion of residents' independence.

Communication and Interpersonal Skills— 6 questions

- Any verbal and nonverbal communication, written and spoken; any communication related to hearing, seeing, feeling, tasting, or smelling.

Infection Control— 7 questions

- Relating to the nature of infections, causes, and prevention, correct methods and procedures for dealing with infection.

Mental Health and Illness— 7 questions

- Mental processes of residents, signs, and stages of mental states of residents, both normal and care impaired; mental well-being and interaction of a CNA and co-workers.

Physical Health and Illness— 10 questions

- Activities or acts performed by a CNA for or to residents that are personal in nature and accommodations necessary for functionally impaired residents.

Role and Responsibility— 8 questions

- Broad subject area, including any act or activity or restorative services that would be considered part of the basic role or responsibility of a CNA in the workplace.

Safety— 7 questions

- Safety of residents, CNAs, organization safety issues, and safety of organization personnel in general.

SUBJECT AREAS

SUBJECT AREA	NUMBER OF QUESTIONS
Aging Process	5
Basic Nursing Skills, Data Collection, and Personal Care	24
Basic Rights	6
Communication and Interpersonal Skills	6
Infection Control	7
Mental Health and Illness	7
Physical Health and Illness	10
Role and Responsibility	8
Safety	7

KNOWLEDGE EXAM INFORMATION

You will have a maximum of **sixty (60) minutes** to complete the **80-question** knowledge exam. The multiple-choice questions will be presented to you, one at a time, on the computer screen to select answers A, B, C, or D. You can navigate through the exam questions with the previous and next buttons. You will be able to see your time at the top of your screen when you are logged in to the exam. You may not ask the Test Proctor questions about the content of the knowledge exam (such as "What does this question mean?").

You must have a score of **75%** or better to pass the knowledge portion of the exam.

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

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

Your exam will be displayed on a computer screen for you to read and key/tap or click on your answers.

Translation dictionaries, language translators of any kind, scratch paper, and calculators ***are not allowed***.

The Audio Version of the Knowledge Exam

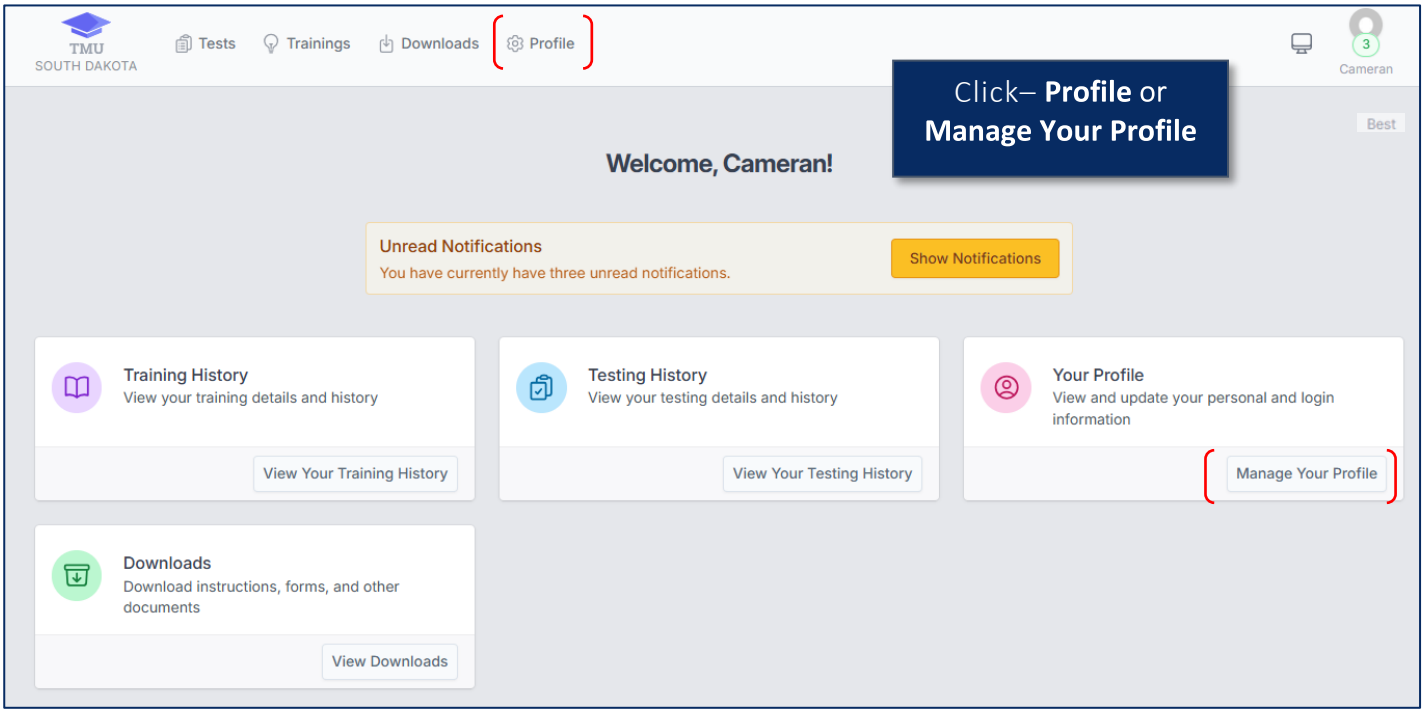
An audio (oral) version of the knowledge exam is available. However, you must select an Audio version before you submit your testing fee payment. There is no additional charge for an audio version of the knowledge exam.

The questions are read neutrally to you and can be heard through wired earbuds or headphones plugged into the computer. You will need to provide your own wired earbuds or headphones and present them to the remote Proctor to check in for your remotely proctored exam. ***Bluetooth-connected devices are not allowed.***

When taking an Audio version of the Knowledge exam, the audio control buttons appear on the computer screen, allowing you to play, rewind, or pause questions as needed.

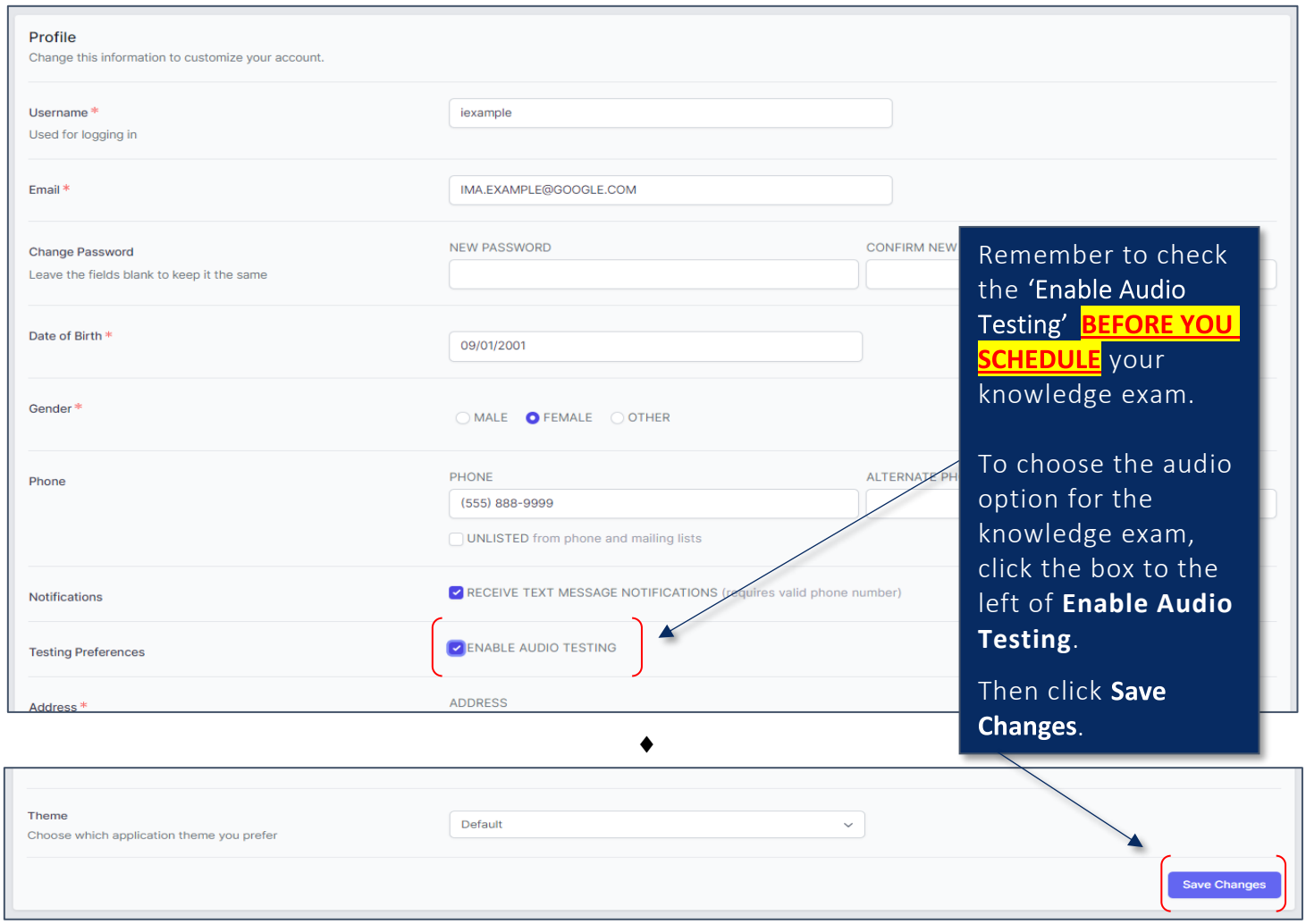
Select an Audio Version of the Knowledge Exam

To select the audio version of the knowledge exam, see the instructions that follow.



-continued on the next page-

Check the 'Enable Audio Testing' to receive an Audio version of the Knowledge Exam:



KNOWLEDGE EXAM VOCABULARY LIST

The vocabulary words listed below are essential for studying for the knowledge exam questions. Additionally, these words will be included in your detailed test results feedback for any questions you answer incorrectly. See the **Test Results Example** in this handbook's **Access your Test Results in your TMU© Account** section.

abandonment	adaptive devices	Alzheimer's
abdominal thrust / Heimlich maneuver	adduction	ambulation
abduction pillow	ADLs	amputees
abnormal vital signs	admitting resident	anatomy
abuse	advanced directive	anemia
acceptance	affected side	anger
accidents	aging process	angina pectoris
accountable	agitation	anti-embolic / elastic stockings
activities	AIDS	antibacterial
	alarms	

anxiety
aphasia
apical
apnea
applying gloves
appropriate response
arteries
arthritis
aspiration
assistive device
atrophy
authorized duty
axillary temperature
bacteria
bargaining
basic needs
bath water temperature
bathing
bed bath
bed cradle
bed height
bed making
bed position
bedpan
bedrails
bedrest
behavior
behavioral care plan
beliefs
biohazard
bipolar disorder
bladder training
blindness
blood-borne pathogen
blood pressure (BP)
body alignment
body fluids
body mechanics

body systems
body temperature
bowel program
bradycardia
breathing
broken equipment
burnout
burns
C-difficile
call light
cancer
cane
carbohydrates
cardiac arrest
cardiovascular system
care impaired
care plan
cast
cataracts
catastrophic reactions
catheter care
ccs in an ounce
central nervous system
cerebral vascular accident (CVA)
certification
chain of command
charge nurse
charting
chemical restraint
chemical safety
choking
chromosome
chronic
circulation
clarification
cleaning spills
clear liquid diet

clergy
cold application
cold compress
cold pack
colostomy bag
colostomy care
coma
combative resident
comfort care
communicable
communication
compensation
competency evaluation program
conduct
confidentiality
conflict resolution
confused resident
congestive heart failure (CHF)
constipation
constrict
contamination
continuity
contracture
converting measures
COPD
Coronary Artery Disease
cueing
cultural
cystitis
data collection
de-escalation
death and dying
decubitus ulcer
dehydration
delegation
dementia

denial
dentures
depression
development
developmental disability
diabetes
dialysis
diastolic
diet
difficulty swallowing
digestion
dilate
disability
discharges and transfers
disease process
disinfection
disoriented
disposing of contaminated materials
dizziness
DNR
documentation
domestic abuse
dressing
droplets
drowsy
drug tolerance
dry skin
dysphagia
dyspnea
edema
elderly
elevate head
elimination
emergency
emesis
emotional abuse
emotional stress

emotional support
empathy
emphysema
end of life care
enema
epilepsy
ethics
etiquette
evacuation
exercise
extremity
eye
eye glasses
falls
fasting
fecal impaction
feces
feeding
financial abuse
fire safety
first aid
flexed
fluid
fluid in lungs
Foley catheter
foot board
foot care
foot drop
Fowler's
fractures
fraud
frayed cord
free from disease
frequent urination
gait belt
gastric feedings
gastrostomy tube
geriatrics

germ transmission
gerontology
gestures
gifts
gloves
grand mal seizure
grieving process
guardian
hair care
hallucination
hand care
hand washing
hazardous substance
health-care team
hearing aid
hearing impaired
hearing loss
heart
heat application
height
hepatitis A
hepatitis B
hip fracture
HIPAA
HIV
hoarding
holistic care
hormones
hospice
hydration
hyperventilation
immune system
impairment
in-service programs
incident report
incontinence
indwelling catheter
infection

informed consent
initial observations
insomnia
inspiration
intake and output (I&O)
integumentary system
inter-generational care
interpersonal skills
intoxicated resident
invasion of privacy
isolation
IV care
jaundice
kidney failure
legal ethics
liability
life skill
life support
lift/draw sheet
lifting
linen
liquid diet
listening
living will
log roll
loose teeth
low sodium diet
making an occupied bed
mandatory reporting of allegations
Maslow
masturbation
material safety data sheets
MDS
measuring height
mechanical lift
mechanical soft diet
medications
memory loss
mental health
mentally impaired
metastasis
microorganism
military time
minerals
misappropriation of property
mistreatment
mobility
mouth care
moving
MRSA
MSDS
Multiple Sclerosis
muscle spasms
musculoskeletal
nail care
needles
needs
negligence
nonverbal communication
nosocomial
NPO
nurse's station
nursing assistant duties
nursing assistant's role
nutrition
objective
OBRA
obsessive compulsive
official records
ombudsman
open-ended questions
oral care
oral temperature
orientation
osteoporosis
ostomy bag
oxygen
pacemaker
pain
palliative care
panic attack
paralysis
paranoia
Parkinson's
partial assistance
partial bath
passive
pathogens
patience
perineal care
personal care
personal items
personal protective equipment (PPE)
personal values
pet therapy
phantom pain
physical abuse
physical change
physical needs
physiology
pill-rolling
pillaging
plaque
plate rim
plegia
policy book
positioning
post-mortem care
post-surgical care

pressure ulcer
preventing falls
preventing injury
privacy
progressive
prone
prosthesis
psychological needs
pulmonary disease
pulse
PVD
quadrant
quality of life
radial
ramps
range of motion
rationalization
reality orientation
rectal
refusal
registry
regulation
rehabilitation
religious service
reminiscing
renewal of certification
reporting
repositioning
resident abuse
resident identification
resident independence
resident's belongings
Resident's Bill of Rights
resident's chart
resident's environment
resident's families
resident's pictures
resident's rights

residents
respectful treatment
respiration
respiratory
responding to resident's behavior
responsibility
restorative care
restraints
resume
safety
sanitizer
scale
scope of practice
scope of responsibility
seclusion
security
seizure
self-esteem
semi-Fowlers
sensory system
sexual harassment
sexual needs
sharps container
shaving
shearing of skin
showering
side rails
skin
skin integrity
slander
smoking
social needs
social worker
soiled linen
specimens
spills
spinal cord injuries

spiritual needs
sputum
stages of death
stages of grief
stages of pressure ulcer
standard precautions
stealing
stereotypes
stethoscope
stool specimen
stress
stroke
strong side
subjective
substance abuse
suicide
sundowning
supine
supplemental feedings
survey
swelling
systolic
tachycardia
task
telephone etiquette
temperature
terminal
terminology
threatening resident
tips
toenails
trachea
transfers
transport bag
transporting
transporting food
treating residents with respect

tub bath
tube feeding
twice daily
tympanic
unaffected
unconscious
unethical behavior
unsteady
urinal
urinary catheter bag
urinary output

urinary system
urine
UTI
violent behavior
vision change
vital signs
vitamins
vocabulary
vomitus
walker
wandering resident

warm application
water faucets
water intake
water temperature
weakness
weighing
wheelchair safety
white blood cells
withdrawn resident
workplace violence

Notes: