

TRAINING AND TESTING QUICK REFERENCE GUIDE
Division of Health Service Regulation (DHSR)
Health Care Personnel Education and Credentialing Section (HCPEC)

Table of Contents

CREDENTIALIA.....2

1. Important Websites
2. How To Contact Credentia Via Phone Or Email
3. How To Submit An Email

DHSR/HCPEC.....2

1. Training And Registry Website
2. Responsibilities

CANDIDATE IDENTIFICATIONS.....3

1. Temporary Licenses, Permits, And Identifications

TEST SITES.....3

1. Types Of Test Sites
2. Timeline For Becoming A Test Site
3. System Requirements To Host An Exam
4. When To Submit Test Dates
5. How To View Submitted Test Dates
6. How To View Confirmed Test Dates
7. Sharing Open Skills Test Seats With All Candidates In North Carolina
8. Sharing Open Skills Test Seats With Specific Candidates Or Training Programs
9. Paper Version Of The Written Exam
10. Minimum Number Of Candidate Registrations Required For Skills Exam

ONLINE WRITTEN EXAM.....5

1. What Candidates Should Do Before An Exam
2. Windows In A Testing Room
3. Cancelling Or Rescheduling An Exam

SKILLS EXAM.....6

1. Registering For An Exam
2. Online Information Supported By Credentia
3. Online Information Not Supported By Credentia

CREDENTIALIA

1. IMPORTANT WEBSITES

- Click [here](#) to go to Credentia's homepage.
- Click [here](#) to go to Credentia's test takers website for nurse aides.
- Click [here](#) to go to Credentia's test takers website for medication aides in nursing homes.
- Click [here](#) to go to Credentia's test takers website for medication aides in adult care facilities.
- Click [here](#) for information on how to be a test center with Credentia.
- Click [here](#) for information on how to be a nurse evaluator with Credentia.

2. HOW TO CONTACT CREDENTIALIA VIA PHONE OR EMAIL

Training Programs, Test Sites and Candidates should call 1-888-204-6249 or email support@Credentia.com for customer assistance.

3. HOW TO SUBMIT AN EMAIL

To improve the timeliness and quality of responses, please complete the following:

- In the subject line of the email, include your State of reference (NC) and training program number (issued by DHSR) or test site number (issued by Credentia).
- Please be clear and concise in your email so that the customer support team can easily identify the problem to be resolved.
- If you are experiencing more than one problem, it would be helpful to number them in your email.

DHSR/HCPEC

1. TRAINING AND REGISTRY WEBSITE

Click [here](#) to go to the DHSR/HCPEC website to review information pertaining to unlicensed healthcare individuals.

2. RESPONSIBILITIES

DHSR/HCPEC is responsible for the following:

- Nurse Aide I – training, competency exam, registry verification
- Medication Aide – competency exam, registry verification
- Geriatric Aide – training, registry verification
- Health Care Specialty Training for Nurse Aides – curriculum, registry verification
- Feeding Assistant – curriculum

CANDIDATE IDENTIFICATIONS

1. TEMPORARY LICENSES, PERMITS, AND IDENTIFICATIONS

The NC Division of Motor Vehicles issues a paper certificate for temporary licenses, permits, and identifications that is valid for 60 days. This is a valid form of identification for the nurse aide and medication aide state-approved exams. On the day of the exam, you are not required to bring an expired form of identification along with the new temporary certificate. Click [here](#) for more information from the NCDMV.

TEST SITES

1. TYPES OF TEST SITES

- Credentia allows test sites to determine their classification type. The two types of classifications are In-Facility Test Sites (INF) and Regional Test Sites (RTS).
- Candidates that complete a training course at an INF test site are the only individuals that can view test dates and register to take an exam at that specific location.
- All candidates across the state can view test dates and register to take an exam at an RTS location regardless of where they completed a training course.

2. TIMELINE FOR BECOMING A TEST SITE

- Test sites are encouraged to submit the application at least 60 calendar days before their preferred initial test date.
- Applicants will receive confirmation of Credentia's receipt of their application within 5 business days.
- The test site evaluation process typically takes 30-45 calendar days from the date the application is received.
- Credentia will notify the applicant, via email, if their request to become a test site is approved or if additional information is needed.

3. SYSTEM REQUIREMENTS TO HOST AN EXAM

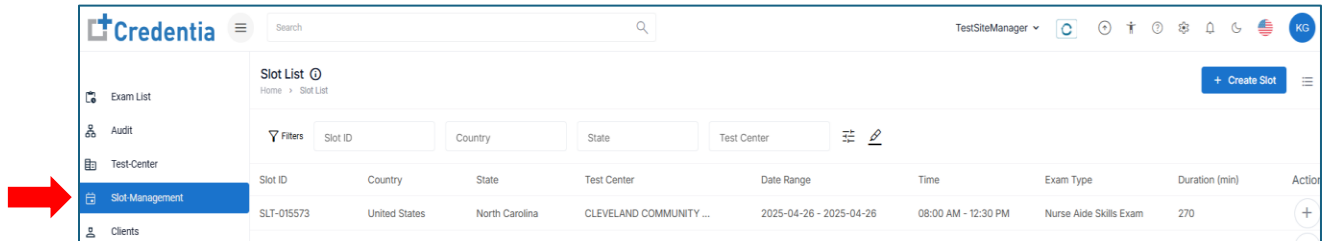
Click [here](#) to learn more about the system requirements needed to host an online exam.

4. WHEN TO SUBMIT TEST DATES

Test sites should submit test dates at least 30 calendar days prior to the test date. This will allow Credentia adequate time to communicate the test opening to Evaluators in North Carolina.

5. HOW TO VIEW SUBMITTED TEST DATES

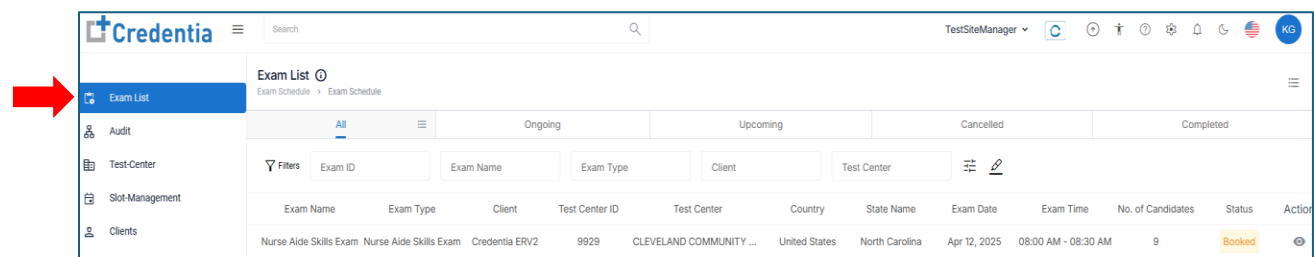
Test sites can see what dates they submitted for testing by going to the Slot Management tab. Refer to the screen shot below.



6. HOW TO VIEW CONFIRMED TEST DATES

Test sites can see their confirmed test events by going to the Exam List tab. Refer to the screen shot below.

Confirmed test dates will only be visible in the Exam List tab after a Nurse Evaluator has been assigned and at least one (1) candidate has registered to take the exam on the specified date.



7. SHARING OPEN SKILLS TEST SEATS WITH ALL CANDIDATES IN NORTH CAROLINA

- In-facility (INF) test sites only need to contact Credentia if they want to make test dates available to all candidates in the state.
- When Credentia is notified, the classification for the test date will change from an INF test date to a Regional test date so that candidates across the state can see the test date and register for the exam. The classification change is necessary since INF test dates are only viewable for registration by candidates who completed training at the INF location.
- Only the test dates selected by INF test site will change classification types.

8. SHARING OPEN SKILLS TEST SEATS WITH SPECIFIC CANDIDATES OR TRAINING PROGRAMS

- INF test sites that want to make test dates available to specific candidates or training programs only need to share their INF code issued by Credentia.
- The classification for the test date will not change and will continue to remain an INF test date.

9. PAPER VERSION OF THE WRITTEN EXAM

- The paper version of the written exam is being eliminated in North Carolina. Candidates can continue to take the written exam online.
- As of December 31, 2024, the following counties are no longer offering the paper version of the written exam.
 - Alamance, Alleghany, Avery, Bertie, Buncombe, Cabarrus, Camden, Catawba, Clay, Cumberland, Currituck, Davidson, Durham, Forsyth, Gaston, Gates, Graham, Guilford, Henderson, Hyde, Iredell, Johnston, Jones, Lincoln, Madison, Mecklenburg, Mitchell, New Hanover, Northampton, Onslow, Orange, Perquimans, Pitt, Rowan, Transylvania, Union, Wake, Washington, Yadkin
- Effective June 30, 2025, the following counties will no longer offer the paper version of the written exam.
 - Alexander, Anson, Ashe, Beaufort, Bladen, Brunswick, Burke, Caldwell, Carteret, Caswell, Chatham, Cherokee, Chowan, Cleveland, Columbus, Craven, Dare, Davie, Duplin, Edgecombe, Franklin, Granville, Greene, Halifax, Harnett, Haywood, Hertford, Hoke, Jackson, Lee, Lenoir, Macon, Martin, McDowell, Montgomery, Moore, Nash, Pamlico, Pasquotank, Pender, Person, Polk, Randolph, Richmond, Robeson, Rockingham, Rutherford, Sampson, Scotland, Stanly, Stokes, Surry, Swain, Tyrrell, Vance, Warren, Watauga, Wayne, Wilkes, Wilson, Yancey

10. MINIMUM NUMBER OF CANDIDATE REGISTRATIONS REQUIRED FOR SKILLS EXAM

For a skills test event to occur, at least five (5) candidate registrations are required. If the minimum number of candidate registrations is not met, then the exam will be cancelled.

ONLINE WRITTEN EXAM

1. WHAT CANDIDATES SHOULD DO BEFORE THE EXAM

Credentia's website provides guidance to candidates on what to do before the exam date. The information for each exam type can be found on Credentia's website for test takers.

2. WINDOWS IN A TESTING ROOM

Candidates may complete their online exam in a room with a window(s), however the window(s) must be completely covered. This is to ensure that no one outside the testing room can distract the candidate during testing.

3. CANCELLING OR RESCHEDULING AN EXAM

Candidates should cancel or reschedule an exam at least 2 calendar days before the exam date.

SKILLS EXAM

1. REGISTERING FOR AN EXAM

Candidates can register to take the exam at least 10 calendar days before the exam date.

2. ONLINE INFORMATION SUPPORTED BY CREDENTIALIA

Available on Credentia's website is an audio recording that discusses each skill and key reminders to take into consideration when candidates are performing the steps listed in the Candidate Handbook. Follow the directions below to listen to the audio recording.

- Click [here](#) to go to Credentia's test takers website.
- Scroll down on the webpage to the Resources section.
- Select the plus (+) sign to expand the NNAAP Skills Review Presentation.
- Click on the audio recording link.



The screenshot shows a web interface titled "Resources". At the top is a search bar with the placeholder text "Search by Resource" and a magnifying glass icon. Below the search bar are two collapsed resource items: "Candidate Handbook" and "NNAAP Skills Review Presentation", each with a blue plus sign on the right. A red arrow points to the plus sign for "NNAAP Skills Review Presentation". Below these is an expanded view of the "NNAAP Skills Review Presentation" resource, which has a blue minus sign on the right. A red arrow points to the left side of this expanded view. Inside the expanded view, under the heading "Hyperlinks", there is a green globe icon followed by the text "NNAAP Skills Review Presentation".

Continued Next Page

3. ONLINE INFORMATION NOT SUPPORTED BY CREDENTIALIA

Credentialia has NOT partnered with XY Nursing Skills (as seen in the picture below) to demonstrate nurse aide skills for the state-approved exam.

