

ARKANSAS INSTRUCTOR WORKSHOP

Presented: February 2024

PRESENTED BY D&S DIVERSIFIED TECHNOLOGIES – HEADMASTER, LLP

WELCOME!

The purpose of the Instructor Workshop is to provide Instructors with insight into the testing day so they can better prepare their candidates for their nurse aide exam.

Remember, testing is not all inclusive care, but a spot check on minimum competency for each task tested.

Candidates are less anxious when they are well prepared and familiar with the format, equipment used and what is being read to them during testing.

Take the tools and tips we give you in this workshop and use them in your labs and during mock testing as you prepare your candidates for their nurse aide competency exam.

Updates to Testing

Effective 3-1-2024

Knowledge Exam

UPDATES TO TESTING EFFECTIVE 3-1-2024

The knowledge exam vocabulary words have been updated.

Please see the Arkansas Candidate Handbook for the updated list.

Updates to Testing

Effective 3-1-2024

Skills Exam

UPDATES TO SKILLS TESTING EFFECTIVE 3-1-2024

AMBULATION FROM BED TO WHEELCHAIR USING A GAIT BELT

- *STEP 2 IN CANDIDATE HANDBOOK*
❖ **NEW KEY STEP**

2) Must verbalize acknowledgement that this is a one-person transfer per the resident's care plan.
(Note: RN Test Observer will acknowledge by replying 'yes'.) **NEW KEY STEP**

- *STEP 14 IN CANDIDATE HANDBOOK*
❖ ***NO LONGER A KEY STEP***

14) Ambulate resident at least 10 steps to the wheelchair. **NO LONGER A KEY STEP**

UPDATES TO SKILLS TESTING EFFECTIVE 3-1-2024

AMBULATION FROM WHEELCHAIR TO BED USING A GAIT BELT

- *STEP 2 IN CANDIDATE HANDBOOK HAS BEEN ADDED*

- ❖ **NEW KEY STEP**

2) **Must verbalize acknowledgement that this is a one-person transfer per the resident's care plan.**
(Note: RN Test Observer will acknowledge by replying 'yes'.) **NEW KEY STEP**

- *THE FOLLOWING STEP HAS BEEN REMOVED*

→ ~~Ask resident to place hands on wheelchair arm rests.~~ **STEP REMOVED**

- *STEP 14 IN CANDIDATE HANDBOOK*

- ❖ *NO LONGER A KEY STEP*

14) **Ambulate resident at least 10 steps to the wheelchair. NO LONGER A KEY STEP**

UPDATES TO SKILLS TESTING EFFECTIVE 3-1-2024

BEDPAN AND OUTPUT WITH HAND WASHING

- *THE FOLLOWING STEP HAS BEEN REMOVED*

→ ~~Obtain a wet washcloth.~~ **STEP REMOVED**

- *STEPS 12, 13, AND 14 IN CANDIDATE HANDBOOK:*

12) ~~Wash/assist resident to wash their hands.~~ **Reworded to:** Provide/assist the resident with hand hygiene. (Candidate may use or hand the resident a disposable wipe to clean their hands –or– wash/assist the resident to wash their hands with a wet washcloth –or– may use or put hand sanitizer on the resident’s hands making sure to cover all surfaces of the resident’s hands and rubbing or having the resident rub the sanitizer in until dry.)

13) ~~Dry/assist resident to dry hands.~~ **Reworded to:** Ensure resident’s hands are dry. (If candidate used or handed a wet washcloth to the resident to wash their hands, they will need to dry or hand the resident a dry towel/washcloth to dry their hands. If hand sanitizer or a disposable wipe was used, make sure the hands are dry.)

14) Discard soiled linen in designated laundry hamper, or, if a disposable wipe was used, discard wipe in trash container. **ADDED TO STEP**

UPDATES TO SKILLS TESTING EFFECTIVE 3-1-2024

MAKING AN OCCUPIED BED

- *STEP 14 IN CANDIDATE HANDBOOK REWORDED*
 - ❖ *AND A **NEW KEY STEP***

~~14) Assist the resident to roll over the bottom linen, preventing trauma and avoidable pain to resident.~~

Reworded to: Assist the resident to safely roll over the bottom linen. NEW KEY STEP

UPDATES TO SKILLS TESTING EFFECTIVE 3-1-2024

PIVOT-TRANSFER A WEIGHT BEARING, NON-AMBULATORY RESIDENT FROM BED TO WHEELCHAIR USING A GAIT BELT

- *STEP 2 IN CANDIDATE HANDBOOK*

- ❖ **NEW KEY STEP**

2) Must verbalize acknowledgement that this is a one-person transfer per the resident's care plan.

(Note: RN Test Observer will acknowledge by replying 'yes'.) **NEW KEY STEP**

- *STEP 15 IN CANDIDATE HANDBOOK*

- ❖ ***NO LONGER A KEY STEP***

15) Assist resident to pivot and sit in the wheelchair in a controlled manner that ensures safety. **NO LONGER A KEY STEP**

UPDATES TO SKILLS TESTING EFFECTIVE 3-1-2024

PIVOT-TRANSFER A WEIGHT BEARING, NON-AMBULATORY RESIDENT FROM WHEELCHAIR TO BED USING A GAIT BELT

- *STEP 2 IN CANDIDATE HANDBOOK HAS BEEN ADDED*

❖ NEW KEY STEP

2) Must verbalize acknowledgement that this is a one-person transfer per the resident's care plan.

(Note: RN Test Observer will acknowledge by replying 'yes'.) **NEW KEY STEP**

- *THE FOLLOWING STEP HAS BEEN REMOVED*

→ ~~Ask resident to place hands on wheelchair arm rests.~~ **STEP REMOVED**

- *STEP 15 IN CANDIDATE HANDBOOK*

❖ *NO LONGER A KEY STEP*

14) Assist resident to pivot and sit on the bed in a controlled manner that ensures safety. **NO LONGER A KEY STEP**

UPDATES TO SKILLS TESTING EFFECTIVE 3-1-2024

RANGE OF MOTION FOR HIP AND KNEE

- *THE FOLLOWING STEP HAS BEEN REMOVED*

→ ~~Do not cause discomfort/pain any time during ROM.~~ STEP REMOVED

UPDATES TO SKILLS TESTING EFFECTIVE 3-1-2024

RANGE OF MOTION FOR SHOULDER

- *THE FOLLOWING STEP HAS BEEN REMOVED*

→ ~~Do not cause discomfort/pain any time during ROM.~~ STEP REMOVED

Testing Information

Mandatory ID Requirements for Testing

U.S. GOVERNMENT ISSUED, SIGNED, NON-EXPIRED, PHOTO BEARING FORM OF IDENTIFICATION

Examples of the forms of IDs that are acceptable:

- State or Other United States Government Issued Driver's License
 - *You may use your letter issued from the Department of Motor Vehicles (DMV) that you receive when you apply for or renew your driver's license while waiting to receive your new license.*
- State issued Identification Card *(that meets all identification criteria)*
- Signed US Passport (Foreign Passports and Passport Cards *are not acceptable*)
 - *Exception: A Foreign Passport with a signature containing a US VISA [US VISAs do not have signatures] is acceptable.*
- Alien Registration Card *(that meets all identification criteria – may contain a fingerprint in place of a signature)*
- Tribal Identification Card *(that meets all identification criteria)*
- Military Identification Card *(that meets all identification criteria)*
- Work Authorization Card *(that meets all identification criteria)*
- Concealed Hand Gun Carry Permit *(that meets all identification criteria)*



Identification Criteria = United States (US) government issued, signed (Alien Registration Card may contain a fingerprint in place of a signature), unexpired photo bearing form of identification.

Testing Attire

The required testing attire applies to both the knowledge and skills exam (and knowledge or skills retakes):

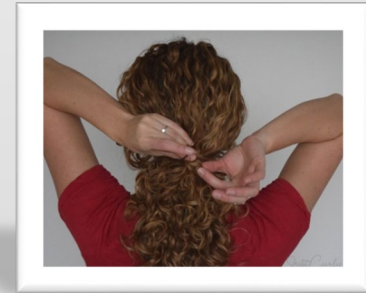


Full Clinical Attire:

- ❖ *Scrubs and close-toed shoes.*
 - Scrubs and shoes can be any color/design.

- ❖ Long hair must be pulled back.

- ❖ No smart watches, fitness monitors or Bluetooth-connected devices are allowed to be on the candidate (wrists/ears, etc.)
 - Candidates may bring a standard watch with a second hand.



Test Attempts

Candidates are allowed **three (3) attempts** within one year of completion of training.

- If a candidate does not complete testing within one year from completion of training, they must retrain in order to become eligible to further attempt Arkansas nurse aide examinations.

ADA – Accommodations Request

- ❖ If a candidate has a documented disability, they may request an ADA (accommodations) during testing by filling out the Request for Accommodation **Form 1404** found on D&SDT-Headmaster's main webpage at www.hdmaster.com
- ❖ *Information regarding ADA requests from the Candidate Handbook:*

ADA Compliance

The Arkansas Department of Human Services 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 examination. Accommodations must be approved by D&SDT-HEADMASTER in advance of examination. The request for accommodations can be found on the [D&SDT-HEADMASTER webpage](#) and clicking on the PDF Fillable [ADA Accommodation Form 1404](#). Fill out the ADA Request and attach with the required documentation found on the second page of the request form to an email to: arkansas@hdmaster.com, in order to be reviewed for an accommodation.

ADA request forms submitted without supporting documentation of a diagnosed disability will not be accepted or reviewed.

Please allow additional time for your request to be approved. If you have any questions regarding the ADA review process or specific required documentation, please call D&SDT-HEADMASTER at (888)401-0462.

Arkansas Candidate Handbook

Effective 3-1-2024



Arkansas Nurse Aide Candidate Handbook

UPDATED: 3-1-2024
Version 9

Skill task updates are in **red** font (pages 38 - 53).

See a few highlights of importance in this presentation from the Candidate Handbook under
VALUABLE INFORMATION

Valuable information is found in the Candidate Handbook:

- ❖ Testing Day Information and what to Expect, etc.:
 - ID requirements
 - Electronic devices policy
 - Attire, etc.

- ❖ Skill Test is in the handbook

- ❖ Knowledge Exam information and vocabulary words

AND MUCH MORE.....

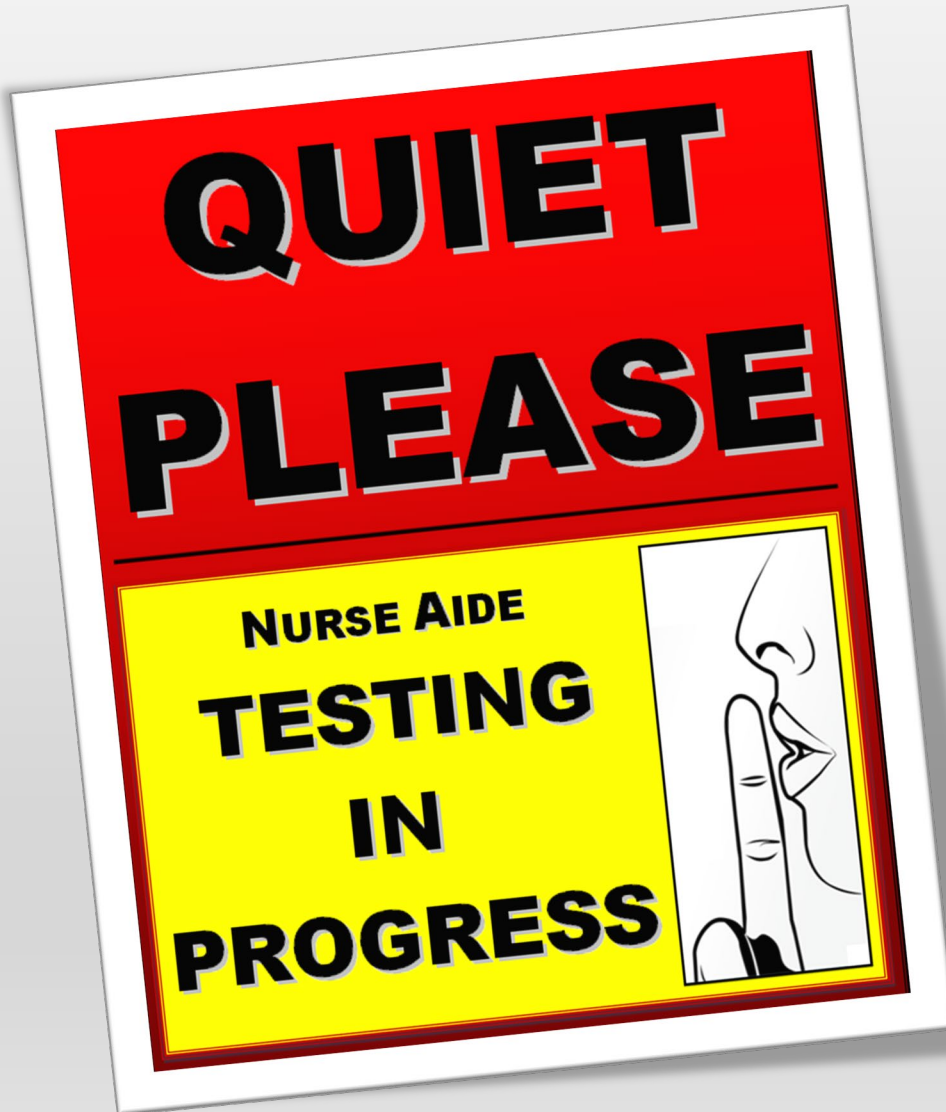
It is very important that candidates receive and are familiar with the Candidate Handbook!

