

TRAINING AND TESTING QUICK REFERENCE GUIDE
Division of Health Service Regulation (DHSR)
Health Care Personnel Education and Credentialing Section (HCPEC)

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CREDENTIALIA

1. WEBSITES

- [Homepage](#)
- [Nurse Aide Candidates](#)
- [Medication Aide For Nursing Home Candidates](#)
- [Medication Aide For Adult Care Facility Candidates](#)
- [Becoming A Test Center](#)
- [Becoming a Nurse Aide Evaluator](#)
- [Self Help Guides For Candidates](#)

2. CONTACT INFORMATION

Training Programs, Test Site Managers and Candidates should call 1-888-204-6249 or email support@Credentia.com for customer assistance.

3. INCIDENTS

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

- 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. Please include Candidate Names and IDs, when applicable.
- If you are experiencing more than one problem, please number them separately in your email.

4. MOBILE DEVICES

Credentia's platform and scheduling system are not optimized for use on mobile devices. It is recommended that Candidates use a laptop or desktop when searching for test availability.

HEALTH CARE PERSONNEL EDUCATION AND CREDENTIALING SECTION (HCPEC)

1. WEBSITE

Click [here](#) to go to HCPEC's website to review information pertaining to unlicensed healthcare individuals.

2. RESPONSIBILITIES

HCPEC is responsible for the following:

- Nurse Aide I – registry, training and competency programs
- Medication Aide – registry and competency programs
- Geriatric Aide – registry and training
- Home Care Specialty Training For Nurse Aides – registry and training
- Feeding Assistant – training

CANDIDATES

1. TEMPORARY LICENSES, PERMITS, AND IDENTIFICATIONS

- The NC Division of Motor Vehicles (NCDMV) issues a paper certificate for temporary licenses, permits, and identifications that is valid for 60 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.

To learn more, please refer to the website below:

[NC Division Of Motor Vehicles](#)

2. DEMOGRAPHIC CHANGES

- All change requests must be made at least nine (9) calendar days before your scheduled exam.
- To update demographic details such as name, date of birth, or social security number before an exam, a candidate must submit a correction form with the necessary government-approved documentation.
- Please allow 2 business days to process the request. If the form is not completed correctly, it will be denied, and the process restarts once the form is resubmitted.

To learn more, please refer to the websites below:

- [How To Change Or Update Profile Details](#)
- [How To Submit A Correction Form Before Scheduling An Exam](#)

3. SCHEDULING OR CANCELLING AN EXAM

Candidates cannot register to take an exam prior to successfully completing a training program.

Please refer to the website below:

[Registering And Scheduling An Exam](#)

4. WHAT TO DO BEFORE THE EXAM

Please refer to the websites below:

- [Preparing For An Online Exam](#)
- [Preparing For A Test Center Exam](#)

Wait times may increase during peak testing season - which is traditionally when students graduate from high schools, community colleges, universities, or proprietary schools.

5. EXECUSED ABSENCE REQUEST

Please refer to the website below:

[How To Submit An Excused Absence Request](#)

6. EXAM RESULTS (SCORE REPORT)

Please refer to the website below:

[How To Obtain Score Report](#)

7. RESET CREDENTIALIA ACCOUNT PASSWORD

Please refer to the website below:

[How To Reset Credentia Account Password](#)

TEST SITES & TRAINING PROGRAMS

1. TYPES OF TEST SITES

Test sites determine their classification type. The two (2) classification types are In-Facility Test Site (INF) and Regional Test Site (RTS).

- INF Test Site = available to Candidates that completed the training course at the INF location.
- RTS Test Site = available to all Candidates in the state regardless of where they completed the training course.

2. TIMELINE FOR BECOMING A TEST SITE

Please refer to the websites below:

- [INF Test Sites](#)
- [Regional Test Sites](#)

If the test site existed in Credentia's legacy system and the test site provides timely responses with all required materials, then reapproval and onboarding takes approximately 5 – 10 business days.

