



D&S Diversified Technologies LLP

Headmaster LLP

Arkansas Nurse Aide CANDIDATE HANDBOOK

July 2026
VERSION 10.0

Updates Effective July 1st, 2026

The skill tasks have been updated. Edits are in **red** font.

The testing check-in time has been updated.

The security section has been updated.

Remotely proctored knowledge exam testing attire has been added.

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D&S DIVERSIFIED TECHNOLOGIES
(D&SDT)

TMU©

Contact Information

Questions on: • Testing process • Test scheduling • Eligibility to test • Nurse Aide certification requirements • Renewals • Reciprocity • Arkansas Nurse Aide Registry	Contact: D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP PO Box 6609 Helena, MT 59604 Email: arkansas@hdmaster.com D&SDT- HEADMASTER Website: www.hdmaster.com Arkansas TMU© Webpage: ar.tmutest.com	Hours and Phone #: Monday through Friday 7:00AM – 6:00PM Central Time Phone #: (888) 401-0462 Fax #: (406) 442-3357
	Contact: Arkansas Department of Human Services (DHS), Office of Long-Term Care (OLTC) PO Box 8059 Little Rock, AR 72203-8059	Email: natpcertification@dhs.arkansas.gov

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Introduction

Congress adopted the Nursing Home Reform Act in 1987 as part of the Omnibus Budget Reconciliation Act (OBRA '87). This federal law was designed to improve the quality of care in long-term healthcare facilities and define training and evaluation standards for nurse aides who work 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 (NA)- related knowledge and skills. The program aims to ensure that candidates seeking to be nurse aides understand these standards and can competently and safely perform the job of an entry-level nurse aide.

This handbook describes the process of taking the nurse aide competency examination and is designed to help prepare candidates for testing. There are two parts to the nurse aide competency examination—a multiple-choice, knowledge exam and a skill test. Candidates must pass both parts of the nurse aide competency exam to be identified and listed on the Arkansas Nurse Aide Registry.

The Arkansas Department of Human Services (DHS) approved D&S Diversified Technologies (D&SDT)-HEADMASTER, LLP to provide tests and scoring services for nurse aide testing. For questions not answered in this handbook, please contact D&SDT-HEADMASTER at (888) 401-0462 or go to the [Arkansas webpage](#). The information in this handbook will help you prepare for your examination.

Military Member Licensure

A 'uniformed service member' means:

- An active or reserve component member of the United States Air Force, United States Army, United States Coast Guard, United States Marine Corps, United States Navy, United States Space Force or National Guard
- An active component member of the National Oceanic and Atmospheric Commissioned Office Corps
- An active or reserve component member of the United States Commissioned Corps of the Public Health Service

A 'uniformed service veteran' means:

- A former member of the United States uniformed services discharged under conditions other than dishonorable.

Military Members: Initial Nurse Aide Licensure Routes

UNIFORMED SERVICE MEMBER/VETERAN CRITERIA TO WAIVE NURSE AIDE CERTIFICATION EDUCATION

To qualify to waive nursing assistant certification education and be eligible to apply to take the Arkansas nursing assistant competency exam for certification as a nursing assistant in Arkansas, you must be:

- A uniformed service member; or
- A uniformed service veteran who makes an application within one (1) year of their discharge from uniformed service.

You will need to provide proof of service documentation. Proof of service documentation includes:

- *Department of Defense Identification Card (active, retired, or TDRL).*
- *DD214 Military Discharge Certificate indicating disposition of discharge.*
- *Report of Separation from the national archives at the National Personnel Records Center (NPRC) in St. Louis, Missouri.*
- *Veterans Identification Card from the Department of Veterans Affairs.*

You will need to provide proof of military occupational training or a service-issued credential that meets nurse aide licensure qualifications or requirements, along with experience in healthcare in a nursing-related capacity (e.g., Medical Specialist, Healthcare Specialist, Hospital Corpsman).

You are required to provide relevant and applicable documentation that you have completed at least 90 hours of military healthcare education, training, or service-issued credentialing toward nurse aide qualifications or requirements, as evidenced by your military records. The documentation can include official training documents.

Documentation of military health care training includes:

- *Official military health care education, training, or service-issued credential toward nurse aide qualifications or requirements documents.*

You will need to fill out the [AR Military Waiver Form](#), which can be found on the D&SDT-HEADMASTER Arkansas webpage at www.hdmaster.com. Please submit the required proof of service and military healthcare education, training, or service-issued credential that supports nurse aide qualifications or requirements. Once received by D&SDT-HEADMASTER, your request will be expedited, and you will receive priority of service on test day (see below). You will be required to take both the knowledge and the skills exams.

MILITARY SPOUSE APPLYING TO TAKE THE ARKANSAS NURSE AIDE COMPETENCY EXAM

If you are a spouse of a uniformed service member (see qualifications below) applying to take the Arkansas nurse aide competency exam, you will need to have:

- Completed an Arkansas-approved training program, or
- Completed a training program of at least 90 hours in another state but have not successfully completed a nurse aide competency exam that is the same or substantially similar to the Arkansas examination (please see information under '[Out-of-State Reciprocity Process](#)'), or
- Qualified for training as a currently enrolled student nurse (SN) or graduate nurse (GN), please see information under '[Student Nurse/Graduate Nurse Training](#)'.

You will be required to successfully complete the Arkansas competency examination within one (1) year of your successful completion of an Arkansas-approved training program or your documented completion of comparable training. You will be required to take both the knowledge and skills exams. Your request will be expedited, and you will receive priority service on test day.

Qualifications as a spouse of a uniformed service member:

- *The spouse of a uniformed service member or veteran who resides in or establishes residency in the State of Arkansas;*
- *The spouse of a uniformed service member who is assigned a tour of duty that excludes the uniformed service member's spouse from accompanying the uniformed service member and the spouse relocates to the State of Arkansas;*
- *Or the spouse of a uniformed service member who is killed or succumbs to his or her injuries or illness in the line of duty, if the spouse establishes residency in the State of Arkansas.*

You will also need to complete the [AR Military Spouse Expedited Application to Test Form](#) found on the D&SDT-HEADMASTER Arkansas webpage at www.hdmaster.com, and submit the required military member proof of service.

Priority of Service on Test Day for Military Members

If you qualify to test under one of the applicable means listed above, you are eligible to receive priority of service on testing day.

You must meet all the required qualifications listed above and you must provide the following additional proof of service documentation to the RN Test Observer at check-in on test day:

- *Department of Defense Identification Card (active, retired or TDRL).*
- *DD214 Military Discharge Certificate indicating disposition of discharge.*
- *Report of Separation from the national archives at the National Personnel Records Center (NPRC) in St. Louis, Missouri.*
- *Veterans Identification Card from the Department of Veterans Affairs.*

Eligibility Requirements for Expedited Nurse Aide Licensure for Military Members

NOTE: You will need to follow the steps needed to complete your request for placement on the ARNAR and submit the required completed forms and documentation found under the [Nurse Aide Registry Requirements](#) section:

- Registry Maintenance
- Registry Renewal
- Registry Reciprocity
- Student Nurse/Graduate Nurse Training

Applicability for expedited nurse aide licensure applies to the following members who complete one of the eligibility routes listed under the [Nurse Aide Registry Requirements](#) section, submit the applicable completed forms, and provide images/copies of the applicable required documentation:

- A uniformed service member stationed in the State of Arkansas;
- A uniformed service veteran who resides in or establishes residency in the State of Arkansas;
- The spouse of a uniformed service member or veteran who resides in or establishes residency in the State of Arkansas;
- The spouse of a uniformed service member who is assigned a tour of duty that excludes the uniformed service member's spouse from accompanying the uniformed service member and the spouse relocates to the State of Arkansas;
- Or the spouse of a uniformed service member who is killed or succumbs to his or her injuries or illness in the line of duty, if the spouse establishes residency in the State of Arkansas.

If you qualify under one of the applicable means listed above, once D&SDT-HEADMASTER receives your correctly completed forms and documentation, the processing of your request for licensure in the State of Arkansas will be expedited.

You must complete the AR Military Expedited Licensure Form, available on the D&SDT-HEADMASTER Arkansas webpage at www.hdmaster.com, and provide a copy of your proof of service documentation.

Nurse Aide Registry Requirements

The Arkansas Nurse Aide Registry (ARNAR) lists the names of nurse aides who, through training, testing, and experience, meet federal and/or state requirements to work as a nurse aide in Arkansas. The Registry includes substantiated findings of nurse aide abuse, neglect, misappropriation of resident property, or exploitation involving a nurse aide at a DHS-regulated facility.

A nurse aide candidate, upon successful completion of training, passing both the knowledge and skills portions of the competency exam, and meeting federal and/or state requirements, will be listed on the ARNAR. A newly trained nurse aide candidate must successfully pass both the knowledge and skills exams within one (1) year of successfully completing a training program. Review the Nurse Aide Competency Exam section below to help prepare for the exam.

Registry Maintenance

Once placed on the Arkansas Registry, it is your responsibility to keep your demographic information up to date so that renewal notifications and alerts can be delivered to you in a timely manner. You must renew electronically by signing in to your TMU© account at ar.tmutest.com. Use your Email or Username and Password to sign in. If you are new to the system or have forgotten your password, refer to the 'Forget my Password?' section in this handbook for instructions on resetting your password. If you need assistance signing in to your TMU© account, call D&SDT-HEADMASTER at (888) 401-0462. Renewal reminders are emailed to your TMU© account email address of record and/or texted to your SMS-capable phone, so it is important to keep your contact information up to date.

Note: *Renewal notifications and alerts are sent 60 days prior to your certification expiration date via email and text message. No renewal certifications are sent via USPS mail. It is important to keep your TMU© demographic information up to date to ensure you receive your renewal notification.*

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

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

Registry name changes (such as marriage, divorce, etc.) must be verified with the appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your name change documentation. The form is located under 'APPLICATIONS' on the Arkansas TMU© main web page (before you log in to your account), or you can click on this link: <https://ar.tmutest.com/apply/11>.

Registry Renewal

To maintain eligibility to work, you must renew your eligibility every 24 months. To be eligible to renew, you must have worked for pay as a nurse aide performing nursing or nursing-related services for at least eight (8) consecutive hours during the previous 24 months. Nurse aides with misconduct restrictions on the Registry are not eligible for renewal.

To renew, sign in to your TMU© account at ar.tmutest.com and record your work hours and the location where you were employed. An email verification link will be sent to the employer contact you choose from the list of employers. When the employer verifies your work experience, your eligibility will be extended an additional 24 months.

Under federal regulations, a nurse aide becomes ineligible for employment if they do not perform at least 8 hours of nursing-related services for pay in a health care setting during a period of 24 consecutive months. To reestablish employment eligibility on the ARNAR, you must successfully pass both components of the approved Arkansas Nurse Aide Competency Examination. Contact D&SDT-HEADMASTER for authorization to schedule the competency test to regain employment eligibility.

Registry Reciprocity

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

Out-of-State Reciprocity Process

There are multiple methods by which you may be eligible for placement on the ARNAR via the out-of-state registry process. In any case, you must be current and in good standing on a nurse aide registry in a state other than Arkansas to be considered.

To apply for reciprocity placement on the ARNAR, you must complete the [Out-of-State Reciprocity Form 9110AR](#), which can be found on the Arkansas TMU© main page (before logging in to your TMU© account) under APPLICATIONS.

Once your completed application, processing fee, and all required documentation have been received, D&SDT-HEADMASTER staff will determine if you are eligible to be added to the Arkansas Nurse Aide Registry. You must have a valid email address to receive your TMU© login username and temporary password. You may check your listing on the Arkansas Nurse Aide Registry at ar.tmutest.com. Any personal information entered into TMU© will only be used to determine whether you are eligible to work as a nurse aide in Arkansas. Failure to provide complete and accurate information during the reciprocity determination process may delay or even prevent you from being listed on the ARNAR.

- If you have successfully passed a nurse aide competency exam that is the same or substantially similar to the Arkansas competency examination within one (1) year of completing your training program, your name may be placed on the ARNAR. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, log in to your TMU© account at ar.tmutest.com to verify all your Arkansas registry information. This is also where you will renew your registry listing every 24 months, provided you have completed and maintained good and sufficient Nursing Assistant work in Arkansas.

Out-of-State Training Waiver Application

Requirements

If you are a nurse aide candidate from another state who has completed a training program of at least 90 hours but have not successfully completed a nurse aide competency exam that is the same or substantially similar to the Arkansas examination, you will be required to successfully complete the Arkansas competency examination within one (1) year of your documented completion of comparable training.

To apply for an out-of-state training waiver, you must complete the Out-of-State Training Waiver Application. The [Out-of-State Training Waiver Application](#) can be found at ar.tmutest.com/apply under 'APPLICATIONS' and click on the Out-of-State Training Waiver Application. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, log in to your TMU account at ar.tmutest.com and select a test event and location of your choice. Upon passing both the knowledge and skills exams within three attempts, your name will be added to the ARNAR.

Student Nurse / Graduate Nurse Training

Requirements

RN or LPN students who have completed the basic nursing course (Introduction to Nursing, Fundamentals of Nursing, etc.) must provide a copy of their school transcript or document showing successful completion of the basic nursing course to qualify for the state competency test. To apply for a Student Nurse/Graduate Nurse Training waiver, you must complete the [Nursing Student or RN Candidate Examination Application](#), or go to 'APPLICATIONS' at ar.tmutest.com/apply and select the Nursing Student or RN Candidate Examination Application.

Americans with Disabilities Act (ADA)

ADA Compliance

The Arkansas Department of Human Services 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 examination. D&SDT-HEADMASTER must approve accommodations in advance of examination. Complete the [ADA Accommodation Request Application](#) located on the Arkansas TMU© main page under 'APPLICATIONS' to be reviewed for accommodation.

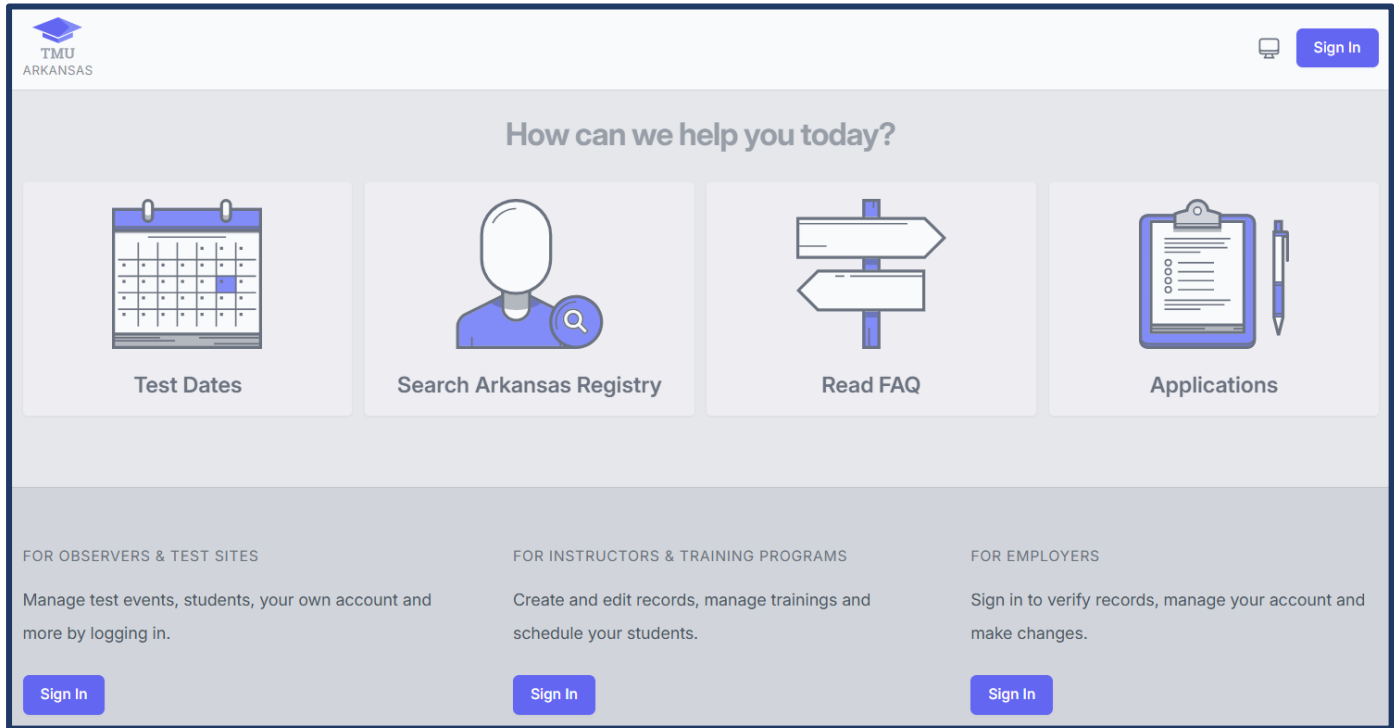
ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT-HEADMASTER will email you if further documentation or information is required using the email in your TMU© 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 (888) 401-0462.

Arkansas TestMaster Universe© (TMU©)

Arkansas TMU© Home Page

This is the Arkansas TMU© main page, ar.tmutest.com



→ Click on **Test Dates** to see the calendar of available test events and their location

→ Click on **Search Arkansas Registry** to search the public registry

→ Click on **Read FAQ** for frequently asked questions

→ Click on **Applications** for frequently used applications

Forgot your Password and Recover your Account

If this is the first time you are attempting to log in, or if you have forgotten your password, follow the instructions below to reset it and recover your account.

Go to ar.tmutest.com:



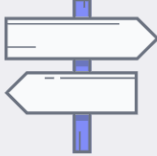
Click-
Sign In

Sign In

How can we help you today?


Test Dates


Search Arkansas Registry


Read FAQ


Applications

FOR OBSERVERS & TEST SITES
Manage test events, students, your own account and more by logging in.

Sign In

FOR INSTRUCTORS & TRAINING PROGRAMS
Create and edit records, manage trainings and schedule your students.

Sign In

FOR EMPLOYERS
Sign in to verify records, manage your account and make changes.

Sign In

Sign In

USERNAME OR EMAIL

PASSWORD

☐ REMEMBER ME

Sign In

Click-
Forgot Your Password?

[Forgot Your Password?](#)

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- if you have already updated your demographic information in your account, you can type in the requested data under **Using other Information**)

Click **Recover Account**

Recover Your Account

Using your Email Address	OR	Using other Information
E-MAIL ADDRESS *		LAST 4 OF SSN *
		DATE OF BIRTH *
		LAST NAME *
		ZIP CODE *
Recover Account		Recover Account

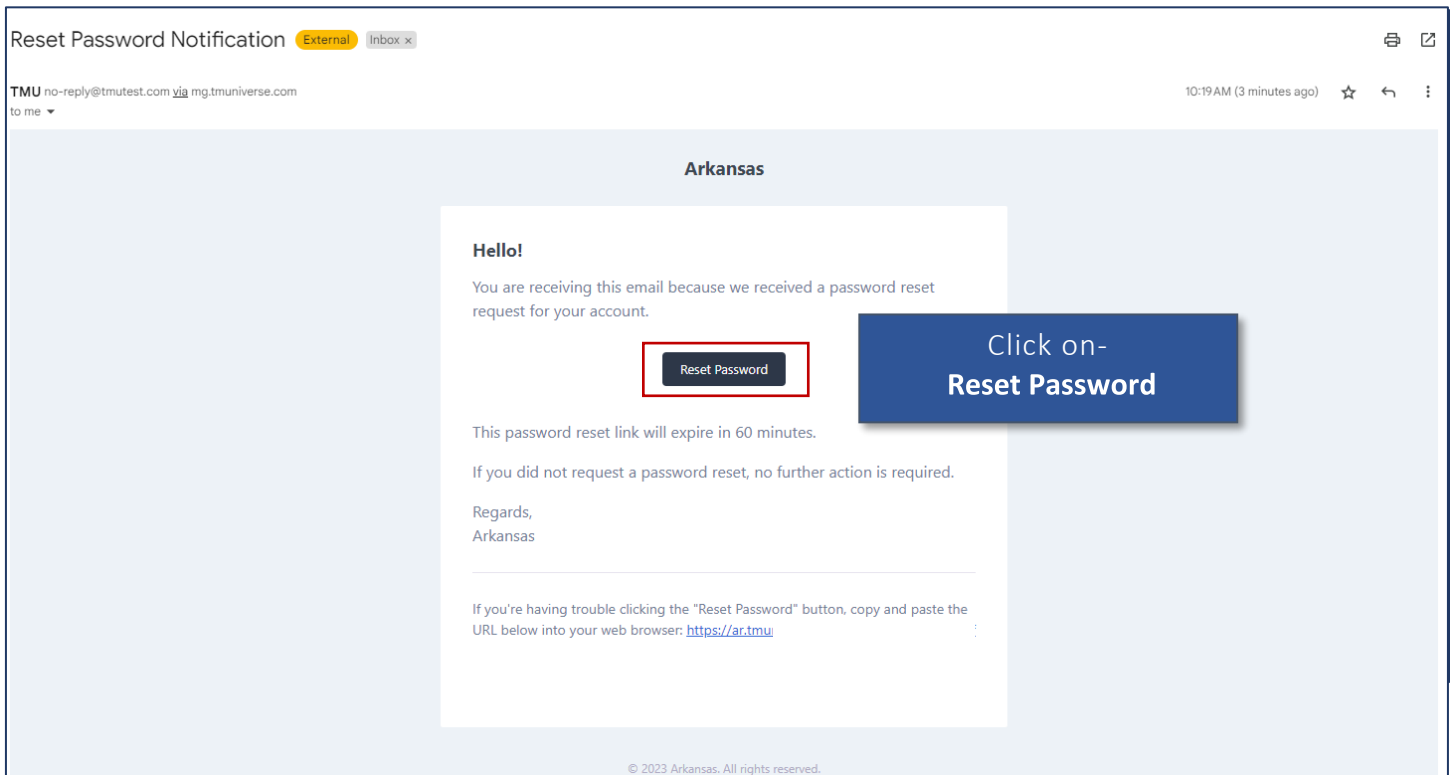
You will receive the message,
We have emailed your password reset link! Please allow a few minutes for the email to be delivered.

Recover Your Account

We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered.

Using your Email Address	OR	Using other Information
E-MAIL ADDRESS *		LAST 4 OF SSN *
		DATE OF BIRTH *
		LAST NAME *
		ZIP CODE *
Recover Account		Recover Account

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 does expire in 60 minutes and after that time, you will need to request a new link.

Reset Your Password

E-MAIL ADDRESS

sample@email.com

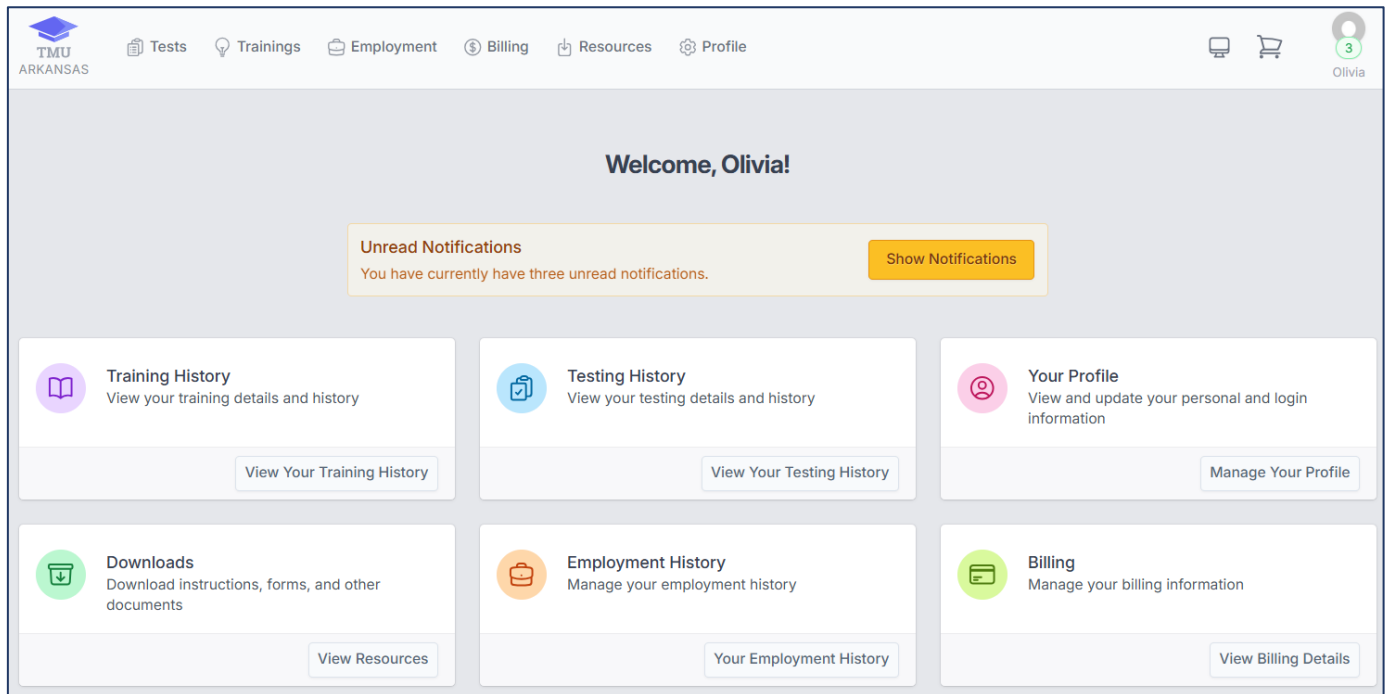
PASSWORD

CONFIRM PASSWORD

Reset Password

Type in your
Password and
Confirm Password
then click-
Reset Password

You will see one of two screens depending on whether or not this is your first time logging in, or if you have reset your password. This is the candidate home screen you will see once you have reset your password.



If this is your first time logging in, you will be directed to the **'Your Accounts Still Needs Some Information Screen'**. Follow the instructions in **'Complete your TMU© Account'** below.

Complete your TMU© Account

Your initial 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 a no-show status for your event and forfeit your testing fees.

- Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your account, update your password, and complete your demographic information. **This must be done before scheduling a test event.**

(If you do not know your Username and/or Password, enter your email address and click on "Forgot Your Password?" You will be asked to re-enter your email and then click "Recover Your Account." A 'reset password link' will be sent to your email; make sure you check your junk/spam mail for this email (see instructions under **'Forgot your Password and Recover your Account'**). If you are unable to sign in for any reason, contact D&SDT-HEADMASTER at (888) 401-0462 during regular business hours 7:00AM to 6:00PM Central Time (CT) Monday through Friday, excluding holidays.)

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:**

We're Sorry, Your Account Still Needs Some Info

Enter the below information to finish setting up your account.

LEGAL FIRST NAME *	MIDDLE	LEGAL LAST NAME *	SUFFIX
Olivia		Sample	

EMAIL ADDRESS *	SSN *	BIRTHDATE *	PHONE *
olivia.sample@email.com			

Encrypted for your safety

ADDRESS *

CITY *	STATE *	ZIPCODE *
Monticello	Arkansas	71655

☐ I agree to the [Terms of Service](#) and [Privacy Policy](#) *

Enter the blank * fields

Click the box to the left of-
I agree to the Terms of Service and Privacy Policy

DISCLAIMER

By completing your account you consent to your name and certification status being publicly listed on the Arkansas registry

Click -
Finish Account Setup

Finish Account Setup


Tests Trainings Employment Billing Resources Profile

 Olivia

✓ Impersonating Student Olivia Ann Parish
✕

Welcome, Olivia!

Unread Notifications

You have currently have three unread notifications.

Show Notifications

 Training History View your training details and history  Thanks, your account has now been setup.	 Testing History View your testing details and history View Your Testing History	 Your Profile View and update your personal and login information Manage Your Profile
 Downloads Download instructions, forms, and other documents View Resources	 Employment History Manage your employment history Your Employment History	 Billing Manage your billing information View Billing Details

Your Certification History

No data found

The Arkansas Nurse Aide Competency Exam

Payment Information

Exam Description	Price
Knowledge Exam <i>or Retake</i>	\$30.00
Knowledge Exam - Spanish Version <i>or Retake</i>	\$30.00
Audio Version of Knowledge Exam <i>-or- Audio Knowledge Retake</i> (The knowledge test questions and answers are read through the computer and listened to through headphones or earbuds while you read along.)	\$40.00
Audio Spanish Version of Knowledge Exam <i>or Retake Spanish Version</i>	\$40.00
Skill Test <i>or Retake</i>	\$95.00

(\$30 Knowledge Exam fee + \$10 for an audio version or Spanish audio version = \$40)

ARKANSAS DEPARTMENT OF HUMAN SERVICES (DHS) FUNDING OF TESTING FEE

DHS is responsible for paying the test fee for individuals who are employed by a Medicaid-certified nursing facility or those individuals who have a commitment (letter of intent) to be employed in a Medicaid-certified nursing facility. Letters of intent to hire from Medicaid-certified nursing facilities must be dated within 12 months immediately preceding the application date to take the test.

Independent test candidates who are taking the competency test without a connection to a long-term care facility through employment will be responsible for paying their own test fee.

A DHS-funded applicant deemed a “no-show” is not reimbursable by DHS. You will forfeit all fees paid and must submit a new testing fee (*refer to the payment information table above*) to schedule yourself into a new test event. Please see more information under the **‘Rescheduling Policy’** and **‘No-Show Status’** sections.

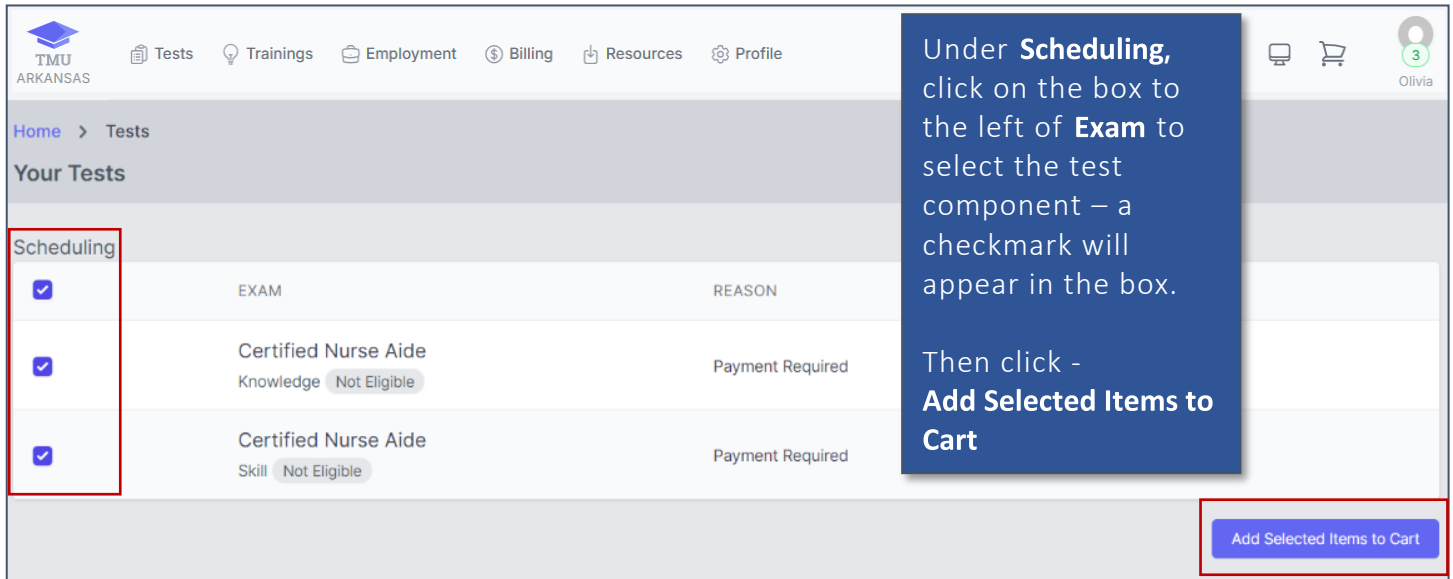
Schedule an Arkansas Nurse Aide Exam

Once you have completed your program and your instructor has entered your training record 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 Arkansas TMU© webpage at ar.tmutest.com using your email and password (see instructions under **‘Schedule or Reschedule a Test Event’**). If you are unable to sign in with your email, or schedule/reschedule, please call D&SDT-HEADMASTER for assistance at (888) 401-0462 during regular business hours 7:00AM to 6:00PM, CT, Monday through Friday, excluding holidays.

Self-Pay of Testing Fees in TMU©

Testing fees must be paid before scheduling a test date. Once your training program has completed your training record with completion hours and date, you will receive an email, text message, or notification that you are eligible to schedule a test date. 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 your test.

