

December 2024 Newsletter

Division of Health Service Regulation (DHSR)

Health Care Personnel Education and Credentialing Section (HCPEC)

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. If you know of individuals who may be interested, please have them review the information on Credentia's [website](#).

Communication

For testing concerns experienced by your training program or students, please contact Credentia at support@credentia.com and obtain a ticket number.

If your concern has not been resolved within **5 business days**, please contact Jammie Johnson at 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.

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.

Paper Written Exam

Phase 1 – elimination of the paper written exam – will begin at the end of December.

INF Test Sites

If you are able to open test dates to Candidates across the state, please email Credentia at 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, please email Credentia at support@credentia.com.

Upcoming Events

Credentia Training Session:
Test Site Onboarding Refresher Training
(INF and RTS Only)

Date: Thursday, December 5, 2024
[Click here to join at 12:00 noon eastern](#)

Date: Thursday, December 5, 2024
[Click here to join at 3:30 pm eastern](#)

NOTE: The training session is for those individuals having difficulty with the new testing system and for individuals who have not attended a previous training session.

November 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