Testing Information and Materials

Items Used and Seen at a Test Event

(for candidates to be familiar with)

Quiet Sign



- ❖ Quiet signs will be posted in the testing area.
- ❖ Candidates need to be mindful while in the waiting area to keep the noise level to a minimum for those in the testing rooms.

Knowledge & Skills Tests Have Started

- ❖ Testing has started signs will be posted on the knowledge test room and skills test room doors when the door is closed and the tests are started.
- ❖ If candidates see these signs on the closed doors, they are not to interrupt the test event in progress!



Relaxation Area

- ❖ The relaxation area is two chairs placed in an area in the skills testing room away from the demonstration work area.
- ❖ Candidates will be directed to go to the relaxation area in between tasks so that the testing team can set up for the next task.
- ❖ Setting up between tasks takes a matter of seconds.



Recording Form

If a candidate has a recording (measurement) task:

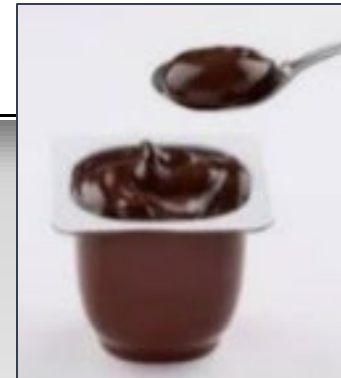
- ❖ RN Test Observer will print the candidate's name on the top of the recording form.
- ❖ Candidates will be asked to sign the recording form (if they have a task requiring measurements) during the equipment/supplies demonstration.
- ❖ Candidates can take the recording form (on the clipboard) anywhere in the testing room as needed.
- ❖ RN Test Observers cannot remind or cue candidates to write their recordings on the recording form.

Candidate's Name: _____	
PLEASE PRINT	
PULSE: _____	RESPIRATIONS: _____
URINARY OUTPUT: _____ ml	
GLASS 240ml: _____	
GLASS 120ml: _____	
TOTAL FLUID INTAKE: _____ ml	FOOD INTAKE: _____ %
Candidate's Signature: _____	

Resident Diet Card

- ❖ The Diet Card will have the Actor's name on it.
- ❖ The actual fluids and food being offered will be written on the card.
- ❖ This Diet Card is provided to and used by all testing teams:

RESIDENT NAME:	<u>Mrs. Smith</u>
RESIDENT ROOM:	<u>101</u>
FOOD & DRINKS:	Pudding Water Juice



The Knowledge Exam

Knowledge Exam Content

Each knowledge exam meets the requirements of the approved Arkansas State Test Plan and consists of the same number of questions from each category as approved by the Arkansas DHS and the Test Advisory Panel. The knowledge exam questions are written at a 6th grade reading level.

SUBJECT AREA	NUMBER OF QUESTIONS	SUBJECT AREA	NUMBER OF QUESTIONS
Aging Process and Restorative Care	5	Infection Control	9
Basic Nursing Skills	11	Mental Health	4
Care Impaired	3	Personal Care	8
Communication	5	Resident Rights	6
Data Collection	4	Role and Responsibility	7
Disease Process	5	Safety	8

Knowledge Test Content – Subject Areas

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 that are limited either physically or mentally from receiving “standard” care. CNA’s 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 concern 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 infection.

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.

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

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 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 safety of residents, CNA’s, facility safety issues and safety of facility personnel in general.

Role of the Knowledge Test Proctor (KTP)

- ❖ Knowledge Test Proctors must recheck candidate ID's as candidates rotate into the knowledge test before logging candidates into their exam.
- ❖ The KTP will ask the candidates if they have any questions regarding the Knowledge Exam Instructions they read in the waiting area, specifically:
 - “Do you understand the knowledge exam is timed?”
 - “Do you know you will have sixty (60) minutes to complete the exam?”
 - “Do you understand that you may not have any form of electronic device on your person while taking the knowledge exam?”
- ❖ Knowledge Test Proctors are responsible for monitoring the knowledge portion of the exam to guard against cheating.

The Knowledge Exam

- ❖ Copies of the Knowledge Exam Instructions will be placed between the work stations for candidates to refer to during testing.
- ❖ Candidates have **60 minutes** to complete **75 questions**.
- ❖ Candidates will be given a 15 minute warning when 45 minutes have elapsed.

The Audio Version of the Knowledge Exam

- ❖ If a candidate has requested and paid for an AUDIO version of the knowledge exam:
 - They will be informed that **only the first 67 questions will be read orally**
 - The remaining 8 questions have to be answered without audio assistance to assess the candidate's English reading comprehension.
- ❖ Candidates will listen to the questions read to them through wired headphones/earbuds connected to computer speakers.
 - Blue-tooth connected devices *are not allowed*.
- ❖ Candidates will have the questions and answers on the computer screen to read along with.

An AUDIO version of the knowledge exam is not an ADA (accommodation request), any candidate may request an AUDIO version of the knowledge exam.

Knowledge Exam Instructions

❖ When candidates check-in for their test event, they will be directed to read the Knowledge Exam Instructions provided in the waiting area.

❖ Candidates can also find the testing instructions in their TMU© account under the 'Downloads' tab.

Knowledge Exam Instructions

These instructions are to be placed in the common area so all candidates have an opportunity to read them before going into the knowledge test area.

A laminated copy is to be placed by each knowledge test station so the candidate may refer back to these directions during their knowledge exam.

You are not allowed to leave the Knowledge testing area/room until you are finished with your Knowledge exam. Please remember to use the restroom before entering the testing rooms if needed.

Cell phones, smart watches, fitness monitors, Bluetooth-connected devices, or any other electronic devices (tablet, laptop, iPod, etc.) **MUST BE TURNED OFF** and are not allowed to be used or near or on your person (in pockets, on wrist, etc.) during testing. All personal belongings need to be placed in the designated area inside the testing room. Devices and personal belongings must be collected when you leave the test area after completing an exam component.

Anyone using an unapproved electronic device (texting/Google searching/etc.) or any other form of cheating during testing will be asked to leave the test site, will forfeit all testing fees, will have their exam scored as a failed test attempt and will be reported to their training program and the Arkansas Department of Human Services.

The Knowledge Test Proctor (KTP) will ask you if you have any questions before your Knowledge Exam is started.

The questions will be presented to you, one at a time, on the computer screen. You will have a maximum of **60 minutes** to select answers A, B, C, or D for each of the questions. The KTP will announce when there are 15 minutes remaining.