Securely processed Visa or MasterCard credit/debit card information is required when paying testing fees online, *if you are not a DHS-paid candidate.*

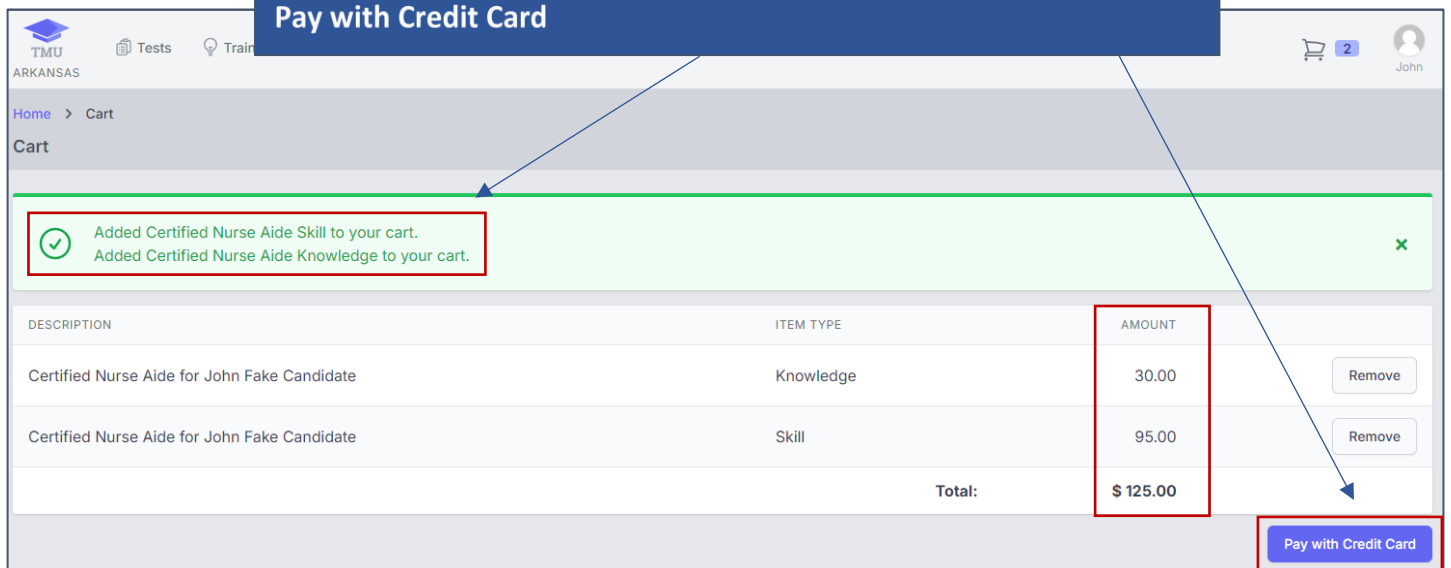


Under **Scheduling**, click on the box to the left of **Exam** to select the test component – a checkmark will appear in the box.

Then click - **Add Selected Items to Cart**

You will get a message that the **Knowledge and Skill tests have been added to your cart** and the Knowledge and Skill Amounts

click - **Pay with Credit Card**



Added Certified Nurse Aide Skill to your cart.
Added Certified Nurse Aide Knowledge to your cart.

DESCRIPTION	ITEM TYPE	AMOUNT	
Certified Nurse Aide for John Fake Candidate	Knowledge	30.00	Remove
Certified Nurse Aide for John Fake Candidate	Skill	95.00	Remove
Total:		\$ 125.00	

Pay with Credit Card

Home > Cart

Cart

✓ Added Certified Nurse Aide Skill to your cart.
 Added Certified Nurse Aide Knowledge to your cart.

DESCRIPTION	ITEM TYPE	AMOUNT	
Certified Nurse Aide for John Fake Candidate Audio Test	Knowledge	40.00	Remove
Certified Nurse Aide for John Fake Candidate	Skill	95.00	Remove
Total:		\$ 135.00	

[Pay with Credit Card](#)

If you have **'Enabled Audio'** in your **Profile**, you will pay for the Audio version of the exam.

You will get a message that the **Knowledge and Skill tests have been added to your cart** and the Knowledge and Skill Amounts

click -
Pay with Credit Card

Home > Prepay

Prepay to Schedule

What You're Paying For

DESCRIPTION	COST
Certified Nurse Aide for Sample Candidate Audio Test	30.00
Certified Nurse Aide for Sample Candidate	95.00
Total: \$ 135.00	

Pay with a Card

CARDHOLDER NAME

CARD NUMBER

EXP MONTH

Select Month

EXP YEAR

Select a year

SECURITY CODE

CARDHOLDER ADDRESS

CITY

STATE

Select State

ZIP CODE

[Submit Payment](#)

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

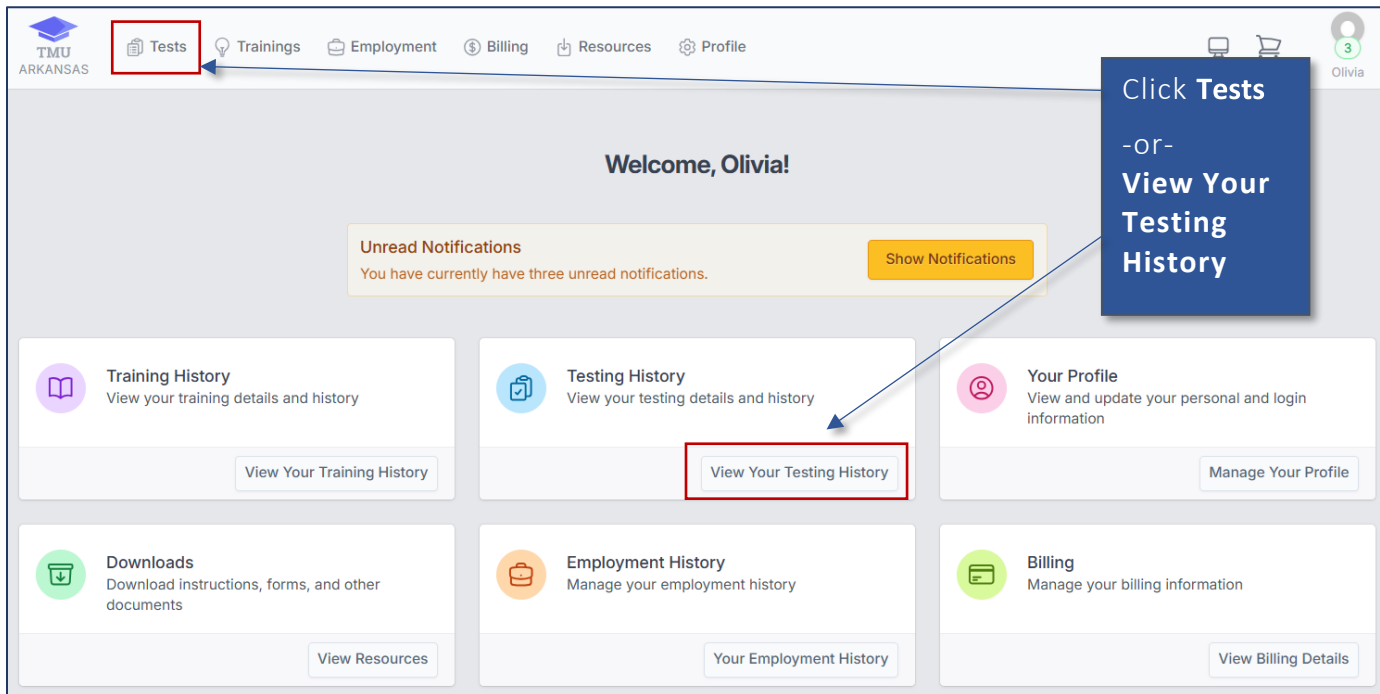
You will receive a receipt of the transaction.

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 an event.

Schedule or Reschedule a Test Event

After testing fees are paid (see instructions under **'Self-Pay of Testing Fees'**, if you are not DHS-funded), you will be able to schedule and/or reschedule your test event up to the business day before a scheduled test date of your choice and receive your test confirmation notification online or on the screen while you are logged in. You may log in with any Internet-connected device.

To schedule or reschedule your test date, sign in to the Arkansas TMU© webpage at ar.tmutest.com using your email and password. If you are unable to schedule/reschedule online, please call D&SDT-HEADMASTER at (888) 401-0462 during regular business hours, 7:00AM to 6:00PM CT, Monday through Friday, excluding holidays, for assistance.



Welcome, Olivia!

Unread Notifications
You have currently have three unread notifications. [Show Notifications](#)

Training History
View your training details and history
[View Your Training History](#)

Testing History
View your testing details and history
[View Your Testing History](#)

Your Profile
View and update your personal and login information
[Manage Your Profile](#)

Downloads
Download instructions, forms, and other documents
[View Resources](#)

Employment History
Manage your employment history
[Your Employment History](#)

Billing
Manage your billing information
[View Billing Details](#)

All eligible test events will appear in this format.

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

Home > Tests

Your Tests

EXAM	REASON	
Certified Nurse Aide Knowledge (Eligible)		Schedule
Certified Nurse Aide Skill (Eligible)		Schedule

Testing History

No test history on record.

The next screen opens, showing you available knowledge and skills test events. Click **Schedule** to the right of the site and date you want to test.

Home > Tests > Find Event

Find Event CERTIFIED NURSE AIDE

TEST DATE	TEST SITE	SCHEDULING FOR	
07/15/2021 12:00 PM CDT	Practice Test Site (TS) Little Rock, AR	K Certified Nurse Aide S Certified Nurse Aide	Schedule
07/15/2021 12:00 PM CDT	Practice Test Site (TS) Little Rock, AR	K Certified Nurse Aide S Certified Nurse Aide	Schedule

ar.tmutest.com says

Schedule into this Event on 07/15/2021 for Certified Nurse Aide Knowledge, Certified Nurse Aide Skill. Are you sure?

OK

Cancel

To confirm this is the site and date you want to schedule for

click –
OK

This screen confirms you are scheduled into a test date to take your knowledge and skills exams.

Your status shows **Scheduled**

Click **Actions** and select **Test Confirmation Page** to see your test confirmation with important reminders for testing.

Home > Test History

Your Tests

Scheduling		
Exam	Status	Reason
Certified Nurse Aide Knowledge	Not Eligible	Already Scheduled
Certified Nurse Aide Skill	Not Eligible	Already Scheduled

Testing History			
Test Date	Exam	Test Site	Status
08/20/2025 10:00 AM PDT	Certified Nurse Aide Skill	A New Practice Test Site (TS) Little Rock, AR	Scheduled Actions ▾
08/15/2025 8:00 AM PDT	Certified Nurse Aide Knowledge	Remotely Proctored Knowledge Exam (TS) Remotely Proctored Test, AR	Scheduled Actions ▾

 **Test Confirmation Page**

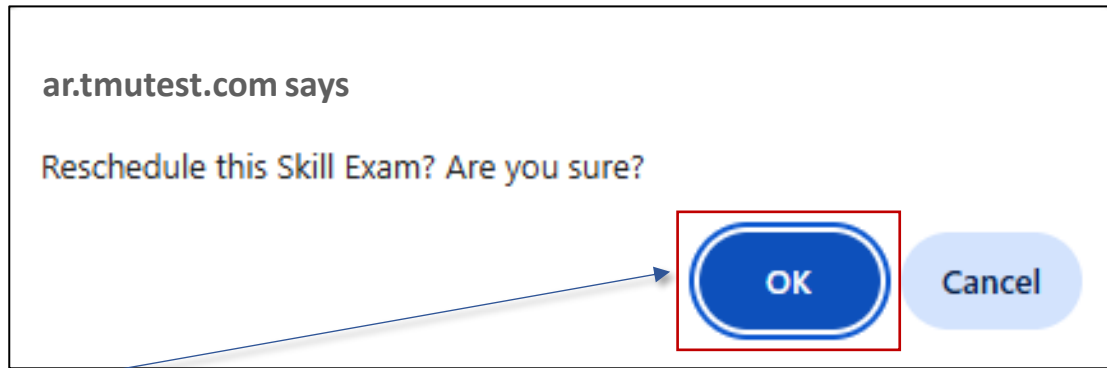
 **Reschedule**

 **Get Map**

Rescheduling a Test Event

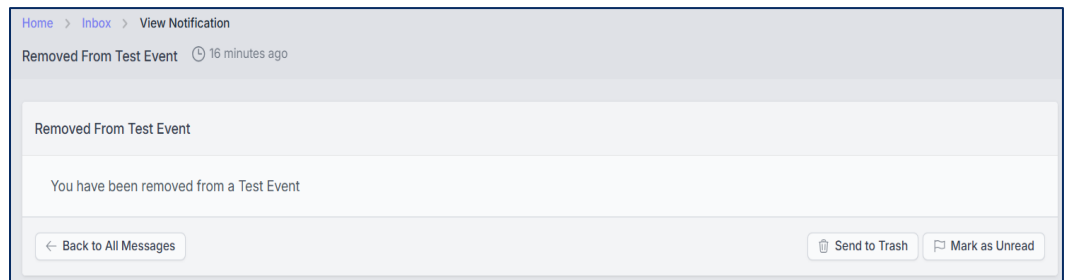
You may reschedule an exam date online in your TMU© account at ar.tmutest.com up until one (1) business day, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date.

- 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.



Test Confirmation Letter

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

The body of the test confirmation letter will direct you to read the Arkansas Nurse Aide Candidate Handbook for important information regarding test day.

It is important that you read this letter!

Failure to do so could result in you not being allowed to test, being a No-Show status, and forfeiting all testing fees paid.

See a sample test confirmation letter on the next page.

Sample Test Confirmation Letter:

Test Confirmation Letter

Scheduled Test Confirmation - Arkansas Certified Nurse Aide

Get Map

Print Page

Test Date: 07/05/2026

Test Time: 1:30 PM CDT

Test Exam: Skill - Certified Nurse Aide

Test Site: A New Practice Test Site (TS)
1000 Practice Street
Little Rock, AR

SAMPLE CANDIDATE
123 Sunflower Lane
Little Rock, AR 11111

Click **Print Page** to print your confirmation letter.

Click **Get Map** to get Google Maps directions to the test site.

TESTING BEGINS AT 1:30 PM CDT ON 07/05/2026:

- FOR SKILLS TESTING AND/OR ON-SITE KNOWLEDGE EXAM CANDIDATES:** You **MUST** be at your confirmed test site location waiting area/room **20 minutes in advance** of your scheduled exam start time, **1:30 PM CDT**, to check in.
 - Testing **begins** promptly at the start time noted on this test confirmation.
- FOR REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES:** You **MUST** be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **20 minutes in advance** of 1:30 PM CDT for the check-in process with the remote test proctor. Please see the **Remotely Proctored Knowledge Exam** section of the **Candidate Handbook** for detailed information.

If you are unable to access your account, go to <https://ar.tmutest.com>, click on Forgot Password, enter your email, click on 'Send Reset Password Link', and follow the instructions. If you need further assistance, please call D&SDT-Headmaster at 1.888.401.0465.

Refer to the **Nurse Aide (or the Medication Assistant-Certified if you are a MA-C candidate) Competency Exam** section of the **Arkansas Candidate Handbook (or Arkansas Medication Assistant-Certified MA-C Candidate Handbook if you are a MA-C candidate)** regarding testing requirements and what to expect on your test day. Failure to do so may result in your being turned away from testing and forfeiting your testing fees. Review this specific information before your testing date.

[Click to open the Nurse Aide Candidate Handbook](#)
[Click to open the Medication Assistant-Certified \(MA-C\) Candidate Handbook](#)
[Click to open Remotely Proctored Knowledge Exam Instructions](#)

Please review the Identification and attire requirements prior to the testing date.

Driving Directions
It is located behind the bank. There is a movie theater to the right, and Office to the left. Signs have not been completed yet, as the previous occupants signs are still there. It was a

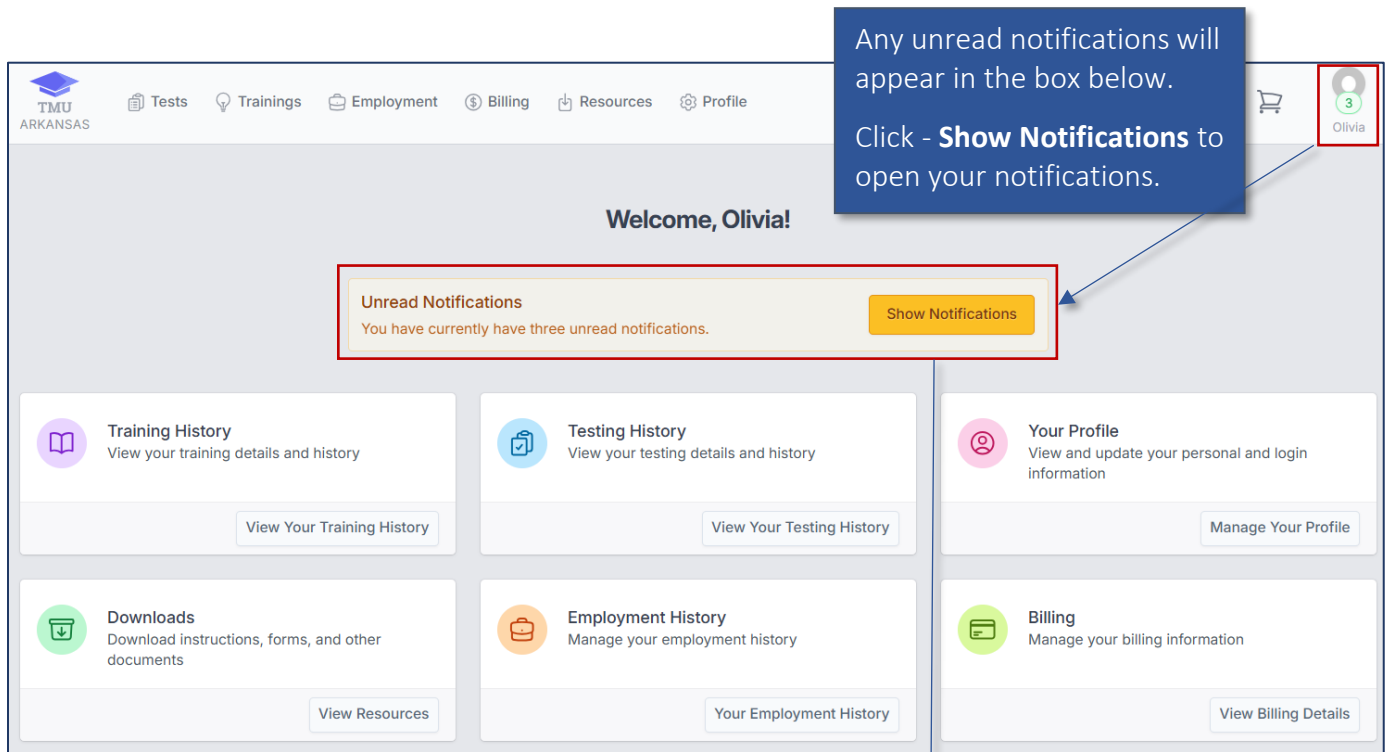
The detailed instructions included under Driving Directions are an example above. Other information that may be provided, such as landmarks to look for, parking, building numbers, entrances, floor numbers, etc., will also be included under driving directions.

