

CALIFORNIA NURSE AIDE CANDIDATE HANDBOOK

March 2026

VERSION 9.0

UPDATES EFFECTIVE MARCH 1st, 2026:

The testing fees have increased. See page 9.

The Remotely Proctored Knowledge Exam Testing Attire has
been added. See page 39.

D&S Diversified Technologies (D&SDT) – Headmaster

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California TMU©: ca.tmutest.com

Website: www.hdmaster.com

(800) 393-8664 | (888) 401-0462



HEADMASTER
TMU©



Contact Information

Questions on: <ul style="list-style-type: none">• Testing process• Test scheduling• Eligibility to test	Contact: <p>D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP PO Box 6609 Helena, MT 59604</p> <p>Email: california@hdmaster.com Website: www.hdmaster.com</p> <p>California TMU© Webpage: ca.tmutest.com</p>	Hours and Phone #: <p>Monday through Friday 5:00AM – 5:00PM Pacific Time Zone</p> <p>Phone #: (800) 393-8664 Fax #: (406) 442-3357</p>
Questions on: <ul style="list-style-type: none">• Obtaining information on official regulations and guidelines for nurse aides• Updating your name, address, or requesting a duplicate CNA certificate• Verification of current nurse aide certification• Renewal, reciprocity, and equivalency information• Information regarding approved training programs	Contact: <p>California Department of Public Health (CDPH) <i>Professional Certification Branch (PCB) – Aide and Technician Certification Section (ATCS)</i> PO Box 997416, MS 3301 Sacramento, CA 95899-7416</p> <p>Email: cna@cdph.ca.gov California Nurse Aide Website: https://www.cdpb.ca.gov/Programs/CHCQ/LCP/Pages/CNA.aspx#</p>	Hours and Phone #: <p>Monday through Friday 9:00AM – 12:00PM and 1:00PM – 4:00PM Pacific Time Zone</p> <p>Phone #: (916) 327-2445 Phone #: (800) 236-9747</p>

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INTRODUCTION

Congress adopted the Nursing Home Reform Act in 1987 as part of the Omnibus Budget Reconciliation Act (OBRA '87). This federal law was designed to improve the quality of care in long-term healthcare facilities and define training and evaluation standards for nursing aides who work in such facilities. Each state is responsible for following the terms of this federal law.

As defined in the OBRA regulations, a Nurse Aide Competency Evaluation program provides specific standards for nurse aide-related knowledge and skills. This program aims to ensure that candidates seeking to be nurse aides understand these standards and can competently and safely perform the job of an entry-level nurse aide.

This handbook describes the nurse aide competency examination process and is designed to help prepare candidates for testing. The examination has two parts: a multiple-choice knowledge test and a skill test. Candidates must pass both parts to be identified and listed on the California Nursing Assistant Registry.

The California Department of Public Health (CDPH) has approved D&S Diversified Technologies, LLP (D&SDT)-HEADMASTER, LLP to provide tests and scoring services for nurse aide testing. For questions not answered in this handbook, please get in touch with D&SDT-HEADMASTER at (800) 393-8664 or go to D&SDT-HEADMASTER's [California Nurse Aide web page](#) or at www.hdmaster.com and click on 'California CNA'. The information in this handbook will help you prepare for your examination.

CALIFORNIA LICENSING AND CERTIFICATION PROGRAM

The California Department of Public Health, Professional Certification Branch, Aide and Technician Certification Section is primarily responsible for certifying nurse assistants by ensuring applicants adhere to the [California Health and Safety Code, Section 1337-1338.5](#).

Information regarding licensing and certification can be obtained at:

Aide and Technician Certification Section
P.O. Box 997416, MS 3301
Sacramento, CA 95899-7416
Phone Number: (916) 327-2445

Email: cna@cdph.ca.gov
Website: <https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/CNA.aspx#>

Certified Nursing Assistant (CNA) Initial Application – CDPH 283B

REMINDER: You must complete and submit directly to CDPH a Certified Nursing Assistant (CNA) Initial Application (CDPH 283B): <https://www.cdph.ca.gov/CDPH%20Document%20Library/ControlledForms/cdph283b.pdf>

- You may submit this CNA initial application (CDPH 283B) through the new CDPH Online Submission Portal. Please see the link below for directions and more information.

<https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/Online-Submission-Page.aspx#>



CNA REGISTRY PLACEMENT REJECTION

The primary reason for the rejection of placement on the CNA Registry is that the CNA applicant did not submit a "CNA Initial Application" to CDPH upon starting a CNA training program, as required by CNA regulations.

Without this initial application on file, test results cannot be accepted into the CDPH CNA database, and the applicant remains ineligible for certification.

Another common reason for rejections is the applicant's personal information discrepancies, although not as frequent. If the name, social security number, or date of birth listed on the CNA testing application does not match the information provided on the initial application that CDPH has on file, the test results will also be rejected.

Recommendations for applicants to avoid their test results being rejected: Call CDPH and-

- Confirm that your initial application is on file with CDPH.
- Ensure that the name, date of birth, and social security number they have on file with D&SDT-HEADMASTER match exactly with the information on record with CDPH.

AMERICANS WITH DISABILITIES ACT (ADA)

ADA Compliance

The California Department of Public Health (CDPH) and D&SDT-HEADMASTER provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the nurse aide competency examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for the examination. D&SDT-HEADMASTER must approve accommodations in advance of the examination. Complete the [ADA Accommodation Request Application](#) found on the California TMU© main page under 'APPLICATIONS' to be reviewed for accommodation.

ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT-HEADMASTER will email you if further documentation or information is required using the email in your TMU© account.

Please allow additional time for your request to be approved. If you have questions regarding the ADA review process or specific required documentation, please call D&SDT-HEADMASTER at (800) 393-8664.



CALIFORNIA TESTMASTER UNIVERSE© (TMU©)

California TMU© Home Page

This is the California TMU© main page, ca.tmutest.com

How can we help you today?

Test Dates

Read FAQ

Applications

FOR OBSERVERS & TEST SITES

Manage test events, students, your own account and more by logging in.

FOR INSTRUCTORS & TRAINING PROGRAMS

Create and edit records, manage trainings and schedule your students.

Sign In

Sign In

- Click on 'Test Dates' to see the calendar of available test events and their location
- Click on 'Read FAQ' for frequently asked questions
- Click on 'Applications' for frequently used applications

Complete your TMU© Account

Your training program will enter your initial registration information in D&SDT-HEADMASTER's California TestMaster Universe (TMU©) software.

IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password and complete the missing demographic information prior to testing. Failure to do so may result in your being turned away from testing. You will be a no-show status for your event and forfeit your testing fees.

- Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your account, update your password, and complete your demographic information. **This must be done before scheduling a test event**



If you do not know your Email or Username and Password, enter your email address and click "Forgot Your Password?" You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see instructions under **Forgot your Password and Recover your Account**). If you cannot sign in, contact D&SDT-HEADMASTER at (800)393-8664.

*This is the screen you will see the first time you sign in to your TMU© account with the **demographic information you need to enter to complete your account**:*

1. Enter the blank * fields

We're Sorry, Your Account Still Needs Some Info
Enter the below information to finish setting up your account.

1

2

3

Have you applied with CDPH to be placed on the CNA registry? If not, click the button below to apply. You must complete this in order to be placed on the CDPH registry. *

NO YES

[Click Here to Apply for CDPH Registry](#)

I agree to the [Terms of Service](#) and [Privacy Policy](#) *

DISCLAIMER
By completing your account you consent to your name and certification status being publicly listed on the California registry

2. Check **YES** if you have applied with CDPH, or **NO** if you have not.
Then click '**Click Here to Apply for CDPH Registry**'
You will be redirected to the CDPH website, where you can apply.

3. Check the box next to '**I agree to the Terms of Service and Privacy Policy ***'



This is the candidate's home page:

TMU CALIFORNIA

Tests Trainings Billing Downloads Profile

7 Jessica

Thanks, your account has now been setup.

You will receive the message, **Thanks, your account has now been set up.**

Welcome, Jessica!

Unread Notifications
You have currently have seven unread notifications. Show Notifications

Training History
View your training details and history
View Your Training History

Testing History
View your testing details and history
View Your Testing History

Your Profile
View and update your personal and login information
Manage Your Profile

Downloads
Download instructions, forms, and other documents
View Downloads

Billing
Manage your billing information
View Billing Details

Forgot your Password and Recover your Account

If you do not remember your password, follow the instructions with screenshots in this section.

Go to ca.tmutest.com.

Click Sign In

Sign In

How can we help you today?

Test Dates

Read FAQ

Applications

FOR OBSERVERS & TEST SITES
Manage test events, students, your own account and more by logging in.

FOR INSTRUCTORS & TRAINING PROGRAMS
Create and edit records, manage trainings and schedule your students.

Sign In

Sign In



Click
Forgot Your Password?

Sign In

USERNAME OR EMAIL

PASSWORD

REMEMBER ME

Sign In

Forgot Your Password?

Type in your Email Address

Click **Recover Account**

- ◆ An email with the reset link will be sent to you.
- ◆ Click on the reset link in your email to reset your password.

(-OR- You can type in the requested data under **Using other Information** if you have already updated your demographic information in your account)

Click **Recover Account**

Recover Your Account

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

ZIP CODE *

Recover Account



Recover Your Account

You will receive the message,
We have emailed your password reset link! Please allow a few minutes for the email to be delivered.

We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered.

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

ZIP CODE *

Recover Account

This is what the email will look like (check your junk/spam folder for the email):

Reset Password Notification External Inbox x

TMU no-reply@tmutest.com via mg.tmuniverse.com 10:28 AM (1 minute ago)

to me ▾

California TMU

Hello!

You are receiving this email because we received a password reset request for your account.

Reset Password

This password reset link will expire in 60 minutes.

If you did not request a password reset, no further action is required.

Regards,
California TMU

If you're having trouble clicking the "Reset Password" button, copy and paste the URL below into your web browser: <https://ca.tmutest.com/password/reset/761ed4b>

Click
Reset Password

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Note: If you do not reset your password right away, the link will expire in 60 minutes, and you will need to request a new link after that time.



Reset Your Password

E-MAIL ADDRESS

PASSWORD

CONFIRM PASSWORD

Reset Password

Type in your **Password** and **Confirm Password**, then click **Reset Password**

This is the home screen you will see once you have reset your password:

TMU CALIFORNIA

Tests Trainings Billing Downloads Profile

Welcome, Jessica!

Unread Notifications
You have currently have seven unread notifications. Show Notifications

Training History
View your training details and history
View Your Training History

Testing History
View your testing details and history
View Your Testing History

Your Profile
View and update your personal and login information
Manage Your Profile

Downloads
Download instructions, forms, and other documents
View Downloads

Billing
Manage your billing information
View Billing Details

-continued on the next page-



THE CALIFORNIA NURSE AIDE COMPETENCY EXAM

Payment Information

Exam Description	Price
Knowledge Exam -or- Knowledge Retake	\$40.00
Optional: Audio Version of the Knowledge Exam -or- Audio Knowledge Retake (The knowledge test questions and answers are read through the computer and listened to through headphones or earbuds while you read along.) [\$40 Knowledge Exam fee + \$5 for an audio version = \$45]	\$45.00
Skills Test -or- Skills Retake	\$100.00

Schedule a California Nurse Aide Exam

Once you have completed your program, your instructor has entered your training record in the D&SDT-HEADMASTER TestMaster Universe© (TMU©) database, and your testing fee has been paid (see instructions under **Self-Pay of Testing Fees**), you may schedule your exam date online at the California TMU© webpage at ca.tmutest.com using your email and password (see instructions under **Schedule / Reschedule a Test Event**). If you cannot sign in or schedule/reschedule online with your email, please call D&SDT-HEADMASTER for assistance at (800)393-8664 during regular business hours, 5:00AM to 5:00PM PT, Monday through Friday, excluding holidays.

Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your TMU© account, update your password, and complete your demographic information. **This must be done before scheduling a test event. See instructions under Complete your TMU© Account.**

SELF-PAY OF TESTING FEES IN TMU©

Testing fees must be paid before you can schedule a test date. Once your training program has been completed, your training record will include completion hours and date, and you will receive an email and text message that you are eligible to schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already prepaid for your test.

-continued on the next page-



Securely processed Visa or MasterCard credit/debit card information is required when paying testing fees online.

Home > Test History

Your Tests

Scheduling

Exam	Status	Reason
Certified Nurse Aide Knowledge	Not Eligible	Payment Required
Certified Nurse Aide Skill	Not Eligible	Payment Required

Under Scheduling, click on the box to the left of Exam to select the test component – a checkmark will appear in the box.

View Available Test Dates

View Available Test Dates

Add Selected Items to Cart

Testing History

No data found

Home > Cart

Cart

[Added Certified Nurse Aide Skill to your cart.
Added Certified Nurse Aide Knowledge to your cart.]

You will get a message that the Knowledge and Skill tests have been added to your cart, and the **Knowledge and Skill Amounts**

click **Pay with Credit Card**

DESCRIPTION	ITEM TYPE	AMOUNT	
Certified Nurse Aide for Sample Student	Knowledge	\$40.00	Available Test Dates Remove
Certified Nurse Aide for Sample Student	Skill	\$100.00	Available Test Dates Remove
Total:		\$140.00	

Pay with Credit Card

-continued on the next page-



Home > Prepay

Prepay to Schedule

What You're Paying For

DESCRIPTION	COST
Certified Nurse Aide for Sample Student	\$40.00
Certified Nurse Aide for Sample Student	\$100.00
Total:	\$140.00

Enter the Credit Card information and then click **Submit Payment.**

You will receive a receipt of the transaction.

