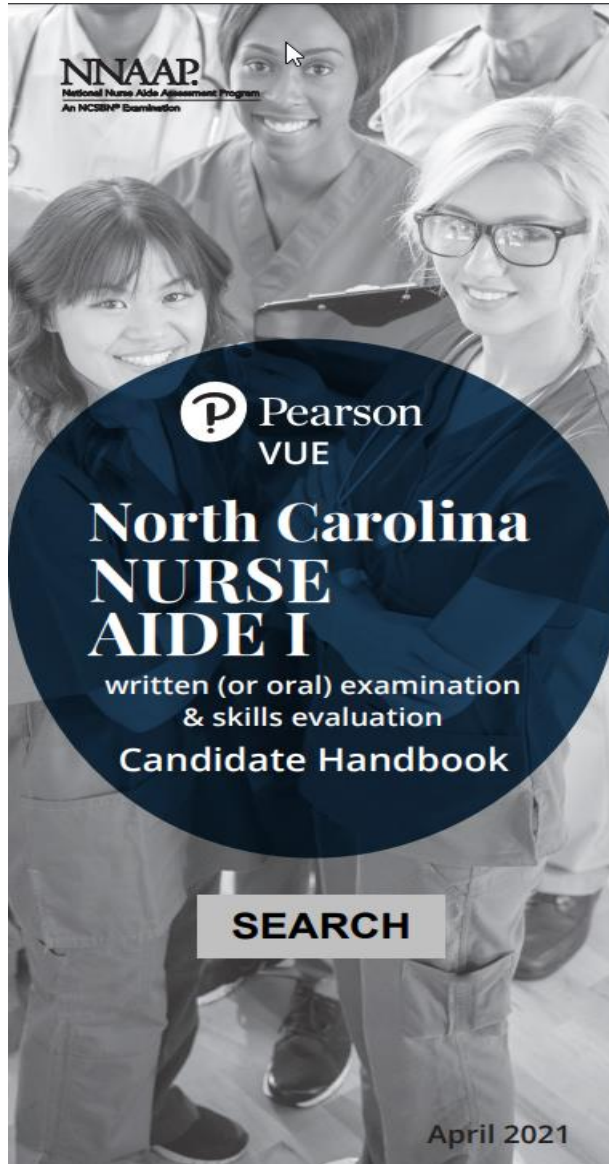


Computer-Based Testing (CBT)

Nurse Aide Written and Oral exams transitioned to the computer-based testing on April 22, 2021

- Registration and scheduling for the exams still occur through the Pearson Credential Management system
- There is no requirement to take written and skills exams on the same day
- There is no requirement on which exam is taken first
- 1-day lead time for written and oral exams
- Written and skills are now delivered in different test locations

Candidate Handbook



QUICK REFERENCE

PEARSON VUE® REGISTRATION AND SCHEDULING SERVICES

North Carolina NNAAP®

(Eastern Time Zone)

(888) 723-6773

Hours of Operation:

Monday – Friday 8 a.m. – 11 p.m.

Saturday 8 a.m. – 5 p.m.

Sunday 10 a.m. – 4 p.m.

(Eastern Time Zone)

To contact a customer service agent:

- Call (888) 723-6773 or email
pearsonvuecustomerservice@pearson.com

Call Pearson VUE to:

- Schedule, reschedule or cancel an examination
- Request an excused absence
- Ask questions about On-Line Registration
- Obtain information regarding your Score Report
- Obtain information regarding your examination

PEARSON VUE® WEBSITE

Go to Pearson VUE's website

(www.pearsonvue.com) to:

- View the most current exam updates
- Register on-line at <https://i7lp.integral7.com/ncna>
- Download a Candidate Handbook
- View Regional Test Site testing dates
- Download a Nurse Aide Practice Written Examination
- View the Nurse Aide Program Overview
- View a list of the Nurse Aide Registries (by State)
- View Skills Listing

Refer any additional questions to:

NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Health Care Personnel Education
and Credentialing Section

2709 Mail Service Center

Raleigh, NC 27699-2709

(919) 855-3969

Fax: (919) 733-9764

**Hours of Operation 8:00 a.m. – 12:00 p.m.
and 1:00 p.m. – 3:00 p.m.**

(Eastern Time Zone, weekdays)

