

ARIZONA VIRTUAL INSTRUCTOR WORKSHOP

For Testing Effective February 1, 2021

PRESENTED BY D&S DIVERSIFIED TECHNOLOGIES – HEADMASTER, LLP

WELCOME!

The purpose of the Instructor Workshop is to provide Instructors with insight into the testing day so they can better prepare their candidates for their nurse aide exam.

Remember, testing is not all inclusive care, but a spot check on minimum competency for each task tested.

Candidates are less anxious when they are well prepared and familiar with the format, equipment used and what is being read to them during testing.

Take the tools and tips we give you in this workshop and use them in your labs and during mock testing as you prepare your candidates for their nurse aide competency exam.

MANDATORY ID REQUIREMENTS FOR TESTING

U.S. GOVERNMENT ISSUED, PHOTO-BEARING, FORM OF IDENTIFICATION

Examples of Acceptable Forms of ID:

- ❖ Driver's License (*Arizona driver's license must be issued January 1, 1997 and later*)
- ❖ State issued Identification Card (*Arizona driver's license must be issued January 1, 1997 and later*)
- ❖ US Passport (Foreign Passports **are not** valid)
- ❖ US Passport Card
- ❖ Alien Registration Card
- ❖ Tribal Identification Card (that meets all identification criteria)
- ❖ Work/Employment Authorization Card
- ❖ Military ID (that meets all identification criteria)

The candidate's **FIRST** and **LAST** names on the sign-in sheet at testing ***must exactly match*** the **FIRST** and **LAST** names printed on their photo ID.

Please remember: A driver's license or state-issued ID card that has a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.



TEST ATTIRE

❖ Full Clinical Attire:

Scrubs and close-toed shoes.

- Scrubs and shoes can be any color/design.

❖ Long hair must be pulled back.

- Testing teams will have hair ties if needed.



TEST ATTEMPTS

Candidates will be allowed **unlimited attempts** within two years of completion of training.

- Once a candidate fails the knowledge test three or more attempts, they will be placed on a 45 day hold and not allowed to schedule a knowledge test retake until the 45 day hold has elapsed.
 - The 45 day hold applies to the knowledge test only.

Updates to Testing and other information

Updated COVID Screening at CNA Test Events

- ❖ **D&SDT-Headmaster's COVID screening at CNA test events was updated on June 11, 2021** →
- ❖ **At every CNA test event, every test team member and candidate:**
 - **Must wear a properly fitting face mask that covers the mouth and nose**

(Actor's face mask will be removed only at certain times for performance of a task demonstration – bed bath, feeding and mouthcare tasks.)



D&S Diversified Technologies LLP
Headmaster LLP

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*Innovative, quality
technology solutions
throughout the United
States since 1985.*

June 11, 2021

Updated Testing Protocols

Effective immediately, temperature checks and candidate screening (including asking any illness related questions) are no longer required for any D&SDT-HEADMASTER test event. In some facilities to enter the building, there may be staff present at the entrance taking temperatures and/or asking screening questions; therefore, candidates and test team members will be required to adhere to all facility policies.

All candidates and test team members are required to wear a face mask at all test events. Face masks will not be supplied by D&SDT-HEADMASTER.

The mask mandate will continue for all test team members and candidates during all in person test events. No masks are required for any virtual events. The continuation of requiring masks is to ensure the safety of the testing teams and candidates. The actor will be allowed to remove his or her mask during skills where it is required to do so. The RN Test Observer, the in-person knowledge test proctor, and the candidates must wear masks during test events.

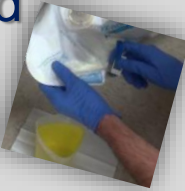
Please do not hesitate to contact me with any questions you may have.

Sara Skowronski, MBA, MSN, RN
RN Coordinator
D&SDT-HEADMASTER, LLP

UPDATES TO THE SKILLS TEST

NEW MANDATORY POSSIBLE FIRST TASKS

The mandatory tasks of Bedpan and Output and Isolation Gown and Gloves/Emptying a Urinary Drainage Bag will be removed and replaced with the following possible mandatory tasks:



❖ Catheter Care - Emptying a Urinary Drainage Bag with Hand Washing

- Providing catheter care, then emptying a urinary drainage bag and hand washing with soap and water has been added as a new possible first mandatory task
- Please see the Candidate Handbook that is effective February 1, 2021, on the Arizona CNA webpage at www.hdmaster.com for the steps that need to be demonstrated for this new task



❖ Isolation Gown & Gloves - Bedpan and Output with Hand Washing

- Donning and isolation gown and gloves, placing the resident on the bedpan and hand washing with soap and water has been added as a new possible first mandatory task
- Please see the Candidate Handbook that is effective February 1, 2021, on the Arizona CNA webpage at www.hdmaster.com for the steps that need to be demonstrated for this new task



UPDATES TO THE SKILLS TEST

❖ Denture Care

- The step of: ***'Place dirty dentures in the emesis basin'*** is being removed

❖ Dressing a Bedridden Resident

- The step of: 'Remove gown from unaffected side first' will be a * step (double points) if missed

❖ Mouth Care – Brushing Teeth

- The following steps will be changed to:
 - 'Empty emesis basin' will be changed to ***'Empty container.'***
(The container could be the emesis basin or a disposable cup that the Actor has spit in.)
- 'Rinse and dry emesis basin with a clean, dry paper towel' will be changed to: ***'Rinse and dry emesis basin, if it was used, with a clean dry paper towel, or discard disposable items in trash.'***
- 'Return emesis basin and toothbrush to storage' will be changed to ***'Return equipment to storage.'***

UPDATES TO THE SKILLS TEST

❖ Vital Signs: Temperature, Respirations, Pulse Oxygen and Electronic Blood Pressure

- *Has been removed from testing*

❖ Feeding a Dependent Resident

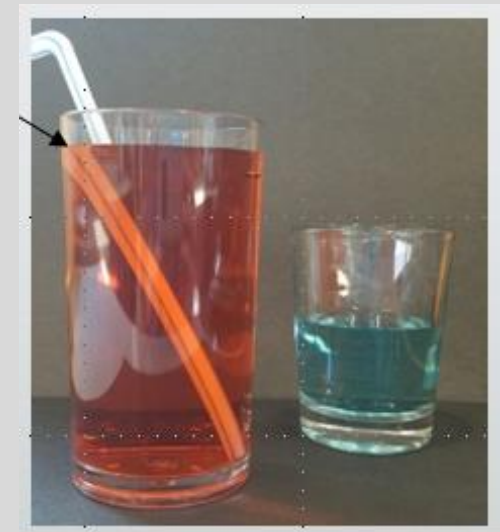
- The range that the Candidate's recorded TOTAL fluid consumed needs to be within of the RN Test Observer's recorded TOTAL fluid consumed has been increased to within **45ml's**

The set-up and amount of fluid in each glass at the start of the task remains the same:

TOTAL FLUID CONSUMED FROM:

240ml glass will be full: **from 240ml**

120ml glass will be half full (60ml): **from 60ml**



UPDATES TO THE SKILLS TEST

❖ Vital Signs: Temperature, Pulse and Respirations

- Has been changed to *Vital Signs: Pulse and Respirations*
- Taking the resident's temperature has been removed from testing

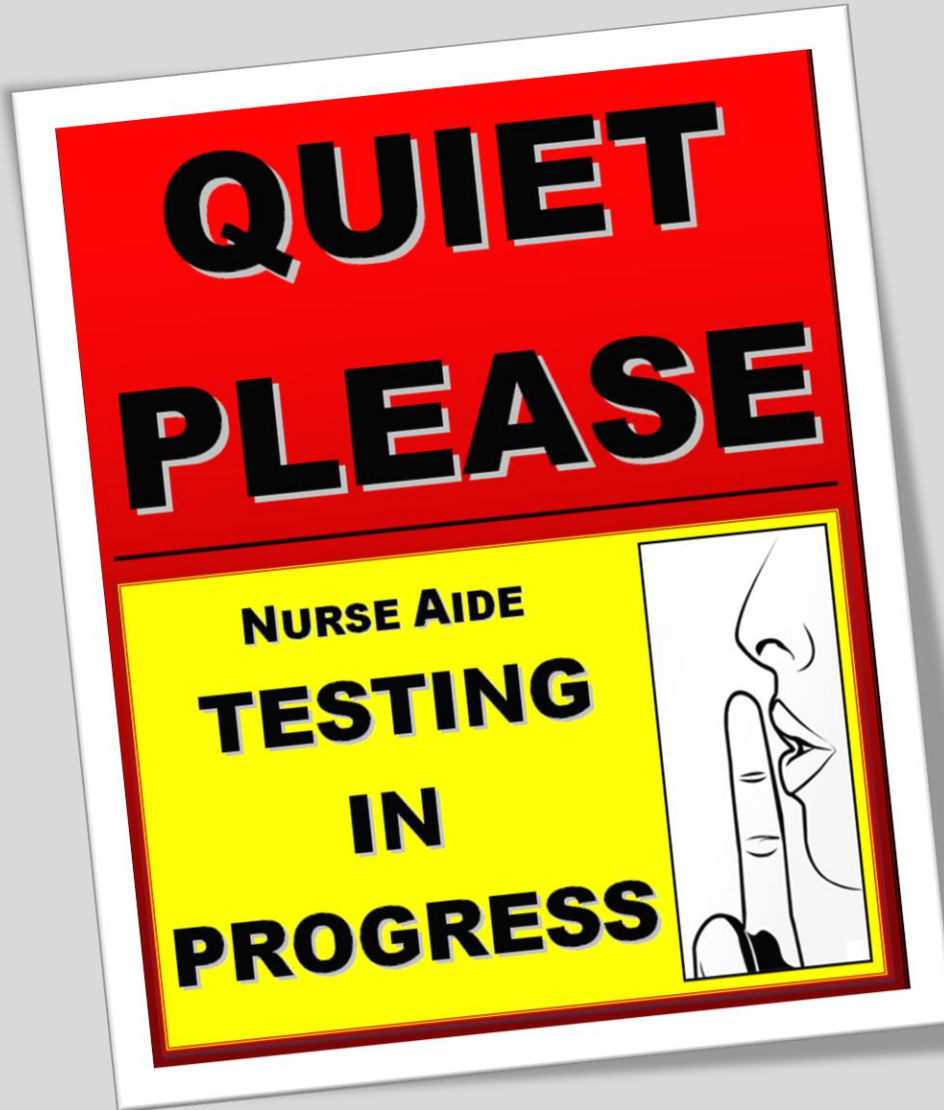
UPDATES TO THE SKILLS TEST

❖ NEW RECORDING FORM

- ❖ The temperature and pulse oxygen % have been removed from the Recording Form.

Candidate's Name: _____	
PLEASE PRINT	
PULSE: _____ <i>beats</i>	RESPIRATIONS: _____ <i>breaths</i>
BLOOD PRESSURE: _____ / _____	
URINARY OUTPUT: _____ ml	
GLASS 1: _____	
GLASS 2: _____	
TOTAL FLUID INTAKE: _____ ml	
FOOD INTAKE: _____ %	
Candidate's Signature: _____	

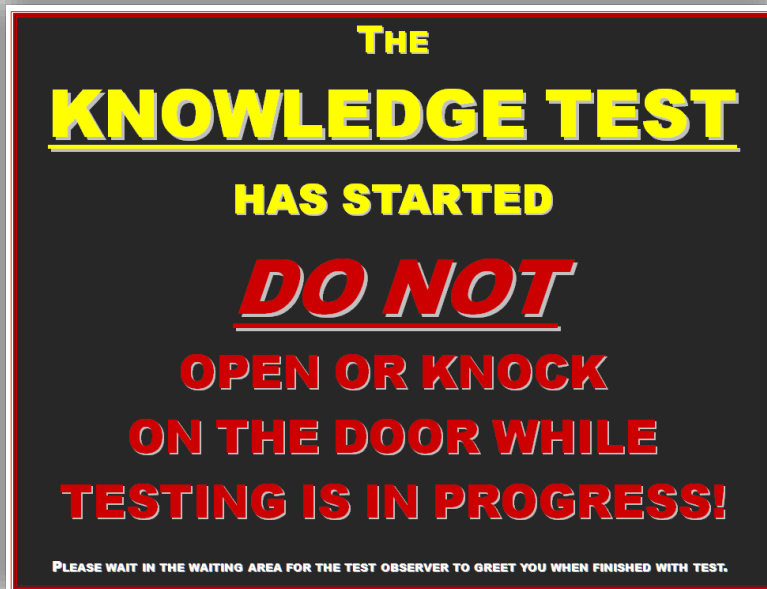
QUIET SIGN



- ❖ Quiet signs will be posted in the testing area.
- ❖ Candidates need to be mindful while in the waiting area to keep the noise level to a minimum for those in the testing rooms.

KNOWLEDGE & SKILLS TEST HAVE STARTED

- ❖ Testing has begun signs will be posted on the knowledge test room and skills test room doors when the door is closed and the tests are started.
- ❖ If candidates see these signs on the closed doors, they are not to interrupt the test event in progress!