3. SYSTEM REQUIREMENTS TO HOST AN EXAM

Please refer to the websites below:

- [System Requirements \(Device Compatibility\) For Online Exams](#)
- [Run A System Check On Connectivity To Credentia Servers](#)
- [Test Hardware And Software Setup \(Camera, Microphone, Browser\)](#)

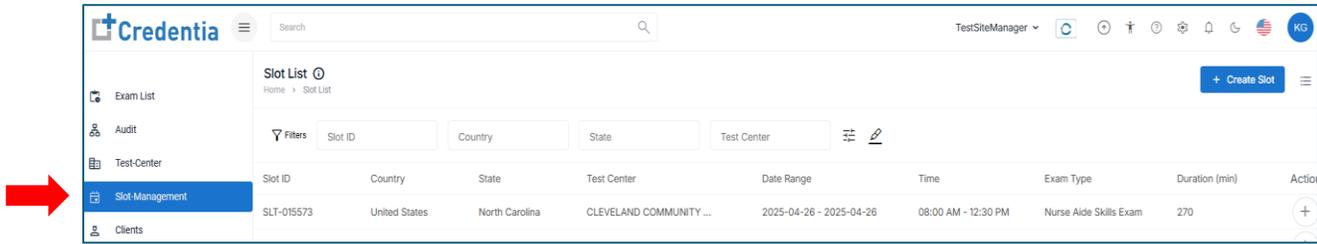
4. TEST DATES – SUBMISSIONS

Test dates should be submitted at least 30 calendar days prior to the desired test date. Once submitted, please allow up to 72 hours to process your request.

This will allow:

- Credentia time to communicate the test date to Nurse Aide Evaluators.
- Nurse Aide Evaluators time to review their availability.
- Candidates time to register for the exam.
- Credentia time to create the final roster of Candidates.
- Credentia and the U.S. Postal Service time to ship any required testing materials.

Test Site Managers can see the test dates they submitted by going to the Slot Management tab. Please refer to the screen below.



It is recommended that test sites offer test dates throughout the year because Candidates have 24 months and 3 attempts to take the exam after successfully completing a training program.

5. TWO – BED EVENT

Refer to the steps below when requesting a two-bed test event.

1. Submit **two (2) single-bed event requests** for the same day through the Credentia test system. This ensures the system recognizes each request as a single-bed event with 12 Candidates.
 - Ensure the **Capacity Type** is set to **“BED”**
 - Ensure the **Number of Capacity** is set to **“1”**
2. Once both requests are submitted, email Credentia at support@Credentia.com with the subject line **NC – Request For 2 Bed Event Submitted.**

In your email, please include:

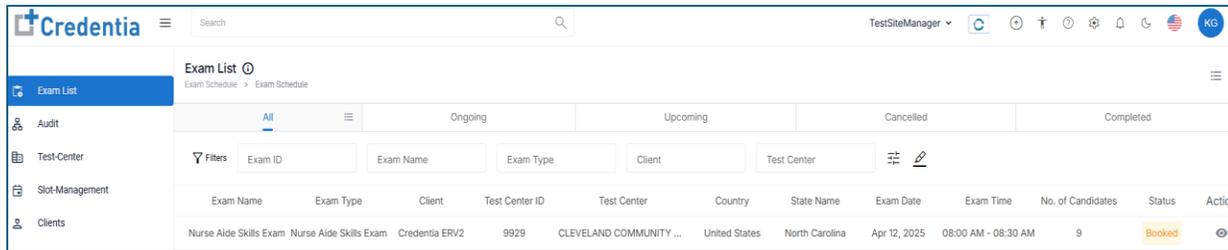
- The **Slot IDs** for both single-bed requests
- A **clear and concise note** indicating that these requests are intended to be combined into a two (2) bed event

3. For your reference, below is a sample request.

6. TEST DATES – CONFIRMED

Test Site Managers can see confirmed test dates by going to the Exam List tab. Please refer to the screen shot below.

Confirmed test dates will only be visible in the Exam List tab after a Nurse Aide Evaluator has been assigned and at least one (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	

7. OPEN SKILLS TEST SEATS

- Open skills test seats = a Nurse Aide Evaluator was confirmed for the exam event. However, a Candidate did not register or pay to take the exam on the specified date for all test seats available.
- Monthly, HCPEC communicates the open skills test seats to Program Coordinators.
- Test Site Managers can view the open skills test seats for their location via the Exam Roster once a test date has been confirmed by a Nurse Aide Evaluator and at least one (1) Candidate has registered to take the exam.

8. OPEN SKILLS TEST SEATS – SHARING WITH ALL CANDIDATES

- INF test sites should contact Credentia to open skills test seats to all Candidates across the state.
- Once the INF test site contacts Credentia, the classification type for the test date will change from an INF test date to a RTS test date.
- Only the test date selected by the INF test site will change to a RTS test date.

9. OPEN SKILLS TEST SEATS – SHARING WITH SPECIFIC CANDIDATES OR TRAINING PROGRAMS

- INF test sites can share their open skills test seats with specific Candidates or training programs by communicating their INF test site code issued by Credentia.
- Once an INF test site shares their INF test site code, then Candidates can register to take the exam at the INF location.
- The classification type for the test date will not change.

