

D&S Diversified Technologies

333 Oakl and Avenue, Findl ay, OH 45840
419-420-1605 - Toll Free 877-851-2355 – fax 422-8328 - www.hdmaster.com

Providing STNA testing solutions throughout

Contact Information

D & S Diversified Technologies.....(877) 851-2355
333 Oakland Avenue, Findlay, OH 45840

Ohio Nurse Aid Registry.....(800) 582-5908
P.O. Box 118 Fax (614) 995-5085
Columbus, OH 43216-0118

Ohio Department of Health.....(614) 752-8285
Nurse Aide Training & Competency Evaluation Program (NATCEP) Fax (614) 995-5085
246 North High Street
Columbus, OH 43215-0118

Table of Contents

Company History.....	2
D & S Diversified Technologies Test Packets.....	3
Before Test Day.....	3
Test Times.....	3
Test Day.....	4
When Candidates Arrive for the Test.....	4
D & S Diversified Technologies Nurse Aide Written Test Instructions.....	5
Written Test Proctor Skill Test Role.....	6
D & S Diversified Technologies Written Test Proctor Skill Test Information.....	7
Reporting Test Discrepancies and/or Irregularities.....	7
Concluding the Test Day.....	8

Company History

Beginning in 1982—even before filing as an official company—HEADMASTER founded distance learning with their EDUNET software. They were spotlighted in the December 6, 1993 US News & World Report magazine as one of the companies “Pioneering the Electronic Frontier” and are still an active player on the distance learning scene.

HEADMASTER was officially founded in 1985 by general partners Paul Dorrance and Ben Schmitt with their development of HEADMASTER® administrative software for schools, and GRADEMASTER® software for teachers, to efficiently manage the administration of transcripts, attendance, report cards etc.

HEADMASTER has expanded and grown to include computer hardware sales, network consulting and setup as well as developing testing software for Mountain States Line Constructors and for certification of nurse aides. HEADMASTER began testing nurse aides in Montana in 1991-2 using its newly created TESTMASTER® software and Montana approved CNA exam. It seemed appropriate to the partners that their business name change to reflect the diversity of their services and thus became D&S Diversified Technologies dba HEADMASTER.

D&SDT is currently approved for Nurse Aide testing in Montana, Oregon, North Dakota, South Dakota, and Ohio. The Ohio eastern regional office is staffed Monday through Saturday from 8 am to 5 pm eastern standard time to provide live and direct support for all aspects of the testing process. D&SDT recognizes each state's responsibility to implement federal OBRA regulations at the state level. Therefore, D&SDT provides a Nurse Aide Certification Evaluation Program that regularly and continually adapts to individual needs of each state and offers a wide variety of testing options.

D&SDT supports regional or FIXED test scheduling that provides pre-scheduled test dates at various approved facilities for candidates to choose from at their convenience. D&SDT also supports in-facility or FLEXIBLE test scheduling for training programs, so tests may be requested and administered by an approved Test Evaluator soon after training is completed. D&SDT believes that by providing a variety of options and increasing the number of test sites and Test Evaluators, testing opportunities also increase, which speeds the certification process, decreases pressure within federal time constraints to certify candidates, and provides flexible work loads for Test Evaluators, Written Test Proctors and Actors. Thus, more State Tested Nurse Aides become available for employment in long-term care communities.

D&SDT significantly speeds the turn-around time between test administration and reporting results. Certified D&SDT associates correct tests the same day they are received back from test sites. Test scores are immediately available for release to candidates, state registries and approved agencies. D&SDT also provides a paperless option made available with ETEST® software. From candidate application through test administration and correction, there is no paper used and the turnaround time is amazing! The only paper generated is a Nurse Aide certification card or a failure notification issued at the end of the process. The paperless option costs less since there are paper and postage savings that we pass along to those using ETEST® software. ETEST® runs in a Windows or NT environment and a modem and standard dial out phone line or internet connection are all that are required for the software to automatically communicate with our server (your fax line will work!). For more information visit us at www.hdmaster.com.

Finally, D&SDT recognizes that Nurse Aide Trainers and Test Evaluators are the critical link to ensuring the quality of nurse aide care made available in long-term care facilities. D & S Diversified Technologies welcomes all suggestions from Trainers, Test Evaluators, candidates and facilities regarding the entire test process at all times. Feedback is the backbone to the success of the test review process and Test Review Committees have been established to work as teams to meet the individual and unique needs of their states.

D & S Diversified Technologies Test Packets

Test site packets are sent to the assigned Test Evaluator's home address from the D & S Diversified Technologies office in Findlay, Ohio. Packets are sent via First Class mail and delivery within Ohio generally takes 2-3 days. The site packets typically arrive at the Evaluator's home address 2-3 days prior to the scheduled testing date.

Before Test Day

Test Evaluators are in charge of their test schedule. Once they have decided what test dates they are interested in committing to, they will contact their Written Test Proctor and Actor to determine who would be available to assist them on their test dates. As a Written Test Proctor, it is important that you commit only to dates on which you will definitely be available for at least 9 hours. While testing should be done in 8 hours or less, it is possible that a delay might occur. Written Test Proctors must complete forms 1515 & 1501 and have signed the training affidavit . (form 1511) These forms only need to be filled out the first time a Written Test Proctor works or volunteers. The Test Evaluator should write the Written Test Proctors name and Social Security number on form 1250 for each WTP used at a test site on a test day, before they make their copy of form 1250 for their records.

Written Test Proctors are paid by the Test Evaluator. The rate of pay will be mutually agreed upon by the Written Test Proctor and the Test Evaluator. Written Test Proctors may also be volunteers. If you are a paid Written Test Proctor, there are several options as to how you might be paid including an hourly rate, a per test rate or a per diem fee.

Standard Test Times

- The check-in time for a Nurse Aide test is between 8:00 and 8:30 am for the morning flight and between 12:30 and 1:00 pm for the afternoon flight. Each candidate must present a valid form of photo identification with their signature on it and carry their ID with them during their rotations to present again to the Written Test Proctor for the written test and to the Test Evaluator for the skill test. When candidates arrive and are signed in on form 1250, the Test Evaluator will give each candidate a Rotation card with a letter (i.e. A through F) on the Rotation Card. The Rotation Card will show where the candidate will begin and how they will rotate through the test areas. For a flight of six candidates or a flight with five candidates, three individuals will begin in the Written Test area. For flights with less than five candidates, the rotation schedule will be modified, and the Test Evaluator will share the modifications with the Written Test Proctor.
- Having a morning and an afternoon flight enables candidates to test in the most efficient manner possible and avoids individuals needing to wait for hours to complete both portions of the test. It also allows the Test Evaluator, Written Test Proctor, and the Actor to have a short break between flights.
- You should ensure that you obtain the exact location of the test site from your Test Evaluator prior to test day. Have the name, address, and phone number of the facility available in the event that you have difficulty locating the test site. Everyone needs you to arrive promptly and be ready to do your part, thus contributing to a successful test day for all parties involved.

Test Day

Written Test Proctors should report to the Test Site at least 30-45 minutes prior to testing.

- The Written Test Proctor should assist the Test Evaluator in assessing the Test Site prior to administering any tests to make sure all equipment is available, the area is free from distractions, and that the area is only being used for testing.
- Insure the testing area is well lighted and ventilated.
- Become familiar with the locations of fire exits, rest rooms, drinking fountains, nearest telephone, etc.
- Be sure *AT LEAST 4 feet* separate candidates on all sides for the Written Test, and that they have NOTHING but a #2 pencil. Up to four candidates will be taking the Written Test at any one time, so as much space as possible should separate candidates from each other. D&S DT also administers Lead Abatement Worker, Lead Assessor, Lead Inspector, and Lead Contractor written tests for the Ohio Department of Health. You may have occasion to Proctor one of these tests. There are specific directions included with these tests, that you must follow step by step, to successfully proctor a written Lead test

- The Test Evaluator will provide a cassette player with stereo headphones for candidates who are scheduled to take an Oral Test. A tape will be included in the packet sent to the Test Evaluator and will be provided to you to use during the proctoring of an oral Test.
- Make sure all necessary ADA accommodations are in place. The Test Evaluator will be aware of any ADA accommodations and will help you setup for any accommodation granted.
- Every effort should be made to start candidates requiring an Oral Exam and/or an ADA accommodation on the Written Test portion first. (Give them an A or B candidate rotation card.)

When Candidates Sit for the Written Test

- You should introduce/re-introduce yourself to each candidate before they begin the written test and you should verify each candidate's identity by asking to see the photo identification they presented when they first arrived and signed in on form 1250. Be sure that the Quick Score Answer Form and written test for each candidate is the correct one assigned to that candidate. Candidates may only have a #2 pencil, the Written Test Instructions, Oral cassette tape, Written Test Booklet, Quick Score Answer Form and an English translation dictionary, if they show it to you prior to the start of the written test. You must look in the translation dictionary and be sure it is an "off the shelf" language translation dictionary. Please report the use of the translation dictionary as an irregularity to the Test Evaluator. This irregularity won't affect the scoring of the candidate's written test, but will allow us to track the frequency of translation dictionary usage.
- The Test Evaluator WILL NOT ACCEPT candidates for testing who are in casts, other significant braces, are on crutches, or are visibly sick. This does not apply to any ADA applicant that the Test Evaluator will have been notified of prior to testing as indicated on Form 1250.
- Be sure to provide a cassette player and headset and/or any ADA accommodations that have been provided for candidates that have requested an Oral Exam or require special accommodations. Only accommodations that have been requested in advance will be provided.

D & S DT Nurse Aide Written Test Instructions

- Be certain that each candidate receives the correct Test and Quick Score Answer Form (scan form). ***UNDER NO CIRCUMSTANCES MAY ONE CANDIDATE'S TEST BE USED FOR ANY OTHER CANDIDATE.***
- The Written Test Proctor will read the text of the Written Test Instructions WORD FOR WORD to the GROUP of candidates sitting for the written test. This is normally three candidates at a time which is one half of a normal flight. A sheet with the written test instructions should be available at each Written Test station, so that candidates may read along with you and subsequently refer to the written test instructions while they take their exam. ***BE SURE and have the candidates check the version number on their test against the version number preprinted at the top of their Quick Score Answer Form. Remember, this is likely the first time the candidate has heard these directions, even though you may have read them hundreds of times!!!***
- You may **NOT** answer questions about the Written Test itself or the content thereof.
- Conduct the test efficiently and quietly.
- Use a watch or visible wall clock to ***accurately time the test***. Allow NO MORE THAN 90 minutes for the Written Test. Be sure to announce the start time and you must announce when 15 minutes are left (75 minutes have elapsed).
- The WTP should circulate around the room frequently during testing to guard against cheating and to make sure all candidates are marking their answers on the Quick Score Answer Form correctly. ***No***

marks are to be made anywhere by the candidate EXCEPT in columns A through D questions 1-72.

- Set an appropriate tone/environment and protect candidates from disturbances.
- **NEVER ALLOW CANDIDATES TO BE LEFT UNSUPERVISED AT ANY TIME, FOR ANY REASON!**
- Insure that no smoking or eating takes place during testing.
- The WTP should never engage in any activity that would divert their attention from the candidates or behave in a manner that would distract the candidates such as talking to others, eating, or reading books and newspapers.
- Be certain that **ALL TESTING MATERIALS are collected at the end of testing.**
- As candidates finish with the Written Test have them bring them to you. Be sure to direct them to the Holding Area, to wait for their Skill Test or to the holding area to complete the Exit Survey and leave the test site. Remember to collect their Rotation card from them if all they have left to do is the Exit Survey.

Written Test Proctor Skill Test Role

A trained Actor will be used as a resident for Skill Tests. Actors must have completed Forms 1515 & 1501 and have signed the training affidavit on Form 1511. Actors do not have to fill out these forms each time they participate. Actors must fill out these forms **only once before the first time they participate in any Skill Test** and can participate at any facility with any Test Evaluator any time thereafter.

The Written Test Proctor may assist the Test Evaluator, if directed to do so by the Test Evaluator, by recording the Actor information on every Quick Score Answer Form for each Skill Test in which an Actor participates. Locate box #8 titled "SUBJECTIVE TOTALS" on the front side of the Quick Score Answer Form. ***Print*** the Actor's name above the 9 blank boxes. ***Record*** the Actor's Social Security number in the 9 blank boxes. Then ***FILL IN*** the corresponding bubbles for the Actor's Social Security Number below the 9 boxes using a #2 pencil. ***If the Actor's SS# on the Quick Score Answer Form for every Skill Test is not recorded correctly the Evaluator will be charged back for any D&S DT staff time required to fix the mistake.***

If a candidate ever asks if they passed or failed their test you may tell them you do not know because the tests are corrected by D & S Diversified Technologies, not you.