- The Knowledge Exam is available in English and Spanish. Please see the Arkansas Candidate Handbook for information on how to toggle from English to the Spanish version of the knowledge exam.
- If needed, you may do math calculations on scratch paper provided to you by the KTP. If you need a calculator, please quietly alert the Knowledge Test Proctor; one will be provided.
 - *Any scratch paper and/or provided calculator must be left with the KTP when done testing.*
- Foreign language word-for-word translation dictionaries are allowed. You will need to show your translation dictionary to the RN Test Observer at sign-in. Electronic dictionaries, dictionaries with hand writing/notes, and non-approved language translators **are not allowed**.
- If you have requested (and paid for) an AUDIO version of the Knowledge Exam, only the first 67 questions will be read orally, the remaining 8 questions will have to be answered without audio assistance to assess English reading comprehension.
 - Note: If you have requested and paid for an Audio version of the Knowledge Exam, the KTP will provide you with, or you will need to have wired headphones/earbuds (Bluetooth-connected devices are not allowed) that plug into the computer.

If you have any issues with the computer, please quietly alert the Knowledge Test Proctor (KTP).

When you believe you are finished with your exam, double-check all your answers. Then, quietly alert the KTP that you are finished. The KTP **MUST COME TO YOU**, ensure all questions are answered, and then log you out of the exam.

DO NOT PRESS THE 'End Exam' BUTTON AT ANY TIME!
The KTP must assist you with ending the exam.

Once the test is ended, the KTP will collect all testing materials and direct you to your next area. All testing materials must remain in the test area at all times.

Pick up any of your personal belongings as you exit the room quietly.

Remotely Proctored Knowledge Exam Instructions

- ❖ Candidates can take the knowledge exam remotely (from their home, etc.) with a remote Proctor.
- ❖ Candidates need to read the exam instructions before taking their remotely proctored knowledge exam.
- ❖ Candidates can also find the testing instructions in their TMU© account under the 'Downloads' tab.
- ❖ Refer candidates to the Arkansas Candidate Handbook for information regarding the Remotely Proctored Knowledge Exam.

ARKANSAS NURSE AIDE

Remotely Proctored Knowledge Exam Instructions

You are not allowed to leave the remotely proctored knowledge test event until finished with your exam. Please remember to use the restroom before signing in to your remotely proctored knowledge exam.

With the exception of the cell phone and tablet/laptop/desktop you are using for your remotely proctored knowledge exam, all other electronic and Blue-tooth connected devices (cell phones, smart watches, fitness monitors, tablets/laptops/desktops, etc.) usage is not allowed and these items are not allowed in the testing area or allowed to be near or on your person (in pocket, on wrist, etc.) during testing. Anyone using any other electronic or Blue-tooth connected device of any kind during testing (texting, Google searching, email, etc.) or navigating away from the remotely proctored knowledge exam during testing, will have their exam stopped, will have their exam scored as a failed attempt, will forfeit all testing fees and will be reported to their training program, D&SDT-Headmaster and the Arkansas Department of Human Services.

All Testing Policies and Security measures are adhered to during the remotely proctored knowledge exam. Please refer to those sections in the Candidate Handbook for information.

- The 'video conferencing app' (example; Zoom, etc.) link must be maintained during the entire knowledge exam.
 - If the 'video conferencing app' (example; Zoom, etc.) connection is lost, you must immediately reconnect or be subject to being exited from the test event by the remote Proctor and your exam 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 exam. **REMEMBER:** You need to test in a distraction and interruption free area just like you would if you were sitting in the knowledge test room at a test site.

The questions will be presented to you, one at a time, on the computer screen. You will have a maximum of **60 minutes** to select answer A, B, C or D for each of the questions. You are able to navigate through the exam questions with the previous and next buttons.

Please refer to the time at the top of the screen for time remaining. The remote Proctor will announce when there are 15 minutes remaining.

The Knowledge Exam is available in English and Spanish. Please see the Arkansas Candidate Handbook for information on how to toggle to the Spanish version of the knowledge exam.

- If needed, you may do math calculations on a piece of scratch paper and use a basic calculator. You will be asked to show both sides of the scratch paper and calculator to the remote Proctor **before** starting your exam.
 - At the end of your exam, you will be asked to show both sides of the scratch paper and the calculator to the remote Proctor **again**. You will then be told you must tear up the scratch paper in view of the remote Proctor and to mute your phone before tearing up the scratch paper.
- Published foreign language word-for-word translation dictionaries **are allowed**.
 - You will need to show the remote Proctor the dictionary during sign in.
 - *Electronic, non-approved language translators or dictionaries that contain writing or definitions are not allowed.*
- If you have requested (and paid for) an AUDIO version of the Knowledge Exam, only the first 67 questions will be read orally, the remaining 8 questions will have to be answered without oral assistance to assess English reading comprehension.
 - **Note:** If you have requested and paid for an Audio version of the Knowledge Exam, you will need to have wired headphones/earbuds (Bluetooth-connected devices are not allowed) that plug into the computer.

If you have any issues with the computer, please let the remote Proctor know.

When you believe you are finished with your exam, double check all your answers. Then quietly alert the remote Proctor that you are finished. You will click the **End Exam** button. If you have any remaining questions, you will be notified via a pop-up and will be able to go back to answer any remaining questions, provided there is time remaining.

Do you have any questions?

Spanish Version of the Knowledge Exam

- ❖ The Knowledge/Audio Exam is available in a Spanish version. When a candidate is signed in to their Knowledge Exam at a test event, or a remotely proctored Knowledge Exam, they will have the option to toggle their exam from English to Spanish.
- ❖ Refer candidates to the Arkansas Candidate Handbook for information regarding the Spanish version of the knowledge exam. From the handbook below:

The image displays two screenshots of the Knowledge Exam interface, illustrating the language toggle feature. The top screenshot shows the exam in English, with a dropdown menu set to "English". A callout box with a dark background and white text provides instructions: "Click on – English (the default) and then select Spanish, for the Spanish version. You can toggle back and forth between English and Spanish if you wish." The bottom screenshot shows the exam in Spanish, with the dropdown menu set to "Spanish".

Home > Testing > Knowledge Test
Certified Nurse Aide - Time Remaining 01:29:45 Keyboard Shortcuts End Test

#1. Question ...

A. leave the shirt on,
B. Answer ...
C. Answer ...
D. Answer ...

English ▾ Jump to Question GO NEXT →

English
Spanish

Questions Remaining Bookmarks Bookmark This Question

Home > Testing > Knowledge Test
Certified Nurse Aide - Time Remaining 01:29:16 Keyboard Shortcuts End Test

#1. Pregunta ...

A. Deje la camisa puesta,
B. Respuesta ...
C. Respuesta ...
D. Respuesta ...

Spanish ▾ Jump to Question GO NEXT →

Questions Remaining Bookmarks Bookmark This Question

The Skills Exam

Role of the RN Test Observer

- ❖ RN Test Observers are to be positive, confident, completely unbiased and professional in their words, actions and appearance.
- ❖ RN Test Observers will remain impartial during testing.
- ❖ RN Test Observers must give their complete and full attention to the candidate while the candidate is demonstrating their tasks.
- ❖ RN Test Observers are to set up a testing environment that will give each candidate a fair, nonbiased, equal opportunity to demonstrate they know how to perform the tasks.
- ❖ RN Test Observers will recheck each candidate's ID as they enter the testing room to ensure they have the correct candidate's skill test in front of them.