10. OPEN SKILLS TEST SEATS – SHARING INF TEST SITE CODE

There are two (2) ways an INF test site can share their test site code.

- Test sites can email the code to Program Coordinators across the state.
- Test sites can communicate the code with Candidates and Program Coordinators that contact them directly to determine availability.

Credentia and DHSR will not share the INF test site code because the test site must approve “non-students” to test at their location.

All deadlines for test events still apply.

11. PASS RATES

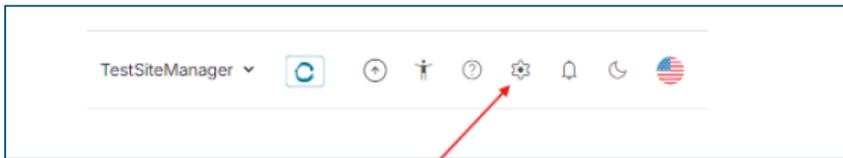
- Pass rates are calculated based on where Candidates complete the training course, not the test location.
- Sharing open skills test seats will not affect a training program’s pass rates.
- Training Programs can review pass rates by referring to the report available in the Credentia platform titled *Roster – Pass/Fail By Training Program*.

12. EXAM ROSTER

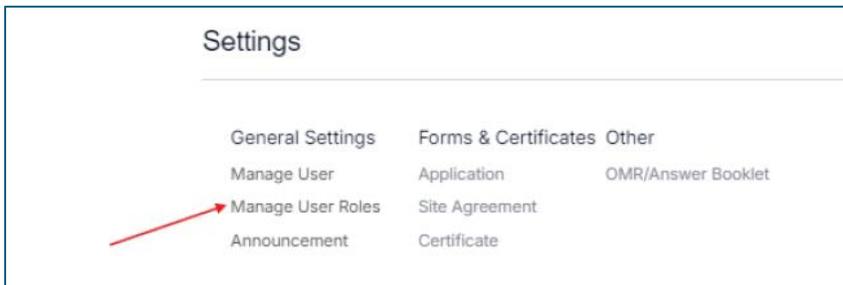
You will be able to view an exam roster when at least one (1) Candidate has registered to take the exam on the specified date.

Refer to the steps below how to update your settings in the Credentia platform to view an exam roster.

Step 1: Click on the Settings icon.



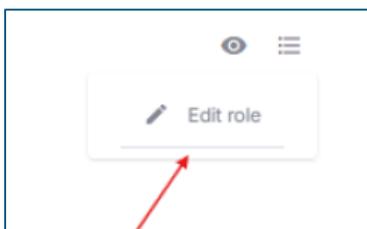
Step 2: Click on Manage User Roles.



Step 3: On the Test Site Manager screen, click on the icon with the 3 lines.



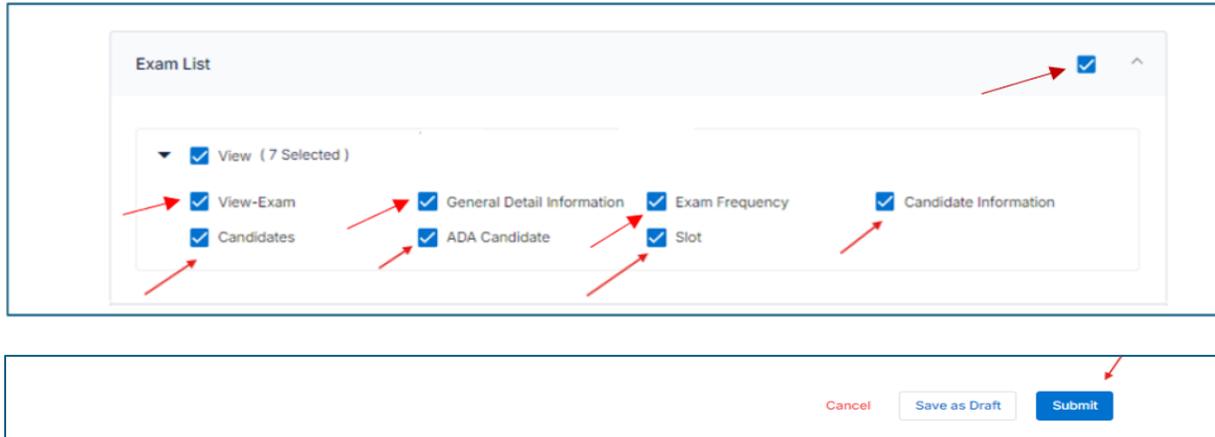
Step 4: Click on Edit role.