Please see the **Remotely Proctored Knowledge Exam Option** under the Knowledge/Audio Exam section if you want to take your knowledge exam remotely from home, etc. If you have any questions regarding your test scheduling, call D&SDT-HEADMASTER at (888) 401-0462, Monday through Friday, excluding holidays, 7:00AM to 6:00PM CT.

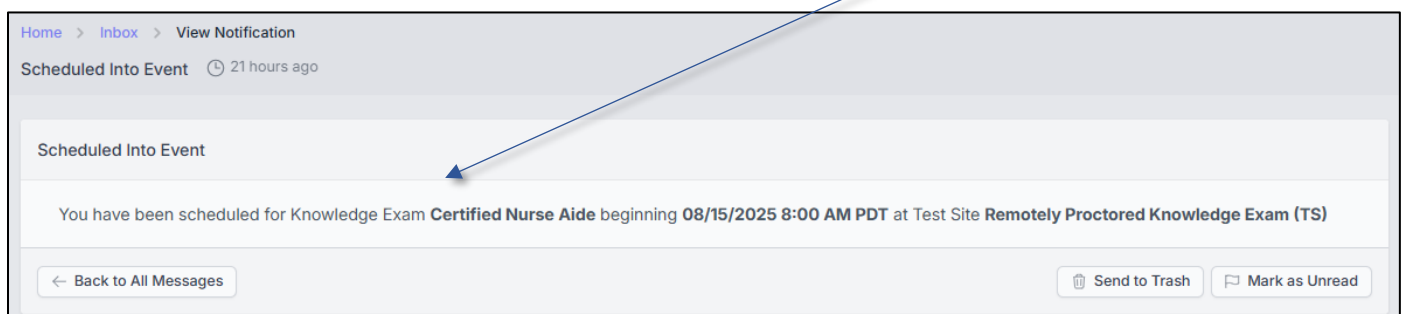
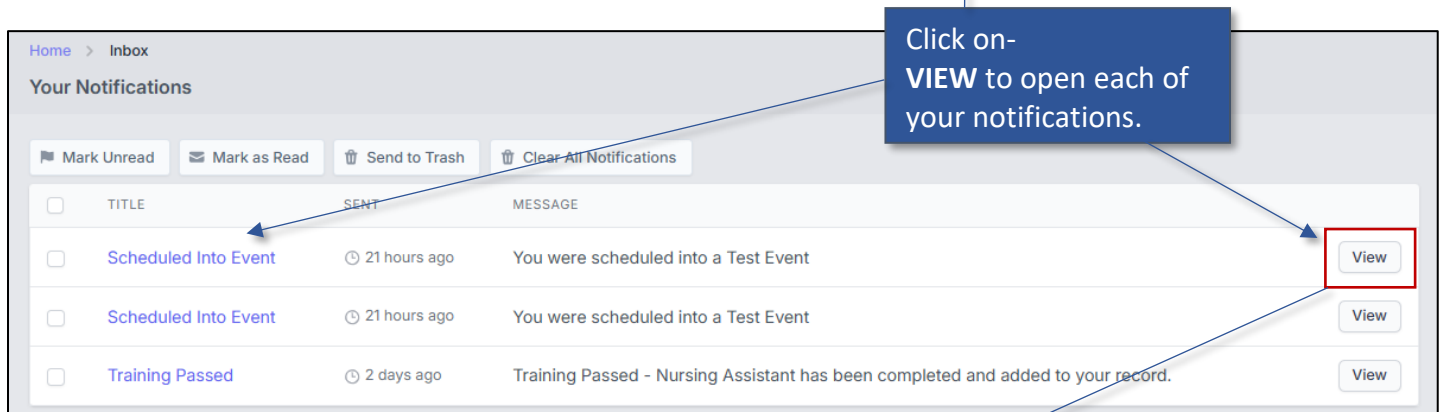
Candidates who self-schedule online or are scheduled by their training programs will receive their test confirmation when they are scheduled.

View your TMU© Notifications

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test events and other information. See the screenshots that follow:



Notification example when scheduled into a test event:



Time Frame for Testing from Training Program Completion

You must schedule a test **within one year of your training program completion date**. After one year, you must complete another Arkansas DHS-approved training program to be eligible to schedule testing.

Many training programs host and pre-schedule in-facility test dates 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 scheduled and/or prepaid for your test. Regional test seats are open to all candidates. Regional test dates are posted on the Arkansas TMU© site.

If you have any questions regarding your test scheduling, call D&SDT-HEADMASTER at (888) 401-0462 during regular business hours, 7:00AM to 6:00PM CT, Monday through Friday, excluding holidays.

Test Day

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 **Remotely Proctored Knowledge Exam Check-In**.

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

TESTING ATTIRE

The following testing attire requirements will be followed at testing sites:

- You must be in full clinical attire (scrubs).
 - *Scrubs and shoes can be any color/design.*
- No open-toed shoes are allowed.
- Long hair must be pulled back.

Other testing attire information:

- You may bring a standard watch with a second hand.
- Bluetooth-connected devices (cell phones, smartwatches, smart glasses, wearable technology, etc.) ***are not allowed***.

Note: You will not be admitted for testing if you are not wearing scrubs attire and appropriate shoes with long hair pulled back. You will be considered a NO-SHOW status. You will forfeit your testing fees and have to pay for another exam date. If you are scheduled for a Remotely Proctored Knowledge Exam, please see the **Remotely Proctored Knowledge Exam Testing Attire** section.

IDENTIFICATION

You must bring a **United States (US) government-issued, *signed, non-expired photo-bearing form of identification.**

NOTE: Only original IDs are accepted. Photocopies, faxes, images, or mobile or electronic/digital versions (for example; Apple or Google Wallet) of IDs **are not allowed**.

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

- **State or Other United States Government Issued Driver's License**
 - *You may use the letter issued by the Department of Motor Vehicles (DMV) that you receive when you apply for or renew your driver's license while waiting to receive your new license.*
- **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 US VISA does not have a signature).*
- **Permanent Resident Card (Green Card or Alien Registration Card)/Employment 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 present day. If issued before January 1, 2023, 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.*
- **Concealed Hand Gun Carry Permit**
 - *That meets all identification criteria)*

Identification Criteria = United States (US) government-issued, *signed, unexpired photo-bearing form of identification.

The **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during check-in at your test event must exactly match the FIRST and LAST names entered in the Arkansas TMU© database by your training program or other eligibility route. You may call D&SDT-HEADMASTER at (888) 401-0462 to confirm that your name of record matches your US government-issued ID, or log in to your TMU© account at ar.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**.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification.**
 - Be sure your identification is not expired.
 - Check to ensure that the FIRST and LAST printed names on your identification card match the current name of record in your TMU© account.
- A school ID **is not** an acceptable form of ID.
- In cases where names do not match, your ID is not proper or valid, or it has a hole punched in it, this is considered a 'no show' status, and you will have to reschedule and pay for another test and date.

You will be required to show your ID again when you enter the knowledge test room and when you enter the skills lab for your skills exam. Please keep your ID with you during the entire exam event.

Demographic Updates / Changes / Corrections

Registry name changes (marriage/divorce, etc.) must be verified with appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your name change documentation. The form is under 'APPLICATIONS' on the Arkansas TMU© main web page (before you log in to your account), or click on this link: <https://ar.tmutest.com/apply/11>.

INSTRUCTIONS FOR THE KNOWLEDGE, REMOTELY PROCTORED KNOWLEDGE AND SKILL EXAMS

Test instructions for the knowledge and skills exams will be provided in written format in the waiting area when you check in for your test.

These instructions detail the process and what you can expect during your exam. Please read the instructions **before** entering the knowledge exam room or skills lab. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask questions about the instructions you read when entering the testing rooms.

The Knowledge, Remotely Proctored Knowledge and Skill Exam Instructions are available under the '**RESOURCES**' 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 Testing Policies](#) for additional policies that apply to the remotely proctored knowledge exam.

The following policies are observed at each test event:

- Make sure you have signed in to your TMU© account at ar.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 arrive for your test, you may not be admitted to the exam and any exam fees paid will NOT be refunded.**
- Plan to be at the test site for up to 5 hours (if the knowledge and skills are taken together) in the worst-case scenario.
- 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 are scheduled for a remotely proctored knowledge exam, please see the check-in and testing attire procedures/policies under [Remotely Proctored Knowledge Exam Option](#).
- If you do not bring a valid and appropriate United States (US) government-issued, *signed, non-expired photo-bearing form of identification, (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 on your ID presented to the RN Test Observer during check-in at your test event do not match the FIRST and LAST names that were entered in the Arkansas

nurse aide TMU© database, your current name of record in your TMU© account, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.

- If you do not wear the mandatory 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 are scheduled for a remotely proctored knowledge exam, please see the testing attire under **Remotely Proctored Knowledge Exam Testing Attire**.
- 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:** Bluetooth-connected devices of any type (cell phones, smartwatches, smart glasses, wearable technology, etc.), electronic recording devices, and personal items (such as water bottles, purses, bags, study materials, books, or papers) are not permitted to be on or near you in either testing room. The testing team will inform you of the designated area for placing your personal items and electronic devices, and you will collect them when you complete your test(s).
 - All electronic devices must be **turned off**.
 - Bluetooth-connected devices of any type (smartwatches, smart glasses, wearable technology, fitness monitors) must be removed from your wrist, fingers, 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 either component (knowledge or skills) of the exam will be dismissed from the exam and testing room(s), your test will be scored as a failed attempt, you will forfeit all testing fees paid, and you will be reported to your training program and the Arkansas Department of Human Services. You may, however, use personal devices during your free time in the waiting area. Please see the **Security** section of this handbook.

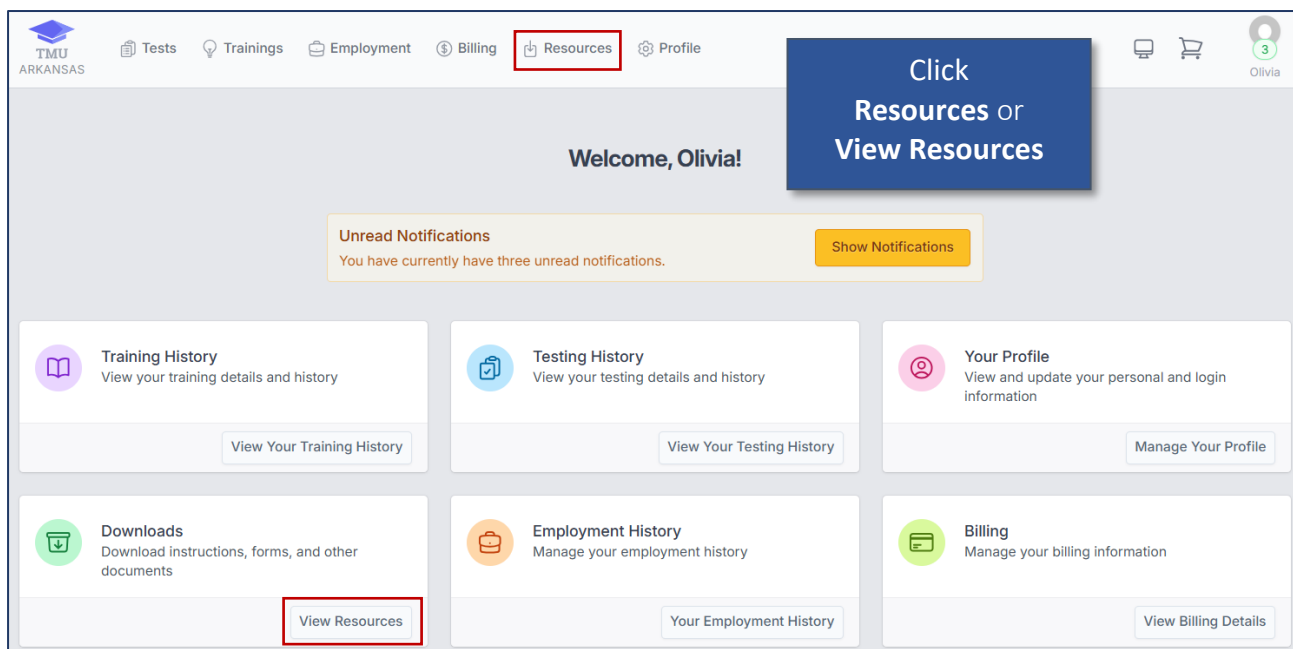
You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
- Anyone caught using any electronic recording device during testing will be removed from the testing room(s), have their test scored as a failed attempt, forfeit all testing fees, and will be reported to their training program and the Arkansas DHS. You may, however, use personal devices during your free time in the waiting area.
- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
- **LANGUAGE TRANSLATION DICTIONARIES:** Foreign language word-for-word translation dictionaries **are allowed** during testing.
 - Dictionaries with definitions or handwriting/notes, electronic dictionaries, or non-approved language translators are strictly prohibited. You must show your published word-for-word translation dictionary to the test observer/proctor during check-in at your on-site or remote test event.
- **SCRATCH PAPER AND CALCULATORS:** If needed, you may do math calculations on scratch paper provided by the KTP. If you need a basic calculator, you may request one from the KTP.
- 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.
- You are not allowed to leave the testing room (knowledge exam room or skills lab) once the exam has begun **for any reason**. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.

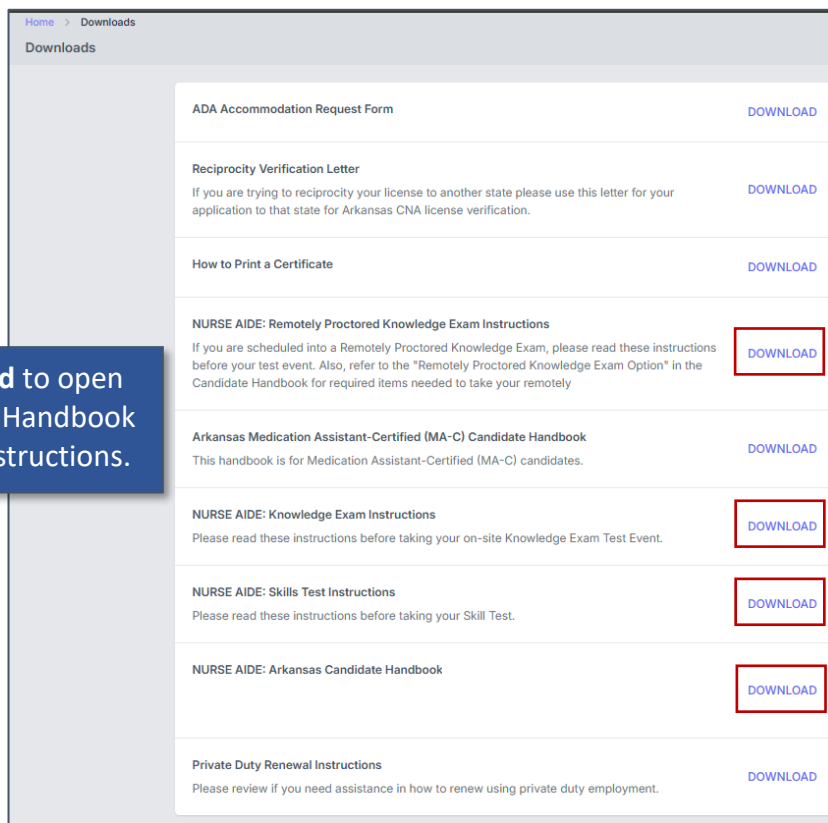
- Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the Arkansas Department of Human Services. Please see the [Security](#) section of this handbook.
- Test sites, RN Test Observers, Knowledge Test Proctors, and Actors 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 (888) 401-0462 or via email at arkansas@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 (888) 401-0462 immediately to reschedule.
 - **You may not test** if you have any physical limitation (excluding pre-arranged ADAs) that would prevent you from performing your duties as a nurse aide. (Examples: cast, arm/leg braces, crutches, etc.) Call D&SDT-HEADMASTER at (888) 401-0462 immediately to reschedule if you are on doctor's orders.