Pay with a Card

CARDHOLDER NAME

CARD NUMBER

EXP MONTH Select Month

EXP YEAR Select a year

SECURITY CODE

CARDHOLDER ADDRESS

CITY

STATE Select State

ZIP CODE

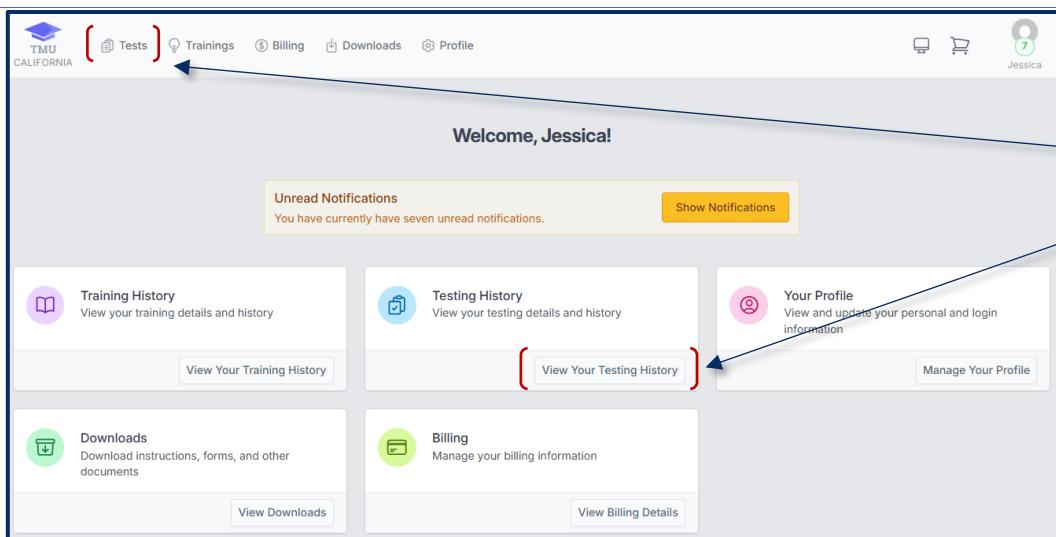
Payment refunds may be subject to a processing fee per your state's refund policy
We accept Visa and Mastercard.

Submit Payment

For special circumstances only: You may also pay your testing fees with a money order or cashier's check via a paper Payment Form. Please email california@hdmaster.com to request a paper payment form.

Once your testing fees are paid, you will be eligible to choose a test site and date. Follow the instructions in the next section to schedule or reschedule a test event.

SCHEDULE / RESCHEDULE A TEST EVENT





Home > Test History

Your Tests

Scheduling

Exam	Status	Reason
Certified Nurse Aide Knowledge	Eligible	
Certified Nurse Aide Skill	Eligible	

All eligible test events will appear in this format. To select a test component (knowledge or skills), click **Schedule** to the right of the test

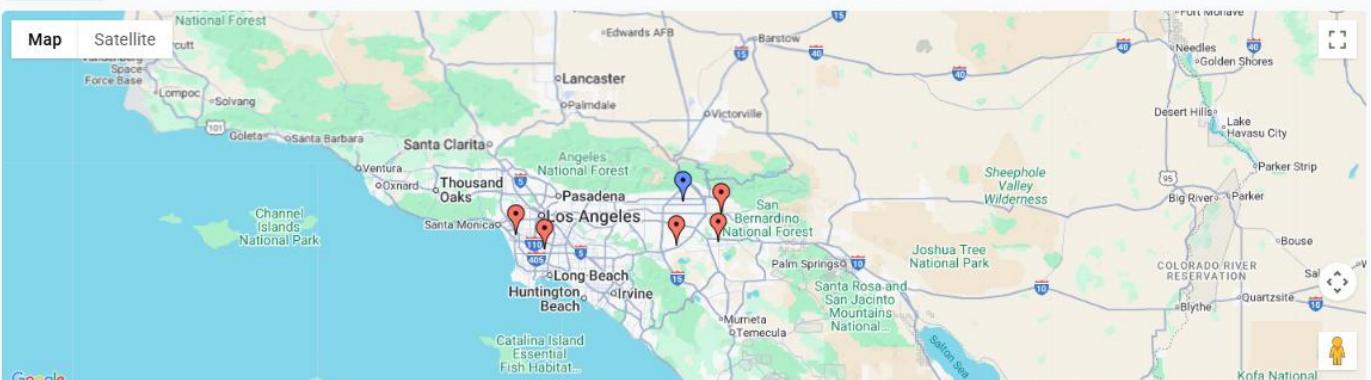
Home > Tests > Find Event

Find Event NURSE AIDE

Directions: Click on a marker to show upcoming events for that location.

The next screen opens, showing you available knowledge exam events. Click **Schedule** to the right of the site and date you want to test.

Hide Map



Available location Selected location Your address

TEST DATE	TEST SITE	SCHEDULING FOR
08/15/2025 8:00 AM PDT	Remotely Proctored Knowledge Exam (TS) Remotely Proctored Test, CA	K Certified Nurse Aide
08/15/2025 5:00 PM PDT	Remotely Proctored Knowledge Exam (TS) Remotely Proctored Test, CA	K Certified Nurse Aide
08/16/2025 7:30 AM PDT	Practice Test Site (TS) Redlands, CA	K Certified Nurse Aide

ca.tmutest.com says

Schedule into this Event on 08/15/2025 for Certified Nurse Aide Knowledge. Are you sure?

OK

Cancel

To confirm this is the site and date you want to schedule for a knowledge exam, click **OK**



Follow the same steps to schedule a Skills Test.

Home > Tests > Find Event

Find Event NURSE AIDE

Directions: Click on a marker to show upcoming events for that location.

The next screen opens, showing you available skills test events. Click **Schedule** to the right of the site and date you want to test.

Hide Map

Map Satellite

Available location Selected location Your address

TEST DATE	TEST SITE	SCHEDULING FOR
08/16/2025 8:45 AM PDT	Practice Test Site (TS) Redlands, CA	S Certified Nurse Aide
08/16/2025 2:15 PM PDT	Another Practice Test Site (TS) Palm Desert, CA	S Certified Nurse Aide

Schedule

ca.tmutest.com says

Schedule into this Event on 08/16/2025 for Certified Nurse Aide Skill.
Are you sure?

OK

Cancel

To confirm this is the site and date you want to schedule for a skills test, click **OK**

-continued on the next page-



Home > Test History

Your Tests

Scheduling

Exam	Status	Reason
Certified Nurse Aide Knowledge	Not Eligible	Already Scheduled
Certified Nurse Aide Skill	Not Eligible	Already Scheduled

Testing History

Test Date	Exam	Test Site
08/16/2025 8:45 AM PDT	Certified Nurse Aide Skill	Practice Test Site (TS) Redlands, CA
08/15/2025 8:00 AM PDT	Certified Nurse Aide Knowledge	Remotely Proctored Knowledge Exam (TS) Remotely Proctored Test, CA

Status

Scheduled

Actions

Actions

Test Confirmation Page

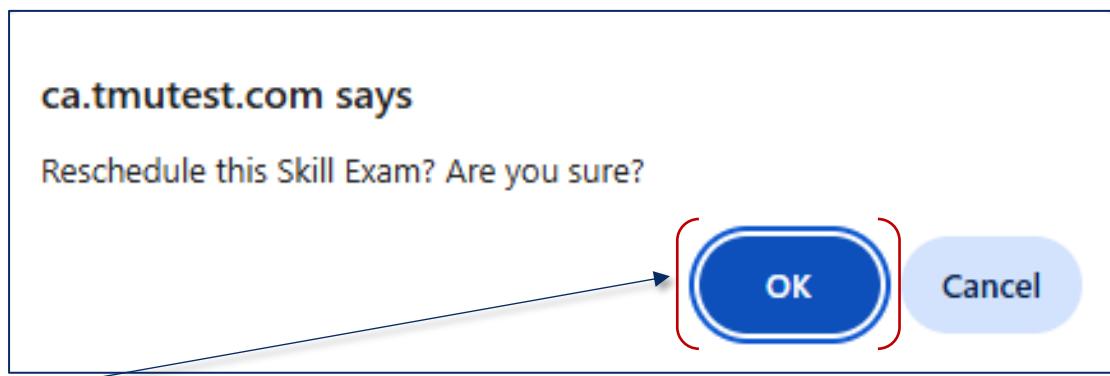
Reschedule

Get Map

RESCHEDULE A TEST EVENT SCREENSHOTS

You may reschedule an exam date online in your TMU© account at ca.tmutest.com up until one (1) business day, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date.

- If you need to reschedule your test date, under **Actions**, click on **Reschedule** to select another test date.



Click **OK** to confirm you wish to 'RESCHEDULE' from the event. You will then be able to select another available test date.

The following message will be in your notifications.

Home > Inbox > View Notification

Removed From Test Event 16 minutes ago

Removed From Test Event

You have been removed from a Test Event

Back to All Messages Send to Trash Mark as Unread



TEST CONFIRMATION LETTER

Your test confirmation letter will provide important information regarding where you are scheduled to test (date, time, and address). It can be accessed at any time.

The body of the test confirmation letter will refer you to read the California candidate handbook, as it will give you specific instructions on what time to arrive, ID requirements, dress code, etc.

Note: Failure to read the candidate handbook could result in a no-show status for your test event if you do not adhere to the testing policies, etc.

It is important you read this letter!

Knowledge Exam Test Confirmation:

Click **Print Page** to print your confirmation letter.

Click **Get Map** to get Google Maps directions to the test site.

Test Confirmation Letter

Scheduled Test Confirmation – California Certified Nurse Aide

[[Get Map](#) [Print Page](#)]

Test Date: 01/28/2026
Test Time: 8:00 AM PST
Test Exam: Knowledge - Certified Nurse Aide
Test Site: Remotely Proctored Knowledge Exam (TS)
NO PHYSICAL ADDRESS - ALL TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE
Remotely Proctored Test, CA 00000

Candidate Jessica
Best Student Address
Redlands, CA

TESTING BEGINS AT 8:00 AM PST ON 01/28/2026:

- FOR SKILLS TESTING AND/OR ON-SITE KNOWLEDGE EXAM CANDIDATES:** You **MUST** be at your confirmed test site location waiting area/room 20 minutes in advance of your scheduled exam start time, 8:00 AM PST, to check in.
 - Testing **begins** promptly at the start time noted on this test confirmation.
- FOR REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES:** You **MUST** be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) 20 minutes in advance of 8:00 AM PST for the check-in process with the remote test proctor. Please see the **Remotely Proctored Knowledge Exam** section of the **Candidate Handbook** for detailed information.

If you are unable to access your account, go to <https://ca.tmutest.com>, click on Forgot Password, enter your email, click on 'Send Reset Password Link', and follow the instructions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

Refer to the **Nurse Aide Competency Exam** section of the **California Candidate Handbook** regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

[Click to open the Candidate Handbook](#)

Driving Directions
You have signed up for a remotely proctored knowledge exam. This test will be taken using your own personal computer/laptop/phone, internet access and Google Chrome browser. You must have 2 devices: one for testing (Ex: computer or laptop) and one for the video conferencing app (Ex: smart phone). You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) for the check-in process with the remote test proctor at least 20 minutes before the start time listed on this test confirmation. Please see the candidate handbook in the documents section of your TMU® account for official requirements, procedures, and policies regarding remote knowledge testing. *D&SDT-HEADMASTER is not affiliated with other entities providing testing guidance and/or instructions. We encourage you to use the information provided by D& DT-HEADMASTER in your TMU® account to ensure accuracy and the most up to date information regarding testing.

Some tips to ensure you have a successful remote testing experience:

- Make sure you download the video conferencing app prior to testing day.
- Make sure your devices are fully charged, if not plugged in.
- Take screenshots of any technical difficulties.
- If you need help, give us a call at 1-888-401-0462.



Skills Test Confirmation:

Test Confirmation Letter

Scheduled Test Confirmation - California Certified Nurse Aide

[[Get Map](#) [Print Page](#)]

Test Date: 01/28/2026
Test Time: 8:30 AM PST
Test Exam: Skill - Certified Nurse Aide
Test Site: Practice Test Site
Test Site Address
Redlands, CA

Candidate Jessica
Best Student Address
Redlands, CA

Click Print Page to print your confirmation letter.
Click Get Map to get Google Maps directions to the test site.

TESTING BEGINS AT 8:30 AM PST ON 01/28/2026:

- FOR SKILLS TESTING AND/OR ON-SITE KNOWLEDGE EXAM CANDIDATES: You MUST be at your confirmed test site location waiting area/room 20 minutes in advance of your scheduled exam start time, 8:30 AM PST, to check in.
 - Testing begins promptly at the start time noted on this test confirmation.
- FOR REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES: You MUST be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) 20 minutes in advance of 8:30 AM PST for the check-in process with the remote test proctor. Please see the [Remotely Proctored Knowledge Exam](#) section of the Candidate Handbook for detailed information.

If you are unable to access your account, go to <https://ca.tmutest.com>, click on Forgot Password, enter your email, click on 'Send Reset Password Link', and follow the instructions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

Refer to the [Nurse Aide Competency Exam](#) section of the [California Candidate Handbook](#) regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

[Click to open the Candidate Handbook](#)

Driving Directions
Parking spaces surrounding the building. Front door is East Entrance- 8764. When you enter through front door there are two benches you can use for waiting. The skill lab will be up the stairs. ***If you are taking the knowledge exam, you will be in the skill lab when it is your turn to test. ***If you are taking the skills test, you will be in the skill lab when it is your turn to test.

The detailed instructions included under Driving Directions are an example above. Other information that may be provided, such as landmarks to look for, parking, building numbers, entrances, floor numbers, etc., will also be included under driving directions.

Please see the [Remotely Proctored Knowledge Exam Option](#) under the Knowledge/Audio Exam section if you want to take your knowledge exam remotely from home, etc. If you have any questions regarding your test scheduling, call D&SDT-Headmaster at (800) 393-8664, Monday through Friday, excluding holidays, 5:00AM to 5:00PM PT.

Note: Candidates who self-schedule online or are scheduled by their training programs will receive their test confirmation at the time they are scheduled.



VIEW YOUR NOTIFICATIONS IN TMU©

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test events and other information.

The screenshot shows the TMU California dashboard. At the top, there are navigation links: TMU CALIFORNIA, Tests, Trainings, Billing, Downloads, and Profile. On the right, there is a user profile for 'Jessica' with a notification badge (7). A dark blue callout box points to the 'Show Notifications' button in the top right corner of the 'Unread Notifications' section. The section displays a message: 'Unread Notifications. You have currently have seven unread notifications.' Below this, there are four cards: 'Training History' (View Your Training History), 'Testing History' (View Your Testing History), 'Downloads' (View Downloads), and 'Billing' (View Billing Details). A blue arrow points from the 'Show Notifications' button to the 'View' button in the 'Scheduled Into Event' notification card.

