

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

**Scheduling Skills Exam:**

- Effective July 16, 2025, the required lead time for Candidates to schedule a skills exam will be reduced from ten (10) calendar days to two (2) calendar days. This enhancement will improve overall flexibility and efficiency for both Candidates and Training Programs and accelerate the certification process for eligible Candidates.
- Ten (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 two (2) calendar days before the examination date.
- Refer to the following sections in the Quick Reference Guide.
  - Scheduling An Exam
  - Cancelling & Rescheduling An Exam

**Written Exam:**

Beginning August 2025, Credentia will pilot a group testing functionality with select training programs. The new feature allows Candidates to be scheduled and tested together in a coordinated session at a Test Center. In addition, group testing offers added convenience for all Candidates, especially those without access to a computer or stable internet connection.

**Test Dates:**

- Test sites can view the status of test dates in Credentia's test site management system. Call Credentia at 888-204-6249 or email [support@credentia.com](mailto:support@credentia.com) if information is incorrect in the test management system.
- Test Sites must wait until at least one (1) Candidate has registered to take the examination on the specified date in order to see test dates confirmed in the test site management system.

**Scheduling Skills Exam:**

- Regional Test Sites (RTS): All Candidates can view and register for test dates as soon as a Nurse Aide Evaluator is confirmed for the examination event.
- In-Facility Test Sites (INF): Only Candidates that complete training at the INF location can view and register for test dates as soon as a Nurse Aide Evaluator is confirmed for the examination event. As a reminder, INF locations can share test seats. For more information, refer to the Quick Reference Guide.

**When To Contact DHSR:**

If your testing concern has not been resolved within 5 business days, then contact the DHSR Education Consultant for your region and provide the ticket number issued by Credentia. Credentia needs sufficient time to research the information in the ticket and contact the Candidate, Test Site, or Training Program to help reach a resolution.