Role of the Actor

- ❖ Actors must remain test neutral and not impact the test in any way.
- ❖ Actors are not to start or engage in a conversation with candidates.
- ❖ Actors cannot answer any questions that would impact the test with anything other than:
 - **“Whatever you think”** – putting the action needed back on the candidate.
 - *Example: In the Feeding Task, “Is the head of your bed high enough?” The Actor will answer “whatever you think” as it is a step in the Candidate Handbook that the candidate is to raise the head of the bed to at least 45 degrees.*
- ❖ Actors must provide the exact same simulation for every candidate.

Skill Test Instructions

❖ When candidates check-in for their test event, they will be directed to read the Skill Test Instructions provided in the waiting area.

❖ They may also find the Skill Test Instructions in their TMU© account under the 'Downloads' tab.

Skill Test Instructions

These instructions are to be placed in the common area so all candidates have an opportunity to read them before going into the skill test portion of their exam.

You are not allowed to leave the Skills testing area/room until you are finished with your Skills exam. Please remember to use the restroom before entering the testing rooms if needed.

Cell phones, smart watches, fitness monitors, Bluetooth-connected devices, or any other electronic devices (tablet, laptop, iPod, etc.) **MUST BE TURNED OFF** and are not allowed to be used or near or on your person (in pockets, on wrist, etc.) during testing. All personal belongings need to be placed in the designated area inside the testing room. Devices and personal belongings must be collected when you leave the test area after completing an exam component.

Anyone using an unapproved electronic device (texting/Google searching/etc.) or any other form of cheating during testing will be asked to leave the test site, will forfeit all testing fees, will have their test scored as a failed test attempt and will be reported to their training program and the Arkansas Department of Human Services.

WELCOME TO YOUR SKILL TEST

The RN Test Observer (TO) does not decide whether or not you pass or fail. The TO only observes and records the steps they see you demonstrate. D&SDT-HEADMASTER staff scores your test when the TO submits it for scoring.

- The first thing the TO will do when you enter the skill test area is show you the designated area to place your personal belongings, cell phone (turned off), etc.
- Then, the TO will show you where the relaxation area is located.
- You will be asked to show your ID as a double check to ensure the TO has your personalized skill test.
- The TO will sit beside you and ask you if you have any questions about these instructions.
- The next thing the TO will do is tell you the tasks you will demonstrate.
- Then, the TO will show you the location of the supplies you will need for your tasks and will demonstrate the equipment you will use for your assigned tasks. You will have an opportunity to ask the TO any questions you may have during the equipment demonstration.
- The TO will read your first scenario to you and will start the timers when you begin your first demonstration.
- You will have **30 minutes** to complete your assigned skill tasks.
- Each of your skill tasks has a scenario. The TO will read **one scenario at a time** to you. As soon as you understand the scenario, please actually perform and demonstrate the task.
- At the beginning of your first task, you may use hand sanitizer.
- **When appropriate, toward the end of your first task, you must actually correctly wash your hands with soap and water.**
- During the demonstration of your other tasks, when appropriate, you may use hand sanitizer instead of actually washing your hands with soap and water.
- Steps that are only verbalized do not count.
- At any time, before you run out of time, you may:
 - Ask the TO to **reread** any scenario.
 - Correct any step on any task you believe you did incorrectly.
 - ◆ To make a correction, you must tell the TO the specific task and what step(s) you will **re-demonstrate**.
- You may use any equipment necessary. You may move equipment as needed to accomplish your tasks.
- When finished with each task, verbally tell the TO you are finished and return to the relaxation area.
- Two timers will be set when you begin your skill test. The first timer will sound when 15 minutes remain, and the second timer will sound when all 30 minutes have elapsed.
- The Test Observer will read your first scenario to you and will start the timers when you begin your first demonstration.

The Skills Exam

- ❖ Candidates are allowed **30 minutes** to demonstrate 3 or 4 tasks.
 - First task will be one of the four mandatory tasks with hand washing required:
 - BEDPAN AND OUTPUT WITH HAND WASHING
 - CATHETER CARE FOR A FEMALE WITH HAND WASHING [DEMONSTRATED ON A MANIKIN]
 - DONN AN ISOLATION GOWN AND GLOVES AND EMPTY A URINARY DRAINAGE BAG WITH HAND WASHING
 - PERINEAL CARE FOR A FEMALE WITH HAND WASHING [DEMONSTRATED ON A MANIKIN]
- ❖ RN Test Observers will read a scenario to the candidate at the beginning of each task.
 - Candidates can request to have a scenario re-read to them at any time and as many times as needed.

The Skills Exam

- ❖ Timers will be set when the candidate starts their skill test (after the first mandatory task scenario is read):
 - One set to alarm at 15 minutes – warning that 15 minutes remain
 - One set to alarm at 30 minutes – time up (candidate not allowed to complete any steps remaining)
- ❖ Candidates can make corrections to any step they feel they did incorrectly at any time during their exam within their 30 minute time frame:
 - Candidates need to tell the RN Test Observer the specific task and step(s) they are correcting.
 - Candidates must actually demonstrate the correction(s), i.e.:
 - Candidate tells the RN Test Observer they missed locking the bed brakes in the ambulation task-
 - ✓ Candidate must actually lock the bed brakes and then the correction is made and noted by the RN Test Observer.

The Skills Exam

❖ Steps that are only verbalized **DO NOT COUNT!**

- All steps must be demonstrated to receive credit.

❖ Steps are not order dependent unless the step specifically states something must be done “*BEFORE” or “*AFTER”:

- Candidates can perform the steps in whatever order flows for them, or how you have trained them to complete the steps with the *EXCEPTION:
 - If a step states something must be done **BEFORE** or **AFTER**, then the candidate must demonstrate that step exactly as stated.
 - *Example: Candidate must remove gloves BEFORE gown.*

The Skills Exam

What to Expect:

❖ Candidates will sit in the relaxation area with the RN Test Observer when they enter the skills test room:

- They will be asked to show their ID to the RN Test Observer.
- They will be asked if they have any questions regarding the instructions they read before they came into the skill test room. Specifically:

"Do you understand that you can ask me to reread any scenario at any time?"

"Do you know that you can correct anything you think you demonstrated incorrectly, at any time?"

- They will be told the tasks they are to demonstrate.
- They will be shown the equipment/supplies location and demonstrated the equipment they will be using for their 3 or 4 tasks only.
- They will be asked if they have any questions.
- The first scenario will be read.
- The timers will be set when the candidate moves to start their first task.

The Skills Exam

- ❖ **CLOSURES**: Candidates have to verbally state to the RN Test Observer that they are finished when done with each task so the RN Test Observer has closure before setting up for the next task.
- ❖ Once the candidate has completed all 3 or 4 tasks, the candidate needs to verbally state to the RN Test Observer that they are finished. The candidate will then be read a closure:

CLOSURES WHEN FINISHED WITH SKILL TEST:

If time is remaining (candidate completed in less than 30 minutes) say:

- “You have ____ minutes remaining. You have just completed the tasks of ____, ____, ____, and/or _____. (Read the tasks assigned.) Are you finished?” When you get the “yes”, say “Thank you for coming.”
 - Direct the candidate to the holding area if they need to take a knowledge exam, or if finished with their exams they are free to leave the test site. (Let candidate know Exit Survey information in box below.)

When time is up and the 30 minute audible buzzer sounds, **STOP** the exam and say:

- “Your allotted time has elapsed. Thank you for showing us your skill demonstrations today.”
 - Direct the candidate to the holding area if they need to take a knowledge exam, or if finished with their exams they are free to leave the testing site. (Let candidate know Exit Survey information in box below.)

The Skills Exam: Equipment/Supplies Demonstration

❖ Every candidate, whether they trained at the site they are testing at or not, will get the same consistent, complete equipment and supplies demonstration.

❖ The equipment and supplies demonstration is the time for the candidate to become familiar with the items they will be using for their 3 or 4 tasks:

- Candidates can ask for items needed if they are used in testing. *Example: If there is only one basin on the supplies table and the candidate uses two, the candidate just needs to ask the RN Test Observer for another basin and one will be placed on the table.*

The Skills Exam: Equipment/Supplies Demonstration

- ❖ All supplies will be on a centrally located table, counter, etc.
 - The RN Test Observer will show the candidate just the supplies and equipment the candidate will need for their 3 or 4 tasks (i.e. bedpans, basins, toothbrush, etc.)
 - Linens may be in a cabinet or closet within the skills testing room and would be shown to the candidate
 - No supplies will be in the bedside stands
 - And candidates will be shown where other supplies are located throughout the room:
 - Hand sanitizer(s)
 - Gloves

The Skills Exam: Equipment/Supplies Demonstration

❖ Candidates will be shown:

- How to lock the bed and wheelchair (if used) brakes
 - Brakes must be fully engaged on the bed and both wheelchair brakes must be locked
- Bed Controls
 - The RN Test Observer will show the candidate how to raise and lower the bed and head of the bed as well as how to operate the side rail controls
- Where the hand washing sink is
 - Where soap and paper towels are located
- The RN Test Observer will also point out where other equipment is throughout the testing room
 - Garbage cans
 - Linen hampers
 - Privacy curtain and how to pull it

Training Tools to Help Prepare Candidates for Testing

Mock Skills

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

Perform hand hygiene.	
a. Cover all surfaces of hands with hand sanitizer.	
b. Rub hands together until hands are completely dry.	
Must verbalize acknowledgement that this is a one-person transfer per the resident's care plan. <i>(RN Test Observer will acknowledge by replying 'yes'.)</i>	
Explain the procedure to the resident.	
Obtain gait belt for the resident.	
Lock bed brakes to ensure resident's safety.	
Adjust bed height to ensure resident's feet will be flat on the floor.	
Bring resident to sitting position with resident's feet flat on the floor.	
Properly place gait belt around resident's waist to stabilize trunk.	
Tighten gait belt.	
Check gait belt for tightness by slipping fingers between gait belt and resident.	
Assist resident to put on non-skid footwear <u>BEFORE</u> standing.	
Bring resident to standing position.	
Use proper body mechanics at all times.	
Grasp gait belt.	
Stabilize resident.	
Ambulate resident at least 10 steps to the wheelchair.	
Lock wheelchair brakes to ensure resident's safety.	
Assist resident to pivot/turn.	
Sit resident in the wheelchair.	
Sit resident in a controlled manner that ensures safety at all times.	
Remove gait belt.	
Place resident within easy reach of call light or signaling device.	
Maintain respectful, courteous interpersonal interactions at all times.	
Perform hand hygiene.	
a. Cover all surfaces of hands with hand sanitizer.	
b. Rub hands together until hands are completely dry.	

Arkansas Mock Skills

Effective for testing March 1, 2024

D&SDT-Headmaster

Knowledge Practice Exam Information

PRACTICE EXAMS

Order your individual exam or purchase a group of exams. Please click here to see where and when your next test is scheduled.

Learning/Certification	Software	Hardware/Networking
<p>Home State</p> <ul style="list-style-type: none"> ARIZONA ARIZONA MONTANA NEW HAMPSHIRE NORTH CAROLINA NEW JERSEY STATE OHIO STATE OKLAHOMA LLC OKLAHOMA LLC / HHA (Cleaning) OREGON SOUTH CAROLINA TENNESSEE UTAH 	<p>Medication Specialist</p> <ul style="list-style-type: none"> ARIZONA CNA ARIZONA CNA MASSACHUSETTS NAR TESTING & REGISTRY NEW HAMPSHIRE MA J.E.E NEW JERSEY MA-C OHIO MA-C OREGON CNA OHIO OHIO LEAD General Long Machine Operator 	<p>Assisted Living</p> <ul style="list-style-type: none"> Arizona Assisted Living Caregiver Arizona Assisted Living Manager <p>Home Care Testing</p> <ul style="list-style-type: none"> Home Direct Care Professionals <p>Healthcare Compliance</p> <ul style="list-style-type: none"> Our technical staff can assist you in finding, implementing, and maintaining the best software solutions that are right for you. Our computers are ISO 9002 Certified and we specialize in network, database, and maintenance. Ask Check or E-mail about a quote! <p>Order Hardware and Software Direct!</p> <p>Compliance</p> <ul style="list-style-type: none"> Do you have exams, surveys, or data that you would like to make available on line? We can provide you with a data host, software, and the technical assistance. job writing website design item writing workshops online item development psychometric evaluation <p>Required to make that happen. Try the CNA sample test in the left, and imagine how we could implement your exams.</p>

Company History
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Practice Exams can be purchased by clicking here.

- ⇒ May be purchased individually or viewed as a class and completed together
- ⇒ Allows candidates to experience what the knowledge questions will be like
- ⇒ Must answer question they are on correctly before moving to next question
- ⇒ Facilities may set up a purchase order account by contacting Headmaster

The cost is as follows:

1 exam	\$8.95
5 exams	\$34.95
20 exams	\$99.95
100 exams	\$299.95

If you have any questions regarding Practice Exams, please call D&S-Headmaster at (800)393-8664

SAMPLE TEST QUESTIONS

Test Status: Sample test.
Pin Number: Not Required
Series ID: Not Required

Next Item Help Stop the exam

#1. Which of the following is NOT a normal body defense

a. Tears
 b. White blood cells
 c. Eyelashes
 d. Teeth

Questions Remaining: 1-10

Test Status: Sample test.
Pin Number: Not Required
Series ID: Not Required

Next Item Help Stop the exam

You got it.

#2. A resident with a colostomy excretes feces through the

a. anus
 b. ileum
 c. colon
 d. jejunum

Questions Remaining: 2-10

If you answer correctly, you will move on to the next question.

Test Status: Sample test.
Pin Number: Not Required
Series ID: Not Required

Next Item Help Stop the exam

Example, you cannot move to the next item until you answer this one correctly. Try tapping you up here.

#2. A resident with a colostomy excretes feces through the

a. anus
 b. ileum
 c. colon
 d. jejunum

Questions Remaining: 3-10

If you answer incorrectly, you will not move on to the next question until you select the correct answer.

Knowledge Practice Exam Information

On-Line CNA Practice Exams

#1. Which of the following is NOT a normal body defense

a. Tears
 b. White blood cells
 c. Eyelashes
 d. Teeth

Questions Remaining: 1-55

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**NOW AVAILABLE!
Med Aide Practice Exams!**

Order an individual test or set up a group testing account.

Complete an exam from an individual membership.

Begin or complete an exam from a group account.

D&S Diversified Technologies LLP
Headmaster LLP

Order CNA/STNA Practice Exam(s)

SSL Secured Transaction
We MUST have your name to provide service.

Submit Registration Reset Fields Help

First Middle Last
Address
City ST Zip
Email Address

Which Test? Nationwide
How Many? One (1) Test \$8.95

Group Account? Check this box if you wish more than one individual to be able to use the assigned group pin number. You will only be issued one group pin number and a range of series IDs, each of which along with the group pin number, will give an individual access to a unique exam.

Group accounts and individuals should record the **pin number displayed above every question** as it will be required to either complete an unfinished exam or to begin another exam from a series.

I have read the [terms of service agreement](#) and will abide by the terms and conditions therein. In addition, I accept that these practice exams are only available on-line and I will not receive a copy of the exam, nor will I be able to print out the exam.

Please Note: These practice exams are only available on-line. You will not receive a copy of the exam, nor will you be able to print out the exam.

Credit Card

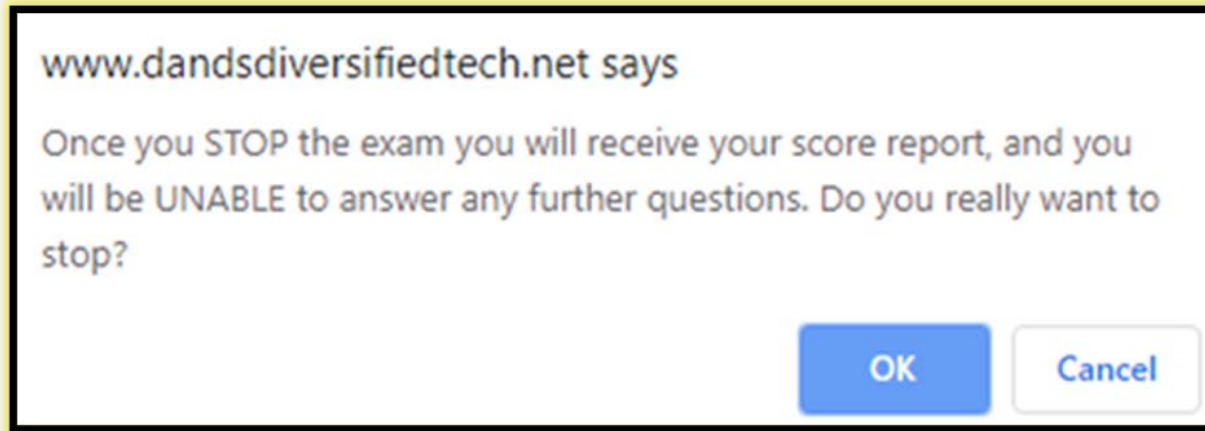
Credit Card or Debit Card #
Exp. Date mm/yyyy
Amount 8.95

Purchased on the main Headmaster webpage at:
www.hdmaster.com

Choose **ARKANSAS** for “which test?”

Record the **PIN NUMBER**, which is displayed above every question as it will be required to complete an unfinished exam.

Knowledge Practice Exam Information



- ❖ Practice Exams do not expire
- ❖ Just click on the **X** in the upper right hand corner of your screen to exit the practice exam
- ❖ Log back in using PIN# to continue
 - ! **Do not click on STOP the exam if you are not finished with the exam**
 - ! **This screen will pop up and you have to click OK to continue (read warning) or CANCEL**
 - ! **Click CANCEL if not finished with exam**
 - *If not finished with exam, and you click OK, you will be unable to answer any further questions and the exam is deleted (not available any more)*
- ❖ When done with exam (*all questions are answered*), click on STOP the exam, then click OK and you will get your Score Report
 - You will receive a score based on your first answers and vocabulary words

Understanding Test Results

Test Results

← Back Print

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800-393-8664 — FAX: 406-442-3357 WWW.HEADMASTER.COM

ARKANSAS CERTIFIED NURSE AIDE EXAM RESULTS REPORT

IMPORTANT TEST RESULTS
TEST DATE: Tuesday, April 18, 2023

Dear Andre,
You have **passed** the knowledge portion of the Certified Nurse Aide exam.
Your overall knowledge test score is 81.33%.

Any weaknesses indicated in your test results are listed below:

Knowledge Exam Results By Subject Area

Safety	75%
Communication	100%
Infection Control	89%
Client Rights	83%
Data Collection	100%
Basic Nursing Skills	82%
Role / Responsibility	71%
Disease Process	60%
Mental Health	75%
Personal Care	88%
Care Impaired	100%
Aging Process and Restorative Care	60%

Skill Exam Incomplete Steps

(Vocabulary words to study: edema, diabetes, toenails, social needs, emotional needs, basic needs, frayed cord, mechanical lift, side rails, hormones, elderly, hand washing, disoriented, oxygen, medications, cardiac arrest)

KNOWLEDGE EXAM:

- ❖ Percentages of how candidate performed in each Subject Area (number of questions in each Subject Area can be found in the Candidate Handbook).
- ❖ Vocabulary words to help direct candidate to areas to review before retesting.

SKILLS EXAM:

- ❖ Lists Manual Skill Task(s) failed.
- ❖ Lists Skill Exam incomplete steps (missed steps).

To help candidates better understand what was missed, candidates are encouraged to call D&SDT-Headmaster to discuss test results to prepare the candidate for a successful retake.

You have **failed** the skill portion of the Certified Nurse Aide exam.
80% or better on each skill task without missing any **Key Steps** to pass the skills test.

Any weaknesses indicated in your test results are listed below:

Skill Exam Incomplete Steps

Bedpan and Output w/Hand Washing
Returns equipment to storage.
Washes hands: Turns off faucet with a cl...
Washes hands: Does not recontaminate ha...

Foot Care One Foot
Immerses foot in warm water for 5 to 20...
Rinses basin.

