

Credentia

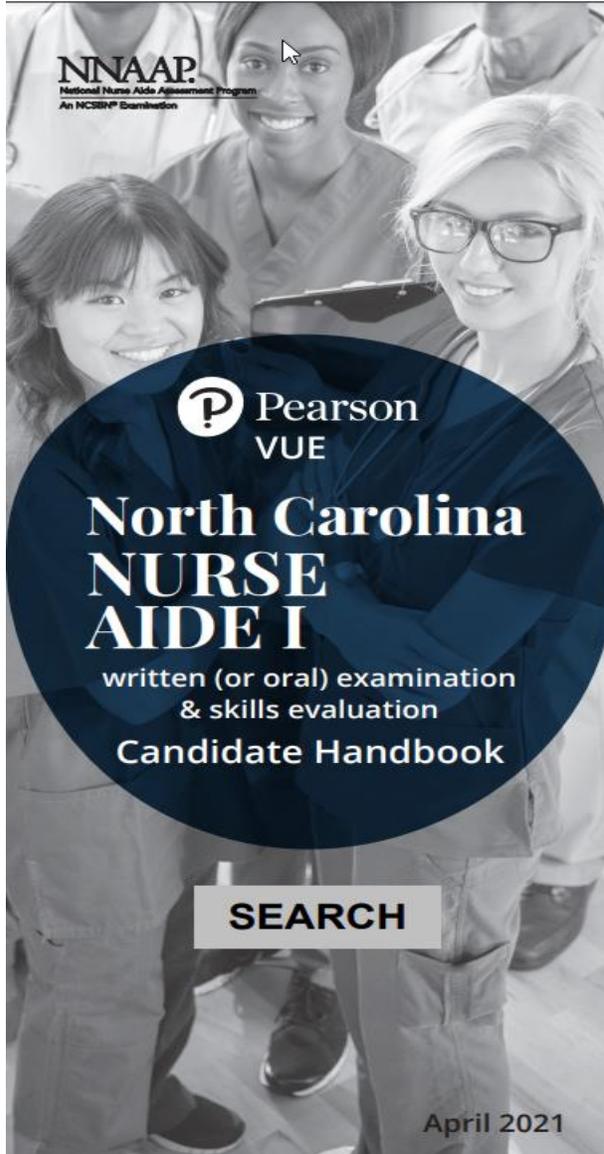
- Partner with Pearson VUE supporting the Nurse Aide Program in North Carolina since 2015.
- Historically managed 80% of the nurse aide program operational processes for North Carolina.
- Credentia acquired the Nurse Aide testing program from Pearson VUE in 2021.
- Credentia formed a partnership with the NCSBN[®] to be the sole provider of the NNAAP[®] exam.
- Our organization is 100% dedicated to excellence in nurse aide competency evaluation.
- Driven by a passion for healthcare excellence in our communities.

Computer-Based Testing (CBT)

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

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

Candidate Handbook



QUICK REFERENCE

PEARSON VUE® REGISTRATION AND SCHEDULING SERVICES

North Carolina NNAAP®

(Eastern Time Zone)

(888) 723-6773

Hours of Operation:

Monday – Friday 8 a.m. – 11 p.m.

Saturday 8 a.m. – 5 p.m.

Sunday 10 a.m. – 4 p.m.

(Eastern Time Zone)

To contact a customer service agent:

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

Call Pearson VUE to:

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

PEARSON VUE® WEBSITE

Go to Pearson VUE's website

(www.pearsonvue.com) to:

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

Refer any additional questions to:

NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Health Care Personnel Education
and Credentialing Section

2709 Mail Service Center

Raleigh, NC 27699-2709

(919) 855-3969

Fax: (919) 733-9764

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

(Eastern Time Zone, weekdays)