Step 5: In the Description field, enter Test Site Manager.



Step 6: Ensure all boxes are checked. When finished, scroll to the bottom of the screen and click the Submit button.



Step 7: Refresh your page.

13. ABSENT CANDIDATE (NO SHOW)

To view Candidates who did not attend an exam event, please refer to the Candidate Details tab and the EXAMSTATUS column in the information provided.

14. WRITTEN EXAM – PAPER VERSION

The paper version of the written exam is being eliminated in North Carolina. Candidates can continue to take the written exam online.

- Effective **December 31, 2024**, the following counties are no longer offering the paper version of the written exam: Alamance, Alleghany, Avery, Bertie, Buncombe, Cabarrus, Camden, Catawba, Clay, Cumberland, Currituck, Davidson, Durham, Forsyth, Gaston, Gates, Graham, Guilford, Henderson, Hyde, Iredell, Johnston, Jones, Lincoln, Madison, Mecklenburg, Mitchell, New Hanover, Northampton, Onslow, Orange, Perquimans, Pitt, Rowan, Transylvania, Union, Wake, Washington, Yadkin
- Effective **June 30, 2025**, the following counties will no longer offer the paper version of the written exam: Alexander, Anson, Ashe, Beaufort, Bladen, Brunswick, Burke, Caldwell, Carteret, Caswell, Chatham, Cherokee, Chowan, Cleveland, Columbus, Craven, Dare, Davie, Duplin, Edgecombe, Franklin, Granville, Greene, Halifax, Harnett, Haywood, Hertford, Hoke, Jackson, Lee, Lenoir, Macon, Martin, McDowell, Montgomery, Moore, Nash, Pamlico, Pasquotank, Pender, Person, Polk, Randolph, Richmond, Robeson, Rockingham, Rutherford, Sampson, Scotland, Stanly, Stokes, Surry, Swain, Tyrrell, Vance, Warren, Watauga, Wayne, Wilkes, Wilson, Yancey

15. WRITTEN EXAM – ONLINE VERSION

Candidates may complete their online written exam in a room with windows. However the windows must be completely covered. This is to ensure that no one outside the testing room can distract the candidate during testing.

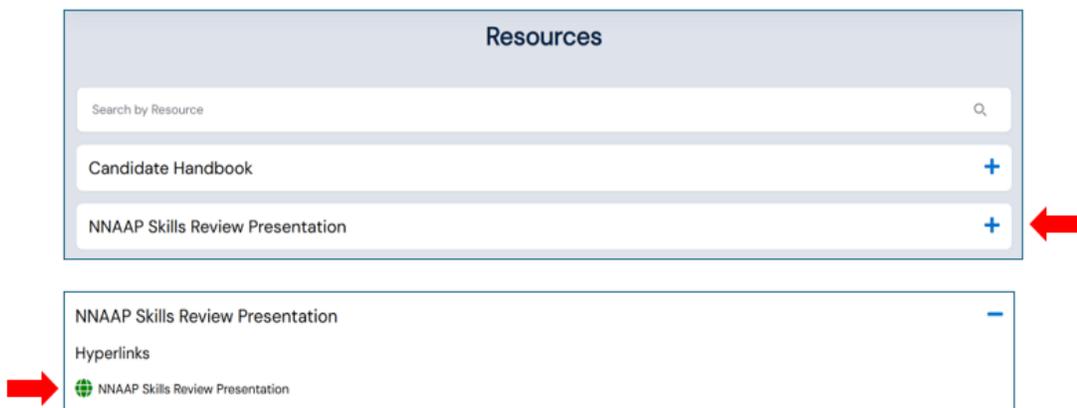
16. SKILLS EXAM – MINIMUM NUMBER OF CANDIDATE REGISTRATIONS REQUIRED

For a skills test event to occur, at least five (5) candidate registrations are required. If the minimum number of candidate registrations is not met, then the exam will be cancelled.