(Manual Skill Task(s) Failed: Bedpan and Output w/Hand Washing)

Test Results: Test Review Process

Candidates may request a review of their test results if they disagree with the outcome of their exam. However, we strongly recommend they call us to go over any skill task steps about which they are concerned. We can discuss their results with them prior to them committing to making the \$25.00 payment for an official test review. Often, once they have more details about the scoring of the exam they understand the scoring process better and do not choose to dispute their test results. If they are still concerned about their test results and wish to submit a Test Review Request:

- ❖ They must fill out the Test Review Request and Payment Form 1403 from our home page at www.hdmaster.com
- ❖ They must include the \$25.00 Test Review payment on the form with a detailed explanation of why they believe they should have received credit for the steps they missed.
- ❖ **Their test review request must be submitted within 3 business days of official scoring of their exam date.**
- ❖ If the review results are in the candidate's favor, the payment will not be processed and they will receive a free retest.
- ❖ If the results are not in their favor, they will be charged the \$25 Test Review fee and need to pay the retake fees to take their next exam.
- ❖ In either case, the candidate will most probably need to retake the exam as qualification for certification as a Nursing Assistant is dependent upon successful demonstration of minimum competency of the knowledge and skill test exams.
- ❖ If a test candidate is over 18 years of age, Headmaster will only discuss the candidate's test results with the candidate. We will not discuss their results with an instructor, parent, spouse or other family member.

Upon receipt of a Test Review request, D&SDT-Headmaster will review the candidate's detailed recollection of their exam, knowledge test markings or skill exam recordings made at the time of the exam as well as any markings, notations and measurements made by the RN Test Observer. D&SDT-Headmaster will recheck the scoring of the candidate's exam and may contact the candidate or the RN Test Observer for any additional recollection of the candidate's exam.

Other Valuable Information

Important Information in the Candidate Handbook



- The following four slides highlight just a few sections of the Candidate Handbook.
- It is important that candidates receive and review the Candidate Handbook as it contains important information regarding testing policies, etc.
 - Failure to review the Candidate Handbook in full could result in a candidate not being allowed to test, being a no show for their test event and forfeiting their testing fees.

Important Information from the Candidate Handbook

❖ REGARDING 'TEST CONFIRMATIONS':



Test Confirmation Letter

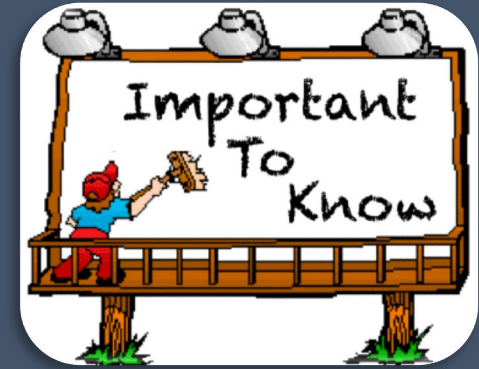
Your test confirmation letter will provide you with important information regarding where you are scheduled to test (date, time and address). It can be accessed at any time.

The body of the test confirmation letter will direct you to read the Arkansas Nurse Aide Candidate Handbook for important information regarding test day.

It is important that you read this letter!

Failure to do so could result in you not being allowed to test, be a No Show and forfeit all testing fees paid.

Important Information from the Candidate Handbook



❖ REGARDING 'EXAM CHECK-IN':

Exam Check-In

You need to arrive at your confirmed test site between 20 to 30 minutes before your exam is scheduled to start.

- Testing begins promptly at the start time noted.
- You need to make sure you are at the event at least 20 minutes prior to the start time to allow time to get signed in with the RN Test Observer.
 - *For example:* if your test start time is 8:00AM – you need to be at the test site for check-in no later than 7:40AM.

Note: If you arrive late, you will not be allowed to test.

Important Information from the Candidate Handbook



❖ REGARDING 'UNFORESEEN CIRCUMSTANCES POLICY':

Unforeseen Circumstances Policy

If an exam date is cancelled 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 in your TMU© account 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*) in the event of an unforeseen circumstance for a test event you are scheduled in to, you will be taken out of 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/mail box 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**'.

Important Information from the Candidate Handbook



❖ REGARDING 'NO SHOW EXCEPTIONS':

- **Car breakdown or accident:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax or email and a tow bill, police report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.
- **Weather or road condition related issue:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax or email and 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 the 3-business day time frame you will have to pay as though you were a NO SHOW.
- **Medical emergency or illness:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.
- **Death in the family:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax or email and an obituary for **immediate family only** submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame you will have to pay as though you were a NO SHOW. (Immediate family include parent, grand and great-grand parent, sibling, children, spouse or significant other.)
- **Remotely proctored testing issues:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax or email and appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.
 - **Internet outage or issue:** Documentation from Internet provider showing outage date and times.
 - **Computer or cell phone issue:** If computer or cell phone fail to work for any reason, documentation from a computer repair technician/shop or other appropriate documentation.

Candidate Exit Survey

Arkansas Exit Survey

Arkansas Nurse Aide

Test Date and Location *

Short answer text

How many days before your test did you receive your confirmation email? *

- 1 to 3 days
- 4 to 6 days
- 7 or more days
- I did not receive a notification

How many miles did you travel ONE WAY to take the exam? *

Honest feedback by candidates on the Exit Survey is greatly appreciated.

- ❖ Candidates will have the opportunity to complete the Exit Survey in their TMU© account when they check their test results.
- ❖ These surveys are confidential and only viewed by D&SDT-Headmaster and DHS staff.

Important Reminder as Candidates Leave Training Programs

- ❖ Candidates have one year from completion of training to take their nurse aide competency exam.
- ❖ Remind candidates as they leave your training program to check the Arkansas webpage for the most current updates to the Candidate Handbook:

www.hdmaster.com – click on Arkansas CNA



Contact Information

<p><i>D&S Diversified Technologies (D&SDT)- Headmaster, LLP</i> PO Box 6609 Helena, MT 59604 Email: arkansas@hdmaster.com Web Site: www.hdmaster.com</p>	<p>Monday through Friday 7:00AM – 7:00PM Central Standard Time (CST)</p>	<p>Phone #: (888) 401-0462 Fax #: (406) 442-3357</p>
<p><i>Arkansas Department of Human Services (DHS), Office of Long Term Care (OLTC)</i> PO Box 8059 Little Rock, AR 72203-8059 Email: cna.oltc@arkansas.gov</p>		<p>Phone #: (501) 682-2441</p>
<p><i>Registry and TestMaster Universe-TMU©</i> Phone: (888) 401-0465 Email: arkansas@hdmaster.com</p>	<p>Arkansas TMU© Webpage: ar.tmutest.com</p>	<p>D&SDT- HEADMASTER Website: www.hdmaster.com</p>

Arkansas Instructor Workshop

Version: February 2024 for testing effective March 1, 2024

Thank You!

D&S Diversified Technologies – Headmaster LLP