**The phone lines will be closed between
12 noon and 1 p.m.**

**Go to NC DHHS website www.ncnar.org
for additional information**

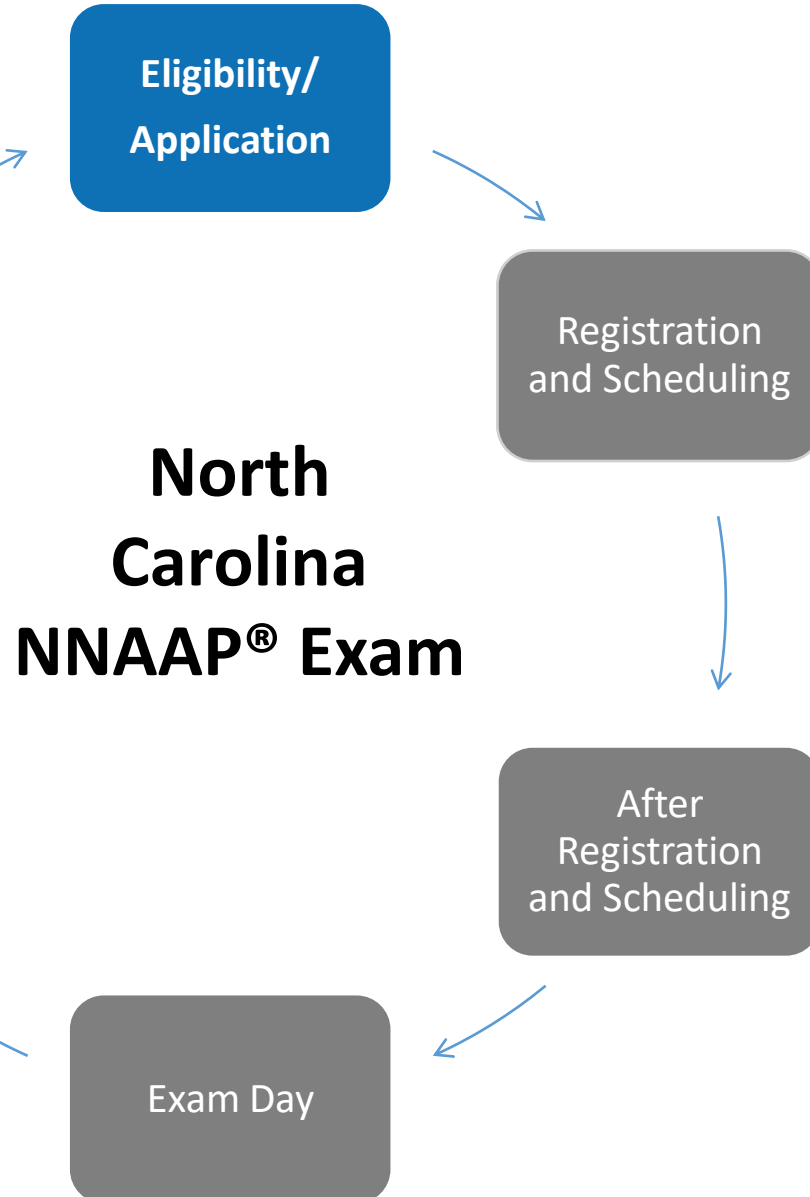
ACCOUNT RECOVERY

- If your activation notification is not in your junk or spam folder or you have not accessed your account within the allotted time period, please visit <https://i7lp.integral7.com/durango/do/login?ownername=ncna>
- Under "forgot username or password" select "Click Here"

DUPLICATE SCORE REPORT

- Score reports for exams taken on or after July 1, 2018 are available for instant download and printing online. Please log into your account at <http://www.pearsonvue.com/nc/nurseaides/> for access.

Candidates



- Candidates **MUST** be approved by a NC state approved training program or by the NC Department of Health and Human Services.
- Their approval will be loaded into the Pearson Credential Management system (PCM).
- Candidates will receive an account activation email with instructions to activate their Credential Management Account (PCM).
- Candidates will need to complete and submit their application form in PCM.
- If there are no accommodations needed the form is automatically approved and they are eligible and authorized to test.

(888) 723-6773

Monday – Friday 8 a.m. – 11 p.m.

Saturday 8 a.m. – 5 p.m.

Sunday 10 a.m. – 4 p.m. (all ET)

or email

pearsonvuecustomerservice@pearson.com

Account Recovery

North Carolina Department of Health and Human Services
Division of Health Service Regulation
Credential Management System



Returning Users Login :

Username

Adult Care Examinees:

Password

Please [click here](#) to create your testing account.

Login

Forgot your Username or Password?

If you have registered for a North Carolina Nurse Aide / Medication Aide exam in the past 2 years, and you don't know your user name or password, please [Click Here](#) to recover your account. You will be required to enter your last name and the email address you used when you originally registered.

Having Trouble Logging In?

Contact customer service, call 888-723-6773 between
(M-F) 8AM - 11PM (EST)
(Sat) 8AM - 5PM (EST)
(Sun) 10AM - 4PM (EST)

or email us at

pearsonvuecustomerservice@pearson.com

For candidates who did not receive their activation notification email and/or do not remember their account information.

<https://i7lp.integral7.com/durango/do/login?ownername=ncna>

Application Form

Submit Form

WRITTEN & SKILLS - Registration by Competency Examination

Instructions: Complete the following application to apply for eligibility to take the **Written Exam** and the **Skills Evaluation Exam**. If you are not applying for the **Written Exam** and the **Skills Evaluation Exam**, click the **Home** link from the left navigation bar to select a different exam application form.

When you have completed your application, select the **Submit Form** button. After your form has been submitted, you will receive a confirmation message on the screen. Once you have received your confirmation, you can check your exam eligibility status on your home page by selecting the **Home** link from the left navigation bar. Please note that if you have requested testing accommodations, your application must be reviewed before you will be eligible to test.

SECTION I: Payment Method

Please be advised that you will be required to use a **credit card** or **voucher** when making your exam payment at the time of reservation.

• Select the method of payment that you will use when making your examination reservation.

- ☐ Credit Card
☐ Voucher

* Under Federal law, the nurse aide employed by, or with an offer of employment from a skilled nursing facility participating in Medicaid/Medicare program, may NOT be charged the examination fee. Your employer MUST pay the fee.

SECTION II: Accommodations Request (For Individuals with a Disability)

Pearson VUE is committed to ensuring access for all individuals with disabilities and supports the intention of the Americans with Disabilities Act as Amended (ADAAA). Pearson VUE provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations. The purpose of accommodations is to provide candidates with full access to the test.

All accommodation requests must be approved by Pearson VUE before you make your exam reservation. For more information on testing accommodations or to submit your accommodations request, refer to the [North Carolina Accommodations Request](#) page located on the Pearson VUE website.

• Are you requesting testing accommodations?

- ☐ No
☐ Yes (If Yes and you have not yet submitted your accommodations request, you must do so before you can schedule your exam.)

SECTION IV: Candidate Attestation

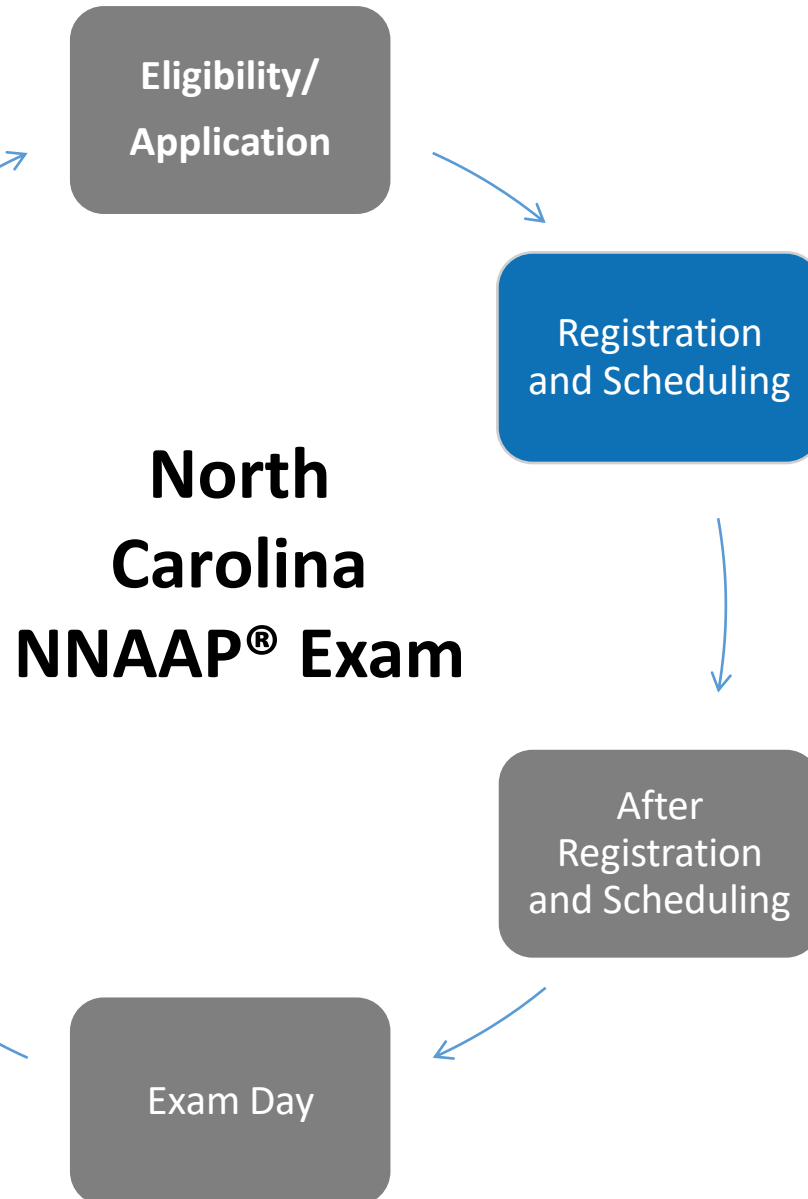
Candidate Attestation - I understand that I am responsible for making sure that all of the information provided in this application is completely true and correct. I understand that any information I give that is not true may jeopardize my certification status and listing as a nurse aide and may result in prosecution by the state of North Carolina.

