

TRAINING AND TESTING QUICK REFERENCE GUIDE

Division of Health Service Regulation (DHSR)

Health Care Personnel Education and Credentialing Section (HCPEC)

Table of Contents

CREDENTIALIA.....	2
1. Important Websites	
2. How To Contact Credentia Via Phone Or Email	
3. How To Submit An Email	
DHSR/HCPEC.....	2
1. Website	
2. Responsibilities	
CANDIDATE IDENTIFICATIONS.....	3
1. Temporary Licenses, Permits, And Identifications	
TEST SITES.....	3
1. Types Of Test Sites	
2. Timeline For Becoming A Test Site	
3. System Requirements To Host An Exam	
4. When To Submit Test Dates	
5. How to Request A 2-Bed Event	
6. How To View Submitted Test Dates	
7. How To View Confirmed Test Dates	
8. How To View Open Skills Test Seats	
9. Sharing Open Skills Test Seats With All Candidates	
10. Sharing Open Skills Test Seats With Specific Candidates Or Training Programs	
11. Sharing Open Skills Test Seats And Pass Rates	
12. How To Share The INF Test Site Code	
13. How To View The Exam Roster	
14. How To View Candidates Who Are Absent On The Day Of The Exam (No Shows)	
15. Paper Version Of The Written Exam	
16. Minimum Number Of Candidate Registrations Required For Skills Exam	
ONLINE WRITTEN EXAM.....	8
1. What Candidates Should Do Before An Exam	
2. Windows In A Testing Room	
3. Cancelling Or Rescheduling An Exam	
SKILLS EXAM.....	9
1. Scheduling An Exam	
2. Mobile Devices	
3. Online Information Supported By Credentia	
4. Online Information Not Supported By Credentia	
FREQUENTLY ASKED QUESTIONS.....	11

CREDENTIALIA

1. IMPORTANT WEBSITES

- Click [here](#) to go to Credentia's homepage.
- Click [here](#) to go to Credentia's test takers website for nurse aides.
- Click [here](#) to go to Credentia's test takers website for medication aides in nursing homes.
- Click [here](#) to go to Credentia's test takers website for medication aides in adult care facilities.
- Click [here](#) for information on how to be a test center with Credentia.
- Click [here](#) for information on how to be a Nurse Aide Evaluator with Credentia.

2. HOW TO CONTACT CREDENTIALIA VIA PHONE OR EMAIL

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

3. HOW TO SUBMIT AN EMAIL

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, please number them in your email.

DHSR/HCPEC

1. WEBSITE

Click [here](#) to go to the DHSR/HCPEC website to review information pertaining to unlicensed healthcare individuals.

2. RESPONSIBILITIES

DHSR/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 curriculum

CANDIDATE IDENTIFICATIONS

1. TEMPORARY LICENSES, PERMITS, AND IDENTIFICATIONS

The NC Division of Motor Vehicles 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, you are not required to bring an expired form of identification along with the new temporary certificate. Click [here](#) for more information from the NCDMV.

TEST SITES

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

- Test sites are encouraged to submit the application at least 60 calendar days before their preferred initial test date.
- Applicants will receive confirmation of Credentia's receipt of their application within 5 business days.
- Within 30-45 calendar days from the date the application is received, Credentia will notify the applicant, via email, if their request to become a test site is approved or if additional information is needed.

3. SYSTEM REQUIREMENTS TO HOST AN EXAM

Click [here](#) to learn more about the system requirements needed to host an online exam.

4. WHEN TO SUBMIT TEST DATES

Test dates should be submitted at least 30 calendar days prior to the test date.

This will allow:

- Credentia time to communicate the test date to Nurse Aide Evaluators.
- Nurse Aide Evaluators time to review their schedules.
- 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 the testing materials.

5. HOW TO REQUEST A 2-BED 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 slot request.

Create Slot ⓘ
Home > Create Slot

1 Slot Information 2 Additional Information

Additional Information

Client Name	Client Name* Credentia	Select Date Range	Date Range* 23/04/2025 – 23/04/2025
Select Time Range	8:00 AM - 5:00 PM	Time Zone	Time Zone Eastern Standard Time
Occurrence Frequency	Daily	Rooms	Rooms* R001
Exam Type	Exam Type* Skill Exam	Capacity Type	Capacity Type * Bed
No of Capacity	Number of Capacity* 1		

Language Setup


Language Specific*	No of Capacity	Number of Seats*
English	No of Capacity	1

+ Add New

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6. HOW TO VIEW SUBMITTED TEST DATES

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




Credentia		Search	TestSiteManager	KG
Exam List	Slot List			
Audit	Home > Slot List			
Test-Center	+ Create Slot			
Slot-Management	Filters			
Clients	Slot ID Country State Test Center			
		Date Range Time Exam Type Duration (min) Action		
		SLT-015573 United States North Carolina CLEVELAND COMMUNITY ... 2025-04-26 - 2025-04-26 08:00 AM - 12:30 PM Nurse Aide Skills Exam 270		

7. HOW TO VIEW CONFIRMED TEST DATES

Test Site Managers can see confirmed test dates by going to the Exam List tab. 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.



