

**North Carolina Department of Health and Human Services  
Division of Health Service Regulation  
Health Care Personnel Education and Credentialing Section  
March 2026 Newsletter**

**Open Nurse Aide Skills Exam Seat Report:**

DHSR has posted the report online for the months of March and April.

- Training Program Coordinators can find the report at <https://ncnar.ncdhhs.gov/saresources.html>
- Community Partners can find the report at <https://ncnar.ncdhhs.gov/index1.jsp>. Scroll down to the bottom of the page.

**Spring Graduation Season:**

In the upcoming months, please consider adding regional test dates for the Nurse Aide skills exam. Candidates have two (2) years and three (3) attempts to successfully pass the exam.

**Training Program Forms:**

DHSR is currently modifying the forms for new and existing training programs. Modified forms can be found at <https://ncnar.ncdhhs.gov/saappforms.html>.

**Customer Service Hours:**

Effective May 1, 2026, Credentia's customer service hours of operation are changing to Monday-Friday, 8am-5pm. All Customer Service Agents will be within the US.

**Candidate Customer Satisfaction Survey:**

Effective May 1, 2026, Candidates will receive an exit survey within 24 hours after completing an exam. Candidates will have 30 days to complete the survey.

**Grievance Update:**

- DHSR is currently working with Credentia to implement the test review grievance process and \$10 fee that will be effective May 1<sup>st</sup>.
- A test review grievance is defined as a Candidate's request to have their examination re-evaluated.
- If the test review grievance is found to be in the Candidate's favor, then the test will be rescored and the \$10 fee will be refunded. If the test review grievance is found to not be in the Candidate's favor, then their test will not be rescored and the \$10 fee will not be refunded.
- Candidates may call, use the chat feature, or email Credentia before submitting a Test Review Request Form and paying the \$10 fee. Customer Service Agents will explain the scoring process and testing conditions and/or test results review process. If a Candidate wishes to discuss any specific factor they believe affected their exam score, then the Customer Service Agent will direct the Candidate to complete the Test Review Request Form for any concerns related specifically to their score.
- All test review grievances must be submitted using the Test Review Request Form through the Credentia Platform.

**Nurse Aide Curriculum: Appendix A – Skill Performance Checklist**

Please follow the guidance provided within the Appendix A – Skill Performance Checklist Summary document. Training programs cannot alter the document, or draw lines or arrows to indicate completion. In addition, the document must be maintained in each student record for at least three (3) years.

**Training and Testing System Platform:**

Available on Credentia's website is the following information for training programs and test sites:

- System availability and downtime via the History and Incidents tabs
- System modifications via the Release Notes tab
- Training sessions via the Webinar tab

To view the information, complete the steps below.

- Go to [credentia.com](https://credentia.com)
- Select the Help Center tab
- Select the System Status menu option

The screenshot shows the Credentia website header with navigation links: Test Takers, Test Centers +, Nurse Aide Evaluator, Help Center -, and Company +. On the right, there are buttons for Practice Exams and Login. The main content area features a banner for "Empowering the Next Generation of Nurse Credentialing" with a sub-header "Credentialing" in a blue pill. Below the banner is a paragraph: "Whether you're looking to enjoy a new career, or to take a more active role in nurturing and growing your local health care community, we're here to help." A dropdown menu is open under the Help Center link, listing: Self Help Guides, Run System Test, Nurse Aide Guide, Online Exams Guide, State Contacts, and System Status. The "System Status" option is highlighted with a red rectangular border. To the right of the dropdown is a photograph of a smiling female nurse in light blue scrubs.

The screenshot shows a horizontal navigation bar with five links: History, Incidents, Reports, Release Notes, and Webinar. The "History" link is underlined with a blue line, indicating it is the active page.