D&S Diversified Technologies LLP

Headmaster LLP

IOWA NURSE AIDE

CANDIDATE HANDBOOK

February 2026

VERSION 2

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

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Website: www.hdmaster.com

(800) 393-8664 | (877) 851-2355 | (888) 401-0462

D&S DIVERSIFIED TECHNOLOGIES (D&SDT)

TMU©

Contact Information

Questions regarding:	Contact:	Hours and Phone #:
• testing process • test scheduling • eligibility to test	**D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP** PO Box 6609 Helena, MT 59604 Email: iowa@hdmaster.com Website: hdmaster.com Iowa TMU© Webpage: ia.tmutest.com	Monday through Friday 7:00AM – 6:00PM Central Time (CT) **Phone #: (800) 393-8664** Fax #: (406) 442-3357
Questions regarding: • obtaining information on official regulations and guidelines for nurse aides • nurse aide certification • renewals • Iowa Direct Care Worker (DCW) Registry	**Contact:** **Iowa Department of Inspections, Appeals, and Licensing (DIAL)** Direct Care Worker Registry 6200 Park Avenue, Suite 100 Des Moines, IA 50321 Email: DCW@dia.iowa.gov Iowa Direct Care Worker Registry *Iowa CNA Information Website:* State of Iowa CNAs	**Hours and Phone #:** Monday through Friday 8:00AM – 4:30PM Central Time (CT) Phone #: (515) 381-7835

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INTRODUCTION

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

As defined in the OBRA regulations, a Nurse Aide competency evaluation program provides specific standards for nurse aide-related knowledge and skills. The purpose of a Nurse Aide competency evaluation program is to ensure that candidates who are seeking to be nurse aides understand these standards and can competently and safely perform the job of an entry-level nurse aide.

This handbook describes the process for taking the Nurse Aide competency examination and is designed to help candidates prepare for testing. There are two components to the Nurse Aide competency examination: a multiple-choice knowledge exam and a skills test. Exam candidates must be registered, complete approved training, pass both components of the competency exam, and meet all other requirements of the State of Iowa, Department of Inspections, Appeals, and Licensing (DIAL), for certification in Iowa and to have their name placed on the Iowa Direct Care Worker (DCW) Registry.

Iowa has approved D&S Diversified Technologies-Headmaster, LLP to provide testing and scoring services for the nurse aide knowledge exam (on-site and remotely proctored). For questions not answered in this handbook, please contact D&SDT-Headmaster at (800) 393-8664 during regular business hours, 7:00AM to 6:00PM (CT), Monday through Friday, excluding Holidays, or go to D&SDT-HEADMASTER's Iowa Nurse Aide webpage at **hdmaster.com**. The information in this handbook will help you prepare for your knowledge examination and should be kept for future reference.

AMERICANS WITH DISABILITIES ACT (ADA)

ADA COMPLIANCE

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

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

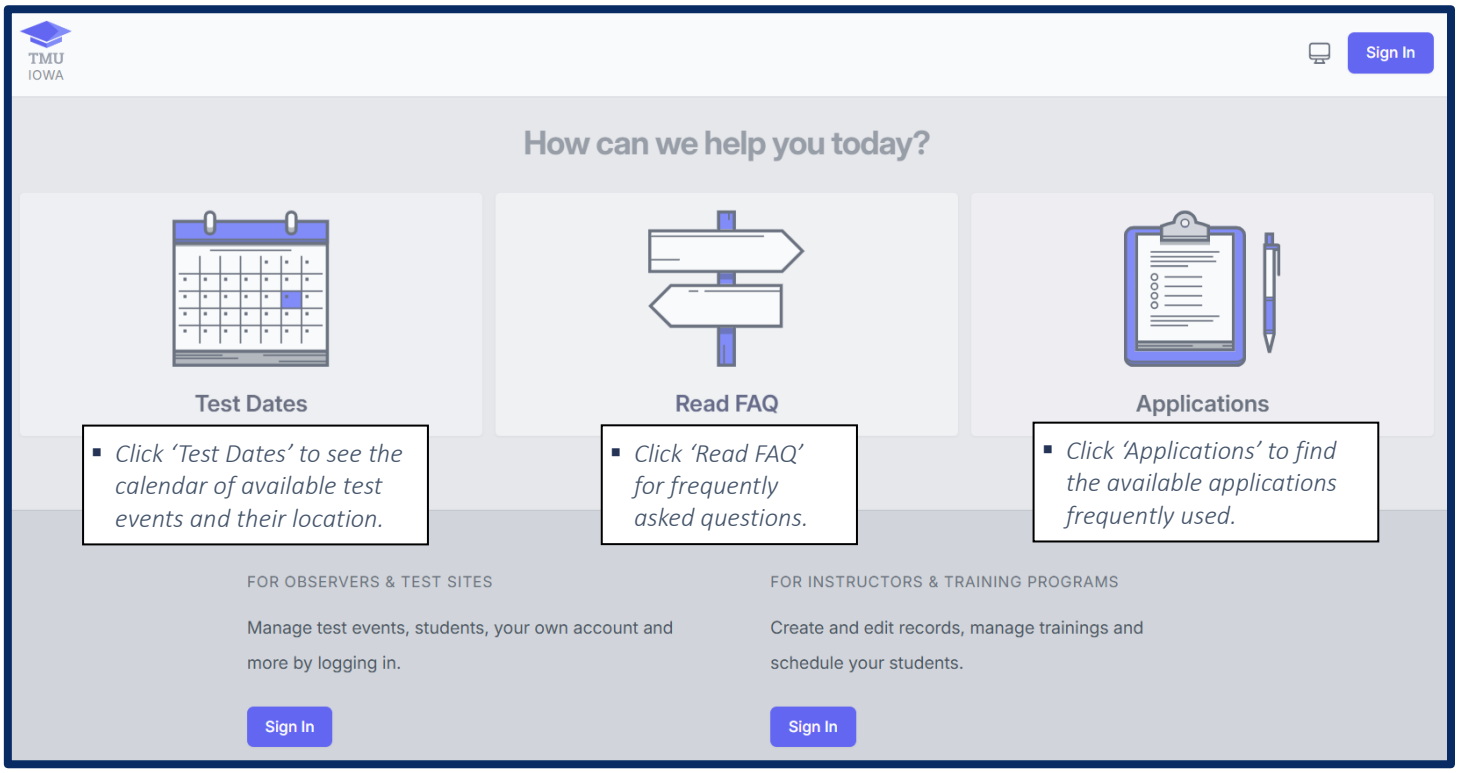
ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT-HEADMASTER will email you if further documentation or information is required using the email in your TMU©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

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

IOWA TESTMASTER UNIVERSE© (TMU©)

IOWA TMU© HOME PAGE

This is the Iowa TMU© main page **ia.tmutest.com**:



COMPLETE YOUR TMU© ACCOUNT

Your initial registration information will be entered in D&SDT-HEADMASTER's TestMaster Universe (TMU©) software.

- by your training program
- or by applying using the Nurse Aide Testing Request. The form is under 'APPLICATIONS' on the Iowa TMU© main web page, or click on this link: https://ia.tmutest.com/apply/9
    - **NURSE AIDE TESTING REQUEST:** This application is for candidates who have completed an approved training program or are eligible to challenge the Nurse Aide Competency Exam. Once your Nurse Aide Testing Request Application has been approved, you will receive an email and text message that you are eligible to schedule a test date.

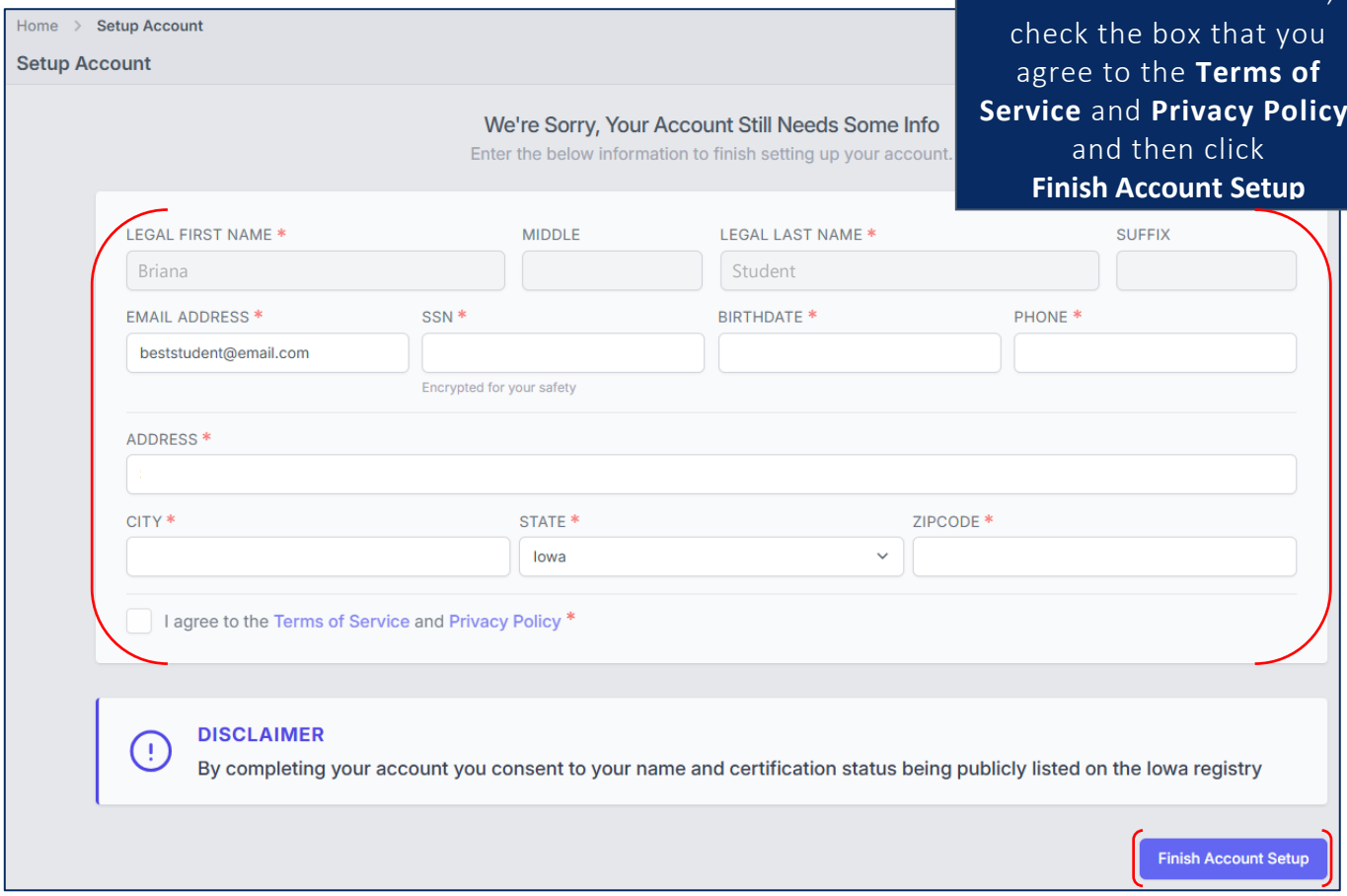
IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password and complete the missing demographic information ***prior to testing***. Failure to do so may result in you being turned away from testing. You will be marked as a no-show for your event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

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

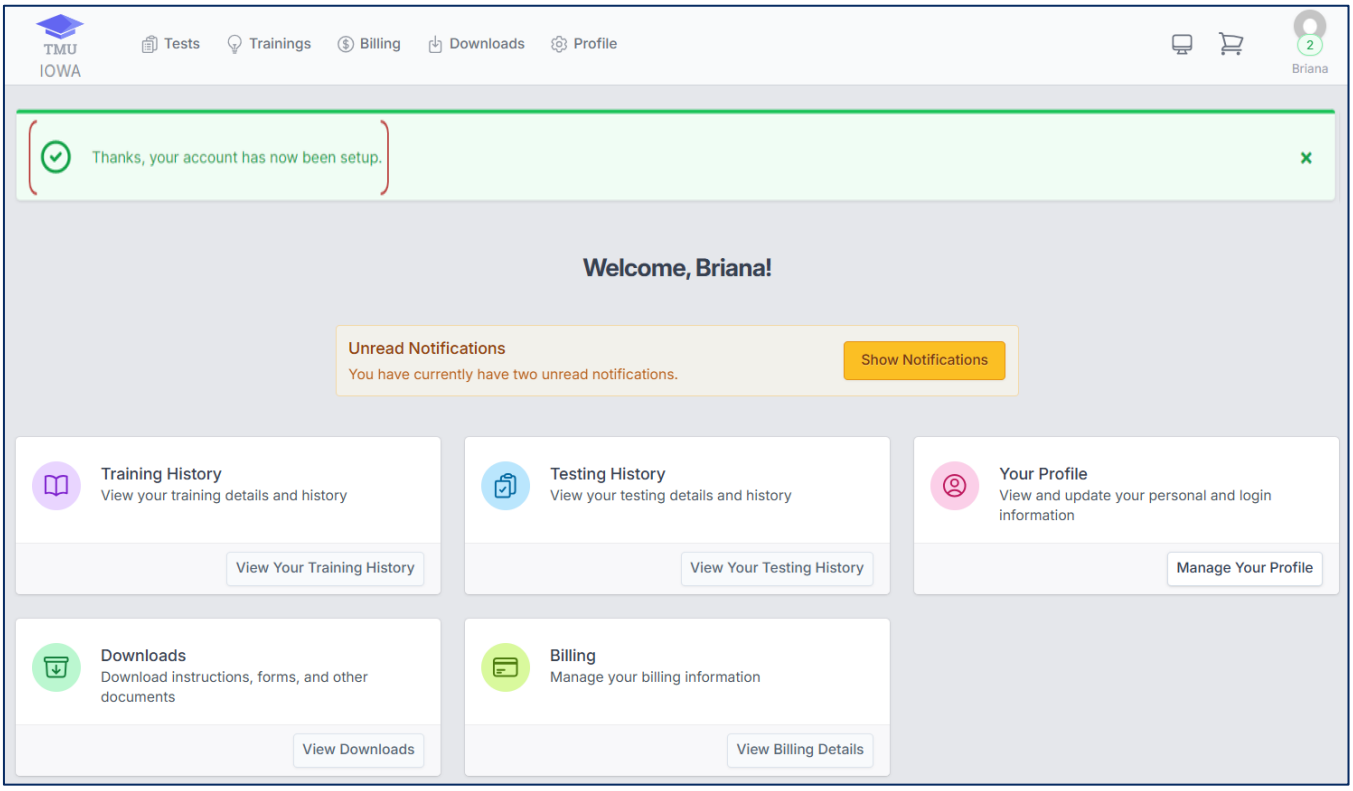
If you do not know your Email or Username and Password, enter your email address and click "Forgot Your Password?" You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see instructions under **Forgot your Password and Recover your Account**). If you cannot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

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

Enter the blank * fields, check the box that you agree to the **Terms of Service** and **Privacy Policy**, and then click **Finish Account Setup**



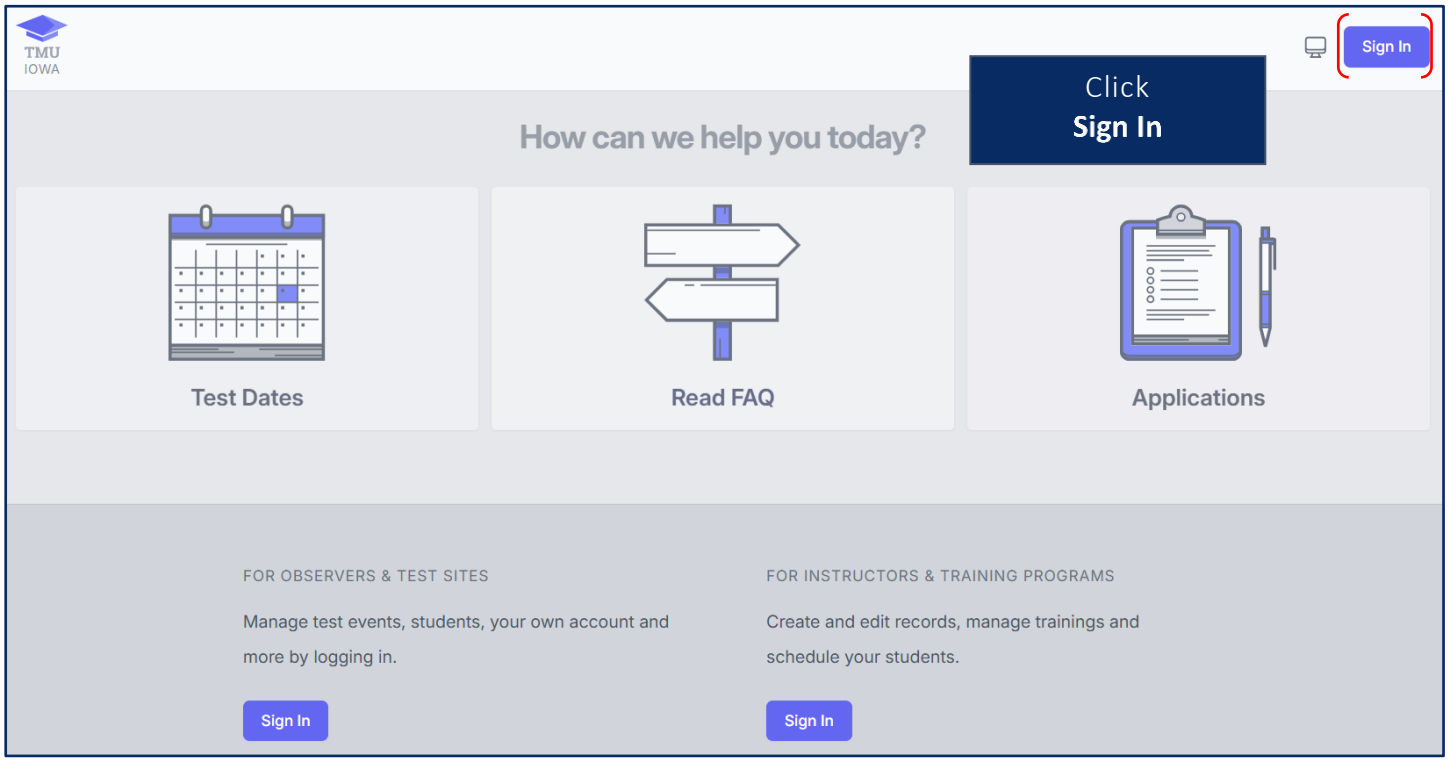
You will receive a message that your account has been set up.

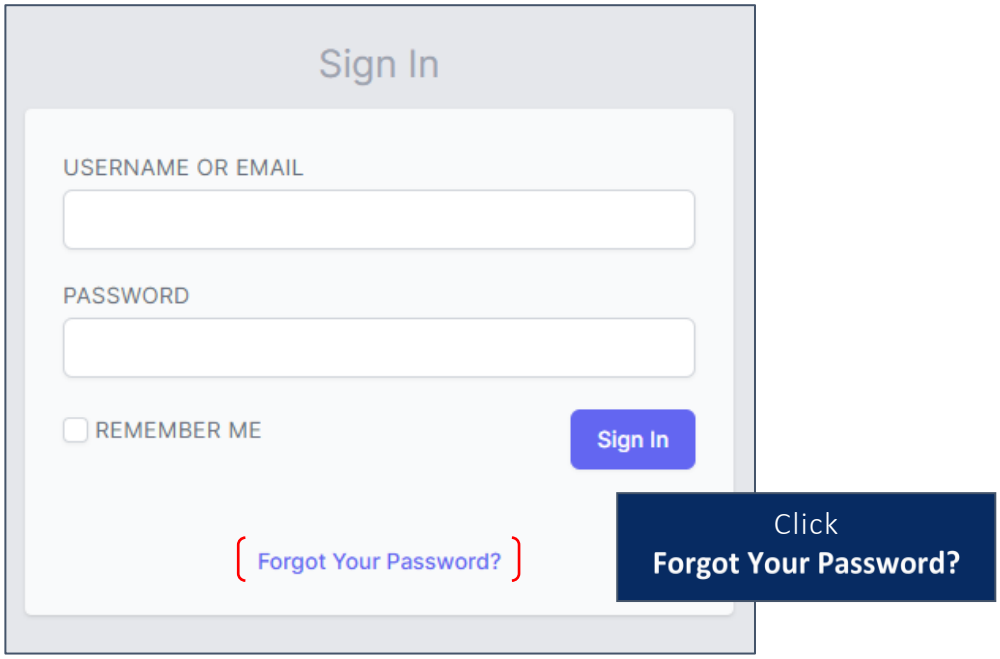


Forgot Password and Recover Account

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

Go to **ia.tmutest.com**





Type in your **Email Address**

Click
Recover Account

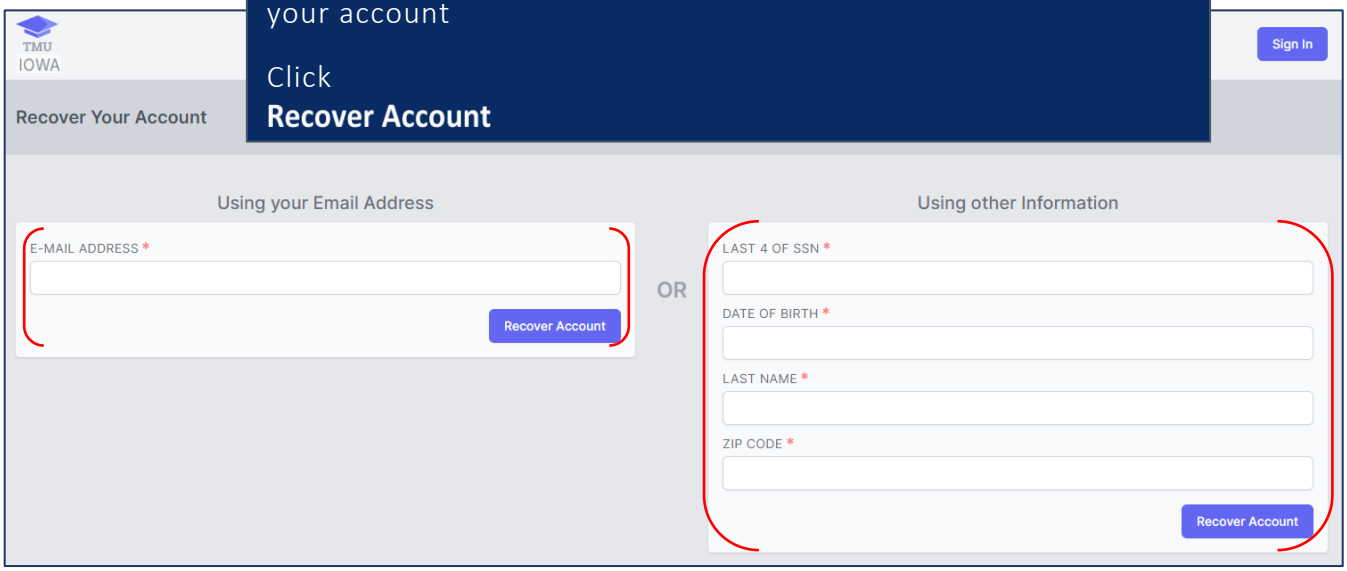
An email with the reset link will be sent to you.

Click the reset link in your email to reset your password.

-OR-

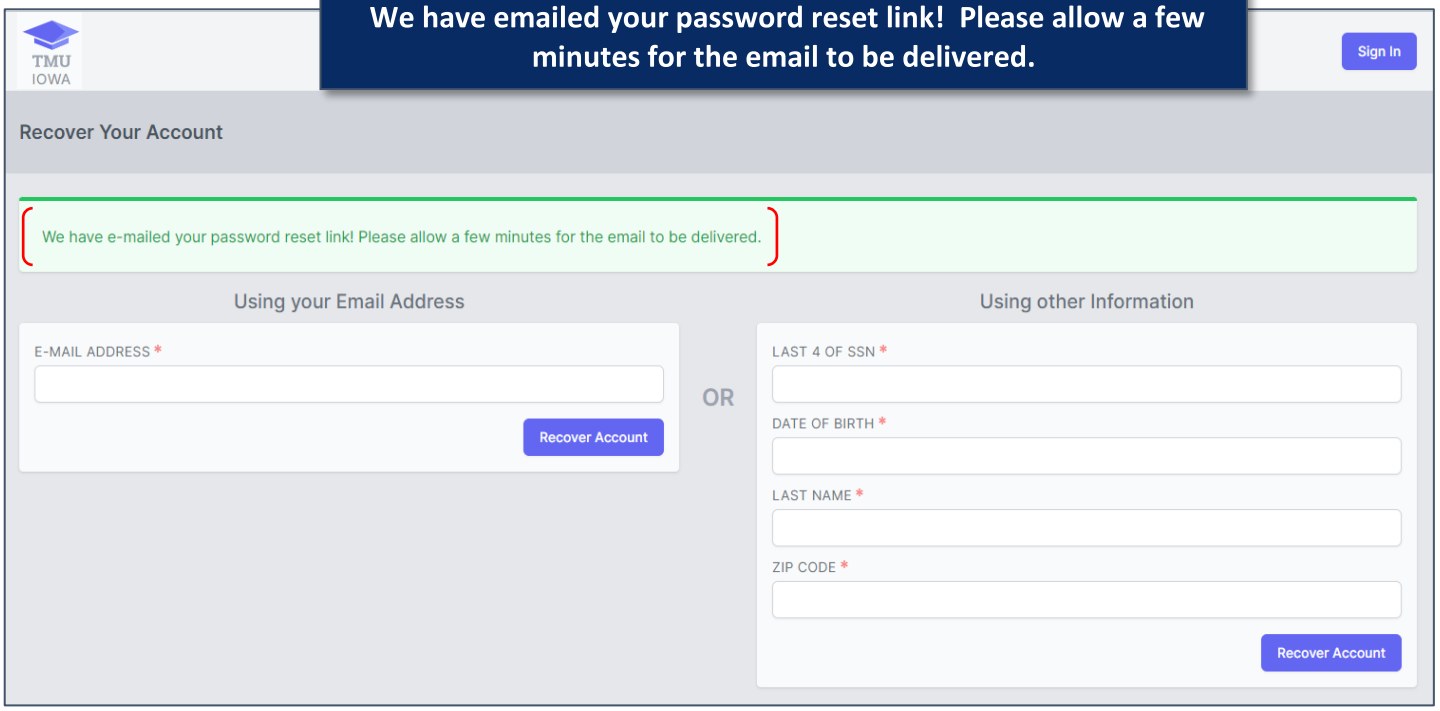
You can type in the requested data under **Using other Information** if you have already updated your demographic information in your account

Click
Recover Account

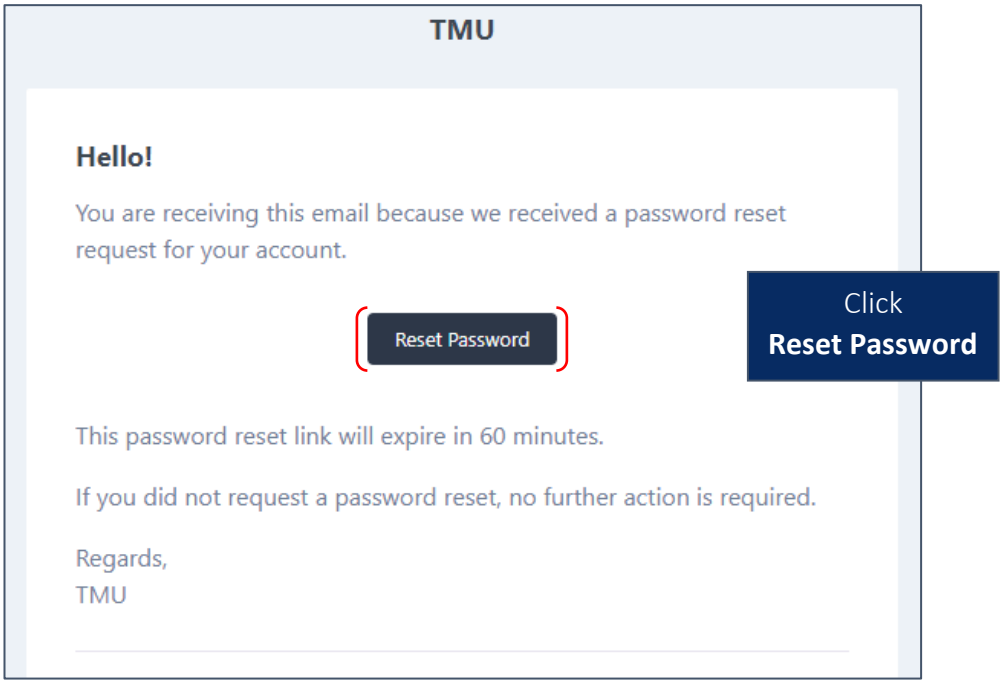


You will get the message that you have been emailed your password reset link.

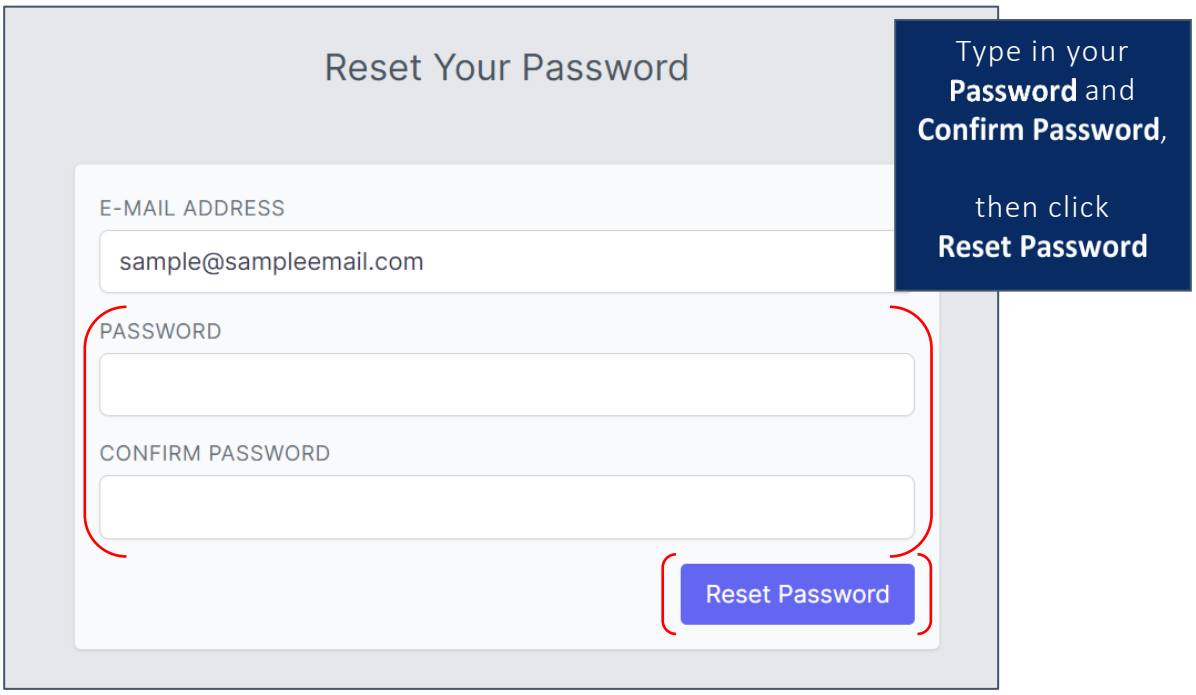
You will receive the message,
We have emailed your password reset link! Please allow a few minutes for the email to be delivered.



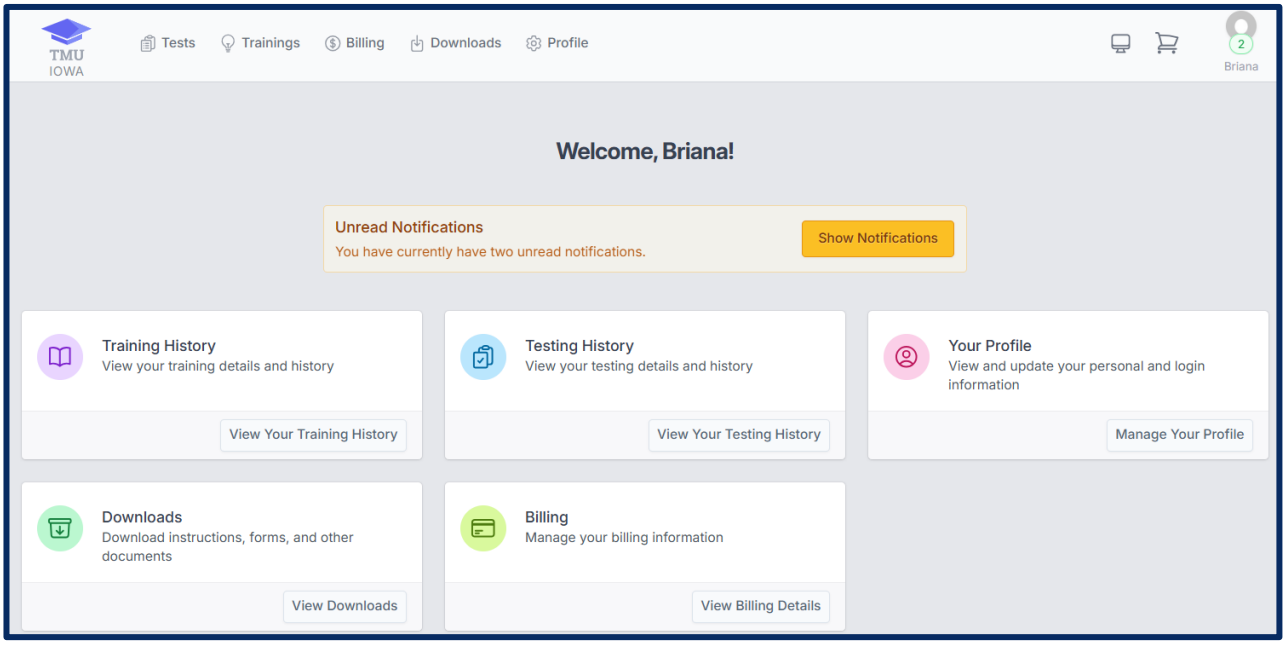
This is what the email will look like (check your junk/spam folder for the email):



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



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



THE IOWA NURSE AIDE COMPETENCY EXAM

SCHEDULE AN IOWA NURSE AIDE EXAM

These instructions apply to both on-site and remotely proctored knowledge exams.

Once your completed account is in the D&SDT-HEADMASTER TestMaster Universe© (TMU©) database and your testing fee has been paid (see instructions under **Self-Pay of Testing Fees**), you may schedule your exam date online at the Iowa TMU© webpage, **ia.tmutest.com**, using your Email or Username and Password (see instructions under **Schedule / Reschedule a Test Event**). If you cannot sign in or schedule/reschedule online using your email address, please call D&SDT-HEADMASTER for assistance at (800) 393-8664 during regular business hours, 7:00AM to 6:00PM CT, Monday through Friday, excluding Holidays.

PAYMENT INFORMATION

Testing fees can be paid through your TMU© account. Please see the **Self-Pay of Testing Fees** section. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor whether the training program has already prepaid for it.

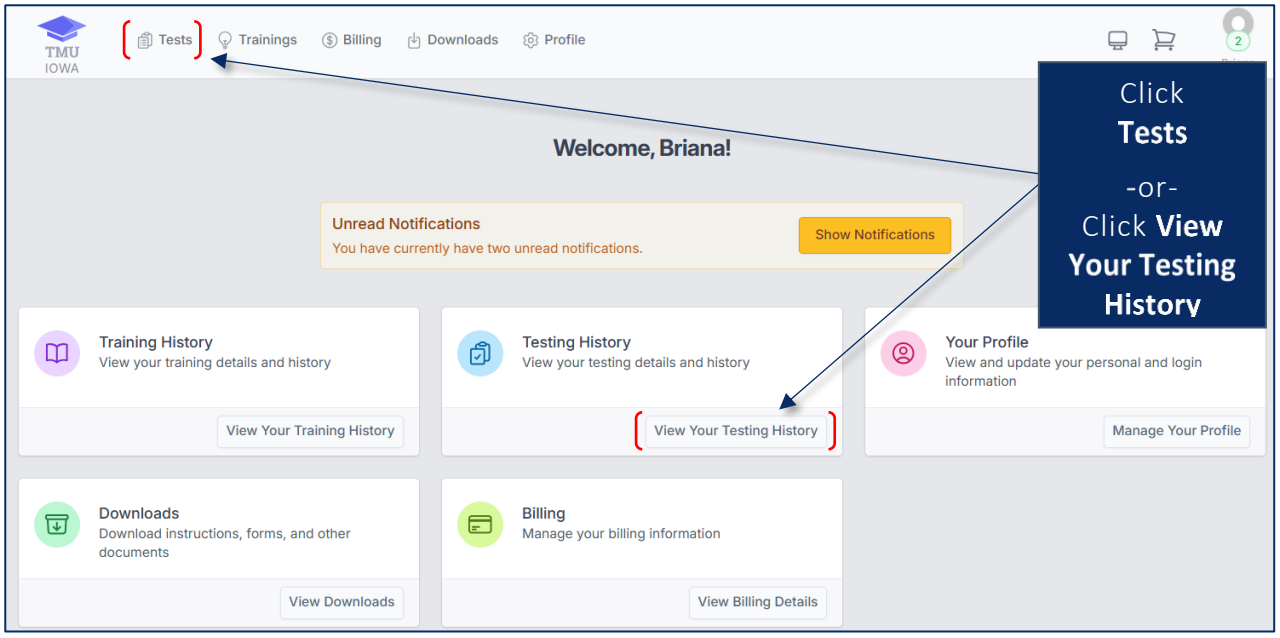
EXAM DESCRIPTION	PRICE
Knowledge Exam *or Knowledge Exam Retake*	**$50.00**
Optional: Audio Version of the Knowledge Exam *or Audio Version of the Knowledge Exam Retake* *(The knowledge test questions and answers are read through the computer and listened to through headphones or earbuds while you read along.)*	**$50.00**

- Candidates and facilities can pay testing fees online through TMU©.
  - For candidates:
    → Please follow the instructions under the section **Self-Pay of Testing Fees**.

SELF-PAY OF TESTING FEES IN TMU©

Testing fees must be paid *before* you can schedule a test date.

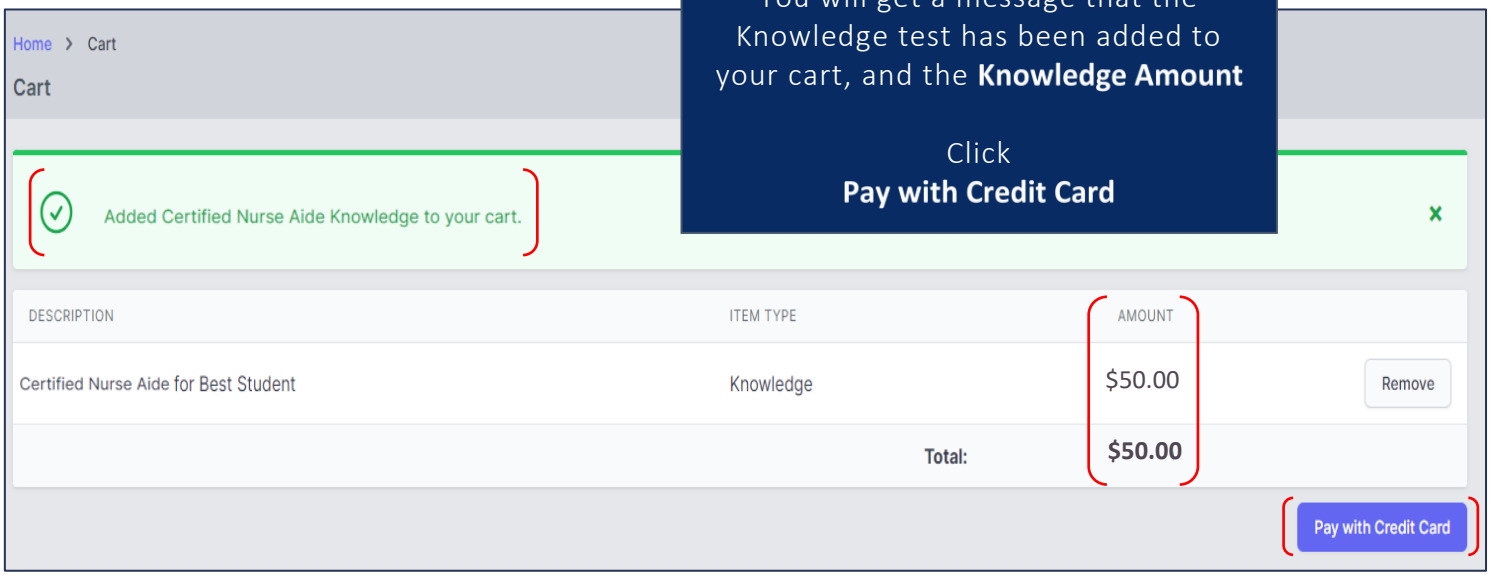
Some training programs pre-pay testing fees for their graduating students. Your program/instructor will have informed you if this is the case. Before scheduling a test, verify with your instructor whether the training program has already prepaid for it.



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

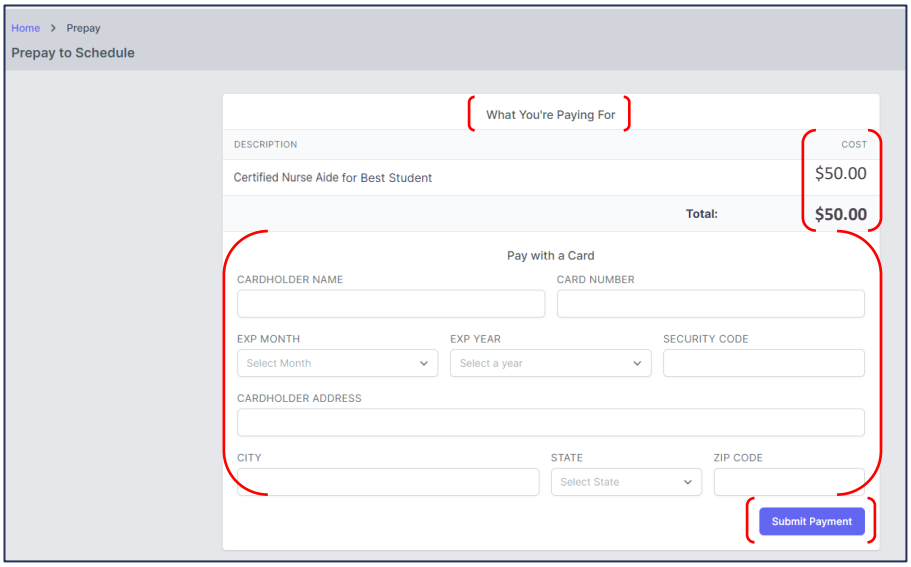
You will get a message that the Knowledge test has been added to your cart, and the **Knowledge Amount**

Click
Pay with Credit Card



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

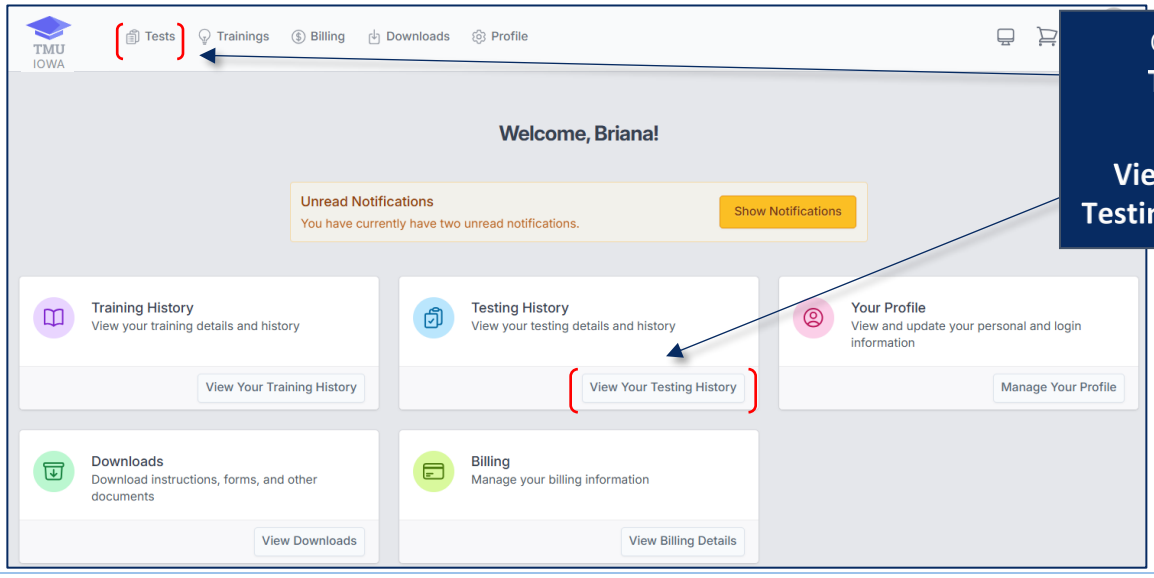
You will receive a receipt of the transaction.

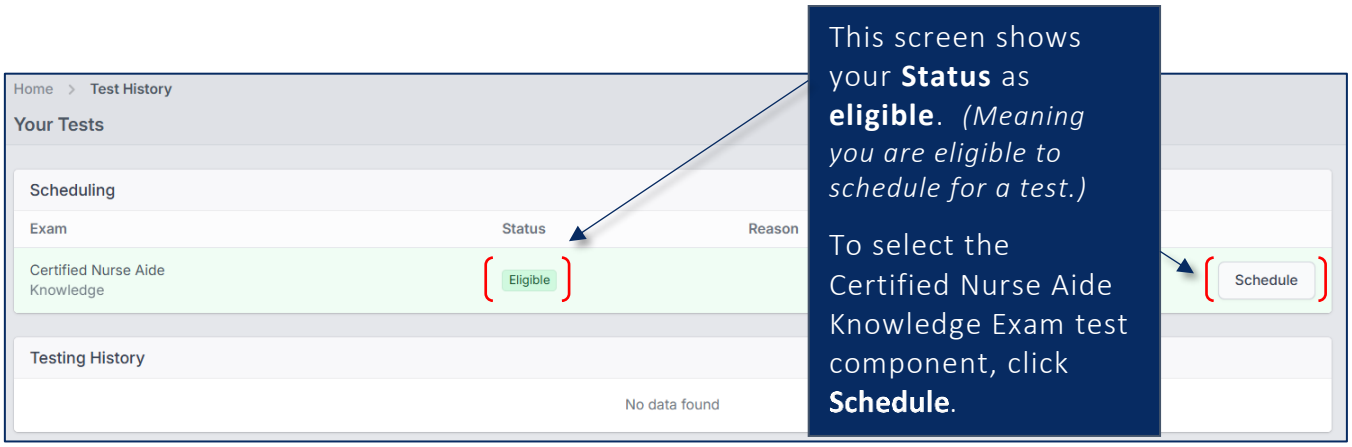


Once your testing fees are paid, you will be eligible to choose a test site and date. Follow the instructions in the next section to schedule or reschedule a test event.

SCHEDULE / RESCHEDULE A TEST EVENT

Click
Tests
-or-
View Your Testing History

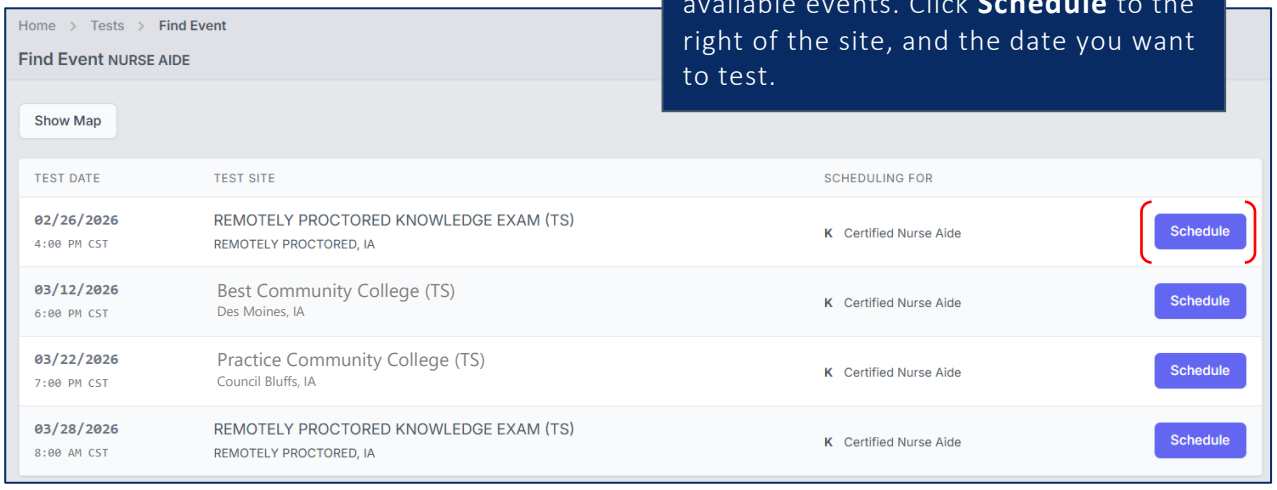




This screen shows your **Status** as **eligible**. *(Meaning you are eligible to schedule for a test.)*

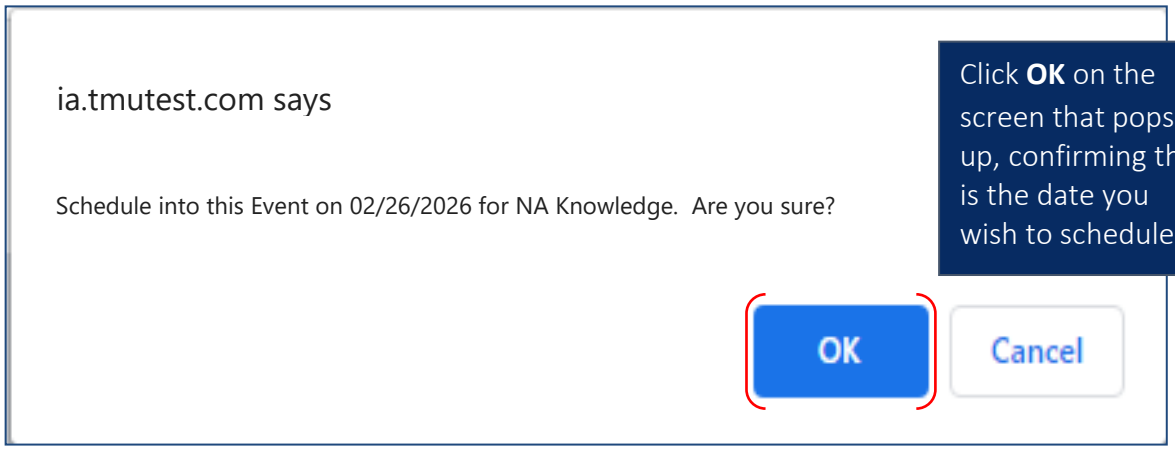
To select the Certified Nurse Aide Knowledge Exam test component, click **Schedule**.

This is the next screen that will open, showing you the available test dates that you can schedule.

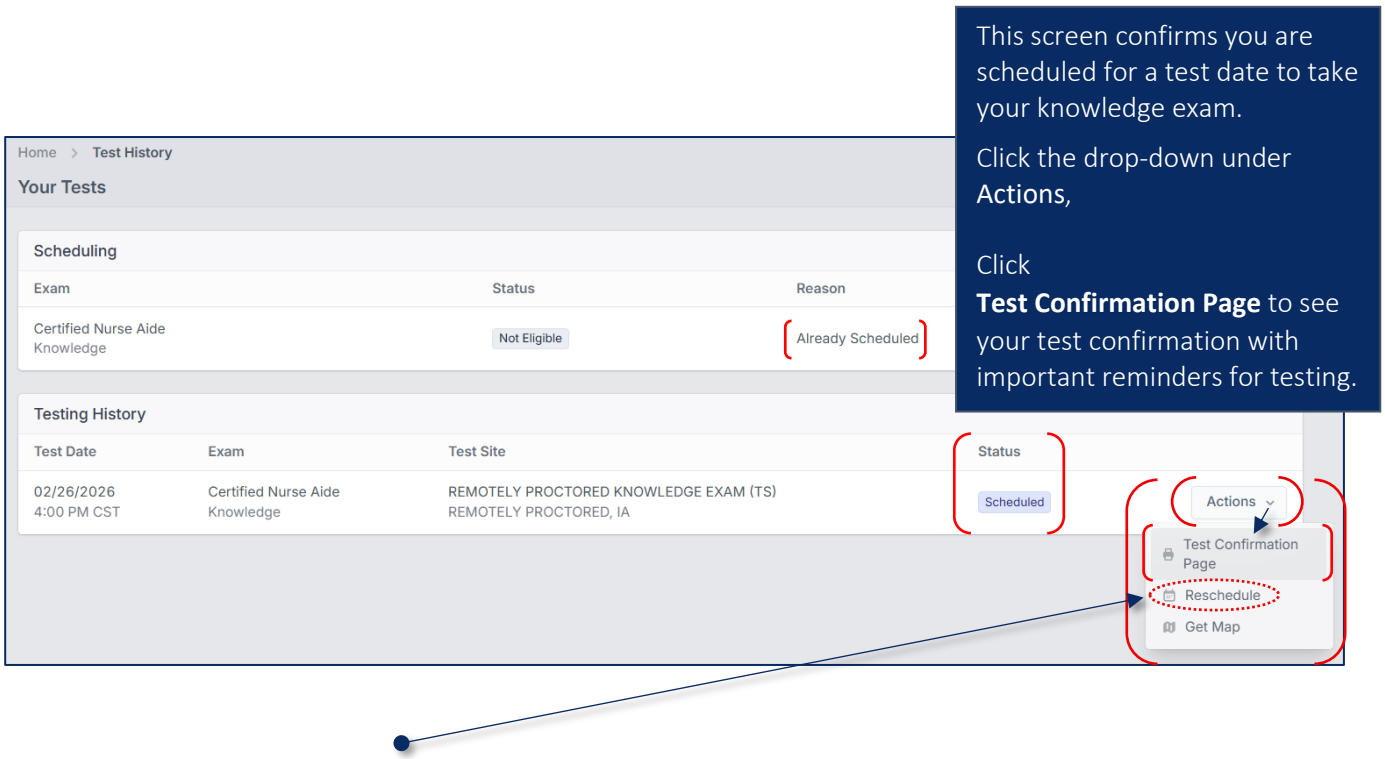


The next screen opens, showing you available events. Click **Schedule** to the right of the site, and the date you want to test.

Confirm your test event selection here:



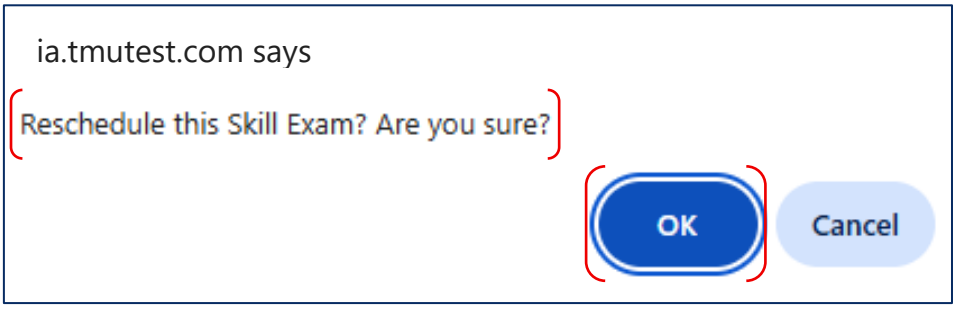
Click **OK** on the screen that pops up, confirming this is the date you wish to schedule.



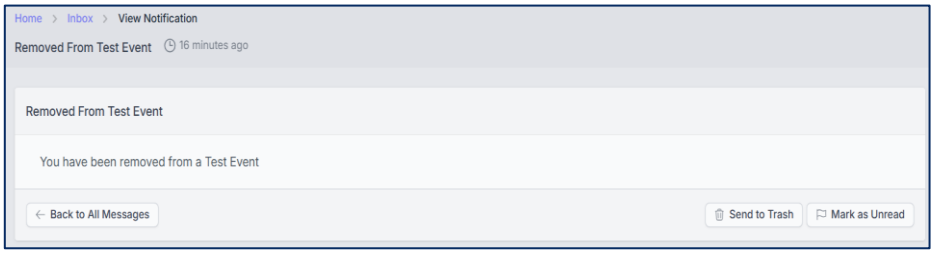
RESCHEDULE A TEST EVENT SCREENSHOTS

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

- If you need to reschedule your test date, under **Actions**, click on **Reschedule** to select another test date.
- Click **OK** to confirm you wish to 'RESCHEDULE' from the event. You will then be able to select another available test date.



The following message will be in your notifications.



Please call D&SDT-HEADMASTER at (800) 393-8664 during regular business hours, 7:00AM to 6:00PM CT, Monday through Friday, excluding Holidays, if you have any questions or concerns or need assistance scheduling a knowledge exam.

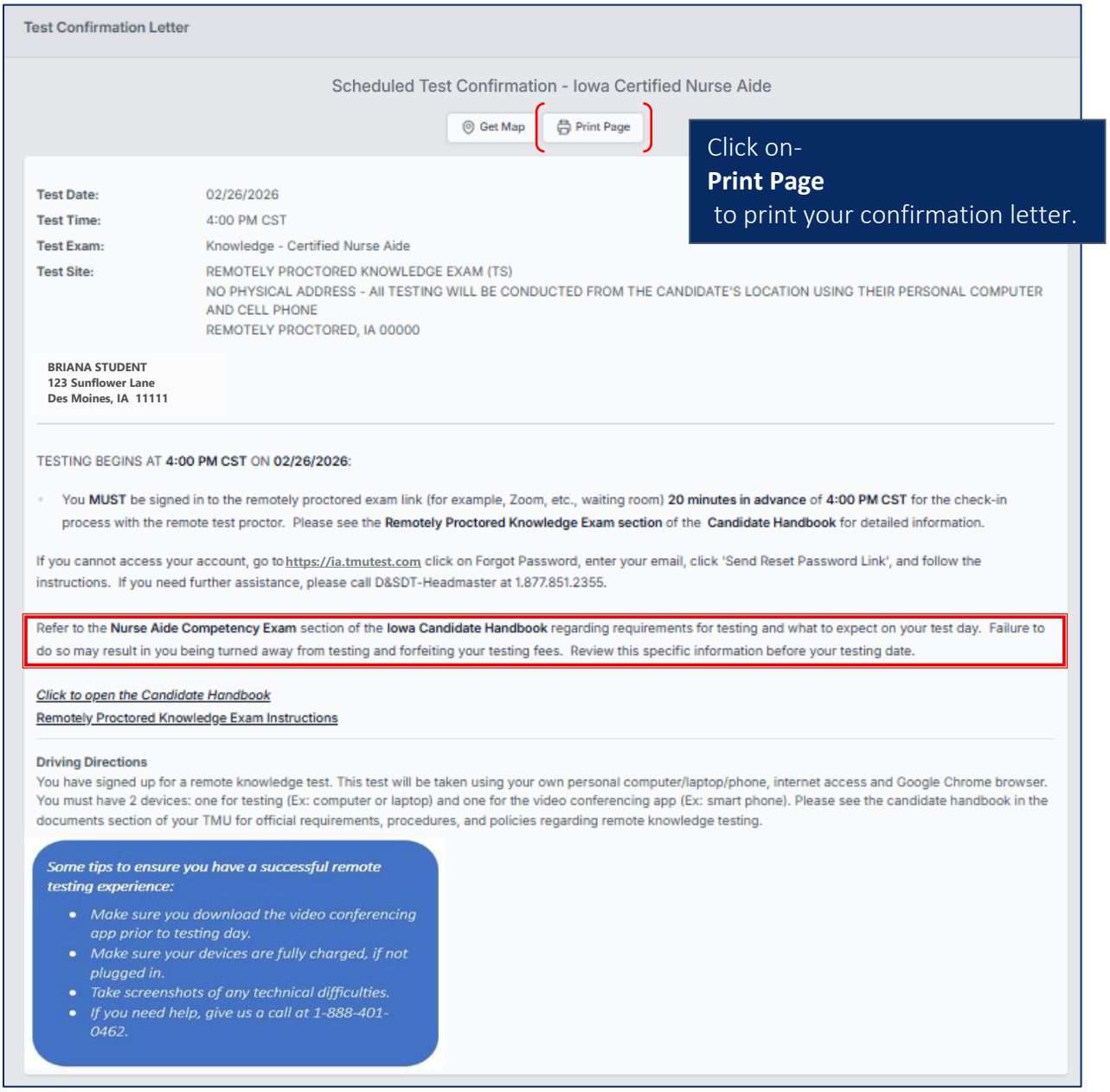
TEST CONFIRMATION LETTER

Candidates can view and verify their test confirmation notice any time after scheduling by logging into their TMU© account at **ia.tmutest.com**, clicking on the '**Actions**' button, and selecting '**Test Confirmation Page**' from the drop-down list. Your test confirmation notice is not required for admission to the exam.

Your test confirmation letter will provide you with important information regarding when you are scheduled to test and to review the Iowa Nurse Aide Candidate Handbook. It can be accessed at any time.

Note: Please read the candidate handbook to avoid being marked as a no-show status for your test event due to non-adherence to testing policies.

It is important that you read this letter and check the information in the Nurse Aide Candidate Handbook!



Test Confirmation Letter

Scheduled Test Confirmation - Iowa Certified Nurse Aide

Get Map | Print Page

Click on-
Print Page
to print your confirmation letter.

Test Date: 02/26/2026
Test Time: 4:00 PM CST
Test Exam: Knowledge - Certified Nurse Aide
Test Site: REMOTELY PROCTORED KNOWLEDGE EXAM (TS)
NO PHYSICAL ADDRESS - All TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE
REMOTELY PROCTORED, IA 00000

BRIANA STUDENT
123 Sunflower Lane
Des Moines, IA 11111

TESTING BEGINS AT **4:00 PM CST** ON **02/26/2026**:

- You **MUST** be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **20 minutes in advance** of **4:00 PM CST** for the check-in process with the remote test proctor. Please see the **Remotely Proctored Knowledge Exam section** of the **Candidate Handbook** for detailed information.

If you cannot access your account, go to https://ia.tmutest.com click on Forgot Password, enter your email, click 'Send Reset Password Link', and follow the instructions. If you need further assistance, please call D&SDT-Headmaster at 1.877.851.2355.

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

Click to open the Candidate Handbook
Remotely Proctored Knowledge Exam Instructions

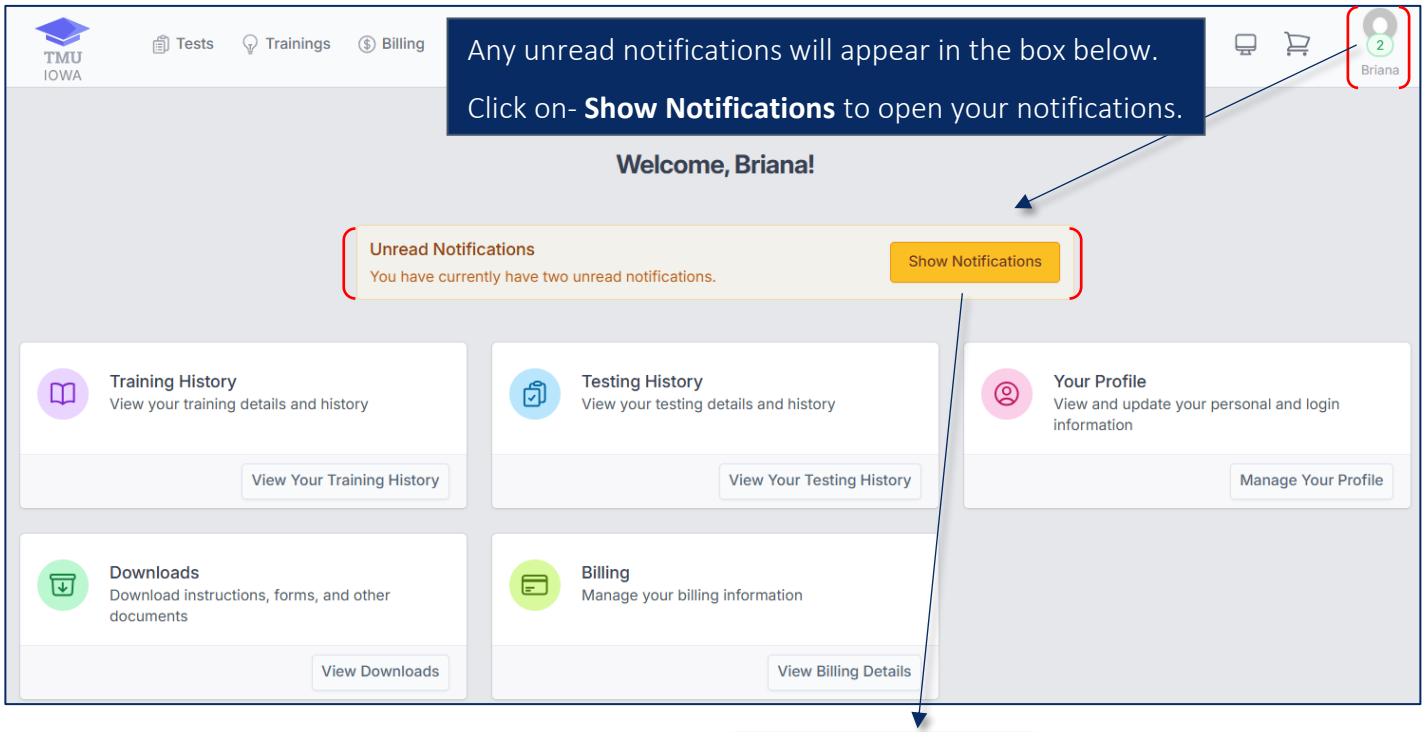
Driving Directions
You have signed up for a remote knowledge test. This test will be taken using your own personal computer/laptop/phone, internet access and Google Chrome browser. You must have 2 devices: one for testing (Ex: computer or laptop) and one for the video conferencing app (Ex: smart phone). Please see the candidate handbook in the documents section of your TMU for official requirements, procedures, and policies regarding remote knowledge testing.

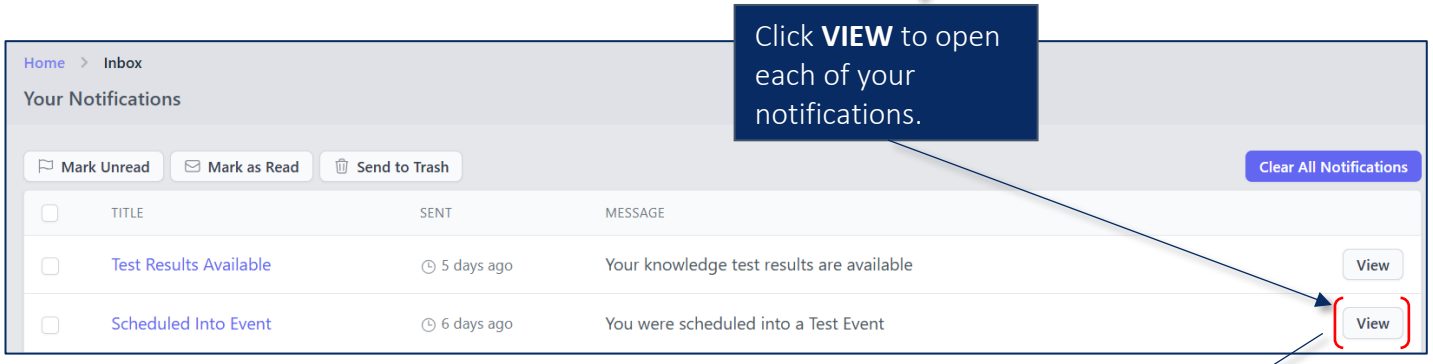
Some tips to ensure you have a successful remote testing experience:

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

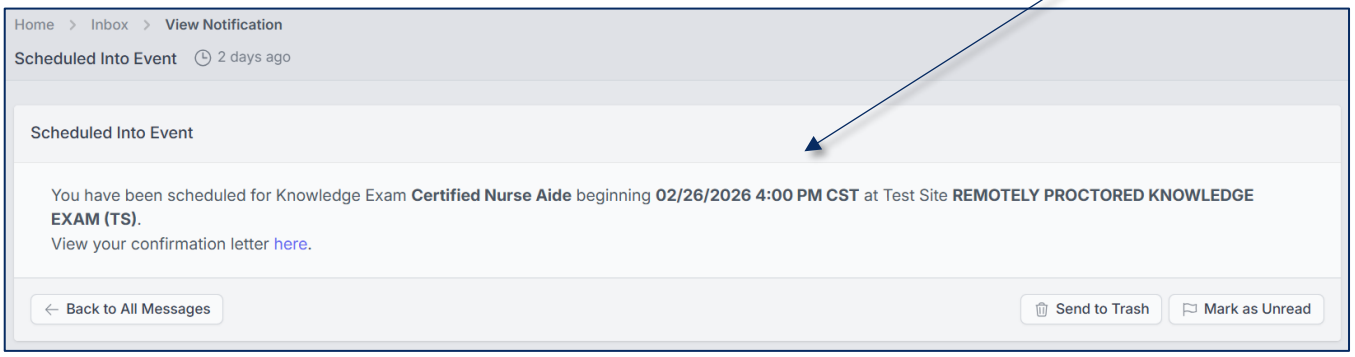
View your TMU© Notifications

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

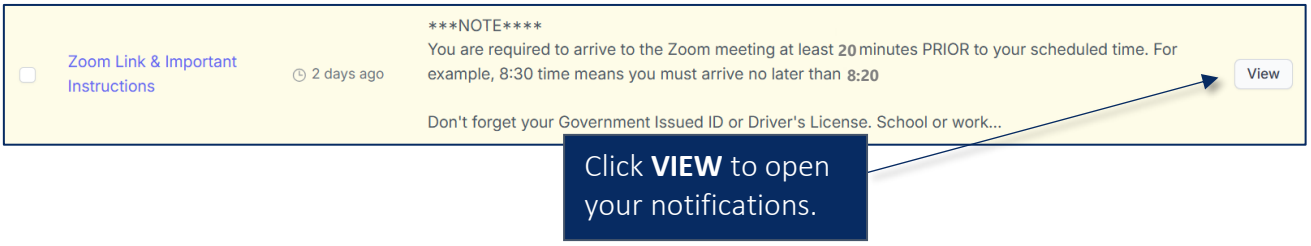




Notification example when scheduled into a test event:



Notification example showing the type of information received when the Zoom invite is sent:



Click **VIEW** to open your notifications.

Example information received from the remote proctor before a scheduled Zoom remotely proctored knowledge exam: *(Information may be different by remote proctor, but you will always receive the Zoom meeting link in the notification you receive.)*

Zoom Link & Important Instructions

NOTE*
You are required to arrive at the Zoom meeting at least 20 minutes PRIOR to your scheduled time. For example, 8:30 means you must arrive no later than 8:10. The Zoom will be LOCKED after the 20-minute window for attendance confirmation. Contact TMU to reschedule if your Zoom meeting shows as 'locked'.

Don't forget your government-issued ID or Driver's License. School or work IDs & Expired IDs are not acceptable as proper identification.

You are being invited to a scheduled Zoom meeting.
Topic: IA CNA RPT
Time: Jan 21, 2026 08:30 AM Central Time (US and Canada)
Join Zoom Meeting
https://us02web.zoom.us/j/89016587052?pwd=UxbbIrPb3Gs6HTgIBEfZqgjksxD5tp.1

Meeting ID: 890 1658 7052
Passcode: 213054

You will need two different devices for your IA CNA RPT. A smartphone/tablet for the Zoom App and another computer, laptop, tablet, or smartphone to log into your existing TMU account. Sign in to your TMU account using your email and password you have already established through TMU PRIOR to your arrival at the Zoom virtual classroom.

Download the Zoom App PRIOR TO TEST TIME on your smartphone. This will be used to monitor you & your environment throughout the exam.

If you chose the Audio version of the test, to have it read aloud to you, you will be required to have WIRED HEADPHONES (non-wired headphones / Bluetooth-connected devices are not allowed) to plug into the device you are testing on. This is the only option for audio testing. Please have headphones ready if you chose this option.

You are responsible for establishing a quiet environment, including the halls and rooms next to you. Disturbances and disruptions can result in your removal from Zoom, requiring you to reschedule and pay again.

IMPORTANT INSTRUCTIONS:
Review the knowledge test instructions provided in the link below before you take your test:
https://docs.google.com/document/d/1wcSmAAsxqr5Pxni2JvEX18AecjO6zPuvnG51Ke7S0XM/edit?tab=t.0

You must have Zoom downloaded on your phone and signed in to your TMU account on another device to test on. If you are not on Zoom at least 20 minutes prior to your scheduled time and are not signed in to your TMU account with a government-issued, current photo ID, you will not be allowed to test and will have to contact TMU to reschedule. You will be counted as a no-show status and will have to pay to retake the test.

Email exampleonly@email.com with any questions or for additional information.

Back to All Messages | Send to Trash | Mark as Unread

TEST DAY

ON-SITE EXAM CHECK IN

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

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

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

TESTING ATTIRE

The testing attire is for both *on-site and remotely proctored test events.

- You must be wearing **appropriate clothing** such as a non-revealing shirt/sweater and pants, sweatpants, appropriate (non-revealing) shorts, or leggings.
  - *Smart watches and smart glasses, activity trackers, or Bluetooth-connected devices **are not allowed***.

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

***NOTE:** For candidates testing at their training program, you may need to adhere to the testing attire requirements of your training program. Please ask your instructor about the testing attire required for your on-site knowledge exam.

IDENTIFICATION

You must present your **United States (US) government-issued, *signed, unexpired, photo-bearing form of identification**

Secure digital IDs, or digital identities, are virtual systems (for example, Apple or Google Wallet) that enable identity verification and secure authentication. They can replace physical IDs and **will be allowed** to do so for identification purposes. However, it is recommended that you carry your physical ID.

NOTE: An image of an acceptable form of identification, such as an image stored on a cell phone in photos or galleries, faxes, emails, or screenshots, ***is not considered a secure digital ID and is not allowed for identification purposes***.

Examples of the forms of non-expired, US government-issued, *signed, acceptable photo IDs are:

- **State-issued Driver's License**
  - *When you renew, the temporary document you are issued is not valid for identification purposes.*
- **State-issued Identification Card**
- **Signed US Passport (Foreign Passports and Passport Cards *are not* acceptable)**
  - *Exception: A signed foreign passport with a US VISA is acceptable (the VISA does not have a signature).*

- **Permanent Resident Card (Green Card or Alien Registration Card)/Employment-Work Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)** *(*now accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to present day. If issued before January 1, 2023, may contain a fingerprint in place of a signature)*
- **Tribal Identification Card** *(a signed photo ID with an expiration date (not expired) issued by a federally recognized Tribal Nation/Indian Tribe)*
- **US Military Identification Card** *(*accepted without a signature or fingerprint, but will have a bar code or may contain a fingerprint in place of a signature)*
- **High School Student IDs**- with pictures from the current school year are accepted

The **FIRST** and **LAST** names listed on your ID presented to the on-site or remote Proctor during check-in at your test event ***MUST EXACTLY MATCH*** the FIRST and LAST names entered in the Iowa TMU© database. You may call D&SDT-HEADMASTER at (800) 393-8664 to confirm that your name of record matches your US government-issued ID, or log in to your TMU© account at **ia.tmutest.com** using your Email or Username and Password to check on or change your demographic information. See more information under **Demographic Updates / Changes / Corrections**.

Please note:

- You will not be admitted for testing if you do not present proper/valid identification.
- Be sure your identification is not expired.
- Check to be positive that both your FIRST and LAST printed names on your identification document match your current name of record in TMU©.
- A driver's license or state-issued ID card that has a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- In cases where names do not match, your ID is not proper/valid, or it has a hole punched in it, you will not be allowed to test, will be considered a NO-SHOW status, forfeit your testing fees, and have to pay for another exam date.

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

If you need to update or correct your demographic information, please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM**. The form is under 'APPLICATIONS' on the Iowa TMU© main web page (before you log in to your account), or click on this link: https://ia.tmutest.com/apply/5.

INSTRUCTIONS FOR THE KNOWLEDGE AND REMOTELY PROCTORED KNOWLEDGE EXAM

Test instructions for the knowledge exam will be provided in written format in the on-site waiting area when you check in for your test.

These instructions outline the process and what to expect during your exam. Please read the instructions ***before*** entering the knowledge exam room or taking the remotely proctored knowledge exam. For on-site testing, the instructions will be left in the waiting area during testing for your reference throughout your time at the test site, and will also be available in your TMU© account under Downloads (see below). For the remotely proctored knowledge exam, the instructions are available in your TMU© account under Downloads (see below). The RN Test Observer and/or Knowledge Test Proctor will ask questions about the instructions you read when entering the testing room.