Notification example when scheduled into a test event:

The screenshot shows the TMU California inbox. At the top, there are buttons: Mark Unread, Mark as Read, Send to Trash, and Clear All Notifications. Below is a table of notifications:

<input type="checkbox"/>	TITLE	SENT	MESSAGE
<input type="checkbox"/>	Scheduled Into Event	21 hours ago	You were scheduled into a Test Event
<input type="checkbox"/>	Scheduled Into Event	21 hours ago	You were scheduled into a Test Event
<input type="checkbox"/>	Training Passed	2 days ago	Training Passed - Nursing Assistant has been completed and added to your record.

A dark blue callout box points to the 'View' button in the first 'Scheduled Into Event' notification. A blue arrow points from the 'View' button to the 'View' button in the 'Scheduled Into Event' notification card in the expanded view below.

The screenshot shows the TMU California inbox. At the top, there are buttons: Back to All Messages, Send to Trash, and Mark as Unread. Below is a table of notifications:

Scheduled Into Event 21 hours ago		
Scheduled Into Event		
You have been scheduled for Knowledge Exam Certified Nurse Aide beginning 08/15/2025 8:00 AM PDT at Test Site Remotely Proctored Knowledge Exam (TS)		

A blue arrow points from the 'View' button in the expanded notification card back to the 'View' button in the notification list above.

Please see a notification example if scheduled for a Remotely Proctored Knowledge Exam on the next page.



Notification example if scheduled for a Remotely Proctored Knowledge Exam, showing the type of information received when the Zoom invite is sent:

The screenshot shows two email messages. The top message is from 'TMU Knowledge Test' with the subject 'IMPORTANT INFORMATION' and a timestamp of '2 days ago'. It contains detailed instructions for a testing session, including rules about signing into Zoom, having ID ready, and no electronic copies. The bottom message is from 'TMU Virtual Knowledge test 08-12-2025' with the same timestamp. It is a standard Zoom meeting invitation with fields for 'Topic', 'Time (US and Canada)', 'Join Zoom Meeting', 'Meeting ID', 'Passcode', and 'One tap mobile'. Below this is a 'Join instructions' link and the full Zoom meeting URL.

Criteria to Waive the Nurse Aide Training Requirement

If you are presently enrolled in (or completed) a Registered Nurse, Licensed Vocational Nurse, or Licensed Psychiatric Technician program, have received medical training in military services, or have received the above license(s) from a foreign country or U.S. state, you may not have to take further training. You may qualify to take the Competency Evaluation.

Please see further information under "How to Complete your Equivalency Package" on the CDPH website at: <https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/CNA.aspx#>

Time Frame for Testing from Training Program Completion

You must schedule a test date **within two (2) years of your date of training program completion**. After two years, you must complete another CDPH-approved training program to be eligible to schedule testing.

Test Day

EXAM CHECK-IN

You must arrive at your confirmed test site waiting area/room **20 minutes in advance** of your scheduled exam start time.

- Testing **begins** promptly at the start time noted on your test confirmation.
- You need to ensure you are at the event in the waiting area/room **20 minutes before the start time** to allow time to get checked in with the RN Test Observer.
 - *For example*, if your test starts at 8:00AM, you **must be at the test site waiting area/room for check-in by 7:40AM**.
- If you are scheduled for a remote knowledge exam, please see the check-in information under **Remotely Proctored Knowledge Exam Check-In** in the **Remotely Proctored Knowledge Exam Option**.

Note: If you arrive late, you will not be permitted to take the test.



TESTING ATTIRE

The following testing attire requirements will be followed at testing sites:

- You must be in full clinical attire (scrubs).
 - *Scrubs and shoes can be any color/design.*
- No open-toed shoes are allowed.
- Long hair must be pulled back.

Other testing attire information:

- You may bring a standard watch with a second hand.
- Smartwatches, smart glasses, fitness monitors, or any type of Bluetooth-connected devices **are not allowed**.

Note: You will not be admitted for testing if you are not wearing scrubs or the appropriate shoes and have long hair pulled back. You will be considered a NO-SHOW status. You will forfeit your testing fees and will have to pay for another exam date. If you are scheduled for a Remotely Proctored Knowledge Exam, please see the [Remotely Proctored Knowledge Exam Testing Attire](#) section.

IDENTIFICATION AND CDPH 283B OR CDPH *932

You must bring-

1. UNITED STATES (US) GOVERNMENT-ISSUED, *SIGNED, UNEXPIRED, PHOTO-BEARING FORM OF IDENTIFICATION

Only original IDs are accepted. Photocopies, faxes, images, or mobile or electronic/digital versions (for example, Apple or Google Wallet) of IDs **are not allowed**. Examples of the forms of US government-issued, acceptable photo IDs are:

- **State-issued Driver's License**
 - *The renewal receipt received from the California Department of Motor Vehicles (DMV) is not allowed for identification as it does not have a signature or a photo, and it states on the receipt that it is not valid.*
- **State-issued Identification Card**
- **Signed US Passport (Foreign Passports and Passport Cards are not acceptable)**
 - *Exception: A signed foreign passport with a US VISA is acceptable (the VISA does not have a signature).*
- **Permanent Resident Card (Green Card or Alien Registration Card)/Employment-Work Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)** (**now accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to present day. If issued before January 1, 2023, may contain a fingerprint in place of a signature*)
- **Tribal Identification Card** (*a signed photo ID with an expiration date (not expired) issued by a federally recognized Tribal Nation/Indian Tribe*)
- **US Military Identification Card** (**accepted without a signature or fingerprint, but will have a bar code or may contain a fingerprint in place of a signature*)

2. You are required to bring:

- a. your Application for Nurse Assistant Certification (**CDPH 283B**) with original signature from the RN responsible for your training, and that is dated after you have completed training **-or-**



- b. **(*SEE C BELOW)** An original California Department of Public Health (CDPH) Certified Nurse Assistant Competency Evaluation Approval Letter (**CDPH 932**) with an embossed stamp and original signature from CDPH.
- c. *Candidates are now receiving an email from CDPH with the CDPH 932 form as an attachment. *See note below: You may show the RN Test Observer at check-in the email you received from CDPH with the attached CDPH 932.* The CDPH 932 online form attached to the email you receive will have a box with a red stamp that states **CDPH 99 Approved by HPCTS for Exam**, and there is no longer a wet-ink signature, as it now states **HPCTS Representative**. We are still accepting the old CDPH 932 forms with the embossment in tandem with the new form.

NOTE: You are not required to print the attached exam approval (CDPH 932). You may show the email you received from CDPH with the attachment at check-in.

The **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during check-in at your test event must exactly match the FIRST and LAST names entered in the California Nurse Aide TMU© database by your training program. You may call D&SDT-HEADMASTER at (800)393-8664 to confirm that your name of record matches your US government-issued ID, or log in to your TMU© account at ca.tmutest.com using your Email or Username and Password to check on or change your demographic information. See more information under **Demographic Updates / Changes / Corrections**.

Please note:

- **You will not be admitted for testing if you do not bring proper/valid identification and your completed CDPH 283B or CDPH 932 form (or email of exam approval from CDPH).**
 - Be sure your identification is not expired.
 - Check to ensure that the FIRST and LAST printed names on your identification card match your current name of record in TMU©.
- A driver's license or state-issued ID card with a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- In cases where names do not match, your ID is not proper/valid, or it has a hole punched in it, this is considered a NO-SHOW status, and you will have to reschedule and pay for another test and date.

You will be required to re-present your ID (for on-site testing) when you enter the knowledge test room and the skills lab for your skills exam. Please keep your ID with you throughout the exam day.

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

Name changes (marriage/divorce, etc.), date of birth changes, social security number corrections, etc., must be verified with appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your demographic change/correction documentation. The form is under 'APPLICATIONS' on the California TMU© main web page (before you log in to your account), or click on this link: <https://ca.tmutest.com/apply/6>.



INSTRUCTIONS FOR THE KNOWLEDGE, REMOTELY PROCTORED KNOWLEDGE AND SKILL EXAMS

Test instructions for the knowledge and skills exams will be provided in written format in the waiting area when you check in for your test.

These instructions detail the process and what you can expect during your exam. Please read the instructions **before** entering the knowledge exam room or skills lab. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask questions about the instructions you read when entering the testing rooms.

The **Knowledge, Remotely Proctored Knowledge and Skill Exam Instructions** are available under the **'DOWNLOADS'** tab in your TMU© account. Refer to the [Access the Candidate Handbook and Testing Instructions](#) section of this handbook.

TESTING POLICIES

NOTE: If you are scheduled for a remotely proctored knowledge exam, please see the [Remotely Proctored Knowledge Exam Testing Policies](#) for additional policies that apply to the remotely proctored knowledge exam.

The following policies are observed at each test event:

- Make sure you have signed in to your TMU© account at ca.tmutest.com well before your test date to update your password and complete your demographic information. Refer to this handbook's [Complete Your TMU© Account](#) section for instructions and information.
 - **If you have not signed in and completed/updated your TMU© account when you arrive for your test, you may not be admitted to the exam, and any exam fees paid will NOT be refunded.**
- Plan to be at the test site for up to five (5) hours (if the knowledge and skills are taken together) in the worst-case scenario.
 - Scheduling time frames and the time at the test site may be significantly shorter.
- Testing begins promptly at the start time noted on your confirmation. You **must** be at the on-site test site waiting area/room to **check in 20 minutes before your scheduled start time**. (*For example:* if your test start time is 8:00AM, you must be at the test site waiting area at 7:40AM.) If you are not present at the on-site test waiting area/room 20 minutes before your test start time, you will not be admitted to the exam, you will be considered a NO SHOW, and any exam fees paid *will NOT be refunded*.
 - If you are scheduled for a remotely proctored knowledge exam, please see the check-in and testing attire procedures/policies under [Remotely Proctored Knowledge Exam Option](#).
- If you do not bring a valid and appropriate US government-issued, non-expired, *signed photo ID and your completed CDPH 283B or CDPH 932 form (*see details in this handbook's Identification section*), you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
 - If the **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during check-in at your test event **DO NOT MATCH** the FIRST and LAST names that were entered in the California nurse aide TMU© database, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- If you do not wear the mandatory attire as outlined in the [Testing Attire](#) section, and conform to all testing policies, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
 - If you are scheduled for a remotely proctored knowledge exam, please see the testing attire under [Remotely Proctored Knowledge Exam Testing Attire](#).



- If you do not show up for your exam day, or are considered a NO-SHOW STATUS for any reason (*see details in this handbook's No-Show Status section*), any test fees paid will NOT be refunded. You must repay your testing fees online in your TMU© account using your Email or Username and Password to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smartwatches, smart glasses, fitness monitors, electronic recording devices, Bluetooth-connected devices, and personal items (such as water bottles, purses, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. The testing team will inform you of the designated area to place your personal items and electronic devices, and you will collect these items when you complete your test(s).
 - All electronic devices must be **turned off**.
 - Smartwatches, fitness monitors, or Bluetooth-connected devices (including smart glasses) must be removed from your wrist or body and **turned off**.
 - If you are scheduled for a remotely proctored knowledge exam, please see the additional procedures/policies in the **Remotely Proctored Knowledge Exam Testing Policies** section.
- Anyone caught using any electronic recording device during either component (knowledge or skills) of the exam will be dismissed from the exam and testing room(s), your test will be scored as a failed attempt, you will forfeit all testing fees paid, and you will be reported to your training program and the California Department of Public Health (CDPH). You may, however, use personal devices during your free time in the waiting area. Please see the **Security** section of this handbook.
- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
- **LANGUAGE TRANSLATION DICTIONARIES:** Foreign word-for-word translation dictionaries **are allowed**. Dictionaries with definitions or handwritten notes **are not allowed**. You must show your word-for-word translation dictionary to the test observer/proctor during check-in (on-site or remotely proctored) at your test event. **Using language translators that are not pre-approved and electronic dictionaries is not allowed.**
- **SCRATCH PAPER AND CALCULATORS:** If needed, you may do math calculations on scratch paper or with the basic calculator provided by the KTP.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, or smoke (e-cigarettes or vape) during the exam.
- You are not allowed to leave the testing room (knowledge test room/remote proctored test event or skills lab) once the exam has begun **for any reason**. If you do leave during your test event, you will not be allowed back into the testing room/event to finish your exam.
- Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the California Department of Public Health (CDPH). Please see the **Security** section of this handbook.
- Test sites, RN Test Observers, Knowledge Test Proctors, and Actors are not responsible for the candidate's personal belongings at the test site.
- No visitors, guests, pets (including companion and emotional support animals), or children are allowed.
 - Service animals (a dog that has been individually trained to perform specific tasks for people with disabilities) are allowed. We encourage you to contact D&SDT-Headmaster at (800) 393-8664 or via email at california@hdmaster.com once you schedule a test date, so we can notify the testing team.
 - If you attend your event with guests, pets (including companion or emotional support animals), or children of any age, you will not be permitted to test and will forfeit all testing fees paid.



- **You may not test if you are ill (sick).** Call D&SDT-HEADMASTER at (800)393-8664 immediately to reschedule (see the note on the next page).
 - **You may not test** if you have any physical limitation (excluding pre-arranged ADAs) that would prevent you from performing your duties as a nurse aide. (Examples: cast, arm/leg braces, crutches, etc.) Call D&SDT-HEADMASTER at (800)393-8664 immediately to reschedule if you are on doctor's orders (see the note on the next page).
- **NOTE:** Please see this handbook's **Rescheduling Policy** and **No-Show Exceptions** sections.
→ *Reschedules will not be granted less than one (1) full business day before a scheduled test date.*
- **Please review this California NA Candidate Handbook before your test day for any testing and/or policy updates.**
- The Candidate Handbook and testing instructions can also be accessed within your TMU© account under your 'Downloads' tab.

ACCESS THE CANDIDATE HANDBOOK AND TESTING INSTRUCTIONS

TMU CALIFORNIA

Tests Trainings Billing Downloads Profile

Welcome, Jessica!