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

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

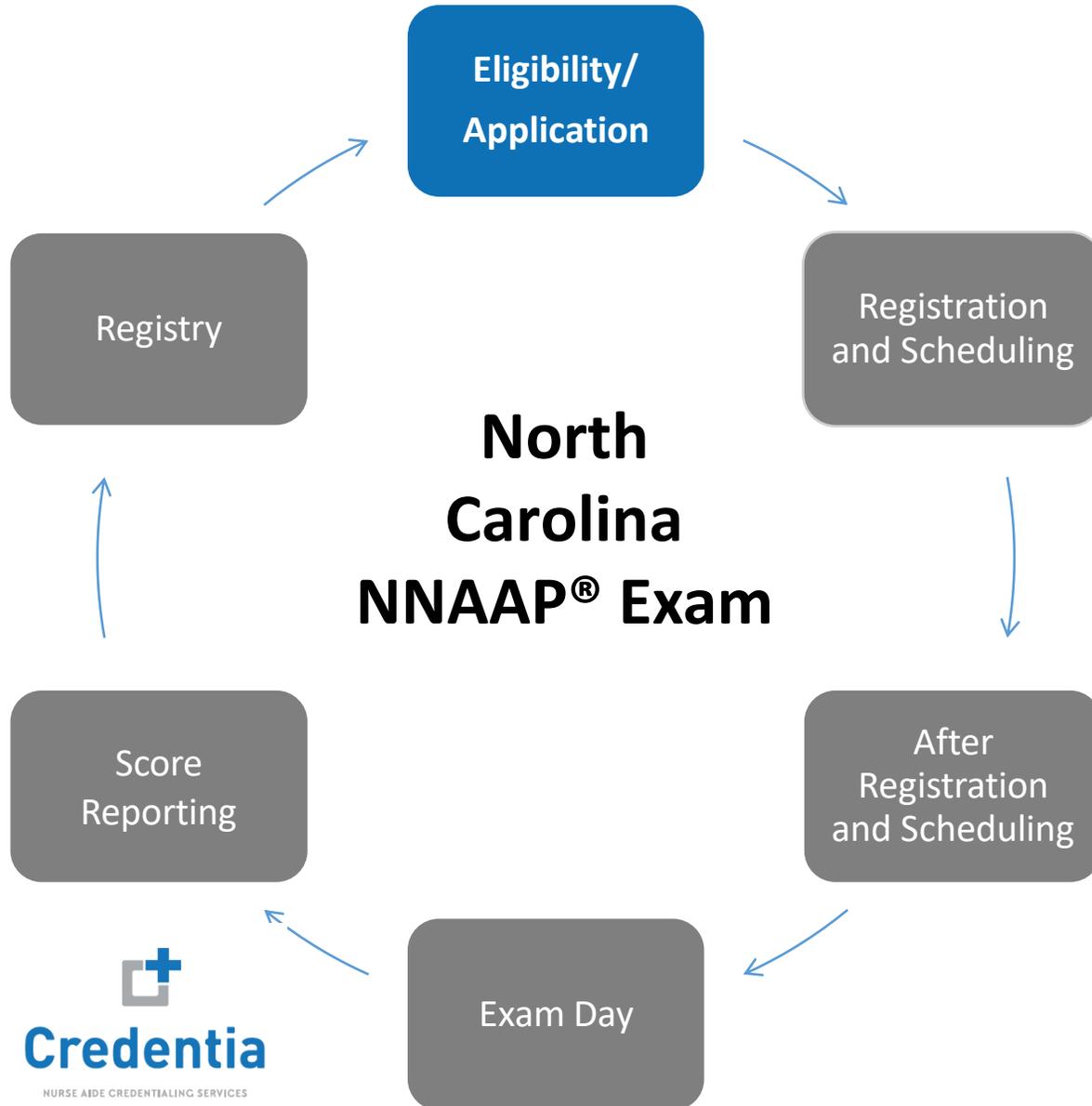
ACCOUNT RECOVERY

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

DUPLICATE SCORE REPORT

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

Candidates



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

(888) 723-6773

Monday – Friday 8 a.m. – 11 p.m.

Saturday 8 a.m. – 5 p.m.

Sunday 10 a.m. – 4 p.m. (all ET)

or email

pearsonvuecustomerservice@pearson.com

Account Recovery

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



Returning Users Login :

Username

Adult Care Examinees:

Password

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

Login

Forgot your Username or Password?

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

Having Trouble Logging In?

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

or email us at

pearsonvuecustomerservice@pearson.com

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

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

(not to be confused with this link for providers):

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

Application Form

Submit Form

WRITTEN & SKILLS - Registration by Competency Examination

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

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

SECTION I: Payment Method

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

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

- Credit Card
 Voucher

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

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

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

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

• **Are you requesting testing accommodations?**

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

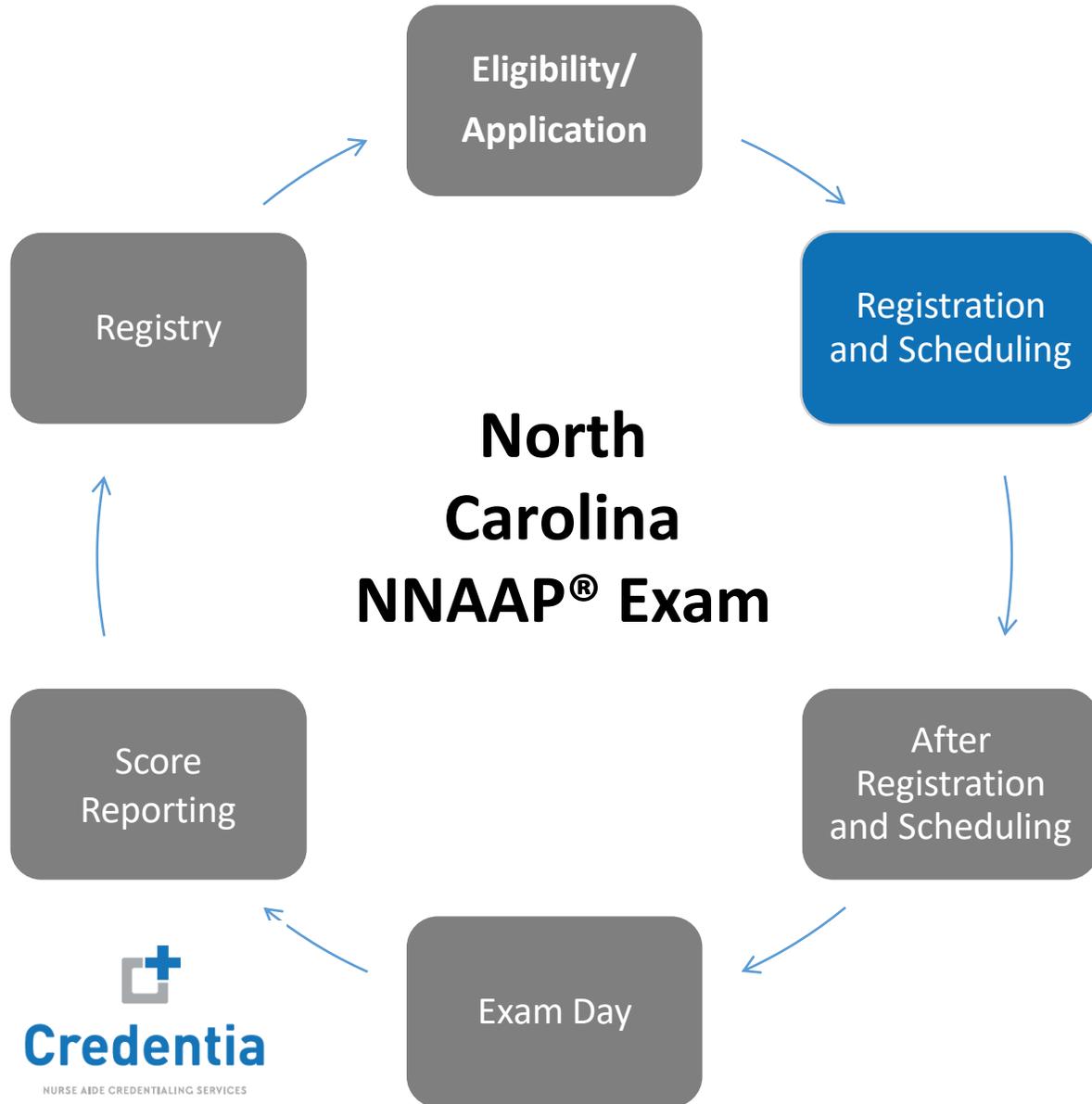
SECTION IV: Candidate Attestation

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

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

Submit Form

Candidates



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

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

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

Login

Returning Users Login :

Username **Adult Care Examinees:**

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

Forgot your Username or Password?

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

Having Trouble Logging In?