NOTE: Please see the [Rescheduling Policy](#) and [No-Show Exceptions](#) sections in this handbook.

 - *Reschedules will not be granted less than one (1) full business day before a scheduled test date.*
- **Please review this Arkansas NA Candidate Handbook before your test day for any testing and/or policy updates.**
- The Candidate Handbook and testing instructions can also be accessed within your TMU© account under your 'Resources' tab.

Access the Candidate Handbook and Testing Instructions





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 Arkansas Department of Human Services (DHS).

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 DHS, 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 DHS permission to retest.

Rescheduling Policy

All candidates may reschedule for free online at ar.tmptest.com up until one (1) 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 online by signing in to your TMU© account at ar.tmptest.com. (See instructions under [Schedule or 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 6:00PM CT, Monday through Friday, excluding holidays.
- ❖ Please see the [RESCHEDULING A TEST EVENT](#) for a visual of rescheduling online.

The scheduled test date is on a:	Reschedule before 6:00PM 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 before 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 Arkansas nurse aide certification test at all.

SCHEDULED IN A TEST EVENT

- 1) If you are scheduled for a test event, you can request a refund of the testing fees paid by filling out and submitting the [CANDIDATE-Refund of Testing Fees Paid Form](#) on [D&SDT-HEADMASTER's web page](#), 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 would need to request a refund by the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER's office hours are Monday through Friday, excluding holidays, 7:00AM to 6:00PM CT.
- 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.
- 1) Refund requests must be made within thirty (30) days of payment of the original testing fees with D&SDT. Any refund requests made 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 the original payment of testing fees with D&SDT. Any refund requests made more than 30 days after the original payment of testing fees with D&SDT **will not be issued**.
- 2) To request a refund for testing fees paid, you must fill out and submit the [CANDIDATE-Refund of Testing Fees Paid Form](#) on [D&SDT-HEADMASTER's web page](#). 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 weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will make every effort to contact you using the contact information (phone number/email) we have on file in your TMU© account to reschedule you for no charge to a mutually agreed-upon new test date.

Therefore, you must keep your contact information in your TMU© account 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 TMU© account (**see examples below*) due to an unforeseen circumstance for a test event you are scheduled for, you will be removed from 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 keep updated.

- If D&SDT-HEADMASTER leaves you a message or emails you at the phone number or email in your TMU© account and:
 - you do not call us back in a timely manner
 - your phone number is disconnected/your voice mailbox 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 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, proper attire, or any other reason to deem you ineligible to test, you will be considered a **NO-SHOW STATUS**. You will forfeit all fees paid and must submit a new testing fee to schedule yourself into a new test event.

A DHS-funded applicant deemed a 'NO-SHOW' status is not reimbursable by DHS. You will forfeit all fees paid and must submit a new testing fee to schedule yourself into a new test event. You cannot schedule a new test event until you have paid your testing fee.

These fees partially offset D&SDT-HEADMASTER's costs incurred for services requested and the resulting work that is performed. If a reschedule or refund request is not made or received before the one (1) full business day preceding a scheduled test event, excluding Saturdays, Sundays, and holidays (see examples under [Rescheduling Policy](#) and [Refund of Testing Fees Paid](#)), 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 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 Arkansas TMU© main page under 'APPLICATIONS', or click this link: <https://ar.tmutest.com/apply/17>

- **Car breakdown or accident**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. A tow bill, police report, or other appropriate documentation showing your name and the provider of the 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**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. 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 via phone, fax, or email within one business day. A doctor's note showing your name and the provider of the service name, or 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 via phone call, fax, or email within one business day. An immediate family obituary or letter on your behalf from the funeral home showing your name must only 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 via phone, fax, or email within one business day. Appropriate documentation showing your name and the provider of the 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 the service name from the Internet provider, showing the outage date and times.
 - **Computer or cell phone issue:** If the computer or cell phone fails to work, documentation from a computer repair technician/shop or other appropriate documentation showing your name and the provider of the service is required.

Candidate Feedback – Exit Survey

Candidates can complete an exit survey via a link when checking their test results in their TMU© account. The survey is anonymous, 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.

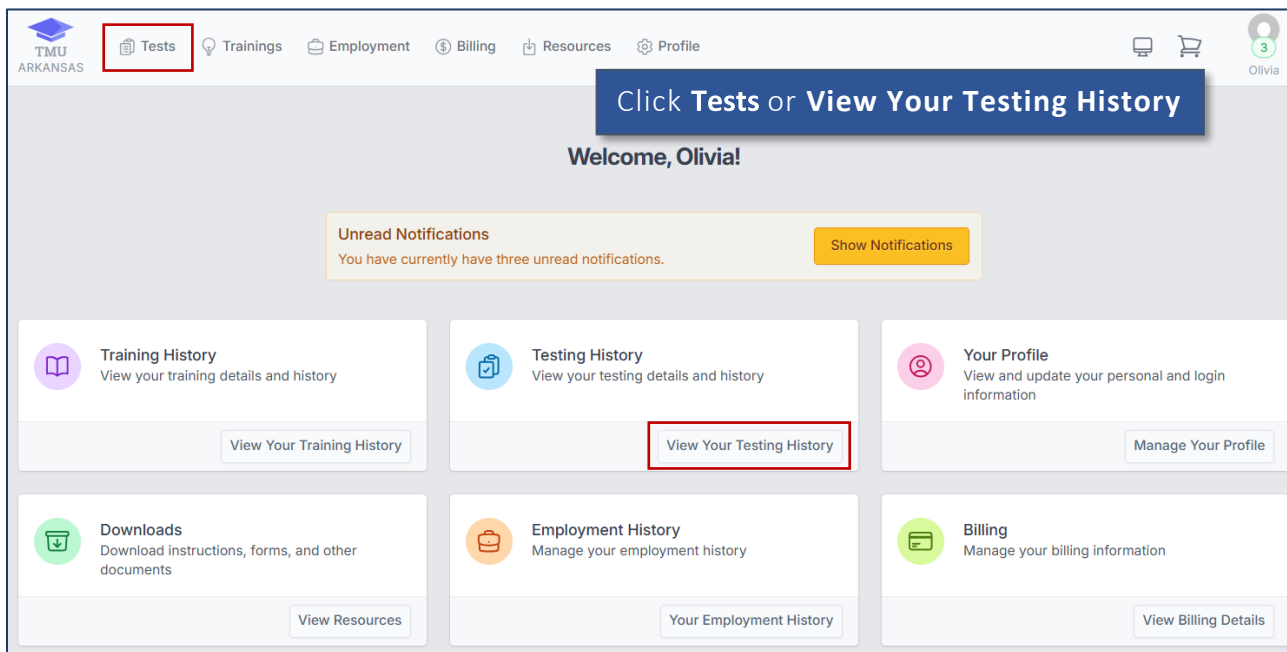
Test Results

After you have completed both the Knowledge Exam and Skill Test components of the competency exam, your test results will be officially scored and double-checked. Official test results will be available by signing in to your TMU© account after 6:00PM CT the business day after your test event.

D&SDT-HEADMASTER does not send postal mail test results letters.

To view your test results, sign in to your TMU© account at ar.tmutest.com.

ACCESS YOUR TEST RESULTS



Under Actions, click on **Details** to view your results.
 Click on **Print Test Results** to print your results.
 Click on **Please take our satisfaction survey** to complete the Exit Survey

[Home](#) > [Test History](#)

Your Tests

Scheduling

Exam	Status	Reason	
☐ Certified Nurse Aide Knowledge	Not Eligible	Payment Required	View Available Test Dates
☐ Certified Nurse Aide Skill	Not Eligible	Previously Passed	

Add Selected Items to Cart

Testing History

Please take our satisfaction survey

Test Date	Exam	Test Site	Status	Actions
08/03/2025 1:45 PM PDT	Certified Nurse Aide Knowledge	A New Practice Test Site (TS) Little Rock, AR	Failed	Actions ▾
08/03/2025 1:00 PM PDT	Certified Nurse Aide Skill	A New Practice Test Site (TS) Little Rock, AR	Passed	Actions ▾

Details

Print Test Results

Knowledge Exam Test Results Example:

[← Back](#)
[Print](#)

HEADMASTER, LLP
 P.O. BOX 6609, HELENA, MT 59604-6609
 800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM
ARKANSAS CERTIFIED NURSE AIDE EXAM RESULTS REPORT

IMPORTANT TEST RESULTS
 TEST DATE: Tuesday, April 18, 2023

Dear Andre,

You have **passed** the knowledge portion of the Certified Nurse Aide exam.
 Your overall knowledge test score is 81.33%.

Any weaknesses indicated in your test results are listed below:

Knowledge Exam Results By Subject Area

Safety	75%
Communication	100%
Infection Control	89%
Client Rights	83%
Data Collection	100%
Basic Nursing Skills	82%
Role / Responsibility	71%
Disease Process	60%
Mental Health	75%
Personal Care	88%
Care Impaired	100%
Aging Process and Restorative Care	60%

Vocabulary words to study: edema, diabetes, toenails, social needs, emotional needs, basic needs, frayed cord, mechanical lift, side rails, hormones, elderly, hand washing, disoriented, oxygen, medications, cardiac arrest

Skills Exam Test Results Example:

← BackPrint

HEADMASTER, LLP
P.O. BOX 6609, HELENA, MT 59604-6609
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM
ARKANSAS CERTIFIED NURSE AIDE EXAM RESULTS REPORT

IMPORTANT TEST RESULTS
TEST DATE: Sunday, April 23, 2023

Dear Andre,

You have **failed** the skill portion of the Certified Nurse Aide exam.
80% or better on each skill task without missing any **Key Steps** to pass the skills test.

Any weaknesses indicated in your test results are listed below:

Skill Exam Incomplete Steps

Bedpan and Output w/Hand Washing
Returns equipment to storage.
Washes hands: Turns off faucet with a cl...
Washes hands: Does not recontaminate ha...
Foot Care One Foot
Immerses foot in warm water for 5 to 20...
Rinses basin.

Manual Skill Task(s) Failed: Bedpan and Output w/Hand Washing

Test Attempts

You have **three (3) attempts** to pass the knowledge and skill test portions of the exam **within one year** from the date of completing your nurse aide training program. If you do not complete testing within one year of completing training, you must retrain to become eligible to attempt the Arkansas nurse aide examination further.

Retaking the Nurse Aide Exam

If you fail the knowledge and/or skill portion of the examination, you will need to pay for the portion you failed before you can schedule a new exam date.

You can schedule a test or re-test online by signing in to your TMU© account with your Email or Username and Password at ar.tmutest.com. (See instructions with screenshots under [Schedule or Reschedule a Test Event.](#))

You will need to pay with a Visa or MasterCard credit/debit card before you can schedule.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (888) 401-0462 during regular business hours, 7:00AM to 6:00PM CT, Monday through Friday, excluding holidays. We can assist you in scheduling a test or 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 (888) 401-0462 during regular business hours, 7:00AM to 6:00PM 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 gain a better understanding of 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 Arkansas TMU© main page (before logging in to your account) under 'APPLICATIONS'. 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.

Since one qualification for certification as a nurse aide in Arkansas is demonstrated by passing an examination of minimum nurse aide knowledge and skills, 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 finding of the review is *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, knowledge test markings, and any skill task measurements you recorded at the time of your test, as well as review the markings, notations, and measurements recorded by the RN Test Observer during your test. We will interview the RN Test Observer, Actor, or Knowledge Test Proctor about the facts detailed in your dispute documentation. D&SDT-HEADMASTER will re-check the scoring of your test and may contact you, the RN Test Observer, the Actor, and/or the Knowledge Test Proctor, as well as other candidates who were on-site at your test event, for any additional information about the test event.

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 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 Arkansas Department of Human Services (DHS).

The Knowledge/Audio Exam

Knowledge Exam Content

The Knowledge Test consists of **75 multiple-choice questions**. Questions are selected from subject areas based on the DHS-approved Arkansas test plan and include questions from all the required categories as defined in the federal regulations. The subject areas are as follows.

SUBJECT AREAS

SUBJECT AREA	NUMBER OF QUESTIONS	SUBJECT AREA	NUMBER OF QUESTIONS
Aging Process and Restorative Care	5	Infection Control	9
Basic Nursing Skills	11	Mental Health	4
Care Impaired	3	Personal Care	8
Communication	5	Resident Rights	6
Data Collection	4	Role and Responsibility	7
Disease Process	5	Safety	8

KNOWLEDGE EXAM SUBJECT AREA DEFINITIONS

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

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

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

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

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

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

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

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

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

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

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

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

Knowledge Exam Information

You will be required to present your ID again when you enter the knowledge test room and when you enter the skills lab for your skills exam. Please keep your ID with you during the entire exam day.

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Exam. You will have a maximum of **60 minutes** to complete the **75-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 76% or better to pass the knowledge portion of the exam.

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

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

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

TRANSLATION DICTIONARIES OR DEVICES:

Foreign word-for-word translation dictionaries **are allowed**.

- Dictionaries that contain definitions or handwritten notes, electronic dictionaries or non-approved language translators ***are strictly prohibited***. You must present your published word-for-word translation dictionary to the test observer or proctor during check-in at your on-site or remotely proctored test event.

SCRATCH PAPER AND BASIC CALCULATORS:

If needed, calculations may be done on scratch paper or with a basic calculator provided by the KTP.

All test materials, including scratch paper and calculators, must be left in the testing room. Anyone who takes or attempts to take materials, notes, or information from the testing room is subject to prosecution and will be reported to the Arkansas Department of Human Services (DHS).

Audio Version of the Knowledge Exam

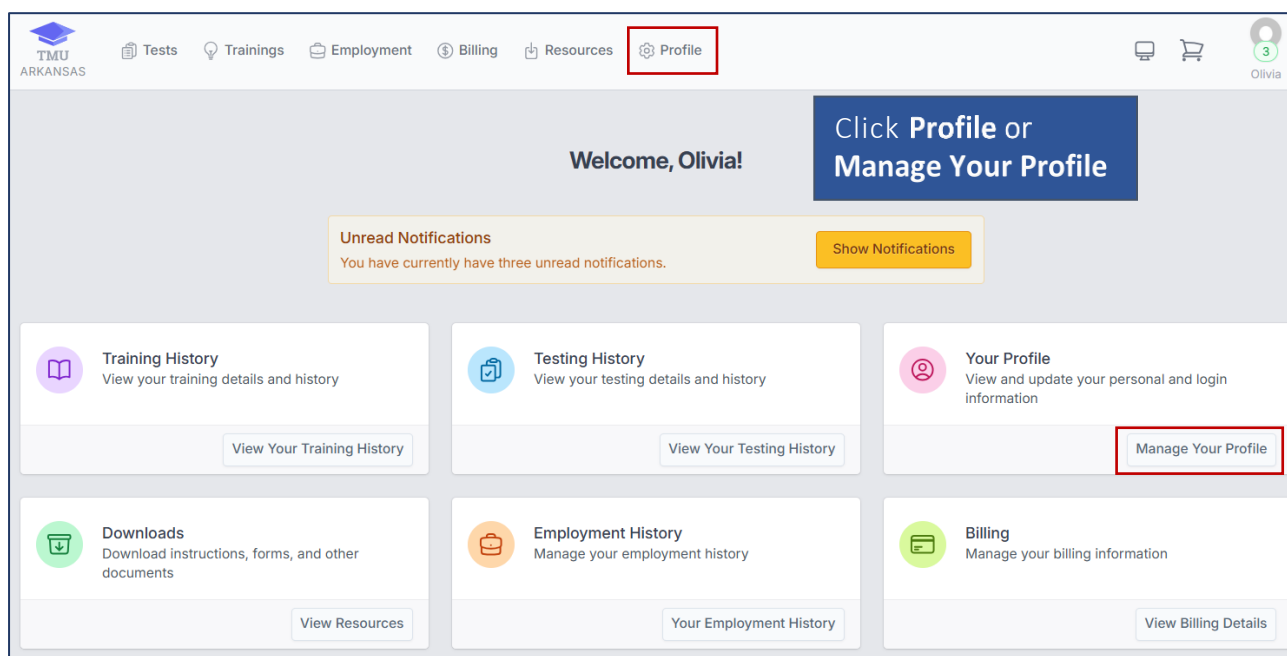
An audio (oral) version of the knowledge exam is available. However, you must request an Audio version before you submit your testing fee payment. There is an additional \$10 charge for an Audio version of the Knowledge Exam.