Click Downloads or View Downloads

Unread Notifications
You have currently have seven unread notifications. Show Notifications

Training History
View your training details and history
View Your Training History

Testing History
View your testing details and history
View Your Testing History

Your Profile
View and update your personal and login information
Manage Your Profile

Downloads
Download instructions, forms, and other documents
View Downloads

Billing
Manage your billing information
View Billing Details



The screenshot shows a website interface for 'Downloads'. At the top left, there is a 'Home' link and a 'Downloads' link. The main content area is titled 'Downloads' and contains three sections: 'California Nurse Aide Candidate Handbook', 'REMOTELY PROCTORED KNOWLEDGE EXAM INSTRUCTIONS', and 'KNOWLEDGE EXAM INSTRUCTIONS'. Each section has a 'DOWNLOAD' link on the right. A large blue callout box with white text is overlaid on the page, pointing to the 'DOWNLOAD' link for the 'California Nurse Aide Candidate Handbook'. The callout box contains the text: 'Click **Download** to open the Candidate Handbook and Testing Instructions.'

Security

Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the California Department of Public Health (CDPH).

You will be asked to leave the test site, your test will be stopped and scored as a failed attempt, and you will forfeit any testing fees if you, which may include, but are not limited to, the following circumstances:

- Are caught cheating
- Refuse to follow directions
- Use abusive language or threaten others
- Disrupt the examination environment
- Are visibly impaired
- Engage in unprofessional or aggressive behavior
- Attempt to remove test material, take notes, or copy information
- Give or receive unauthorized help during testing, including using electronic devices (e.g., cell phones, smartwatches, smart glasses) or navigating to other browsers during your exam

A report of your behavior will be sent to your training program and the CCPH, and you are subject to legal prosecution to the fullest extent of the law. You may not be eligible to retest for at least 6 months and may need CDPH permission to retest.

Rescheduling Policy

All candidates may reschedule for free online at ca.tmutest.com any time up until one (1) business day before a scheduled test day, excluding Saturdays, Sundays, and holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date online by signing in to your TMU© account at ca.tmutest.com. (See instructions under **Schedule / Reschedule a Test Event**).



- ❖ **Example:** If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to reschedule by the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open 5:00AM to 5:00PM PT, Monday through Friday, excluding holidays.
- ❖ Please see the **RESCHEDULE A TEST EVENT SCREENSHOTS** for a visual of rescheduling online.

The scheduled test date is on a:	Reschedule before 5:00PM PT the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

Note: Reschedules will not be granted less than one full business day before a scheduled test date.

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means you are not interested in taking the California nurse aide certification exam.

SCHEDULED IN A TEST EVENT

- 1) If you are scheduled for a test event, you can request a refund of the testing fees paid by filling out and submitting the [**CANDIDATE-Refund of Testing Fees Paid Form**](#) on D&SDT-HEADMASTER's [California web page](#), at least one (1) full business day before your scheduled test event (excluding Saturdays, Sundays, and holidays). No phone calls will be accepted.
 - *Example:* If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to request a refund by the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open until 5:00PM PT, Monday through Friday, excluding holidays.
- 2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund processing fee.
- 3) Refund requests must be made within thirty (30) days of payment of the original testing fees with HEADMASTER. Any refund requests made more than 30 days after the original payment of testing fees with HEADMASTER **will not be issued**.



NOT SCHEDULED IN A TEST EVENT

- 1) Refund requests must be made within thirty (30) days of the original payment of testing fees with HEADMASTER. Any refund requests made more than 30 days after the original payment of testing fees with HEADMASTER **will not be issued**.
- 2) To request a refund for testing fees paid, you must fill out and submit the [**CANDIDATE-Refund of Testing Fees Paid Form**](#) on D&SDT-HEADMASTER's [California web page](#). No phone calls will be accepted.
- 3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund processing fee.

Unforeseen Circumstances Policy

If an exam date is canceled due to weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will make every effort to contact you using the contact information (phone number/email) we have on file in your TMU© account to reschedule you for no charge to a mutually agreed-upon new test date.

Therefore, you must keep your contact information up to date in case we need to contact you (**see examples below for reasons we may not be able to contact you that you are responsible for*).

If D&SDT-HEADMASTER is unable to reach you via phone call or email with the information in your TMU© account (**see examples below*) due to an unforeseen circumstance for a test event you are scheduled for, you will be removed from the test event, and D&SDT-HEADMASTER will not reschedule you until we hear back from you.

NOTE: The **examples* listed below are your responsibility to check and/or keep updated.

- If D&SDT-HEADMASTER leaves you a message or emails you at the phone number or email in your TMU© account and:
 - you do not call us back in a timely manner
 - your phone number is disconnected/your voice mailbox is full
 - you do not check your messages in a timely manner
 - you do not check your email or reply to our email in a timely manner
 - your email is invalid, or you are unable to access your email for any reason

See more information under [**No-Show Exceptions**](#).

No-Show Status

If you are scheduled for your exam and do not show up without notifying D&SDT-HEADMASTER at least one (1) full business day before your scheduled testing event, **excluding** Saturdays, Sundays, and holidays, OR if you are turned away for lack of proper identification, not arriving on time to the test site or any other reason to deem you ineligible to test, you will be considered a **NO-SHOW status**. You will forfeit all fees paid and must sign in to your TMU© account to repay or submit a new testing fee to schedule yourself into a new test event.

These fees partially offset D&SDT-HEADMASTER's costs incurred for services requested and the resulting work that is performed. If a reschedule or refund request is not made or received before the one (1) full business day preceding



a scheduled test event, excluding Saturdays, Sundays, and holidays (see examples under **Rescheduling Policy** and **Refund of Testing Fees Paid**), a NO-SHOW status will exist. You will forfeit your testing fees and must repay the full testing fee to secure a new test event.

No-Show EXCEPTIONS

Exceptions to the no-show status exist; if you are a no-show for any test component for any of the following reasons, a free reschedule will be authorized to the remitter of record, provided **the required documentation is received within the appropriate time frames outlined below:**

⇒ Complete, upload the required documentation, and submit (**within the required time frames outlined below**) the [**No Show Exception Form**](#) available on the California TMU© main page under 'APPLICATIONS', or click this link:

<https://ca.tmutest.com/apply/15>

- **Car breakdown or accident:** D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. A tow bill, police report, or other appropriate documentation showing your name and the provider of the service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.
- **Weather or road condition-related issue:** D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. A road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.
- **Medical emergency or illness:** D&SDT-HEADMASTER must be contacted via phone, fax, or email within one business day. A doctor's note showing your name and the provider of the service name, or on the provider's letterhead, must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.
- **Death in the family:** D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. An immediate family obituary or letter on your behalf from the funeral home showing your name must only be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within 7 business days, your no-show status will stand, and you will be required to repay your testing fee. (The immediate family includes the parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)
- **Remotely proctored testing issues:** D&SDT-HEADMASTER must be contacted via phone, fax, or email within one business day. Appropriate documentation showing your name and the provider of the service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.
 - **Internet outage or issue:** Documentation showing your name and the provider of the service name from the Internet provider, showing the outage date and times.
 - **Computer or cell phone issue:** If the computer or cell phone fails to work, documentation from a computer repair technician/shop or other appropriate documentation showing your name and the provider of the service is required.



Candidate Feedback – Exit Survey and Feedback Form

EXIT SURVEY

Candidates can complete an exit survey via a link when checking their test results in their TMU© account. The survey is anonymous, confidential, and will not affect the outcome of any test. You are encouraged to complete the survey with honest feedback on the examination process to help improve testing.

FEEDBACK FORM

The purpose of this form is to give candidates a voice regarding their testing experience, to improve the process, and enhance their experience. D&SDT-HEADMASTER appreciates and welcomes your honest feedback regarding the examination process to improve testing for all.

Candidates who wish to provide additional comments, express concerns, offer feedback, or raise grievances beyond the anonymous Exit Survey or Test Review Request have the option to do so through the [Feedback Form](#). To submit your feedback, please follow these steps:

1. Navigate to the [Feedback Form](#) on the California TMU© main page under the 'APPLICATIONS'. You can also access the form directly at this URL: <https://ca.tmutest.com/apply/16>.
2. Complete the form with your comments or concerns and submit it for review.
3. Once submitted, D&SDT-HEADMASTER will review your feedback and respond via email within 10 business days with our response, questions, or further instructions.

It is important to note that candidates who submit grievances or feedback in good faith are protected from retaliation. D&SDT-HEADMASTER upholds a strict non-retaliation policy to ensure that all individuals can voice their concerns without fear of adverse consequences.

NOTE: If you have a concern about the scoring of your test or your test results, please call D&SDT-HEADMASTER at (800)393-8664 during regular business hours, Monday-Friday, 5:00AM to 5:00PM PT, to discuss your concern. Please see the [Test Review Request](#) section of this handbook for detailed information.

Test Results

After you have completed both the Knowledge Exam and Skill Test components of the competency exam, your test results will be officially scored and double-checked by D&SDT-HEADMASTER scoring teams. Official test results will be available after 5:00PM (PT) on the business day after your test event by signing in to your TMU© account. D&SDT-HEADMASTER cannot release test results over the phone.

Note: D&SDT-HEADMASTER does not send postal mail test results letters.

Sign in to your TMU© account at ca.tmutest.com to view your test results. The screenshots that follow show examples of the results.



ACCESS YOUR TEST RESULTS

Click **Tests** or **View Your Testing History**

Welcome, Jessica!

Unread Notifications
You have currently have seven unread notifications. [Show Notifications](#)

Training History
View your training details and history [View Your Training History](#)

Testing History
View your testing details and history [View Your Testing History](#)

Your Profile
View and update your personal and login information [Manage Your Profile](#)

Downloads
Download instructions, forms, and other documents [View Downloads](#)

Billing
Manage your billing information [View Billing Details](#)

Home > Test History

Your Tests

Scheduling

<input type="checkbox"/> Exam	Status	Reason	
<input type="checkbox"/> Certified Nurse Aide Knowledge	Not Eligible	Payment Required	View Available Test Dates
Certified Nurse Aide Skill	Not Eligible	Already Scheduled	

[Add Selected Items to Cart](#)

Testing History

Test Date	Exam	Test Site	Status	Actions
08/15/2025 10:30 AM PDT	Certified Nurse Aide Skill	Practice Test Site (TS) Watsonville, CA	Scheduled	Actions
08/13/2025 7:00 PM PDT	Certified Nurse Aide Knowledge	Remotely Proctored Knowledge Exam (TS) Remotely Proctored Test, CA	Failed	Actions

Under Actions, click on **Details** to view your results.

Click on **Print Test Results** to print your results.

Click on **Please take our satisfaction survey** to complete the Exit Survey

Details

Print Test Results

Please take our satisfaction survey



Knowledge Exam Test Results Example:

Under **Test Actions**, click the drop-down menu and click **Print Results** to get a hard copy of your results. Or, click the **printer icon** next to **Test Actions**.

Knowledge Test Detail

You have **failed** the knowledge portion of the Certified Nurse Aide exam.
Your overall knowledge test score is 74.67%.
You must have an overall score of **75%** or better to pass.

Candidate Jessica
Certified Nurse Aide Test

TEST EVENT 08/13/2025 7:00 PM PDT

TEST SITE Remotely Proctored Knowledge Exam (TS)
NO PHYSICAL ADDRESS - ALL TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE
Remotely Proctored Test, CA 00000

Test Actions Print Results Get Directions

Scoring & Performance

Test Status Failed Score 74.67% Total correct 56 / 75 Total Answered 75

Performance by Subject

Safety	50%
Communication	100%
Infection Control	50%
Client Rights	75%
Data Collection	100%
Basic Nursing Skills	80%
Role / Responsibility	100%
Disease Process	25%
Mental Health	50%
Personal Care	75%
Care Impaired	100%
Aging Process and Restorative Care	100%

19 Missed Vocabulary Words

accidents, medical asepsis, aspiration, white blood cells, tub bath, range of motion, abdominal thrust, religious service, infection, infection control, dementia, mental health, Maslow, afebrile, apnea, resident right, diabetes, restraint, gait belt

Example



Skill Exam Test Results Example:

Home > Test History

Your Tests

Scheduling

Exam	Status	Reason
Certified Nurse Aide Knowledge	Not Eligible	Previously Passed
Certified Nurse Aide Skill	Not Eligible	Payment Required

[View Available Test Dates](#)

[Add Selected Items to Cart](#)

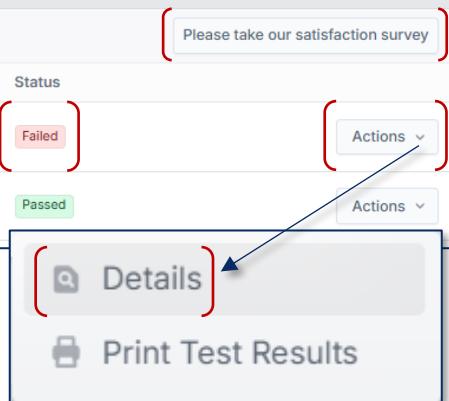
Testing History

Test Date	Exam	Test Site	Status
07/06/2025 6:00 PM PDT	Certified Nurse Aide Skill	Practice Test Site (TS) Redlands, CA	Failed
07/06/2025 1:45 PM PDT	Certified Nurse Aide Knowledge	Remotely Proctored Knowledge Exam (TS) Remote Proctored Test, CA	Passed

[Actions](#)

[Actions](#)

Please take our satisfaction survey



Under Actions, click on **Details** to view your results.

Click on **Print Test Results** to print your results.

Click on **Please take our satisfaction survey** to complete the Exit Survey

Home > Tests > Skill Test Detail

Skill Test Detail

You have **failed** the skill portion of the Certified Nurse Aide exam.
You must correctly perform all of the **key steps** and **80%** of all non-key steps on each assigned task to pass the skill test.

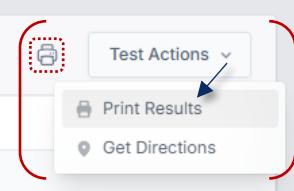
Candidate Jessica
Certified Nurse Aide Skill Test

TEST EVENT	07/06/2025 6:00 PM PDT
TEST SITE	Practice Test Site (TS) Livermore, CA

Test Actions

[Print Results](#)

[Get Directions](#)



-Skill Exam Results are continued on the next page-



Scoring & Performance

Test Status
Failed

Tasks Completed
3 / 4

Task #1: Assisting Resident w/Bedpan, Measure & Record Output and Hand Washing

Score	Passed	Steps Correct
97.78%		44 / 45

[View Failed Steps](#)

Task #2: Position Resident in Bed on Side

Score	Passed	Steps Correct
100.00%		19 / 19

Task #3: Passive Range of Motion Exercise for Hip and Knee

Score	Passed	Steps Correct
100.00%		21 / 21

Task #4: Transfer Resident from Bed to Wheelchair using a Gait Belt

Score	Failed	Steps Correct
95.24%		20 / 21

[View Failed Steps](#)

Click **View Failed Steps** to see the steps missed.
SEE BELOW FOR DETAILS.

