

**North Carolina Department of Health and Human Services
Division of Health Service Regulation
Health Care Personnel Education and Credentialing Section
February 2025 Newsletter**

Candidate Identifications:

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

Online Videos:

Credentia has not partnered with XY Nursing Skills to demonstrate nurse aide skills for the state-approved exam. Please inform your students not to use their website as a form of training.

Dates Submitted:

Test Sites can see what dates they submitted for testing by going to the Slot Management tab.

Dated Confirmed:

- Test Sites can see their confirmed test events by going to the Exam List tab.
- Confirmed test events will only be visible in the Exam List tab after a Nurse Evaluator has been assigned and at least one (1) Candidate has registered to take the exam on the specified date.

Windows In 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.

Sharing Open Skills Seats:

- In-Facility Test Sites (INF) only need to contact Credentia if they want to make test dates available to all Candidates in the state. When Credentia is notified, the classification for the test date will change from an INF test date to a Regional test date so that Candidates across the state can see the test date and register for the exam.
- INF test dates are viewable for registration only by Candidates who completed training at the INF location, which is why the classification change is necessary. Only the test dates selected will change classification types.
- INF test sites that want to make test dates available to specific Candidates or training programs only need to share their INF facility code issued by Credentia. The classification for the test date will not change and will continue to be an INF test date.

Unused Skills Test Seats:

- November 2024 = 101 Seats
- December 2024 = 193 Seats
- January 2025 = 64 Seats

INF Test Sites – thank you for your partnership and for sharing your available test seats with other training programs.

May/June/July 2025:

As training programs move toward the end of the Spring 2025 semester, please consider adding more test dates to accommodate the students graduating from high schools, community colleges, and universities. As a reminder, test sites must submit test dates at minimum 30 calendar days in advance.

Contacts:

- Training Programs, Test Sites and Candidates should call 888-204-6249 or email support@credentia.com.
- To improve the timeliness and quality of responses, complete the following actions:
 - 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).
 - 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, it would be helpful to number them in your email.

Becoming A Test Site:

- Locations 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 five (5) business days.
- The evaluation process typically takes 30-45 calendar days from the date the application is received.
- Credentia will notify the applicant, via email, once the request is approved or if additional information is needed.

Training Sessions:

- Target Audience: Test Site Managers
 - Day of the Week: Last Monday of each month
 - Time: 1:00 PM EST / 11:00 AM MST / 10:00 AM PST / 9:00 AM AKST
 - Months: January – March 2025
- Target Audience: Training Programs / Instructors
 - Day of the Week: Last Friday of each month
 - Time: 3:00 PM EST / 1:00 PM MST / 12:00 PM PST / 11:00 AM AKST
 - Months: January – March 2025