

October 2025 Newsletter
Division of Health Service Regulation (DHSR)
Health Care Personnel Education and Credentialing Section (HCPEC)

Click [Here](#) To Review Resources Available For Program Coordinators

ONLINE OPEN SKILLS EXAM SEAT REPORT

DHSR has posted the Open Skills Exam Seat Report online to improve communication and access for Program Coordinators. The current report depicts test seat availability for the months of October and November. DHSR will update the report each month.

Please contact your [Education Consultant](#) for the following items:

- To receive the report bimonthly.
- Contact information for a test site to coordinate testing activities for your students.

Click [here](#) to view the online Open Skills Exam Seat Report.

NOVEMBER & DECEMBER TESTING AVAILABILITY

We are rapidly approaching the end of year holiday and fall graduation season.

To meet the testing needs of current and former students during the months of November and December, please monitor testing availability and consider adding more test dates if needed.

If you close your test site or offer limited testing availability, this could increase the amount of time your students wait to complete testing activities. This could also directly impact other students within the county or region. It is recommended that you partner with another test site (INF or Regional) to ensure your students can complete testing activities.

Reminders

- Test dates must be submitted at least 30 calendar days prior to the desired test date.
- Once test dates are submitted, please allow up to 72 hours for your request to be processed.

CREDENTIALIA CONTACT INFORMATION

As a reminder, below is the contact information for Credentia.

- Facility Onboarding and Application Support:
FacilitySupport@credentia.com
- Event Submission and Event Detail Support:
ProgramCoordinatorTeam@Credentia.com
- General or Candidate Support:
Support@Credentia.com
- Training Program and DHSR Support:
ClientManagement@Credentia.com

NCCCAEA CONFERENCE

For those that couldn't attend the conference this year, below are the top 3 missed skills during the exam.

- Gives Modified Bed Bath (face and one arm, hand, and underarm) – 80% pass rate
- Measures and Records Weight of Ambulatory Client – 82% pass rate
- Provides Mouth Care – 82% pass rate

CREDENTIALIA TRAINING SESSIONS

Training Program – Onboarding

- **Audience:** New Training Program Admins and Personnel Using the Training Program Console
- **All states (Except Alaska)**
- **When:** Friday (Bi-Weekly)
- **Time:** 3:00 PM EST / 1:00 PM MST / 12:00 PM PST
- **Length:** One and Half (1.5) Hour
- **Dates:** Sep 26th, Oct 10th & 24th, Nov 7th & 21st, Dec 5th & 19th
- **Meeting Link:** [Join Here](#)

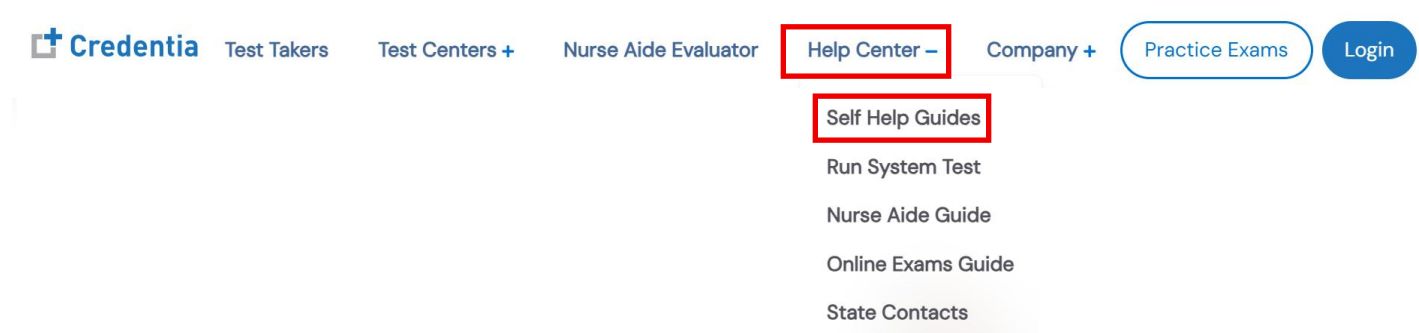
Training Program – Console Refresher Training

- **Audience:** Training Program Admins and Personnel Using the Training Program Console
- **All states**
- **When:** 1st Thursday of each month
- **Time:** 2:00 PM EST / 12:00 PM MST / 11:00 AM PST
- **Length:** One (1) Hour
- **Dates:** Oct 2nd, Nov 6th, Dec 4th
- **Meeting Link:** [Join Here](#)

ONLINE SELF HELP RESOURCES

Online self-help resources are available for Candidates and Program Coordinators on Credentia's homepage.

Go to credentia.com > Select Help Center > Select Self Help Guides



You can also find the same resources by clicking the following link: <https://help.credentia.com/en>

Credentia Self - Help Guides

Search



Nurse Aide Evaluator
Credentia Platform Self-Help Guides

Credentia Platform - Candidate
Credentia Platform Self-Help Guides

Renew Registration & Reciprocity
Renew Registration Certificate. Apply for Reciprocity.

Training Institute
Credentia Platform Self-Help Guides

Sponsor
Credentia Platform Self-Help Guides