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

or email us at
pearsonvuecustomerservice@pearson.com

Candidates

Schedule Exams

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

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

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

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

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

IMPORTANT INFORMATION

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

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

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

Please click here to complete [NC Med Techs - Adult Care Home Eligibility Form](#)

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

- [Click here to Schedule Online.](#)
- To schedule by phone, contact Pearson VUE reservations at 1-888-723-6773

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

Candidates

North Carolina
Nurse Aide



Dashboard

Schedule an exam

Pre-approved Exams

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

My Account

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

View an upcoming test center appointment

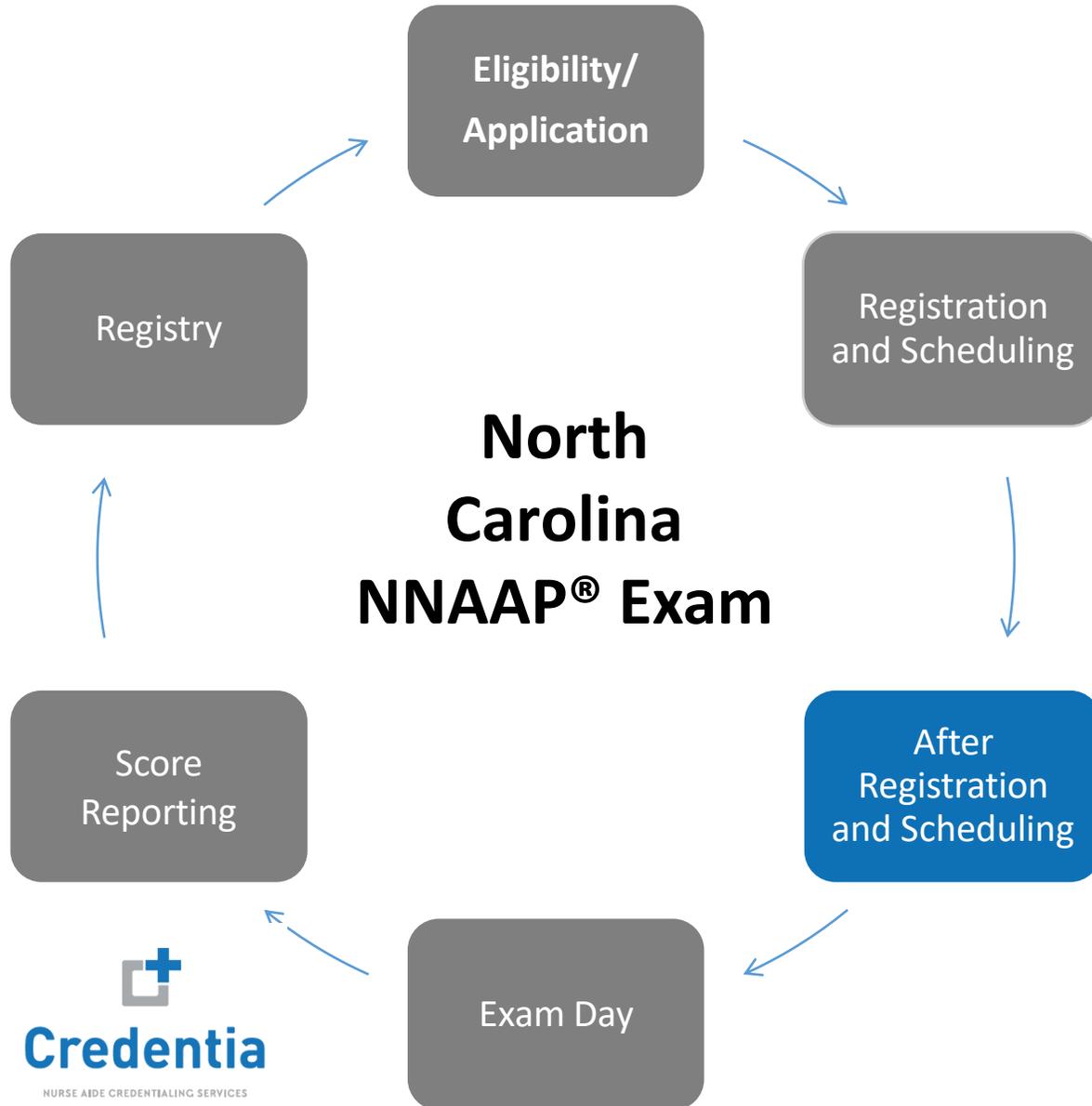
You do not have any appointments scheduled.



[Terms](#) [Privacy](#) [Contact](#)

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

Candidates



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

(888) 723-6773

Monday – Friday 8 a.m. – 11 p.m.

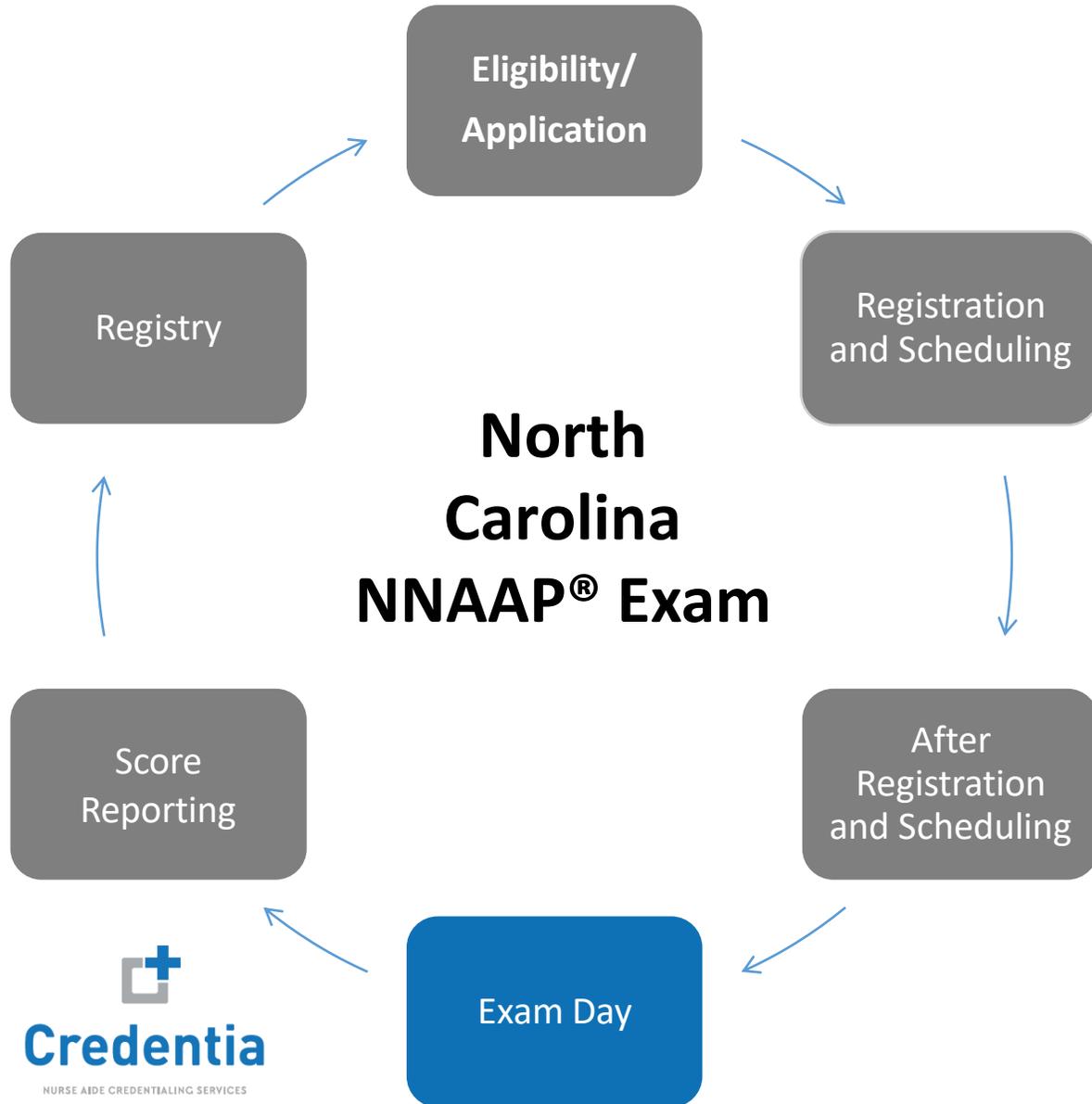
Saturday 8 a.m. – 5 p.m.

Sunday 10 a.m. – 4 p.m. (all ET)

or email

pearsonvuecustomerservice@pearson.com

Candidates



Written Exam (CBT)

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

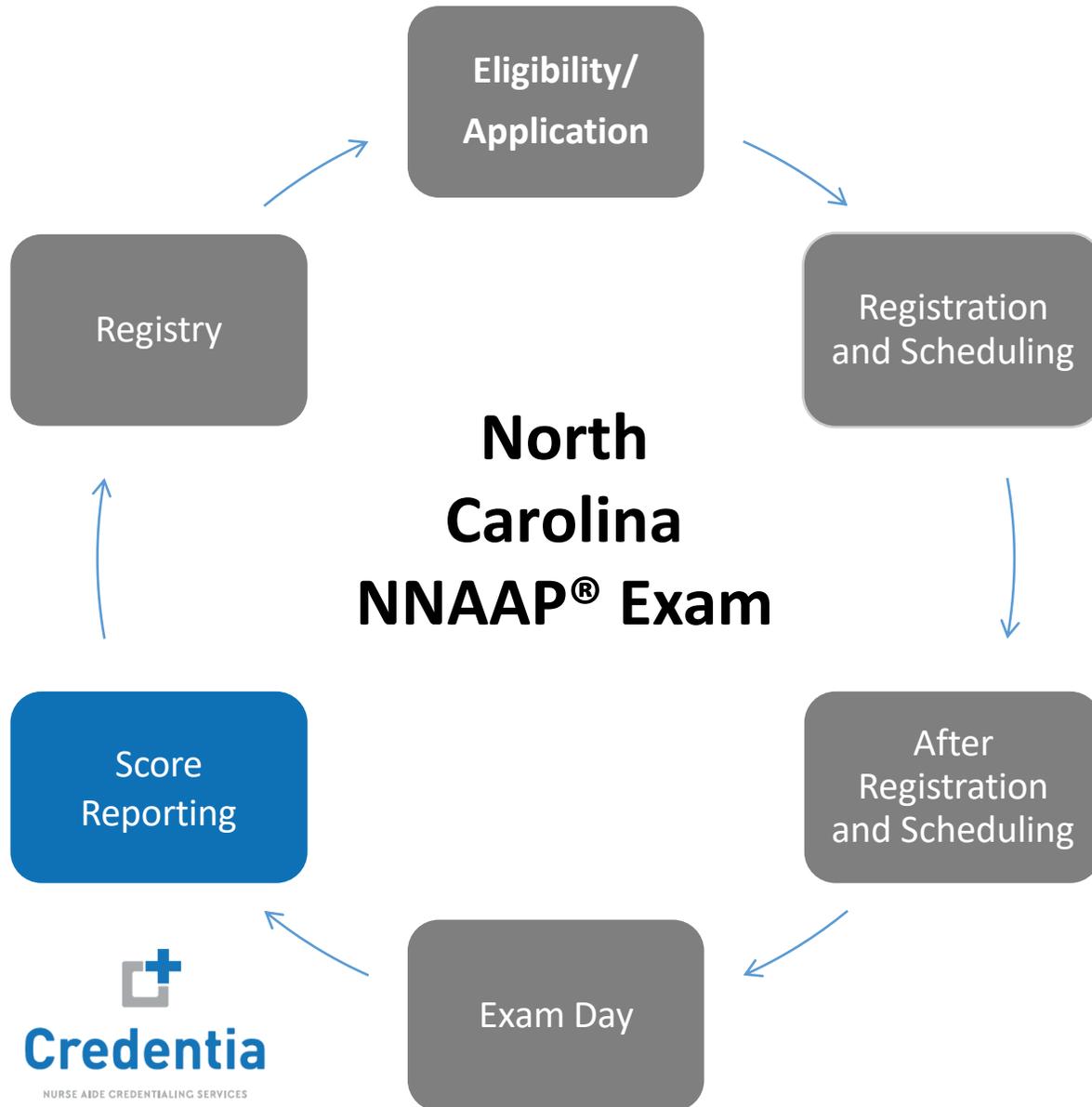
Skills Exam

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

Check In Process

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

Candidates



Written (or Oral):

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

Skills:

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

Grievances:

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

View Scores Online

Score Reports

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

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

The screenshot displays the Pearson VUE user interface. On the left is a navigation menu with the following sections:

- Logout**
 - [Logout](#)
- Profile**
 - [Next Step](#)
 - [Personal Information](#)
 - [Update Personal Info](#)
 - [History](#)
 - [Change Password](#)
- Actions**
 - [Complete a Form](#)
 - [Submit Incident](#)
- Self Service**
 - [FAQ](#)
 - [Contact Us](#)
 - [Incident History](#)
- VUE**
 - [Schedule Exams OR Access Written Score Reports](#)

The main content area features a 'Next Step' section for user Terri Brunell (ID: 3400999437). Below this is a carousel of images showing healthcare professionals. A dark banner labeled 'IMPORTANT INFORMATION' contains two alerts:

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

View Scores Online

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

The screenshot displays the user interface for a North Carolina Nurse Aide. At the top left, the text "North Carolina Nurse Aide" is visible. Below this is a navigation sidebar with icons for home, search, and other functions. The main content area is titled "Dashboard" and contains two primary sections. The first section, "View an upcoming test center appointment", shows the date "Friday, October 22, 2021" and a link for "PR: NNAAP Skills". The second section, "Schedule an exam", includes a sub-section for "Pre-approved Exams" with the message "You do not have any pre-approved exams at this time.". On the right side of the dashboard, there is a "My Account" menu with the following options: "Preferences", "Exam History", "View Score Reports" (which is highlighted in yellow), and "My Receipts".

View Scores Online

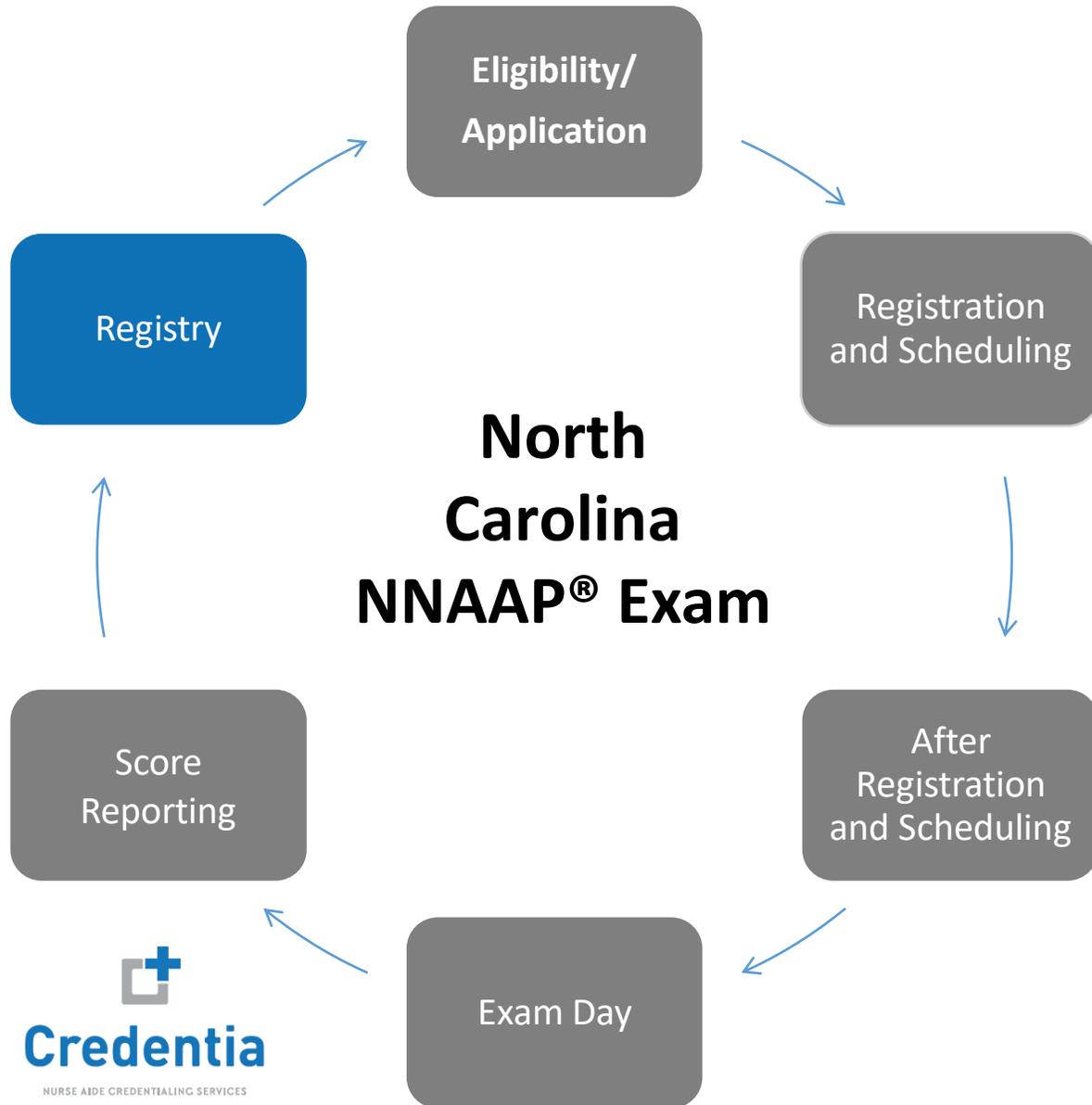
3. Under View Score Reports, they would select the **View** button.

View Score Reports

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

[Return to Dashboard](#)

Candidates



The Registry

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

Registry Staff - (919) 855-3969

Monday – Friday

8 a.m. – 12 p.m. and

1 p.m. – 3:00 p.m.

OR

Via the registry's website

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

Training Programs/Providers

- **Handbook orders:** <https://getcredentia.comgraphics.com>. You will need to register for a new account to get started. If you have any questions, please email onlineordersupport@getcredentia.com.
- **Training Program Report Request Form:** <https://home.pearsonvue.com/Clients/Nurse-Aides/Nurse-Aide-Report-Requests.aspx>
- **Report Distribution:** pearsonvuebidistribution@pearson.com
- **Skills Related Questions:** NAtraininginstructors@getcredentia.com

Training Program PCM Login/Roster Upload Questions

- Logging into PCM website <https://i7lp.integral7.com/durango/do/provider/login?ownername=ncna>
- Questions regarding preparation and how to upload into Pearson Credential Manager system (PCM)

(866) 377 -1493

Monday through Friday, 8 am to 8 pm EST

website at <http://pearsonvue.com/appsupport/>

email at PVNurseAideClientSupport@clientsupport.pearsonvue.com

Test Site - Skills

Credentia (Facility Hotline & Support)

- New date scheduling
- Event cancellations
- In-Facility Conductor Issues (access, use, etc.)
- On Demand Conductor Training Video
 - <https://www.youtube.com/watch?v=GOepwTg10ek&feature=youtu.be>

(855) 253 -9214

Monday through Friday, 8 am to 5 pm EST
email at facilitysupport@getcredentia.com

Credentia (Test Site Applications Team)

- How to become an In-Facility(INF) /Regional test site (RTS)
- Questions regarding new RTS or INF applications already submitted
- Complete an application

email at NAtestsiteapplications@getcredentia.com

Helpful Hints

INF Scheduling

- Must create test date in Conductor at least 30 days in advance.
- Candidates have a minimum of 12 days from the test date to schedule their exam. (**Do NOT** count today and exam day)

HINT

Exam date is September 30, the last day candidates can register for this exam is on Sept. 17th. Give your students enough time to schedule for the exam. (*Do NOT upload roster on Sept.16th*)

If you schedule an INF test date:

- View Conductor to see who is scheduled
- If you do not have a minimum of 5 scheduled for skills, you will receive a notification email 2 days before the exam is scheduled. (This also applies to RTS sites)

Test Site – Written Exam

Testing centers no longer have to offer the full suite of Pearson Vue Programs!!

You can now become a test site for the National Nurse Aide Assessment Program (NNAAP) and/or Medication Aide Exams.

In order to become a testing center location, notify Pearson Vue at <https://home.pearsonvue.com/For-test-centers.aspx>

SPECIAL NOTE: When filling out your application you must specify that you only want to deliver the Nurse Aide exams.

Contact your [Regional Consultant](#) or Pearson VUE at 888-723-6773.