

Arizona Instructor Workshop

January 2025



Presented by:
D&SDT - Headmaster

Welcome!

The purpose of the Instructor Workshop is to provide Instructors with insight into the testing day so they can better prepare their candidates for their nurse aide exam.

Remember, testing is not all inclusive care, but a spot check on minimum competency for each task tested.

Candidates are less anxious when they are well prepared and familiar with the format, equipment used and what is being read to them during testing.

Take the tools and tips we give you in this workshop and use them in your labs and during mock testing as you prepare your candidates for their nurse aide competency exam.

UPDATES TO TESTING

EFFECTIVE 2-1-2025



For the following tasks:

- ❖ CATHETER CARE FOR A RESIDENT - EMPTY A URINARY DRAINAGE BAG - MEASURE AND RECORD OUTPUT WITH HAND WASHING
- ❖ MOUTH CARE FOR A COMATOSE RESIDENT

The step: ~~Leave the resident in a position of safety and comfort.~~

Has been replaced with:

Leaves resident in a position of comfort.

IDENTIFICATION REQUIREMENTS



US GOVERNMENT-ISSUED, PHOTO-BEARING FORM OF IDENTIFICATION

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

Examples of the forms of US government-issued, acceptable photo IDs are:

- Driver's License (*Arizona Driver's License must be issued after January 1, 1997*)
- State-issued Identification Card (*Arizona State ID must be issued after January 1, 1997*)
- US Passport
 - *Exception: A signed foreign passport with a US VISA is acceptable (the VISA does not have a signature).*
- US Passport Card
- Permanent Resident Card (Green Card or Alien Registration Card)/Employment-Work Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS) (*the new redesigned permanent resident card ISSUED from January 30, 2023, to the present day is acceptable. The old card, issued before January 1, 2023, is acceptable as long as it is not expired.*)
- Tribal Identification Card (*must contain a photo issued by a federally recognized Tribal Nation/Indian Tribe*)



The candidate's **FIRST** and **LAST** names on the sign-in sheet at testing **must exactly match** the **FIRST** and **LAST** names printed on their photo ID.



Secrets to Successful Testing



AZ NA Candidate Handbook



D&S Diversified Technologies LLP
Headmaster LLP

Arizona Nurse Aide Candidate Handbook

EFFECTIVE: February 1, 2025
Version 28

Updates to the Nurse Aide Candidate Handbook – Effective: 2-1-2025
Skill Task Updates are in **red** font.

Important Items Covered in the Handbook:

- Knowledge Test Information and Content
- Manual Skills Listing
- Test Day & Testing Policies
- Reschedule / Refund / No Show Information
- Test Results
- Knowledge Test Vocabulary Words

Arizona Nurse Aide Candidate Handbook

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test (800) 393-8664
Questions regarding: obtaining information on official regulations and guidelines for nurse aides
• updating your name or address on the Registry (602) 771-7800

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Arizona Nurse Aide Candidate Handbook

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MOCK TESTING

MOCK TESTING PROVIDES:

- Testing experience that may be encountered on test day
- Familiarity with procedures used during testing
 - Knowledge Exam and Skill Test Instructions
- Hands-on practice with the skill tasks
- Time management experience within the allotted 35 minute time frame



MOCK SKILLS

Ambulation with a Walker using a Gait Belt

[ASSISTING RESIDENT TO AMBULATE AT LEAST 10 STEPS WITH A WALKER USING A GAIT BELT]

	Greets resident by name.	
	Performs hand hygiene. a. Covers all surfaces of hands with hand sanitizer. b. Rubs hands together until hands are completely dry.	
	Introduces self by name.	
	Explains procedure to resident.	
	Locks bed brakes to ensure resident's safety.	
	Locks wheelchair brakes to ensure resident's safety.	
	Brings resident to sitting position.	
	Places gait belt around waist to stabilize trunk.	
	Tightens gait belt.	
	Checks gait belt by slipping fingers between gait belt and resident.	
	Assists resident to put on non-skid slippers/shoes. <i>(No non-skid socks)</i>	
	Ensures resident's feet are flat on the floor. <i>(If needed, may assist resident to scoot to the edge of the bed.)</i>	
	Positions walker in front of resident.	
	Assists resident to stand and ensures resident has stabilized walker.	
	Positions self behind and slightly to side of resident.	
	Ambulates resident at least 10 steps to the wheelchair.	
	Assists resident to turn and sit in wheelchair, using correct body mechanics.	
	Removes gait belt.	
	Performs hand hygiene. a. Covers all surfaces of hands with hand sanitizer. b. Rubs hands together until hands are completely dry.	
	Places resident within easy reach of the call light or signaling device and water.	
	Maintains respectful, courteous interpersonal interactions at all times.	

Arizona Mock Skills

For Testing Effective: December 1, 2023

Please note: The skill task steps included in this document are offered as guidelines to help prepare candidates for the Arizona nursing assistant skill test and the steps included herein are not intended to be used to provide complete care that would be all inclusive of best care practiced in an actual work setting.

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

Test Results Feedback



FEEDBACK PROVIDED ON TEST RESULTS:

- ❖ Vocabulary words to study for the Knowledge exam
- ❖ Skill steps missed on the Skill Tasks
- ❖ Encourage candidates to call D&SDT for assistance understanding their test results so they may have a successful retake

Become a Test Site

BENEFITS OF BECOMING A TEST SITE FOR YOUR CANDIDATES:

Candidates testing where they train helps decrease anxiety due to familiarity with the:

- Location
- Set-up of the room
- Equipment

NURSE AIDE TEST SITE

This application is for Facilities who would like to become approved Nurse Aide Test Sites.

Facility

Apply

Test Site Requirements



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ARIZONA NURSE AIDE

TEST SITE EQUIPMENT LIST

FOR TEST SITES: To be approved, a testing site must have all the materials listed for Testing Sites. Please refer to the following list for equipment and supplies needed by the test site or brought to the site with the RN Test Observer.

FOR RN TEST OBSERVERS: Your role is crucial. To be certified and remain active, you are responsible for checking test sites before starting each test event. Your task is to ensure that the test site equipment listed herein is available and in good working order. If not, you will report missing or inoperable test site equipment by listing it under the test irregularities in the test event before submitting your test event observations for scoring. You will carry at least the minimum equipment/supplies listed on the Additional Equipment Normally Provided by RN Observers to each test event you choose to oversee.

EQUIPMENT/SUPPLIES PROVIDED BY TESTING SITE

- At least three Internet-connected computers, laptops, or tablets in the Knowledge Test room **and/or** provide Internet access (WiFi) for RN Test Observer-provided tablets or laptops.
- Reliable Internet-connected computer, laptop, or tablet in the Skill Test room **and/or** Internet access (WiFi) for RN Test Observer provided laptop or tablet.
- Hand washing sink with warm running water, soap, and paper towels (paper towel dispenser should be automatic advancing or pull-out type, not one that a bar or lever has to be touched to advance paper towels)
The sink must be no further than a 30-second walk from the skills demonstration area.
- Long-term care bed(s) with working bed brakes, bed controls, and side rails (Beds with brakes that are locked when the bed is raised (legs stay down) and beds that sound an alarm when the brakes are not locked are **not acceptable**. Brakes have to be manually engaged. All moveable portions must raise and lower.)
- Manikin – (full body anatomically correct – with perineal area for female and male)
- Working privacy curtain(s) (Foldable or portable screens are not allowed.)
- Bedside stand
- Overbed table
- Wastebasket(s)
- Laundry receptacle(s) (hamper)
- Hand sanitizer(s)
- Disposable gloves in assorted sizes
- Toilet or commode (if toilet is not available in skills lab)
- Wall clocks – in the knowledge test room and skills lab (skills lab clock must have a second-hand and easily visible)
- Call light or signaling device (doesn't have to be a working signaling device)
- Wheelchair with working brakes and removable footrests (footrests are removed for testing)
- Walker

- Chair(s)
- Bedpans (one standard and one fracture)
- Linens including clean washcloths, towels, bath blankets, waterproof pads, resident's gowns (tie type, no snaps), blankets or bedspreads, pillows, pillowcases, flat and fitted sheets
- Isolation gowns (can be reusable cloth or disposable gowns; tie closure, Velcro closure, or slip-over-the-head gowns)
- Catheter with tubing
- Urinary drainage bag with tubing
- Output measurement container/graduate
- Washbasins
- Emesis basins
- Soap – **PERI-WASH AND NO-RINSE SOAPS ARE NOT ALLOWED**
- Food tray and disposable spoons
- Gait belts/transfer belts
- Teaching (binaural) stethoscope with BP cuffs
- Disposable adult briefs and plastic bags
- Dentures (one plate, upper or lower only for testing), denture container, denture brush and cleanser

ROOM REQUIREMENTS

- Distraction and Interruption Free Skills Lab** – with all equipment and supplies listed available and in good working order.
 - For test days, any signage (posters) or displays that may cue candidates must be covered or removed.
 - If the skills lab and/or knowledge test room have any interior windows (i.e. – on the door), they would need to be covered (blinds/etc.) during testing.
 - Distraction and Interruption Free Knowledge Test Room**
 - Holding or Waiting Area** – where candidates may wait to take the exam
 - If testing rooms are in different buildings (i.e.: a campus), the testing rooms must be within a reasonable, short walking distance of each other.
- NOTE:** The knowledge and skill test areas must be separate areas that are completely enclosed (doors on all entrances and floor-to-ceiling walls) to avoid noise and distractions.

Due to test security, active cameras or video devices are prohibited in the skills lab or knowledge test room!



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ADDITIONAL EQUIPMENT NORMALLY PROVIDED BY RN TEST OBSERVER

(OR MAY BE PROVIDED BY THE TEST SITE)

- RN Test Observer may provide their own laptop or tablet for skill testing and three tablets or laptops for knowledge testing (mobile tester)
- Pens/pencils for recordings
- Scratch paper
- Four basic calculators – three in the knowledge test and one in the skills test area
- Official data recording forms (available on D&SDT-Headmaster's Arizona webpage)
- Small clipboard to place the recording form on
- Knee-high elastic stocking that will fit your actor along with the stocking reference sheet (provided in testing kit from D&SDT-Headmaster)
- Non-skid shoes or slippers for your actor (easy to put on)
- Over-sized button-up shirt, sweat pants/shorts, and socks (that will easily fit over the actor's clothing)
- Sample food items (single-serve size containers of applesauce, pudding, etc.)
- Diet card (provided in testing kit from D&SDT-Headmaster), disposable spoons, napkins, bendable straws
- One clear 240ml glass and one clear 120ml juice glass for the Feeding task (provided in testing kit from D&SDT-Headmaster)
- Actor's toothbrush, toothpaste and disposable cups
- Toothettes or swabs
- Soap (liquid, foam, or bar) (**PERI-WASH AND NO RINSE SOAPS ARE NOT ALLOWED**)

- Tissue/Toilet Paper
- Alcohol wipes/pads or antiseptic wipes
- Marker/pen to date and initial the disposable brief
- Small travel clock or a basic watch with a secondhand
- AUDIO KNOWLEDGE TEST ADMINISTRATION:**
Disposable wired headphones or earbuds that can plug into the computer speaker jack (Amazon sells disposable ones – Bluetooth-connected devices are not allowed)
- Pre-measured "urine" fluid amounts in unmarked containers (hint: use yellow food coloring in water)
- Two audible count-down timers or a multiple timer that do not tick out loud (one for 15 minutes left warning and one for 35 minutes up) or use the countdown timer on the TMU® Observer screen

RECOMMENDED ADDITIONAL ITEMS TO CARRY IN TESTING KIT

- Washcloths and towels that you know are clean to be used during the Bed Bath task on your actor
- Gait/Transfer belt you know will fit your actor
- A syringe to easily fill the drainage bag with pre-measured fake 'urine'
- Extra soap – **PERI-WASH AND NO-RINSE SOAPS ARE NOT ALLOWED**
- Extra audible count-down timers in case a set doesn't work or batteries are dead
- Extra single-serve food items for the Feeding task
- Back up hand sanitizer(s)
- Other small items you can use as backups to salvage a test event when something breaks or is missing, etc.

Test sites and RN Test Observers may mutually agree to a different mix of equipment distribution, depending on mutual agreement with the test site. Please call D&SDT-HEADMASTER at (800)393-8664 if we can assist regarding any of these issues.

TEST SITE AFFIDAVIT:

We will certify on the Arizona Nurse Aide TMU® Test Site Application that our Test Site has the equipment listed herein and will make the equipment available to certified RN Test Observers for the purpose of administering nurse aide knowledge and skill tests to nurse aide candidates at our test site for days we have scheduled test events in TMU®.

RN TEST OBSERVER/TASE AFFIDAVIT:

RN Test Observers-TASEs will attest on the Arizona TMU® RN Test Observer Test Administration Services Entity (TASE) Application that they will provide at least the equipment and supplies listed under **ADDITIONAL EQUIPMENT NORMALLY PROVIDED BY RN TEST OBSERVER** for the purpose of administering nurse aide knowledge and skill tests to nurse aide candidates that they have committed their team to test events for any test dates tested in TMU®.



KNOWLEDGE EXAM

What to Expect



TMU© Knowledge Exam Instructions

These instructions are to be placed in the common area so all candidates have an opportunity to read them before going into the knowledge exam area.

A laminated copy is to be placed by each knowledge test station so the candidate may refer back to these directions during their knowledge exam.

You are not allowed to leave the knowledge testing area/room until you are finished with your knowledge exam. Please remember to use the restroom before entering the testing rooms if needed.

Cell phones, smart watches, fitness monitors, Bluetooth-connected devices, or any other electronic devices (tablet, laptop, iPod, etc.) **MUST BE TURNED OFF** and are not allowed to be used or near or on your person (in pockets, on wrist, etc.) during testing. All personal belongings need to be placed in the designated area inside the testing room. Devices and personal belongings must be collected when you leave the test area after completing an exam component.

Anyone using an unapproved electronic device (texting/Google searching/etc.) or any other form of cheating during testing will be asked to leave the test site, will forfeit all testing fees, will have their test scored as a failed test attempt and will be reported to their training program, and the Arizona Board of Nursing (AZBN).

The Knowledge Test Proctor (KTP) will ask you if you have any questions before your Knowledge Exam is started.

The questions will be presented to you, one at a time, on the computer screen. You will have a maximum of **60 minutes** to select answers A, B, C, or D for each of the questions. The KTP will announce when there are 15 minutes remaining.

- If needed, you may do math calculations on scratch paper provided to you by the KTP. If you need a calculator, please quietly alert the Knowledge Test Proctor; one will be provided.
 - *Any scratch paper and/or provided calculator must be left with the KTP when done testing.*
- Foreign language word-for-word translation dictionaries (either paper format or electronic), translating devices or non-approved language translators **are not allowed**.
- If you have requested (and paid for) an AUDIO version of the Knowledge Exam, only the first 63 questions will be read orally, the remaining 12 questions will have to be answered without oral assistance to assess English reading comprehension.
 - **Note:** *If you have requested and paid for an Audio version of the Knowledge Exam, you will need to have wired headphones/earbuds (Bluetooth-connected devices are not allowed) that plug into the computer.*

If you have any issues with the computer, please quietly alert the Knowledge Test Proctor (KTP).

When you believe you are finished with your exam, double-check all your answers. Then, quietly alert the KTP that you are finished. The KTP **MUST COME TO YOU**, ensure all questions are answered, and then log you out of the exam.

DO NOT PRESS THE 'End Exam' BUTTON AT ANY TIME!

The KTP must assist you with ending the test.

Once the test is ended, the KTP will collect all testing materials and direct you to your next area. All testing materials must remain in the test area at all times.

Pick up any of your personal belongings as you exit the room quietly.

Knowledge Exam Instructions



CANDIDATE'S VIEW



 Tests

 Trainings

 Billing

 Downloads

 Profile



Test Pending

You have a pending **Nurse Aide Knowledge Exam**

[Prepare to Test](#)

Welcome, BEST!



Testing



Your Profile

Start Your Knowledge Test

Verify Your Information



Please verify that you are the person whose information is below **AND** that it is correct before beginning the test

Name BEST STUDENT

Email beststudent@email.com

Birthdate 01/01/2000

Address 1000 Student Road
Student,

Start Code *

Given to you by the test's Observer

[Go Back, Edit Information](#)

[Information Correct, Begin Test](#)

The RN Test Observer/KTP will provide the START CODE to the Candidate.

If all information is correct, the Candidate will enter the provided START CODE and click 'Information Correct, Begin Test'.

If the information is not correct, click 'Go Back, Edit Information'.



Time Remaining 00:59:52

Keyboard Shortcuts

End Test

#1. Question

A. Answer

B. Answer

C. Answer

D. Answer

← PREVIOUS

English ▾

Jump to Question

GO

NEXT →



Candidates can see their time remaining as they work through the exam.

When END TEST is clicked, if there are any questions remaining, the screen will flag them and they can go back to answer them.

When done with their exam, they will click the box next to 'I understand, finish my test' and then click 'I Want To End This Test'.

Finish Test ✕

Are you sure you want to end this test?

WARNING!
You have some questions **without answers!** *Are you sure you want to end this test?*

By checking the box below and clicking the 'I Want To End This Test' button you acknowledge that you are **finished taking this test** and that you **cannot** go back.

I understand, finish my test

[← Back to Test](#) [I Want To End This Test](#)

[Home](#) > [Tests](#)

Your Tests

Once submitted, the candidate will see this screen.



Your answers have been submitted. Please check back later to see your results.





SKILL TEST

What to Expect



Skill Test Instructions

These instructions are to be placed in the waiting/sign-in area so all candidates have an opportunity to read these instructions before going to the skill test portion of their exam.

You are not allowed to leave the skill testing area/room until you are finished with your skill test. If needed, please remember to use the restroom before entering the testing rooms.

Cell phones, smart watches, fitness monitors, Bluetooth-connected devices, or any other electronic devices (tablet, laptop, iPod, etc.) **MUST BE TURNED OFF** and are not allowed to be used or near or on your person (in pockets, on wrist, etc.) during testing. All personal belongings need to be placed in the designated area inside the testing room. Devices and personal belongings must be collected when you leave the test area after completing an exam component.

Anyone using an unapproved electronic device (texting/Google searching/etc.) or any other form of cheating during testing will be asked to leave the test site, will forfeit all testing fees, will have their test scored as a failed test attempt and will be reported to their training program, and the Arizona Board of Nursing (AZBN).

WELCOME TO YOUR SKILL TEST

The RN Test Observer (TO) does not decide whether or not you pass or fail. The TO only observes and records the steps they see you demonstrate. D&SDT-HEADMASTER staff scores your test when the TO submits it for scoring.

- The first thing the TO will do when you enter the skill test area is show you the designated area to place your personal belongings, cell phone (turned off), etc.
- Then the TO will show you where the relaxation area is located.
- You will be asked to show your ID as a double check to ensure the TO has your personalized skill test.
- The TO will sit beside you and ask you if you have any questions about these instructions.
- The next thing the TO will do is tell you the tasks you will demonstrate.
- Then the TO will show you the location of the supplies you will need for your tasks and will demonstrate the equipment you will use for your assigned tasks. You will have an opportunity to ask the TO any questions you may have during the equipment demonstration.
- The TO will read your first scenario to you and will start the timers when you begin your first demonstration.
- You will have **35 minutes** to complete your assigned skill tasks.
- Each of your skill tasks has a scenario. The TO will read **one scenario at a time** to you. As soon as you understand the scenario, please actually perform and demonstrate the task.
- At the beginning of your first task, you may use hand sanitizer.
- **When appropriate, toward the end of your first task, you must actually correctly wash your hands with soap and water.**
- During the demonstration of your other tasks, when appropriate, you may use hand sanitizer instead of actually washing your hands with soap and water.
- **Steps that are only verbalized do not count.**
- At any time, before you run out of time, you may:
 - Ask the TO to reread any scenario.
 - Correct any step on any task you believe you did incorrectly.
 - * To make a correction, you must tell the TO the specific task and what step(s) you will **re-demonstrate.**
- You may use any equipment necessary. You may move equipment as needed to accomplish your tasks.
- When finished with each task, verbally tell the TO you are finished and return to the relaxation area.
- Two timers will be set when you begin your skill test. The first timer will sound when 15 minutes remain, and the second timer will sound when all 35 minutes have elapsed.
- The Test Observer will read your first scenario to you and will start the timers when you begin your first demonstration.

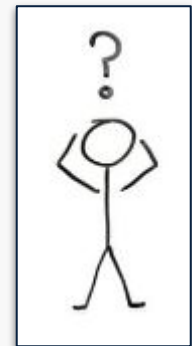
Skill Test Instructions



Skill Test - What to Expect

A white form with black text and lines for data entry. It includes fields for "Candidate's Name", "PULSE", "BLOOD PRESSURE", "URINARY OUTPUT", "GLASS 1", "GLASS 2", "TOTAL FLUID INTAKE", "Candidate's Signature", "PLEASE PRINT", "RESPIRATIONS", and "FOOD INTAKE".

- ❖ RELAXATION AREA
- ❖ EQUIPMENT / SUPPLIES DEMONSTRATION
- ❖ READING THE TASKS THE CANDIDATE WILL BE DEMONSTRATING
- ❖ ASKING THE CANDIDATE IF THEY HAVE ANY QUESTIONS
- ❖ READING THE FIRST SCENARIO
- ❖ TIMER STARTS





Training Program Reports



Facility Log In


TMU ARIZONA

Students Employment Sponsorships **Reports** Billing History


Scottsdale...

Welcome, Facility!


Viewing Arizona Nurse Aide (AZNA) records

Inbox 


See notifications regarding your account

Your Profile 

Manage your personal information

Students 

View related training records and people

Employment 

View your related employment records

• • • • •

• • • • •

Reports

Events & Facilities

Information about test events

No Show

List of tests marked as No Show

[VIEW](#)

Testing

Information on knowledge and skill tests that have been taken

Knowledge Detail

Pass rates per subject and list of most often missed vocabulary words

[VIEW](#)

Pass / Fail

Details test results of students and where they trained

[VIEW](#)

Retake Summary

Details pass rates for an exam on a given try (1,2,3, etc...)

[VIEW](#)

Skill Detail

Pass rates for skill tasks and individual steps in those tasks

[VIEW](#)

Testing Trends

Totals and pass rates per month for trainings and exams

[VIEW](#)

Trainings

Information on trainings and locations

Attrition Rate - Training Programs

Details about trainings and count of reasons for not completing them grouped by Training Program

[VIEW](#)

Attrition Rate - Instructors

Details about trainings and count of reasons for not completing them grouped by Instructor

[VIEW](#)

Training to Testing Interim

Shows length of time from training completion to first test

[VIEW](#)

Facility Reports



Knowledge Exam Details

PASSED	SUBJECT
82%	Basic Nursing Skills
81%	Care Impaired
81%	Communication
83%	Data Collection
73%	Disease Process
83%	Infection Control
80%	Mental Health
74%	Older Adult Growth and Development
79%	Personal Care
84%	Resident Rights
81%	Role / Responsibility
79%	Safety



Missed Vocabulary Words

MISSED	VOCAB
65%	needles (681), antibacterial (681)
63%	thickened liquids (725)
62%	sharps container (717)
61%	massage (1469)
60%	terminology (750)
58%	angina (718)
55%	unconscious (719)
51%	osteoarthritis (680)
49%	unethical behavior (709), developmental disability (1434)
48%	cold application (719)
47%	Maslow (746), validation therapy (716)
44%	catheter care (750), bed cradle (722)
43%	safety and security need (749), ombudsman (1398)
42%	shaving (1431), types of care (683)
41%	aphasia (2867)
37%	warm and cold application (750), diet (2116), elopement (1423)
36%	disrespectful treatment (749), pulse oximetry (1434), accountable (709)
35%	OBRA (1458), oral care (2178), sterile (724)
34%	coronary artery disease (709), pressure injury (3562), nursing assistant's role (1392), sputum (681), validation (1406), digestive system (725)
33%	aging (6414)
32%	sleep (750), nutrition (1469), emotional stress (708), death & dying (681), infection (724), elastic stockings (723)
31%	disease process (3602)
30%	Sitz bath (1391)
29%	orthopnea (750), misconduct (717), apical (722)
28%	dyspnea (749)
27%	rights (2897), personal stress (749), basic needs (2203), open-ended questions (749), foot drop (719), inter-generational care (1396), positioning (682), hepatitis B (682)
26%	unaffected (750), isolation (2195), privacy (2140), systemic infection (709)
25%	mouth care (2879), activities (719), data collection (2125)
24%	fire (2165), body mechanics (2870), localized infection (707), behavior (1441), respiration (719)
23%	restraints (2884), choking (2188), contracture (1437), subjective data (725)
22%	basic nutrition (749), pulse (1473), dying (1391), living will (719), cleaning spills (726), spills (726), shearing (726)

21%	accidents (1458), I&O (719), continuity (719), transfers (2168), violent behavior (724)
20%	smoking (1458), reporting (2939), ambulation (3481), hearing impaired (707), gloves (2118), appropriate response (681)
19%	nosocomial (2180), falls (2140), resident independence (748), spiritual needs (709), skin (2849), wheelchair safety (1444), certification renewal (682), disoriented (683)
18%	resident's environment (1467), edema (709)
17%	oxygen (2864), stress (747), feeding (2185), in-house transfer (750), bathing (4258), urinary system (709), self-esteem (680), Clostridium Difficile (C-diff) (682), heart rates (725)
16%	communication (13590), vision change (748), TED hose (748), sundowning (2100), misappropriation (708), standard precautions (2791)
15%	resident rights (3583), acute (683), neglect (683), basic nursing skills (1365)
14%	blood pressure (3685), hemiplegia (2151), geriatrics (725)
13%	grieving process (750), substance abuse (749), admission (1416), confused resident (5718), subjective (716), clarification (682), Parkinson's (723), hearing aid (1448)
12%	infection control (4304), constipation (1469), pain (750), orientation (1433), abductor wedge (709), droplets (709), tympanic (716), phantom pain (726)
11%	diastolic (748), vital signs (2842), Alzheimer's (2115), chemical restraints (1433), heart muscle (717), chain of command (1408), alternating pressure mattress (683), denture care (725), CVA (722)
10%	abduction (709), hand hygiene (683), incident reports (681), soiled linen (726), mental illness (725), diabetes (725)
9%	adaptive (750), dementia (2191), abdominal thrust (1469), perineal care (1431), life-threatening (749), dehydration (1391), fluid imbalance (718), blindness (716), intake and output (681), lateral position (682), weight (1405)
8%	stethoscope (750), microorganism (1426), dressing (2147), dysphagia (1391), integumentary system (708), weighing (708), prosthesis (709), documentation (2083), personal care (680), safety (726)
7%	pathogen (2181), transmission (1467), water faucets (750), paralysis (2139), passive ROM (708), threatening resident (709)
6%	range of motion (3576), seizure (749), ethics (1466), breathing (1388), responding to resident behavior (709), hand washing (2148), HIPAA (2148), abuse (1392), job description (707), depression (1404), responsibility (683), foreskin (723), emergency situation (724)
5%	bed bath (2110), stockings (719), beliefs (681)

4%	reposition (750), supine (1472), dining room (750), resident's chart (750), Foley catheter (708)
3%	hoarding (749), sanitizer (750), personal protective equipment (709), restorative care (1400), interpersonal skills (719), comatose resident (726), passive (725)
2%	gait belt (709), emergency response (683), sexual needs (725), urinary problems (726)
1%	scope of practice (682)
0%	oxygen concentrator (750), hair care (750), incontinence (718), urinary catheter (724)

Pass / Fail Report:

Detailed test results of students

and where they trained

Pass Fail  

DATE RANGE
01/01/2024 - 08/31/2024

Sample Training Program

INSTRUCTORS
2

CERTIFICATION
Certified Nurse Aide

ARIZONA CERTIFIED NURSE AIDE - KNOWLEDGE

ARIZONA CERTIFIED NURSE AIDE - SKILL

RECORDS	PASS	VARIANCE	RECORDS	PASS	VARIANCE	TOTAL STUDENTS	OVERALL PASS
89	62.92%	-12.38%	80	82.50%	-0.12%	78	79.49%
3850	75.30%	Variance from the statewide pass rate.	3666	82.62%		3380	84.35%

NAME	CERTIFICATION	TRAINING COMPLETED	TEST DATE	STATUS	EXAM
Student 1		04/13/2024	05/16/2024	Passed	Skill Arizona Certified Nurse Aide
		04/13/2024	04/26/2024	Failed	Skill Arizona Certified Nurse Aide
		04/13/2024	04/26/2024	Passed	Knowledge Arizona Certified Nurse Aide
Student 2		10/25/2022	06/21/2024	Passed	Knowledge Arizona Certified Nurse Aide
Student 3		03/18/2023	06/21/2024	Passed	Skill Arizona Certified Nurse Aide

Retake Summary:

Detailed pass rates for an exam on any given try (1,2,3)

KNOWLEDGE
EXAM

Home > Reports > Retake Summary > View

Retake Summary  

DATE RANGE: 01/01/2024 - 08/31/2024

Sample Training Program



INSTRUCTORS: 2

EXAM: Arizona Certified Nurse Aide

TRAINING PROGRAMS	FIRST	PASS %	SECOND	PASS %	THIRD	PASS %
Instructor A	64	73.44%	13	53.85%	11	9.09%
INSTRUCTOR, DEFAULT	-	-	1	100.00%	-	-
Totals	64	73.44%	14	57.14%	11	9.09%

SKILL TEST

Home > Reports > Retake Summary > View

Retake Summary  

DATE RANGE: 01/01/2024 - 08/31/2024

Sample Training Program

2

SKILLEXAM: Arizona Certified Nurse Aide

TRAINING PROGRAMS	FIRST	PASS %	SECOND	PASS %	THIRD	PASS %
Instructor A	64	82.81%	10	70.00%	5	100.00%
INSTRUCTOR, DEFAULT	-	-	-	-	1	100.00%
Totals	64	82.81%	10	70.00%	6	100.00%



Report Parameters						
01/01/2024 to 08/31/2024 Date Range		Arizona Certified Nurse Aide Skillexam		All Facilities Training Program		All Instructors Instructor
<input type="text" value="Search skilltasks"/> <input type="button" value="Press 'f' to focus"/> <input type="button" value="Go"/> 19 found <input type="button" value="Select All"/>			Per page 100		2 Filters iii	Actions ▼
<input type="checkbox"/>	TITLE ^	TESTED	PASSING	VARIANCE		
<input type="checkbox"/>	Ambulating Resident with a Walker using a Gait Belt	15	100.00%	4.42%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Applying an Anti-embolic Stocking to One Leg	9	88.89%	-7.43%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Bed Bath: Face and One Arm, Hand and Axilla	12	100.00%	4.28%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Catheter Care-Emptying a Urinary Drainage Bag w/Hand Washing	21	100.00%	5.6%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Denture Care - Cleaning Upper or Lower Denture	10	100.00%	0.84%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Donn an Isolation Gown & Gloves-Assist Resident with Bedpan-Measure & Record Output w/Hand Washing	17	94.12%	-1.55%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Dressing a Bedridden Resident w/an Affected (weak) Side	15	93.33%	-1.55%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Feeding a Dependent Resident	15	86.67%	1.49%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Making an Occupied Bed	10	90.00%	-7.69%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Mouth Care - Brushing a Resident's Teeth	14	100.00%	4.28%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Mouth Care for a Comatose Resident	4	100.00%	6.85%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Perineal Care for a Female Resident	27	100.00%	1.76%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Perineal Care for a Male Resident-Change Soiled Brief w/Hand Washing	15	93.33%	-5.83%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Position Resident on their Side in Bed	17	100.00%	3.1%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Range of Motion Exercise for Resident's Hip and Knee	7	100.00%	7.97%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Range of Motion for Resident's Shoulder	10	100.00%	6.32%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Vital Signs: Take and Record Pulse & Respirations then Pivot Transfer from Bed to Wheelchair	9	55.56%	-23.27%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Vital Signs: Take and Record Pulse & Respirations then Pivot Transfer from Wheelchair to Bed	9	77.78%	-4.53%	<input type="button" value="Step Details"/>	
<input type="checkbox"/>	Vital Signs: Taking and Recording Resident's Manual Blood Pressure	17	88.24%	4.43%	<input type="button" value="Step Details"/>	

Skill Test Detail By Task:

Pass rates for skill tasks and individual steps in those tasks



Confidential Information DO NOT DISTRIBUTE

#	KEY	STEP	PASSING
1		Performs hand hygiene. (Covers all surfaces of hands with hand sanitizer. Rubs hands together until hands are completely dry.)	93.33%
2		Greets resident by name.	100.00%
3		Introduces self by name to resident.	80.00%
4		Explains the procedure to resident.	100.00%
5		Ensures resident's safety - locks bed brakes.	100.00%
6		Ensures resident's safety - locks wheelchair brakes.	100.00%
7		Brings resident to a sitting position.	100.00%
8		Places gait belt around resident, below the rib cage and above their waist, to stabilize trunk.	100.00%
9		Tightens gait belt.	100.00%
10		Checks gait belt by slipping fingers between gait belt and resident.	100.00%
11		Assists resident in putting on non-skid slippers or shoes. (NOTE: non-skid socks are not allowed.)	100.00%
12		Ensures resident's feet are flat on the floor when sitting on the edge of the bed. (NOTE: Look for candidate to adjust the bed height or has the resident shift forward to edge of bed.)	86.67%
13		Positions walker in front of the resident.	100.00%
14		Assists resident to stand.	100.00%
15		Ensures resident has stabilized walker.	100.00%
16		Positions self behind and slightly to side of resident.	100.00%
17		Ambulates resident at least 10 steps to wheelchair.	100.00%
18		Assists resident to turn and sit in the wheelchair.	100.00%
19		Used correct body mechanics while sitting resident in wheelchair.	100.00%
20		Removes gait belt.	100.00%
21		Performs hand hygiene. (Covers all surfaces of hands with hand sanitizer. Rubs hands together until hands are completely dry.)	93.33%
22		Places resident within easy reach of the call light or signaling device.	100.00%
23		Places resident within easy reach of the water.	100.00%
24		Maintains respectful, courteous interpersonal interactions at all times.	100.00%

Skill Test Detail By Task Step: After clicking step details



Testing Trends

Knowledge Exam: Totals and pass rates per month for trainings and exams

Arizona Certified Nurse Aide Knowledge

MONTH	PASS	FAIL	NO SHOW	TOTAL
Mar 2024	9 (64.29%)	5 (35.71%)	0 (0.00%)	14
Apr 2024	7 (70.00%)	3 (30.00%)	0 (0.00%)	10
May 2024	3 (50.00%)	3 (50.00%)	0 (0.00%)	6
Jun 2024	9 (60.00%)	6 (40.00%)	0 (0.00%)	15
Jul 2024	6 (60.00%)	2 (20.00%)	2 (20.00%)	10
Aug 2024	9 (69.23%)	4 (30.77%)	0 (0.00%)	13

Testing Trends

Skill Test: Totals and pass rates per month for trainings and exams

Arizona Certified Nurse Aide Skill

MONTH	PASS	FAIL	NO SHOW	TOTAL
Mar 2024	12 (85.71%)	2 (14.29%)	0 (0.00%)	14
Apr 2024	6 (85.71%)	1 (14.29%)	0 (0.00%)	7
May 2024	4 (80.00%)	1 (20.00%)	0 (0.00%)	5
Jun 2024	12 (85.71%)	1 (7.14%)	1 (7.14%)	14
Jul 2024	7 (87.50%)	0 (0.00%)	1 (12.50%)	8
Aug 2024	10 (90.91%)	1 (9.09%)	0 (0.00%)	11

Test Review Process

The purpose of the review process is to ensure fairness and accuracy in the evaluation of a candidate's test.

Candidates may request a review of their test results or dispute any other testing condition.

We recommend they call us to discuss the test outcome they are questioning before committing to paying the \$25 non-refundable test review request deposit. Once they have further details about the scoring of their test, they will often understand the scoring process and learn how to better prepare themselves for subsequent exam attempts. If, after discussion with D&SDT-Headmaster staff, they still have a concern with their testing process that affected the outcome of their exam, they 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 Arizona TMU© main page under 'APPLICATIONS' at az.tmutest.com. Test Review Requests must be received **within three (3) business days** from the official scoring of a candidate's test (excluding Saturdays, Sundays, and holidays). Late requests will be denied and will not be considered.

If, after investigation, the review finding is in the candidate's favor, they will be refunded the \$25 test review deposit. If the finding of the review is *not in their favor*, the \$25 test review deposit will stand, and the fee is non-refundable.

After a candidate reaches the age of 18, D&SDT-Headmaster will only discuss test results or test disputes 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 is 18.

D&SDT-Headmaster will complete their review request within ten business days of receiving it in the required timeframe. The final determination of the review results will be sent to the email address listed in the candidate's TMU© account, as well as a notification to the Arizona State Board of Nursing.

Candidate Exit Survey



Arizona Exit Survey

Arizona Nurse Aide

Test Date and Location *

Short answer text

Honest feedback by candidates on the Exit Survey is greatly appreciated.

- ❖ Candidates will have the opportunity to complete an Exit Survey when they receive their test results on-line in their TMU© account.
- ❖ These surveys are confidential and only viewed by D&SDT-Headmaster and AZBN staff.

Important Reminder as Candidates Leave Training Programs

- ❖ Candidates have two years from completion of training to take their nurse aide competency exam.
- ❖ Remind candidates as they leave your training program to check the Arizona webpage for the most current updates to the Candidate Handbook:

www.hdmaster.com – click on Arizona CNA



Thank You!

From
D&S Diversified Technologies (D&SDT) -
Headmaster