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

Testing Policies

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

The following policies are observed for all test events:

- Make sure you have signed in to your TMU© account at **ia.tmutest.com** before your test date to update your password and complete your demographic information. Refer to the **Complete Your TMU© Account** section of this handbook for instructions and information.
    - **NOTE:** If you have not signed in and completed/updated your TMU© account when you arrive for your test, you may not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- Testing begins promptly at the start time noted on your confirmation. You **must** be at the on-site test site waiting area/room to **check in 20 minutes before your scheduled start time**. (*For example*: if your test start time is 8:00AM, you must be at the test site waiting area at 7:40AM.) If you are not present at the on-site test waiting area/room 20 minutes before your test start time, you will not be admitted to the exam, you will be considered a NO SHOW, and any exam fees paid *will NOT be refunded*.
- If you do not present a valid and appropriate US government-issued, non-expired, *signed photo ID *(see details in this handbook's* **Identification** *section)*, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
    - If the **FIRST** and **LAST** printed names listed on your ID presented to the RN Test Observer during check-in at your test event **DO NOT EXACTLY MATCH** your FIRST and LAST names that were entered in the Iowa nurse aide TMU© database, you will not be admitted to the exam, considered a no-show status, and any exam fees paid *will NOT be refunded*.
- If you do not wear appropriate attire as outlined in the **Testing Attire** section, and conform to all testing policies, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- If you do not show up for your exam day, or are considered a NO-SHOW STATUS for any reason *(see details in this handbook's* **No-Show Status** *section)*, any test fees paid will NOT be refunded. You must repay your testing fees online in your TMU© account using your Email or Username and Password to schedule another exam date.
- **PERSONAL ITEMS:** Such as water bottles, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in the testing room. The testing team will inform you of the designated area to place your personal items, and you are to collect these items when you complete your test.
- **ELECTRONIC DEVICES:** Cell phones, smartwatches, fitness monitors, smart glasses, electronic recording devices, and Bluetooth-connected devices are not permitted on or near you in the testing room. The testing team will inform you of the designated area to place your electronic devices, and you are to collect these items when you complete your test.
    - All electronic devices must be **turned off**.
        - → Smartwatches, fitness monitors, or Bluetooth-connected devices (including smart glasses) must be removed from your wrist or body and **turned off**.
        - → If you are scheduled for a remotely proctored knowledge exam, please see the additional procedures/policies in the **Remotely Proctored Knowledge Exam Testing Policies** section.
- Anyone caught cheating or using any electronic recording device during testing will be removed from the testing room(s), have their test scored as a failed attempt, forfeit all testing fees, and will be reported to their training program and the Iowa Department of Inspections, Appeals, and Licensing (DIAL). Please refer to the **Security** section of this handbook for detailed information.

- Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the Iowa Department of Inspections, Appeals, and Licensing (DIAL). Please refer to the **Security** section of this handbook for detailed information.
- Translation dictionaries, translating devices, and non-approved language translators ***are not permitted*** to be used during testing.
- Scratch paper and basic calculators ***are not allowed***.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, or smoke (e-cigarettes or vape) during the exam.
- You are not allowed to leave the testing room (knowledge test on-site or remotely proctored room) once the exam has begun ***for any reason***. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
- For on-site testing:
  - You may use personal devices in the on-site waiting area during your free time.
  - You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
  - Test sites, RN Test Observers, and Knowledge Test Proctors are not responsible for the candidate's personal belongings at the test site.
- No visitors, guests, pets (including companion and emotional support animals), or children are allowed.
  - Service animals (a dog that has been individually trained to perform specific tasks for people with disabilities) are allowed. We encourage you to contact D&SDT-HEADMASTER at (800) 393-8664 or via email at **iowa@hdmaster.com** once you have scheduled a test date, so that we can notify the testing team.
  - If you attend your event with guests, pets (including companion or emotional support animals), or children of any age, you will not be permitted to test and will forfeit all testing fees paid.
- **You may not test if you are ill (sick).** Call D&SDT-HEADMASTER at (800) 393-8664 immediately to reschedule *(see the **note** below)*.

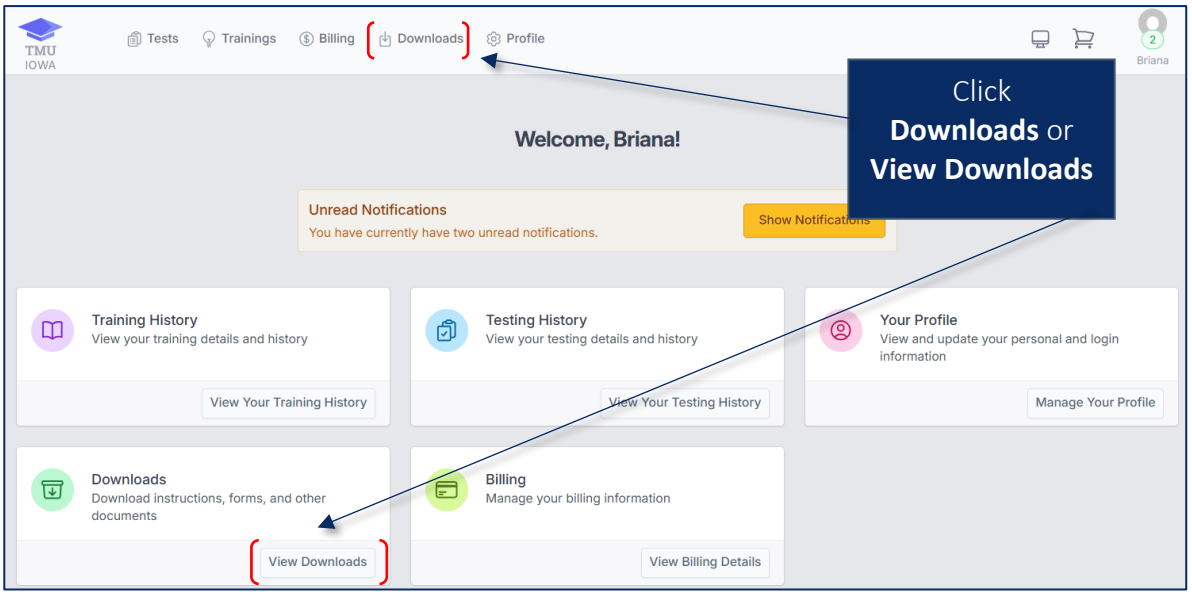
  NOTE: Please refer to the handbook's **Rescheduling Policy** and **No-Show Exceptions** sections.

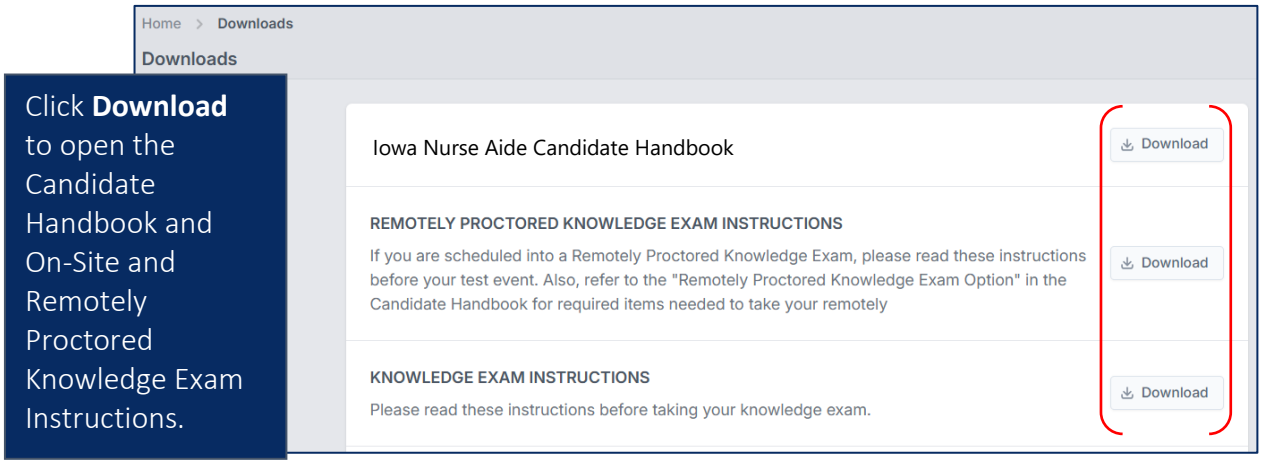
  → *Reschedules will not be granted less than one (1) full business day before a scheduled test date.*
- ***Please refer to this Iowa Nurse Aide Candidate Handbook before your test day for testing and/or policy updates.***

The Candidate Handbook and Testing Instructions can also be accessed within your TMU© account under your 'Downloads' tab. Follow the instructions under **Access the Candidate Handbook and Testing Instructions** on the next page.

-continued on the next page-

ACCESS THE CANDIDATE HANDBOOK AND TESTING INSTRUCTIONS





REMOTELY PROCTORED KNOWLEDGE EXAM OPTION

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

REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATE REQUIREMENTS

Candidates must also have the following:

- An updated version of Google Chrome as your Internet browser.
  - ***TMU© does not support Internet Explorer.***
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge exam.

- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam. The remote Proctor will give you a 'code' to start your test.**
- A smartphone or tablet to access the 'video conferencing app' (for example, Zoom, etc.) that you **must download**.
  - An email will be sent to you and your notifications (in your TMU© account) with information about the 'video conferencing app' (for example, Zoom, etc.) **you must download *before* test day**.
  - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU© account), a reminder with the password-protected link to join the test event.
- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
- You may not use a video filter, such as a background or blurring your screen.
- **IMPORTANT NOTE:** On testing day, you *will not be allowed to receive any assistance with your setup* from anyone in your environment (room/area).
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and any other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- If you have selected the Audio version of the knowledge exam, you will provide your own wired headphones/earbuds (Bluetooth-connected devices are not allowed) to plug into the computer.
  - The questions are neutrally read to you and will be heard through wired headphones or earbuds plugged into the computer.
  - When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

SCHEDULE / RESCHEDULE A REMOTELY PROCTORED KNOWLEDGE EXAM

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

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

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

REMOTELY PROCTORED KNOWLEDGE EXAM INSTRUCTIONS

It is important that you read the Remotely Proctored Knowledge Exam Instructions before signing in to your remotely proctored knowledge exam. Please see the instructions to access the Remotely Proctored Knowledge Exam Instructions under **Access the Candidate Handbook and Testing Instructions**.

REMOTELY PROCTORED KNOWLEDGE EXAM TESTING ATTIRE

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

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

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

REMOTELY PROCTORED KNOWLEDGE EXAM CHECK-IN

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

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

REMOTELY PROCTORED KNOWLEDGE EXAM POLICIES

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

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

- Make sure you have signed in to your TMU© account at **ia.tmutest.com** well before your test date to update your password and complete your demographic information. Refer to this handbook's **Complete Your TMU© Account** section for instructions and information.

  - If you have not signed in and completed/updated your TMU© account when you check in for your exam, you may not be admitted to the remotely proctored exam, and any exam fees paid *will NOT be refunded*.

- If you do not wear appropriate attire as outlined in the **Testing Attire** section, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- On testing day, you **will not be allowed to receive any assistance with your setup** from anyone in your environment (room/area). **If someone else is in the room with you, the remote Proctor will remove you from the meeting and mark you as a no-show.** You will forfeit any testing fees paid and must repay to reschedule a new test.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
  - ***You may not use a video filter, such as a background or blurring your screen.***
- The 'video conferencing app' (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
  - If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.
- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** You need to test in an isolated, secure room/area that is free of distractions and interruptions, *just as you would if you were sitting in the knowledge test room at a test site.*
- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored testing issues under the **No-Show Exceptions** section.
- If you have requested an AUDIO version of the Knowledge Exam, you will need to have wired headphones/earbuds that plug into the computer (**Bluetooth-connected devices are not allowed**).
  - The questions are neutrally read to you and will be heard through wired headphones or earbuds plugged into the computer.
  - When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.
- Translation dictionaries, translating devices, and non-approved language translators ***are not permitted*** to be used during testing.
- Scratch paper and basic calculators ***are not allowed***.

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

Security

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

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

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

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

Rescheduling Policy

All candidates may reschedule online in their TMU© account to a new test date up until **one (1) full business day** before a scheduled test day, **excluding** Saturdays, Sundays, and Holidays.

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

- **Example:** If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to reschedule by the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open 7:00AM to 6:00PM CT, Monday through Friday, excluding Holidays.
- Please see the **RESCHEDULE A TEST EVENT SCREENSHOTS** for a visual of rescheduling online.

Scheduled test date is on a:	Reschedule before 6:00PM CT the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

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

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the Iowa Nurse Aide Competency Exam at all.

SCHEDULED IN A TEST EVENT

1. If you are scheduled in a test event, a refund request of testing fees paid must be made by filling out and submitting the **CANDIDATE-Refund Request Form** on D&SDT-HEADMASTER's Iowa webpage at **hdmaster.com** at least **one (1) full business day** before your scheduled test event (excluding Saturdays, Sundays, and Holidays). No phone calls will be accepted.

   Example: If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to request a refund by filling out and submitting the Refund Request Form by the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open until 6:00PM Central Time, Monday through Friday, excluding Holidays.

2. Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

3. Refund requests must be made within thirty (30) days of payment of the original testing fees with D&SDT. Any refund requests made more than 30 days after the original payment of testing fees with D&SDT ***will not be issued***.

NOT SCHEDULED IN A TEST EVENT

1. Refund requests must be made within thirty (30) days of payment of the original testing fees with D&SDT. Any refund requests made more than 30 days after the original payment of testing fees with D&SDT ***will not be issued***.

2. A refund request for testing fees paid must be made by filling out and submitting the **CANDIDATE-Refund Request Form** on D&SDT-HEADMASTER's Iowa webpage at **hdmaster.com**. No phone calls will be accepted.

3. Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

Unforeseen Circumstances Policy

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

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

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

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

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

See more information under **No-Show Exceptions**.

No-Show Status

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

These fees partially offset D&SDT-HEADMASTER costs incurred for services requested and the resulting work performed. If a reschedule or refund request is not received at least one full business day before a scheduled test event, excluding Saturdays, Sundays, and Holidays (see examples in this handbook's **Rescheduling Policy** and **Refund of Testing Fees Paid** sections), a NO-SHOW STATUS will exist. You will forfeit your testing fees and must repay the full testing fee to secure a new test event.

NO-SHOW EXCEPTIONS

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

Complete, upload the required documentation, and submit (within the required time frames outlined below) the **No Show Exception Form** available on the Iowa TMU© main page under 'APPLICATIONS', or click this link: https://ia.tmutest.com/apply/6.

- **Car breakdown or accident**: If you have to drive to a location other than your home to take your remotely proctored knowledge exam, D&SDT-HEADMASTER must be contacted within one business day via phone call, fax, or email, and a tow bill, police report, or other appropriate documentation showing your name and the provider of service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Weather or road condition-related issue**: If you have to drive to a location other than your home to take your remotely proctored knowledge exam, D&SDT-HEADMASTER must be contacted within one business day via phone call, fax, or email, and a road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Medical emergency or illness**: D&SDT-HEADMASTER must be contacted within one business day via phone, fax, or email, and a doctor's note showing your name and the provider of service name (or be on the provider's letterhead) must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Death in the family**: D&SDT-HEADMASTER must be contacted within one business day via phone, fax, or email, and an obituary or letter showing your name and the provider of service name submitted on your behalf from the funeral home for immediate family must be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within 7 business days, your no-show status will stand, and you will be required to repay your testing fee. (The immediate family includes the parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

- **Remotely proctored testing issues:** D&SDT-HEADMASTER must be contacted within one business day via phone, fax, or email, and appropriate documentation showing your name and the provider of service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.
  - **Internet outage or issue:** Documentation showing your name and the provider of service name from the Internet provider, showing outage date and times.
  - **Computer or cell phone issue:** If the computer or cell phone fails to work for any reason, documentation showing your name and the name of the provider of service from a computer repair technician/shop or other appropriate documentation.

Candidate Feedback – Exit Survey

You will be able to access your test results in your TMU© account the day your test is officially scored after 6:00PM CT. You will be provided a link to complete the exit survey when you access your test results. The survey is confidential and will not affect the outcome of any test. You are encouraged to complete the survey with honest feedback on the examination process to help improve testing.

Exam Results

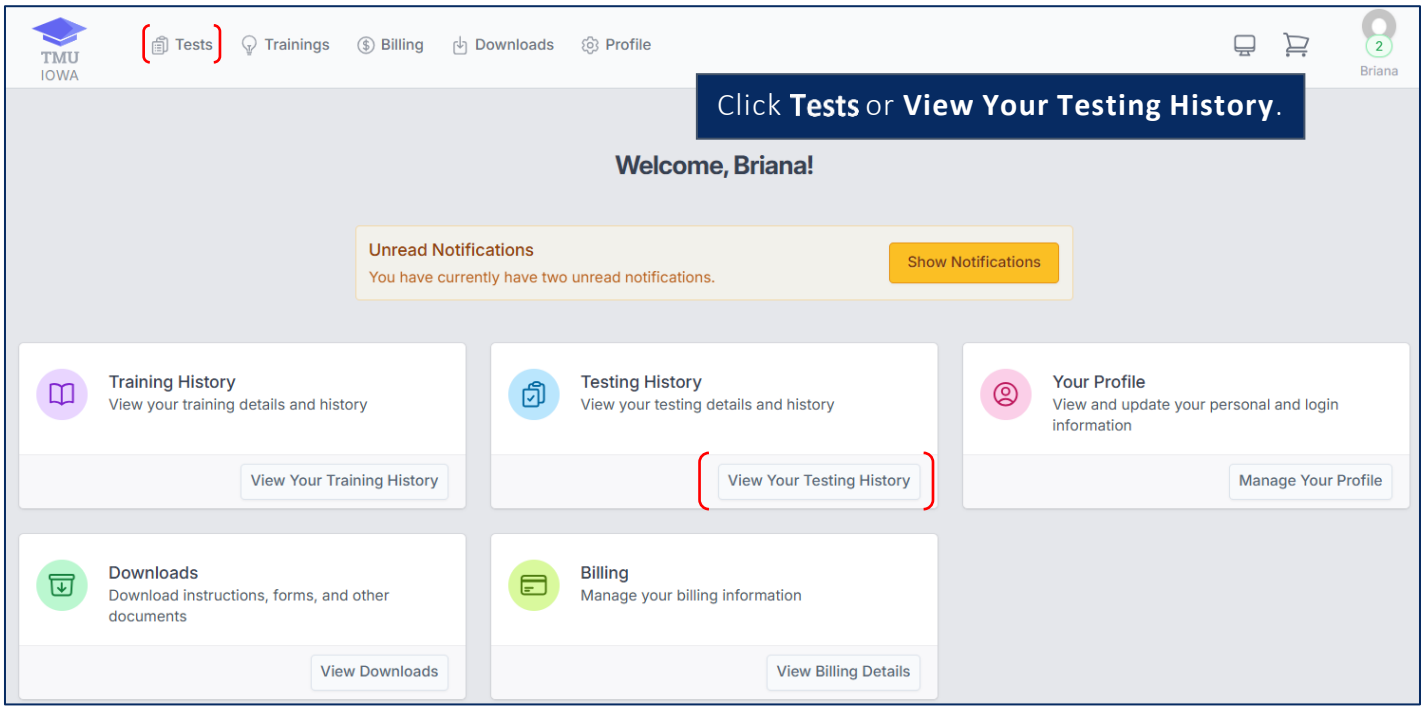
After you have completed the Knowledge Exam, your test results will be officially scored and double-checked by D&SDT-HEADMASTER scoring teams. The detailed feedback provided in your exam results is shown on the next page.

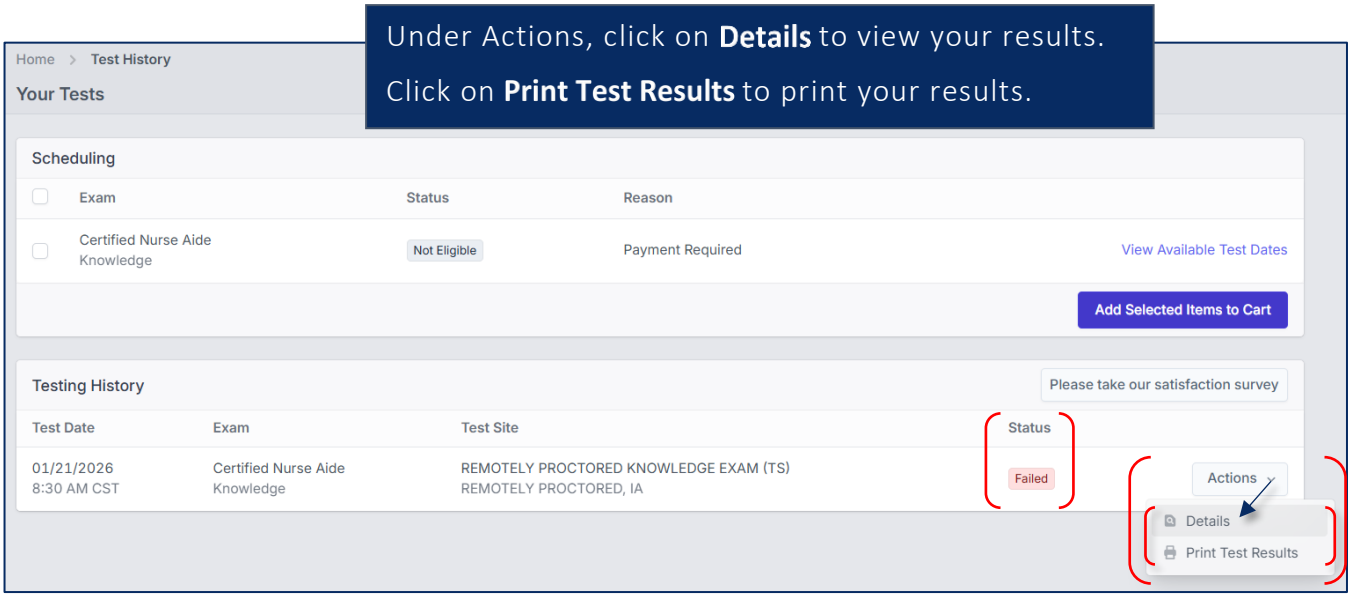
You may securely access your results in your own TMU© account at **ia.tmutest.com**. Official test results are available to you after 6:00PM Central Time the day tests are scored.

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

Accessing your Test Results in your TMU© Account

Sign in to your TMU© account at **ia.tmutest.com** to view your test results. Continued on the next page.

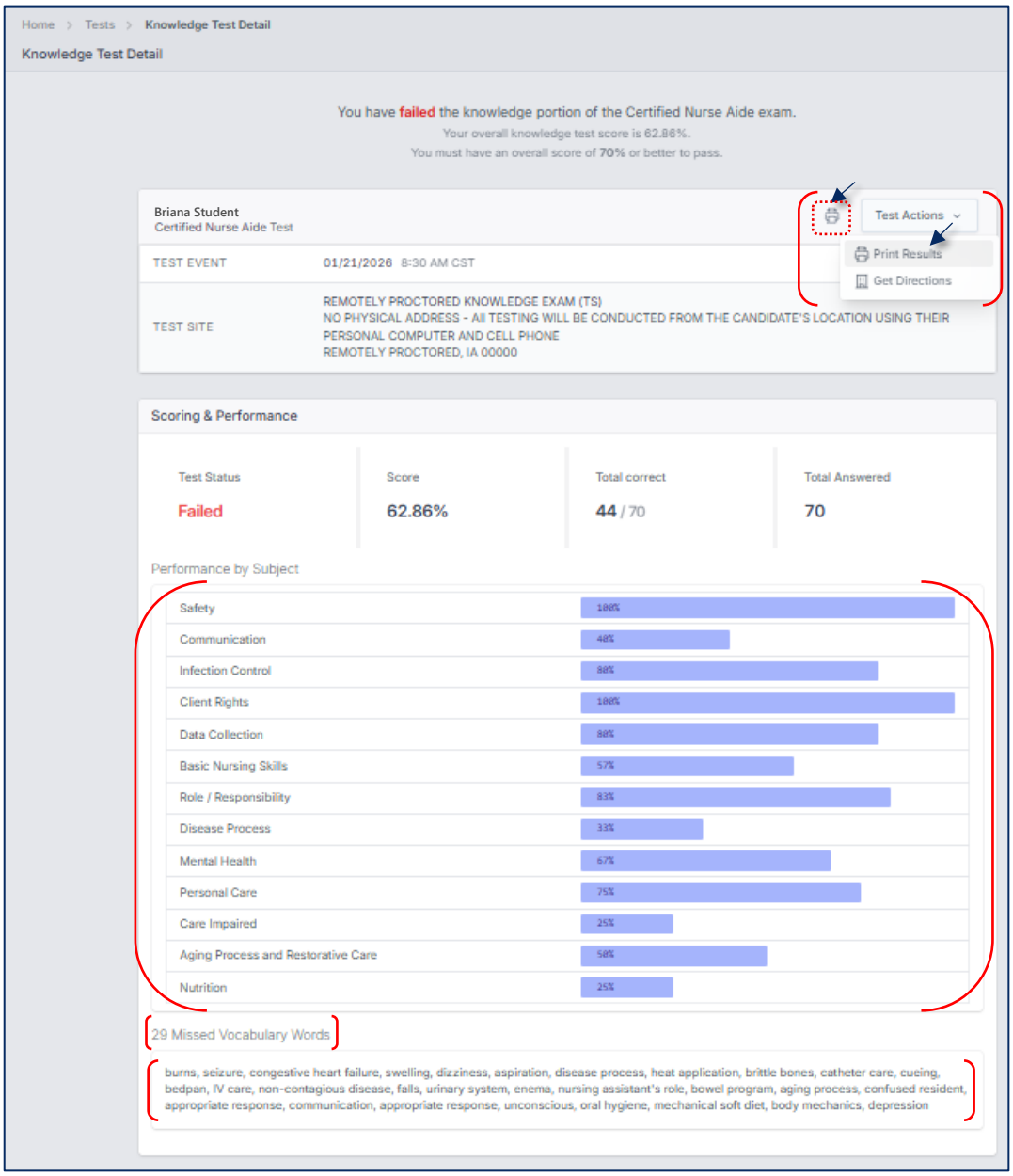

TMU IOWA
Tests
Trainings
Billing
Downloads
Profile
Briana
Click Tests or View Your Testing History.
Welcome, Briana!
Unread Notifications
You have currently have two unread notifications.
Show Notifications
Training History
View your training details and history
View Your Training History
Testing History
View your testing details and history
View Your Testing History
Your Profile
View and update your personal and login information
Manage Your Profile
Downloads
Download instructions, forms, and other documents
View Downloads
Billing
Manage your billing information
View Billing Details


Under Actions, click on Details to view your results.
Click on Print Test Results to print your results.
Home > Test History
Your Tests
Scheduling
Exam
Status
Reason
Certified Nurse Aide Knowledge
Not Eligible
Payment Required
View Available Test Dates
Add Selected Items to Cart
Testing History
Please take our satisfaction survey
Test Date
Exam
Test Site
Status
01/21/2026 8:30 AM CST
Certified Nurse Aide Knowledge
REMOTELY PROCTORED KNOWLEDGE EXAM (TS) REMOTELY PROCTORED, IA
Failed
Actions
Details
Print Test Results

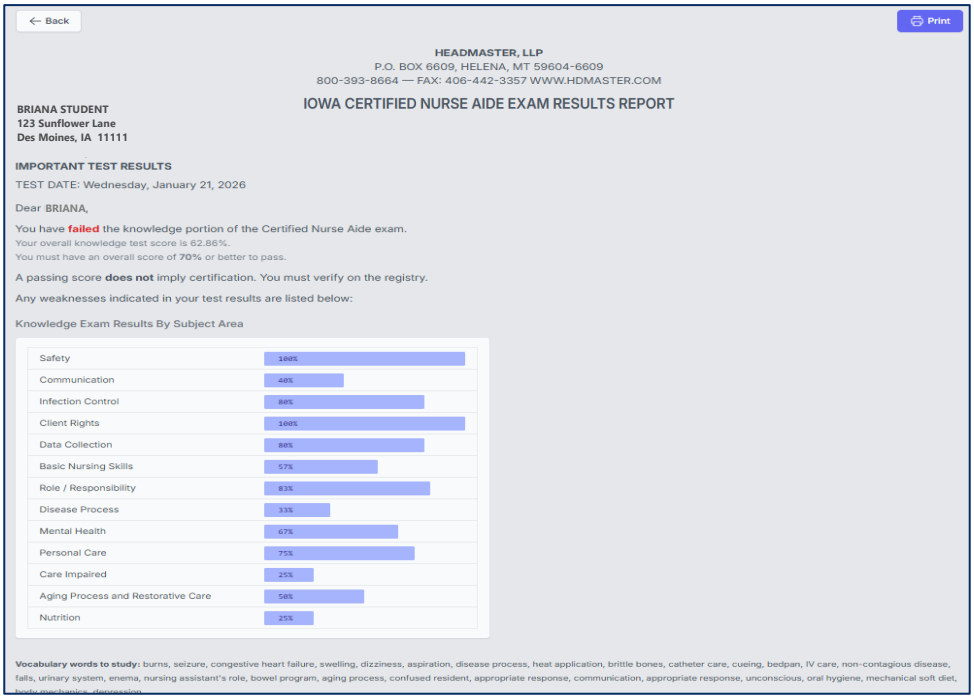
Test Results *DETAILS* Example:

Under **Actions**, click on **Print Results** to print your results.

You can also click on the printer icon to print your results.



Printed Version:



Test Attempts

You have **three (3) attempts** to pass the competency exam.

Retaking the Knowledge Exam

In the event that your test results inform you that you failed the knowledge exam, and when you want to apply for a retest, you will need to pay the testing fee before you can schedule a new exam date.

You can schedule a retest online by signing in to your TMU© account at **ia.tmutest.com**. (See this handbook's **Schedule / Reschedule a Test Event** for rescheduling instructions.) You will need to pay with a Visa or Master Card credit/debit card before you can schedule.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (800) 393-8664. We can assist you in scheduling a retest date, provided your fees have been paid.

Test Review Requests

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

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT-HEADMASTER at (800) 393-8664 during regular business hours, 7:00 AM to 7:00 PM CT, Monday through Friday, excluding Holidays, to discuss the test outcome you are questioning before committing to paying the $25 non-refundable test review request deposit. Once you have further details about the scoring of your test, you will often better understand the scoring process and learn how to prepare more effectively for subsequent exam attempts. If, after discussing your concerns with D&SDT-HEADMASTER staff, you still have concerns about your testing process that affected the outcome of your exam, you may submit a Test Review Request.

There is a $25 non-refundable test review deposit fee. To request a review, complete the **Test Review Request and Payment Application**, available on the Iowa TMU© main page under 'APPLICATIONS' (before logging in to your account) at **ia.tmutest.com**. Test Review Requests must be received **within three (3) business days** from the official scoring of your test (excluding Saturdays, Sundays, and Holidays). Late requests will be denied and will not be considered.

Since one qualification for certification as a nurse aide in Iowa is demonstrated by passing an examination of minimum nurse aide knowledge, the likely outcome of your review will determine who pays for any retests that may be granted. If, after investigation, the review finding is in your favor, you will be refunded the $25 test review deposit. If the review findings are *not in your favor*, the $25 test review deposit will remain, and the fee is non-refundable.

D&SDT-HEADMASTER will review your detailed recollection and knowledge test markings, as well as the markings and notations recorded by the knowledge or remote Proctor at the time of your test. We will interview the knowledge or remote Proctor about the facts detailed in your dispute documentation. D&SDT-HEADMASTER will recheck your test score and may contact you for any additional information about the test event.

After a candidate reaches the age of 18, D&SDT-HEADMASTER will only discuss test results or test disputes with the candidate. D&SDT-HEADMASTER will not review test results or disputes with instructors, training programs, family members, or anyone else on behalf of the candidate once the candidate reaches 18 years of age.

D&SDT-HEADMASTER will complete your review request within ten business days of receiving it within the required timeframe. The final determination of the review results will be sent to the email address listed in your TMU© account, along with a notification to the Iowa Department of Inspections, Appeals, and Licensing (DIAL).

THE KNOWLEDGE/AUDIO EXAM

KNOWLEDGE EXAM CONTENT

The Knowledge Exam consists of **70 multiple-choice questions**. Questions are selected from subject areas based on the Iowa Department of Inspections, Appeals, and Licensing-approved Iowa test plan and include questions from all the required categories as defined in OBRA regulations. The subject areas and the number of questions for each are listed below.

SUBJECT AREAS

SUBJECT AREA	NUMBER OF QUESTIONS	SUBJECT AREA	NUMBER OF QUESTIONS
Aging Process and Restorative Care	4	Infection Control	5
Basic Nursing Skills	14	Mental Health	3
Care Impaired	4	Nutrition	4
Client/Resident Rights	5	Personal Care	4
Communication	5	Role / Responsibility	6
Data Collection	5	Safety	5
Disease Process	6		

KNOWLEDGE EXAM INFORMATION

You will have a maximum of **sixty (60) minutes** to complete the **70-question** knowledge exam. The multiple-choice questions will be presented to you, one at a time, on the computer screen to select answers A, B, C, or D. You can navigate through the exam questions with the previous and next buttons. You will be able to see your time at the top of your screen when you are logged in to the exam. You may not ask the Test Proctor questions about the content of the knowledge exam (such as "What does this question mean?").

You must have a score of **70%** or better to pass the knowledge portion of the exam.

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

→ The Test Proctor will provide you with a code at the test event to start your test.

Your exam will be displayed on a computer screen for you to read and key/tap or click on your answers.

Translation dictionaries, language translators of any kind, scratch paper, and calculators ***are not allowed***.

The Audio Version of the Knowledge Exam

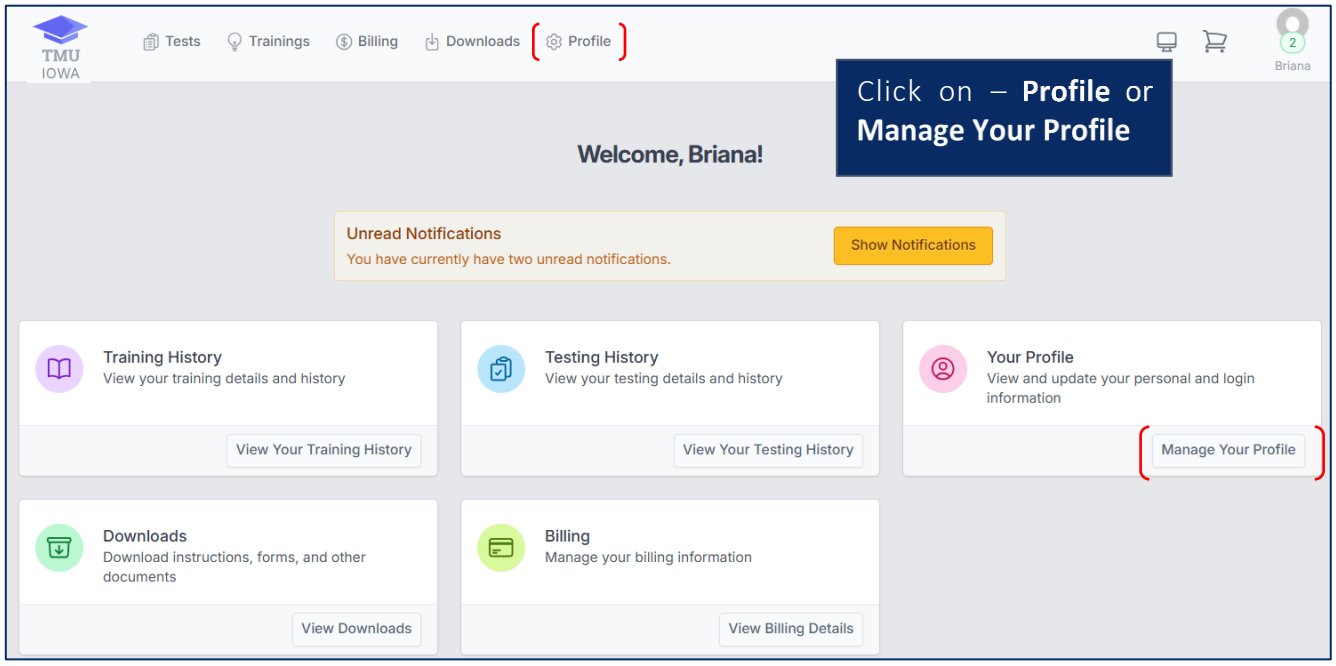
An audio (oral) version of the knowledge exam is available. However, you must select an Audio version before you submit your testing fee payment. There is no additional charge for an audio version of the knowledge exam.

The questions are read neutrally to you and can be heard through wired earbuds or headphones plugged into the computer. You will need to provide your own wired earbuds or headphones to show the remote Proctor when checking in for your remotely proctored exam. ***Bluetooth-connected devices are not allowed.***

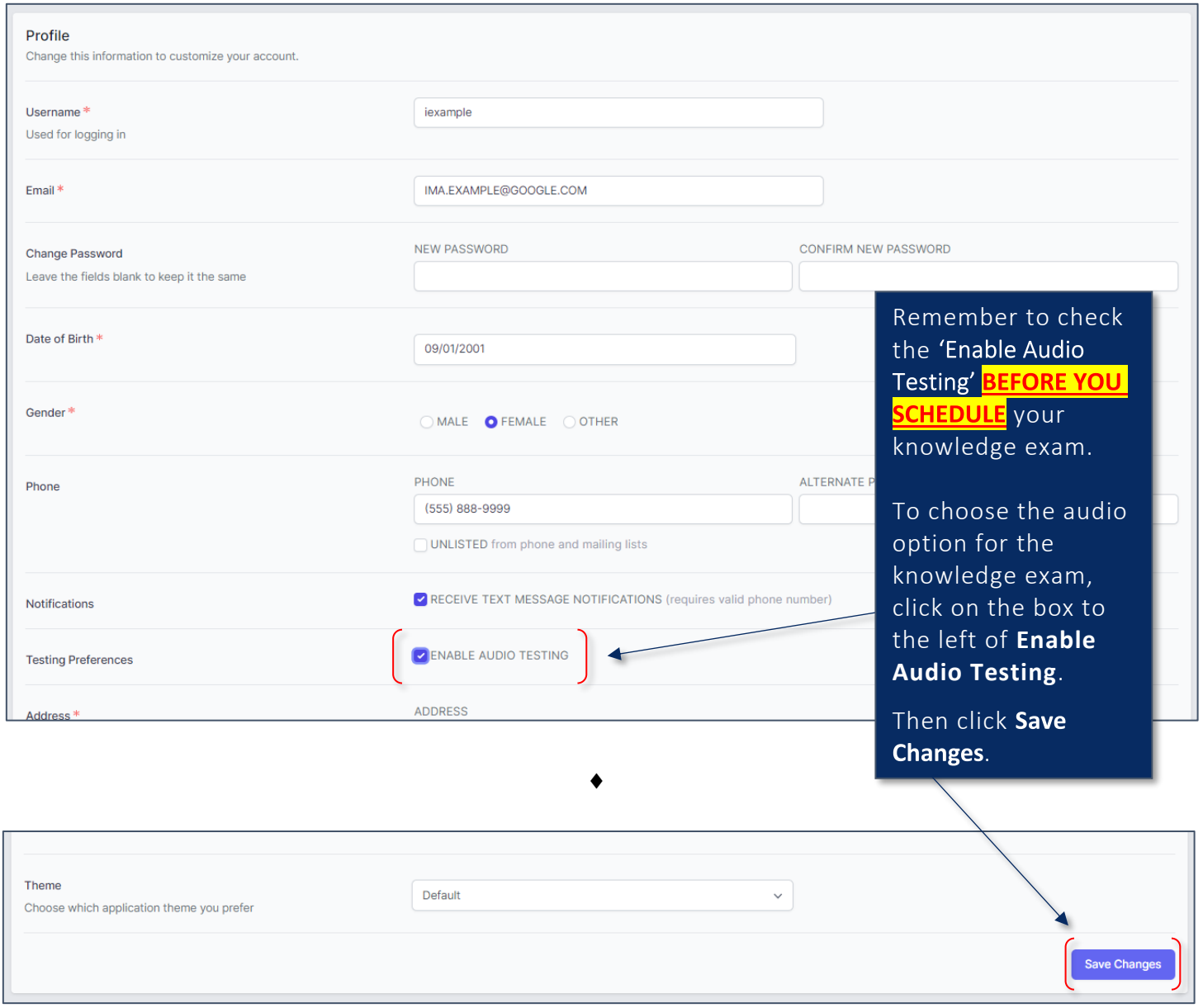
When taking an Audio version of the Knowledge exam, the audio control buttons appear on the computer screen, allowing you to play, rewind, or pause the questions as needed.

SELECT AN AUDIO VERSION OF THE KNOWLEDGE EXAM

To select the audio version of the knowledge exam, see the instructions that follow.



Check the 'Enable Audio Testing' to receive an Audio version of the Knowledge Exam:



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

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

Then click **Save Changes**.

KNOWLEDGE EXAM VOCABULARY LIST

The vocabulary words listed below are essential for studying for the knowledge exam questions. Additionally, these words will be included in your detailed test results feedback for any questions you answer incorrectly. See the **Test Results Example** in this handbook's **Access Your Test Results in Your TMU© Account** section.

abandonment	abuse	adduction
abdominal thrust / Heimlich maneuver	acceptance	ADL
abduction	accidents	administration process
abductor wedge	activities	admitting resident
abnormal vital signs	acute	advance directives
absorption	adaptive devices	afebrile
	addiction	aging process

agitation	bipolar disorder	clear liquid diet
AIDS	bleeding	cognitively impaired
Alzheimer's	blindness	cold application
ambulation	blood pressure (BP)	cold compress
amputees	body alignment	colostomy
anemia	body fluid	colostomy care
anger	body language	combative resident
angina	body mechanics	communicable
anti-embolic /elastic stockings /TED hose	body system	communication
antibacterial	body temperature	compression
antibiotics	bone loss	compression socks
antisepsis	bowel program	confidentiality
aphasia	break time	conflict resolution
apical	breathing	confused resident
apnea	brittle bones	congestive heart failure (CHF)
appropriate response	broken equipment	constipation
arteries	bronchitis	contamination
arthritis	burnout	contracture
aspiration	burns	converting measures
assault	call light	COPD
assistive device	cancer	coughing excessively
atherosclerosis	cardiac arrest	CPR
atrophy	cardiopulmonary resuscitation	cross contamination
attitudes	cardiovascular system	cueing
axillary temperature	care impaired	CVA
bacteria	care plan	cystitis
bargaining	cast	death and dying
basic needs	cataract	decubitus ulcer
basic skin care	catastrophic reactions	deeper tissue
bath water temperature	catheter care	dehydration
bathing	central nervous system	delegation
bed cradle	Cerebral Palsy	dementia
bed height	charge nurse	denial
bed making	chemical safety	dentures
bed position	chemotherapy	dependability
bedpan	chest pain	depression
bedrest	choking	dermatitis
behavior	chronic	diabetes
beliefs	circulatory system	diabetic
biohazard	cleaning	dialysis

diastolic
diet
dietitian
difficulty talking
digestion
dilate
dirty linen
discharging resident
disease process
disinfection
disoriented
disrespect
dizziness
DNR
documentation
dressing
dry skin
dying
dysphagia
dyspnea
dysuria
edema
edematous
elderly
electrical equipment
elevate head
elimination
emesis
emesis basin
empathy
emphysema
enema
epilepsy
essential behaviors
ethics
evacuation
exercise
extension
eyeglasses
facility policy
falls

false imprisonment
faulty equipment
fecal impaction
feces
feeding
financial abuse
fingernail care
fire safety
flatus
flexed
flexion
Foley catheter
foot board
foot care
foot drop
Fowler's
fracture pan
fractures
fraud
frayed cord
free from disease
gait belt
gangrene
gastric feedings
gastrostomy tube
germ transmission
gerontology
gloves
glucometer
grieving process
group settings
guardian
hair care
hand tremors
hand washing
health-care team
hearing aid
hearing impaired
heart
heart muscle
heat application

hemiplegia
hepatitis A
hepatitis B
HIPAA
HIV
holistic care
hormones
hospice
Huntington's
hypertension
immune
immune system
in-service programs
incontinence
indwelling catheter
infection control
initial observations
insomnia
insulin
intake
intake and output (I&O)
integumentary system
interpersonal skills
isolation
IV care
jaundice
job description
laxatives
life support
lift/draw sheet
linen
listening
living will
log roll
loose teeth
low-sodium diet
macular degeneration
making an occupied bed
Maslow
masturbation

material safety data sheets	open-ended questions	progressive
measuring height	oral hygiene	prostate gland
measuring temperature	oral temperature	prosthesis
mechanical lift	orthopneic	providing privacy
mechanical soft diet	orthosis	PTSD
medical asepsis	orthotic device	pulse
medications	osteoarthritis	pureed diet
memory loss	osteoporosis	RACE (acronym)
mental health	output	radial
mentally impaired	oxygen	ramps
metastasis	pain	range of motion
microorganism	palliative care	reality orientation
military time	paralysis	reddened/discolored area
misappropriation	paranoia	refusal
mistakes	Parkinson's	rehabilitation
mobility	passive	rejection
mouth care	pathogen	reminiscing
moving	perineal care	reporting
Multiple Sclerosis	peripheral vascular disease	reporting abuse
musculoskeletal system	peristalsis	reposition
nail care	personal belongings	resident abuse
nares	personal care	resident belongings
nasal cannula	personal choice	resident-centered care
needles	personal hygiene	resident identification
neglect	personal items	resident independence
negligence	personal protective equipment (PPE)	resident information
new resident	personal values	resident preferences
non-contagious disease	phantom pain	resident rights
non-verbal communication	physical needs	resident trust
NPO	polydipsia	resident's chart
nurse's station	positioning	resident's environment
nursing assistant's role	postmortem care	resident's families
nutrition	precautions	respectful treatment
objective data	prefix	respiration
OBRA	pressure ulcer	respiratory
obsessive compulsive	preventing falls	responding to resident's behavior
occupied bed	preventing injury	restorative care
official records	privacy	restraint
ombudsman	professional boundaries	resuscitation
		rigor mortis

risk factor	stethoscope	tubing
safety	stomach	twice daily
safety data sheets	stress	tympanic temperature
sanitizer	stroke	unaffected
scale	strong side	unconscious
secretions	subjective data	uniform
security	sundowning	unsteady
seizure	supine	urinary catheter bag
self-actualization	supplemental feedings	urine / urinary system
semi-Fowlers	suprapubic	UTI
sensory system	survey	validation
sexual abuse	swelling	violent behavior
sexual harassment	systolic	vision change
sexual needs	tachycardia	vital signs
sharps container	telephone etiquette	vocabulary
shaving	temperature	vomitus
side rails	tendons	walker
Sitz bath	terminal illness	wandering resident
skin integrity	thick fluid	warm application
slander	thickened liquids	water
smoking	tips	water faucets
social needs	toenails	water intake
social worker	trachea	water temperature
soiled linen	transfer belt	weak side
spiritual needs	transfers	weakness
sputum	transporting	weighing
stages of grief	transporting food	well-balanced meal
standard precautions	treating residents with respect	well-being
STAT	trochanter roll	wheelchair safety
state survey	tub bath	white blood cells
stealing	tube feeding	withdrawn resident
stereotypes		workplace violence

Notes: