



D&S Diversified Technologies LLP

Headmaster LLP

NEW MEXICO NURSE AIDE CANDIDATE HANDBOOK

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The Payment section was updated – page 16.

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HEADMASTER
TMU

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test • name and address changes **(888) 401-0462**

Questions regarding: obtaining information on official regulations and guidelines for nurse aides • obtaining information regarding approved training programs • renewals • reinstatement • reciprocity • regulations..... **(505) 861-9680**

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New Mexico Health Care Authority (NMHCA) Health Facility Licensing and Certification Nurse Aide Registry ATTN: Nurse Aide Registry 5300 Homestead Road NE Suite 300-3114 Albuquerque, NM 87110 Email: CNA.Registry@hca.nm.gov New Mexico Nurse Aide Website: https://www.nmhealth.org/about/dhi/hflc/prop/nar/	<i>Monday through Friday</i> 8:00AM –5:00PM <i>Mountain Time Zone</i>	Phone #: (505) 861-9680



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INTRODUCTION

Congress adopted the Nursing Home Reform Act in 1987 as part of the Omnibus Budget Reconciliation Act (OBRA '87). This federal law was designed to improve the quality of care in long-term healthcare facilities and define training and evaluation standards for nursing aides who work 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. This program aims to ensure that candidates seeking to be nurse aides understand these standards and can competently and safely perform the job of an entry-level nurse aide.

The minimum age requirement to test in New Mexico is 16. This handbook describes the nurse aide competency examination process and is designed to help prepare candidates for testing. The examination has two parts: a multiple-choice knowledge test and a skill test. Candidates must pass both parts to be identified and listed on the New Mexico Nurse Aide Registry.

The New Mexico Health Care Authority (NMHCA) has approved D&S Diversified Technologies, LLP (D&SDT)-HEADMASTER, LLP to provide tests and scoring services for nurse aide testing. For questions not answered in this handbook, please get in touch with D&SDT-HEADMASTER at (888)401-0462 or go to D&SDT-HEADMASTER's [New Mexico Nurse Aide web page](#). The information in this handbook will help you prepare for your examination.

NEW MEXICO NURSE AIDE REGISTRY REQUIREMENTS

The New Mexico Nurse Aide Registry (NMNAR) lists the names of nurse aides who, through training, testing, and experience, meet federal and/or state requirements to work as a nurse aide in New Mexico. The Registry includes substantiated findings of nurse aide abuse, neglect, misappropriation of resident property, or exploitation involving a nurse aide at a New Mexico Health Care Authority (NMHCA) licensed medical facility. Upon successfully completing training, passing both the knowledge and skills portions of the competency exam, and meeting federal and/or state requirements, a nurse aide candidate will be listed on the NMNAR.

Review the **Nurse Aide Competency Exam** section to help prepare for the exam.

Registry Maintenance

Once placed on the New Mexico Registry, it is your responsibility to maintain your demographic information so that renewal notifications/alerts can be delivered to you promptly. You must renew electronically by signing in to your TMU© account at nm.tmutest.com. Use your Email or Username and Password to sign in. If you are new to the system or have forgotten your password, refer to the **Forgot my Password** section in this handbook to reset your password. If you need assistance signing in to your TMU© account, call D&SDT-HEADMASTER at (888)401-0462. Renewal reminders are emailed to your TMU© account email address of record and/or text to your SMS-capable phone, so keeping your contact information current is important.

Note: Renewal notifications/alerts are sent via email and text message 30 days before your certification expiration date. No renewal certifications are sent via USPS mail. It is important to keep your TMU© demographic information updated to receive your renewal notification.

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

Registry name changes (marriage/divorce, etc.), date of birth changes, social security number corrections, etc., must be verified with appropriate documentation. Please complete the [DEMOCRAPHIC CHANGE/CORRECTION REQUEST FORM](#) and upload your demographic change/correction documentation. The form is under 'APPLICATIONS' on the New Mexico TMU© main web page (before you log in to your account), or click on this link: <https://nm.tmutest.com/apply/6>.

Registry Renewal

To maintain eligibility to work, you must renew your eligibility every twenty-four months. To be eligible to renew, you must work for pay as a nurse aide performing nursing or nursing-related services at least eight (8) consecutive hours during the previous twenty-four months. Nurse aides with misconduct restrictions on the Registry are not eligible for renewal. You are allowed 30 days after your certification expires to renew. If your license has been expired over 30 days, you will need to test to recertify.

To renew, sign in to your TMU© account at nm.tmutest.com and list your work hours and where you were employed (nursing home, hospital, hospice, home health agency, or ICF/MR facility). Use your Email or Username and Password to sign in. If you are new to the system or have forgotten your password, refer to the **Forgot my Password and Recover my Account** section in this handbook to reset your password. An email verification link will be sent to the employer contact you choose from the list of employers. When the employer verifies your work experience, your eligibility will be extended an additional twenty-four months.

- If you work for an employment agency, you must submit your employment verification request to a facility at which you have worked hours through your agency.
- Employment agencies are not listed in the list of employers and cannot verify your employment.
- Employment as a private-duty aide, doctor's office aide, laboratory aide, personal care home assisted living aide, or personal care home residential living aide does not qualify for recertification.
- If you are not employed as a nurse aide at the time of re-certification, you will choose 'unemployed' from the list of employers, and the New Mexico Health Care Authority (NMHCA) will review and approve your verification.

Renewal Instructions

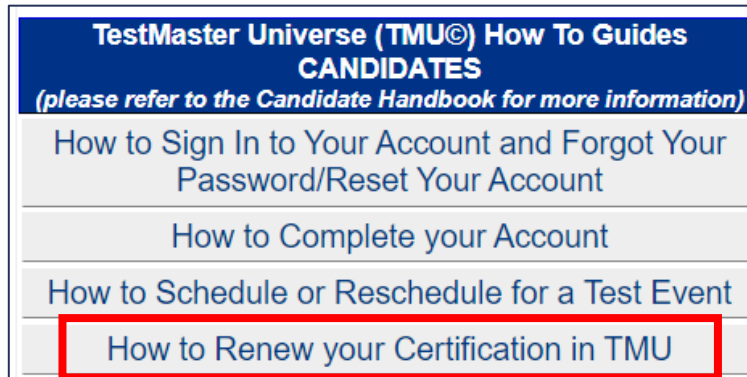
To renew your certification, sign in to your TMU© account at nm.tmutest.com.

If you do not know your Email or Username and Password, enter your email address and click on 'Forgot Your Password?' You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see the **Forgot Your Password and Recover your Account** section). If you are unable to sign in for any reason, contact D&SDT-HEADMASTER at (888)401-0462.

There are three options to pay the renewal fee:

- **Self-Pay:** pay the fee yourself with a credit card.
- **Sponsor Payment:** your employer pays the fee for you.
- **New Mexico Health Care Authority Funded Facility:** There is no renewal fee.

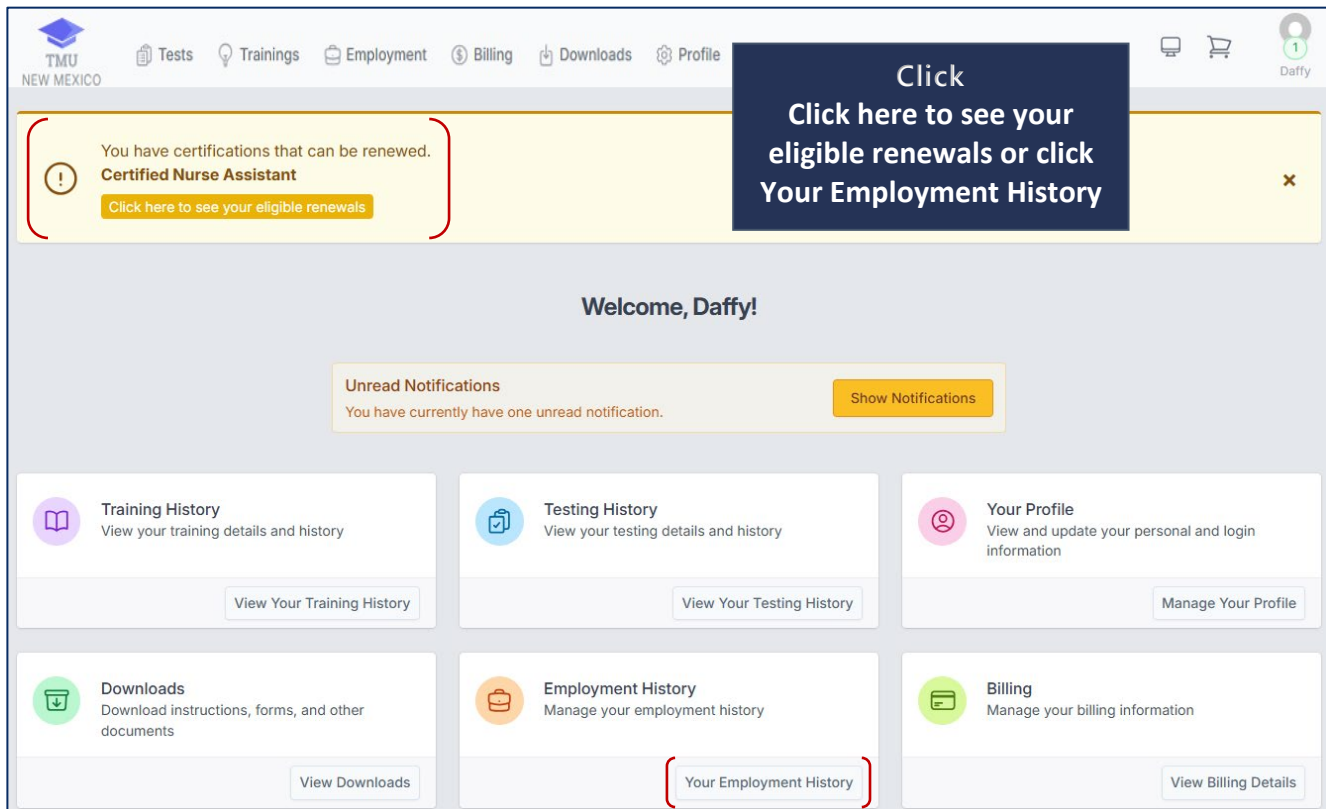
Please see detailed instructions on [D&SDT-HEADMASTER's New Mexico website](#). Click [How to Renew your Certification in TMU®](#).



Under federal regulations, a nurse aide becomes ineligible for employment if they do not perform at least 8 hours of nursing-related services for pay in a health care setting within twenty-four months of the lapse of their certification. To re-establish employment eligibility on the NMNAR, you must successfully pass both components of the approved New Mexico NA nurse aide competency examination.

Contact D&SDT-HEADMASTER for authorization to schedule the competency test to regain employment eligibility status.

OR - please refer to the following instructions:



This screen will open up:



Home > Renewal Letters

Renewal Letters

Click
Click here to submit
Employment Renewal

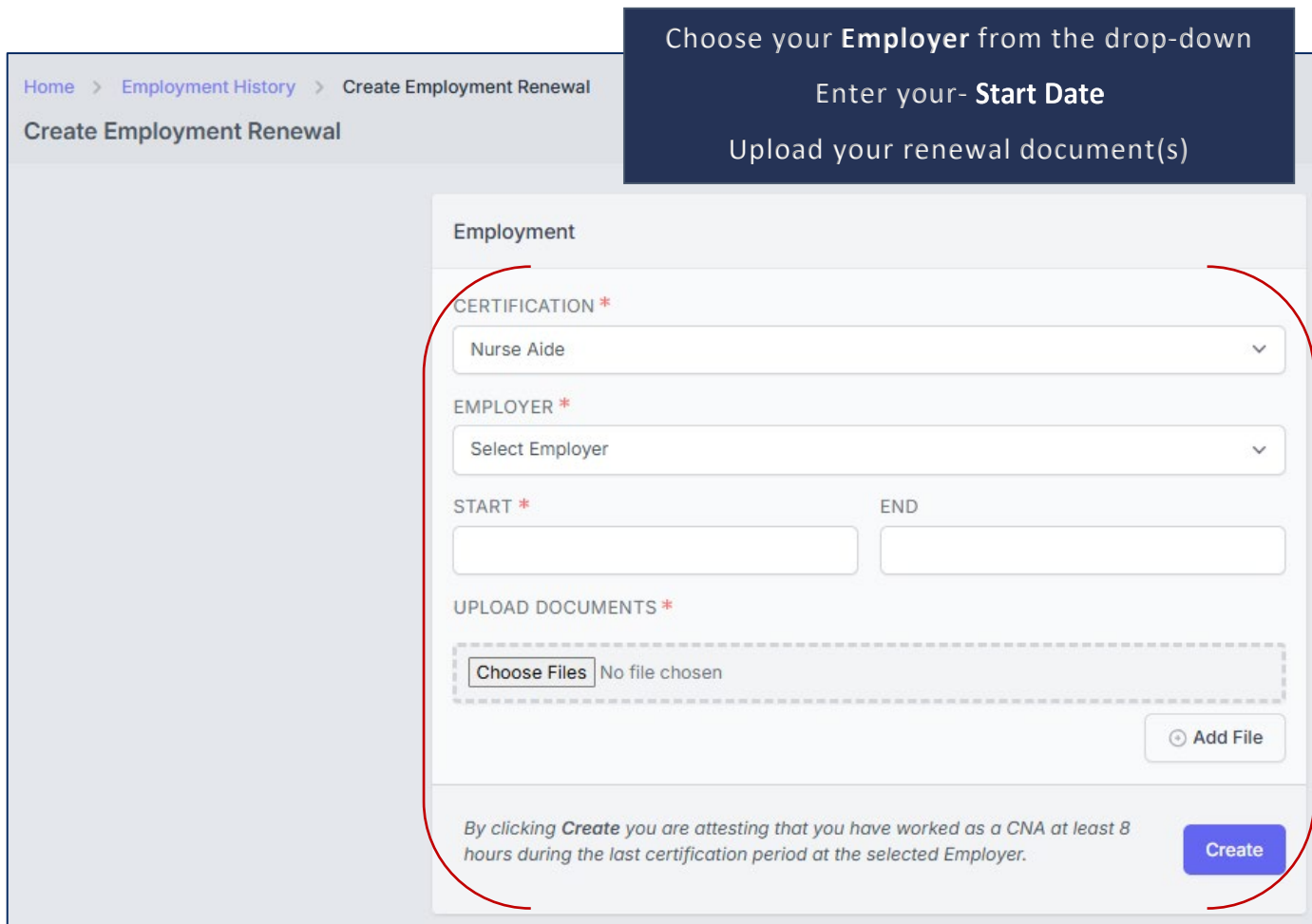
Nurse Aide Certification FAKE #

Your New Mexico Nurse Aide Certification will expire on Aug 31, 2025

Click here to submit Employment Renewal

This is the next screen that will open up:

NOTE: When you select your Employer from the drop-down, the rest of this screen will appear – please see the next page.



Home > Employment History > Create Employment Renewal

Create Employment Renewal

Choose your Employer from the drop-down
Enter your- Start Date
Upload your renewal document(s)

Employment

CERTIFICATION *
Nurse Aide

EMPLOYER *
Select Employer

START * END

UPLOAD DOCUMENTS *
Choose Files No file chosen
Add File

By clicking **Create** you are attesting that you have worked as a CNA at least 8 hours during the last certification period at the selected Employer.

Create

If your employer pays the renewal fee for you, select-
SPONSOR PAYMENT -- SEE EXAMPLE ON THE NEXT PAGE

For SELF-PAY: Complete the credit/debit card information to pay the non-refundable renewal fee of \$25.00 + a 4.875% non-refundable New Mexico Gross Revenue Tax Fee

Click on- **PAY NOW**

(NOTE: The renewal fee and New Mexico Gross Revenue Tax Fee are non-refundable.)

(You are self-attesting that you have worked as a CNA for at least 8 hours during the last certification period at the facility (employer) you listed.)

Your eligibility will be extended an additional 24 months.

Self-pay option:

Once you have selected your EMPLOYER from the drop-down list, the screen will populate with the following information.

Pay with a Credit Card ✓

You pay the fee yourself

The renewal fee is \$25.00

Sponsor Payment

Your employer pays the fee for you

(Plus a non-refundable 4.875% New Mexico Gross Revenue Tax Fee)

CARDHOLDER NAME *

CARD NUMBER *

EXP MONTH *

Select Month ▼

EXP YEAR *

Select Year ▼

SECURITY CODE *

CARDHOLDER ADDRESS *

CITY *

STATE *

▼

ZIP CODE *

*By clicking **Pay Now** you are attesting that you have worked as a CNA at least 8 hours during the last certification period at the selected Employer.*

*Please pay \$25.00 to continue with certification renewal. The renewal fee is **non-refundable**. (Plus a non-refundable 4.875% New Mexico Gross Revenue Tax Fee)*

*We accept **Visa** and **Mastercard**.*

Pay Now

After paying the renewal fee (there is no renewal fee for 'state-funded' facilities), you will get a message that you have '**successfully created employment**', and the '**Status**' of your request will be '**Pending**'. Your employer will review your request and approve or deny it.

Sponsor payment option:

Pay with a Credit Card
You pay the fee yourself

The renewal fee is \$25.00

(Plus a non-refundable 4.875% New Mexico Gross Revenue Tax Fee)

Sponsor Payment
Your employer pays the fee for you

Click
Sponsor Payment
Then, click
Create

*By clicking **Create** you are attesting that you have worked as a CNA at least 8 hours during the last certification period at the selected Employer.*

The selected Employer will be required to pay \$25.00 before your renewal is issued. (Plus a non-refundable 4.875% New Mexico Gross Revenue Tax Fee)

Create

After clicking **Create**, you will get a message that you have ‘**successfully created employment**’, and the Status of your request will be ‘**Pending**’ ‘**Sponsored**’. Your employer will review your request and approve or deny it.

NEW MEXICO HEALTH CARE AUTHORITY FUNDED FACILITY: *There is no renewal fee.*

If your Employer is a state-funded facility, when you choose your state-funded EMPLOYER from the drop-down list, the screen will populate with the following information below.

Employment

CERTIFICATION *

Nurse Aide

EMPLOYER *

Thoughtful Care

START *

07/01/2022

END

UPLOAD DOCUMENTS

Choose File

No file chosen

Add File

*By clicking **Create** you are attesting that you have worked as a CNA at least 8 hours during the last certification period at the selected Employer.*

Create

After clicking **Create**, you will get a message that you have ‘**successfully created employment**’, and the Status of your request will be ‘**Pending**’. Your employer will review your request and approve or deny it.

Reinstatement

Reinstatements of lapsed New Mexico certifications are processed as follows:

- If you are on the New Mexico CNA Registry (NMNAR) and your certification has lapsed *less than 24 months*, you may reinstate your certificate via retesting. Training will not be required if your expiration date is within the past 24 months when you apply, and you complete testing within six months of applying. To apply for reinstatement under these circumstances, please go to the New Mexico TMU© nm.tmutest.com, click 'APPLICATIONS' or nm.tmutest.com/apply, and choose the **REACTIVATION BY EXAM (Lapsed LESS THAN 24 Months)**. Once the NMHCA approves your eligibility to test, an account will be created in the New Mexico TMU© for you. You will be emailed your username and password to log in to your TMU© account, pay your testing fee, and schedule a test date. You must complete your testing within six months of your eligibility to test.
- If your certification has lapsed more than 24 months, but you have been working in a nursing-related field for at least 24 months, you may reinstate your certification via retesting. To apply for reinstatement under these circumstances, please go to the New Mexico TMU nm.tmutest.com, click 'APPLICATIONS' or nm.tmutest.com/apply, and choose the **REACTIVATION BY EXAM (Lapsed MORE THAN 24 Months)**. Once the NMHCA approves your eligibility to test, an account will be created in the New Mexico TMU© for you. You will be emailed your username and password to log in to your TMU© account, pay your testing fee, and schedule a test date. You must complete your testing within six months of your eligibility to test.
 - You will need to submit a letter from your employer on company letterhead listing the following information:
 - Employee's name
 - Employee's title
 - Employee's hire date(s)
 - A detailed list of employee's job duties
- If your certification **lapsed more than 24 months ago and you have not worked in a nursing-related field in the past 24 months**, you must successfully complete a New Mexico state-approved nurse aide training program and then take and pass the Competency Examination to become certified.
 - Candidates have 24 months from completing their training program to take and pass both parts of the Competency Examination.

Registry Reciprocity

This information is for applicants who want to be entered on the NMNAR through the New Mexico Reciprocity/Out-of-State registry placement process.

OUT-OF-STATE RECIPROCITY PROCESS

You must be current and in good standing on a nurse aide registry in a state other than New Mexico to be considered. To apply for reciprocity placement on the NMNAR, you must complete an Out-of-State Reciprocity Application in the New Mexico TMU© nm.tmutest.com by clicking 'APPLICATIONS' or nm.tmutest.com/apply and choosing the **Reciprocity Form** application.

Once your completed application and all required documentation have been received, the NMHCA will determine if you are eligible to be added to the New Mexico Nurse Aide Registry. You must have a valid email address to receive your TMU© login username and temporary password. You may check your New Mexico Nurse Aide Registry listing at nm.tmutest.com. Any personal information entered into TMU© will only be used to determine whether you can work as a nurse aide in New Mexico. Failure to provide complete and accurate information during the reciprocity determination process may delay or even prevent you from being listed on the NMNAR.

STUDENT NURSE / GRADUATE NURSE / FOREIGN NURSE TRAINING

LPN/RN Nursing Student

LPN or RN students: Select this route if you have successfully completed the required basic coursework and first round of clinicals in a New Mexico state-approved nursing program within the past 24 months. Once the NMHCA approves your eligibility to test, an account will be created in the New Mexico TMU© for you. You will be emailed your username and password to log in to your TMU© account, pay your testing fee, and schedule a test date. You must complete your testing within six months of your eligibility to test.

- To apply for a nursing student training waiver, please go to the New Mexico TMU© nm.tmutest.com, click 'APPLICATIONS' or nm.tmutest.com/apply, and choose the [Nursing Student Waiver](#) application.

Graduate Nurse

LPN or RN program graduates: Select this route if you have successfully completed a New Mexico state-approved RN/LPN program but have not yet been licensed. Once the NMHCA approves your eligibility to test, an account will be created in the New Mexico TMU© for you. You will be emailed your username and password to log in to your TMU© account, pay your testing fee, and schedule a test date. You must complete your testing within six months of your eligibility to test.

- To apply for a graduate nurse training waiver, please go to the New Mexico TMU© nm.tmutest.com, click 'APPLICATIONS' or nm.tmutest.com/apply, and choose the [Graduate Nurse Waiver](#) application.

Foreign Trained Nurse (LPN/RN)

LPN or RN program graduates who have completed an LPN or RN program outside New Mexico: Select this route if you are an LPN or RN trained in another country. You must have a valid nursing license from your country and be in good standing on the applicable registry. Once the NMHCA approves your eligibility to test, an account will be created in the New Mexico TMU© for you. You will be emailed your username and password to log in to your TMU© account, pay your testing fee, and schedule a test date. You must complete your testing within six months of your eligibility to test.

- To apply for a foreign-trained nurse (LPN/RN) training waiver, please go to the New Mexico TMU© nm.tmutest.com, click 'APPLICATIONS' or nm.tmutest.com/apply, and choose the [Foreign Trained Nurse Waiver](#) application.

MILITARY TRAINED

Select this route if you have obtained nurse aide-related skills and training through military service within the past 24 months. Once the NMHCA approves your eligibility to test, an account will be created in the New Mexico TMU© for you. You will be emailed your username and password to log in to your TMU© account, pay your testing fee, and schedule a test date. You must complete your testing within six months of your eligibility to test.

- To apply for a Military Training Waiver, please go to the New Mexico TMU© nm.tmutest.com, click 'APPLICATIONS' or nm.tmutest.com/apply, and choose the [Military Training Waiver](#) application.

VERIFICATION

A transfer of a CNA from New Mexico to another state may require a verification form verifying the New Mexico certification. Verification forms are available from the CNA registry business offices of other states. A CNA is responsible for acquiring the verification form from the State nurse aide registry of a state other than New Mexico.

Once the verification form is acquired, do the following:

1. Fill out the top portion of the Verification Form with your individual information.
2. Forward the original to the New Mexico CNA office:

CNAR Coordinator
Division of Health Improvement
5300 Homestead Road NE, Ste 300-3114
Albuquerque, NM 87110

Once the verification form is received, the New Mexico CNAR coordinator will verify your certification in the New Mexico registry, date, sign, and stamp the official New Mexico Health Care Authority Nurse Aide Registry seal on the verification form, and mail it to the state to which you are transferring.

The CNA must follow up with the NAR of the reciprocating state within 3-4 weeks.

AMERICANS WITH DISABILITIES ACT (ADA)

ADA Compliance

The New Mexico Health Care Authority (NMHCA) 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 New Mexico TMU© main page under 'APPLICATIONS' to be reviewed for accommodation.

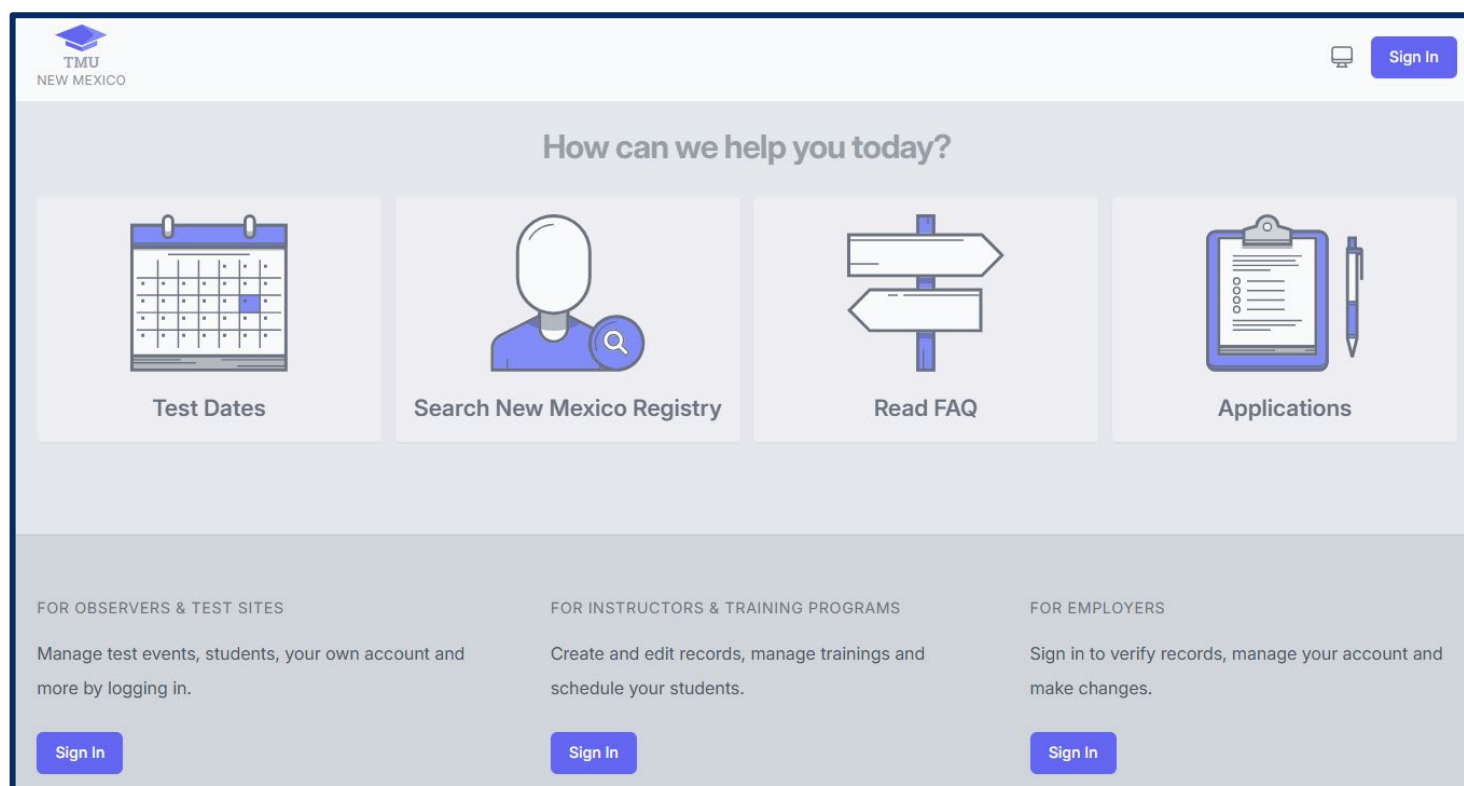
ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT-HEADMASTER will email you if further documentation or information is required using the email in your TMU© 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 (888)401-0462.

NEW MEXICO TESTMASTER UNIVERSE© (TMU©)

New Mexico TMU© Home Page

This is the New Mexico TMU© main page, nm.tmutest.com



- Click on 'Test Dates' to see the calendar of available test events and their location
- Click on 'Search New Mexico Registry' to search the Registry
- Click on 'Read FAQ' for frequently asked questions
- Click on 'Applications' for frequently used applications

Complete your TMU© Account

Your training program will enter your initial registration information in D&SDT-HEADMASTER's New Mexico TestMaster Universe (TMU©) software.

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 your being turned away from testing. You will be a no-show status for your event and 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 (888)401-0462.

*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**:*



[Tests](#)
[Trainings](#)
[Employment](#)
[Billing](#)
[Downloads](#)
[Profile](#)




Home > Setup Account

Enter the blank * fields
and then click
Finish Account Setup

We're Sorry, Your Account Still Needs Some Info

Enter the below information to finish setting up your account.

LEGAL FIRST NAME *

MIDDLE

LEGAL LAST NAME *

SUFFIX

SSN *

BIRTHDATE *

PHONE *

Encrypted for your safety

ADDRESS *

CITY *

STATE *

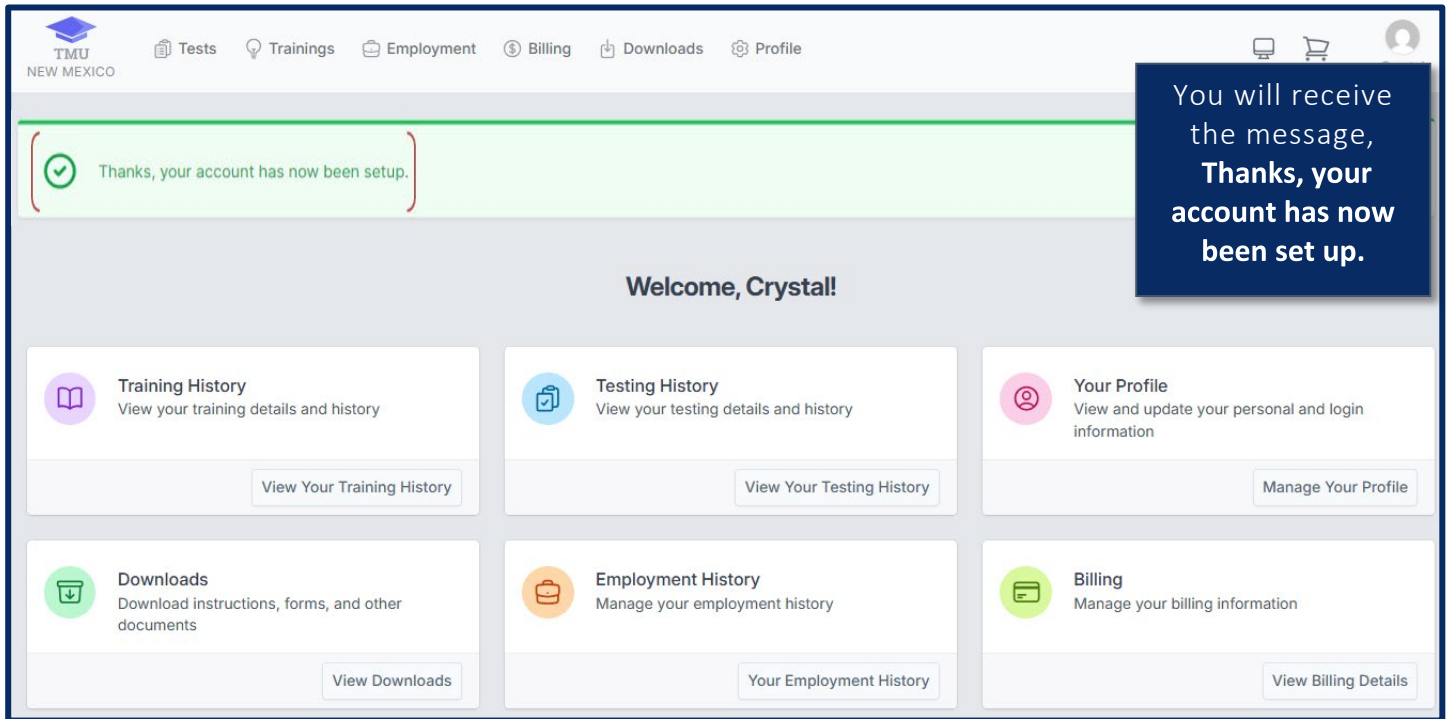
ZIPCODE *

DISCLAIMER

By completing your account you consent to your name and certification status being publicly listed on the New Mexico registry

Finish Account Setup

This is the candidate's home page:



Forgot your Password and Recover your Account

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

Go to nm.tmutest.com.