The Test Evaluator has the authority to stop a test any time they believe that an Actor, Candidate, or the Written Test Proctor is in danger. **Safety is a top priority!**

D & S DT Written Test Proctor Skill Test Information

- ***After*** the candidate has finished the Skill Test, the Written Test, the Exit Survey and has left the test site, ***you may assist the Test Evaluator, if directed to do so by the Test Evaluator, by transferring Evaluator "A" and "B" marks to the Quick Score Answer Form from the Evaluators Skill Task Sheets.*** First ***DOUBLE CHECK*** the front of the Quick Score Answer Form and verify the candidate's name before filling in any A's or B's on the backside of the Quick Score Answer Form. The name on the Quick Score Answer form ***MUST*** match the name on the pages of the Evaluator's Skill Task Sheets. The skill step A and B marks on the backside of the Quick Score Answer Form should ***NEVER*** be filled in prior to the completion of the Written Test by the candidate! For candidates who have not yet taken the Written Test, the bubbles for the skill portion ***MUST NOT BE TRANSFERRED*** to the Quick Score Answer Form. ***Only*** transfer skill step A and B marks after the candidate has ***left the test site.***

- Notice there are five separate Skill tasks with task step numbers beginning with #121 and continuing sequentially from one task to the next. The sequential numbers correspond to numbers on the backside of the Quick Score Answer Form—#121 through the last step on the last task.
- Mark the Skill Test Quick Score Answer Form by shading in either the [A] or [B] column corresponding to each numbered step from a Skill task. ***BE SURE TO USE A SHARP #2 PENCIL. Make your marks clear and dark.*** Be sure to transfer the marks accurately. ***The Test Evaluator is ultimately responsible for the accuracy of all skill step and Actor bubbles and will be charged back for hours that D&S DT staff must use to correct mistakes made on the Quick Score Answer Forms .***
- Complete the A and B mark transfer process for each candidate who has taken a Skill Test, but only ***after*** they have left the test site.

Reporting Test Discrepancies and/or Irregularities

The Examiner's Report Form 1250 is the hub from which all action for change, improvement and support for the entire testing process comes. It is important that you report any irregularities that occur during the test day to the Test Evaluator, so the irregularity is recorded on Form 1250. ***These comments are reviewed by D & S Diversified Technologies every time a test packet returns and all irregularities are addressed immediately.*** Common irregularities include, but are not limited to, uncomfortable testing conditions, missing equipment, test content or formatting that might be changed or improved, changes in social security numbers, addresses or phone numbers, candidates who arrive without proper ID or have been disruptive, and anything that has occurred that may affect the quality of testing. We welcome and encourage you to pass along any positive comments and occurrences as well. This helps reinforce what is successful and efficient about the process so that we may expand upon them and share them with other agencies, facilities and programs.

If you observe any of the following specific discrepancies for a candidate, you can choose to report them on the backside of that candidate's Quick Score Answer Form by filling in the [A] bubble next to its corresponding number as listed below. If you observe the same discrepancy for all candidates, such as "inadequate testing lab," you must report it separately on ALL candidate Quick Score Answer Forms. You should discuss your observations with the Test Evaluator before recording them.

###	Discrepancy
271	No valid ID
272	Incorrect test notification
273	Signs of drug or alcohol use
274	Violent, abusive, or threatening behavior
275	Uncooperative
276	Candidate unprepared
277	Inadequate testing lab or equipment
278	Possible test security breach
279	Poor hygiene
280	Inappropriate dress
281	Inappropriate language

Concluding the Test Day

The Test Evaluator must sign the EXAMINER'S REPORT FORM 1250 thus attesting that all security measures were followed and return it with all Written and Skill Test materials. Be sure to report any test day irregularities to the Test Evaluator for inclusion on Form 1250. The Test Evaluator will tell you when you are finished and may leave the test site.

D & S Diversified Technologies at 1(877) 851-2355 must be informed **IMMEDIATELY** if any breach, or suspected breach, of test security should occur.

We value your insight regarding the tests, delivery methods, content, and job relatedness. Please forward your comments to us at anytime.

ALL testing materials must be returned the same day the test is given in the pre-paid, pre-addressed envelope to D & S Diversified Technologies, PO Box 418, Findlay, OH 45839-0418. Make sure that you have reported all irregularities to the Test Evaluator for inclusion on Form 1250. The postage paid return envelope **MUST** be dropped in an "Official" US Postal Service Mail drop or at a US Post Office. **NEVER DROP** the envelope in a facility or home mail drop.