17. SKILLS EXAM – ONLINE INFORMATION SUPPORTED BY CREDENTIALIA

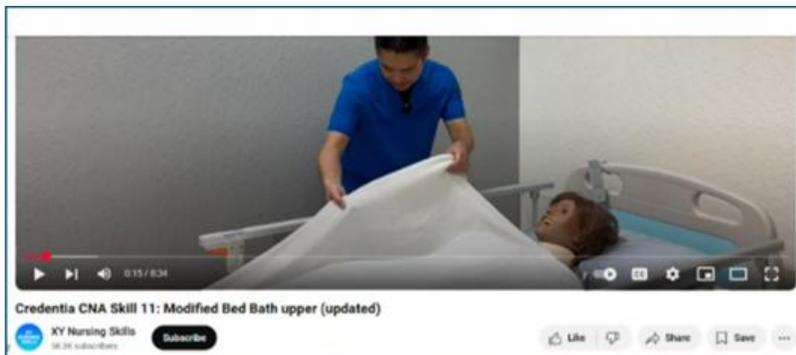
Available on Credentia's website is an audio recording that discusses each skill and key reminders to take into consideration when Candidates are performing the steps listed in the Candidate Handbook. Follow the directions below to listen to the audio recording.

- Click [here](#) to go to Credentia's test takers website.
- Scroll down on the webpage to the Resources section.
- Select the plus (+) sign to expand the NNAAP Skills Review Presentation.
- Click on the audio recording link.



18. SKILLS EXAM – ONLINE INFORMATION NOT SUPPORTED BY CREDENTIALIA

Credentia has not partnered with XY Nursing Skills (as seen in the picture below) to demonstrate nurse aide skills for the state-approved exam.



19. SKILLS EXAM – NURSE AIDE EVALUATOR

All Nurse Aide Evaluators follow the same standard procedures and evaluation criteria across all states.

Nurse Aide Evaluators will have limited interaction with Candidates because this is a credentialing examination.

- They will not respond to questions while Candidates are performing each skill.
- They will not tell a Candidate whether they performed a skill or task correctly.

Candidates may not receive help from anyone during the skills evaluation.

FREQUENTLY ASKED QUESTIONS

1. Why Can't Students See Open Skills Test Seats?

Below are a possible reasons:

- The Candidate is using a mobile device.
- The Candidate has entered the incorrect INF test site code.
- The Candidate may need to adjust the date range and the distance/mileage while searching for open skills test seats.
- Availability at INF test sites are reserved for Candidates that completed the training course at the location.
- The exam dates have not been confirmed by a Nurse Aide Evaluator.

2. Why Can't Test Site Managers See The Test Dates They Submitted?

Candidates can see and register for test dates as soon as a Nurse Aide Evaluator is confirmed for the event. Whereas, Test Site Managers must wait until at least one (1) Candidate has scheduled to take the exam to see test dates confirmed by a Nurse Aide Evaluator.

3. Does The Number Of Open Skills Test Seats Include Test Dates That Have Not Been Confirmed By A Nurse Aide Evaluator?

The number of open skills test seats only includes the exam dates confirmed by a Nurse Aide Evaluator.

4. Does Credentia Turn All Day Test Event Into Two (2) Half Days?

The Test Site Manager determines whether the test event will have split hours. If the test event hours do not match what you submitted please notify your Education Consultant.

NOTE: In Example #2 below, it is split into two different registration periods for Candidates. While it is one exam event, it's divided into morning and afternoon groups with a maximum of six (6) Candidates per group. During the registration process, Candidates can select to take the skills evaluation either in the morning group or afternoon group.

Example #1:

07:30 AM - 05:30 PM

Example #2:

07:30 AM - 12:00 PM

12:30 PM - 05:00 PM

5. Is It Possible For The Skills Evaluation To Be Eliminated From The North Carolina State-Approved Exam?

The requirements for the state-approved exam are determined by federal laws and the Centers for Medicare and Medicaid Services (CMS).

6. The Process To Become A Test Site Has Taken Longer Than 45 Days. What Should I Do?

Please notify your Education Consultant.

7. Is The New Format of the Candidate Handbook Downloadable or Printable?

The new format is currently not downloadable. However, Credentia is working on creating a PDF document to post to their website.

8. What Is The Difference Between An Absent Candidate (No Show) and An Open Skills Test Seat?

- No Show = A Candidate registered and paid to take the exam on the specified date but did not arrive to take the exam.
- Open Skills Test Seat = No Candidate registered or paid to take the exam on the specified date for all test seats available.

9. What Should Training Programs Do If Students Have Difficulty Completing All Required Skills In A Clinical Setting?

Many training programs utilize more than one clinical site to obtain the required skills.

10. How Are Clock Hours Determined For Students?

- Clock hours is defined as the total program hours approved by DHSR minus the hours your program allows by policy for absences.
- Clock hours refer to instructional time only. Clock hours do not include the following examples:
 - Breaks (lunch, holidays, Fall/Spring breaks, etc.)
 - Orientation (student, program, or class orientation sessions)
 - Specific hours that are mandated by the facility, college, or school.
 - Make-up time for absences based on the program's attendance policy.