

**NNAAP.**

National Nurse Aide Assessment Program

An NCSBN® Examination



**Credentia**

**North Carolina  
NURSE  
AIDE I**

Written (or Oral) Examination  
& Skills Evaluation

**Candidate Handbook**

February 2022

verNCNA1.0

# QUICK REFERENCE

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## **NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES**

### **Health Care Personnel Education and Credentialing Section**

2709 Mail Service Center

Raleigh, NC 27699-2709

1-919-855-3969

Fax: 1-919-733-9764

*Hours of Operation: 8:00 a.m. – 5:00 p.m.*

*(Eastern Time Zone, Weekdays)*

*The phone lines will be open between  
8:00 am - 12:00 p.m. and 1:00pm - 3:00pm*

*Go to NC DHHS website <https://ncnar.ncdhhs.gov/>  
for additional information*

## **REGISTRATION AND SCHEDULING SERVICES**

### **North Carolina NNAAP®**

1-888-723-6773

*Hours of Operation: 8 a.m. – 11 p.m.*

*(Eastern Time Zone, Weekdays)*

*Saturday 8 a.m. – 5 p.m. & Sunday 10 a.m. – 4 p.m.*

### **CALL TO:**

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

### **GO TO CREDENTIALIA'S WEBSITE AT**

[www.credentialia.com/test-takers/ncna](http://www.credentialia.com/test-takers/ncna) to:

- Access your CNA365 account to register to take an exam.
- To view most current exam updates
- Download a Candidate Handbook
- View the Nurse Aide Practice Written Examination

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NNAAP® Written Exam Content Outline and Practical Skills Listing  
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# INTRODUCTION

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This handbook is designed for Candidates seeking Nurse Aide I listing on the North Carolina Nurse Aide I Registry. It describes the process of applying for and taking the National Nurse Aide Assessment Program (NNAAP®) Examination.

The North Carolina Department of Health and Human Services (DHHS) has contracted with Credentia, a nationally recognized leading provider of assessment services to regulatory agencies and national associations. Credentia will develop, score, and report the results of the NNAAP® Examination for the North Carolina Nurse Aide I Registry. Credentia also manages scheduling and administers the examination to qualified individuals.

## **NATIONAL NURSE AIDE ASSESSMENT PROGRAM (NNAAP®)**

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

The National Nurse Aide Assessment Program (NNAAP®) is an examination program designed to determine minimal competency to become listed as a nurse aide in North Carolina on the North Carolina Nurse Aide I Registry. The NNAAP was developed by the National Council of State Boards of Nursing, Inc. (NCSBN), to meet the nurse aide evaluation requirement of federal and state laws and regulations. Credentia is the authorized administrator of the NNAAP in your state.

The NNAAP Examination is an evaluation of nurse aide-related knowledge, skills, and abilities. The NNAAP Examination is made up of both a written (or oral) examination and a Skills Evaluation. The purpose of the NNAAP Examination is to test that you understand and can safely perform the job of a Nurse Aide I.

## EXAM OVERVIEW

The two parts of the examination process, the written (or oral) examination and the skills evaluation, will be administered separately. You must pass both parts in order to become listed on the North Carolina Nurse Aide I Registry.

The written examination consists of seventy (70) multiple-choice questions written in English. Sample examination questions are provided in this handbook.

An oral examination, available in English or in Spanish, may be taken in place of the written examination. The oral examination consists of sixty (60) multiple-choice questions and ten (10) multiple-choice reading comprehension questions. **If you want to take the oral examination, you must request it when you submit your application.**

At the skills evaluation you will be asked to perform five (5) randomly selected nurse aide skills. You will be given thirty (30) minutes to complete the five (5) skills. You will be rated on these skills by a Nurse Aide Evaluator. You must successfully demonstrate all five (5) skills to pass the skills evaluation. A complete listing of the skills is shown on pages 28 to 42.

See *The written (or oral) exam* and *the skills evaluation* for more details about the NNAAP Examination.

# ELIGIBILITY

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All Candidates applying to take the NNAAP Examination in North Carolina **MUST** complete an *Application for Registration by Competency Examination* on-line at [www.credentia.com/test-takers/ncna](http://www.credentia.com/test-takers/ncna). Select your state and go to the test taker link for additional information. You must pass both portions of the examination within the designated time period to be eligible for listing on the North Carolina Nurse Aide I Registry.

## LIGHT DUTY

Individuals are prohibited from taking the Skills Evaluation if on restricted activity or light duty due to medical reasons. Candidates must be able to complete all required skills included in the Skills Evaluation. Candidates who are on light duty are not permitted to take the Skills Evaluation; however, they can take the written/oral exam. Appropriate medical documentation stating return to full, unrestricted duty is required to take the skills evaluation.

## NORTH CAROLINA STATE-APPROVED NURSE AIDE I TRAINED CANDIDATES (E1)

All applicants who have successfully completed a North Carolina state-approved Nurse Aide I training program.

Candidates must pass both the written examination and the skills examination within two (2) years from the successful completion date of a state-approved training program or within three (3) attempts, whichever comes first, to be placed on the North Carolina Nurse Aide I Registry. **Failure to do so will require Candidates to complete state-approved nurse aide training and competency testing again.** In addition, a change in the eligibility route may require Candidates to complete state-approved nurse aide training and competency testing.

## NORTH CAROLINA STATE-APPROVED REFRESHER COURSE TRAINED CANDIDATES (E3)

All applicants who have successfully completed a North Carolina state-approved Nurse Aide I refresher course at a North Carolina state-approved Community College or Proprietary School.

Candidates must pass both the written examination and the skills examination within two (2) years from the successful



completion date of a state-approved training program or within three (3) attempts, whichever comes first, to be placed on the North Carolina Nurse Aide I Registry. **Failure to do so will require Candidates to complete state-approved nurse aide training and competency testing again.** In addition, a change in the eligibility route may require Candidates to complete state-approved nurse aide training and competency testing.

## **NORTH CAROLINA STATE-APPROVED STUDENT NURSE TRAINING CANDIDATES (E5)**

All applicants who are currently enrolled in a North Carolina state-approved nursing education program preparing for registered nurse or practical nurse licensure.

Candidates must pass both the written examination and the skills examination within two (2) years from successful completion date of coursework equivalent to state-approved nurse aide training or within three (3) attempts, whichever comes first, to be placed on the North Carolina Nurse Aide I Registry. **Failure to do so will require Candidates to complete state-approved nurse aide training and competency testing again.** In addition, a change in the eligibility route may require Candidates to complete state-approved nurse aide training and competency testing.

## **OTHER TRAINED (E8)**

All applicants that are either an emergency medical technician (EMT), an out of state licensed nurse, an unlicensed nursing graduate, an unlicensed nursing student, or a military veteran who received nursing/medical training credentials while in the United States Armed Forces.

Candidates must pass both the written examination and the skills examination within two (2) years of the application approval date or within three (3) attempts, whichever comes first, to be placed on the North Carolina Nurse Aide I Registry. **Failure to do so will require Candidates to complete state-approved nurse aide training and competency testing.** In addition, a change in the eligibility route may require Candidates to complete state-approved nurse aide training and competency testing.

## **OUT OF STATE TRAINED (E9)**

All applicants who successfully completed a state-approved Nurse Aide I training program in another state, excluding

North Carolina, within the previous 24 consecutive months and are not listed on any state's registry of nurse aides.

Candidates must pass both the written examination and the skills examination within two (2) years from the successful completion date of a state-approved training program date or within three (3) attempts, whichever comes first, to be placed on the North Carolina Nurse Aide I Registry. **Failure to do so will require Candidates to complete state-approved nurse aide training and competency testing again.** In addition, a change in the eligibility route may require Candidates to complete state-approved nurse aide training and competency testing

## **NC REGISTRY CANDIDATES (E10)**

For all nurse aides listed as active and in good standing status on the North Carolina Nurse Aide I Registry but do not meet the requirements for registry listing renewal.

Candidates may apply to take the state-approved nurse aide competency examination no more than 90 days prior to their North Carolina Nurse Aide I Registry listing expiration date. Candidates must successfully complete the competency examination before their listing expiration date. Candidates have three (3) attempts to pass both the written examination and the skills examination to be placed on the North Carolina Nurse Aide I Registry. **Failure to do so will require Candidates to complete state-approved nurse aide training and competency testing.** In addition, a change in the eligibility route may require Candidates to complete state-approved nurse aide training and competency testing.

## **OUT-OF-STATE REGISTRY CANDIDATES (E11)**

For all out-of-state Candidates who are in active and good standing status on another state's registry of nurse aides.

Eligible Candidates must complete and submit a Reciprocity application (found at <https://ncnar.ncdhhs.gov/>) to NC DHHS for review and approval in order to be listed on the North Carolina Nurse Aide I Registry without additional training or testing. In addition, a change in the eligibility route may require Candidates to complete state-approved nurse aide training and competency testing.

# REGISTRATION AND SCHEDULING

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## ONLINE REGISTRATION AND SCHEDULING

With the Credentia CNA365 system, online registration is quick, convenient and an environmentally responsible way to register for your examination. A detailed step-by-step reference guide on how to create a CNA365 account and register for exams can be found at [www.credentia.com/test-takers/ncna](http://www.credentia.com/test-takers/ncna).

After completing a North Carolina state-approved training course, you will create an online account with Credentia's CNA365 system. To create a CNA365 account, click the "CNA365 Login" button on the top of the North Carolina nurse aide website page at [www.credentia.com/test-takers/ncna](http://www.credentia.com/test-takers/ncna).

- Payment is in the form of a credit card or pre-paid credit card (American Express, MasterCard, Visa, or electronic voucher). Fees are non-refundable and non-transferable once submitted.
- For exams at test center locations, you must make an online reservation via a PC (smart phones and tablets are not recommended) at least ten (10) Calendar days prior to test date
- For Written (or Oral) online exams, you may schedule an exam as early as the following day depending on exam availability.
- You are responsible for completing an online application in CNA365. You may ask someone from your nurse aide training program or facility employer for assistance in completing the application.
- If you need help or have any questions about the application process, contact a support representative at 1-888-723-6773 between 8:00 a.m. and 11:00 p.m. (*Eastern Time Zone, Weekdays*).
- Fees are non-refundable and non-transferable.

## EXAM FEES

The fees listed below have been established for the NNAAP Examination in North Carolina.

EXAMINATION TYPE	FEES
Written Examination & Skills Evaluation	\$140
Oral (English or Spanish) Examination & Skills Evaluation	\$140
Written Examination <b>ONLY</b> ( <i>re-test</i> )	\$40
Oral (English or Spanish) Examination <b>ONLY</b> ( <i>re-test</i> )	\$40
Skills Evaluation <b>ONLY</b> ( <i>re-test</i> )	\$100

Under federal and North Carolina state laws, Candidates employed as nurse aides in nursing homes that participate in Medicaid/Medicare programs are prohibited from paying their examination fees. Employers must pay the examination fee and any re-test fee for those Candidates they employ as nurse aides or Candidates who have a written commitment or signed acceptance of employment on file in a Medicaid-certified nursing home. Candidates who become employed as a nurse aide by a Medicare/Medicaid skilled nursing facility within 12 months of successful completion of the competency evaluation may be reimbursed by the facility for training and competency testing costs. Therefore, Candidates should save all receipts to submit to the skilled nursing employer.

## EXAM SCHEDULING

Once your online application has been approved, you will be able to schedule the exams in CNA365. A detailed step-by-step reference guide on how to schedule exams can be found at [www.credentia.com/test-takers/ncna](http://www.credentia.com/test-takers/ncna). When completed, you will receive a Confirmation Notice and Receipt of Payment via email.

## ACCOMMODATIONS

Credentia complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide Candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Credentia provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations. All accommodation requests must be approved by Credentia before reserving an examination date.

Test accommodations may include things such as:

- A separate testing room
- Extra testing time
- A Reader or Recorder, for individuals with mobility or vision impairments and cannot read or write on their own

Test accommodations are individualized and considered on a case-by-case basis. All Candidates who are requesting accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions.

This may include:

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis
- A description of past accommodations the candidate has received

Please visit [www.credentia.com/accommodations](http://www.credentia.com/accommodations) to review the accommodation process and required supporting documentation.

## TESTING LOCATIONS

In-Facility Testing (INF) is when arrangements have been made with Credentia to test at the state-approved training program location on a specific date. Please make certain you know your INF code and test date when you are completing your registration.

# CANCELLATION AND RESCHEDULING

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You may cancel or reschedule an examination online in your CNA365 account. For details on how to cancel or reschedule an examination, visit [www.credentia.com/test-takers/ncna](http://www.credentia.com/test-takers/ncna) and click on “How to Cancel or Reschedule an Exam” in the Resources section of the webpage.

Online Written (or Oral) examinations must be canceled or rescheduled at least 48 hours before the scheduled examination time.

Test center examinations must be canceled or rescheduled at least nine (9) calendar days before the scheduled examination date.

If you do not cancel or reschedule your examination within the required timeframes and do not show up for your scheduled examination, you will be responsible for the examination fee. Your fee will not be refunded and cannot be transferred to a new examination date, and you may not give your examination date to another person.

## REFUNDS

Once payment of exam fees is received, **NO REFUNDS WILL BE ISSUED.**

## ABSENCE POLICY

Candidates who are late or absent from an exam may call 1-888-723-6773 within 14 days of the exam date to request an excused absence for the following reasons:

- Illness of yourself or a member of your immediate family
- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

A case number will be assigned, and instructions provided for emailing supporting documentation.

Your request must include documentation or verification for the cause of the absence. For example, if you are absent because of jury duty, you must supply a copy of the court notice. In the case of illness, a verification from your medical provider must be included in your request. Please note,

a request takes approximately 3-5 business days to process and complete once documentation has been received. **Candidates absent or late to an exam who have not changed or canceled the reservation according to the Change/Cancel Policy will not be admitted to the exam and will forfeit the exam fee. The decision of Credentia to approve or deny the excused absence will be final.**

## **WEATHER EMERGENCIES**

A test center examination will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the test site inaccessible or unsafe, the examination will be delayed or cancelled. In the event of an examination change due to a weather emergency, candidates will be contacted by phone and email with change details

## **EXAM DAY (ONLINE EXAM)**

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Take the written/oral exam conveniently from home using the online proctor option. A live proctor will monitor you through the webcam on your workstation to provide a secure exam experience. Online proctored exams offer more scheduling flexibility than test center exams.

Please visit [www.credentia.com/online-exams](http://www.credentia.com/online-exams) for information on what to expect and how to best prepare for the online proctored exam. It is also recommended that you go to the “Policies & Procedures” link to review detailed exam rules and procedures.

## **WHAT YOU'LL NEED**

- A properly equipped computer - a desktop, laptop, or Chromebook with a single monitor (no smartphones or tablets). Visit [www.credentia.com/online-exams](http://www.credentia.com/online-exams) to view or download system requirements.
- A private room - if you don't have access to a private room, check with your training program or local library for availability.
- A mobile device - to complete a 360 degree room scan, you'll need a smartphone or tablet (Apple or Android) that can download our free app.

## BEFORE EXAM DAY

- Perform a system test – make sure to do the required system test and exam simulation before exam day. Visit [www.credentia.com/online-exams](http://www.credentia.com/online-exams) and select the “Run System Test” button.
- Find your testing space – Find a quiet, distraction-free area in your home or office to take the exam.
- Get your ID ready - You are required to bring two (2) forms of official, signature-bearing identification (one of which must be a photo identification). Photocopies of identification will NOT be accepted.

The name on your identification must be the same as the name you used on the application to register for the examination. If you do not bring proper identification, you will not be allowed to test and your examination fee will not be refunded.

## ON EXAM DAY

### STEP 1: Prepare your testing space

- Quiet: no background noise and inform members of your household you are taking an exam.
- Proper Lighting: Online proctors must be able to see you and your testing space.
- Privacy: no one else in the room.
- Remove Prohibited Items: clear workstation area to expedite room scan.
- Restroom/Beverages: use restroom and prepare beverages before exam.

### STEP 2: Have your ID ready

- Have your government issued photo ID with you (see list of proper identification in section above).

### STEP 3: Prepare your computer

- Disconnect any additional monitors and close all other open applications.
- Have your chargers (laptop, smart phone or tablet) plugged in or nearby.
- Use a wired internet connection rather than WiFi, if possible.
- If using WiFi, we recommend at least 3Mbps and ask that other household members do not use the internet during your exam.
- Disconnect any VPNs or firewalls if you have them.



- If taking an Oral Exam you must use a wired headset.

#### STEP 4: Download the ExamRoom 360 app

- Download the ExamRoom 360 app to your smartphone or tablet and have your CNA365 login credentials available (the user name and password for your Credentia CNA365 account). This app is required to complete a 360 degree room scan.

#### STEP 5: Check-in for your exam

- **When To Check-In:** You can begin the check in process up to 30 minutes prior to your appointment. Your onboarding agent will make sure everything is ready for your exam before introducing your proctor. Visit [www.credentia.com/online-exams](http://www.credentia.com/online-exams) to view or download detailed check-in procedures.
- **How To Check-In:** Go to [www.credentia.com/test-takers/nc](http://www.credentia.com/test-takers/nc) and click the "CNA365 login" button. Once logged in, find your scheduled exam and select the "Start Exam" button.

## EXAM DAY (TEST CENTER EXAM)

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Please visit [www.credentia.com/test-center-exams](http://www.credentia.com/test-center-exams) for information on what to expect and how to best prepare for your test center exam.

### WHAT TO BRING

You must have the following items with you when you take the examination:

- Two (2) forms of proper identification
- Three (3) No. 2 pencils (sharpened)
- Eraser
- Watch with a second hand

*No other materials will be allowed.*

### PROPER IDENTIFICATION

Candidates are required to bring two (2) forms of current, not expired official U.S. government-issued signature-bearing identification (one of which must be photo-bearing) to the test site. Photocopies of identifications will not be accepted.

- One form of identification must be a U.S government-issued Social Security (SS) card, signed and not laminated.
  - Candidates who are in the armed services may use their current U.S. military identification in place of a SS card. The Candidate's SS number must be on the identification, if used. Sponsor or dependent military identifications will not be accepted in place of a SS card.
- A second form of identification must be any of the items listed below and must be photo-bearing.
  - Current, non-expired driver's license
    - Candidates who do not have their new license by exam day must bring their expired driver's license and their temporary permit.
  - Current, non-expired learner's permit
  - Military Identification
    - Candidate's SS number must be on the identification
    - Sponsor military identification and a dependent military identification may be used when presented with a valid SS card.
  - State- or federal-issued identification card
  - Passport (US or foreign, current, non-expired)
  - Alien registration card
  - Employment authorization document (EAD) photo identification card (current, non-expired, federal-issued)

If a Candidate fails to present proper identification, then he or she will not be allowed to take the exam and the exam fee will not be refunded.

The name listed on the identifications must be the same as the name used to register for the exam, including suffixes and hyphens. If your name has changed, then you must complete the steps below at least nine (9) calendar days before your scheduled exam. Be prepared to provide official government documentation of your name change.

- Contact Credentia at 1-888-723-6773 if you are not on the North Carolina Nurse Aide I Registry.
- Contact Credentia at 1-888-723-6773 if you have already scheduled an exam.
- Contact the North Carolina Department of Health and Human Services at 1-919-855-3969 if you are on the North Carolina Nurse Aide I Registry.

## SECURITY AND CHEATING

If you give help to or receive help from anyone during the examination, the examination will be stopped. The incident will be reported to the North Carolina Department of Health and Human Services (NC DHHS) for review, and your examination will not be scored (see *Testing Policies*).

Please note that all examination questions, each form of the examination, and all other examination materials are copyrighted by, the property of, or licensed by Credentia. Consequently, any distribution of the examination content or materials through any form of reproduction, or through oral or written communication, is strictly prohibited and punishable by law. *Anyone who removes or tries to remove examination materials or information from the test site will be prosecuted.*

## TESTING POLICIES

The following policies are observed at each test center.

### LATENESS

You must arrive thirty (30) minutes before the examination starts. If you are late for your scheduled examination, or do not bring all of your required materials, you will **NOT** be allowed to test, and your examination fee will **NOT** be returned. If you are late for the written (or oral) examination, but arrive on time for the skills evaluation, you **will** be allowed to take the skills evaluation.

If you are late for your skills evaluation or do not bring all your required materials, you will **NOT** be allowed to test and you will be required to re-apply and pay another examination fee (Refer to page 9-10, Cancellation and Rescheduling in this Handbook)

### ELECTRONIC DEVICES

Cellular phone, beeper, or any other electronic device is not permitted to be used and must be turned off during the exam.

### STUDY AIDS

You are not permitted to take personal belongings such as briefcases, large bags, study materials, extra books, or papers into the examination room. Any such materials brought into the examination room will be collected and returned to you when you have completed the examina-

tion. Credentia is not responsible for lost or misplaced items.

## **EATING/DRINKING/SMOKING**

You are not permitted to eat, drink, or smoke during the examination.

## **MISCONDUCT**

If you are discovered causing a disturbance or engaging in any kind of misconduct, before, during or after your examination, then you will be dismissed from the examination and the incident will be reported to the NC DHHS. Decisions regarding disciplinary measures are the responsibility of that agency.

## **GUESTS/VISITORS**

No guests, visitors, pets, or children are allowed at test sites.

# THE WRITTEN (OR ORAL) EXAM

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## WRITTEN EXAM

The Written Examination has seventy (70) multiple-choice questions. You will have two (2) hours to complete the Written Examination. You will be told when fifteen (15) minutes are left to finish. Fill in only one (1) oval on the answer sheet for each question. Markings in the test booklet will not be accepted as answers. Your answers must appear on the separate answer sheet. See Sample Questions for examples of the kinds of questions found on the Written Examination.

## ORAL EXAM

An oral examination may be taken in place of the written examination. Earphones are provided at the test center and you will use these to hear the questions read aloud. You must request an oral examination when filling out your application. The oral examination consists of two (2) parts, and you must pass both parts in order to pass the oral examination. You have two (2) hours to complete the entire Oral Examination.

The first part of the oral examination has sixty (60) multiple choice questions. Each of the sixty (60) multiple-choice questions are repeated twice. As each question is read, you are asked to choose the correct answer and mark it on the screen.

The second part of the oral examination has ten (10) multiple-choice questions that test whether you know common words used in long-term care facilities. Each word is repeated three (3) times. You are asked to match the word you hear on the recording to the written word. As you find the match, you mark your answer on the screen.

In the Spanish oral examination, the 10 multiple-choice questions are read in Spanish and you are asked to match the word you hear on the recording to the English written word on the screen.

# WRITTEN (OR ORAL) EXAM CONTENT OUTLINE

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The revised content outline is based on the findings from the *2014 Job Analysis and Knowledge, Skill, and Ability Study of Nurse Aides* published by the National Council of State Boards of Nursing (NCSBN) in 2015. The examination content outline became effective in January 2016.

The NNAAP written examination is comprised of 70 multiple-choice items; 10 of these items are pretest (non-scored) items on which statistical information will be collected. The NNAAP oral examination is comprised of 60 multiple-choice items and 10 reading comprehension (word recognition) items. The candidate is allowed to choose between a written and an oral examination.

	<i>% of the exam</i>	<i># of questions in the exam</i>
<b>I. Physical Care Skills</b>		
A. Activities of Daily Living.....	14%	9
1. Hygiene		
2. Dressing and Grooming		
3. Nutrition and Hydration		
4. Elimination		
5. Rest/Sleep/Comfort		
B. Basic Nursing Skills .....	39%	23
1. Infection Control		
2. Safety/Emergency		
3. Therapeutic/Technical Procedures		
4. Data Collection and Reporting		
C. Restorative Skills.....	8%	5
1. Prevention		
2. Self-Care/Independence		
<b>II. Psychosocial Care Skills</b>		
A. Emotional and Mental Health Needs .....	11%	6
B. Spiritual and Cultural Needs.....	2%	2
<b>III. Role of the Nurse Aide</b>		
A. Communication.....	8%	4
B. Client Rights .....	7%	4
C. Legal and Ethical Behavior.....	3%	2
D. Member of the Health Care Team.....	8%	5

# SAMPLE QUESTIONS

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The following questions are samples of the kinds of questions that you will find on the Written Examination. Check your answers to these questions in the box below.

- 1. The client's call light should always be placed:**
  - (A) on the bed
  - (B) within the client's reach
  - (C) on the client's right side
  - (D) over the side rail
- 2. Which of the following items is used in the prevention and treatment of bedsores or pressure sores?**
  - (A) rubber sheet
  - (B) air mattress
  - (C) emesis basin
  - (D) restraint
- 3. When caring for a dying client, the nurse aide should:**
  - (A) keep the client's room dark and quiet
  - (B) allow client to express his feelings
  - (C) change the subject if client talks about death
  - (D) contact the client's minister, priest, or rabbi
- 4. What does the abbreviation ADL mean?**
  - (A) Ad Lib
  - (B) As Doctor Likes
  - (C) Activities of Daily Living
  - (D) After Daylight
- 5. After giving a client a back rub, the nurse aide should always note:**
  - (A) the last time the client had a back rub
  - (B) any change in the client's skin
  - (C) client's weight
  - (D) amount of lotion used
- 6. How should the nurse aide communicate with a client who has a hearing loss?**
  - (A) face the client when speaking
  - (B) repeat the statement
  - (C) shout so that the client can hear
  - (D) use a high-pitched voice

Correct Answers  
1. B 2. B 3. B 4. C 5. B 6. A

# SELF-ASSESSMENT READING TEST

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The two-part self-assessment reading test that appears below will help you decide if you should consider taking the oral examination instead of the written examination. To complete the reading test, follow the instructions provided below and select the answer to each question. When you have completed the reading test, you will be able to determine the number of questions you answered correctly.

## PART 1: VOCABULARY

- Circle the best answer to each question.
  - When you have finished, check your answers using the answer key on page 18.
  - Count up the number of correct answers.
  - If your score is less than 17, you may have difficulty reading the written examination and should consider taking the oral examination.
- You go to a doctor when you \_\_\_\_\_.**  
(A) feel sleepy      (D) need money  
(B) need socks      (E) need clothes  
(C) feel sick
  - A person who flies an airplane is its \_\_\_\_\_.**  
(A) pilot      (D) surgeon  
(B) steward      (E) director  
(C) mother
  - You use a \_\_\_\_\_ to write.**  
(A) bow      (D) carpenter  
(B) calculator      (E) needle  
(C) pencil
  - To EXIT a room means to \_\_\_\_\_ it.**  
(A) enter      (D) read  
(B) leave      (E) interrupt  
(C) forget
  - A wedding is a joyous \_\_\_\_\_.**  
(A) focus      (D) occasion  
(B) vehicle      (E) civilization  
(C) balloon
  - To REQUIRE something means to \_\_\_\_\_ it.**  
(A) need      (D) understand  
(B) have      (E) hear  
(C) forget

*go to next page*



7. You \_\_\_\_\_ something to find its length.
- (A) slice
  - (B) lock
  - (C) measure
  - (D) force
  - (E) tape
8. Soup is served in a \_\_\_\_\_.
- (A) plate
  - (B) bowl
  - (C) fork
  - (D) chair
  - (E) closet
9. To accompany someone means to \_\_\_\_\_.
- (A) disagree with him
  - (B) work for him
  - (C) go with him
  - (D) speak to him
  - (E) choose him
10. A nursing home resident receives \_\_\_\_\_ from the staff.
- (A) quality
  - (B) fame
  - (C) interruption
  - (D) care
  - (E) work
11. Medicine is used to \_\_\_\_\_ pain.
- (A) widen
  - (B) conjure
  - (C) enliven
  - (D) increase
  - (E) relieve
12. To DRENCH the flowers means to \_\_\_\_\_ them.
- (A) steam
  - (B) drink
  - (C) touch
  - (D) soak
  - (E) anger
13. A bicycle is a means of \_\_\_\_\_.
- (A) nourishment
  - (B) transportation
  - (C) prediction
  - (D) collision
  - (E) walking
14. When someone speaks in a whisper, it may be difficult to \_\_\_\_\_.
- (A) deceive
  - (B) understand
  - (C) frighten
  - (D) estimate
  - (E) regulate

*go to next page*

# SELF-ASSESSMENT READING TEST

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## PART 2: COMPREHENSION

In this part of the reading test, you will be provided with a series of brief paragraphs. You are to read each paragraph and then answer the questions that appear after the paragraph.

There are many different kinds of fish. All fish live in water. They use their tails and fins to swim.

15. Fish live in \_\_\_\_\_.
- (A) cups
  - (B) houses
  - (C) air
  - (D) water
  - (E) fountains
16. Fish use their \_\_\_\_\_ to swim.
- (A) tails
  - (B) heads
  - (C) gills
  - (D) lungs
  - (E) floats

Maria grew up on a farm. She loved the work on the farm. She knew when all of the crops had to be planted. She would like a job on a farm or in a flower garden.

17. Maria has had experience as a \_\_\_\_\_.
- (A) guide
  - (B) farmer
  - (C) driver
  - (D) nurse
  - (E) teacher
18. She would like to work in \_\_\_\_\_.
- (A) an office
  - (B) a library
  - (C) a garden
  - (D) a hospital
  - (E) a supermarket
19. As a child Maria lived \_\_\_\_\_.
- (A) in the city
  - (B) in an apartment
  - (C) on a farm
  - (D) in a large house
  - (E) on the beach

*go to next page*

Carolyn has a good job. She is a nurse in a large hospital. Every day she can help many people. She enjoys this very much. She also makes a good salary. Each month she can pay her bills and save some money.

20. Carolyn works in a \_\_\_\_\_.
- (A) hospital
  - (B) doctor's office
  - (C) garage
  - (D) school
  - (E) library
21. One of the things Carolyn enjoys is \_\_\_\_\_.
- (A) working in an office
  - (B) helping people
  - (C) reading books
  - (D) working late hours
  - (E) driving a car
22. With her salary she can pay her bills and \_\_\_\_\_.
- (A) buy furniture
  - (B) give to charity
  - (C) save money
  - (D) buy new clothes
  - (E) pay for college

*This completes the  
Self-Assessment Reading Test.*

**Answers**

- |      |       |       |       |
|------|-------|-------|-------|
| 1. C | 7. C  | 13. B | 19. C |
| 2. A | 8. B  | 14. B | 20. A |
| 3. C | 9. C  | 15. D | 21. B |
| 4. B | 10. D | 16. A | 22. C |
| 5. D | 11. E | 17. B |       |
| 6. A | 12. D | 18. C |       |

*If your score is less than 17, you may have difficulty reading the Written Examination and should consider taking the Oral Examination in place of the Written Examination.*

# THE SKILLS EVALUATION

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## WHAT TO EXPECT

The skills evaluation is set up to resemble an actual caregiving situation. The skills evaluation area will look similar to your work setting. It will have all the equipment necessary to perform the assigned skills. The skills evaluation will be administered by a Nurse Aide Evaluator. Before your skills evaluation begins, the evaluator will show you where equipment is located and answer questions about operating the equipment. **Please arrive 30 minutes early. Test times are approximate. Please plan to spend the day.**

## WHO WILL ACT AS A CLIENT?

The part of the “client” will be played by a candidate who volunteers to act as a weakened elderly person. While you perform the skills, speak to the candidate volunteer as you would speak to an actual client in a nurse aide work setting. You are encouraged to speak to the candidate volunteer not only because it is part of quality care, but also because it will help you to relax as you perform the skills. Please note, you may not receive help from anyone during the skills evaluation, and the candidate and the client must speak to one another in English so that the evaluator can understand and correctly score the evaluation. If either candidate gives help or receives help during the test, or the client and candidate are communicating in a language other than English, the test will be stopped.

## CANDIDATE VOLUNTEER REQUIREMENTS

You will need to act as a candidate volunteer for another candidate’s skills evaluation and play the role of a nursing home patient (client). The evaluator will give you verbal instructions that will describe how you should act in performing the role of the client.

## CANDIDATE DRESS REQUIREMENTS

You **must wear flat, slip-on, non-skid shoes**, a loose-fitting top with short sleeves that can be rolled up to the shoulder or tank top, and loose-fitting pants that can be rolled up. You will be required to put a gown on over your clothing. In no case may Candidates remove clothing down to undergarments.

Prior to beginning the exam, you should inform the evaluator of any food or latex allergy or sensitivity to skin soaps or lotion. Any limitations to range of motion must also be communicated to the evaluator prior to the start of the skills examination.

For infection control purposes, you should not come to the test site with open areas/sores on the skin. Candidates with any open areas or sores on their skin should reschedule their skills test to a later date after their skin fully heals.

## THE TASKS

The NNAAP Skills List contains all of the skills that you may be asked to demonstrate during the skills evaluation. Each skill represents a task that you will be asked to perform in your job and has been broken down into a series of steps.

*See pages 28-43 for the complete skills listing.*

A step that is highlighted in **bold type** is called a **Critical Element Step**. Critical Element Steps are important steps that must be performed correctly in order for you to pass the skill. If you leave out a Critical Element Step or do not perform a Critical Element Step properly, you will not pass the skill. However, if you perform only the Critical Element Step correctly in a skill, you do not automatically pass that skill. You must also correctly demonstrate enough steps to meet the passing standard (or *cut score*) for each skill.

Before your skills evaluation begins, the Nurse Aide Evaluator will give you an instruction card that will list the five (5) skills selected for you to perform. Hand-washing will always be one of the skills to be performed. The remaining four (4) skills are randomly chosen from the complete set of skills listings on pages 28 to 43 of this handbook. You are strongly encouraged to perform the skills in the order they are listed on the instruction card.

If you make a mistake, say so, and you will be instructed to tell the evaluator which step(s) is to be corrected and then to perform the step(s). You will not have to redo the entire skill, just the steps you wish to correct. There are, however, some exceptions to this rule. If you fail to put on gloves or take them off when it is required to do so and the evaluator reminds you to do so, for infection control purposes, then you will not receive credit for attempting to correct this step. If you wish to correct an order-dependent step (a step stating that an action should be performed **before** or **after** another step) and you fail to say **when** the corrected step should be performed, you will not receive credit for the correction.

Once you begin a new skill, you may not go back to correct a previous skill. The Nurse Aide Evaluator will not answer questions **during** the skills evaluation and will not tell you whether you performed a skill correctly. You may not receive help from anyone during the skills evaluation. If you do have any questions, please ask them before the skills evaluation begins.

One (1) of the four (4) randomly selected skills will include a measurement skill (see the section below, **Recording A Measurement**, for more information regarding measurement skills).

You will be asked to decontaminate your hands (with hand sanitizer) before proceeding from skills performed on a live client to skills that are not. This is for infection control purposes and will not affect the result of your evaluation.

**When you have completed your skills evaluation, the evaluator will direct you to wash your hands. Although this will not affect your examination results, for the purposes of infection control, you must wash your hands.**

*You must successfully complete all five (5) skills to pass the skills evaluation.* You will have thirty (30) minutes to demonstrate all five (5) skills.

## **RECORDING A MEASUREMENT**

The NNAAP skills evaluation requires every candidate to perform one measurement skill, such as blood pressure, radial pulse, respirations, urine output, or weight. You will be given a special form, called a Recording Sheet for Measurement Skills, to write down, or *record*, the measurement. For example, if performing the *Measures and Records Blood Pressure* skill, you will write the complete systolic and diastolic pressures of your blood pressure reading in a box labeled Candidate Results.

On the following page is a copy of the recording sheet that will be used during the skills exam. The candidate must record his/her results in the Candidate Results box on this sheet. This sheet will be used to record the results of the following measurement skills:

- Measures and Records Blood Pressure
- Measures and Records Weight of Ambulatory Client
- Measures and Records Urinary Output
- Counts and Records Radial Pulse
- Counts and Records Respirations

## TIPS FOR THE SKILLS EVALUATION

- You will be expected to perform the skills as you would in a nursing home setting. When water is required, you must use running water. All Candidates will be required to perform the *Hand Hygiene* skill. The evaluator will inform you after you have washed your hands for the first time that you should just tell him or her when you would wash your hands during your performance of the rest of the skills, rather than actually washing them for each skill. For all steps other than handwashing, you must actually perform the skill in order to receive credit. You may not simply tell the evaluator what you would do for simulating a step. For example, you may not simply tell the evaluator that you would wash the client. You must actually demonstrate washing the client. You may not simply tell the evaluator that you would feed the client. You must actually demonstrate feeding the client.
- After you have introduced yourself to the client for the first time, it is not necessary for you to introduce yourself each time you begin a new skill.
- To receive full credit for a measurement skill, you must accurately make the required measurement and then write that measurement on the *Recording Sheet for Measurement Skills*. The evaluator will provide the Recording Sheet to you at the test site. A sample of the Recording Sheet is shown on page 27 of this handbook. You are encouraged to become familiar with the Recording Sheet before your scheduled test date.
- You must know how to operate both a standing and a non-digital bathroom scale and must know how to set both types of scales to zero.
- You **may not bring** any of your own equipment to the test site (e.g., transfer/gait belt).
- It is important for you to place the call signal within the client's reach whenever you leave the client.
- *Where the word "client" appears, it refers to the person receiving care.*



## RECORDING SHEET FOR MEASUREMENT SKILLS

Date \_\_\_\_\_

Test Site ID \_\_\_\_\_

**CANDIDATE NAME** \_\_\_\_\_

**CANDIDATE ID** \_\_\_\_\_

**EVALUATOR NAME** \_\_\_\_\_

**EVALUATOR ID** \_\_\_\_\_

SAMPLE

<b>SKILL TESTED</b>	
<i>Evaluator must check one box next to the skill being tested.</i>	
<input type="checkbox"/> Blood Pressure	<input type="checkbox"/> Respirations
	<input type="checkbox"/> Urine Output
<input type="checkbox"/> Radial Pulse	<input type="checkbox"/> Weight

<b>CANDIDATE RESULTS</b>	<b>EVALUATOR RESULTS</b>

**Credentia**



# SKILLS LISTING

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The 23 skills that follow are arranged in alphabetical order, except for the *Hand Hygiene (Hand Washing)* skill. Hand Hygiene is listed first as a reminder of the importance of performing this skill before all other skills. The numbered lines below each skill are the steps needed to perform that skill. Critical Element Steps are in bold type.

## SKILL 1 — HAND HYGIENE (HAND WASHING)

- 1 Address client by name and introduces self to client by name
- 2 Turns on water at sink
- 3 Wets hands and wrists thoroughly
- 4 Applies soap to hands
- 5 Lathers all surfaces of wrists, hands, and fingers producing friction, for at least 20 (twenty) seconds, keeping hands lower than the elbows and the fingertips down**
- 6 Cleans fingernails by rubbing fingertips against palms of the opposite hand
- 7 Rinse all surfaces of wrists, hands, and fingers, keeping hands lower than the elbows and the fingertips down**
- 8 Uses clean, dry paper towel/towels to dry all surfaces of fingers, hands, and wrists starting at fingertips then disposes of paper towel/towels into waste container
- 9 Uses clean, dry paper towel/towels to turn off faucet then disposes of paper towel/towels into waste container or uses knee/foot control to turn off faucet
- 10 Does not touch inside of sink at any time

## SKILL 2 — APPLIES ONE KNEE-HIGH ELASTIC STOCKING

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Client is in supine position (lying down in bed) while stocking is applied
- 4 Turns stocking inside-out, at least to the heel
- 5 Place's foot of stocking over toes, foot, and heel

*Skill continues*

- 6 Pulls top of stocking over foot, heel, and leg
- 7 Moves foot and leg gently and naturally, avoiding force and over-extension of limb and joints
- 8 Finishes procedure with no twists or wrinkles and heel of stocking, if present, is over heel and opening in the toe area (if present) is either over or under toe area; if using a mannequin, candidate may state stocking needs to be wrinkle-free**
- 9 Signaling device is within reach and bed is in low position
- 10 After completing skill, wash hands

### **SKILL 3 — ASSISTS TO AMBULATE USING TRANSFER BELT**

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before assisting to stand, client is wearing non-skid shoes/footwear**
- 4 Before assisting to stand, bed is at a safe level
- 5 Before assisting to stand, checks and/or locks bed wheels
- 6 Before assisting to stand, client is assisted to sitting position with feet flat on the floor**
- 7 Before assisting to stand, applies transfer belt securely at the waist over clothing/gown
- 8 Before assisting to stand, provides instructions to enable client to assist in standing including prearranged signal to alert client to begin standing
- 9 Stands facing client positioning self to ensure safety of candidate and client during transfer. Counts to three (or says other prearranged signal) to alert client to begin standing
- 10 On signal, gradually assists client to stand by grasping transfer belt on both sides with an upward grasp (candidate's hands are in upward position), and maintaining stability of client's legs by standing knee to knee, or toe to toe with client
- 11 Walks slightly behind and to one side of client for a distance of ten (10) feet, while holding onto the belt
- 12 Assists client to bed and removes transfer belt
- 13 Signaling device is within reach and bed is in low position
- 14 After completing skill, wash hands *Skill continues*

## **SKILL 4 — ASSISTS WITH USE OF BEDPAN**

- 1 Explains procedure speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before placing bedpan, lowers head of bed
- 4 Puts on clean gloves before placing bedpan under client
- 5 Place's bedpan correctly under client's buttocks
- 6 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 7 After positioning client on bedpan and removing gloves, raises head of bed
- 8 Toilet tissue is within reach
- 9 Hand wipe is within reach and client is instructed to clean hands with hand wipe when finished
- 10 Signaling device within reach and client is asked to signal when finished
- 11 Puts on clean gloves before removing bedpan
- 12 Head of bed is lowered before bedpan is removed
- 13 Ensures client is covered except when placing and removing bedpan
- 14 Empties and rinses bedpan and pours rinse into toilet
- 15 Places bedpan in designated dirty supply area
- 16 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 17 Signaling device is within reach and bed is in low position

## **SKILL 5 — CLEANS UPPER OR LOWER DENTURE**

- 1 Puts on clean gloves before handling denture
- 2 Bottom of sink is lined and/or sink is partially filled with water before denture is held over sink
- 3 Rinse's denture in moderate temperature running water before brushing them
- 4 Applies denture toothpaste to toothbrush
- 5 Brushes all surfaces of denture
- 6 Rinse's all surfaces of denture under moderate temperature running water
- 7 Rinse's denture cup and lid
- 8 Place's denture in denture cup with moderate temperature water/solution and places lid on cup

*Skill continues*

- 9 Rinse's toothbrush and places in designated toothbrush basin/container
- 10 Maintains clean technique with placement of toothbrush and denture
- 11 Sink liner is removed and disposed of appropriately and/or sink is drained
- 12 Removes and disposes of gloves (without contaminating self) into waste container and washes hands

## **SKILL 6 — COUNTS AND RECORDS RADIAL PULSE**

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Places fingertips on thumb side of client's wrist to locate radial pulse
- 3 Count beats for one full minute
- 4 Signaling device is within reach
- 5 Before recording, washes hands
- 6 **Records pulse rate within plus or minus 4 beats of evaluator's reading**

## **SKILL 7 — COUNTS AND RECORDS RESPIRATIONS**

- 1 Explains procedure (for testing purposes), speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Counts respirations for one full minute
- 3 Signaling device is within reach
- 4 Before recording, washes hands
- 5 **Records respiration rate within plus or minus 2 breaths of evaluator's reading**

## **SKILL 8 — DONNING AND REMOVING PPE (GOWN AND GLOVES)**

- 1 Picks up gown and unfolds
- 2 Facing the back opening of the gown places arms through each sleeve
- 3 Fastens the neck opening
- 4 Secures gown at waist making sure that back of clothing is covered by gown (as much as possible)
- 5 Puts on gloves

*Skill continues*

- 6 Cuffs of gloves overlap cuffs of gown
- 7 **Before removing gown, with one gloved hand, grasps the other glove at the palm, remove glove**
- 8 **Slips fingers from ungloved hand underneath cuff of remaining glove at wrist, and removes glove turning it inside out as it is removed**
- 9 Disposes of gloves into designated waste container without contaminating self
- 10 After removing gloves, unfastens gown at waist and neck
- 11 After removing gloves, removes gown without touching outside of gown
- 12 While removing gown, holds gown away from body without touching the floor, turns gown inward and keeps it inside out
- 13 Disposes of gown in designated container without contaminating self
- 14 After completing skill, washes hands

## **SKILL 9 — DRESSES CLIENT WITH AFFECTED (WEAK) RIGHT ARM**

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Asks which shirt he/she would like to wear and dresses him/her in shirt of choice
- 4 Avoids overexposure of client by ensuring client's chest is covered
- 5 Removes gown from the left (unaffected) side first, then removes gown from the right (affected/weak) side
- 6 Before dressing client, disposes of gown into soiled linen container
- 7 **Assists to put the right (affected/weak) arm through the right sleeve of the shirt before placing garment on left (unaffected) arm**
- 8 While putting on shirt, moves body gently and naturally, avoiding force and over-extension of limbs and joints
- 9 Finishes with clothing in place
- 10 Signaling device is within reach and bed is in low position

*Skill continues*

11 After completing skill, washes hands

## **SKILL 10 — FEEDS CLIENT WHO CANNOT FEED SELF**

- 1 Explains procedure to client, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Before feeding, looks at name card on tray and asks client to state name
- 3 Before feeding client, client is in an upright sitting position (75-90 degrees)**
- 4 Places tray where the food can be easily seen by client
- 5 Candidate cleans client's hands before beginning feeding
- 6 Candidate sits in a chair facing client during feeding
- 7 Tells client what foods and beverage are on tray
- 8 Asks client what he/she would like to eat first
- 9 Using spoon, offers client one bite of each type of food on tray, telling client the content of each spoonful
- 10 Offers beverage at least once during meal
- 11 Candidate asks client if they are ready for next bite of food or sip of beverage
- 12 At end of meal, candidate cleans client's mouth and hands
- 13 Removes food tray
- 14 Leaves client in upright sitting position (75-90 degrees) with signaling device within client's reach
- 15 After completing skill, washes hands

## **SKILL 11 — GIVES MODIFIED BED BATH (FACE AND ONE ARM, HAND, AND UNDERARM)**

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Removes gown and places directly in soiled linen container while ensuring client's chest and lower body is covered
- 4 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 5 Puts on clean gloves before washing client.

*Skill continues*

- 6 **Beginning with eyes, washes eyes with wet washcloth (no soap), using a different area of the washcloth for each stroke, washing inner aspect to outer aspect then proceeds to wash face**
- 7 Dries face with dry cloth towel/washcloth
- 8 Exposes one arm and places cloth towel underneath arm
- 9 Applies soap to wet washcloth
- 10 Washes fingers (including fingernails), hand, arm, and underarm keeping rest of body covered
- 11 Rinses and dries fingers, hand, arm, and underarm
- 12 Moves body gently and naturally, avoiding force and over-extension of limbs and joints
- 13 Puts clean gown on client
- 14 Empties, rinses, and dries basin
- 15 Place's basin in designated dirty supply area
- 16 Disposes of linen into soiled linen container
- 17 Avoids contact between candidate clothing and used linens
- 18 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 19 Signaling device is within reach and bed is in low position

## **SKILL 12\* — MEASURES AND RECORDS ELECTRONIC BLOOD PRESSURE**

**\*STATE SPECIFIC (EVALUATOR: DO NOT SUBSTITUTE THIS SKILL FOR SKILL 23 'MANUAL BLOOD PRESSURE')**

- 1 Explains procedure speaking clearly, slowly, and directly, maintaining eye-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Has client assume a comfortable lying or sitting position
- 4 Client's arm is positioned at level of heart with palm up and upper arm is exposed
- 5 Selects appropriate cuff size
- 6 Feels for brachial artery on inner aspect of arm at bend of elbow
- 7 Places blood pressure cuff snugly on client's upper arm and sensor/arrow is over the brachial artery site

*Skill continues*

- 8 Turns on the machine and ensures device is functioning. If the machine has different settings for infants, children, and adults, select the appropriate setting
- 9 Pushes start button. If cuff inflates to more than 200 mm Hg, then stops machine and uses cuff on client's other arm
- 10 Waits until the blood pressure reading appears on the screen and for the cuff to deflate, then removes the cuff
- 11 Signaling device is within reach
- 12 Before recording, washes hands
- 13 After obtaining reading using BP cuff, records both systolic and diastolic pressures exactly as displayed on the digital screen**

### **SKILL 13 — MEASURES AND RECORDS URINARY OUTPUT**

- 1 Puts on clean gloves before handling bedpan
- 2 Pours the contents of the bedpan into measuring container without spilling or splashing urine outside of container
- 3 Rinses bedpan and pours rinse into toilet
- 4 Measures the amount of urine at eye level with container on flat surface (if between measurement lines, round up to nearest 25 ml/cc)
- 5 After measuring urine, empties contents of measuring container into toilet
- 6 Rinses measuring container and pours rinse into toilet
- 7 Before recording output, removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 8 Records contents of container within plus or minus 25 ml/cc of evaluator's reading**

### **SKILL 14 — MEASURES AND RECORDS WEIGHT OF AMBULATORY CLIENT**

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Client has non-skid shoes/footwear on before walking to scale
- 3 Before client steps on scale, candidate sets scale to zero

*Skill continues*



- 4 Asks client to step on center of scale and obtains client's weight
- 5 Asks client to step off scale
- 6 Before recording, washes hands
- 7 **Records weight based on indicator on scale.**  
**Weight is within plus or minus 2 lbs. of evaluator's reading (If weight recorded in kg weight is within plus or minus 0.9 kg of evaluator's reading)**

## **SKILL 15 — PERFORMS MODIFIED PASSIVE RANGE OF MOTION (PROM) FOR ONE KNEE AND ONE ANKLE**

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Ensures that client is supine in bed and instructs client to inform candidate if pain is experienced during exercise
- 4 **While supporting the leg at knee and ankle, bends the knee and then returns leg to client's normal position (flexion/extension) (AT LEAST 3 TIMES unless pain is verbalized). Moves joints gently, slowly, and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
- 5 **While supporting the foot and ankle close to the bed, pushes/pulls foot toward head (dorsiflexion), and pushes/pulls foot down, toes point down (plantar flexion) (AT LEAST 3 TIMES unless pain is verbalized). Moves joints gently, slowly, and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
- 6 Signaling device is within reach and bed is in low position
- 7 After completing skill, washes hands

## **SKILL 16 — PERFORMS MODIFIED PASSIVE RANGE OF MOTION (PROM) FOR ONE SHOULDER**

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door

*Skill continues*

- 3 Instructs client to inform candidate if pain experienced during exercise
- 4 **While supporting arm at the elbow and at the wrist, raises client's straightened arm from side position upward toward head to ear level and returns arm down to side of body (flexion/extension) (AT LEAST 3 TIMES unless pain is verbalized). Moves joint gently, slowly, and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
- 5 **While supporting arm at the elbow and at the wrist, moves client's straightened arm away from the side of body to shoulder level and returns to side of body (abduction/adduction) (AT LEAST 3 TIMES unless pain is verbalized). Moves joint gently, slowly, and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
- 6 Signaling device is within reach and bed is in low position
- 7 After completing skill, washes hands

## **SKILL 17 — POSITIONS ON SIDE**

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before turning, lowers head of bed
- 4 Raises side rail on side to which body will be turned
- 5 Candidate assists client to slowly roll onto side toward raised side rail
- 6 Places or adjusts pillow under head for support
- 7 Candidate repositions arm and shoulder so that client is not lying on arm
- 8 Supports top arm with supportive device
- 9 Places supportive device behind client's back
- 10 Places supportive device between legs with top knee flexed; knee and ankle supported
- 11 Signaling device is within reach and bed is in low position
- 12 After completing skill, washes hands

*Skill continues*

## **SKILL 18 — PROVIDES CATHETER CARE FOR FEMALE**

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Puts on clean gloves before washing
- 5 Places linen protector under perineal area including buttocks before washing
- 6 Exposes area surrounding catheter (only exposing client between hip and knee)
- 7 Applies soap to wet washcloth
- 8 **While holding catheter at meatus without tugging, cleans at least four inches of catheter from meatus, moving in only one direction, away from meatus, using a clean area of the washcloth for each stroke**
- 9 **While holding catheter at meatus without tugging, using a clean washcloth, rinses at least four inches of catheter from meatus, moving only in one direction, away from meatus, using a clean area of the washcloth for each stroke**
- 10 While holding catheter at meatus without tugging, dries at least four inches of catheter moving away from meatus using a dry cloth towel/washcloth
- 11 Empties, rinses, and dries basin
- 12 Place's basin in designated dirty supply area
- 13 Disposes of used linen into soiled linen container and disposes of linen protector appropriately
- 14 Avoids contact between candidate clothing and used linen
- 15 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 16 Signaling device is within reach and bed is in low position

*Skill continues*

## **SKILL 19 — PROVIDES FOOT CARE ON ONE FOOT**

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Basin is in a comfortable position for client and on protective barrier
- 5 Puts on clean gloves before washing foot
- 6 Client's bare foot is placed into the water
- 7 Applies soap to wet washcloth
- 8 Lifts foot from water and washes foot (including between the toes)
- 9 Foot is rinsed (including between the toes)
- 10 Dries foot (including between the toes) with dry cloth towel/washcloth
- 11 Applies lotion to top and bottom of foot (excluding between the toes) removing excess with a towel/washcloth
- 12 Supports foot and ankle during procedure
- 13 Empties, rinses, and dries basin
- 14 Place's basin in designated dirty supply area
- 15 Disposes of used linen into soiled linen container
- 16 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 17 Signaling device is within reach

## **SKILL 20 — PROVIDES MOUTH CARE**

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before providing mouth care, client is in upright sitting position (75-90 degrees)
- 4 Puts on clean gloves before cleaning mouth
- 5 Place's cloth towel across chest before providing mouth care
- 6 Secures cup of water and moistens toothbrush

*Skill continues*

- 7 Before cleaning mouth, applies toothpaste to moistened toothbrush
- 8 Cleans mouth (including tongue and all surfaces of teeth), using gentle motions**
- 9 Maintains clean technique with placement of toothbrush
- 10 Candidate holds emesis basin to chin while client rinses mouth
- 11 Candidate wipes mouth and removes clothing protector
- 12 Disposes of used linen into soiled linen container
- 13 Rinse's toothbrush and empties, rinses, and dries basin
- 14 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 15 Signaling device is within reach and bed is in low position

## **SKILL 21 — PROVIDES PERINEAL CARE (PERI-CARE) FOR FEMALE**

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water
- 4 Puts on clean gloves before washing perineal area
- 5 Place's pad/ linen protector under perineal area including buttocks before washing
- 6 Exposes perineal area (only exposing between hips and knees)
- 7 Applies soap to wet washcloth
- 8 Washes genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
- 9 Using clean washcloth, rinses soap from genital area, moving from front to back, while using a clean area of the washcloth for each stroke**
- 10 Dries genital area moving from front to back with dry cloth towel/washcloth.

*Skill continues*

- 11 After washing genital area, turns to side, then washes rectal area moving from front to back using a clean area of washcloth for each stroke.
- 12 Using clean washcloth, rinses soap from rectal area, moving from front to back, while using a clean area of the washcloth for each stroke
- 13 Dries rectal area moving from front to back with dry cloth towel/washcloth
- 14 Repositions client
- 15 Empties, rinses, and dries basin
- 16 Place's basin in designated dirty supply area
- 17 Disposes of used linen into soiled linen container and disposes of linen protector appropriately
- 18 Avoids contact between candidate clothing and used linen
- 19 Removes and disposes of gloves (without contaminating self) into waste container and washes hands
- 20 Signaling device is within reach and bed is in low position

## **SKILL 22 — TRANSFERS FROM BED TO WHEELCHAIR USING TRANSFER BELT**

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Privacy is provided with a curtain, screen, or door
- 3 Before assisting to stand, wheelchair is positioned alongside of bed, at head of bed facing foot or foot of bed facing head
- 4 Before assisting to stand, footrests are folded up or removed
- 5 Before assisting to stand, locks wheels on wheelchair**
- 6 Before assisting to stand, bed is at a safe level
- 7 Before assisting to stand, checks and/or locks bed wheels
- 8 Before assisting to stand, client is assisted to a sitting position with feet flat on the floor**
- 9 Before assisting to stand, client is wearing shoes
- 10 Before assisting to stand, applies transfer belt securely at the waist over clothing/gown

*Skill continues*

- 11 Before assisting to stand, provides instructions to enable client to assist in transfer including prearranged signal to alert when to begin standing
- 12 Stands facing client positioning self to ensure safety of candidate and client during transfer. Counts to three (or says another prearranged signal) to alert client to begin standing
- 13 On signal, gradually assists client to stand by grasping transfer belt on both sides with an upward grasp (Candidates' hands are in upward position) and maintaining stability of client's legs by standing knee to knee, or toe to toe with the client
- 14 Assists client to turn to stand in front of wheelchair with back of client's legs against wheelchair
- 15 Lowers client into wheelchair
- 16 Positions client with hips touching back of wheelchair and transfer belt is removed
- 17 Positions feet on footrests
- 18 Signaling device is within reach
- 19 After completing skill, washes hands

## **SKILL 23\* — MEASURES AND RECORDS MANUAL BLOOD PRESSURE**

***\*STATE SPECIFIC (EVALUATOR: DO NOT  
SUBSTITUTE THIS SKILL FOR SKILL 12  
'ELECTRONIC BLOOD PRESSURE')***

- 1 Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible
- 2 Before using stethoscope, wipes bell/diaphragm and earpieces of stethoscope with alcohol
- 3 Client's arm is positioned with palm up and upper arm is exposed
- 4 Feels for brachial artery on inner aspect of arm, at bend of elbow
- 5 Places blood pressure cuff snugly on client's upper arm, with sensor/arrow over brachial artery site
- 6 Earpieces of stethoscope are in ears and bell/diaphragm is over brachial artery site
- 7 Candidate inflates cuff between 160mm Hg to 180 mm Hg. If beat heard immediately upon cuff deflation, completely deflate cuff. Re-inflate cuff to no more than 200 mm Hg

*Skill continues*

- 8 Deflates cuff slowly and notes the first sound (systolic reading), and last sound (diastolic reading) (If rounding needed, measurements are rounded UP to the nearest 2 mm of mercury)
- 9 Removes cuff
- 10 Signaling device is within reach
- 11 Before recording, washes hands
- 12 After obtaining reading using BP cuff and stethoscope, records both systolic and diastolic pressures each within plus or minus 8 mm of evaluator's reading**



# SCORE REPORTING

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## EXAM RESULTS

You will receive a notification email from CNA365 when a new exam score has been posted to your online account. To access your score report, please login to your CNA365 account by clicking the “CNA365 Login” button on the top of the North Carolina nurse aide website page at [www.credentia.com/test-takers/ncna](http://www.credentia.com/test-takers/ncna). Score reports are generally available within a few hours after a testing event is completed for the day. If it has been more than 24 hours and you are unable to view your score report in CNA365, please contact customer service at 1-888-723-6773.

## SCORE REPORTING

Credentia will provide you with your official examination results within a few hours after a testing event is completed for the day. Score reports are provided online and are available for you to print or download. Examinations results will not be given over the telephone nor can they be sent by Credentia to your employer.

## FAILING

If you fail the written (or English or Spanish oral) examination or the skills evaluation, your score report will provide you with information on how to re-take either or both parts of the evaluation. A new examination fee is required each time you re-take any part of the NNAAP Examination. To re-take either or both parts, you must re-register online.

Candidates must pass both the written examination and the skills examination within two (2) years from the successful completion date of a state-approved training program or within three (3) attempts, whichever comes first, to be placed on the North Carolina Nurse Aide I Registry. Failure to do so will require Candidates to complete state-approved nurse aide training and competency testing again. In addition, a change in the eligibility route may require Candidates to complete state-approved nurse aide training and competency testing.

# GRIEVANCE PROCESS

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All grievances must be in writing and submitted through the online system. The candidate must provide as much detail as possible in the grievance form. The grievance must be submitted within 30 days of the candidate's exam date. After receipt of the grievance form, the complaint will be investigated.

Once the investigation is complete, Credentia will send email correspondence back to the candidate informing him/her of the outcome of the investigation. If the grievance is substantiated, the candidate will be allowed to retest at no additional cost.

For details on how to submit a grievance, visit [www.credentia.com/test-takers/nc](http://www.credentia.com/test-takers/nc) and click on "Grievances" in the Resources section of the webpage. You will receive a response within 30 days of receipt.

## THE REGISTRY

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### INITIAL LISTING

You must pass both the written and skills portions of the NNAAP competency evaluation to be listed on the North Carolina Nurse Aide I Registry. After successfully completing both portions of the exam, your name will be submitted to the North Carolina Nurse Aide I Registry for listing. It generally takes **two (2) to five (5) days** for your name to be listed on the registry. Exams requiring hand-scoring will take longer.

Your listing can be verified immediately upon entry by contacting registry staff at 1-919-855-3969 (8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 3:00 p.m. weekdays) and will be available for verification via the registry's website on the following day. Verifications are available online at:

<https://ncnar.ncdhhs.gov/>

You are encouraged to confirm your new listing entry and the accuracy of the information listed on the registry via the online verification system at <https://ncnar.ncdhhs.gov/>.

## CHANGE OF ADDRESS OR NAME

**The North Carolina Nurse Aide I Registry must be kept informed of your current address and name.**

There is no charge for changing your name or address on the registry. You may notify the registry of a name or address change by using the Name and Address Change Form on the North Carolina Nurse Aide I Registry website (<https://ncnar.ncdhhs.gov>). Alternately, you may call the Nurse Aide I Registry at 1-919-855-3969 to change your mailing address on the registry.

**If your name changes at any time after you are placed on the registry, you must send written notification of this change to the registry.** Please remember, however, that if you changed your name, you **MUST** provide official documentation along with your notification. Written documentation must include 1) a COPY of your signed social security card with the new name on it, AND 2) a COPY of a court-issued marriage certificate, divorce decree, or other legal document that demonstrates the name change. Your notification must include your previous name, current name, mailing address, phone number, and the last four (4) digits of your Social Security number. All documents provided to the registry in support of your name change **MUST** be official and legal documents. Any documents provided may be subject to verification with the issuing source.

**Failure to inform the registry of an address or name change may jeopardize your listing status.**

## ONLINE LISTING RENEWAL

**\*North Carolina Nurse Aide I Registry no longer mails renewal forms.**

**\*It is a Nurse Aide's responsibility to renew their North Carolina Nurse Aide I Registry. In order to verify when your listing will expire visit: <https://ncnar.ncdhhs.gov/>**

Nurse aides on the North Carolina Nurse Aide I Registry **must** renew their registry listing online to remain eligible for employment as a nurse aide. Renew online by going to <https://ncnar.ncdhhs.gov/> and completing the Online Registry Renewal up to 3 months before your listing expires.

## HOW TO READ A FAILING SCORE REPORT

If you do not pass the skills evaluation, you will receive a failing score report. The score report will list the five (5) skills that you performed and a score of *Satisfactory* or *Unsatisfactory* for each skill. Any skill with an *Unsatisfactory* result is considered a failed skill. You must receive a *Satisfactory* result on all five (5) skills to pass the skills evaluation.

Use your failing score report as an aid in studying to re-take the skills evaluation. A failed skill will show the reason for the failure. You may not have performed the steps of a skill correctly, or you may have forgotten a step, especially a Critical Element Step.

The failing score report will list steps that were missed or incorrect—look for numbers printed directly under a skill marked *Unsatisfactory*. A list of all the skills and the steps needed for each skill can be found in this handbook. Find the skill you failed, and study the steps, especially steps listed as *Unsatisfactory* on the score report.

In the example on the next page, a candidate received a result of *Unsatisfactory* on the skill *Hand Hygiene*. The numbers 1, 5, and 10 printed below the skill refer to steps that were missed or performed incorrectly. To study for re-taking the skills evaluation, this candidate should turn to the Skills Listing in this handbook, look for the *Hand Hygiene* skill, and review all the steps, especially steps 1, 5, and 10.

<i>North Carolina NNAAP® Examination Results</i>	
<i>Exam: Skills</i>	<i>Result: Fail</i>
<i>Skills Performance:</i>	
<i>Hand Hygiene</i> 1, 5, 10	<i>Unsatisfactory</i>
<i>Provides Mouth Care</i>	<i>Satisfactory</i>
<i>Measures and Records Blood Pressure</i>	<i>Satisfactory</i>
<i>Puts One Knee-High Elastic Stocking on Client</i>	<i>Satisfactory</i>
<i>Measures and Records Weight of Ambulatory Client</i>	<i>Satisfactory</i>

*A sample of a Failing Score Report*

There are two parts to be completed: The Nurse Aide I Online Renewal Form (to be completed by the nurse aide) and The Nurse Aide I Employment Verification Form (to be completed by a Registered Nurse).

To be eligible for renewal, you must work for pay, performing nursing-related services, under Registered Nurse supervision, for at least eight (8) hours during your current 24-month listing period. This employment must be documented and reported to the North Carolina Nurse Aide I Registry prior to the listing expiration date. Re-training and testing is required if you do not meet the renewal criteria.

- Failure to inform the registry of an address or name change may jeopardize your listing status.
- Current renewal procedures can be found at <https://ncnar.ncdhhs.gov/>