Task #4: Transfer Resident from Bed to Wheelchair using a Gait Belt

Score	Failed	Steps Correct
95.24%		20 / 21

[View Failed Steps](#)

Locks the bed brakes.



Test Attempts

You have **three (3) attempts** to pass the exam's knowledge and skill test portions **within two (2) years** from your date of nursing assistant training program completion. If you do not complete testing within two years of completion of training, you must complete a new California Department of Public Health-approved training program to become eligible to further attempt California NA examinations.

NOTE: Federal and State regulations allow healthcare facilities to employ students for up to 120 days from the day employment and training is offered in an approved facility-based nurse aide training and competency evaluation program. However, if you fail three (3) attempts on either portion of the state competency exam, the facility can no longer employ you to perform nurse aide duties.

Retaking the Nurse Aide Exam

If you fail the knowledge and/or skill portion of the examination, you will need to pay for the portion you failed before you can schedule a new exam date.

You can schedule a test or re-test online by signing in to your TMU© account with your Email or Username and Password at ca.tmutest.com. (See instructions with screenshots under **Schedule / Reschedule a Test Event.**)

You will need to pay with a Visa or MasterCard credit/debit card before you can schedule.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (800) 393-8664 during regular business hours, 5:00AM to 5:00PM PT, Monday through Friday, excluding holidays. We can assist you in scheduling a test or retest date, provided your fees have been paid.

Test Review Requests

You may request a review of your test results or dispute any other testing condition. The purpose of this review process is to ensure fairness and accuracy in the evaluation of your test.

***PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST:** Please call D&SDT-HEADMASTER at (800)393-8664 during regular business hours, Monday through Friday, 5:00AM to 5:00PM PT, excluding holidays, and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit fee. Once you have further details about the scoring of your test, you will often understand the scoring process and learn how to better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-HEADMASTER staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

There is a \$25 non-refundable test review deposit fee. To request a review, complete the [Test Review Request and Payment Application](#), available on the California TMU© main page (before you log in to your account) at ca.tmutest.com. Test Review Requests must be received **within three (3) business days from the official scoring of your test** (excluding Saturdays, Sundays, and holidays). Late requests will be denied and will not be considered.

Since one qualification for certification as a nurse aide in California is demonstrated by examination of minimum nurse aide knowledge and skills, the likely outcome of your review will determine who pays for any retests that may



be granted. If, after investigation, the review finding is in your favor, you will be refunded the \$25 test review deposit. If the findings of the review are *not in your favor*, the \$25 test review deposit will stand, and the fee is non-refundable.

D&SDT-HEADMASTER will review your detailed recollection, your knowledge test markings, and any skill task measurements you recorded at the time of your test, in addition to reviewing markings, notations, and measurements recorded by the RN Test Observer at the time of your test. We will interview the RN Test Observer, Actor, or Knowledge Test Proctor about the facts detailed in your dispute documentation. D&SDT-HEADMASTER will re-check the scoring of your test and may contact you and/or the RN Test Observer, Actor, and/or Knowledge Test Proctor, and other candidates who were on-site at your test event for any additional information about the test event.

D&SDT-HEADMASTER cannot review test results or reviews with the candidate's instructor/training program. After a candidate reaches age 18, D&SDT-HEADMASTER will discuss test results or test reviews only with the candidate. D&SDT-HEADMASTER will not review test results or reviews with family members or anyone else on behalf of the candidate once the candidate is 18.

D&SDT-HEADMASTER will complete your review request within ten (10) business days of receiving it in a timely manner. D&SDT-HEADMASTER will email the review results to your email address and the California Department of Public Health (CDPH).

THE KNOWLEDGE/AUDIO EXAM

Knowledge Exam Content

The Knowledge Test consists of **75 multiple-choice questions**. Questions are selected from subject areas based on the CDPH-approved California test plan and include all required categories as defined in the federal regulations.

The subject areas are as follows.

SUBJECT AREAS

Subject Area	Number of Questions	Subject Area	Number of Questions
Aging Process and Restorative Care	4	Infection Control	6
Basic Nursing Skills	15	Mental Health	6
Care Impaired	5	Personal Care	4
Communication	5	Resident Rights	8
Data Collection	4	Role and Responsibility	6
Disease Process	4	Safety	8



KNOWLEDGE EXAM SUBJECT AREA DEFINITIONS

Aging Process and Restorative Care: Questions concerning the process and progression of humans becoming what they will be as they move along the timeline of their lives, and the maintenance of physical, mental, and psychosocial function.

Basic Nursing Skills: Questions concerning any act or activity that would be considered a basic skill necessary to perform the job of a CNA.

Care Impaired: Questions concerning dealing with residents who are physically or mentally limited from receiving "standard" care. CNAs must perform more extensively or differently to accommodate these residents.

Communication: Questions concerning any type of communication, verbal and nonverbal, written, spoken, or any communication related to hearing, seeing, feeling, tasting, or smelling.

Data Collection: Questions concerning data acquisition, handling, and routing.

Disease Process: Questions concerning the stages of diseases and/or the theory of diseases, and the detection, prevention, or treatment of diseases.

Infection Control: Questions concerning the nature of infections, infection causes and prevention, and correct methods and procedures for dealing with infections.

Mental Health: Questions concerning the mental processes of residents, the signs and stages of mental states of residents, both normal and care impaired, or the mental well-being and interaction of the CNA and their co-workers.

Personal Care: Questions concerning activities or acts performed by the CNA for or to residents that are personal in nature.

Resident Rights: Questions concerning the rights to which the residents are legally entitled and the facility and CNA's role in ensuring those rights.

Role and Responsibility: Questions concerning any act or activity that would be considered part of the basic role of the CNA in the workplace or a basic responsibility of a CNA in the workplace.

Safety: Questions concerning the safety of residents, CNAs, facility safety issues, and the safety of facility personnel in general.

Knowledge Exam Information

If taking both the knowledge and skill tests on-site on the same day, you will be required to present your ID when entering the knowledge test room and the skills lab. Please keep your ID with you during the entire exam day.

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Exam. You will have a maximum of **sixty (60) minutes** to complete the **75-question** knowledge exam. The multiple-choice questions will be presented to you, one at a time, on the computer screen to select answers A, B, C, or D. You can navigate through the exam questions with the previous and next buttons. You will be able to see your time at the



top of your screen when you are logged in to the exam. You may not ask the Test Proctor questions about the content of the knowledge exam (such as "What does this question mean?").

You must have a score of 75% or better to pass the knowledge portion of the exam.

All test sites in California utilize electronic TMU© testing using Internet-connected computers. The knowledge exam portion of your exam will be displayed on a computer screen for you to read and key/tap or click on your answers.

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge exam. Please see the information under [Complete your TMU© Account](#) to sign in to your TMU© account.

- ◆ The Knowledge Test Proctor will provide you with a code at the test event to start your exam.

TRANSLATION DICTIONARIES

Foreign word-for-word translation dictionaries **are allowed**.

- Dictionaries that contain definitions or handwritten notes **are not allowed**. Electronic dictionaries or non-approved language translators **are not allowed**. You must show your word-for-word translation dictionary to the test observer/proctor during check-in at your on-site or remotely proctored test event.

SCRATCH PAPER AND BASIC CALCULATOR

If needed, you may do math calculations on the scratch paper provided by the KTP. If you need a basic calculator, please let the KTP know; one will be provided.

- *Any scratch paper and basic calculator must be left with the KTP when testing is done.*

When you leave the testing room, you must leave all test materials in it. Anyone who takes or tries to take materials, notes, or information from the room is subject to prosecution and will be reported to the California Department of Public Health (CDPH).

Knowledge Exam Audio Version

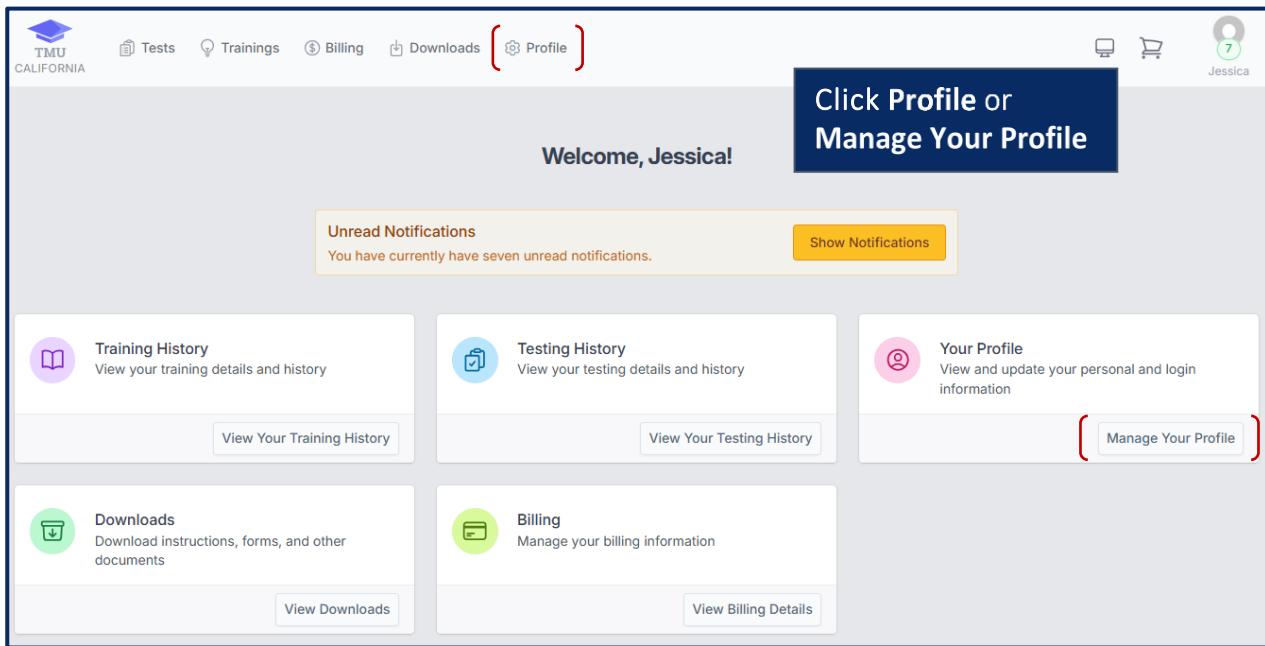
An audio (oral) version of the knowledge exam is available. However, there is an additional \$5 charge for the audio version (\$45 total), and you must request an Audio version before submitting **your testing fee payment**.

The questions are read to you neutrally and can be heard through wired headphones or earbuds plugged into the computer. **Bluetooth-connected devices are not allowed**. When taking an electronic Audio exam, the audio control buttons will appear on the computer screen, allowing you to play, rewind, or pause the audio as needed.



SELECTING AN AUDIO VERSION OF THE KNOWLEDGE EXAM

To select the Audio version of the knowledge exam, follow the instructions with the screenshots below.



Under your PROFILE, check the '**Enable Audio Testing**' to receive an Audio version of the Knowledge Exam:

Profile
Change this information to customize your account.

Username * Used for logging in

Email *

Change Password
Leave the fields blank to keep it the same

NEW PASSWORD CONFIRM

Date of Birth *

Gender * MALE FEMALE OTHER

Phone ALTERNATE
 UNLISTED from phone and mailing lists

Notifications RECEIVE TEXT MESSAGE NOTIFICATIONS (requires valid phone number)

Testing Preferences ENABLE AUDIO TESTING

Address * ADDRESS

Theme Choose which application theme you prefer

Remember to check the 'Enable Audio Testing' BEFORE YOU SCHEDULE your knowledge exam.

To choose the knowledge exam's audio option, click on the box to the left of Enable Audio Testing.

Then click Save Changes at the bottom of the screen.

Save Changes



Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home or elsewhere. Along with all other policies and requirements in this handbook, this section outlines the *additional* requirements for the remotely proctored knowledge exam. The Candidate Handbook can be accessed within your TMU® account under your 'Downloads' tab. Please see the [Access the Candidate Handbook and Testing Instructions](#) section.

Because this is done in a remotely proctored environment and not in person, your Application for Nurse Assistant Certification (CDPH 283B) or Certified Nurse Assistant Competency Evaluation Approval Letter (CDPH 932) form will not indicate that you were tested by the RN administering the exam.

REMINDER: You have three (3) attempts to pass the exam's knowledge and skill test portions within two (2) years from your nursing assistant training program completion date. If you do not successfully complete testing within two years of completing training, you must complete a new California Department of Public Health-approved training program to become eligible to attempt California NA examinations further.

REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATE REQUIREMENTS

Candidates must have:

- An updated version of Google Chrome as your Internet browser.
 - **TMU® does not support Internet Explorer.**
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU® to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU® Knowledge exam. The remote Proctor will provide you with a 'code' to start your test.**
- A smartphone/tablet to access the 'video conferencing app' (for example, Zoom, etc.) that you **must download**.
 - An email will be sent to you and your notifications (in your TMU® account) with information about the 'video conferencing app' (for example, Zoom, etc.) **you must download before test day**.
 - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU® account), a reminder with the password-protected link to join the test event.
- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
- You may not use a video filter, such as a background or blurring your screen.
- **IMPORTANT NOTE:** On testing day, you will not be allowed to receive any assistance with your setup from anyone in your environment (room/area).
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.



SCHEDULE A REMOTELY PROCTORED KNOWLEDGE EXAM

You will need to sign in to your TMU© account using your Username or Email and Password and follow the instructions to [Schedule / Reschedule a Test Event](#).

- Please ensure you have met the [Remotely Proctored Knowledge Exam Candidate Requirements](#) listed above before scheduling a remotely proctored knowledge exam.
- The test site location for a remotely proctored knowledge exam will be 'Remotely Proctored Knowledge Exam'.
- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU© account for you to view (see this handbook's [Test Confirmation Letter](#) and the [View your TMU© Notifications](#) sections for information to access your test confirmation).
- Instructions and the link to download the 'video conferencing app' (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
 - Remember, for this information, check your 'NOTIFICATIONS' under your profile pic in your TMU© account. Please refer to the [View your TMU© Notifications](#) section.

Please call D&SDT-HEADMASTER at (800) 393-8664 if you have any questions or concerns or need assistance scheduling a remotely proctored knowledge exam.

REMOTELY PROCTORED KNOWLEDGE EXAM INSTRUCTIONS

It is important that you read the Remotely Proctored Knowledge Exam Instructions before signing in to your remotely proctored knowledge exam. Please see the instructions for the Remotely Proctored Knowledge Exam under [Access the Candidate Handbook and Testing Instructions](#).

REMOTELY PROCTORED KNOWLEDGE EXAM TESTING ATTIRE

For remotely proctored knowledge testing, **you must be wearing**:

- ◆ **Appropriate clothing** such as a non-revealing shirt/sweater and pants, sweatpants, shorts, or leggings.
 - *Smart watches and smart glasses, activity trackers, or Bluetooth-connected devices are not allowed.*

You will not be allowed to test if you are not wearing appropriate clothing as shown above. You will be considered a NO SHOW status and will forfeit any fees paid.

REMOTELY PROCTORED KNOWLEDGE EXAM CHECK-IN

You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) for the check-in process with the remote test proctor **at least 20 minutes before the start time** listed on your test confirmation. If you are not signed into the remotely proctored exam waiting room prior to (**at least 20 minutes**) the time listed on your test confirmation, you will not be allowed to test, will be considered a No-Show status, forfeit your testing fees paid, and have to pay for another test date.

- You must show your **mandatory identification** and **CDPH 283B or CDPH 932 form/email** to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see this handbook's [Identification](#) section for specifics.



- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- You must show your surroundings/entire room to the remote Proctor during check-in before starting your remotely proctored knowledge exam.
 - Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- Then, you must position your smartphone/tablet so the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
 - **You may not use a video filter, such as a background or blurring your screen.**
- **NOTE:** On testing day, you will not be allowed to receive any assistance with your setup from anyone in your environment (room/area).
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

REMOTELY PROCTORED KNOWLEDGE EXAM POLICIES

All **Security**, **Testing Attire**, and **Testing Policies** requirements are followed during the remotely proctored knowledge exam. Please refer to those sections for information. The following are additional policies regarding the remotely proctored knowledge exam.

The following additional policies are observed at each remotely proctored test event:

- If you do not wear appropriate attire as outlined in the **Remotely Proctored Knowledge Exam Testing Attire** section, and conform to all testing policies, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- On testing day, you **will not be allowed to receive any assistance with your setup** from anyone in your environment (room/area). **If someone else is in the room with you, the remote Proctor will remove you from the meeting, and you will be marked as a no-show.** You will forfeit any testing fees paid and must repay to reschedule a new test.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
 - **You may not use a video filter, such as a background or blurring your screen.**
- The ‘video conferencing app’ (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
 - If the ‘video conferencing app’ (for example, Zoom, etc.) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.
- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** You need to test in an isolated, secure



room/area that is free of distractions and interruptions, *just as you would if you were sitting in the knowledge test room at a test site.*

- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored testing issues under the **No-Show Exceptions** section.
- If you have requested and paid for an AUDIO version of the Knowledge Exam, you will need to have wired headphones/earbuds that plug into the computer (**Bluetooth-connected devices are not allowed**).
 - The questions are neutrally read to you and will be heard through wired headphones or earbuds plugged into the computer.
 - When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.
- **TRANSLATION DICTIONARIES:** Foreign word-for-word translation dictionaries **are allowed**. Dictionaries that contain definitions or handwritten notes **will not be allowed**. Electronic dictionaries or non-approved language translators **are not allowed**. You must show your word-for-word translation dictionary to the remote Proctor during check-in at your test event.
- **SCRATCH PAPER AND BASIC CALCULATOR:** You may do math calculations on scratch paper or with a basic calculator, if needed. Before starting your exam, you will be asked to show the remote Proctor both sides of the scratch paper and the basic calculator.
 - At the end of your exam, you will be asked to show both sides of the scratch paper and the basic calculator to the remote Proctor **again**. You will then be told to tear up the scratch paper in view of the remote Proctor and to mute your phone before doing so.

Failure to adhere to any of these remote testing conditions/policies will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Self-Assessment Reading Comprehension Exam

The following passages and corresponding questions will assess your reading comprehension required for the knowledge portion of the state competency evaluation. If you miss more than three (3) questions, you should consider utilizing the audio option for the knowledge exam.

PASSAGE 1

Paul and Ben are twins. They are identical in features but opposite in personality. Paul likes to wear dark colors. Ben likes to wear bright colors. Paul likes to read quietly, and Ben likes to watch football games with friends.

1. Paul can be classified as an
 - a. omnivert
 - b. extrovert
 - c. introvert
 - d. ambivert



2. Ben can be classified as an

- a. omnivert
- b. extrovert
- c. introvert
- d. ambivert

3. Paul and Ben have identical

- a. noses
- b. shoes
- c. earrings
- d. tattoos

PASSAGE 2

Amy is from the state of Montana. Amy lives in an apartment with her parents and her brother, Nick. Tomorrow, Amy is flying to the state of Oregon. Amy is bringing three books of 3 different colors with her. Nick doesn't understand why she needs three books. The yellow one is a Spanish-English dictionary. The red one is a tourist guide to Oregon. The blue one is about horses, which Amy feels is the most important.

Amy will not need her United States of America passport because she won't be leaving the country.

4. Amy is from

- a. Wisconsin
- b. Montana
- c. Oregon
- d. Wyoming

5. Amy resides in a(n)

- a. house
- b. farm
- c. condo
- d. apartment

6. Amy lives in

- a. Canada
- b. America
- c. Mexico
- d. Peru

7. Amy lives with her

- a. aunt
- b. grandmother
- c. father
- d. sister

8. Amy's brother's name is
 - a. Nick
 - b. Loren
 - c. Chad
 - d. Jared

9. Tomorrow, she is going to
 - a. Montana
 - b. Canada
 - c. Wisconsin
 - d. Oregon

10. The type of book that is yellow is a(n)
 - a. dictionary
 - b. animal interest
 - c. tourist
 - d. guidebook

11. Amy believes the most important book is the color
 - a. red
 - b. black
 - c. yellow
 - d. blue

PASSAGE 3

Katherine did not like being called by her full name. She preferred to be called Katie. Katherine's mother wanted her to understand why she was given that legal name. Her mother shared a story about a strong-willed woman who overcame adversities, and her name was Katherine. Katherine then embraced her given name.

12. Katherine is a
 - a. last name
 - b. middle name
 - c. legal name
 - d. nickname

13. The purpose of Katherine's mother sharing the story with Katherine is to
 - a. entertain
 - b. persuade
 - c. inform
 - d. describe

Answers: 1. C | 2. B | 3. A | 4. B | 5. D | 6. B | 7. C | 8. A | 9. D | 10. A | 11. D | 12. C | 13. C



Knowledge Practice Test

D&SDT-HEADMASTER offers a free knowledge test question of the day and a ten-question online static practice test available on our website at www.hdmaster.com. Candidates may purchase complete practice tests randomly generated based on the state test plan. A mastery learning method is used, and each practice test will be unique. This means candidates must get the question they are attempting correct before they move on to the next question. A first-attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single- or group-purchase plans are available.

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The following is a sample of the kinds of questions that you will find on the Knowledge/Audio exam:

- 1. Clean linens that touch the floor should be:**
 - (A) Picked up quickly and placed back on the clean linen cart
 - (B) Used immediately on the next resident's bed
 - (C) Considered dirty and placed in the soiled linen hamper
 - (D) Used only in the room with the floor the linen fell on

- 2. When you are communicating with residents, you need to remember to:**
 - (A) Face the resident and make eye contact
 - (B) Speak rapidly and loudly
 - (C) Look away when they make direct eye contact
 - (D) Finish all their sentences for them

- 3. A resident's psychological needs:**
 - (A) Should be given minor consideration
 - (B) Make the resident withdrawn and secretive
 - (C) Are nurtured by doing everything for the resident
 - (D) Are nurtured when residents are treated like individuals

ANSWERS: 1-C | 2-A | 3-D



THE MANUAL DEMONSTRATION SKILL TEST

- The purpose of the Skill Test is to evaluate your performance when demonstrating CDPH-approved nurse aide skill tasks. You will find a complete list of skill tasks in this handbook.
- You will be asked to present your ID, which you showed the RN Test Observer at check-in.
- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.
- Each of your randomly selected three (3) or four (4) tasks will have scenarios associated with them. The scenarios will be read to you by the RN Test Observer immediately before you are asked to do each task.
- You will be allowed **thirty (30) minutes** to complete your three or four tasks. After fifteen (15) minutes have elapsed, you will be alerted when 15 minutes remain.
- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.
- You must correctly perform all of the **critical** steps (in **bold** font) and 80% of all non-key steps on each task assigned to pass the Skill Test.
- If you believe you made a mistake while performing a task, tell the RN Test Observer you would like to make a correction. You will need to correctly demonstrate the step or steps on the task you believe you performed incorrectly to receive credit for the correction.
- You may repeat or correct **any step** or **steps** on any task you believe you have performed incorrectly at **any time** during your allotted 30 minutes or until you tell the RN Test Observer you are finished with the Skill Test.
- The skill task steps are not order dependent unless the words BEFORE or AFTER are used in a step.
- When you finish each task, verbally tell the RN Test Observer you are finished and move to the designated “relaxation area.” When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.
- **All steps must actually be demonstrated. Steps that are only verbalized or simulated WILL NOT COUNT.**



Skill Test Recording Form

If your skill test includes a skill task that requires recording a count or measurement, the RN test observer will provide a recording form similar to the one displayed. You are required to sign the recording form during the demonstration of the equipment/supplies.

RECORDING FORM →

Candidate's Name: _____ PLEASE PRINT	
PULSE: _____ beats RESPIRATIONS: _____ breaths	
BLOOD PRESSURE: _____ / _____	
URINARY OUTPUT: _____ ml	
GLASS 1: _____	GLASS 2: _____
TOTAL FLUID INTAKE: _____ ml	
FOOD INTAKE: _____ %	
Candidate's Signature: _____	

Skill Test Tasks

You will be assigned one of the following mandatory tasks with embedded hand washing using soap and water as your first task:

- Assist Resident with the use of a Bedpan, Measure and Record Urine Output with Hand Washing
- Catheter Care for a Female with Hand Washing **[DEMONSTRATED ON A MANIKIN]**
- Donn PPE (Gown and Gloves), Empty a Urinary Drainage Bag, Measure and Record Urine Output, and Remove PPE with Hand Washing
- Perineal Care for a Female with Hand Washing **[DEMONSTRATED ON A MANIKIN]**

Note: Hand washing with soap and water is embedded in each mandatory task and must be demonstrated at the end of each.

You will also receive an additional two (2) or three (3) randomly selected tasks from the Skill Task listing below. These selected tasks will make up your personalized and unique skill test. Each skill test randomly assigned by the TMU© skill test assignment algorithm will be comparable in overall difficulty.

Skill Tasks Listing

To receive credit, you must actually perform and demonstrate every step during your skill test demonstration.

The steps listed for each task are required for a nurse aide candidate to successfully demonstrate minimum proficiency in the skill task for the RN Test Observer.



For all of the tasks, the steps will be performed on a live resident actor, except for catheter care for a female and perineal care for a female, which will be demonstrated on a manikin.

You will be scored only on the steps listed. You must score **80%** on each task without missing any **critical** steps (the **bolded** steps) to pass the skill component of your competency evaluation.

If you fail the Skill Test, there will always be one of the first mandatory tasks to start each Skill Test. The other tasks included in your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and has an average length of time to complete. The RN Test Observer will observe your demonstrations of your skill tasks and record what they see you do. D&SDT-HEADMASTER scoring teams will officially score and double-check your test.

Note: The skill task steps included in this handbook are offered as guidelines to help prepare candidates for the California nurse aide skill test, and the steps included herein are not intended to be used to provide complete care that would be all-inclusive of best care practiced in an actual work setting.

APPLY A KNEE-HIGH ANTI-EMBOLIC (ELASTIC) STOCKING TO A RESIDENT'S LEG

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Raise bed height.
4. Provide for the resident's privacy.
5. Provide for the resident's privacy by only exposing one leg.
6. Roll, gather, or turn the stocking down inside out to at least the heel.
7. Place the foot of the stocking over the resident's toes, foot, and heel.
8. Roll -or- pull the top of the stocking over the resident's foot, heel, and up the leg.
9. Check toes for possible pressure from the stocking.
10. Adjust the stocking as needed.

11. Leave the resident with a stocking that is smooth/wrinkle-free.

12. Lower bed.
13. Place the call light or signal calling device within easy reach of the resident.
14. Maintain respectful, courteous interpersonal interactions at all times.
15. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

ASSIST A DEPENDENT RESIDENT WITH A MEAL IN BED

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Ask the resident to state their name and verify that the name matches the name on the diet card.

