

North Carolina Department of Health and Human Services
Division of Health Service Regulation
Health Care Personnel Education and Credentialing Section
Phone: 919-855-3969

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Nurse Aide I Competency Examination

Pearson VUE/Credentia Frequently Asked Questions

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Scheduling

- 1. Do I schedule through the same system as I did before testing became computer-based?**
Yes. Registration and scheduling for the exams still occur in [Pearson Credential Manager](#).
- 2. Do I need to schedule both my Written/Oral and Skills exams on the same day?**
No. There is no requirement to take both exams on the same day.
- 3. Do I need to take the Written/Oral exam prior to taking the Skills exam?**
No. There is no requirement on which exam is taken first.
- 4. How many days prior to my exam do I need to schedule?**
You must register for the skills exam at minimum 12 days prior to the exam date.
You must register for the written/oral exam at minimum 24 hours prior to the exam date.
- 5. How many days prior to my exam can I cancel or reschedule my appointment?**
You must cancel or reschedule your skills exam 9 days prior to the exam date.
You must cancel or reschedule the written/oral exam 2 days prior to the exam date.
- 6. Do I still take both the Written/Oral and Skills exam at the same testing facility?**
Typically, you will test at separate locations.
The written/oral exam is now delivered in a computer-based testing center.
The skills exam continues to be delivered in a regional or in-facility test center.
- 7. There are limited options for the computer-based test in my region. Has Pearson VUE been notified of the situation?**
Yes. Pearson VUE is actively accepting applications from facilities to administer the computer-based test.
- 8. Does the recent news about Pearson VUE and Credentia impact any current processes for registration, scheduling, or exam delivery?**
No. Currently all processes and systems remain the same.

Becoming a Computer-Based Test Center

1. How can my facility deliver the Written/Oral exam?

You must submit an application on the Pearson VUE [website](#).

2. How long is the process to become an approved test site for the Written/Oral exam?

Approximately 4 weeks.

3. My facility is an existing computer-based test center for Pearson VUE. Can we add the Written/Oral exam at our location for delivery?

Yes. Please create a ticket in Service Direct (via the [Connect Portal](#)) requesting to add the exam to your location.

1. Choose the topic "Test Center Request" and the type "Test center new client request"
2. Indicate which exam you are requesting. Only one exam should be requested per ticket.
3. Once you submit the ticket, it will be reviewed and evaluated to determine if the exam can be added. You will be provided a status update via the ticket you submitted.

4. Can our facility only offer the nurse aide computer-based test from Pearson VUE?

Yes. Please indicate which exams you would like to offer in your request to Pearson VUE.

5. We are a GED test site. Can we add the Written/Oral exam at our location?

Yes. Please create a ticket in Service Direct (via the [Connect Portal](#)) requesting to add the exam to your location.

4. Choose the topic "Test Center Request" and the type "Test center new client request"
5. Indicate which exam you are requesting. Only one exam should be requested per ticket.
6. Once you submit the ticket, it will be reviewed and evaluated to determine if the exam can be added. You will be provided a status update via the ticket you submitted.

Vouchers

1. Do previously purchased vouchers still work for exam payment?

Yes. If you experience problems with your vouchers, please [email](#) Pearson VUE with your voucher details.