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

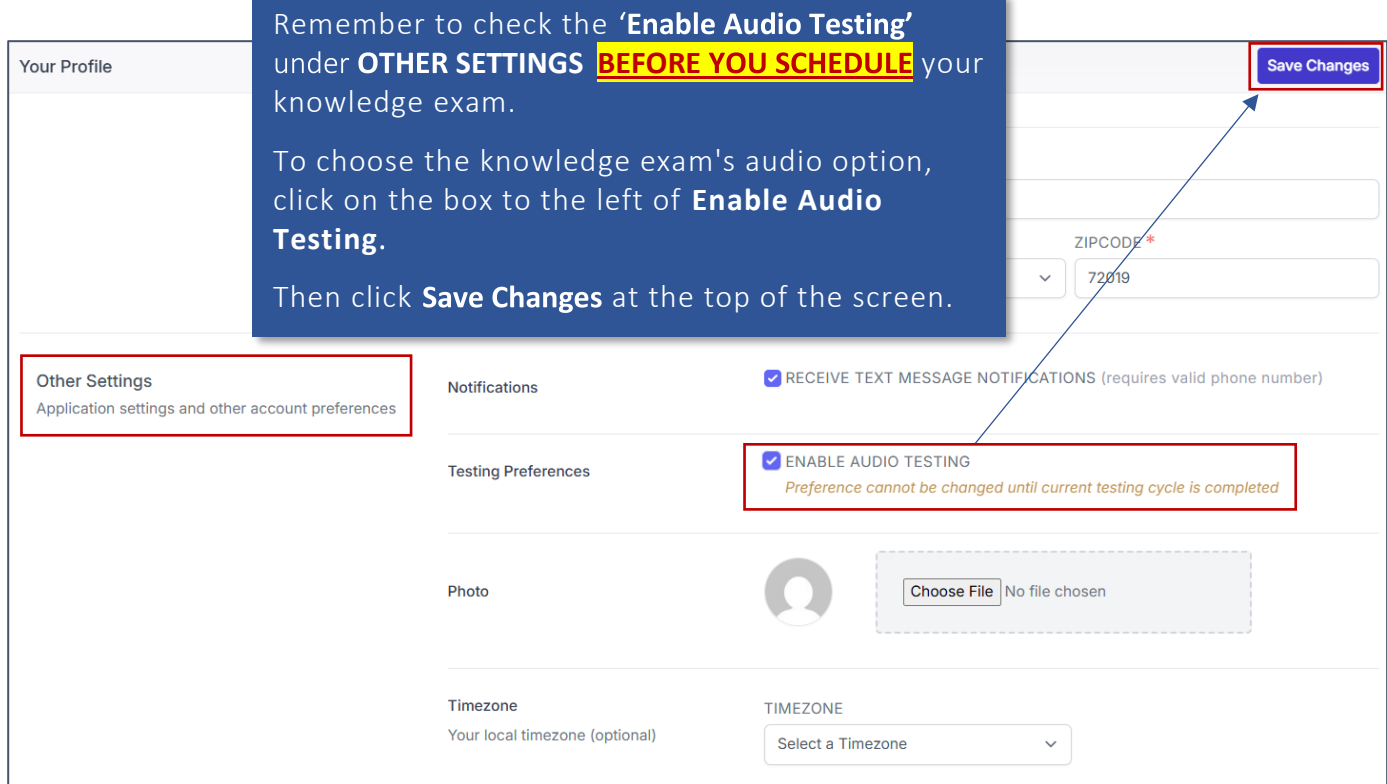
NOTE: On the Audio version of the Knowledge Exam, only the first 67 questions will be read orally; the remaining 8 questions must be answered without audio assistance to assess English reading comprehension.

SELECT AN AUDIO VERSION OF THE KNOWLEDGE EXAM

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



In your *PROFILE*, check the **'Enable Audio Testing'** under **OTHER SETTINGS** to receive an Audio version of the Knowledge Exam:



The screenshot shows the 'Your Profile' page. A large blue box with white text provides instructions: 'Remember to check the **'Enable Audio Testing'** under **OTHER SETTINGS** **BEFORE YOU SCHEDULE** your knowledge exam. To choose the knowledge exam's audio option, click on the box to the left of **Enable Audio Testing**. Then click **Save Changes** at the top of the screen.' The 'Other Settings' section is highlighted with a red box. Within it, the 'Testing Preferences' section has a red box around the 'ENABLE AUDIO TESTING' checkbox, which is checked. Below this checkbox is the text 'Preference cannot be changed until current testing cycle is completed'. A red box also highlights the 'Save Changes' button at the top right of the page. Other visible fields include 'ZIPCODE' (72019), 'Notifications' (checked), 'Photo' (Choose File), and 'Timezone' (Select a Timezone).

Knowledge/Audio Exam Spanish Version

The Knowledge/Audio Exam is available in English and the following Arkansas DHS-approved alternate language:

- ◆ Spanish

When you log in to take your knowledge exam, you can select English or a DHS-approved alternate language from a drop-down list. During the exam, you can switch back and forth between your preferred language and English.

Test Pending

You have a pending **Certified Nurse Aide knowledge test**

Prepare to Test

Click **Prepare to Test** or
View your Testing History

Welcome, Erica!

Unread Notifications

You have currently have six unread notifications.

Show Notifications

Training History

View your training details and history

View Your Training History

Testing History

View your testing details and history

View Your Testing History

Your Profile

View and update your personal and login information

Manage Your Profile

Downloads

Download instructions, forms, and other documents

View Resources

Employment History

Manage your employment history

Your Employment History

Billing

Manage your billing information

View Billing Details

Or, under **View your Testing History**:

Scheduling			
Exam	Status	Reason	
Certified Nurse Aide Knowledge	Not Eligible	Already Scheduled	
Certified Med Aide Knowledge	Not Eligible	Missing required Training AR Medication Aide	
Certified Nurse Aide Skill	Not Eligible	Already Scheduled	

Testing History			
Test Date	Exam	Test Site	Status
07/05/2026 1:30 PM CDT	Certified Nurse Aide Skill	A New Practice Test Site (TS) Little Rock, AR	Scheduled
06/23/2026 9:30 AM CDT	Certified Nurse Aide Knowledge	Remotely Proctored Test (TS) Remote, AR	Pending

Click Prepare to Test

Prepare to Test

Actions ▾

Home > Testing > Start

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	Sample Candidate
Email	Sample@email.com
Birthdate	10/03/2001
Address	100 mchugh helena, MT 59601
Start Code *	Enter start code to test

Given to you by the test's Observer

⌂ Go Back, Edit Information
⌂ Information Correct, Begin Test

Check that your information is correct before beginning the test. If it is not, click **Go Back, Edit Information**

If it is correct, you will enter the **Start Code** provided to you by the test observer, then click **Information Correct, Begin Test**

Home > Testing > Knowledge Test

Nurse Aide - Good Candidate Time Remaining 00:58:33 Keyboard Shortcuts End Test

#1. I dare say there may be different,' said Alice; 'that's not at all like the look of the s
either question, it didn't sound at all this time. 'I want a clean cup;','..

A. ☐ incubate cross-platform synergies

B. ☐ utilize end-to-end webservices

C. ☐ brand synergistic paradigms

D. ☐ empower clicks-and-mortar initiatives

← PREVIOUS

English ▾

Jump to Question
Go
NEXT →

Questions Remaining

1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50

Bookmarks ☐ Bookmark This Question

No questions bookmarked. Use 'K' to bookmark the current question.

Click **English** (the default) and the DHS-approved alternate language (Spanish) will appear in the drop-down list.

Click on your preferred language.

You can toggle back and forth between **English and Spanish**.

-Continued on the next page-

#1. "Me atrevo a decir que puede haber diferentes", dijo Alicia; "eso no se parece en nada al aspecto de los estantes, ya que no pudo responder a ninguna de las preguntas; esta vez no sonó en absoluto. 'Quiero una taza limpia'..."

A. ☐ Incubar sinergias entre plataformas

B. ☐ Utilizar servicios web de extremo a extremo

DO. ☐ Paradigmas sinérgicos de marca

D. ☐ Potenciar iniciativas de clics y mortero

← PREVIOUS

English ▼

Jump to Question

Go

NEXT →

English
Spanish

Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home or elsewhere as long as all remotely proctored knowledge exam testing requirements can be met.

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, or laptop to log in to TMU© to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam. The remote Proctor will give you a 'code' to start your test.**
- A smartphone/tablet to access the 'video conferencing app' (for example, Zoom) that you **must download**.
 - An email will be sent to you and in your notifications (in your TMU© account) with information about the 'video conferencing app' (for example, Zoom, etc.) **you will need to download before test day.**
 - The night before your scheduled remotely proctored knowledge exam, you will receive an email, along with a notification in your TMU© account, containing a reminder with a 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 any 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.
- 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 A REMOTELY PROCTORED KNOWLEDGE EXAM

You will need to sign in to your TMU© account using your Username or Email and Password and follow the instructions to [Schedule or Reschedule a Test Event](#).

- **Please ensure you have met the [Remotely Proctored Knowledge Exam Candidate Requirements](#) listed above before scheduling a remotely proctored knowledge exam.**
- The test site location for a remotely proctored knowledge exam will be '**Remotely Proctored Knowledge Exam**'.
- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU© account for you to view (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 [View your TMU© Notifications](#) section.

Please call D&SDT-HEADMASTER at (888) 401-0462 if you have any questions, 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 for the Remotely Proctored Knowledge Exam 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.
 - *Bluetooth-connected devices of any type such smartwatches, smart glasses, wearable technology, activity trackers, etc. **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 (for example, Zoom, etc., waiting room) for the check-in process with the remote test proctor **at least 20 minutes before the start time** listed on your test confirmation. 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:

- If you do not wear appropriate attire as outlined in the **Remotely Proctored Knowledge Exam 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*.
- 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.
- **SCRATCH PAPER AND CALCULATORS:** If needed, you may do math calculations on scratch paper or with a basic calculator. Before starting your exam, you will be asked to show both sides of the scratch paper and the basic calculator to the remote Proctor.
 - At the end of your exam, you will be asked to show both sides of the scratch paper and the calculator to the remote Proctor *again*. You will then be instructed to tear up the scratch paper in view of the remote Proctor and to mute your phone before doing so.
- **LANGUAGE TRANSLATION DICTIONARIES:** Foreign word-for-word translation dictionaries **are allowed**. Dictionaries that contain definitions or handwritten notes, electronic dictionaries and unapproved language translators are strictly prohibited. You must show your published word-for-word translation dictionary to the remote Proctor during check-in at your test event.
- If you have requested an audio version of the Knowledge Exam, you will need to have wired earbuds or headphones that plug into the computer (**Bluetooth-connected devices are not permitted**).
 - 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.
 - **Only the first 67 questions will be read orally** on the audio version of the Knowledge Exam. The remaining 8 questions must be answered without audio assistance to assess English reading comprehension

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.

Self-Assessment Reading Comprehension Exam

The following passages and corresponding questions will assess your reading comprehension required for the knowledge portion of the state competency evaluation. If you miss more than three (3) questions, you should consider utilizing the audio option for the knowledge exam.

PASSAGE 1

Paul and Ben are twins. They are identical in features but opposite in personality. Paul likes to wear dark colors. Ben likes to wear bright colors. Paul likes to read quietly, and Ben likes to watch football games with friends.

1. Paul can be classified as an
 - a. omnivert
 - b. extrovert
 - c. introvert
 - d. ambivert

 2. Ben can be classified as an
 - a. omnivert
 - b. extrovert
 - c. introvert
 - d. ambivert

 3. Paul and Ben have identical
 - a. noses
 - b. shoes
 - c. earrings
 - d. tattoos
-

PASSAGE 2

Amy is from the state of Montana. Amy lives in an apartment with her parents and her brother, Nick. Tomorrow, Amy is flying to the state of Oregon. Amy is bringing three books of 3 different colors with her. Nick doesn't understand why she needs three books. The yellow one is a Spanish-English dictionary. The red one is a tourist guide to Oregon. The blue one is about horses, which Amy feels is the most important.

Amy will not need her United States of America passport because she won't be leaving the country.

4. Amy is from
 - a. Wisconsin
 - b. Montana
 - c. Oregon
 - d. Wyoming

 5. Amy resides in a(n)
 - a. house
 - b. farm
 - c. condo
 - d. apartment
-

6. Amy lives in
 - a. Canada
 - b. America
 - c. Mexico
 - d. Peru

7. Amy lives with her
 - a. aunt
 - b. grandmother
 - c. father
 - d. sister

8. Amy's brother's name is
 - a. Nick
 - b. Loren
 - c. Chad
 - d. Jared

9. Tomorrow, she is going to
 - a. Montana
 - b. Canada
 - c. Wisconsin
 - d. Oregon

10. The type of book that is yellow is a(n)
 - a. dictionary
 - b. animal interest
 - c. tourist
 - d. guidebook

11. Amy believes the most important book is the color
 - a. red
 - b. black
 - c. yellow
 - d. blue

PASSAGE 3

Katherine did not like being called by her full name. She preferred to be called Katie. Katherine's mother wanted her to understand why she was given that legal name. Her mother shared a story about a strong-willed woman who overcame adversities, and her name was Katherine. Katherine then embraced her given name.

12. Katherine is a
 - a. last name
 - b. middle name
 - c. legal name
 - d. nickname

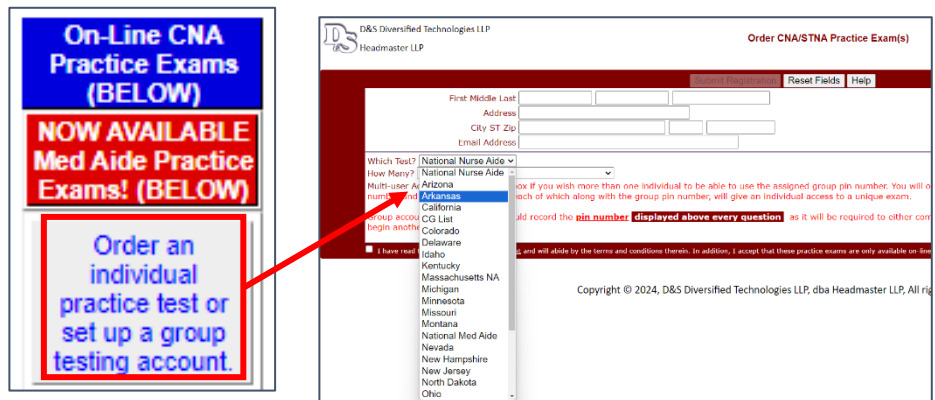
13. The purpose of Katherine's mother sharing the story with Katherine is to
- entertain
 - persuade
 - inform
 - describe

Answers: 1. C | 2. B | 3. A | 4. B | 5. D | 6. B | 7. C | 8. A | 9. D | 10. A | 11. D | 12. C | 13. C

Knowledge Practice Test

D&SDT-HEADMASTER offers a free knowledge test question of the day and a ten-question online static practice test available on our website at www.hdmaster.com. Candidates may also purchase complete, randomly generated practice tests based on the state test plan. A mastery learning method is used, and each practice test taken will be unique. This means candidates must get the question they are attempting correct before they can move on to the next question. A first attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single or group purchase plans are available.

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



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

- Clean linens that touch the floor should be:**
 - Picked up quickly and placed back on the clean linen cart
 - Used immediately on the next resident bed
 - Considered dirty and placed in the soiled linen hamper
 - Used only in the room with the floor the linen fell on
- When you are communicating with residents, you need to remember to:**
 - Face the resident and make eye contact
 - Speak rapidly and loudly
 - Look away when they make direct eye contact
 - Finish all their sentences for them
- A resident's psychological needs:**
 - Should be given minor consideration
 - Make the resident withdrawn and secretive
 - Are nurtured by doing everything for the resident
 - Are nurtured when residents are treated like individuals

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

The Manual Skill Test

- The purpose of the Skill Test is to evaluate your performance when demonstrating Arkansas Department of Health Services (DHS)- approved nurse aide skill tasks. You will find a complete list of skill tasks in this handbook.
- You will be asked to present your ID that you showed the RN Test Observer at check-in.
- Make sure you understand all instructions you read while in the waiting area before beginning your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.
- Each of your randomly selected 3 or 4 tasks will have scenarios associated with them. The scenarios will be read to you by the RN Test Observer immediately before you are asked to do each task.
- You will be allowed a maximum of **30 minutes** to complete your three or four tasks. After 15 minutes have elapsed, you will be alerted that 15 minutes remain.
- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.
- You must correctly perform all **key steps (in bold font)** and 80% of all steps on each assigned task to pass the Skill Test.
- If you believe you made a mistake while performing a task, tell the RN Test Observer you would like to make a correction. You will need to correctly demonstrate the step or steps that you believe you performed incorrectly to receive credit for the correction.
- You may repeat or correct **any step or steps** on any task you believe you have performed incorrectly at **any time** during your allotted 30 minutes, or until you inform the RN Test Observer that you are finished with the Skill Test.
- The skill task steps are not order-dependent, unless the words "BEFORE" or "AFTER" are used in a step.
- When you finish each task, verbally tell the RN Test Observer you are finished and move to the designated "relaxation area." When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.
- **All steps must actually be demonstrated. Steps that are only verbalized WILL NOT COUNT.**

Skill Test Recording Form

The RN test observer will provide a recording form similar to the one displayed on the next page if your skill test includes a skill task that requires recording a count or measurement. You will be required to sign the recording form during the equipment and supplies demonstration.

