

August 2025 Newsletter
Division of Health Service Regulation (DHSR)
Health Care Personnel Education and Credentialing Section (HCPEC)

THANK YOU!

This year's graduation season was a success. Thank you for partnering with DHSR and Credentia to support Candidates across North Carolina in completing Nurse Aide testing activities.

NEW PROCESS – EFFECTIVE JULY 16, 2025

- Candidates can cancel and reschedule an examination until 10 calendar days before the examination date.
- The cancellation or rescheduling time period does not include the event date.
- 10 calendar days before the examination date:
 - A test event will be cancelled if the minimum number of Candidate registrations is not met.
 - If the minimum number of Candidate registrations is met, then scheduling remains open and Candidates can register until 2 calendar days before the examination date.

EXAMPLE #1 – Candidate CANNOT Reschedule Examination

| | |
|--------------------------------------|--|
| Today's Date | 7/16/2025 |
| Candidate Examination Date | 7/22/2025 |
| Can Candidate Reschedule Their Exam? | No, Candidate can only reschedule their exam at least 10 calendar days before the exam date. |

EXAMPLE #2 – Candidate CAN Reschedule Examination

| | |
|--|--|
| Today's Date | 7/16/2025 |
| Candidate Examination Date | 8/1/2025 |
| Can Candidate Reschedule Their Exam? | Yes, Candidate can reschedule their exam until July 21, 2025. |
| Can Candidate Reschedule to Take the Exam 2 Calendar Days From Today's Date? | Yes, the earliest date the Candidate can reschedule to take the exam is July 19, 2025. |

CANDIDATE HANDBOOK UPDATE

Candidate handbooks have been updated to reflect changes made by the NC Division of Motor Vehicles (NCDMV).

Per Senate Bill 391, Class C licenses (standard passenger vehicle licenses) expiring on or after July 1, 2025, will be accepted for two years beyond the printed expiration date. The NCDMV will allow this process until December 31, 2027. This does not apply to commercial driver licenses, or any licenses that are suspended, revoked, or cancelled.

Click [here](#) for more information from the NCDMV.

CREDENTIALIA TRAINING SESSIONS

If you have questions regarding the Credentia Platform, or if you are a new faculty member or new test site manager, please attend one of the training sessions below.

Training Programs

1st Thursday of Each Month (August 2025 through December 2025)

2:00pm EST

Audience: Instructors and Program Coordinators

[Click Here to Join](#)

Test Sites

1st Tuesday of Each Month (August 2025 & September 2025)

4:00pm EST

Audience: Test Site Managers

[Click Here to Join](#)

CANDIDATE APPLICATIONS

Please ensure the training program code and faculty information is accurate on Candidate applications requesting approval to complete testing activities.

When the training program code, faculty information, or eligibility route are not aligned, it delays Candidates getting listed on the registry for employment purposes.

FAX MACHINE

HCPEC is transitioning away from using fax machines.

Training program documentation should be emailed directly to the [Education Consultant](#) for your region or to dhsr.educationconsultant@dhhs.nc.gov.

Candidates should email registry documentation to dhsr.nurseaide@dhhs.nc.gov.

2025 NCCCAEA CONFERENCE

Next month, HCPEC and Credentia will be presenting at the North Carolina Community College Adult Educators Association (NCCCAEA) conference. We look forward to seeing you there.

DHSR MOVE FROM THE DIX CAMPUS

Tentatively scheduled for late September, DHSR will be moving away from the Dix Campus in Raleigh, NC. This will not impact testing activities or events with Credentia.