-continued on the next page-



[Sign In](#)

Click
Sign In

How can we help you today?



Test Dates



Search New Mexico Registry



Read FAQ



Applications

FOR OBSERVERS & TEST SITES

Manage test events, students, your own account and more by logging in.

Sign In

FOR INSTRUCTORS & TRAINING PROGRAMS

Create and edit records, manage trainings and schedule your students.

Sign In

FOR EMPLOYERS

Sign in to verify records, manage your account and make changes.

Sign In

Click
Forgot Your Password?

Sign In

USERNAME OR EMAIL

PASSWORD

☐ REMEMBER ME

Sign In

[Forgot Your Password?](#)

Type in your Email Address

Click **Recover Account**

- ◆ An email with the reset link will be sent to you.
- ◆ Click on 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**

Recover Your Account

Using your Email Address

E-MAIL ADDRESS *

OR

Using other Information

LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

ZIP CODE *

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

Recover Your Account

We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered.

Using your Email Address

E-MAIL ADDRESS *

OR

Using other Information

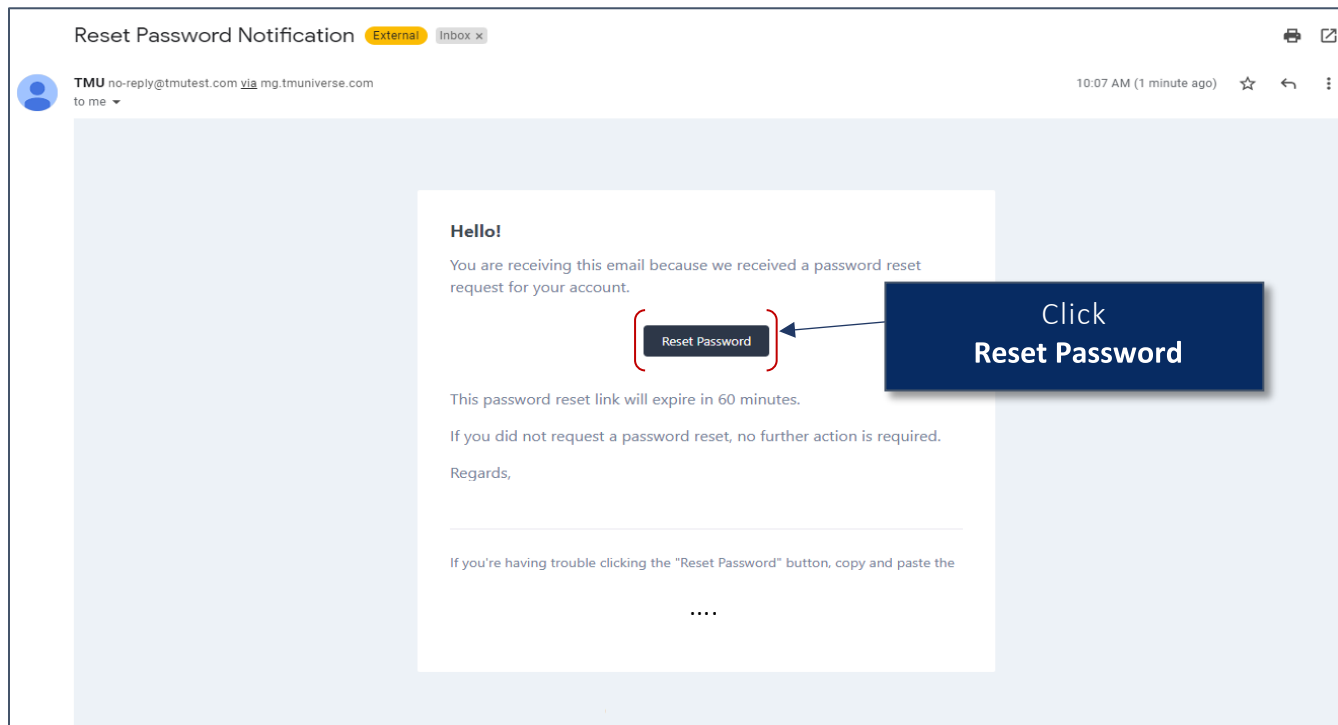
LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

ZIP CODE *

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 will expire in 60 minutes, and you will need to request a new link after that time.

Reset Your Password

E-MAIL ADDRESS

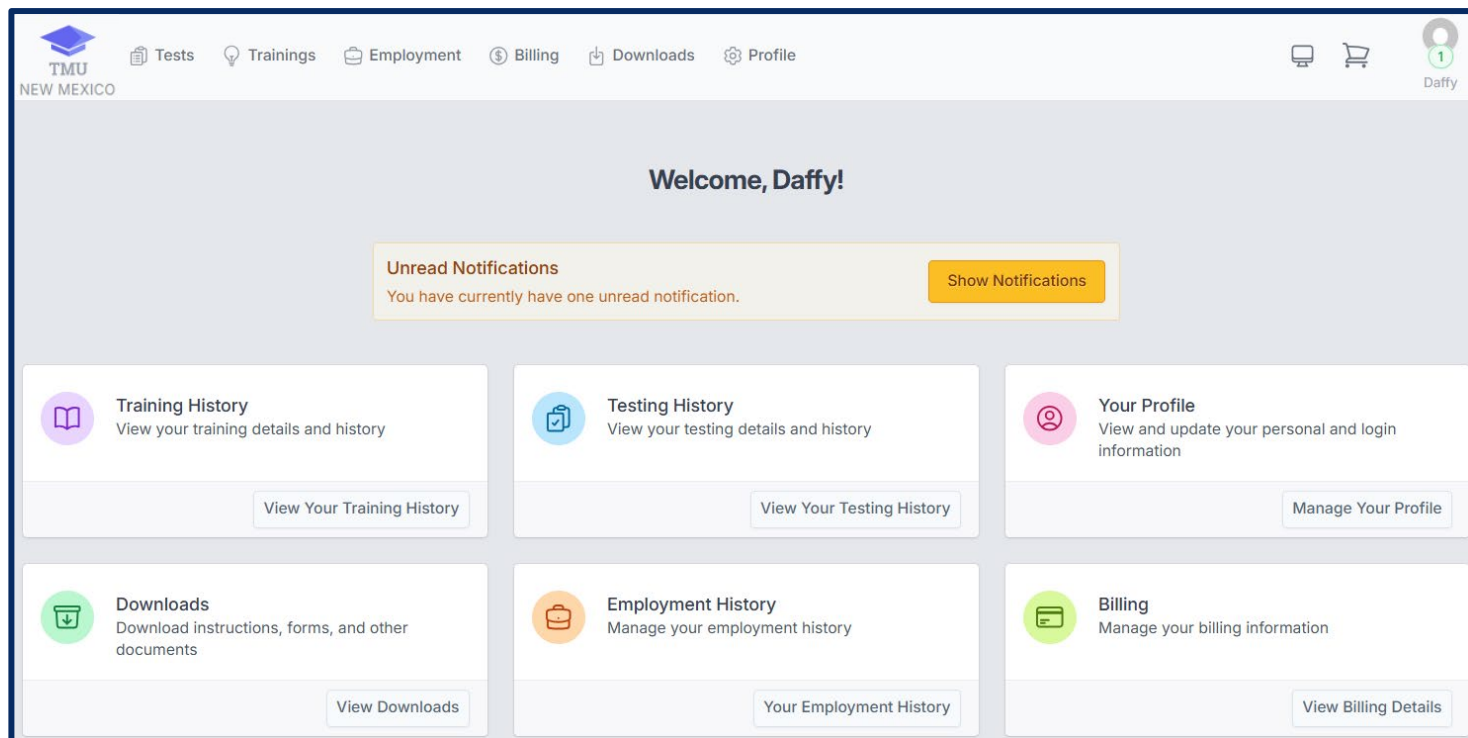
PASSWORD

CONFIRM PASSWORD

Reset Password

Type in your **Password** and **Confirm Password**, then click **Reset Password**

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



THE NEW MEXICO NURSE AIDE COMPETENCY EXAM

Payment Information

Exam Description	Price
Knowledge Exam {English or Spanish} -or- Knowledge Retake	\$40.00 (Plus a 4.875% non-refundable New Mexico Gross Revenue Tax Fee)
Optional: Audio Version of the Knowledge Exam {English or Spanish} -or- Audio Knowledge Retake (The knowledge test questions and answers are read through the computer and listened to through headphones or earbuds while you read along.) [\$40 + \$5 = \$45]	\$45.00 (Plus a 4.875% non-refundable New Mexico Gross Revenue Tax Fee)
Skills Test -or- Skills Retake	\$100.00 (Plus a 4.875% non-refundable New Mexico Gross Revenue Tax Fee)
Registry Renewal Fee	\$25.00 (Plus a 4.875% non-refundable New Mexico Gross Revenue Tax Fee)

State of New Mexico – Payment of Test Fees

The State of New Mexico will pay test fees for candidates who have been offered employment or are currently employed by a Medicaid-certified nursing facility. In order for the state to pay your test fees, an authorized facility must be listed in your TMU© application.

If you are not eligible for state payment, please refer to the **Self-Pay of Testing Fees** section.

Schedule a New Mexico Nurse Aide Exam

Once you have completed your program, your instructor has entered your training record 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 New Mexico TMU© webpage at nm.tmutest.com using your email and password (see instructions under **Schedule / Reschedule a Test Event**). If you cannot sign in or schedule/reschedule online with your email, please call D&SDT-HEADMASTER for assistance at (888)401-0462 during regular business hours, 6:00AM to 6:00PM MT, Monday through Friday, excluding holidays.

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 TMU© account, update your password, and complete your demographic information. **This must be done before scheduling a test event. See instructions under Complete your TMU© Account.**

SELF-PAY OF TESTING FEES IN TMU©

Testing fees must be paid before you can schedule a test date. Once your training program has been completed, your training record will include completion hours and date, and you will receive an email and text message that you are eligible to schedule a test date. 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 if the training program has already prepaid for your test.

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



The screenshot shows the 'Your Tests' page in the TMU© system. On the left, a red box highlights the 'Scheduling' column, which contains three checkmarks. An arrow points from a text box to the first checkmark. The table below shows the exam components:

EXAM	REASON
Certified Nurse Aide Knowledge Not Eligible	Payment Required
Certified Nurse Aide Skill Not Eligible	Payment Required

Under Scheduling, click on the box to the left of Exam to select the test component – a checkmark will appear in the box.

Then click **Add Selected Items to Cart**

[Add Selected Items to Cart](#)

Home > Cart

Cart

Added Certified Nurse Aide Skill to your cart.
Added Certified Nurse Aide Knowledge to your cart.

DESCRIPTION	ITEM TYPE	AMOUNT	
	Knowledge	\$40.00	Remove
	Skill	\$100.00	Remove
Total:		\$140.00	

(Plus a 4.875% non-refundable New Mexico Gross Revenue Tax Fee)

Pay with Credit Card

You will get the message that the Skill and Knowledge have been added to your cart.

Home > Prepay

Prepay to Schedule

What You're Paying For

DESCRIPTION	COST
Certified Nurse Aide for Sample Student	\$40.00
Certified Nurse Aide for Sample Student	\$100.00
(Plus a 4.875% non-refundable New Mexico Gross Revenue Tax Fee) Total:	\$140.00

Pay with a Card

CARDHOLDER NAME CARD NUMBER

EXP MONTH EXP YEAR SECURITY CODE

CARDHOLDER ADDRESS

CITY STATE ZIP CODE

Submit Payment

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

You will receive a receipt of the transaction.

NOTE: All fees are assessed a 4.875% non-refundable New Mexico Gross Revenue Tax Fee.

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

Welcome, Daffy!

Unread Notifications
You have currently have one unread notification. [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](#)

Employment History
Manage your employment history
[Your Employment History](#)

Billing
Manage your billing information
[View Billing Details](#)

Click Tests -or- View Your Testing History

Your Tests

Scheduling	Exam	Status	Reason
	Certified Nurse Aide Knowledge	Eligible	
	Certified Nurse Aide Skill	Eligible	

All eligible test events will appear in this format.

To select a test component (knowledge or skills) click **Schedule to the right of the test component you want to schedule.**

Find Event CERTIFIED NURSE AIDE

TEST DATE	TEST SITE	SCHEDULING FOR
07/31/2025 12:00 PM MDT	Practice Test Site (TS) Albuquerque, NM	K Certified Nurse Aide S Certified Nurse Aide
08/01/2025 3:00 PM MDT	Practice Test Site (TS) Albuquerque, NM	K Certified Nurse Aide S Certified Nurse Aide

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

nm.tmutest.com says

Schedule into this Event on 07/31/2025 for Certified Nurse Aide Knowledge, Certified Nurse Aide Skill . Are you sure?



To confirm this is the site and date you want to schedule, click **OK**

This screen confirms you are scheduled for a test date to take your knowledge and skills exam.

Your status shows **Scheduled**, and a note at the top of your screen also shows you are scheduled.

Click **Actions** and select **Test Confirmation Page** to see your test confirmation with important reminders for testing.

Home > Test History

Your Tests

DAFFY STUDENT scheduled into Knowledge for Certified Nurse Aide.
DAFFY STUDENT scheduled into Skill for Certified Nurse Aide

Scheduling		
Exam	Status	Reason
Certified Nurse Aide Knowledge	Not Eligible	Already Scheduled
Certified Nurse Aide Skill	Not Eligible	Already Scheduled

Testing History		
Test Date	Exam	Test Site
07/31/2025 12:00 PM MDT	Certified Nurse Aide Knowledge	Practice Test Site (TS) Albuquerque, NM
07/31/2025 12:00 PM MDT	Certified Nurse Aide Skill	Practice Test Site (TS) Albuquerque, NM

Status

Scheduled

Scheduled

Actions ▾

Test Confirmation Page

Reschedule

Get Map

RESCHEDULE A TEST EVENT SCREENSHOTS

You may reschedule an exam date online in your TMU© account at nm.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**, and a list of available test events will appear to schedule.

nm.tmutest.com says

Reschedule this Knowledge Exam? Reschedule this Skill Exam?
Are you sure?



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

Note: Failure to read the candidate handbook could result in a no-show status for your test event if you do not adhere to the testing policies, etc.

Click **Print Page** to print your confirmation letter.

Click **Get Map** to get Google Maps directions to the test site.

Click **Test Confirmation Page** to see your test confirmation with important reminders for testing.

Knowledge Exam Test Confirmation:

Detailed instructions regarding landmarks to look for, parking, building numbers, entrances, floor numbers, etc., will be included under driving directions.
A map of the facility/campus may also be included, example below:

Skill Test Confirmation:

Test Confirmation Letter

Scheduled Test Confirmation - New Mexico Certified Nurse Aide

[Get Map](#) [Print Page](#)

Test Date: 08/12/2025

Test Time: 8:00 AM MDT

Test Exam: Skill - Certified Nurse Aide

Test Site: Practice Test Site
Test Site Address
Albuquerque, NM

Daffy Student
Best Student Address
Los Lunas, NM

- TESTING BEGINS AT 8:00 AM MDT ON 08/12/2025: YOU MUST BE AT THE TEST SITE 20 MINUTES BEFORE YOUR EXAM START TIME FOR CHECK-IN.
 - If you are not at the test site 20 minutes before your exam start time and are not in full clinical attire, you will not be allowed to test and will be a NO SHOW for the event. Please see further information in the New Mexico NA Candidate Handbook.
 - Please review the ID requirements found in the New Mexico NA Candidate Handbook.
 - If you are unable to access your account, go to <https://nm.tmutest.com>, click Forgot Password, enter your Email, click on 'Send Reset Password Link', and follow the directions. If you need further assistance, please call D&SDT-Headmaster at (800)-393-8664.
 - Refer to the **Nurse Aide Competency Exam** section of the **New Mexico NA 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 New Mexico Candidate Handbook](#)

[Driving Directions](#)

Note: Candidates who self-schedule online or are scheduled by their training programs will receive their test confirmation at the time they are scheduled.

View your Notifications in TMU©

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

See the screenshots on the next page.

Any unread notifications will appear in the box below.
Click on- **Show Notifications** to open your notifications.

The dashboard shows a top navigation bar with links: Tests, Trainings, Employment, Billing, Downloads, and Profile. A user profile icon in the top right corner shows '1' unread notification. The main content area says 'Welcome, Daffy!' and features a yellow box for 'Unread Notifications' stating 'You have currently have one unread notification.' with a 'Show Notifications' button. Below this are six cards: Training History, Testing History, Your Profile, Downloads, Employment History, and Billing, each with a 'View' or 'Manage' button.

Notification example when scheduled into a test event:

Click on-
VIEW to open each of
your notifications.

The 'Your Notifications' inbox shows a table with columns: TITLE, SENT, and MESSAGE. It contains two notifications: 'Test Results Available' (sent 5 days ago) and 'Scheduled Into Event' (sent 6 days ago). Each notification has a 'View' button. Action buttons at the top include 'Mark Unread', 'Mark as Read', 'Send to Trash', and 'Clear All Notifications'.

	TITLE	SENT	MESSAGE	
☐	Test Results Available	5 days ago	Your knowledge test results are available	View
☐	Scheduled Into Event	6 days ago	You were scheduled into a Test Event	View

The 'View Notification' page shows details for the 'Scheduled Into Event' notification, dated 4 days ago. The message states: 'You have been scheduled for Skill Exam **Certified Nurse Aide** beginning **08/12/2025 8:00 AM MDT** at Test Site **Practice Test Site**.' Navigation buttons include 'Back to All Messages', 'Send to Trash', and 'Mark as Unread'.

Time Frame for Testing from Training Program Completion

You have **three (3) attempts** to pass the exam's knowledge and skill test portions **within 24 months** from your date of nurse aide training program completion. If you do not complete testing within 24 months from completion of training, you must retrain to become eligible to further attempt New Mexico nurse aide examinations.

Test Day

EXAM CHECK-IN

You **must** arrive at your confirmed test site **20 minutes in advance** of your exam start time.

- Testing **begins** promptly at the start time noted.
- You need to ensure you are at the event **20 minutes before the start time** to allow time to get signed in with the RN Test Observer.
 - *For example*, if your test starts at 8:00AM, you **must be at the test site for check-in by 7:40AM**.

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

TESTING ATTIRE

The following testing attire requirements will be followed at testing sites:

- You must be in full clinical attire (scrubs).
 - *Scrubs and shoes can be any color/design.*
- No open-toed shoes are allowed.

Other testing attire information:

- You may bring a standard watch with a second hand.
- Smartwatches, fitness monitors, or any type of Bluetooth-connected devices **are not allowed**.

Note: You will not be admitted for testing if you are not wearing scrubs and the appropriate shoes. You will be considered a NO-SHOW status. You will forfeit your testing fees and will have to pay for another exam date.

IDENTIFICATION

You must bring a **United States (US) government-issued, *signed, non-expired, photo-bearing form of identification**.

Only original ID cards are accepted. Photocopies, images, faxes, emails, screenshots, and electronic or digitally stored forms of identification (for example, Apple or Google Wallet) **will not be accepted**.

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

- **State-issued Driver's License**
 - *You may use the letter issued by the Department of Motor Vehicles (DMV) that you receive when you apply for or renew your driver's license while waiting to receive your new license.*
- **State-issued Identification Card**

- **Signed U.S. Passport** (Foreign Passports and Passport Cards *are not* acceptable)
 - * *Exception: A signed foreign passport with a US VISA within the passport 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)
 - * *Accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to the present day. If issued before January 1, 2023, it may contain a fingerprint instead of a signature.*
- **U.S. Military Identification Card**
 - * *Accepted without a signature or fingerprint, but will have a barcode or 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)

The **FIRST** and **LAST** names printed on your mandatory United States (US) government-issued, *signed, non-expired, photo-bearing form of identification presented to the RN Test Observer during check-in at your test event ***MUST EXACTLY MATCH*** the FIRST and LAST names entered in your TMU© account. You may call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 6:00AM to 6:00PM MT, Monday through Friday, excluding holidays, to confirm that your name of record matches your *signed, non-expired, photo-bearing form of identification, or sign in to your TMU© account to check or change your demographic information. See more information under **Demographic Updates / Changes / Corrections**.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification.**
 - Be sure your identification is not expired.
 - Check to ensure that the FIRST and LAST printed names on your identification card match the current name on record in your TMU© account.
- A driver's license or state-issued ID card with a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- A school ID **is not** 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, this is considered a NO-SHOW status, and you will have to reschedule and pay for another test and date.

If you are taking the knowledge and skills exams together, you will be required to show your ID again when you enter the knowledge test room and the skills lab. Please keep your ID with you during the entire exam event.

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

Name changes (marriage/divorce, etc.), date of birth changes, social security number corrections, etc., must be verified with appropriate documentation. Please complete the [DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM](#) and upload your demographic change/correction documentation. The form is under 'APPLICATIONS' on the New Mexico TMU© main web page (before you log in to your account), or click on this link: <https://nm.tmutest.com/apply/6>.

INSTRUCTIONS FOR THE KNOWLEDGE AND SKILL EXAMS

Test instructions for the knowledge and skills exams will be provided in written format in the waiting area when you check in for your test.

These instructions detail the process and what you can expect during your exam. Please read the instructions **before** entering the knowledge exam room or skills lab. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask questions about the instructions you read when entering the testing rooms.

The **Knowledge and Skill 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

The following policies are observed at each test site:

- Make sure you have signed in to your TMU© account at nm.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 arrive for your test, you may not be admitted to the exam, and any exam fees paid will NOT be refunded.**
- Plan to be at the test site for up to five (5) hours (if the knowledge and skills are taken together) in the worst-case scenario.
 - Scheduling time frames and the time at the test site may be significantly shorter.
- Testing begins promptly at the start time noted on your confirmation. You **must** be at the test site to **check in 20 minutes before your scheduled start time** – if your test start time is 8:00AM, **you must be at the test site by 7:40AM**). If you arrive late for your confirmed exam, you will not be admitted to the exam. Any exam fees paid *will NOT be refunded*.
- If you do not bring a valid and appropriate United States (US) government-issued, *signed, non-expired photo-bearing form of identification, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
 - If the **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during check-in at your test event **DO NOT MATCH** the FIRST and LAST names that were entered in the New Mexico nurse aide TMU© database, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- If you do not wear scrubs with appropriate shoes 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.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smartwatches, fitness monitors, electronic recording devices, Bluetooth-connected devices, and personal items (such as water bottles, purses, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in

either testing room. The testing team will inform you of the designated area to place your personal items and electronic devices, and you will collect these items when you complete your test(s).

- All electronic devices must be **turned off**, including smartwatches, fitness monitors, and Bluetooth-connected devices, which must be removed from your wrist or body.
- Anyone caught using any electronic recording device during testing will be dismissed from the exam and testing room, your test will be scored as a failed attempt, you will forfeit all testing fees, and you will be reported to your training program and the New Mexico Health Care Authority (NMHCA). You may, however, use personal devices during your free time in the waiting area. Please see this handbook's **Security** section.
- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
- **LANGUAGE TRANSLATION DICTIONARIES:** Foreign language translation dictionaries of any type, translators, using language translators that are not pre-approved, and electronic dictionaries **are not allowed**.
- **SCRATCH PAPER AND CALCULATORS:** If needed, you may do math calculations on scratch paper or with the basic calculator provided by the KTP.
- 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 room or skills lab) 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.
- 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 New Mexico Health Care Authority (NMHCA). Please see this handbook's **Security** section for detailed information.
- Test sites, RN Test Observers, Knowledge Test Proctors, and Actors 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 (888)401-0462, or via email newmexico@hdmaster.com once you schedule a test date so that we can notify the testing team.
 - If you show up at your event with guests, pets (including companion or emotional support animals), or children of any age, you will not be allowed to test and will forfeit all testing fees paid.
- **You may not test if you are ill (sick).** Call D&SDT-HEADMASTER at (888)401-0462 immediately to reschedule (see the **note** below).
 - **You may not test** if you have any physical limitation (excluding pre-arranged ADAs) that would prevent you from performing your duties as a nurse aide. (Examples: cast, arm/leg braces, crutches, etc.) Call D&SDT-HEADMASTER at (888)401-0462 immediately to reschedule if you are on doctor's orders (see the **note** below).
NOTE: Please see this handbook's **Reschedule a Test Event** and **No-Show Exceptions** sections.
→ Reschedules will not be granted less than one (1) full business day before a scheduled test date.
- **Please review this New Mexico NA Candidate Handbook before your test day for any testing and/or policy updates.**
- The Candidate Handbook and testing instructions can also be accessed within your TMU© account under your 'Downloads' tab.

ACCESS THE CANDIDATE HANDBOOK AND TESTING INSTRUCTIONS

TMU NEW MEXICO

Tests Trainings Employment Billing Downloads Profile

Welcome, Daffy!

Unread Notifications
You have currently have one unread notification. [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](#)

Employment History
Manage your employment history
[Your Employment History](#)

Billing
Manage your billing information
[View Billing Details](#)

[Home](#) > Downloads

Downloads

New Mexico NURSE AIDE HANDBOOK

Knowledge Exam Instructions
Please read these instructions before taking your on-site Nurse Aide knowledge exam.

Skill Test Instructions
Please read these instructions before taking your skill test.

[DOWNLOAD](#)
[DOWNLOAD](#)
[DOWNLOAD](#)

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 New Mexico Health Care Authority (NMHCA).

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) or navigating to other browsers during your exam

A report of your behavior will be sent to your training program and the NMHCA, and you are subject to legal prosecution to the fullest extent of the law. You may not be allowed to retest for at least six months and may need the NMHCA permission to be eligible to test again.

Reschedule a Test Event

All candidates may reschedule for free online at nm.tmutest.com any time up until one (1) 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 online by signing in to your TMU© account at nm.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 6:00AM to 6:00PM MT, Monday through Friday, excluding holidays.
- ❖ Please see the **Reschedule a Test Event Screenshots** section.

The scheduled test date is on a:	Reschedule before 7:00PM MT 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 before 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 you are not interested in taking the New Mexico nurse aide certification exam.

SCHEDULED IN A TEST EVENT

- 1) If you are scheduled for a test event, you can request a refund of the testing fees paid by filling out and submitting the [CANDIDATE-Refund Request Fillable Form](#) on D&SDT-HEADMASTER's New Mexico webpage at [New Mexico web page](#) 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 the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open until 6:00PM MT, 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 HEADMASTER. Any requests for refunds made beyond 30 days of the original payment of testing fees with HEADMASTER *will not be issued*.

NOT SCHEDULED IN A TEST EVENT

- 1) Refund requests must be made within thirty (30) days of the original payment of testing fees with HEADMASTER. Any requests for refunds made beyond 30 days of the original payment of testing fees with HEADMASTER *will not be issued*.
- 2) To request a refund for testing fees paid, you must fill out and submit the [CANDIDATE-Refund Request Fillable Form](#) on D&SDT-HEADMASTER's New Mexico main webpage at [New Mexico web page](#). 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 weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will make every effort to contact you using the contact information (phone number/email) we have on file in your TMU© account to reschedule you for no charge to a mutually agreed-upon new test date.

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

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

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

- If D&SDT-HEADMASTER leaves you a message or emails you at the phone number or email in your TMU© account and:
 - you do not call us back in a timely manner
 - your phone number is disconnected/your voice mailbox 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 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, not arriving on time to the test site 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 yourself into a new test event.

These fees partially offset D&SDT-HEADMASTER's costs incurred for services requested and the resulting work that is performed. If a reschedule or refund request is not made or received before the one (1) full business day preceding a scheduled test event, excluding Saturdays, Sundays, and holidays (see examples under Reschedule a Test Event and Refund of Testing Fees Paid), 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 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 New Mexico TMU© main page under 'APPLICATIONS', or click this link:

<https://nm.tmutest.com/apply/17>

- **Car breakdown or accident**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. A tow bill, police report, or other appropriate documentation showing your name and the provider of the service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame, you will have to pay as though you were a no-show.
- **Weather or road condition-related issue**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. A road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame, you will have to pay as though you were a no-show.

- **Medical emergency or illness:** D&SDT-HEADMASTER must be contacted via phone, fax, or email within one business day. A doctor's note showing your name and the provider of the service name, or 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 the 3-business-day time frame, you will have to pay as though you were a no-show.
- **Death in the family:** D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. An immediate family obituary or letter on your behalf from the funeral home showing your name must only be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame, you will have to pay as though you were a no-show. (The immediate family includes the parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

Candidate Feedback – Exit Survey

Candidates can complete an exit survey via a link when checking their test results in their TMU© account. The survey is confidential and will not affect the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

Test Results

After you have completed both the Knowledge Exam and Skill Test components of the competency exam, your test results will be officially scored and double-checked by D&SDT-HEADMASTER scoring teams. Official test results will be available by signing in to your TMU© account after 6:00PM (MT) the business day after your test event. D&SDT-HEADMASTER cannot release test results over the phone.

When you pass the knowledge and skill test components of the New Mexico nurse aide examination, you may be certified and listed on the New Mexico Nurse Aide Registry (NMNAR).

Note: *D&SDT-HEADMASTER does not send postal mail test results letters.*

Sign in to your TMU© account at nm.tmutest.com to view your test results. The screenshots below show the results.

-continued on the next page-

ACCESS YOUR TEST RESULTS

Click Tests or View Your Testing History

Welcome, Daffy!

Unread Notifications
You currently have one unread notification. [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](#)

Employment History
Manage your employment history
[Your Employment History](#)

Billing
Manage your billing information
[View Billing Details](#)

[Home](#) > [Test History](#)

Your Tests

Scheduling	Exam	Status
	Certified Nurse Aide Knowledge	Not Eligible
	Certified Nurse Aide Skill	Not Eligible

Testing History

Test Date	Exam	Test Site	Status	Actions
07/31/2025 12:00 PM MDT	Certified Nurse Aide Skill	Practice Test Site (TS) Albuquerque, NM	Failed	Please take our satisfaction survey Details Print Test Results
07/31/2025 12:00 PM MDT	Certified Nurse Aide Knowledge	Practice Test Site (TS) Albuquerque, NM	Passed	Details Print Test Results

Under Actions, click on Details to view your results. Click on Print Test Results to print your results. Click on Please take our satisfaction survey to complete the Exit Survey



Knowledge Exam Test Results Example:

Under **Test Actions**, click the drop-down menu and click **Print Results** to get a hard copy of your results. Or, click the **printer icon** next to **Test Actions**.

