

# February 2025 Newsletter

## Division of Health Service Regulation (DHSR)

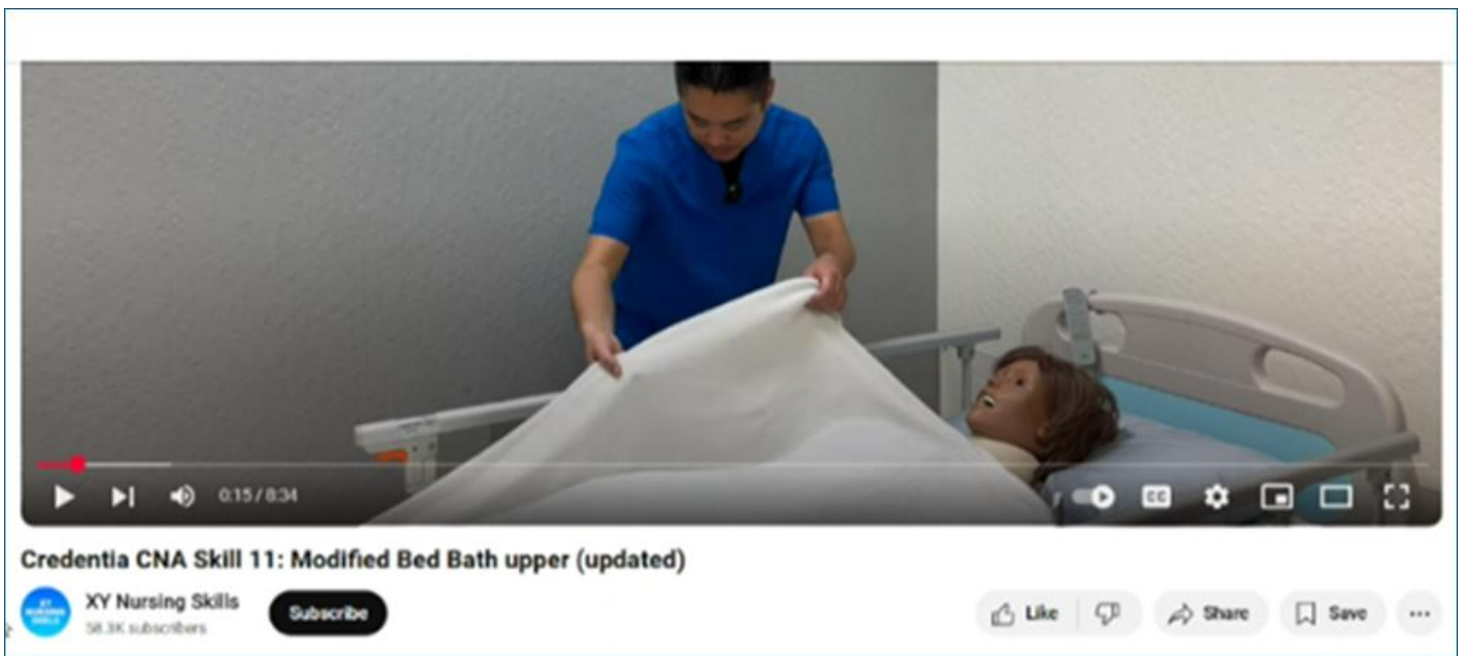
### Health Care Personnel Education and Credentialing Section (HCPEC)

#### CANDIDATE IDENTIFICATIONS

The NC Division of Motor Vehicles issues a paper certificate for temporary licenses, permits, and identifications that is valid for 60 calendar days. This is a valid form of identification for the nurse aide and medication aide state-approved exams. On the day of the exam, candidates are not required to bring an expired form of identification along with the new temporary certificate. Click [here](#) for more information from the NCDMV. DHSR is currently partnering with Credentia to update the Candidate Handbooks.

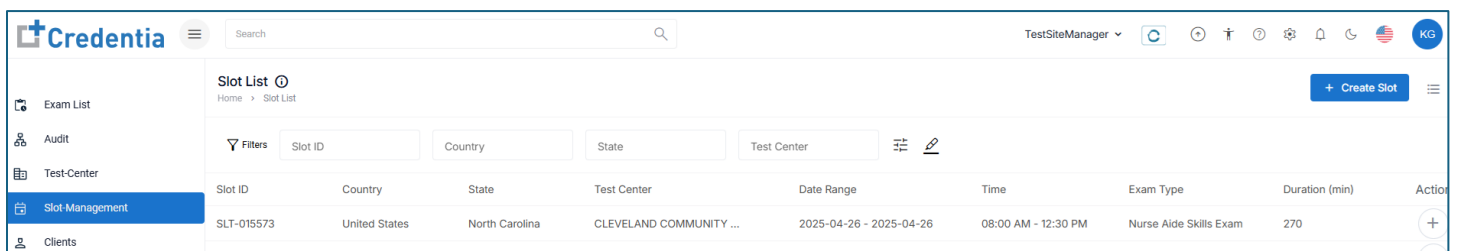
#### ONLINE VIDEOS

Credentia has NOT partnered with XY Nursing Skills (as seen in the picture below) to demonstrate nurse aide skills for the state-approved exam. Please inform your students not to use this website as a form of training.



#### TEST SITES – DATES SUBMITTED

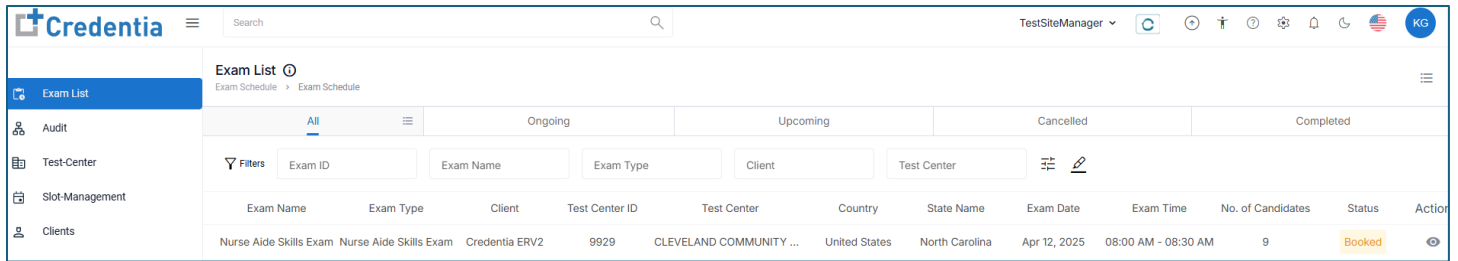
Test sites can see what dates they submitted for testing by going to the **Slot Management** tab. Refer to the screen shot below.



## TEST SITES – CONFIRMED TEST EVENTS

Test sites can see their confirmed test events by going to the **Exam List** tab. Refer to the screen shot below.

Please be advised that confirmed test events will only be visible in the **Exam List** tab after a Nurse Evaluator has been assigned and at least 1 candidate has registered to take the exam on the specified date.



Exam Name	Exam Type	Client	Test Center ID	Test Center	Country	State Name	Exam Date	Exam Time	No. of Candidates	Status	Action
Nurse Aide Skills Exam	Nurse Aide Skills Exam	Credentia ERV2	9929	CLEVELAND COMMUNITY ...	United States	North Carolina	Apr 12, 2025	08:00 AM - 08:30 AM	9	Booked	

## UPDATE – ONLINE EXAMS – WINDOWS IN TESTING ROOM

Candidates may complete their online exam in a room with a window(s), however the window(s) MUST be completely covered. This is to ensure that no one outside the testing room can distract the candidate during testing.

## SHARING OPEN SKILLS TEST SEATS

In-facility (INF) test sites only need to contact Credentia if they want to make test dates available to all candidates in the state. When Credentia is notified, the classification for the test date will change from an INF test date to a Regional test date so that candidates across the state can see the test date in the system and register for the exam. INF test dates are viewable for registration only by candidates who completed training at the INF location, which is why the classification change is necessary. Please be advised that only the test dates selected will change classification types.

INF test sites that want to make test dates available to specific candidates or training programs only need to share their INF code issued by Credentia. Please be advised that the classification for the test date will not change and will continue to be an INF test date.

## UNUSED SKILLS TEST SEATS

November 2024 – 101 Seats	December 2024 – 193 Seats	January 2025 – 64 Seats
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INF Test Sites – thank you for your partnership and for sharing your available test seats with other training programs.

## MAY/JUNE/JULY 2025

As training programs move toward the end of the Spring 2025 semester, please consider adding more test dates to accommodate the students graduating from high schools, community colleges, and universities. As a reminder, test sites must submit test dates at minimum **30 calendar days** in advance.

## CONTACTING CREDENTIA

Training Programs, Test Sites and Candidates should call 1-888-204-6249 or email [support@Credentia.com](mailto:support@Credentia.com) for customer assistance.

To improve the timeliness and quality of responses, please complete the following:

- In the subject line of the email, include your State of reference (NC) and training program number (issued by DHSR) or test site number (issued by Credentia).
- Please be clear and concise in your email so that the customer support team can easily identify the problem to be resolved. If you are experiencing more than one problem, it would be helpful to number them in your email.

## BECOMING A TEST SITE

Locations are encouraged to submit the application at least **sixty (60) calendar days** before their preferred initial test date.

Applicants will receive confirmation of Credentia's receipt of their application within **five (5) business days**.

The evaluation process typically takes **30-45 calendar days** from the date the application is received.

Credentia will notify the applicant, via email, once the request is approved or if additional information is needed.

## TRAINING SESSIONS

**Target Audience:** Test Site Managers

**Day of the Week:** Last Monday of each month

**Time:** 1:00 PM EST / 11:00 AM MST / 10:00 AM PST / 9:00 AM AKST

**Months:** January - March 2025

**MS Teams Link:** [Click Here to Join](#)

**Target Audience:** Training Programs / Instructors

**Day of the Week:** Last Friday of each month

**Time:** 3:00 PM EST / 1:00 PM MST / 12:00 PM PST / 11:00 AM AKST

**Months:** January - March 2025

**MS Teams Link:** [Click Here to Join](#)