•

☐ I agree to the above stated *Candidate Attestation*.

Submit Form

Candidates



To schedule their exam, candidates will need to log into their PCM account.

<https://i7lp.integral7.com/durango/do/login?ownername=ncna>

The screenshot shows the login page for the North Carolina Department of Health and Human Services Division of Health Service Regulation Credential Management System. The page has a blue header with the department's logo and name. Below the header, there is a 'Login' section with a 'Returning Users Login' form. The form includes fields for 'Username' and 'Password', and a 'Login' button. There are also links for 'Forgot your Username or Password?' and 'Having Trouble Logging In?'. The 'Forgot your Username or Password?' link is highlighted in blue.

Candidates

Schedule Exams

- On their homepage, from the left-side menu, under VUE they select [Schedule exams OR Access Written Score Reports](#) link **OR**
- In the middle of the page, they can select “**Click here to Schedule Online**”.

[Next Step](#)
[Personal Information](#)
[Update Personal Info](#)
[History](#)
[Change Password](#)

Actions
[Complete a Form](#)
[Submit Incident](#)

Self Service
[FAQ](#)
[Contact Us](#)
[Incident History](#)

VUE
[Schedule Exams OR Access Written Score Reports](#)

IMPORTANT INFORMATION

Alert! - COVID-19 Scheduling Changes:
We know you're worried about rescheduling your exam. Due to COVID-19 scheduling changes, our customer service wait-times are longer than usual right now. We appreciate your patience as we work to help you and other candidates. In the meantime, for information on rescheduling, refunds, and other impacts to candidates, please check out our
FAQs - Helpful resources for test-takers and COVID-19 scheduling changes // Pearson VUE

Alert! - COVID-19 Face Mask and Liability Waiver Requirement:
Due to COVID-19 exam day changes, candidates are required to bring and wear a face mask during their exam. Candidates should also bring the signed liability waiver to testing. The waiver can be found on the Pearson VUE website here:
home.pearsonvue.com/nc/nurse aides/

SPECIAL NOTE: Candidates under the age of 18 will not be allowed to test without a parent/guardian signature on the liability waiver.

Please click here to complete NC Med Techs - Adult Care Home Eligibility Form

Your Nurse Aide exam registration form has been approved.
You are now eligible to test and authorized to schedule your exams.

- [Click here to Schedule Online.](#)
- To schedule by phone, contact Pearson VUE reservations at 1-888-723-8773.

After you have taken your exams, please allow 2 business days from your exam date for your information to be updated in our system.

Candidates

North Carolina
Nurse Aide



Dashboard

Schedule an exam

Pre-approved Exams

- [20-NNAAP-AW1: NNAAP Written CBT](#)
- [PR: NNAAP Skills](#)

My Account

- > [Preferences](#)
- > [Exam History](#)
- > [View Score Reports](#)
- > [My Receipts](#)

View an upcoming test center appointment

You do not have any appointments scheduled.

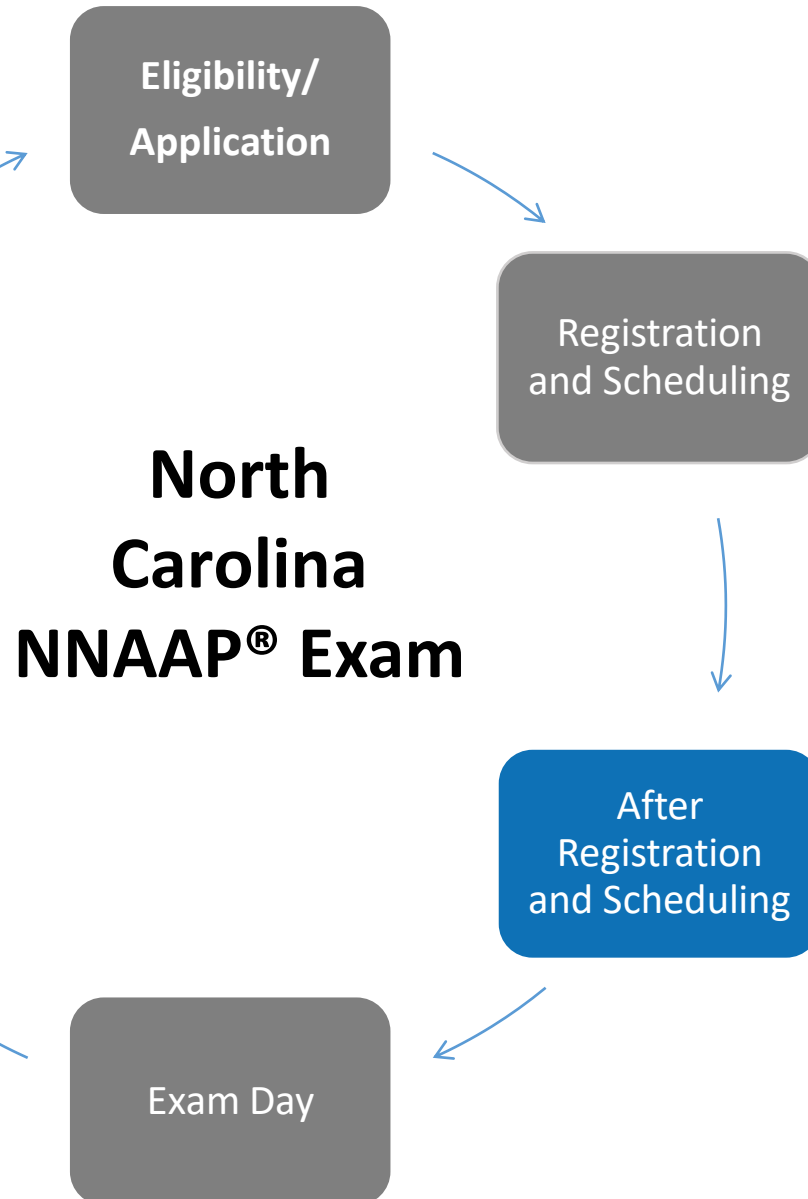
[Terms](#)

[Privacy](#)

[Contact](#)

Copyright 1996-2021 Pearson Education Inc. or its affiliate(s). All rights reserved.

Candidates



- Reschedule or cancel an examination
- Obtain information regarding their examination (test site information, times and dates)
- Request an excused absence

(888) 723-6773

Monday – Friday 8 a.m. – 11 p.m.

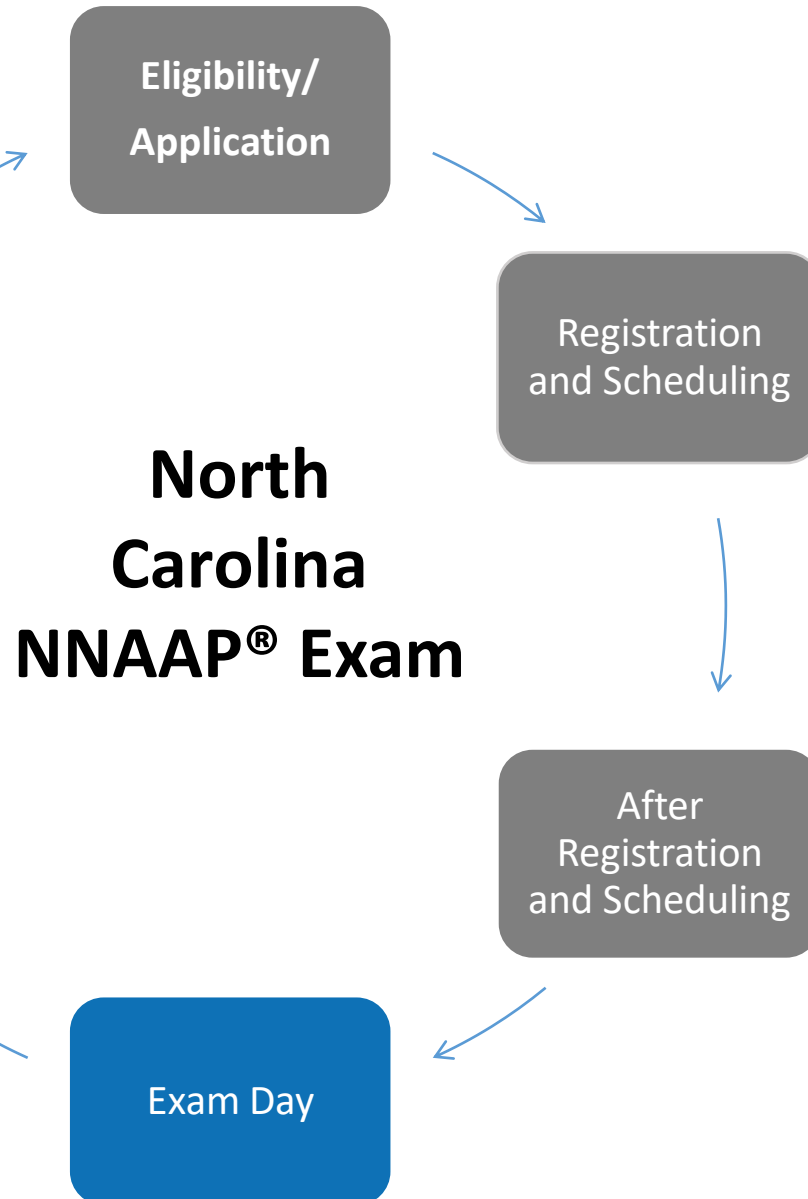
Saturday 8 a.m. – 5 p.m.

Sunday 10 a.m. – 4 p.m. (all ET)

or email

pearsonvuecustomerservice@pearson.com

Candidates



Written Exam (CBT)

- Candidates will take the written exam on the computer in a Pearson VUE Test Center (PVTC)

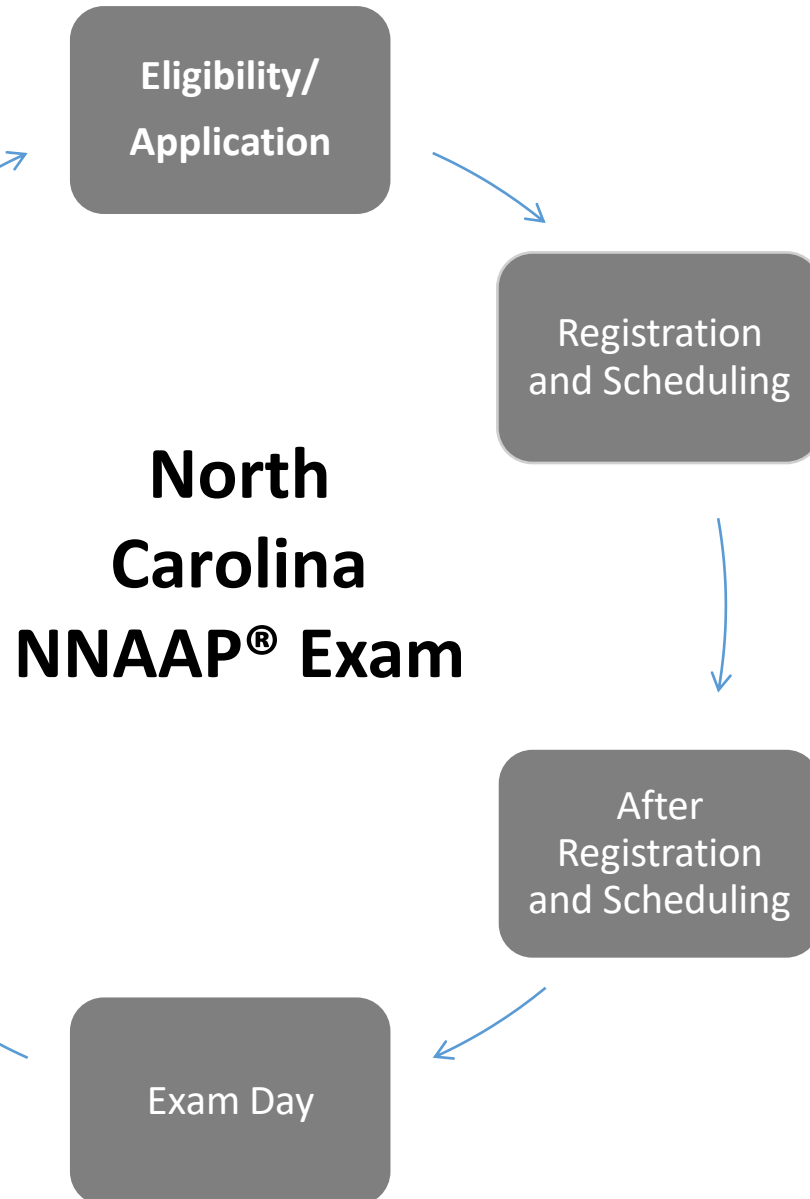
Skills Exam

- Candidates will take the skills exam at their selected Regional Test Center (RTS) or In-Facility (INF)

Check In Process

- Arrive 30 minutes prior to scheduled time for BOTH the written and skills examination.
- No refunds if they are late.
- Must bring proper identification (2 forms of ID) current, not expired.
 - current, not expired official U.S. government – issued signature-bearing identification.
 - Social Security Card, must be signed (photocopies and laminated cards will not be accepted)

Candidates



Written (or Oral):

- Receive official Score Report at the test site.
- The Score Report will indicate a pass/fail result.
- The Score Report will provide information on how to re-take the examination.
- Candidates must re-register online. Candidates must wait at least 24 hours to reschedule after completing exam.

Skills:

- Candidates can view their Score Report online. Score Reports are generally available within 24 hours after the testing event is completed for the day.

Grievances:

- If a candidate has any issues that they need to report regarding the testing site, they must complete a grievance form. This is done through their PCM account.
- Must be submitted within 30 days of the exam date.
- Candidates will receive a response within 30 business from receipt.

View Scores Online

Score Reports

Candidates can view their skills and retrieve their written score report online.

1. From their homepage, from the left-side menu, under VUE they select [Schedule exams OR Access Written Score Reports](#) link.

Logout
[Logout](#)

Profile
[Next Step](#)
[Personal Information](#)
[Update Personal Info](#)
[History](#)
[Change Password](#)

Actions
[Complete a Form](#)
[Submit Incident](#)

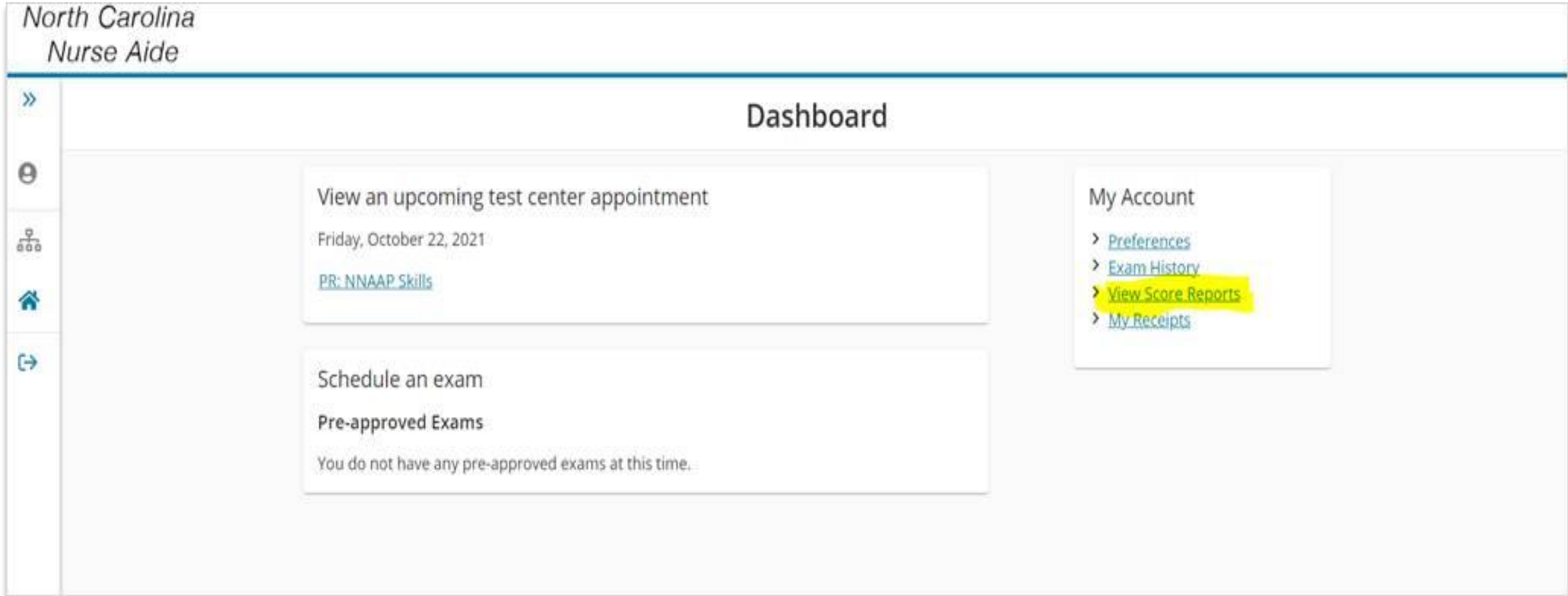
Self Service
[FAQ](#)
[Contact Us](#)
[Incident History](#)

VUE
[Schedule Exams OR Access Written Score Reports](#)

Next Step
Terri Brunell - 3400999437**IMPORTANT INFORMATION****Alert! - COVID-19 Scheduling Changes:**
We know you're worried about rescheduling your exam. Due to COVID-19 scheduling changes, our customer service wait-times are longer than usual right now. We appreciate your patience as we work to help you and other candidates. In the meantime, for information on rescheduling, refunds, and other impacts to candidates, please check out our [FAQs - Helpful resources for test-takers and COVID-19 scheduling changes // Pearson VUE](#)**Alert! - COVID-19 Face Mask and Liability Waiver Requirement:**
Due to COVID-19 exam day changes, candidates are required to bring and wear a face mask during their exam. Candidates should also bring the signed liability waiver to testing. The waiver can be found on the Pearson VUE website here: home.pearsonvue.com/nc/nurseaides/

View Scores Online

2. This will bring them to their Dashboard, from here, under My Account, they would select View Score Reports.



The screenshot displays the 'North Carolina Nurse Aide' dashboard. On the left is a vertical sidebar with icons for navigation. The main content area is titled 'Dashboard' and contains two primary sections. The top section, 'View an upcoming test center appointment', shows the date 'Friday, October 22, 2021' and a link for 'PR: NNAAP Skills'. The bottom section, 'Schedule an exam', includes a sub-header 'Pre-approved Exams' and a message stating 'You do not have any pre-approved exams at this time.' On the right side of the dashboard is a 'My Account' menu with four options: 'Preferences', 'Exam History', 'View Score Reports' (which is highlighted with a yellow background), and 'My Receipts'.

View Scores Online

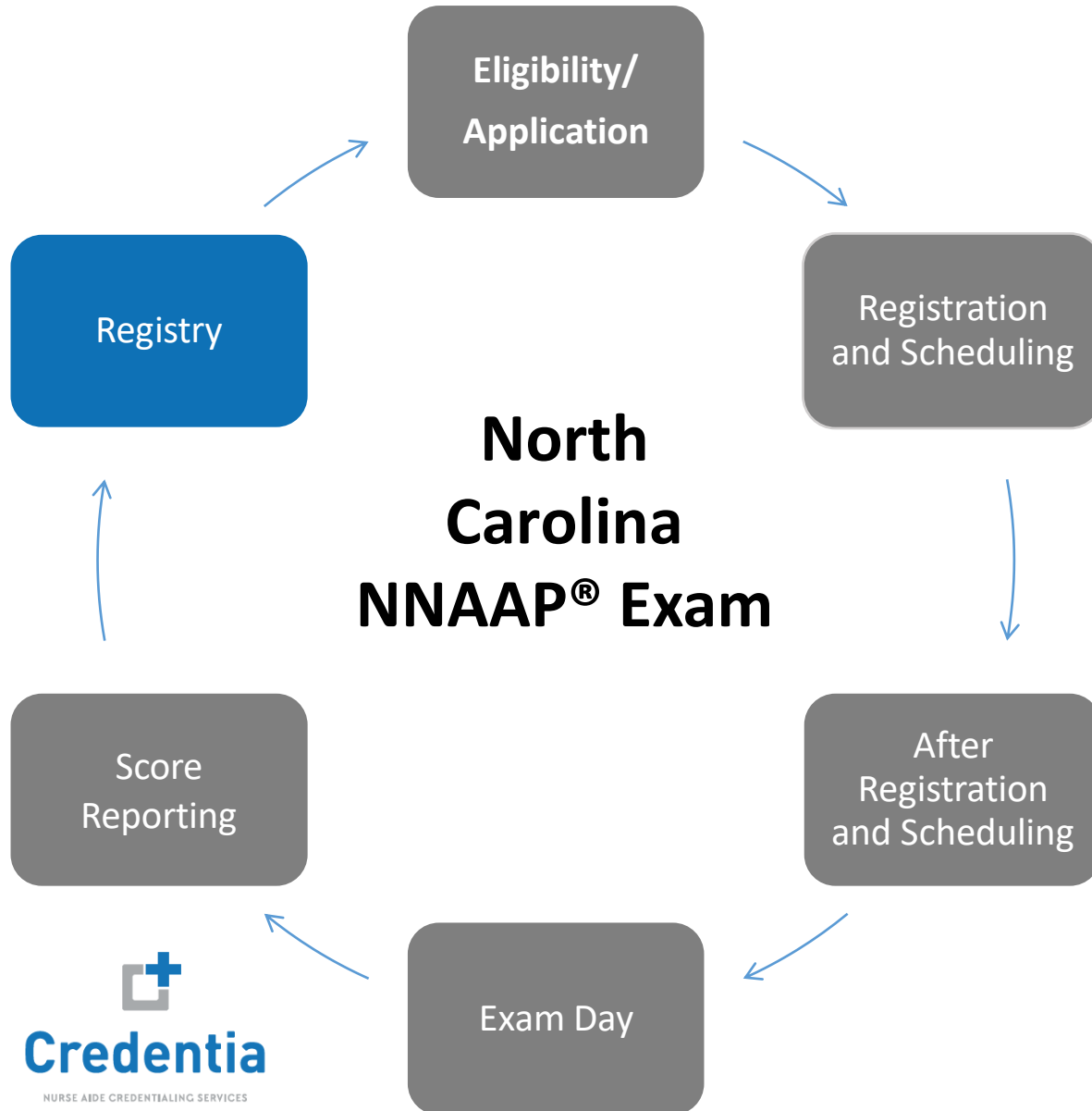
3. Under View Score Reports, they would select the **View** button.

View Score Reports

Date 	Exam Code	Exam Name	Status	Score Report
08/25/2021	20-NNAAP-AW1	NNAAP Written CBT	Delivery Successful	View

[Return to Dashboard](#)

Candidates



The Registry

- After successful completion of both portions of the exam, candidate's name will be submitted to the State Nurse Aide I Registry for listing.
- Listing will remain current for 24 months from the month the candidate passed the NNAAP exam.
- Verifications can be made by calling:

Registry Staff - (919) 855-3969

Monday – Friday

8 a.m. – 12 p.m. and

1 p.m. – 3:00 p.m.

OR

Via the registry's website

https://www.ncnar.org/verify_listings1.jsp