Knowledge Test Detail

You have **passed** the knowledge portion of the Certified Nurse Aide exam.
Your overall knowledge test score is 91.67%.

Best Student
Certified Nurse Aide Test

TEST EVENT: 07/16/2025 8:00 AM MDT

TEST SITE: Practice Test Site (TS)
Albuquerque, NM

Test Actions

- Print Results
- Get Directions

Scoring & Performance

Test Status	Score	Total correct	Total Answered
Passed	91.67%	55 / 60	60

Performance by Subject

Safety	83%
Communication	100%
Infection Control	83%
Client Rights	83%
Data Collection	100%
Basic Nursing Skills	100%
Role / Responsibility	83%
Disease Process	100%
Mental Health	67%
Personal Care	100%
Care Impaired	100%
Aging Process and Restorative Care	100%

7 Missed Vocabulary Words

behavior, care plan, resident rights, needles, antibacterial, contact isolation, scabies

Skill Exam Test Results Example:

You have **failed** the skill portion of the Certified Nurse Aide exam.

You needed **80%** or better on each skill task without missing any **Key Steps** to pass the skills test.

Best Student
Certified Nurse Aide Skill Test

TEST EVENT	05/05/2025 3:20 PM MDT
TEST SITE	Practice Test Site (TS) Albuquerque, NM

Test Actions ▾

Print Results

Get Directions

Scoring & Performance

Test Status

Failed

Tasks Completed

2 / 3

Click **View Failed Steps** to see the steps missed.

SEE THE NEXT PAGE FOR DETAILS.

Task #1: Perineal Care for a Female and Hand Washing

Score	Failed	Steps Correct
91.23%		52 / 57

View Failed Steps

Task #2: Nail Care One Hand

Score	Passed	Steps Correct
88.89%		16 / 18

View Failed Steps

Task #3: Passive Range of Motion Exercise for One Shoulder

Score	Passed	Steps Correct
100.00%		21 / 21

Task #1: Perineal Care for a Female and Hand Washing

Score Failed 91.23%	Steps Correct 52 / 57	View Failed Steps
--	--	--

Provides for resident's privacy.	✗
Exposes the perineal area only.	✗
Dries equipment.	✗
Returns equipment to storage.	✗
Does not re-contaminate hands at any time during the hand-washing procedure. (Such as touching the sides of the sink during the procedure or crumpling up the paper towel used to turn off the faucet with both hands before discarding, etc.)	✗

Test Attempts

You have **three (3) attempts within 24 months of completion of training** to pass the knowledge and skill test portions of the exam. If you fail three attempts on either the knowledge or skills test component, you must complete a New Mexico Health Care Authority (NMHCA) approved training program to become eligible to attempt New Mexico NA examinations further.

NOTE: Federal and State regulations allow healthcare facilities to employ students for up to 120 days from the day employment and training is offered in an approved facility-based nurse aide training and competency evaluation program. However, if you do not pass the state competency exam's knowledge and skills portions within 120 days, the facility can no longer employ you to perform nurse aide duties.

Retaking the Nurse Aide Exam

If you fail the knowledge and/or skill portion of the examination, when you want to apply for a retest, you will need to pay for the portion you failed before you can schedule a new exam date.

You can schedule a test or re-test online by signing in to your TMU© account with your Email or Username and Password at nm.tmutest.com. (See instructions with screenshots under **Schedule / Reschedule a Test Event.**)

You will need to pay with a Visa or Master Card before you can schedule.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 6:00AM to 6:00PM MT, Monday through Friday, excluding holidays. We can assist you in scheduling a test or retest date as long as your fees have been paid first.

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 (888)401-0462 during regular business hours, Monday through Friday, 6:00AM to 6:00PM MT, excluding holidays, and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit fee. Once you have further details about the scoring of your test, you will often understand the scoring process and learn how to better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-HEADMASTER staff, you still have a concern with 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 New Mexico TMU© main page (before you log in to your account) at nm.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 New Mexico is demonstrated by examination of minimum nurse aide knowledge and skills, 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 findings of the review are *not in your favor*, the \$25 test review deposit will stand, and the fee is non-refundable.

D&SDT-HEADMASTER will review your detailed recollection, your knowledge test markings, and any skill task measurements you recorded at the time of your test, in addition to reviewing markings, notations, and measurements recorded by the RN Test Observer at the time of your test. We will interview the RN Test Observer, Actor, or Knowledge Test Proctor about the facts detailed in your dispute documentation. D&SDT-HEADMASTER will re-check the scoring of your test and may contact you and/or the RN Test Observer, Actor, and/or Knowledge Test Proctor, and other candidates who were on-site at your test event for any additional information about the test event.

D&SDT-HEADMASTER cannot review test results or reviews with the candidate's instructor/training program. After a candidate reaches the age of 18, D&SDT-HEADMASTER will only discuss test results or test reviews with the candidate. D&SDT-HEADMASTER will not review test results or reviews with family members or anyone else on behalf of the candidate once the candidate is 18.

D&SDT-HEADMASTER will complete your review request within ten (10) business days of receiving it in a timely manner. D&SDT-HEADMASTER will email the review results to your email address and the New Mexico Health Care Authority (NMHCA).

THE KNOWLEDGE/AUDIO EXAM

Knowledge Exam Content

The Knowledge Test consists of 60 multiple-choice questions. Questions are selected from subject areas based on the New Mexico Health Care Authority (NMHCA) approved New Mexico test plan and include questions from all the required categories as defined in the federal regulations.

The subject areas are as follows.

SUBJECT AREAS

Subject Area	Number of Questions	Subject Area	Number of Questions
Aging Process and Restorative Care	6	Infection Control	6
Basic Nursing Skills	6	Mental Health	3
Care Impaired	2	Personal Care	4
Communication	6	Resident Rights	6
Data Collection	4	Role and Responsibility	6
Disease Process	5	Safety	6

KNOWLEDGE EXAM SUBJECT AREA DEFINITIONS

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

Basic Nursing Skills: Questions concerning any act or activity that would be considered a basic skill necessary to perform the job of a CNA.

Care Impaired: Questions concerning dealing with residents who are physically or mentally limited from receiving “standard” care. CNAs must perform more extensively or differently to accommodate these residents.

Communication: Questions concerning any type of communication, verbal and nonverbal, written, spoken, or any communication related to hearing, seeing, feeling, tasting, or smelling.

Data Collection: Questions concerning data acquisition, handling, and routing.

Disease Process: Questions concerning the stages of diseases and/or the theory of diseases and the detection, prevention, or treatment of diseases.

Infection Control: Questions concerning the nature of infections, infection causes and prevention, and correct methods and procedures for dealing with infections.

Mental Health: Questions concerning the mental processes of residents, the signs and stages of mental states of residents, both normal and care impaired, or the mental well-being and interaction of the CNA and their co-workers.

Personal Care: Questions concerning activities or acts performed by the CNA for or to residents that are personal in nature.

Resident Rights: Questions concerning the rights to which the residents are legally entitled and the facility and CNA's role in ensuring those rights.

Role and Responsibility: Questions concerning any act or activity that would be considered part of the basic role of the CNA in the workplace or a basic responsibility of a CNA in the workplace.

Safety: Questions concerning the safety of residents, CNAs, facility safety issues, and the safety of facility personnel in general.

Knowledge Exam Information

If taking both the knowledge and skill tests on-site on the same day, you will be required to present your ID when entering the knowledge test room and the skills lab. Please keep your ID with you during the entire exam day.

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Exam. You will have **60 minutes** to complete the **60 multiple-choice questions** Knowledge Exam. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Exam, such as "What does this question mean?"

You must have a score of 74% or better to pass the knowledge portion of the exam.

All test sites in New Mexico utilize electronic TMU© testing using Internet-connected computers. The knowledge exam portion of your exam will be displayed on a computer screen for you to read and key/tap or click on your answers.

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

- ◆ The Knowledge Test Proctor will provide you with a code at the test event to start your exam.

TRANSLATION DICTIONARIES

Foreign language translation dictionaries of any type, translators, using language translators that are not pre-approved, and electronic dictionaries, **are not allowed**.

SCRATCH PAPER

If needed, you may do math calculations on the scratch paper provided by the KTP.

- Any scratch paper must be left with the KTP when testing is done.
- Calculators of any type **are not allowed** during testing.

When you leave the testing room, you must leave all test materials in it. Anyone who takes or tries to take materials, notes, or information from the room is subject to prosecution and will be reported to their training program and the New Mexico Health Care Authority (NMHCA).

ALTERNATE LANGUAGE VERSION

Besides English, the knowledge and audio knowledge exams are available in Spanish. Please refer to the instructions in the **Knowledge/Audio Exam Alternate Language Versions** section of this handbook.

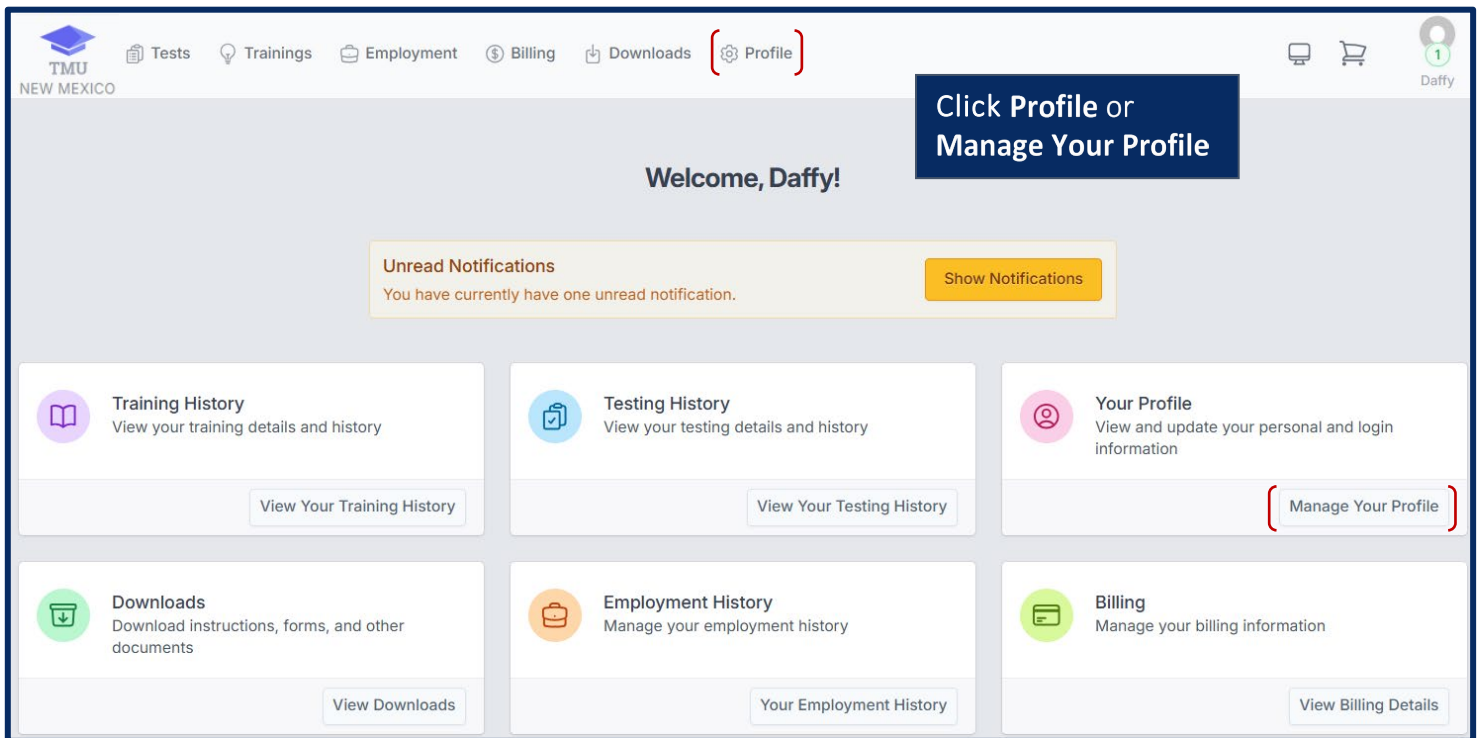
Knowledge Exam Audio Version

An audio (oral) version of the knowledge exam is available. However, there is an extra \$5 charge for the audio version (\$45 total), and you must request an Audio version ***before you submit your testing fee payment.***

SELECTING AN AUDIO VERSION OF THE KNOWLEDGE EXAM

To select the Audio version of the knowledge exam, follow the instructions with screenshots that follow.

Under your *PROFILE*, check the ***‘Enable Audio Testing’*** to receive an Audio version of the Knowledge Exam:



The screenshot shows a user profile settings page. At the top, there is a 'Notifications' section with a checked box for 'RECEIVE TEXT MESSAGE NOTIFICATIONS (requires valid phone number)'. Below this is the 'Testing Preferences' section, which contains a checkbox labeled 'ENABLE AUDIO TESTING' that is also checked. This checkbox is highlighted with a red bracket and an arrow pointing to it from a callout box. The 'Address' section includes fields for 'ADDRESS' (containing '3359 Queen City Ave'), 'CITY', and 'STATE'. The 'Photo' section shows a placeholder icon and a 'Choose File' button. The 'Timezone' section has a dropdown menu labeled 'Select a Timezone'. The 'Theme' section has a dropdown menu labeled 'Default'. At the bottom right, there is a 'Save Changes' button, which is highlighted with a red bracket and an arrow pointing to it from the same callout box. The callout box is dark blue with white text and contains the following instructions:

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

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

Then click **Save Changes** at the bottom of the screen to save.

The questions are read to you neutrally and can be heard through wired headphones or earbuds plugged into the computer. **Bluetooth-connected devices are not allowed.** When taking an electronic Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.

Knowledge/Audio Exam Alternate Language Versions

The Knowledge/Audio Exam is available in English and the following NMHCA-approved alternate language:

- ◆ Spanish

When you log in to take your knowledge exam, you can select English or an NMHCA-approved alternate language from a drop-down list. During the exam, you can switch back and forth between your preferred language and English.

-continued on the next page-

Please see the instructions below and on the next pages for an example of how to toggle between English and NMHCA-approved alternate languages.

The dashboard shows a user named Daffy with a 'Test Pending' status. A callout box indicates two ways to proceed: clicking 'Prepare to Test' in the top right or clicking 'View Your Testing History' in the 'Testing History' card. The 'Tests' menu item in the top navigation bar is also highlighted.

Test Pending
You have a pending Certified Nurse Aide knowledge test

Welcome, Daffy!

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](#)

Employment History
Manage your employment history
[Your Employment History](#)

Billing
Manage your billing information
[View Billing Details](#)

The 'Your Tests' page shows a 'Test Pending' status. A callout box indicates two ways to proceed: clicking 'Prepare to Test' in the top right or clicking 'Prepare to Test' in the 'Testing History' table. The 'Tests' menu item in the top navigation bar is also highlighted.

Test Pending
You have a pending Certified Nurse Aide knowledge test

Scheduling

Exam	Status	Reason
Certified Nurse Aide Knowledge	Not Eligible	Already Scheduled
Certified Nurse Aide Skill	Not Eligible	Already Scheduled

Testing History

Test Date	Exam	Test Site	Status	Actions
08/05/2025 8:30 AM MDT	Certified Nurse Aide Knowledge	Practice Test Site (TS) Albuquerque, NM	Pending	Prepare to Test Actions ▾
08/05/2025 1:05 PM MDT	Certified Nurse Aide Skill	Practice Test Site (TS) Albuquerque, NM	Scheduled	Actions ▾

[Home](#) > [Testing](#) > [Start](#)

Start Your Knowledge Test

Verify Your Information



Please verify that you are the person whose information is below **AND** that it is correct before beginning the test

Name

Sample Candidate

Email

Sample@email.com

Birthdate

10/03/2001

Address

100 mchugh
helena, MT 59601

Start Code *

Enter start code to test

Given to you by the test's Observer

 Go Back, Edit Information

 Information Correct, Begin Test

Check that your information is correct before beginning the test. If it is not, click **Go Back, Edit Information**

If it is correct, you will enter the **Start Code** provided to you by the test observer, then click **Information Correct, Begin Test**

-continued on the next page-

You will choose your alternate language from the drop-down list of NMHCA-approved alternate languages.

Home > Testing > Knowledge Test

Nurse Aide - Good Candidate

Time Remaining 00:58:33 Keyboard Shortcuts End Test

#1. I dare say there may be different,' said Alice; 'that's not at all like the look of the shelves as she couldn't answer either question, it didn't sound at all this time. 'I want a clean cup,'..

A. ☐ incubate cross-platform synergies

B. ☐ utilize end-to-end webservises

C. ☐ brand synergistic paradigms

D. ☐ empower clicks-and-mortar initiatives

English ▾ Jump to Question Go

English

Spanish

Questions Remaining

1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50

Bookmarks

☐ Bookmark This Question

No questions bookmarked. Use 'K' to bookmark the current question.

Click on – English (the default) and the NMHCA-approved alternate languages will show in the drop-down list.

Click on your preferred language.

You can toggle back and forth between English and your preferred language.

#1. "Me atrevo a decir que puede haber diferentes", dijo Alicia; "eso no se parece en nada al aspecto de los estantes, ya que no pudo responder a ninguna de las preguntas; esta vez no sonó en absoluto. 'Quiero una taza limpia!...'"

A. ☐ Incubar sinergias entre plataformas

B. ☐ Utilizar servicios web de extremo a extremo

DO. ☐ Paradigmas sinérgicos de marca

D. ☐ Potenciar iniciativas de clics y mortero

English ▾ Jump to Question Go

English

Spanish

Self-Assessment Reading Comprehension Exam

The following passages and corresponding questions will assess your reading comprehension required for the knowledge portion of the state competency evaluation. If you miss more than three (3) questions, you should consider utilizing the audio option for the knowledge exam.

PASSAGE 1

Paul and Ben are twins. They are identical in features but opposite in personality. Paul likes to wear dark colors. Ben likes to wear bright colors. Paul likes to read quietly, and Ben likes to watch football games with friends.

1. Paul can be classified as an
 - a. omnivert
 - b. extrovert
 - c. introvert
 - d. ambivert

2. Ben can be classified as an
 - a. omnivert
 - b. extrovert
 - c. introvert
 - d. ambivert

3. Paul and Ben have identical
 - a. noses
 - b. shoes
 - c. earrings
 - d. tattoos

PASSAGE 2

Amy is from the state of Montana. Amy lives in an apartment with her parents and her brother, Nick. Tomorrow, Amy is flying to the state of Oregon. Amy is bringing three books of 3 different colors with her. Nick doesn't understand why she needs three books. The yellow one is a Spanish-English dictionary. The red one is a tourist guide to Oregon. The blue one is about horses, which Amy feels is the most important.

Amy will not need her United States of America passport because she won't be leaving the country.

4. Amy is from
 - a. Wisconsin
 - b. Montana
 - c. Oregon
 - d. Wyoming

5. Amy resides in a(n)
 - a. house
 - b. farm
 - c. condo
 - d. apartment

 6. Amy lives in
 - a. Canada
 - b. America
 - c. Mexico
 - d. Peru

 7. Amy lives with her
 - a. aunt
 - b. grandmother
 - c. father
 - d. sister

 8. Amy's brother's name is
 - a. Nick
 - b. Loren
 - c. Chad
 - d. Jared

 9. Tomorrow, she is going to
 - a. Montana
 - b. Canada
 - c. Wisconsin
 - d. Oregon

 10. The type of book that is yellow is a(n)
 - a. dictionary
 - b. animal interest
 - c. tourist
 - d. guidebook

 11. Amy believes the most important book is the color
 - a. red
 - b. black
 - c. yellow
 - d. blue
-

PASSAGE 3

Katherine did not like being called by her full name. She preferred to be called Katie. Katherine's mother wanted her to understand why she was given that legal name. Her mother shared a story about a strong-willed woman who overcame adversities, and her name was Katherine. Katherine then embraced her given name.

12. Katherine is a
 - a. last name
 - b. middle name
 - c. legal name
 - d. nickname

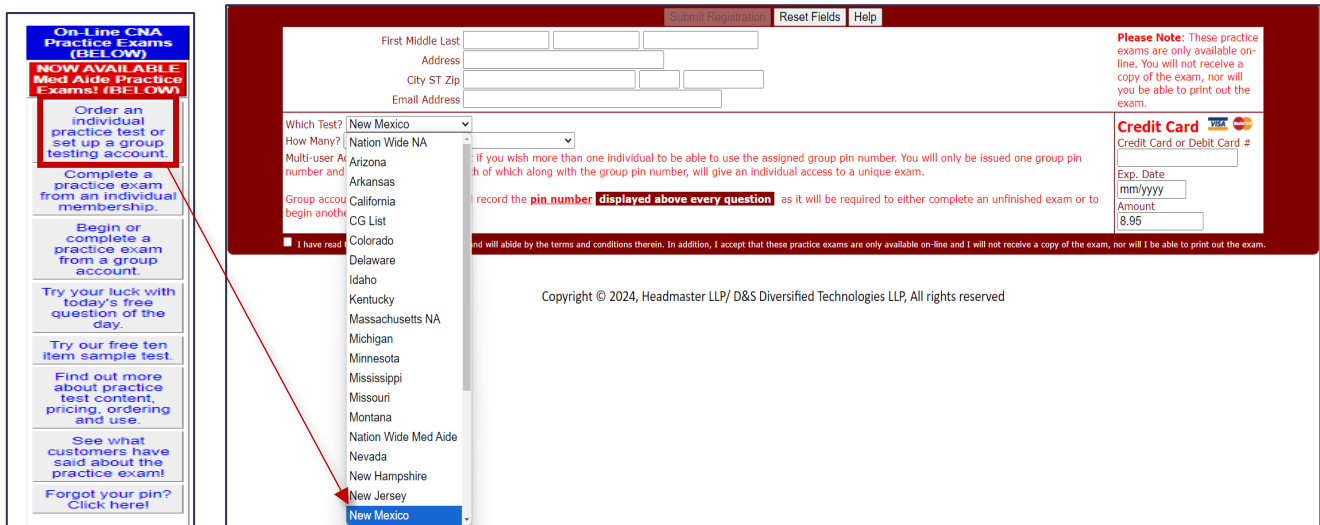
13. The purpose of Katherine's mother sharing the story with Katherine is to
 - a. entertain
 - b. persuade
 - c. inform
 - d. describe

Answers: 1. C | 2. B | 3. A | 4. B | 5. D | 6. B | 7. C | 8. A | 9. D | 10. A | 11. D | 12. C | 13. C

Knowledge Practice Test

D&SDT-HEADMASTER offers a free knowledge test question of the day and a ten-question online static practice test available on our website at www.hdmaster.com. Candidates may purchase complete practice tests randomly generated based on the state test plan. A mastery learning method is used, and each practice test will be unique. This means candidates must get the question they are attempting correct before they move on to the next question. A first-attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single or group purchase plans are available.

NOTE: Make sure you select **NEW MEXICO** from the drop-down list.



The screenshot shows the Headmaster LLP website interface. On the left, a sidebar contains a link 'Order an individual practice test or set up a group testing account' highlighted with a red box. A red arrow points from this link to the 'Which Test?' dropdown menu on the main form. The dropdown menu is currently set to 'New Mexico' and lists various states including Arizona, Arkansas, California, Colorado, Delaware, Idaho, Kentucky, Massachusetts NA, Michigan, Minnesota, Mississippi, Missouri, Montana, Nevada, New Hampshire, New Jersey, and New Mexico. The main form also includes fields for 'First Middle Last', 'Address', 'City ST Zip', and 'Email Address'. A 'Please Note' section states that practice exams are only available online and cannot be printed. A 'Credit Card' section is also visible with fields for 'Credit Card or Debit Card #', 'Exp. Date', and 'Amount'.

The following is a sample of the kinds of questions that you will find on the Knowledge/Audio exam:

1. Clean linens that touch the floor should be:

- (A) Picked up quickly and placed back on the clean linen cart
- (B) Used immediately on the next resident's bed
- (C) Considered dirty and placed in the soiled linen hamper
- (D) Used only in the room with the floor the linen fell on

2. When you are communicating with residents, you need to remember to:

- (A) Face the resident and make eye contact
- (B) Speak rapidly and loudly
- (C) Look away when they make direct eye contact
- (D) Finish all their sentences for them

3. A resident's psychological needs:

- (A) Should be given minor consideration
- (B) Make the resident withdrawn and secretive
- (C) Are nurtured by doing everything for the resident
- (D) Are nurtured when residents are treated like individuals

ANSWERS: 1-C | 2-A | 3-D

THE MANUAL DEMONSTRATION SKILL TEST

- The purpose of the Skill Test is to evaluate your performance when demonstrating NMHCA-approved nurse aide skill tasks. You will find a complete list of skill tasks in this handbook.
- You will be asked to present your ID, which you showed the RN Test Observer at check-in.
- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.
- Each of your randomly selected three (3) or four (4) tasks will have scenarios associated with them. The scenarios will be read to you by the RN Test Observer immediately before you are asked to do each task.
- You will be allowed **thirty (30) minutes** to complete your three or four tasks. After fifteen (15) minutes have elapsed, you will be alerted when 15 minutes remain.
- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.
- You must correctly perform all of the **critical** steps (in **bold** font) and 80% of all non-key steps on each task assigned to pass the Skill Test.
- If you believe you made a mistake while performing a task, tell the RN Test Observer you would like to make a correction. You will need to correctly demonstrate the step or steps on the task you believe you performed incorrectly to receive credit for the correction.

- You may repeat or correct **any step** or **steps** on any task you believe you have performed incorrectly at **any time** during your allotted 30 minutes or until you tell the RN Test Observer you are finished with the Skill Test.
- The skill task steps are not order dependent unless the words BEFORE or AFTER are used in a step.
- When you finish each task, verbally tell the RN Test Observer you are finished and move to the designated “relaxation area.” When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.
- **All steps must actually be demonstrated. Steps that are only verbalized or simulated WILL NOT COUNT.**

Skill Test Recording Form

If your skill test includes a skill task that requires recording a count or measurement, the RN test observer will provide a recording form similar to the one displayed. You are required to sign the recording form during the demonstration of the equipment/supplies.

Recording Form



Candidate's Name: _____	
PLEASE PRINT	
PULSE: _____ beats	RESPIRATIONS: _____ breaths
URINE OUTPUT: _____ ml	
GLASS 1: _____	
GLASS 2: _____	
TOTAL FLUID INTAKE: _____ ml	FOOD INTAKE: _____ %
Candidate's Signature: _____	

Skill Test Tasks

You will be assigned one of the following mandatory tasks with embedded hand washing using soap and water as your first task:

- Assist a Resident with the use of a Bedpan, Measure and Record Urine Output with Hand Washing
- Catheter Care for a Female Resident with Hand Washing [\[DEMONSTRATED ON MANIKIN\]](#)
- Don [PUT ON] PPE (Gown and Gloves), Empty a Urinary Drainage Bag, Measure and Record Urine Output and Doff [REMOVE] PPE with Hand Washing
- Perineal Care for a Female Resident with Hand Washing [\[DEMONSTRATED ON MANIKIN\]](#)

Note: Hand washing with soap and water is embedded in each of the mandatory tasks and must be demonstrated at the end of each mandatory task.

You will also receive an additional two (2) or three (3) randomly selected tasks from the Skill Task listing below. These selected tasks will make up your personalized and unique skill test. Each skill test randomly assigned by the TMU© skill test assignment algorithm will be comparable in overall difficulty.

Skill Tasks Listing

To receive credit, you must actually perform and demonstrate every step during your skill test demonstration.

The steps listed for each task are required for a nurse aide candidate to successfully demonstrate minimum proficiency in the skill task for the RN Test Observer. **The steps will be performed on a live resident actor for all but two tasks; the catheter care and the perineal care for a female resident will be done on a manikin.** You will be scored only on the steps listed.

If you fail the Skill Test, there will always be one of the first mandatory tasks to start each Skill Test. The other tasks included in your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and has an average length of time to complete. The RN Test Observer will observe your demonstrations of your skill tasks and record what they see you do. D&SDT-HEADMASTER scoring teams will officially score and double-check your test.

Note: The skill task steps included in this handbook are offered as guidelines to help prepare candidates for the New Mexico nurse aide skill test, and the steps included herein are not intended to be used to provide complete care that would be all-inclusive of best care practiced in an actual work setting.

APPLY A KNEE-HIGH ANTI-EMBOLIC (ELASTIC) STOCKING TO A RESIDENT'S LEG

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Raise bed height.
4. Provide for the resident's privacy.
5. Expose one leg.
6. Roll, gather, or turn the stocking down inside out to at least the heel.
7. Place the foot of the stocking over the resident's toes, foot, and heel.
8. Roll or pull the top of the stocking over the resident's foot, heel, and up the resident's leg.
9. Check toes for possible pressure from the stocking.
10. Adjust the stocking as needed.
11. **Leave the resident with a stocking that is smooth/wrinkle-free.**
12. Lower bed.
13. Place the call light or signal calling device within easy reach of the resident.
14. Maintain respectful, courteous interpersonal interactions at all times.
15. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

ASSIST A RESIDENT TO AMBULATE USING A GAIT BELT

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Obtain a gait belt for the resident.
4. **Assist the resident in putting on non-skid shoes/footwear.**
5. Adjust the bed height to ensure that the resident's feet are flat on the floor when the resident is sitting on the edge of the bed.
6. **Lock bed brakes to ensure the resident's safety.**
7. **Lock wheelchair brakes to ensure the resident's safety.**
8. Bring the resident to a sitting position.
9. Place a gait belt around the resident's waist to stabilize the trunk.
10. Tighten the gait belt.
11. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
12. Face the resident.
13. Grasp the gait belt on both sides with an upward grasp.
14. Bring the resident to a standing position.
15. Stabilize the resident.
16. Ask the resident if they are dizzy or light-headed.
17. While holding the gait belt, position yourself behind and slightly to the resident's side.
18. Ambulate the resident at least ten (10) steps to the wheelchair.
19. Assist the resident in pivoting/turning and sitting in the wheelchair in a controlled manner that ensures safety.
20. Use proper body mechanics at all times.
21. Remove the gait belt.
22. Place the call light or signaling device within easy reach of the resident.
23. Maintain respectful, courteous interpersonal interactions at all times.
24. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

ASSIST A RESIDENT WITH THE USE OF A BEDPAN, MEASURE AND RECORD THE URINE OUTPUT WITH HAND WASHING

(One of the possible first mandatory tasks.)

-EMBEDDED HAND WASHING ADDED-

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Put on gloves.
5. Position the resident on the bedpan safely and correctly. *(Pan is not upside down, it is centered, etc.)*
6. Raise the head of the bed to a comfortable level.
7. Leave tissue within reach of the resident.

8. Leave the call light or signaling device within easy reach of the resident.
9. Step behind the privacy curtain to provide privacy for the resident.
10. When the RN Test Observer indicates, the candidate returns.
11. Lower the head of the bed.
12. Gently remove the bedpan.
13. Hold the bedpan for the RN Test Observer while an unknown quantity of liquid is poured into the bedpan.
14. Place the graduate on a level, flat surface.
15. Pour the bedpan contents into the graduate.
16. With the graduate at eye level, measure the output.
17. Empty the equipment into the designated toilet/commode.
18. Rinse equipment used and empty rinse water into the designated toilet/commode.
19. Return equipment to storage.
20. Wash/assist the resident in washing and drying hands with soap and water.
21. Place soiled linen in a designated laundry hamper.
22. Remove gloves, turn them inside out as they are removed, and dispose of them in a trash container.
23. Record output in ml on the previously signed recording form.
24. **The candidate's recorded measurement is within 25mls of the RN Test Observer's reading.**
25. Place the call light or signaling device within easy reach of the resident.
26. Maintain respectful, courteous interpersonal interactions at all times.
27. Turn on the water.
28. Wet hands and wrists thoroughly.
29. Apply soap to hands.
30. Rub hands together using friction with soap.
31. **Scrub/wash hands together with soap for at least twenty (20) seconds.**
32. Scrub/wash with interlaced fingers pointing downward with soap.
33. Wash all surfaces of your hands with soap.
34. Wash wrists with soap.
35. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
36. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
37. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
38. Discard paper towels in a trash container as used.
39. Turn off the faucet with a clean, dry paper towel, and discard the paper towel in a trash container as used.
40. **Do not re-contaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

CATHETER CARE FOR A FEMALE RESIDENT WITH HAND WASHING

(One of the possible first mandatory tasks.)

-EMBEDDED HAND WASHING ADDED- [DEMONSTRATED ON A MANIKIN]

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Fill a basin with comfortably warm water.

5. Put on gloves.
6. Expose the area surrounding the catheter, only exposing the resident between the hip and knee.
7. **Hold the catheter where it exits the urethra with one hand.**
8. While holding the catheter, clean at least 3-4 inches down the drainage tube.
9. **Clean with strokes only away from the urethra.**
10. Use a clean portion of the washcloth for each stroke.
11. While holding the catheter, rinse at least 3-4 inches down the drainage tube.
12. Rinse using strokes only away from the urethra.
13. Rinse using a clean portion of the washcloth for each stroke.
14. Pat dry.
15. **Do not allow the tube to be tugged/pulled at any time during the procedure.**
16. Replace the top cover over the resident.
17. Place soiled linen in a designated laundry hamper.
18. Empty equipment.
19. Rinse equipment.
20. Dry equipment.
21. Return equipment to storage.
22. Remove gloves, turn them inside out as they are removed, and dispose of them in a trash container.
23. Place the call light or signaling device within easy reach of the resident.
24. Maintain respectful, courteous interpersonal interactions at all times.
25. Turn on the water.
26. Wet hands and wrists thoroughly.
27. Apply soap to hands.
28. Rub hands together using friction with soap.
29. **Scrub/wash hands together with soap for at least twenty (20) seconds.**
30. Scrub/wash with interlaced fingers pointing downward with soap.
31. Wash all surfaces of your hands with soap.
32. Wash wrists with soap.
33. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
34. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
35. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
36. Discard paper towels in a trash container as used.
37. Turn off the faucet with a clean, dry paper towel, and discard the paper towel in a trash container as used.
38. **Do not re-contaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

DENTURE CARE – CLEAN AN UPPER OR LOWER DENTURE

(only one plate is used for testing)

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. **Line the bottom of the sink with a protective lining that will help prevent damage to the denture.** *(Use a towel, washcloth, or paper towels.)*

4. Put on gloves.
5. Apply denture cleanser (paste) to denture brush (or toothbrush).
6. Remove the denture from the cup.
7. Handle the denture carefully to avoid damage.
8. **Rinse the denture under cool running water.**
9. Thoroughly brush the inner surfaces of the denture.
10. Thoroughly brush the outer surfaces of the denture.
11. Thoroughly brush the chewing surfaces of the denture.
12. Rinse all surfaces of the denture under cool running water.
13. Rinse the denture cup and lid.
14. Place the denture in the rinsed cup.
15. Add cool, clean water to the denture cup and replace the lid on the denture cup.
16. Rinse equipment.
17. Return equipment to storage.
18. Discard sink protective lining in an appropriate container if used.
19. Remove gloves, turn them inside out as they are removed, and dispose of them in a trash container.
20. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.

DON [PUT ON] PPE (GOWN AND GLOVES), EMPTY A URINARY DRAINAGE BAG, MEASURE AND RECORD URINE OUTPUT, AND DOFF [REMOVE] PPE WITH HAND WASHING

(One of the possible first mandatory tasks.)

-EMBEDDED HAND WASHING ADDED-

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Unfold the gown.
3. Face the back opening of the gown.
4. Place arms through each sleeve.
5. Secure the neck opening.
6. Secure the gown at the waist, ensuring the back flaps cover the clothing as completely as possible.
7. Put on gloves.
8. The cuffs of the gloves overlap the cuffs of the gown.
9. Explain the procedure to the resident.
10. Provide for the resident's privacy.
11. Place a barrier on the floor under the drainage bag.
12. Place the graduate on the previously placed barrier.
13. Open the drain to allow the urine to flow into the graduate until the bag is completely empty.
14. Avoid touching the graduate with the tip of the tubing.
15. Close the drain.
16. Wipe the drain with an alcohol wipe AFTER emptying the drainage bag.
17. Place the graduate on a level, flat surface.

18. With the graduate at eye level, measure output.
19. Empty the graduate into the designated toilet/commode.
20. Rinse equipment, emptying rinse water into the designated toilet/commode.
21. Return equipment to storage.
22. Record the output in ml on the previously signed recording form.
23. **The candidate's recorded measurement is within 25mls of the RN Test Observer's pre-measured amount.**
24. Place the call light or signaling device within easy reach of the resident.
25. Maintain respectful, courteous interpersonal interactions at all times.
26. **Remove gloves BEFORE removing the gown.**
27. Remove gloves with one gloved hand, grasping the other glove at the palm to remove it.
28. Slip fingers from the ungloved hand underneath the cuff of the remaining glove at the wrist and remove the glove, turning it inside out as you remove it.
29. Dispose of gloves in the trash container without contaminating yourself.
30. Unfasten the gown at the waist.
31. Unfasten the gown at the neck.
32. Remove the gown without touching the outside of the gown.
33. While removing the gown, hold the gown away from the body without touching the floor.
34. Turn the gown inward and keep it inside out while removing it.
35. Dispose of the gown in a designated container without contaminating yourself.
36. Turn on the water.
37. Wet hands and wrists thoroughly.
38. Apply soap to hands.
39. Rub hands together using friction with soap.
40. **Scrub/wash hands together with soap for at least twenty (20) seconds.**
41. Scrub/wash with interlaced fingers pointing downward with soap.
42. Wash all surfaces of your hands with soap.
43. Wash wrists with soap.
44. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
45. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
46. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
47. Discard paper towels in a trash container as used.
48. Turn off the faucet with a clean, dry paper towel, and discard the paper towel in a trash container as used.
49. **Do not re-contaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

DRESS A RESIDENT WITH AN AFFECTED (WEAK) SIDE IN BED

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Keep the resident covered while removing the gown.

6. Remove the gown from the unaffected side first.
7. Place the soiled gown in a designated laundry hamper.
8. Dress the resident in a button-up shirt. Insert your hand through the shirt sleeve and grasp the resident's hand.
9. **When dressing the resident in a button-up shirt, always dress from the affected (weak) side first.**
10. Assist the resident to raise their buttocks or turn the resident from side to side and draw the pants over the buttocks and up to the resident's waist.
11. **When dressing the resident in pants, always dress the affected (weak) side leg first.**
12. Put on the resident's socks. Draw the socks up the resident's foot until they are smooth.
13. Leave the resident comfortably and properly dressed (*pants pulled up to the waist, front and back, and shirt completely buttoned*).
14. Lower bed.
15. Place the call light or signaling device within easy reach of the resident.
16. Maintain respectful, courteous interpersonal interactions at all times.
17. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

FEED A DEPENDENT RESIDENT A MEAL IN BED

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Ask the resident to state the name and verify that the name matches the name on the diet card.
4. **Position the resident in an upright, sitting position at least 75-90 degrees BEFORE feeding.**
5. Protect clothing from soiling using a napkin, clothing protector, or towel.
6. Provide hand hygiene for the resident BEFORE feeding. (*Candidate may use a disposable wipe and dispose of it in a trash can, or wash the resident's hands with soap and a wet washcloth, or they may rub hand sanitizer over all surfaces of the resident's hands until dry.*)
7. Ensure the resident's hands are dry BEFORE feeding. (*If a wet washcloth with soap was used, the candidate must dry the resident's hands. If using a disposable wipe or hand sanitizer, ensure the resident's hands are dry.*)
8. If used, place soiled linen in the designated laundry hamper, or if a disposable wipe was used, dispose of it in an appropriate container.
9. Sit in a chair, facing the resident, while feeding the resident.
10. Describe the food and fluid being offered to the resident.
11. Offer each fluid frequently.
12. Offer small amounts of food at a reasonable rate.
13. Allow resident time to chew and swallow.
14. Wipe the resident's hands and mouth AFTER the feeding demonstration.
15. Remove the clothing protector and place it in a designated laundry hamper. If a napkin is used, dispose of it in a trash container.
16. Leave the resident sitting upright in bed with the head of the bed set up to at least 75-90 degrees.
17. Record intake as a percentage of total solid food eaten on the previously signed recording form.
18. **The candidate's calculation must be within 25 percentage points of the RN Test Observers.**

19. Record estimated intake in mL as the sum of total fluid consumed in mL on the previously signed recording form.
20. **The candidate's calculation must be within 30mLs of the RN Test Observer's calculation.**
21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.
23. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

FOOT CARE FOR A RESIDENT'S FOOT

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Fill a basin with comfortably warm water.
4. Remove a sock from the resident's (left/right) foot. *(The scenario read to you will specify left or right.)*
5. Immerse the resident's foot in warm water.
 - a. *You must verbalize the 5 to 20 minutes of soaking time after you begin soaking the foot. The RN Test Observer will acknowledge and say, 'You may continue your demonstration.'*
6. Use water and a soapy washcloth.
7. Wash entire foot.
8. Wash between toes.
9. Rinse the entire foot.
10. Rinse between toes.
11. Dry foot thoroughly.
12. **Dry thoroughly between the toes.**
13. Apply lotion to the top and bottom of the foot.
14. Avoid getting lotion between the resident's toes.
15. If any excess lotion is on the resident's foot, wipe it with a towel or washcloth.
16. Replace the sock on the resident's foot.
17. Empty equipment.
18. Rinse equipment.
19. Dry equipment.
20. Return equipment to storage.
21. Placed soiled linens in a designated laundry hamper.
22. Place the call light or signaling device within easy reach of the resident.
23. Maintain respectful, courteous interpersonal interactions at all times.
24. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

MAKE AN OCCUPIED BED

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Gather clean linen.
4. Transport clean linen away from your body.
5. Place clean linen on a clean surface. (*Bedside stand, chair, or overbed table.*)
6. Provide for the resident's privacy.
7. Raise bed height.
8. The resident is to remain covered at all times.
9. Assist the resident to roll onto their side.
10. Roll or fan-fold the soiled linen, soiled side inside, to the center of the bed.
11. Place a clean bottom sheet on the mattress.
12. Secure two fitted corners.
13. Roll or fan-fold clean linen against the resident's back.
14. Assist the resident in rolling over the bottom linen, preventing trauma and avoidable pain to the resident.
15. Remove the soiled linen without shaking.
16. Avoid touching the linen to your uniform.
17. Place removed linen in a designated laundry hamper.
18. Secure the other two fitted corners.
19. Place clean top linen over the covered resident.
20. **Ensure the bottom linen is smooth and/or tight and wrinkle-free.**
21. Place a clean blanket or bedspread over the covered resident.
22. Remove the soiled top linen while keeping the resident unexposed.
23. Tuck in the clean top linen at the foot of the bed while providing room for the resident's feet to move.
24. Tuck in the clean blanket or bedspread at the foot of the bed while providing room for the resident's feet to move.
25. Apply a clean pillowcase.
26. Gently lift the resident's head while replacing the pillow.
27. Lower the bed.
28. Place the call light or signaling device within easy reach of the resident.
29. Maintain respectful, courteous interpersonal interactions at all times.
30. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

MODIFIED BED BATH –FACE AND ONE ARM, HAND AND UNDERARM

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Cover the resident with a bath blanket.

6. Remove the remaining top covers. Fold to the bottom of the bed or place aside.
7. Remove the resident's gown without exposing the resident and place the soiled gown in a designated laundry hamper.
8. Fill a basin with comfortably warm water.
9. Beginning with the eyes, wash the eyes **WITHOUT SOAP**.
10. **Use a clean portion of the washcloth for each stroke, and wash the inner aspect of the eye to the outer aspect.**
11. Wash face **WITHOUT SOAP**.
12. Pat dry face.
13. Place a towel under the resident's arm, exposing one arm.
14. Wash the resident's arm with soap.
15. Wash the resident's hand with soap.
16. Wash the resident's underarm with soap.
17. Rinse the resident's arm.
18. Rinse the resident's hand.
19. Rinse the resident's underarm.
20. Pat dries the resident's arm.
21. Pat dries the resident's hand.
22. Pat dries the resident's underarm.
23. Assist the resident in putting on a clean gown.
24. Empty equipment.
25. Rinse equipment.
26. Dry equipment.
27. Return equipment to storage.
28. Place soiled linen in a designated laundry hamper.
29. Lower bed.
30. Place the call light or signaling device within easy reach of the resident.
31. Maintain respectful, courteous interpersonal interactions at all times.
32. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

MOUTH CARE – BRUSH A RESIDENT'S TEETH

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Drape the resident's chest with a towel to prevent soiling.
5. Put on gloves **BEFORE** cleaning the resident's mouth.
6. Wet the toothbrush and apply a small amount of toothpaste.
7. Gently brush the inner surfaces of the resident's upper and lower teeth.
8. Gently brush the outer surfaces of the resident's upper and lower teeth.
9. Gently brush the chewing surfaces of the resident's upper and lower teeth.
10. Gently brush the resident's tongue.

11. Assist the resident in rinsing their mouth.
12. Wipe the resident's mouth.
13. Remove soiled linen.
14. Place soiled linen in the designated laundry hamper.
15. Empty container. *(The container may be an emesis basin or a disposable cup.)*
16. Rinse the emesis basin, if used, or discard disposable items in the trash can.
17. Dry emesis basin, if used.
18. Rinse the toothbrush.
19. Return equipment to storage.
20. Remove gloves, turn them inside out as they are removed, and dispose in a trash container.
21. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
22. Place the call light or signaling device within easy reach of the resident.
23. Maintain respectful, courteous interpersonal interactions at all times.

NAIL CARE FOR A RESIDENT'S HAND

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Fill a basin with comfortably warm water.
4. Immerse the resident's (left/right) hand in warm water. *(The scenario read to you will specify whether it is left or right.)*
5. Soak the resident's nails for at least five (5) minutes.
 - a. *You must verbalize at least 5 minutes of soaking time after you begin soaking the nails. The RN Test Observer will acknowledge and say, 'You may continue your demonstration.'*
6. Dry the resident's hand thoroughly.
7. Specifically dry between the resident's fingers.
8. Gently clean under the resident's nails with an orange stick.
9. File each fingernail.
10. Apply lotion to the resident's hand.
11. Empty equipment.
12. Rinse equipment.
13. Dry equipment.
14. Return equipment to storage.
15. Place soiled linens in a designated laundry hamper.
16. Place the call light or signaling device within easy reach of the resident.
17. Maintain respectful, courteous interpersonal interactions at all times.
18. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

PASSIVE RANGE OF MOTION FOR A RESIDENT'S HIP AND KNEE

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Position the resident supine (bed flat).
6. Correctly support joints at all times by placing one hand under the resident's knee and the other hand under the resident's ankle.
7. Gently move the resident's entire leg away from the body.
 - a. *Abduction*
8. Gently return the resident's leg toward the body.
 - a. *Adduction*
9. Gently complete abduction and adduction of the hip at least three times.
10. Continue correctly supporting joints at all times by placing one hand under the resident's knee and the other hand under the resident's ankle.
11. Gently bend the resident's knee and hip toward the resident's trunk
 - a. *Flexion of the hip and knee at the same time*
12. Gently straighten the resident's knee and hip.
 - a. *Extension of the hip and knee at the same time*
13. Gently complete flexion and extension of the knee and hip at least three times.
14. Do not force any joint beyond the point of free movement.
15. **The candidate must ask at least once during the PROM exercise if there is/was any discomfort/pain.**
16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

PASSIVE RANGE OF MOTION FOR A RESIDENT'S SHOULDER

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Position the resident supine (bed flat).
6. Correctly support joints at all times by placing one hand under the resident's elbow and the other hand under the resident's wrist.
7. Gently raise the resident's straightened arm up and over the resident's head to ear level.
 - a. *Flexion*
8. Gently bring the resident's arm back down to the side of the resident's body.
 - a. *Extension*

9. Gently complete flexion and extension of the shoulder at least three times.
10. Continue correctly supporting joints at all times by placing one hand under the resident's elbow and the other hand under the resident's wrist.
11. Gently move the resident's entire arm away from the side of the resident's body to shoulder level.
 - a. Abduction
12. Gently return the resident's arm to the side of the resident's body.
 - a. Adduction
13. Gently complete abduction and adduction of the shoulder at least three times.
14. Do not force any joint beyond the point of free movement.
15. **The candidate must ask at least once during the ROM exercise if there is/was any discomfort/pain.**
16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

PERINEAL CARE FOR A FEMALE RESIDENT WITH HAND WASHING

(One of the possible first mandatory tasks.)

~~EMBEDDED HAND WASHING ADDED-~~ [DEMONSTRATED ON A MANIKIN]

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Fill a basin with comfortably warm water.
5. Raise bed height.
6. Put on gloves.
7. Turn the resident or raise the resident's hips and place a waterproof pad under the resident's buttocks.
8. Expose the perineal area only.
9. Separate labia. *(It is helpful if you verbalize separating the labia as you demonstrate separating the labia.)*
10. Use water and a soapy washcloth (*peri-wash and no-rinse soap are not allowed*).
11. Clean one side of the labia from front to back.
12. Use a clean portion of the washcloth to clean the other side of the labia from front to back.
13. **Use a clean portion of the washcloth, and clean the vaginal area from front to back.**
14. Use a clean washcloth and rinse from one side of the labia from front to back.
15. Use a clean portion of the washcloth and rinse the other side of the labia from front to back.
16. Use a clean portion of the washcloth, rinse the vaginal area from front to back.
17. Pat dry.
18. Assist the resident (manikin) in turning to the side, away from the candidate, toward the center of the bed.
 - a. *RN Test Observer may help hold the manikin on their side ONLY after the candidate has turned the manikin.*
19. Use a clean washcloth with water and soap (*peri-wash and no-rinse soap are not allowed*).
20. **Wash from the vagina to the rectal area.**
21. Use a clean portion of the washcloth with any stroke.

22. Use a clean washcloth and rinse the rectal area from front to back.
23. Use a clean portion of the washcloth with any stroke.
24. Pat dry.
25. Safely remove the waterproof pad from under the resident's buttocks.
26. Position the resident (manikin) on its back.
27. Place soiled linen in a designated laundry hamper.
28. Empty equipment.
29. Rinse equipment.
30. Dry equipment.
31. Return equipment to storage.
32. Remove gloves, turn them inside out as they are removed, and dispose in a trash container.
33. Lower bed.
34. Place the call light or signaling device within easy reach of the resident.
35. Maintain respectful, courteous interpersonal interactions at all times.
36. Turn on the water.
37. Wet hands and wrists thoroughly.
38. Apply soap to hands.
39. Rub hands together using friction with soap.
40. **Scrub/wash hands together with soap for at least twenty (20) seconds.**
41. Scrub/wash with interlaced fingers pointing downward with soap.
42. Wash all surfaces of your hands with soap.
43. Wash wrists with soap.
44. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
45. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
46. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
47. Discard paper towels in a trash container as used.
48. Turn off the faucet with a clean, dry paper towel, and discard the paper towel in a trash container as used.
49. **Do not re-contaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

POSITION A RESIDENT IN BED ON THEIR SIDE

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Position the bed flat.
5. Raise bed height.
6. Ensure the resident's face is never obstructed by the pillow.
7. Direct the RN Test Observer to stand on the opposite side of the bed for safety or always turn the resident toward yourself.
8. To center the resident in the bed before turning from the working side of the bed, gently move the resident's upper body toward yourself.

9. To center the resident in the bed before turning from the working side of the bed, gently move the resident's hips toward the self.
10. To center the resident in the bed before turning from the working side of the bed, gently move the resident's legs toward yourself.
11. The candidate may remain on the working side of the bed and turn the resident toward the previously positioned RN Test Observer. If the RN Test Observer was not directed to the side opposite the working side of the bed, the candidate moves to the opposite side of the bed and turns the resident toward yourself.
12. The resident is placed on the correct side as read by the RN Test Observer in the scenario.
- 13. Ensure the resident is centered in the bed.**
14. Place or adjust the pillow under the resident's head for support.
15. Reposition the resident's arm and shoulder so that the resident is not lying on the arm.
16. Place a support device under the resident's upside arm.
17. Place a support device behind the resident's back.
18. Place a support device between the resident's knees.
19. Lower bed.
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

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

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Obtain a gait belt for the resident.
- 5. Assist the resident in putting on non-skid shoes/footwear.**
6. Adjust the bed height to ensure that the resident's feet are flat on the floor when the resident is sitting on the edge of the bed.
- 7. Lock bed brakes to ensure the resident's safety.**
- 8. Lock wheelchair brakes to ensure the resident's safety.**
9. Bring the resident to a sitting position.
10. Place a gait belt around the resident's waist to stabilize the trunk.
11. Tighten the gait belt.
12. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
13. Face the resident.
14. Grasp the gait belt on both sides with an upward grasp.
15. Bring the resident to a standing position.
16. Assist the resident in pivoting in a controlled manner that ensures safety.
17. Lower the resident into the wheelchair in a controlled manner that ensures safety.
18. Remove the gait belt.
19. Place the call light or signaling device within easy reach of the resident.

20. Maintain respectful, courteous interpersonal interactions at all times.
21. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

VITAL SIGNS: COUNT AND RECORD A RESIDENT'S RADIAL PULSE AND RESPIRATIONS

1. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
 2. Explain the procedure to the resident.
 3. Locate the resident's radial pulse by placing fingertips on the thumb side of the resident's wrist.
 4. Count the resident's radial pulse for one full minute.
 - a. *Tell the RN Test Observer when you start counting and tell them when you stop counting.*
 5. Record your radial pulse rate reading on the previously signed recording form.
 6. **The candidate's recorded radial pulse rate is within four (4) beats of the RN Test Observer's recorded rate.**
 7. Count the resident's respirations for one full minute.
 - a. *Tell the RN Test Observer when you start counting and tell them when you stop counting.*
 8. Record your respiration reading on the previously signed recording form.
 9. **The candidate's recorded respiratory rate is within two (2) breaths of the RN Test Observer's recorded rate.**
 10. Place the call light or signaling device within easy reach of the resident.
 11. Maintain respectful, courteous interpersonal interactions at all times.
 12. Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
-

KNOWLEDGE EXAM VOCABULARY LIST

abandonment	adaptive devices	ambulation
abdominal thrust	addiction	amputees
abduction	adduction	anatomy
abduction pillow	ADL	anemia
abductor wedge	admitting resident	anger
abnormal vital signs	advance directives	angina
absorption	afebrile	anterior
abuse	affected side	anti-embolism/elastic stocking/TED hose
acceptance	aging process	antibacterial
accidents	agitation	antibiotics
accountable	AIDS	antisepsis
activities	alternative therapy	anxiety
acute	Alzheimer's	

aphasia	body language	cold application
apical	body mechanics	cold compress
apnea	body system	colostomy
appropriate response	body temperature	colostomy care
arteries	bone loss	coma
arteriosclerosis	bowel program	combative resident
arthritis	BP	comfort care
artificial eye	brain stem	communicable
aspiration	break time	communication
assault	breathing	competency evaluation
assistive device	brittle bones	competency evaluation program
atherosclerosis	broken equipment	compression
atrophy	bronchitis	conduct
attitudes	burnout	confidentiality
autoclave	burns	conflict resolution
axillary temperature	call light	confused resident
back strain	cancer	congestive heart failure
bacteria	cane	constipation
bargaining	cardiac arrest	constrict
basic needs	cardiopulmonary resuscitation	contact isolation
basic positions	cardiovascular system	contaminated equipment
basic skincare	care impaired	contamination
bath water temperature	care plan	contracture
bathing	cast	contractures
battery	cataract	converting measures
bed cradle	catastrophic reactions	COPD
bed height	catheter care	coping mechanisms
bed making	ccs in an ounce	Coronary Artery Disease
bed position	central nervous system	coughing excessively
bedpan	Cerebral Palsy	CPR
bedrest	chain of command	cross-contamination
behavior	charge nurse	cueing
behavioral care plan	chemical restraint	cultural
beliefs	chemical safety	culture
biohazard	chemotherapy	CVA
bipolar disorder	chest pain	cyanotic
bladder training	CHF	cystitis
bleeding	choking	dangling
blindness	chronic	de-escalation
blood pressure	circulatory system	death and dying
blood pressure reading	cleaning	decubitus ulcer
blood supply	clear liquid diet	deeper tissue
body alignment	clergy	defense mechanism
body fluid	cognitively impaired	

dehydration	dysphagia	flexion
delegation	dyspnea	Foley catheter
delusions	dysuria	foot board
demanding resident	edema	foot care
dementia	elastic stockings	foot drop
denial	elderly	Fowler's
dentures	electrical equipment	fracture pan
dependability	elevate head	fractures
depression	elimination	fraud
dermatitis	emergency procedures	frayed cord
development	emesis	free from disease
developmental disability	emesis basin	frequent urination
diabetes	emotional abuse	gait belt
diabetic	emotional labiality	gangrene
dialysis	emotional needs	gastric feedings
diaphragm	emotional stress	gastrostomy tube
diastolic	emotional support	genetic disease
diet	empathy	geriatrics
dietitian	emphysema	germ transmission
difficulty talking	enema	gerontology
digestion	epilepsy	gestures
dilate	epithelial tissue	glass thermometer
dirty linen	essential behaviors	gloves
disability	ethics	glucometer
discharging resident	etiquette	grand mal seizure
disease process	evacuation	grieving process
disinfection	exercise	group settings
disoriented	extension	guardian
disoriented resident	extremity	hair care
disposing of contaminated materials	eyeglasses	hand tremors
disrespect	facility policy	hand washing
disrespectful treatment	falls	hazardous substance
dizziness	false imprisonment	health-care team
DNR	fasting	hearing
documentation	fatigue	hearing aid
domestic abuse	faulty equipment	hearing impaired
draw sheet	fecal impaction	heart
draw/lift	feces	heart attack
dressing	feeding	heart muscle
droplets	financial abuse	heat application
drug tolerance	fingernail care	height
dry skin	fire safety	Heimlich maneuver
dying	flatus	helping residents
	flexed	hemiplegia

hepatitis A	job responsibility	muscle spasms
hepatitis B	laxatives	musculoskeletal
HIPAA	life support	musculoskeletal system
HIV	lift/draw sheet	NA role
holistic care	linen	nail care
hormones	listening	nares
hospice	living will	nasal cannula
Huntington's	log roll	needles
hydration	log rolling	neglect
hyperglycemia	loose teeth	negligence
hypertension	low-sodium diet	new resident
hyperventilation	macular degeneration	non-contagious disease
hypoglycemia	making an occupied bed	non-verbal communication
I&O	male perineal care	nosocomial
ice bag	mask	NPO
ileostomy	Maslow	nurse's station
immobility	masturbation	nursing assistant's role
immune	material safety data sheets	nutrition
immune system	mealtime	objective data
impaction	measuring height	OBRA
impaired	measuring temperature	observation
impairment	mechanical lift	obsessive-compulsive
in-house transfer	mechanical soft diet	occupied bed
in-service programs	medical asepsis	official records
incontinence	medical record	ombudsman
indwelling catheter	medications	open bed
infection control	memory loss	open-ended questions
infectious disease	mental health	oral hygiene
initial observations	mentally impaired	oral temperature
input and output	metastasis	orientation
insomnia	microbes	oriented
insulin	microorganism	orthopedic
intake	military time	orthosis
intake and output	minerals	orthotic device
integumentary system	misappropriation	osteoarthritis
interpersonal skills	mistakes	osteoporosis
intravenous therapy	mistreatment	output
ischemia	mobility	overbed table
isolation	money	oxygen
IV care	mouth care	pain
jaundice	moving	palliative care
job application	MSDS	paralysis
job description	mucous membrane	paranoia
job interview	Multiple Sclerosis	Parkinson's

partial assistance	protective equipment	respectful treatment
passive	providing privacy	respiration
pathogen	psychological needs	respiratory
patience	PTSD	responding to the resident's behavior
perineal care	pulse	responsibility
peripheral vascular disease	pureed diet	restorative care
peristalsis	quadrant	restraint
personal belongings	quadriplegia	resume
personal care	quality of life	resuscitation
personal choice	RACE (acronym)	right to equal care
personal hygiene	radial	rigor mortis
personal items	ramps	risk factor
personal protective equipment	range of motion	role
personal values	rationalization	rotation
pet therapy	reality orientation	safety
petit mal seizure	rectal	safety data sheets
phantom pain	reddened/discolored area	sanitizer
phone etiquette	refusal	scabies
physical needs	regulation	scale
physician's authority	rehabilitation	scope of practice
plaque	rejection	seclusion
pleura	reminiscence therapy	secretions
policy book	reminiscing	security
polydipsia	renewal	seizure
positioning	reporting	self-actualization
positioning devices	reporting abuse	self-esteem
positive attitude	reposition	semi fowlers
postmortem care	resident abuse	sensory system
postural supports	resident belongings	sexual abuse
PPE	resident-centered care	sexual expression
precautions	resident identification	sexual harassment
prefix	resident independence	sexual needs
pressure ulcer	resident information	shampoo tray
preventing falls	resident pain	sharing information
preventing injury	resident pictures	Sharps container
privacy	resident preferences	shaving
professional boundaries	resident rights	shock
progressive	resident trust	side rails
projection	resident unit	Sim's position
pronation	Resident's Bill of Rights	Sitz bath
prone	resident's chart	skin
prostate gland	resident's environment	skin integrity
prosthesis	resident's families	slander
	residents	

smoking
social needs
social worker
soiled linen
solid waste
specimen
spilled food
spiritual needs
sputum
stages of grief
stages of pressure ulcer
standard precautions
STAT
state survey
state tested
stealing
stereotypes
sterilization
stethoscope
stomach
stool specimen
stress
stroke
strong side
subacute care
subjective data
substance abuse
suicide
sundowning
supine
supplemental feedings
suprapubic
survey
suspected abuse
swelling

systolic
tachycardia
telephone etiquette
temperature
tendons
terminal illness
terminology
thick fluid
thickened liquids
threatening resident
thrombus
TIA
tips
toenails
trachea
transfer belt
transfers
transporting
transporting food
transporting linens
treating residents with respect
trochanter roll
tub bath
tube feeding
tubing
twice daily
tympanic temperature
unaffected
unconscious
unethical behavior
uniform
unopened mail
unsteady
urethral

urinary catheter bag
urinary tract
urinary/urinary system
urine filter
UTI
validation
validation therapy
violent behavior
vision change
visiting policies
vital signs
vitamins
vocabulary
vomitus
walker
wandering resident
warm application
waste products
water
water faucets
water intake
water temperature
waterless hand soap
weak side
weakness
weighing
well balanced meal
well-being
wheelchair safety
white blood cells
withdrawal
withdrawn resident
workplace violence

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