Credentia		Search	TestSiteManager	KG
Exam List	Exam List			
Audit	Exam Schedule > Exam Schedule			
Test-Center	All			
Slot-Management	Ongoing Upcoming Cancelled Completed			
Clients	Filters			
		Exam ID Exam Name Exam Type Client Test Center		
		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		

8. HOW TO VIEW OPEN SKILLS TEST SEATS

- Monthly, DHSR/HCPEC communicates the open (available) skills test seats to Program Coordinators.
- Once a test date has been confirmed by a Nurse Aide Evaluator and at least 1 student has registered to take the exam, then Test Site Managers can view the open seats via the Exam Roster.

9. SHARING OPEN SKILLS TEST SEATS 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 so that Candidates can register to take the exam at the INF location.
- Only the test date selected by the INF test site will change to a RTS test date.

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

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

11. SHARING OPEN SKILLS TEST SEATS AND PASS RATES

Pass rates are calculated based on where Candidates complete the training course, not the testing location. Sharing open skills test seats will not affect a training program's pass rates.

12. HOW TO SHARE THE INF TEST SITE CODE

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

- Email the INF code to training Program Coordinators across the state.
- Share the INF code with Candidates and Program Coordinators that contact them directly to determine availability.

Credentia and DHSR do not share INF codes because the INF test site must provide approval to allow "visitors" to test at the INF location.

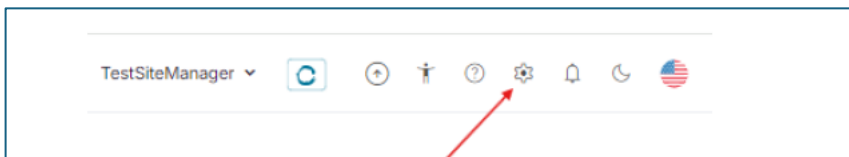
All registration deadlines for test events still apply. For example, Candidates must schedule to take the skills exam at least 10 calendar days before the exam date.

13. HOW TO VIEW THE EXAM ROSTER

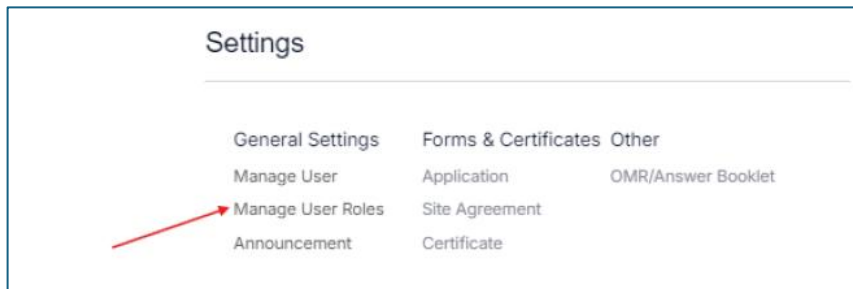
Below are screen shots of how to update your settings in the Credentia platform to view an exam roster.

As a reminder, 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.

Step 1: Click on the Settings icon.



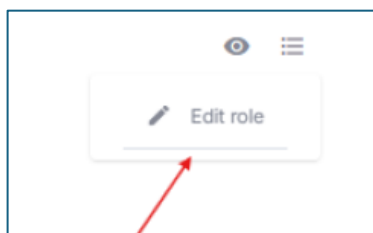
Step 2: Click on Manage User Roles.



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.

A screenshot of the 'Enter the role details' form. It has two fields: 'Role Name*' with the value 'TestSiteManager' and 'Description*'. A red arrow points to the 'Description*' field. Below the 'Description*' field, there is a red error message: 'description is required!'.

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

A screenshot of the 'Exam List' form. It has a header 'Exam List' and a table of checkboxes. The table has columns for 'View (7 Selected)', 'View-Exam', 'Candidates', 'General Detail Information', 'ADA Candidate', 'Exam Frequency', 'Slot', and 'Candidate Information'. All checkboxes are checked. A red arrow points to the 'Submit' button at the bottom right of the form.