CANDIDATE HANDBOOK



D&S Diversified Technologies LLP
Headmaster LLP

Arizona Nursing Assistant Candidate Handbook

EFFECTIVE: February 1, 2021
Version 22



Valuable information is found in the Candidate Handbook:

- ❖ Testing Day Information and what to Expect, etc.:
 - ID requirements
 - Electronic devices policy
 - Attire, etc.
- ❖ Skill Test is in the handbook
- ❖ Knowledge Test information and vocabulary words
- ❖ And much more – **MAKE SURE CANDIDATES RECEIVE AND ARE READING IT!**

ADA (REQUEST FOR ACCOMMODATIONS)

- ❖ If a candidate has a documented disability, they may request an ADA (accommodations) during testing by filling out the Request for Accommodation Form 1404AZ found on the Arizona webpage.
- ❖ Candidates must provide required documentation supporting their disability which includes recent (within the last 4 years, unless disability is documented by the professional as stable and permanent) reports, test results, evaluations and assessments of the candidate's need for accommodations due to a disability (physical or mental impairment) that substantially limits one or more major life activities.
- ❖ *Documentation must include:*
 - ❖ A history of the disability and any past accommodation(s) granted to the candidate.
 - ❖ Identification of the specific standardized and professionally recognized test/assessment given.
 - ❖ The scores resulting from testing, interpretation of the scores and evaluations.
 - ❖ Recommendations for testing accommodations with a stated rationale as to why the requested accommodations are necessary and appropriate for the diagnosed disability.
 - ❖ Contact information including name, qualifications, phone number of the professional evaluator recommending the accommodation.

Knowledge Exam

KNOWLEDGE TEST INSTRUCTIONS

- ❖ When candidates check-in for their test event, they will be directed to read the Knowledge Test Instructions provided in the waiting area.
- ❖ They may also listen to an audio version of the instructions by clicking on the link available on the Arizona webpage at www.hdmaster.com

Candidate Forms

[Click Here to Listen to the Knowledge Test Instructions-Electronic Test](#)

[Click Here to Listen to the Skill Test Instructions](#)

Arizona Nurse Aide

WebETest® Knowledge Test Instructions

To be placed in the waiting/sign in area so all candidates have an opportunity to read these instructions before going into the knowledge test portion their exam. A laminated copy is to be placed by each knowledge test station, so the candidate may refer back to these directions during his/her electronic knowledge test.

IMPORTANT REMINDERS

You are not allowed to leave the Knowledge Testing Area/Room until finished with your Knowledge test. Please remember to use the restroom before entering the testing rooms, if needed.

Cell phones, smart watches, fitness monitors and any other electronic devices MUST BE TURNED OFF (not on vibrate or mute) during Knowledge testing.

Usage of cell phones, smart watches, fitness monitors or any other electronic devices (tablet, laptop, iPod, etc.) is not allowed in the testing areas and these items are not allowed to be near or on your person (in pocket, on wrist, etc.) during testing. Any personal belongings (purse, bags, cell phones, smart watches, fitness monitors, laptops, tablets, etc.) need to be placed in the designated area inside the testing room when you enter. Devices and belongings may be collected when you leave the test area after completing an exam component.

Anyone using a cell phone, smart watch, fitness monitor or any other electronic device (texting/Google searching/etc.) or navigating away from the Knowledge test (Google searching, email, etc.) during testing will be asked to leave the test site, will forfeit all testing fees, will have their test scored as a failed test and will be reported to the Arizona State Board of Nursing. You would not be permitted to retest without a letter from AZBN allowing a retest.

INSTRUCTIONS

There are 75 questions on your Knowledge Test. The questions will be presented to you on the screen. You will have a maximum of 90 minutes to complete the Knowledge Test. You will be informed when there are 15 minutes remaining.

If needed, you may do math calculations on the scratch paper provided to you by the KTP. A basic calculator will be provided for your use if needed. ***Any scratch paper and the basic calculator provided to you must be returned to the KTP when finished with your test.***

If you have any issues with the computer, please raise your hand and the Knowledge Test Proctor (KTP) will come assist you.

When you are finished with your exam, please raise your hand, to let the KTP know you are done, and s(he) will come and log you out of the Knowledge test.

DO NOT PRESS THE “STOP” BUTTON AT ANY TIME!

This is a step that only the KTP must do!

Please remember to take any personal belongings with you when you leave the knowledge test room. Exit the room quietly. You are free to leave the facility when finished with your exam.

The KTP will ask you if you have any questions before your Knowledge Test is started.

Arizona Nurse Aide | WebETest® Knowledge Test Instructions

FOR TESTING EFFECTIVE: 2-1-2021 | updated: 8-26-2021

THE KNOWLEDGE EXAM

- ❖ Copies of the Knowledge Test Instructions will be placed between the work stations for candidates to refer to during testing.
- ❖ Candidates have **90 minutes** to complete 75 questions.
- ❖ Candidates will be given a 15 minute warning when 75 minutes have elapsed.
- ❖ If a candidate has requested and paid for an ORAL version of the knowledge exam:
 - They will be informed that only the first 63 questions will be read orally.
 - The remaining 12 questions have to be answered without oral assistance to assess the candidate's English reading comprehension.