4. Position the resident in an upright, sitting position BEFORE feeding, at least 75-90 degrees.

5. Protect clothing from soiling using a napkin, clothing protector, or towel.



6. Provide hand hygiene for the resident BEFORE feeding. (*Candidate may use a disposable wipe and dispose of it in a trash can, or wash the resident's hands with soap and a wet washcloth, or they may rub hand sanitizer over all surfaces of the resident's hands until dry.*)
7. Ensure the resident's hands are dry BEFORE feeding. (If a wet washcloth with soap was used, the candidate will need to dry the resident's hands. If a disposable wipe or hand sanitizer was used, the hands must be dry.)
8. Place soiled linen in a designated laundry hamper or dispose in an appropriate container if used.
9. Sit in a chair, facing the resident, while feeding the resident.
10. Describe the food and fluid being offered to the resident.
11. Offer each fluid frequently.
12. Offer small amounts of food at a reasonable rate.
13. Allow resident time to chew and swallow.
14. Wipe the resident's hands and mouth AFTER the feeding demonstration.
15. Remove the clothing protector and place it in a designated laundry hamper. If a napkin is used, dispose of it in a trash container.
16. Leave the resident sitting upright in bed with the head of the bed set up to at least 75-90 degrees.
17. Record intake as a percentage of total solid food eaten on the previously signed recording form.
- 18. The candidate's calculation must be within 25 percentage points of the RN Test Observer's calculation.**
19. Record estimated intake as the sum total fluid consumed in mLs on the previously signed recording form.
- 20. The candidate's calculation must be within 30mLs of the RN Test Observer's calculation.**
21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.
23. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

ASSIST A RESIDENT TO AMBULATE USING A GAIT BELT

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Obtain a gait belt for the resident.
4. Assist the resident in putting on non-skid shoes/footwear.
5. Adjust the bed height to ensure that the resident's feet are flat on the floor when the resident is sitting on the edge of the bed.
- 6. Lock the bed brakes to ensure the resident's safety.**
- 7. Lock wheelchair brakes to ensure the resident's safety.**
8. Bring the resident to a sitting position.
9. Place a gait belt around the resident's waist to stabilize the trunk.
10. Tighten the gait belt.
11. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
12. Face the resident.
13. Grasp the gait belt on both sides with an upward grasp.
14. Bring the resident to a standing position.
15. Stabilize the resident.



16. Ambulate the resident at least ten steps to the wheelchair.
17. Assist the resident in pivoting/turning and sitting in the wheelchair in a controlled manner that ensures safety.
18. Use proper body mechanics at all times.
19. Remove gait belt.
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

ASSIST A RESIDENT WITH THE USE OF A BEDPAN, MEASURE AND RECORD URINE OUTPUT WITH HAND WASHING

(One of the possible first mandatory tasks.)

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Put on gloves.
5. Position the resident on the bedpan safely and correctly. *(The pan is not upside down, it is centered, etc.)*
6. Raise the head of the bed to a comfortable level.
7. Leave tissue within reach of the resident.
8. Leave the call light or signaling device within reach of the resident.
9. Step behind the privacy curtain to provide privacy for the resident.
10. When the RN Test Observer indicates the candidate returns.
11. Lower the head of the bed.
12. Gently remove the bedpan.
13. Hold the bedpan for the RN Test Observer while an unknown quantity of liquid is poured into the bedpan.
14. Place the graduate on a designated level flat surface.
15. Pour bedpan contents into the graduate.
16. With the graduate at eye level, measure output.
17. Empty the equipment into the designated toilet/commode.
18. Rinse equipment used and empty rinse water into the designated toilet/commode.
19. Return equipment to storage.
20. Wash/assist the resident in washing and drying hands with soap and water.
21. Place soiled linen in a designated laundry hamper.
22. Remove gloves, turning them inside out as they are removed, and dispose of them in a trash container.
23. Record output in mLs on the previously signed recording form.

24. The candidate's recorded measurement is within 25mLs of the RN Test Observer's reading.

25. Place the call light or signaling device within easy reach of the resident.
26. Maintain respectful, courteous interpersonal interactions at all times.
27. Turn on the water.
28. Wet hands and wrists thoroughly.
29. Apply soap to hands.



30. Rub hands together using friction with soap.
- 31. Scrub/wash hands together with soap for at least twenty (20) seconds.**
32. Scrub/wash with interlaced fingers pointing downward with soap.
33. Wash all surfaces of your hands with soap.
34. Wash wrists with soap.
35. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
36. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
37. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
38. Discard paper towels in a trash container as used.
39. Turn off the faucet with a clean, dry paper towel and discard the paper towel in a trash container as used.
- 40. Do not recontaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

CATHETER CARE FOR A FEMALE RESIDENT WITH HAND WASHING

(One of the possible first mandatory tasks.) [DEMONSTRATED ON A MANIKIN]

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Fill a basin with comfortably warm water.
5. Put on gloves.
6. Expose the area surrounding the catheter, only exposing the resident between the hip and knee.
- 7. Hold the catheter where it exits the urethra with one hand.**
8. While holding the catheter, clean at least 3-4 inches down the drainage tube.
- 9. Clean with strokes only away from the urethra.**
10. Use a clean portion of the washcloth for each stroke.
11. While holding the catheter, rinse at least 3-4 inches down the drainage tube.
12. Rinse using strokes only away from the urethra.
13. Rinse using a clean portion of the washcloth for each stroke.
14. Pat dry, does not air or wipe dry.
- 15. Do not allow the tube to be tugged/pulled at any time during the procedure.**
16. Replace the top cover over the resident.
17. Place soiled linen in a designated laundry.
18. Empty equipment.
19. Rinse equipment.
20. Dry equipment.
21. Return equipment to storage.
22. Remove gloves, turning them inside out as they are removed, and dispose in a trash container.
23. Place the call light or signaling device within easy reach of the resident.
24. Maintain respectful, courteous interpersonal interactions at all times.
25. Turn on the water.
26. Wet hands and wrists thoroughly.
27. Apply soap to hands.



28. Rub hands together using friction with soap.
- 29. Scrub/wash hands together with soap for at least twenty (20) seconds.**
30. Scrub/wash with interlaced fingers pointing downward with soap.
31. Wash all surfaces of your hands with soap.
32. Wash wrists with soap.
33. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
34. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
35. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
36. Discard paper towels in a trash container as used.
37. Turn off the faucet with a clean, dry paper towel and discard the paper towel in a trash container as used.
- 38. Do not recontaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

DENTURE CARE – CLEAN AN UPPER OR LOWER DENTURE

[ONLY ONE PLATE IS USED FOR TESTING]

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
- 3. Line the bottom of the sink with a protective lining that will help prevent damage to the dentures.**
(Towels, washcloths, or paper towels are all acceptable.)
4. Put on gloves.
5. Apply denture cleanser (paste) to denture brush (or toothbrush).
6. Remove the denture from the cup.
7. Handle the denture carefully to avoid damage.
- 8. Rinse the denture under cool running water before brushing.**
9. Thoroughly brush the inner surfaces of an upper or lower denture.
10. Thoroughly brush the outer surfaces of an upper or lower denture.
11. Thoroughly brush the chewing surfaces of an upper or lower denture.
12. Rinse all surfaces of the denture under cool running water after brushing.
13. Rinse the denture cup and lid.
14. Place the denture in the rinsed cup.
15. Add cool, clean water to the denture cup and replace the lid on the denture cup.
16. Rinse equipment.
17. Return equipment to storage.
18. Discard the sink protective lining in an appropriate container.
19. Remove gloves, turning them inside out as they are removed, and dispose of them in a trash container.
20. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.



DON (PUT ON A GOWN AND GLOVES), EMPTY A URINARY DRAINAGE BAG, MEASURE AND RECORD URINE OUTPUT, AND DOFF (REMOVE) THE GOWN AND GLOVES WITH HAND WASHING

(One of the possible first mandatory tasks.)

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Unfold the gown.
3. Face the back opening of the gown.
4. Place arms through each sleeve.
5. Secure the neck opening.
6. Secure the gown at the waist, ensuring the back flaps cover the clothing as completely as possible.
7. Put on gloves.
8. The cuffs of the gloves overlap the cuffs of the gown.
9. Explain the procedure to the resident.
10. Provide for the resident's privacy.
11. Place a barrier on the floor under the drainage bag.
12. Place the graduate on the previously placed barrier.
13. Open the drain to allow the urine to flow into the graduate until the bag is completely empty.
14. Avoid touching the graduate with the tip of the tubing.
15. Close the drain.
16. Wipe the drain with an alcohol wipe AFTER emptying the drainage bag.
17. Place the graduate on a level, flat surface.
18. With the graduate at eye level, measure output.
19. Empty the graduate into the designated toilet/commode.
20. Rinse equipment, emptying rinse water into the designated toilet/commode.
21. Return equipment to storage.
22. Record the output in mLs on the previously signed recording form.

23. The candidate's recorded measurement is within 25mLs of the RN Test Observer's measurement.

24. Place the call light or signaling device within easy reach of the resident.
25. Maintain respectful, courteous interpersonal interactions at all times.

26. Remove gloves BEFORE removing the gown.

27. With one gloved hand, grasp the other glove at the palm to remove.

28. Slip fingers from the ungloved hand underneath the cuff of the remaining glove at the wrist and remove the glove, turning it inside out as it is removed.

29. Dispose of gloves in the trash container without contaminating yourself.
30. Unfasten the gown at the waist.
31. Unfasten the gown at the neck.
32. Remove the gown without touching the outside of the gown.
33. While removing the gown, turn the gown inward and keep it inside out.
34. Dispose of the gown in a designated container without contaminating yourself.
35. Turn on the water.
36. Wet hands and wrists thoroughly.
37. Apply soap to hands.
38. Rub hands together using friction with soap.

39. Scrub/wash hands together with soap for at least twenty (20) seconds.



40. Scrub/wash with interlaced fingers pointing downward with soap.
41. Wash all surfaces of hands with soap.
42. Wash wrists with soap.
43. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
44. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
45. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
46. Discard paper towels in a trash container as used.
47. Turn off the faucet with a clean, dry paper towel and discard the paper towel in a trash container as used.
- 48. Do not recontaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

DRESS A RESIDENT WITH AN AFFECTED (WEAK) SIDE IN BED

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Keep the resident covered while removing the gown.
6. Remove the gown from the unaffected side first.
7. Place the soiled gown in a designated laundry hamper.
8. Dress the resident in a button-up shirt. Insert your hand into the sleeve of the shirt and grasp the resident's hand.
- 9. When dressing the resident in a button-up shirt, always dress from the affected (weak) side first.**
10. Assist the resident to raise their buttocks or turn the resident from side to side and draw the pants over the buttocks and up to the resident's waist.
- 11. When dressing the resident in pants, always dress the affected (weak) side leg first.**
12. Put on the resident's socks. Draw the socks up the resident's foot until they are smooth.
13. Leave the resident comfortably/properly dressed (pants pulled up to the waist front and back and shirt completely buttoned).
14. Lower bed.
15. Place the call light or signaling device within easy reach of the resident.
16. Maintain respectful, courteous interpersonal interactions at all times.
17. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

FOOT CARE - ONE FOOT

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Fill a basin with comfortably warm water.



4. Remove a sock from the resident's (right/left) foot. *(The scenario read to you will specify right or left.)*
5. Immerse the resident's foot in warm water.
6. **You MUST verbalize the 5 to 20 minutes of soaking time after you begin soaking the foot.** Use water and a soapy washcloth.
7. Wash the entire foot.
8. Wash between toes.
9. Rinse the entire foot.
10. Rinse between toes.
11. Dry foot thoroughly.

12. Dry thoroughly between toes.

13. Apply lotion to the top and bottom of the foot.
14. Avoid getting lotion between the resident's toes.
15. If any excess lotion is on the foot, wipe with a towel/washcloth.
16. Replace the sock on the resident's foot.
17. Empty equipment.
18. Rinse equipment.
19. Dry equipment.
20. Return equipment to storage.
21. Placed soiled linens in a designated laundry hamper.
22. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry
23. Place the call light or signaling device within easy reach of the resident.
24. Maintain respectful, courteous interpersonal interactions at all times.

MODIFIED BED BATH- FACE AND ONE ARM, HAND AND UNDERARM

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Cover the resident with a bath blanket.
6. Remove the remaining top covers. Fold to the bottom of the bed or place aside.
7. Remove the resident's gown without exposing the resident and place the soiled gown in a designated laundry hamper.
8. Fill a basin with comfortably warm water.
9. **Beginning with the eyes, wash eyes WITHOUT SOAP using a clean portion of the washcloth for each stroke, washing from the inner aspect to the outer aspect.**
10. Wash the resident's face WITHOUT SOAP.
11. Pat dry face.
12. Place a towel under the resident's arm, exposing one arm.
13. Wash the resident's arm with soap.
14. Wash the resident's hand with soap.
15. Wash the resident's underarm with soap.



16. Rinse arm.
17. Rinse hand.
18. Rinse underarm.
19. Pat dry arm.
20. Pat dry hand.
21. Pat dry underarm.
22. Assist the resident in putting on a clean gown.
23. Empty equipment.
24. Rinse equipment.
25. Dry equipment.
26. Return equipment to storage.
27. Place soiled linen in a designated laundry hamper.
28. Lower bed.
29. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
30. Place the call light or signaling device within easy reach of the resident.
31. Maintain respectful, courteous interpersonal interactions at all times.

MOUTH CARE—BRUSH A RESIDENT'S TEETH

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Drape the resident's chest with a towel to prevent soiling.
5. Put on gloves BEFORE cleaning the resident's mouth.
6. Wet the toothbrush and apply a small amount of toothpaste.
7. Gently brush the inner surfaces of the resident's upper and lower teeth.
8. Gently brush the outer surfaces of the resident's upper and lower teeth.
9. Gently brush the chewing surfaces of the resident's upper and lower teeth.
10. Gently brush the resident's tongue.
11. Assist the resident in rinsing their mouth.
12. Wipe the resident's mouth.
13. Remove soiled linen.
14. Place soiled linen in the designated laundry hamper.
15. Empty container. (*The container may be an emesis basin or a disposable cup.*)
16. Rinse the emesis basin, if used, or discard disposable items in a trash can.
17. Dry emesis basin, if used.
18. Rinse the toothbrush.
19. Return equipment to storage.
20. Remove gloves, turning them inside out as they are removed, and dispose of them in a trash container.



21. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
22. Place the call light or signaling device within easy reach of the resident.
23. Maintain respectful, courteous interpersonal interactions at all times.

PASSIVE RANGE OF MOTION FOR A RESIDENT'S HIP AND KNEE

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Position the resident supine (bed flat).
6. Correctly support joints at all times by placing one hand under the resident's knee and the other hand under the resident's ankle.
7. Gently move the resident's entire leg away from the body.
 - a. *Abduction*
8. Gently return the resident's leg toward the body.
 - a. *Adduction*
9. Gently complete abduction and adduction of the hip at least three times.
10. Correctly support joints at all times by placing one hand under the resident's knee and the other hand under the resident's ankle.
11. Gently bend the resident's knee and hip toward the resident's trunk.
 - a. *Flexion of the hip and knee at the same time.*
12. Gently straighten the resident's knee and hip.
 - a. *Extension of the hip and knee at the same time.*
13. Gently complete flexion and extension of the knee and hip at least three times.
14. Do not force any joint beyond the point of free movement.

15. The candidate must ask at least once during the PROM exercise if there is/was any discomfort/pain.

16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

PASSIVE RANGE OF MOTION FOR A RESIDENT'S SHOULDER

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.



5. Position the resident supine (bed flat).
6. Correctly support joints at all times by placing one hand under the resident's elbow and the other hand under the resident's wrist.
7. Gently raise the resident's straightened arm up and over the resident's head to ear level.
 - a. *Flexion*
8. Gently bring the resident's arm back down to the side of the resident's body.
 - a. *Extension*
9. Gently complete flexion and extension of the shoulder at least three times.
10. Continue the same support for the shoulder joints by placing one hand under the resident's elbow and the other hand under the resident's wrist.
11. Gently move the resident's entire arm away from the side of the resident's body to shoulder level.
 - a. *Abduction*
12. Gently return the resident's arm to the side of the resident's body.
 - a. *Adduction*
13. Gently complete abduction and adduction of the shoulder at least three times.
14. Do not force any joint beyond the point of free movement.

15. The candidate must ask at least once during the ROM exercise if there is/was any discomfort/pain.

16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

PERINEAL CARE FOR A FEMALE RESIDENT WITH HAND WASHING

(One of the possible first mandatory tasks.) [DEMONSTRATED ON A MANIKIN]

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Fill a basin with comfortably warm water.
5. Raise bed height.
6. Put on gloves.
7. Turn the resident or raise the hips and place a waterproof pad under the resident's buttocks.
8. Expose the perineal area only.
9. Separate the labia. (*It is helpful if you verbalize separating the labia as you demonstrate separating the labia.*)
10. Use water and a soapy washcloth (peri-wash or no-rinse soap is not allowed).
11. Clean one side of the labia from front to back.
12. Use a clean portion of the washcloth and clean the other side of the labia from front to back.

13. Use a clean portion of the washcloth, and clean the vaginal area from front to back.

14. Use a clean washcloth with water and rinse from one side of the labia from front to back.
15. Use a clean portion of the washcloth and rinse the other side of the labia from front to back.
16. Use a clean portion of the washcloth, rinse the vaginal area from front to back.



17. Pat dry, does not air or wipe dry.
18. Assist the resident (manikin) to turn onto the side, away from the candidate, toward the center of the bed.
19. Use a clean washcloth with water and soap (peri-wash or no-rinse soap is not allowed).

20. Wash from the vagina to the rectal area.

21. Use a clean portion of the washcloth with any stroke.
22. Use a clean washcloth with water and rinse the rectal area from front to back.
23. Use a clean portion of the washcloth with any stroke.
24. Pat dry, does not air or wipe dry.
25. Safely remove the waterproof pad from under the resident's buttocks.
26. Position the resident on its back.
27. Place soiled linen in a designated laundry hamper.
28. Empty equipment.
29. Rinse equipment.
30. Dry equipment.
31. Return equipment to storage.
32. Remove gloves, turning them inside out as they are removed, and dispose of them in a trash container.
33. Lower bed.
34. Place the call light or signaling device within easy reach of the resident.
35. Maintain respectful, courteous interpersonal interactions at all times.
36. Turn on the water.
37. Wet hands and wrists thoroughly.
38. Apply soap to hands.
39. Rub hands together using friction with soap.

40. Scrub/wash hands together with soap for at least twenty (20) seconds.

41. Scrub/wash with interlaced fingers pointing downward with soap.
42. Wash all surfaces of your hands with soap.
43. Wash wrists with soap.
44. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
45. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
46. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
47. Discard paper towels in a trash container as used.
48. Turn off the faucet with a clean, dry paper towel and discard the paper towel in a trash container as used.

49. Do not recontaminate hands at any time during the hand-washing procedure. *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

POSITION A RESIDENT IN BED ON THEIR SIDE

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Position the bed flat.
5. Raise bed height.



- 6. Raise the side rail or direct the RN Test Observer to stand on the side of the bed opposite the working side to provide safety.**
7. From the working side of the bed – gently move the resident's upper body toward yourself.
8. From the working side of the bed – gently move the resident's hips toward yourself.
9. From the working side of the bed – gently move the resident's legs toward yourself.
10. Gently assist/turn the resident to slowly roll onto the side toward the raised side rail or toward the RN Test Observer standing at the side of the bed.
11. Place or adjust the pillow under the resident's head for support.
12. Reposition the resident's arm and shoulder so that the resident is not lying on their arm.
13. Place a support device under the resident's upside arm.
14. Place a support device behind the resident's back.
15. Place a support device between the resident's knees.
16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

TRANSFER A RESIDENT FROM THEIR BED TO A WHEELCHAIR USING A GAIT BELT

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Obtain a gait belt for the resident.
5. Position the wheelchair at the head of the bed or the foot of the bed.
6. Assist the resident in putting on non-skid shoes/footwear.
7. Adjust the bed height to ensure that the resident's feet are flat on the floor when the resident is sitting on the edge of the bed.
- 8. Lock the bed brakes to ensure the resident's safety.**
- 9. Lock wheelchair brakes to ensure the resident's safety.**
10. Bring the resident to a sitting position.
11. Place a gait belt around the resident's waist to stabilize the trunk.
12. Tighten the gait belt.
13. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
14. Face the resident.
15. Grasp the gait belt on both sides with an upward grasp.
16. Bring the resident to a standing position.
17. Assist the resident to pivot in a controlled manner that ensures safety.
18. Lower the resident into the wheelchair in a controlled manner that ensures safety.
19. Position the resident with the resident's hips touching the back of the wheelchair.



20. Remove the gait belt.
21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.
23. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

VITAL SIGNS – COUNT AND RECORD THE RESIDENT’S RADIAL PULSE AND RESPIRATION

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Locate the resident’s radial pulse by placing fingertips on the thumb side of the resident’s wrist.
4. Count the resident’s radial pulse for one full minute.
 - a. *Tell the RN Test Observer when you start counting and tell them when you stop counting.*
5. Record your radial pulse rate reading on the previously signed recording form.
- 6. The candidate’s recorded radial pulse rate is within four (4) beats of the RN Test Observer’s recorded rate.**
7. Count the resident’s respiration for one full minute.
 - a. *Tell the RN Test Observer when you start counting and tell them when you stop counting.*
8. Record the resident’s respiration reading on the previously signed recording form.
- 9. The candidate’s recorded respiratory rate is within two (2) breaths of the RN Test Observer’s recorded rate.**
10. Place the call light or signaling device within easy reach of the resident.
11. Maintain respectful, courteous interpersonal interactions at all times.
12. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

VITAL SIGNS – TAKE AND RECORD THE RESIDENT’S MANUAL BLOOD PRESSURE

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident’s privacy.
4. Position the resident with the forearm supported in a palm-up position.
5. Position the resident with the forearm approximately at the heart level.
6. Roll the resident’s sleeve up about 5 inches above the elbow if the actor is wearing a top with sleeves.
7. Apply the appropriate size cuff around the resident’s upper arm just above the elbow.
8. Line cuff arrows up with the resident’s brachial artery.
9. Clean the earpieces of the stethoscope and place the stethoscope earpieces in your ears.
10. Clean the diaphragm of the stethoscope.
11. Locate the resident’s brachial artery with your fingertips.
12. Place the stethoscope diaphragm over the brachial artery.



13. Hold the stethoscope diaphragm snugly in place.
14. Inflate the cuff to 160-180 mmHg.
15. Slowly release air from the cuff until the disappearance of pulsations.
16. Remove cuff.
 - a. If needed, the candidate will be allowed a maximum of three attempts (including any re-attempts or corrections).
→ *Switching arms between attempts is recommended.*
 - b. The RN Test Observer will inform the candidate when they have reached their three attempts and state, "You have reached three attempts; please move forward with your task."
17. Record the blood pressure reading on the previously signed recording form.

18. The candidate's recorded diastolic and systolic blood pressure are within 6 mmHg of the RN Test Observer's recorded blood pressure.

19. Place the call light or signaling device within easy reach of the resident.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

KNOWLEDGE EXAM VOCABULARY LIST

abandonment
abdominal thrust
abductor wedge
abnormal vital signs
abuse
accidents
accountable
activities
acute
adaptive devices
adaptive equipment
adduction
ADL
admitting resident
advance directives
affected side
aging process
AIDS
alternative therapy
Alzheimer's

ambulation
amputees
anatomy
anemia
angina
anti-embolic/elastic stockings/TED hose
anxiety
aphasia
apical
apnea
arthritis
aspiration
assault
assistive device
atherosclerosis
atrophy
attitudes
audiologist
authorized duty
back strain

bacteria
basic needs
bath water temperature
bathing
bed cradle
bed height
bed making
bed position
bedrest
behavior
behavioral care plan
beliefs
bipolar disorder
bladder training
bleeding
blood pressure
body alignment
body language
body mechanics
body temperature



bone loss	contamination	dry skin
bowel program	contracture	dying
brain stem	converting measures	dysphagia
breathing	COPD	dyspnea
brittle bones	coping mechanisms	edema
burns	CPR	ego-integrity
call light	cueing	electrical equipment
cancer	cultural	elimination
cardiopulmonary resuscitation	CVA	emesis
cardiovascular system	dangling	emotional abuse
care impaired	de-escalation	emotional lability
care plan	death and dying	emotional needs
cast	defense mechanism	emotional stress
cataract	dehydration	emotional support
catheter	delegation	empathy
central nervous system	demanding resident	emphysema
chain of command	dementia	enema
charge nurse	dentures	epilepsy
chemical safety	dependability	essential behaviors
chemotherapy	depression	ethics
chest pain	dermatitis	etiquette
choking	developmental disability	eyeglasses
chronic	diabetes	facility policy
circulatory system	diaphragm	falls
cleaning	diet	fasting
clear liquid diet	dietitian	faulty equipment
clergy	difficulty talking	fecal impaction
cognition	digestion	feeding
cognitively impaired	dilate	fingernail care
cold application	dirty linen	fire safety
colostomy	discharging resident	first aid
colostomy care	disease	flatus
coma	disinfection	Foley catheter
combative resident	disoriented	foot board
communicable	disposing of contaminated materials	foot drop
communication	disrespect	Fowler's
competency evaluation	dizziness	fracture pan
conduct	DNR	fractures
confidentiality	documentation	fraud
conflict resolution	domestic abuse	frayed cord
confused resident	dorsiflexion	gait belt
congestive heart failure (CHF)	dressing	gastric feedings
constipation	droplets	gastrostomy tube
constrict		geriatrics



gerontology	intoxicated resident	neglect
gestures	invasion of privacy	non-contagious disease
gifts	ischemia	non-verbal communication
gloves	isolation	nosocomial
glucometer	IV care	NPO
grand mal seizure	jaundice	nurse's station
grieving process	job description	nursing assistant role
group settings	job interview	nutrition
hand washing	lactose intolerance	objective
hazardous substance	life support	OBRA
health-care team	lift/draw sheet	observation
hearing aid	linen	obsessive-compulsive
hearing impaired	listening	occupied bed
heart	living will	ombudsman
heat application	log rolling	oral care
Heimlich maneuver	loose teeth	oral temperature
helping residents	male perineal care	orientation
hemiplegia	Maslow	oriented
hepatitis B	masturbation	orthopneic
hip prosthesis	mealtime	orthosis
HIPAA	measuring height	osteoporosis
HIV	measuring temperature	ostomy bag
holistic care	mechanical lift	overbed table
hormones	medical asepsis	oxygen
hospice	medical record	palliative care
Huntington's	medications	paralysis
hyperglycemia	memory loss	paranoia
hypertension	mental health	Parkinson's
immobility	metastasis	pathogen
immune	microorganism	patience
impaired	military time	perineal care
impairment	mistakes	peripheral vascular disease
in-house transfer	mistreatment	peristalsis
incontinence	mobility	person-centered care
indwelling catheter	mouth care	personal belongings
infection	moving	personal care
infection control	MSDS / Safety Data Sheet (SDS)	personal hygiene
initial observations	mucous membrane	personal items
in-service	Multiple Sclerosis	pet therapy
insomnia	musculoskeletal	petit mal seizure
intake and output (I&O)	nail care	phone etiquette
integumentary system	nares	physical needs
inter-generational care	needles	physical therapist
interpersonal skills		physician's authority



plate rim	resident independence	social worker
pleura	resident pictures	soiled linen
podiatrist	resident right	spilled food
policy book	resident safety	spills
polydipsia	resident trust	spiritual needs
positioning	resident unit	sputum specimen
positive attitude	Resident's Bill of Rights	stages of grief
postmortem care	resident's chart	standard precautions
postural hypotension	resident's environment	STAT
PPE	residents	state survey
precautions	respectful treatment	state tested
prefix	respiration	stealing
pressure ulcer/injury	respiratory system	stereotypes
preventing falls	responding to resident behavior	stethoscope
privacy	responsibility	stool specimen
professional boundaries	restorative care	stress
progressive	restraint	stroke
pronation	rights	subjective
prostate gland	rigor mortis	suicide
prosthesis	risk factor	sundowning
providing privacy	rotation	supplemental feedings
psychiatrist	safety	suprapubic
psychological needs	sanitizer	suspected abuse
psychosocial	scale	swelling
PTSD	seclusion	tachycardia
pulse	secretions	telephone etiquette
pureed diet	seizure	temperature
quadriplegia	self-esteem	tendons
quality of life	semi-Fowlers	terminal illness
radial	sensory system	thick fluid
range of motion	sexual needs	thickened liquids
reality orientation	shampoo tray	threatening resident
rectal temperature	sharing information	thrombus
refusal	sharps container	TIA
regulation	shaving	tips
rehabilitation	side rails	transfers
rejection	Sitz bath	transporting
religious service	skilled care facility	transporting food
reminiscing	skin integrity	transporting linens
renewal	skin observation	treating residents with respect
reporting	slander	tub bath
reposition	smoking	tubing
resident abuse	social needs	twice daily
resident-centered care		



tympanic
unconscious
uniform
unopened mail
urinary catheter bag
urinary elimination
urinary system
urinary tract infection (UTI)
validation therapy

varicose veins
vision change
vital signs
vomitus
walker
wandering resident
warm application
water faucets
water pitcher

waterless hand soap
weakness
weight
well-being
wheelchair safety
white blood cells
withdrawn resident

Notes: