

**North Carolina Department of Health and Human Services  
Division of Health Service Regulation  
Health Care Personnel Education and Credentialing Section  
December 2024 Newsletter**

**Evaluators:**

- 15-20 new Nurse Aide Evaluators are currently completing the onboarding process with Credentia.
- Two full-time Nurse Aide Evaluators will be hired for Mecklenburg and Durham counties.
- Credentia is partnering with the Nurse Aide Evaluators to add additional test dates for the upcoming months.
- Credentia is actively recruiting Nurse Aide Evaluators who can travel across the State.

**Paper Written Exam:**

Elimination of the paper exam will occur in two phases. The first phase will begin at the end of December.

**INF Test Sites:**

- If you are able to open test dates to Candidates across the state, email Credentia at [support@credentia.com](mailto:support@credentia.com).
- Credentia will be offering “all day” skills testing events at select locations across the state. These events will be open to all Candidates. If you would like for your location to be selected, email Credentia at [support@credentia.com](mailto:support@credentia.com).

**Nurse Aide I Curriculum:**

- Updates are currently being made to the curriculum based on recent feedback. An announcement will be posted to the HCPEC website when the revisions are available.
- All nurse aide training programs must transition to the new curriculum by February 1, 2025.

**Communication:**

- For testing concerns experienced by your training program or students, email Credentia at [support@credentia.com](mailto:support@credentia.com) and obtain a ticket number.
- If your concern has not been resolved within 5 business days, email Jammie Johnson at [jammie.johnson@dhhs.nc.gov](mailto:jammie.johnson@dhhs.nc.gov) and provide the following information:
  - Ticket Number
  - Candidate Name or Candidate ID (if applicable)
  - Test Date (if applicable)

Credentia has brought to our attention that they are receiving duplicate concerns from both HCPEC and the training programs which causes delays. The 5 day wait period prior to contacting HCPEC will allow Credentia the ability to research the information in the ticket and contact the training program and/or student to help reach a resolution.

**Upcoming Training Session:**

Credentia is offering a training session for individuals who are having difficulty with the new testing system or for individuals who have not attended a previous training session.

- Thursday, December 5, 2024 at 12:00pm EST
- Thursday, December 5, 2024 at 3:30pm EST

**November 2024 Data:**

- Number of Exams Delivered:
  - Nurse Aide Written Exam = 959
  - Nurse Aide Skills Exam = 864
  - Nurse Aide Oral Spanish Exam = 1
  - Nurse Aide Oral English Exam = 6
- Number of Skills Test Events Cancelled:
  - Testing Site Requested Cancellation = 21
  - Evaluator Requested Cancellation = 5
  - Candidate Threshold Not Met = 15
  - No Evaluator Scheduled for Exam Date = 68