

**North Carolina Department of Health and Human Services
Division of Health Service Regulation
Health Care Personnel Education and Credentialing Section
April 2026 Newsletter**

Open Nurse Aide Skills Exam Seat Report

DHSR has posted the report online for the months of April, May and June. As of April 1st, there are over 3,600 open seats available to Candidates.

- Training Program Coordinators can find the report at <https://ncnar.ncdhhs.gov/saresources.html>
- Community Partners can find the report at <https://ncnar.ncdhhs.gov/index1.jsp>. Scroll down to the bottom of the page.

Need For Additional Regional Testing Sites

If you are currently an In-Facility Testing Site (INF) and are willing to become a Regional Testing Site (RTS) to allow additional Nurse Aide I Candidates to test at your facility, please visit <https://credentia.com/test-centers/rts/>.

Spring Graduation Season

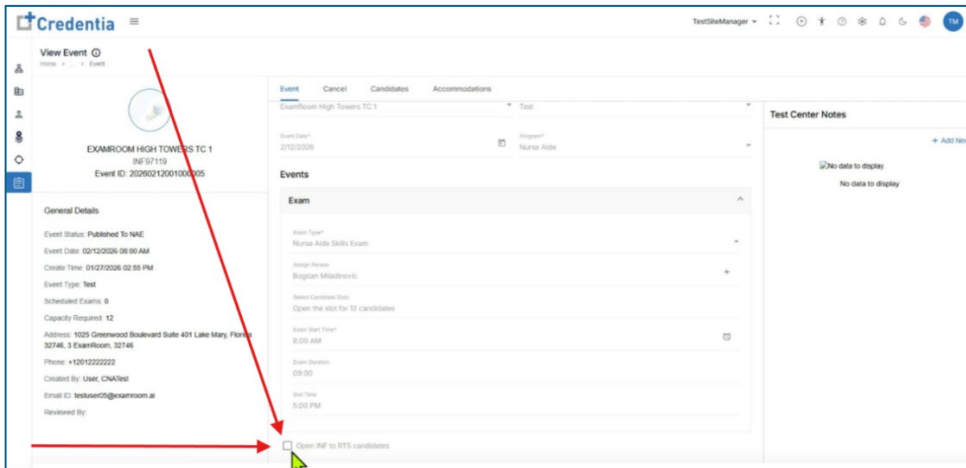
Spring graduation season begins next month. Please consider taking the following actions:

- Add regional test dates in the months of June and July
- Open unused INF test seats to all Candidates in North Carolina

Candidates have two (2) years and three (3) attempts to successfully pass the nurse aide exam.

How to Open Unused INF Test Seats To All Candidates in North Carolina

Test sites should select “View Event” from the Events tab, then scroll to the bottom of the page and check the box tilted “Open INF to RTS candidates.”



Credentia’s Online Help Center

Available on Credentia’s website is the following information for Candidates, Training Programs and Test Sites:

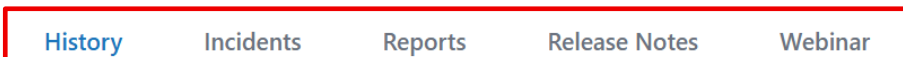
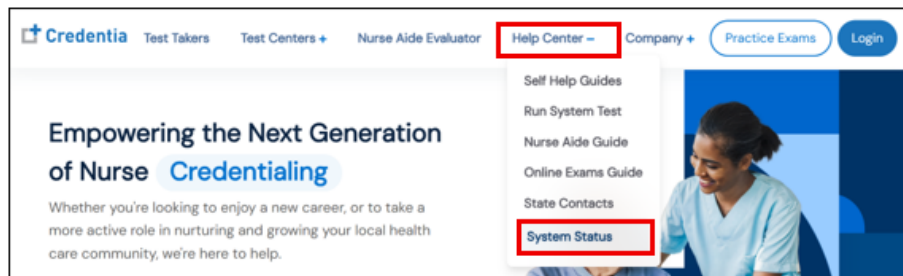
- System Availability – status via the History and Incidents tabs
- System Modifications – updates via the Release Notes tab
- Training Sessions – recordings via the Webinar tab

Example – System Modifications for March 2026:

Live chat support is now available in the Candidate, Training Program, State Client, and Sponsor platform consoles. The chat experience provides multiple help options, allowing users to quickly select the type of assistance that best matches their question or issue.

To view the information in the Online Help Center, complete the steps below.

- Go to credentia.com
- Select the Help Center tab
- Select the System Status menu option
- From the top navigation menu, select one of the options for more information (History, Incidents, Reports, Release Notes, Webinar)



Beginning May 1, 2026

- All candidate handbooks will be updated to reflect the changes below.
- Credentia's customer service hours of operation will change to Monday-Friday, 8am-5pm. All Customer Service Agents will reside within the US.
- Candidates will receive an exit survey within 24 hours after completing an exam. Candidates will have 30 days to complete the survey.
- The Medication Aide – Nursing Home exam fee will increase from \$59 to \$60
- Candidates will incur a \$10 fee when they file a test review grievance with Credentia.
 - A test review grievance is defined as a Candidate's request to have their examination re-evaluated.
 - If the test review grievance is found to be in the Candidate's favor, then the test will be rescored and the \$10 fee will be refunded. If the test review grievance is found to not be in the Candidate's favor, then their test will not be rescored and the \$10 fee will not be refunded.
 - Candidates may call, use the chat feature, or email Credentia before submitting a Test Review Request Form and paying the \$10 fee. Customer Service Agents will explain the scoring process and testing conditions and/or test results review process. If a Candidate wishes to discuss any specific factor they believe affected their exam score, then the Customer Service Agent will direct the Candidate to complete the Test Review Request Form for any concerns related specifically to their score.
 - All test review grievances must be submitted using the Test Review Request Form through the Credentia Platform.
- Candidates will be charged a reduced fee to complete the practice examinations available from Credentia.

Number of Practice Exams	Current Price	New Price
One Practice Examination	\$30	\$12
Two Practice Examinations (Bundle)	\$50	\$20
Three Practice Examinations (Bundle)	\$60	\$30

HCPEC Website/Curriculum Update

The federal Department of Justice is requiring state agencies across the country, including those in North Carolina, to comply with a rule to improve digital access for all users. Since our curriculums are available on a public website, they must comply with the regulation. Over the next few months, our curriculums will be updated. We will not be deleting or adding new topics to the curriculum. The majority of the changes will apply to the format of the information in each document to meet compliance requirements.

We have started to make changes to the Nurse Aide I curriculum. When all changes have been made, we will notify you so that you can transition to the new documents. Thank you for your patience as we go through this endeavor.