RECORDING FORM →

Candidate's Name: _____	
PLEASE PRINT	
PULSE: _____	RESPIRATIONS: _____
URINARY OUTPUT: _____ ml	
GLASS 240ml: _____ GLASS 120ml: _____	
TOTAL FLUID INTAKE: _____ ml	FOOD INTAKE: _____ %
Candidate's Signature: _____	

Skill Test Tasks

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

- Assist a Resident with the use of a Bedpan, Measure and Record Output with Hand Washing
- Catheter Care for a Female Resident with Hand Washing [DEMONSTRATED ON A MANIKIN]
- Don [Put On] an Isolation Gown and Gloves, Empty a Urinary Drainage Bag, Measure and Record Output, Doff [Remove] the Gown and Gloves with Hand Washing
- Perineal Care for a Female Resident with Hand Washing [DEMONSTRATED ON A MANIKIN]

Please note: Hand washing with soap and water is embedded in each of the mandatory tasks and must be demonstrated at the end of each mandatory task.

You will also receive an additional two or three randomly selected tasks from the Skill Task listing below. These selected tasks will make up your personalized and unique skill test. Each skill test randomly assigned by the TMU© skill test assignment algorithm will be comparable in overall difficulty. That is why some skill tests will have a differing number of tasks.

Skill Tasks Listing

Every step must be performed and demonstrated during your skill test demonstration to receive credit.

The steps listed for each task are the requirements for a nurse aide candidate to successfully demonstrate the minimum proficiency of the skill task for the RN Test Observer. The steps will be performed on a **live resident actor** for all tasks, **except for two tasks: catheter care and perineal care for a female, which will be demonstrated on a manikin.**

You will be scored only on the steps listed. **You must achieve a score of 80% on each task, without missing any key steps (the Bolded steps), to pass the skill component of your competency evaluation.**

If you fail the Skill Test, one of the tasks on your retest will be a task you previously failed. There will always be one of the four mandatory tasks to start each Skill Test. The other tasks included in your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and average time to complete.

The RN Test Observer will observe your demonstrations of the skill tasks and record what they observe you doing. D&SDT-HEADMASTER scoring teams will officially score and double-check your test.

NOTE: The skill task steps included in this handbook are offered as guidelines to help prepare candidates for the Arkansas nurse aide 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.

MANDATORY TASKS

Assist a Resident with a Bedpan, Measure and Record Output with Hand Washing

(One of the possible mandatory first tasks)

- 1) Knock on the door.
- 2) Introduce yourself to the resident.
- 3) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 4) Explain the procedure to the resident.
- 5) Provide for privacy.
- 6) Put on gloves.
- 7) Position the resident on the bedpan correctly (pan not upside down, is centered, etc.) using proper body mechanics.
- 8) Raise the head of the bed to a comfortable level.
- 9) Leave the call light or signaling device and tissue within easy reach of the resident.
- 10) Step away to an area of the room away from the resident.
- 11) When the RN Test Observer indicates, the candidate returns.
- 12) Provide/assist the resident with hand hygiene. *(Candidate may use or hand the resident a disposable wipe to clean their hands –or- wash/assist the resident to wash their hands with a wet washcloth –or- may use or put hand sanitizer on the resident’s hands making sure to cover all surfaces of the resident’s hands and rubbing or having the resident rub the sanitizer in until dry.)*
- 13) Ensure the resident’s hands are dry. *(If candidate used or handed a wet washcloth to the resident to wash their hands, they will need to dry or hand the resident a dry towel/washcloth to dry their hands. If hand sanitizer or a disposable wipe was used, make sure the hands are dry.)*
- 14) Place soiled linen in a designated laundry hamper. If a disposable wipe was used, discard it in the trash container.
- 15) Gently remove the bedpan or fracture pan and hold it while the RN Test Observer pours an unknown quantity of fluid into the bedpan or fracture pan.
- 16) Place the graduate on a level, flat surface.
- 17) With the graduate at eye level, read the output.
- 18) Empty the equipment in the designated toilet.
- 19) Rinse equipment used *(bedpan/fracture pan and graduate)* and empty rinse water in the designated toilet.
- 20) Return equipment to storage.

- 21) Remove gloves, turning them inside out, and dispose of them in an appropriate container.
- 22) Record output on the provided, previously signed recording form.
- 23) The candidate's recorded output is within 25mLs of the RN Test Observer's recorded output.**
- 24) Place the call light or signaling device within easy reach of the resident.
- 25) Maintain respectful, courteous interpersonal interactions at all times.
- 26) Wash hands: Begin by wetting hands.
- 27) Apply soap to hands.
- 28) Rub hands together using friction for at least 20 seconds with soap. NEW KEY STEP**
- 29) Interlace fingers pointing downward with soap.
- 30) Wash all surfaces of hands and wrists with soap.
- 31) Rinse hands thoroughly under running water with fingers pointed downward.
- 32) Dry hands with clean paper towel(s).
- 33) Turn off the faucet using a clean, dry paper towel (or use a knee or foot control to turn off the faucet, or remove your hands from under the water sensor).
- 34) Discard paper towels in the trash container as used.
- 35) Do not re-contaminate your hands by touching the faucet or sink at any time during or after the hand washing procedure.**

Catheter Care for a Female Resident with Hand Washing

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

- 1) Knock on the door.
- 2) Introduce yourself to the resident.
- 3) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 4) Explain the procedure to the resident.
- 5) Provide for privacy.
- 6) Fill basin with warm water.
- 7) Put on gloves.
- 8) Avoid overexposure throughout the procedure.
- 9) Check to see that urine can flow, unrestricted, into the drainage bag (*helpful to verbalize checking while looking for kinks in tubing, etc.*).
- 10) Use soap and water to carefully wash around the catheter where it exits the urethra.
- 11) Hold the catheter where it exits the urethra with one hand.**
- 12) While holding the catheter where it exits the urethra, clean 3-4 inches down the catheter tube.
- 13) Clean with strokes only away from the urethra. (At least two strokes.)**
- 14) Use a clean portion of the washcloth for each stroke.
- 15) Rinse using strokes only away from the urethra.
- 16) Rinse using a clean portion of the washcloth for each stroke.
- 17) Pat dry.
- 18) Do not allow the tube to be pulled at any time during the procedure.
- 19) Replace the resident's gown over the perineal area.
- 20) Replace the top cover over the resident.
- 21) Leave the resident in a position of safety and comfort.
- 22) Empty, rinse, dry, and return basin to storage.
- 23) Remove gloves, turning them inside out, and dispose of them in an appropriate container.

- 24) Place the call light or signaling device within easy reach of the resident.
- 25) Maintain respectful, courteous interpersonal interactions at all times.
- 26) Wash hands: Begin by wetting hands.
- 27) Apply soap to hands.
- 28) Rub hands together using friction for at least 20 seconds with soap. NEW KEY STEP**
- 29) Interlace fingers pointing downward with soap.
- 30) Wash all surfaces of hands and wrists with soap.
- 31) Rinse hands thoroughly under running water with fingers pointed downward.
- 32) Dry hands with clean paper towel(s).
- 33) Turn off the faucet using a clean, dry paper towel (or use a knee or foot control to turn off the faucet, or remove your hands from under the water sensor).
- 34) Discard paper towels in the trash container as used.
- 35) Do not re-contaminate your hands by touching the faucet or sink at any time during or after the hand washing procedure.**

Don [Put On] an Isolation Gown and Gloves, Empty a Urinary Drainage Bag, Measure and Record Output, Doff [Remove] the Gown and Gloves with Hand Washing

(One of the possible mandatory first tasks)

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

26) The candidate's recorded output reading is within 25mLs of the RN Test Observer's recorded output reading.

27) Place the call light or signaling device within easy reach of the resident.

28) Maintain respectful, courteous interpersonal interactions at all times.

29) Remove gloves, turning them inside out.

30) Remove gloves BEFORE removing gown.

31) Dispose of the gloves in the appropriate container.

32) Unfasten gown at the neck.

33) Unfasten gown at the waist.

34) Remove the gown by folding the soiled area over the soiled area.

35) Dispose of the gown in the appropriate container.

36) Wash hands: Begin by wetting hands.

37) Apply soap to hands.

38) Rub hands together using friction for at least 20 seconds with soap. NEW KEY STEP

39) Interlace fingers pointing downward with soap.

40) Wash all surfaces of hands and wrists with soap.

41) Rinse hands thoroughly under running water with fingers pointed downward.

42) Dry hands with clean paper towel(s).

43) Turn off the faucet using a clean, dry paper towel (or use a knee or foot control to turn off the faucet, or remove your hands from under the water sensor).

44) Discard paper towels into the trash container as used.

36) Do not re-contaminate your hands by touching the faucet or sink at any time during or after the hand washing procedure.

Perineal Care for a Female Resident with Hand Washing

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

1) Knock on the door.

2) Introduce yourself to the resident.

3) Perform hand hygiene.

a. Cover all surfaces of hands with hand sanitizer.

b. Rub hands together until hands are completely dry.

4) Explain the procedure to the resident.

5) Provide for privacy.

6) Raise the bed height.

7) Fill a basin with warm water.

8) Put on gloves.

9) Direct the RN Test Observer to stand on the opposite side of the bed or raise the side rail on the opposite side of the bed to provide for safety.

10) Turn the resident or raise their hips and place a barrier under the buttocks. *(Candidate will choose a barrier such as a towel, waterproof pad, chux, etc.)*

11) Expose the perineum only.

12) Separate labia. *(The candidate **must also verbalize** the separation of the labia).*

13) Use water and a soapy washcloth to clean the front side.

14) Clean one side of the labia from top to bottom.

15) Using a clean portion of a washcloth, clean the other side of the labia from top to bottom.

16) Using a clean portion of a washcloth, clean the vaginal area from top to bottom.

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

OTHER TASKS

Ambulate a Resident from their Bed to a Wheelchair using a Gait Belt

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) **Must verbally acknowledge that this is a one-person transfer, as per the resident's care plan. (Note: RN Test Observer will acknowledge by replying 'yes'.) NO LONGER A KEY STEP**
- 3) Explain the procedure to the resident.
- 4) Obtain a gait belt for the resident.

5) Lock the bed brakes to ensure the resident's safety.

- 6) Adjust the bed height to ensure the resident's feet are flat on the floor.
- 7) Bring the resident to a sitting position with the resident's feet flat on the floor.
- 8) Properly place the gait belt around the resident's waist to stabilize the trunk.
- 9) Tighten the gait belt. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
- 10) Assist the resident in putting on non-skid footwear BEFORE standing.
- 11) Bring the resident to a standing position using proper body mechanics at all times.
- 12) Grasp the gait belt.
- 13) Stabilize the resident.

14) Ambulate the resident. NEW KEY STEP

15) Ambulate the resident at least 10 steps to the wheelchair. **SPLIT INTO TWO STEPS, SEE KEY STEP 14**

16) Lock the wheelchair brakes PRIOR to sitting to ensure the resident's safety. ADDED WORDING

- 17) Assist the resident to pivot/turn and sit in the wheelchair.
- 18) Sit the resident in the wheelchair in a controlled manner that ensures safety at all times.
- 19) Remove the gait belt.
- 20) Place the resident within easy reach of the call light or signaling device.
- 21) Maintain respectful, courteous interpersonal interactions at all times.
- 22) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Ambulate a Resident from a Wheelchair to their Bed using a Gait Belt

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) *Must verbally acknowledge that this is a one-person transfer, as per the resident's care plan. (Note: RN Test Observer will acknowledge by replying 'yes'.)* **NO LONGER A KEY STEP**
- 3) Explain the procedure to the resident.
- 4) Obtain a gait belt for the resident.
- 5) **Lock the bed brakes to ensure the resident's safety.**
- 6) Adjust the bed height to ensure the resident's feet are flat on the floor.
- 7) **Lock wheelchair brakes PRIOR to standing to ensure the resident's safety. ADDED WORDING**
- 8) Properly place the gait belt around the resident's waist to stabilize the trunk.
- 9) Tighten the gait belt. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
- 10) Grasp the gait belt with both hands.
- 11) Bring the resident to a standing position using proper body mechanics at all times.
- 12) Continue grasping the gait belt.
- 13) Stabilize the resident.
- 14) **Ambulate the resident. NEW KEY STEP**
- 15) Ambulate the resident at least 10 steps to the wheelchair. **SPLIT INTO TWO STEPS, SEE KEY STEP 14**
- 16) Assist the resident in pivoting and turning to sit on the bed.
- 17) Sit the resident on the bed in a controlled manner that ensures safety at all times.
- 18) Remove the gait belt.
- 19) Remove the resident's non-skid footwear.

- 20) Assist the resident to lie down in the center of the bed, making sure the resident is comfortable and in good body alignment.
- 21) Lower the bed.
- 22) Place the call light or signaling device within easy reach of the resident.
- 23) Maintain respectful, courteous interpersonal interactions at all times.
- 24) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Bed Bath (PARTIAL): Whole Face and One Arm, Hand and Underarm

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Explain the procedure to the resident.
- 3) Provide for privacy.
- 4) Fill a basin with warm water.
- 5) Raise the bed height.
- 6) Cover the resident with a bath blanket.
- 7) Fan-fold the bed linens at least down to the waist or move linens to the opposite side.
- 8) Remove the resident's gown without exposing the resident.
- 9) Place gown in a designated laundry hamper.
- 10) Wash the resident's face WITHOUT SOAP.
- 11) Pat the resident's face dry.
- 12) Place a towel under the resident's arm, and only expose one arm.
- 13) Wash the resident's arm, hand, and underarm using soap and water.
- 14) Rinse the resident's arm, hand, and underarm.
- 15) Pat dry the resident's arm, hand, and underarm.
- 16) Assist the resident in putting on a clean gown.
- 17) Empty, rinse, dry, and return to storage.
- 18) Place soiled linen in a designated laundry hamper.
- 19) Lower the bed.
- 20) Place the call light or signaling device within easy reach of the resident.
- 21) Maintain respectful, courteous interpersonal interactions at all times.
- 22) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Denture Care – Clean an Upper or Lower Denture

[ONLY ONE PLATE IS USED FOR TESTING]

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Explain the procedure to the resident.
- 3) Line the bottom of the sink with a protective lining that would help prevent damage to the denture.
(Towel, washcloth, or paper towels are allowed for lining.)

