

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

**Open Skills Exam Seat Report:**

DHSR has posted the Open Skills Exam Seat Report online at <https://ncnar.ncdhhs.gov/saresources.html> for the months of October and November.

**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.

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.

**Contact Information:**

- For facility onboarding and application support, email [facilitysupport@credentia.com](mailto:facilitysupport@credentia.com).
- For event submission and event detail support, email [programcoordinator@credentia.com](mailto:programcoordinator@credentia.com).
- For general or candidate support, email [support@credentia.com](mailto:support@credentia.com).
- For training programs and DHSR, email [clientmanagement@credentia.com](mailto:clientmanagement@credentia.com).

**Credentia 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 26<sup>th</sup>, Oct 10<sup>th</sup> & 24<sup>th</sup>, Nov 7<sup>th</sup> & 21<sup>st</sup>, Dec 5<sup>th</sup> & 19<sup>th</sup>
- Training Program – Console Refresher Training
  - Audience: Training Program Admins and Personnel using the Training Program Console
  - All states
  - When: 1<sup>st</sup> Thursday of each month
  - Time: 2:00 PM EST / 12:00 PM MST / 11:00 AM PST
  - Length: One (1) Hour
  - Dates: Oct 2<sup>nd</sup>, Nov 6<sup>th</sup>, Dec 4<sup>th</sup>

**NCCCAEA Conference:**

For those that couldn't attend, below are the top three (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