Step 7: Refresh your page.

14. HOW TO VIEW CANDIDATES WHO ARE ABSENT ON THE DAY OF THE EXAM (NO SHOWS)

Go to the Candidate Details table under the EXAMSTATUS column.

15. PAPER VERSION OF THE WRITTEN EXAM

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

16. MINIMUM NUMBER OF CANDIDATE REGISTRATIONS REQUIRED FOR SKILLS EXAM

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.

ONLINE WRITTEN EXAM

1. WHAT CANDIDATES SHOULD DO BEFORE THE EXAM

Credentia's website provides guidance to Candidates on what to do before the exam date. The information for each exam type can be found on Credentia's website for test takers.

2. WINDOWS IN A 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.

3. CANCELLING OR RESCHEDULING AN EXAM

Candidates should cancel or reschedule an exam at least 2 calendar days before the exam date.

SKILLS EXAM

1. SCHEDULING AN EXAM

Candidates must schedule to take the exam at least 10 calendar days before the exam date.

2. 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 open skills test seats.

3. ONLINE INFORMATION SUPPORTED BY CREDENTIA

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.

Resources


Search by Resource

Candidate Handbook

NNAAP Skills Review Presentation

NNAAP Skills Review Presentation

Hyperlinks

 NNAAP Skills Review Presentation

4. ONLINE INFORMATION NOT SUPPORTED BY CREDENTIA

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



FREQUENTLY ASKED QUESTIONS

1. Can Candidates Register To Take An Exam Prior To Completing the Training Program?

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

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

Below are a few suggestions that may resolve the issue.

- Refer to the section in this document titled *MOBILE DEVICES*.
- Ensure Candidates enter the correct INF code, date range, and adjust the distance/mileage while searching for open skills test seats.
- Availability at INF test sites can only be seen by Candidates that completed the training course at the INF test location.
- Ensure the exam dates have been confirmed by an Nurse Aide Evaluator.

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

Below are a few suggestions that may resolve the issue.

- Refer to the section in this document titled *MOBILE DEVICES*.
- Test dates must be confirmed by a Nurse Aide Evaluator and at least one (1) Candidate has scheduled to take the exam on the specified date.

NOTE: 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.

4. What Are The Reasons For The Number Of Open Skills Test Seats?

There are many possible reasons. A few examples are listed below.

- Candidates no longer pursue working in the role of a Nurse Aide.
- Candidates did not successfully complete the course.
- Candidates no longer reside in North Carolina.
- Candidates delay taking the exam (Candidates have 24 months to complete the exam).

5. Why Is It Recommended That Test Sites Offer Test Dates Throughout the Year?

Candidates have 24 months and 3 attempts to take the exam after successfully completing a training program. If test sites only offer the exam after each cohort, then this limits test availability to previous students.

6. If I Share My Test Seats, Will It Affect My Pass Rates?

Refer to the section in this document titled *SHARING OPEN SKILLS TEST SEATS AND PASS RATES*.

7. How Can Training Programs Review Their Pass Rates?

Training Programs can review their pass rates by going to the report titled *Roster Pass/Fail By Training Program*. This is a standard report available on the Credentia Platform dashboard to all Training Programs.

8. How Can The Open Skills Test Seats Be Utilized By Other INF Test Sites?

- Refer to the section in this document titled *SHARING OPEN SKILLS TEST SEATS WITH ALL CANDIDATES*
- Refer to the section in this document titled *SHARING OPEN SKILLS TEST SEATS WITH SPECIFIC CANDIDATES OR TRAINING PROGRAMS*
- Refer to the section in this document titled *HOW TO SHARE THE INF TEST SITE CODE*

As a reminder, Candidates must schedule to take the skills evaluation at least 10 calendar days before the exam date.

9. 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.

10. 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

11. 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).

12. What Is The Typical Behavior Of Nurse Aide Evaluators During The Skills Evaluation?

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.

Please inform your Candidates that they may not receive help from anyone during the skills evaluation and to ask all questions before the skills evaluation begins.

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

Please notify your Education Consultant.

14. 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.

15. How Can Training Programs See The Number of Absent Candidates?

Refer to the section in this document titled *How To View Candidates Who Are Absent On The Day Of The Exam (No Shows)*.

16. 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.

17. Do Nurse Aide Evaluators From Other States Use The Same Standards While Conducting A Skills Exam?

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

18. What Is The Time Frame For Credentia To Reapprove An Existing Test Site?

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

19. 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.

20. 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.