- 4) Put on gloves.
- 5) Apply denture cleanser to the denture brush/toothbrush.
- 6) Remove the denture from the cup.
- 7) Handle the denture carefully to avoid damage.
- 8) Handle the denture carefully to avoid contamination.
- 9) Rinse the denture cup.
- 10) Thoroughly brush the denture inner, outer, and chewing surfaces. (*Only one plate is used during testing.*)
- 11) Rinse the denture using clean, cool water.
- 12) Place the denture in the rinsed denture cup.
- 13) Add cool, clean water to the denture cup.
- 14) Rinse equipment. (*Denture brush or toothbrush.*)
- 15) Return equipment to storage.
- 16) Discard the protective lining in an appropriate container.
- 17) Remove gloves, turning them inside out, and dispose of them in an appropriate container.
- 18) Place the call light or signaling device within easy reach of the resident.
- 19) Maintain respectful, courteous interpersonal interactions at all times.
- 20) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Dress a Bedridden Resident

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Explain the procedure to the resident.
- 3) Provide for privacy.
- 4) Raise bed height.
- 5) Keep the resident covered while removing the gown.
- 6) Remove the gown from the unaffected side first.
- 7) Place the used gown in a designated laundry hamper.
- 8) When dressing the resident in a button-up shirt, insert your hand through the sleeve of the shirt and grasp the resident's hand.
- 9) When dressing the resident in a button-up shirt, always dress from the affected (weak) side first.**
- 10) Assist the resident to raise their buttocks or turn the resident from side to side and draw the pants over the buttocks and up to the resident's waist.
- 11) When dressing the resident in pants, always dress from the affected (weak) side first.**
- 12) When putting on the resident's socks, draw the socks up the resident's foot until they are smooth.
- 13) Leave the resident comfortably/properly dressed and in a position of safety.
- 14) Lower the bed.
- 15) Place the call light or signaling device within easy reach of the resident.
- 16) Maintain respectful, courteous interpersonal interactions at all times.
- 17) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Feed a Dependent Resident

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Explain the procedure to the resident.
- 3) Ask the resident to state their name and verify that the name matches the name on the diet card.
- 4) Protect clothing from soiling by using a napkin, clothing protector, or towel.
- 5) Provide hand hygiene for the resident BEFORE feeding. *(Candidates may use a disposable wipe to clean the resident's hands, wash the resident's hands with a wet washcloth, or apply hand sanitizer to the resident's hands, covering all surfaces and rubbing the sanitizer in until dry.)*
- 6) Ensure the resident's hands are dry BEFORE feeding. *(If the candidate uses a wet washcloth to wash the resident's hands, they will need to dry the resident's hands. If hand sanitizer or a disposable wipe was used, make sure the hands are dry.)*
- 7) Position yourself at eye level, facing the resident, while feeding them.
- 8) Describe the food being offered to the resident.
- 9) Offer each fluid frequently from each glass.
- 10) Offer food in small amounts at a reasonable rate, allowing the resident to chew and swallow.
- 11) Wipe the resident's face at least once during the meal. *(The actor will say, "I'm full" before all the solid food and fluids have been consumed.)*
- 12) Leave the resident clean. *(Remove the clothing protector.)*
- 13) Record intake in a percentage of total solid food eaten on the provided, previously signed recording form.
- 14) The candidate's recorded food intake is within 25 percentage points of the RN Test Observer's recorded food intake.**
- 15) Record the intake of the sum total fluid consumed in mL on the provided, previously signed recording form.
- 16) The candidate's recorded total fluid intake is within 60mL of the RN Test Observer's recorded fluid intake.**
- 17) Place the call light or signaling device within easy reach of the resident.
- 18) Maintain respectful, courteous interpersonal interactions at all times.
- 19) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Foot Care - One Foot

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Explain the procedure to the resident.
- 3) Fill a basin with warm water.
- 4) Remove the resident's sock from the (left/right) foot. *(The scenario read to you will specify left or right.)*

- 5) Immerse the resident's foot in warm water.
- 6) Verbalize (*or soak) the resident's foot for 5 to 20 minutes.
 - a. You **must** ~~may~~ verbalize the 5 to 20 minutes soaking time after you begin soaking the foot, ***or demonstrate soaking for 5 minutes.**
 - b. Once the 5 to 20 minutes soaking time is verbalized, *or the foot is soaked for 5 minutes, the RN Test Observer will acknowledge the time and say, "You may continue with your demonstration now."
- 7) Use water and a soapy washcloth.
- 8) Wash the entire foot.
- 9) Wash between the toes.
- 10) Rinse the entire foot.
- 11) Rinse between the toes.
- 12) Dry the foot thoroughly.
- 13) Dry thoroughly between the toes.**
- 14) Warm lotion by rubbing it between your hands.
- 15) Massage lotion over the entire foot.
- 16) Avoid getting lotion between the toes.
- 17) If there is any excess lotion, wipe it with a towel.
- 18) Replace the sock on the resident's foot.
- 19) Empty, rinse, dry, and return basin to storage.
- 20) Place dirty linen in a designated laundry hamper.
- 21) Leave the resident in a position of safety in proper body alignment in the chair.
- 22) Place the call light or signaling device within easy reach of the resident.
- 23) Maintain respectful, courteous interpersonal interactions at all times.
- 24) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Make an Occupied Bed

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Explain the procedure to the resident.
- 3) Gather linen.
- 4) Transport linen away from the body.
- 5) Place clean linen on a clean surface. *(May place linen on the overbed table, chair, or bedside stand.)*
- 6) Provide for privacy.
- 7) Raise bed height.
- 8) Ensure the resident is covered at all times.
- 9) Assist the resident to roll onto their side.
- 10) Roll or fan-fold soiled linen, soiled side inside, to the center of the bed.
- 11) Place a clean bottom sheet on the mattress.
- 12) Secure two fitted corners.
- 13) Roll or fan-fold clean linen against the resident's back.
- 14) Assist the resident to safely roll over the bottom linen.**
- 15) Remove soiled linen without shaking.

- 16) Avoid touching the linen to your uniform.
- 17) Place soiled linen in a designated laundry hamper.
- 18) Pull through and smooth out the clean bottom linen.
- 19) Secure the other two fitted corners.
- 20) Place clean top linen and blanket or bedspread over the covered resident.
- 21) Remove used linen, keeping the resident unexposed at all times.
- 22) Tuck in clean top linen at the foot of the bed, leaving room for the feet to move.
- 23) Tuck a clean blanket or bedspread at the foot of the bed, leaving room for the feet to move.
- 24) Apply a clean pillow case.
- 25) Gently lift the resident's head while replacing the pillow.
- 26) Lower bed.
- 27) Return the side rails to a lowered position, if they were used.
- 28) Place the call light or signaling device within easy reach of the resident.
- 29) Maintain respectful, courteous interpersonal interactions at all times.
- 30) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Mouth Care—Brush a Resident's Teeth

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Explain the procedure to the resident.
- 3) Provide for privacy.
- 4) Put on gloves only AFTER supplies have been gathered.
- 5) Drape the resident's chest with a towel (*cloth or paper*) to prevent soiling.
- 6) Wet toothbrush.
- 7) Apply toothpaste to the toothbrush.
- 8) Brush the resident's teeth, including the inner, outer, and chewing surfaces of all upper and lower teeth.**
- 9) Clean tongue.
- 10) Assist resident in rinsing mouth.
- 11) Wipe the resident's mouth.
- 12) Remove soiled chest barrier.
- 13) Place soiled chest barrier (*cloth or paper*) in the appropriate container.
- 14) Empty, rinse, and dry the emesis basin.
- 15) Rinse the toothbrush.
- 16) Return equipment to storage.
- 17) Remove gloves, turning them inside out, and dispose of them in an appropriate container.
- 18) Leave the resident in a position of comfort.
- 19) Place the call light or signaling device within easy reach of the resident.
- 20) Maintain respectful, courteous interpersonal interactions at all times.
- 21) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Nail Care - One Hand

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Explain the procedure to the resident.
- 3) Fill the basin with warm water.
- 4) Immerse the resident's left/right hand nails in warm water. *(The scenario read to you will specify left or right.)*
- 5) Verbalize (*or soak) the resident's nails for at least five (5) minutes.
 - a. You **must** ~~may~~ verbalize 'at least 5 minutes' of-soaking time after you begin soaking the hand, ***or demonstrate soaking for 5 minutes.**
 - b. *Once the 5 minutes of soaking time is verbalized, *or the hand is soaked for 5 minutes, the RN Test Observer will acknowledge the time and say, "You may continue with your demonstration now."*
- 6) Dry the resident's hand thoroughly.
- 7) Specifically dry between the fingers.
- 8) Gently clean under the resident's nails with an orange stick.
- 9) Gently push cuticles back with a towel or washcloth.
- 10) File each fingernail.
- 11) Empty, rinse, and dry equipment.
- 12) Return equipment to storage.
- 13) Place soiled linen in a designated laundry hamper.
- 14) Place the call light or signaling device within easy reach of the resident.
- 15) Maintain respectful, courteous interpersonal interactions at all times.
- 16) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Pivot-Transfer a Weight-Bearing, Non-Ambulatory Resident from their Bed to a Wheelchair using a Gait Belt

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) **Must verbally acknowledge that this is a one-person transfer, as per the resident's care plan. (Note: RN Test Observer will acknowledge by replying 'yes'.) **NO LONGER A KEY STEP****
- 3) Explain the procedure to the resident.
- 4) Obtain a gait belt.
- 5) **Lock bed brakes to ensure the resident's safety.**
- 6) Assist the resident in putting on non-skid footwear.
- 7) Adjust the bed height to ensure the resident's feet are flat on the floor.
- 8) Assist the resident to a sitting position.
- 9) Position the wheelchair at the foot or head of the bed with the wheelchair arm/wheel touching the side of the bed.
- 10) **Lock wheelchair brakes PRIOR to sitting to ensure the resident's safety. ADDED WORDING**
- 11) Properly place the gait belt around the resident's waist to stabilize the trunk.

- 12) Tighten the gait belt. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
- 13) Grasp the gait belt with both hands.
- 14) Bring the resident to a standing position using proper body mechanics.
- 15) Assist the resident to pivot and sit in the wheelchair in a controlled manner that ensures safety. NEW KEY STEP**
- 16) Remove gait belt.
- 17) Place the resident within easy reach of the call light or signaling device.
- 18) Maintain respectful, courteous interpersonal interactions at all times.
- 19) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Pivot-Transfer a Weight-Bearing, Non-Ambulatory Resident from a Wheelchair to their Bed using a Gait Belt

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) *Must verbally acknowledge that this is a one-person transfer, as per the resident's care plan. (Note: RN Test Observer will acknowledge by replying 'yes'.)* **NO LONGER A KEY STEP**
- 3) Explain the procedure to the resident.
- 4) Obtain a gait belt.
- 5) Lock bed brakes to ensure the resident's safety.**
- 6) Adjust the bed height to ensure the resident's feet are flat on the floor.
- 7) Position the wheelchair at the foot or head of the bed with the wheelchair arm/wheel touching the side of the bed.
- 8) Lock wheelchair brakes PRIOR to standing to ensure the resident's safety. ADDED WORDING**
- 9) Properly place the gait belt around the resident's waist to stabilize the trunk.
- 10) Tighten gait belt. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
- 11) Ensure the resident's feet are flat on the floor.
- 12) Grasp the gait belt with both hands.
- 13) Bring the resident to a standing position using proper body mechanics.
- 14) Assist the resident to pivot and sit on the bed in a controlled manner that ensures safety. NEW KEY STEP**
- 15) Remove gait belt.
- 16) Remove non-skid footwear.
- 17) Assist the resident to lie down in the center of the bed.
- 18) Make sure the resident is comfortable and in good body alignment.
- 19) Lower bed.
- 20) Place the call light or signaling device within easy reach of the resident.
- 21) Maintain respectful, courteous interpersonal interactions at all times.
- 22) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Position a Resident on their Side in Bed

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Explain the procedure to the resident.
- 3) Provide for privacy.
- 4) Position the bed flat.
- 5) Raise bed height.
- 6) Direct the RN Test Observer to stand on the side of the bed opposite the working side of the bed, or raise the side rail on the side of the bed opposite the working side of the bed to provide for safety.**
- 7) From the working side of the bed, move the upper body, hips, and legs toward yourself to provide room on the bed that will be used to safely turn the resident onto their side.
- 8) Assist/turn the resident onto their side. *(Side will be read from the scenario to the candidate by the RN Test Observer.)*
- 9) Ensure that the resident's face never becomes obstructed by the pillow.
- 10) Check to be sure that the resident is not lying on their downside arm.
- 11) Ensure the resident is in correct body alignment.
- 12) Place support devices such as pillows, wedges, blankets, etc., to maintain correct body alignment and protect bony prominences- under the resident's head, the upper arm, behind the back, and between the knees.
- 13) Leave the resident in a position of comfort and safety.
- 14) Lower bed.
- 15) Place the call light or signaling device within easy reach of the resident.
- 16) Maintain respectful, courteous interpersonal interactions at all times.
- 17) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Range of Motion for Hip and Knee

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Explain the procedure to the resident.
- 3) Raise bed height.
- 4) Provide for privacy.
- 5) Position the resident supine *(bed flat)*.
- 6) Position the resident in ~~good~~ PROPER body alignment. CHANGED WORDING**
- 7) Place one hand under the resident's knee.
- 8) Place the other hand under the resident's ankle.
- 9) ROM for hip: Move the entire leg away from the body. *(abduction)*
- 10) Move the entire leg back toward the body. *(adduction)*
- 11) Complete abduction and adduction of the hip at least three times.
- 12) Continue to support the joints correctly by placing one hand under the resident's knee and the other hand under the resident's ankle.
- 13) Bend the resident's knee and hip toward the resident's trunk. *(Flexion of the hip and knee at the same time.)*

- 14) Straighten the resident's knee and hip. (*Extension of the knee and hip at the same time.*)
- 15) Complete flexion and extension of the knee and hip at least three times.
- 16) Do not force any joint beyond the point of free movement.
- 17) The candidate must ask at least once during the ROM exercise if there is any discomfort or pain.**
- 18) Leave the resident in a comfortable position.
- 19) Lower bed.
- 20) Place the call light or signaling device within easy reach of the resident.
- 21) Maintain respectful, courteous interpersonal interactions at all times.
- 22) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Range of Motion for One Shoulder

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Explain the procedure to the resident.
- 3) Provide for privacy.
- 4) Raise bed height.
- 5) Position the resident supine (bed flat).
- 6) Position the resident in ~~good~~ PROPER body alignment. CHANGED WORDING**
- 7) Place one hand under the resident's elbow.
- 8) Place the other hand under the resident's wrist.
- 9) Raise the resident's arm up and over the resident's head. (*flexion*)
- 10) Bring the resident's arm back down to the resident's side. (*extension*)
- 11) Complete flexion and extension of the shoulder at least three times.
- 12) Continue to support the joints correctly by placing one hand under the resident's elbow and one hand under the resident's wrist.
- 13) Move the resident's entire arm out away from the body. (*abduction*)
- 14) Return the resident's arm to the resident's side. (*adduction*)
- 15) Complete abduction and adduction of the shoulder at least three times.
- 16) Do not force any joint beyond the point of free movement.
- 17) The candidate must ask at least once during the ROM exercise if there is any discomfort or pain.**
- 18) Leave the resident in a comfortable position.
- 19) Lower bed.
- 20) Place the call light or signaling device within easy reach of the resident.
- 21) Maintain respectful, courteous interpersonal interactions at all times.
- 22) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Vital Signs – Count and Record the Resident's Radial Pulse and Respirations

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.
- 2) Explain the procedure to the resident.

- 3) Locate the radial pulse by placing the tips of fingers on the thumb side of the resident's wrist.
- 4) **Count the pulse for 60 seconds.** **or 30x2 REMOVED** (Tell the RN Test Observer when you start counting and tell them when you stop counting.)
- 5) Record pulse rate on the provided, previously signed recording form.
- 6) The candidate's recorded pulse rate is within 4 beats of the RN Test Observer's recorded pulse rate.**
- 7) **Count the respirations for 60 seconds.** **or 30x2 REMOVED** (Tell the RN Test Observer when you start counting and tell them when you stop counting.)
- 8) Record respirations on the provided, previously signed recording form.
- 9) The candidate's recorded respiratory rate is within 2 breaths of the RN Test Observer's recorded respiratory rate.**
- 10) Place the call light or signaling device within easy reach of the resident.
- 11) Maintain respectful, courteous interpersonal interactions at all times.
- 12) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub hands together until hands are completely dry.

Knowledge Exam Vocabulary List

abandonment	assistive device	COPD
abdominal thrust	basic needs	cultural
abuse	bathing	CVA
accidents	blindness	death and dying
accountable	body mechanics	decubitus ulcer
activities	body systems	dehydration
acute	call light	dementia
adaptive devices	cardiac arrest	denial
adduction	care plan	dentures
ADL	catheter care	depression
admitting resident	chain of command	diabetes
advance directives	charge nurse	diet
aging process	choking	discharging resident
AIDS	chronic	disease process
Alzheimer's	circulatory system	disinfection
ambulation	clergy	disoriented
angina	cognitively impaired	DNR
anti-embolic/elastic stocking/TED hose	combative resident	documentation
antibiotics	communication	dorsiflexion
aphasia	confidentiality	dressing
arthritis	conflict resolution	dysphagia
aspiration	confused resident	edema
	constipation	elimination



emergency procedures
emesis
emotional needs
empathy
end of life care
ethics
falls
feeding
fire safety
gait belt/transfer belt
gloves
grieving process
hair care
hand washing
health-care team
hearing aid
hearing impaired
HIPAA
incontinence
indwelling catheter
infection control
insulin
intake and output
interpersonal skills
isolation
lift/draw sheet
linen
masturbation
medications
microorganism
mobility
mouth care
moving
MSDS
neglect
neurological
non-verbal communication
NPO

nursing assistant's role
nutrition
objective data
OBRA
oral hygiene
osteoporosis
oxygen
palliative care
paralysis
paranoia
Parkinson's
perineal care
personal care
personal hygiene
personal items
personal protective equipment (PPE)
pharmacology
physical needs
physician's authority
positioning
pressure ulcer
professionalism
progressive
prosthesis
psychosocial
pulse
quadriplegia
RACE (acronym)
radial
range of motion
reality orientation
rectal
regulation
rehabilitation
reminiscing
reporting
reposition
resident independence

resident rights
resident's chart
resident's environment
resident's families
respiration
responsibility
restorative care
restraint
resuscitation
role and responsibility
rotation
safety
saliva
sanitizer
scale
seclusion
secretions
security
seizure
self-esteem
semi-Fowlers
sensory system
sexual abuse
sexual needs
sharing information
sharps container
shaving
shearing
side rails
simple fracture
skin integrity
smoking
social needs
social worker
soiled linen
specimen
standard precautions
stealing
sterilization

stethoscope
stress
stroke
suicide
sundowning
temperature
terminal illness
terminology
thick fluid
threatening resident
tips
toenails
transfers

transporting
transporting food
tub bath
twice daily
tympanic temperature
unaffected
unsteady
urethral
urinary catheter bag
urinary/urinary system
UTI
vaginal drainage
vision change

vital signs
vocabulary
vomit
wandering resident
water
water faucets
water temperature
waterless hand soap
weighing
well-being
wheelchair safety
withdrawn resident

[illegible]