THE KNOWLEDGE EXAM CHECKLIST

KTP's will follow the instructions on the checklist at every event →

ARIZONA NURSE AIDE – KNOWLEDGE TEST PROCTOR (KTP)

KNOWLEDGE TEST CHECKLIST

PLACE THE LAMINATED KNOWLEDGE TEST INSTRUCTIONS BETWEEN EACH WORK STATION

WHEN THE CANDIDATE ENTERS THE KNOWLEDGE TEST AREA THE KTP WILL:

1. Show candidates the area of the room by the door where they are to place any electronic devices and any personal belongings, they may have brought into the room with them. Candidates are not allowed to have any items with them at the computer.
2. Direct candidates to a work station (paper test) or computer station (electronic test).
3. Check the candidates ID against the sign-in sheet (Examiner's Report-Form 1250) given to the KTP by the RN Test Observer before testing begins. This is to make sure you have the correct candidates in the knowledge test room.
4. Ask the candidates if they have any questions about the knowledge test instructions they read before coming into the knowledge test area. Specifically ask:

Read to group in room →

- "Do you understand the knowledge test is timed?"
- "Do you know you will have ninety (90) minutes to complete the exam?"
- "Do you understand that you may not have any form of electronic device on your person while taking the knowledge exam?"

5. Tell the candidates that there are knowledge test instructions between the work stations that they may refer to during testing.
6. For a paper test, tell the candidates they can use the white bordered area on the back of their scan form as scratch paper for any calculations and to quietly bring their testing materials to the you when finished with their exam (knowledge test booklet, Quick Score scan form). For an electronic test, tell the candidates they must turn in the scratch paper provided when done and they need to raise their hand when finished with their exam and you will come to their computer station to end their test for them. (During this end test time with each candidate, make sure you are whispering to be as quiet as possible for those still testing.) **ANY SCRATCH PAPER PROVIDED MUST BE COLLECTED – IT CANNOT LEAVE THE ROOM!**
7. Remind candidates to collect their belongings as they leave the testing room when finished with test.
8. **Paper Test Candidates**
 - Hand the correct Knowledge Test Booklet and Quick Score Answer Form to each candidate as you check the candidate off on the sign-in sheet (Examiner's Report-Form 1250).
 - Have the candidate double check that the **Knowledge Test Number** printed on the top of their Quick Score Answer Form matches the Knowledge Test number printed on their Knowledge Test booklet. Tell the candidates to let you know if these numbers do not match.
9. **Electronic Test Candidates**
 - Assist candidates to log into their test using their social security number as their identification number.
 - Provide the candidates with the Facility ID number and the Packet number (both found on the sign-in sheet) and to click on "click this button when required fields are complete".
 - Have candidates verify their demographic information is correct.
 - If demographic information is correct, have each candidate click on the sentence that states "I have reviewed the data and it is correct".
 - If the demographic information is not correct, write down the edits that need to be made on a piece of paper and provide to the RN Test Observer to submit in the Testing Irregularities for the test event. Then have the candidate click on the sentence that states "I have reviewed the data and have reported errors to my test proctor". There is a box to the right of this sentence and ETEST will need to be typed in this box by the KTP.
 - When all candidates have confirmed with you that their information is correct, have all the candidates simultaneously click on "CONTINUE TO EXAM".
10. Time the test using a wall clock or your watch (cell phones are not allowed to be used by the KTP during testing) and give a verbal announcement when 15 minutes are remaining – (when 1 hour and 15 minutes have elapsed.)
11. Make sure you move around the room during the ninety (90) minutes and position yourself so you can see all of the work stations and, for the electronic test, all of the computer screens to make sure all candidates stay on the test page and are not surfing the web for answers.

If YOU HAVE ANY ISSUES WITH COMPUTERS OR QUESTIONS PLEASE CALL:

800-393-8664 (Monday through Friday 8AM to 6PM)
406-431-8953 for the on-call person (Friday evenings after 6PM to Monday morning before 8AM)
Do NOT share this "8953" number, as it is for test teams after business hours use only.

ROLE OF THE KNOWLEDGE TEST PROCTOR (KTP)

- ❖ Knowledge Test Proctors must recheck candidate ID's as candidates rotate into the knowledge test before logging candidates into their exam.
- ❖ The KTP will ask the candidates if they have any questions regarding the Knowledge Test Instructions they read in the waiting area, specifically:
 - “Do you understand the knowledge test is timed?”
 - “Do you know you will have ninety (90) minutes to complete the test?”
 - “Do you understand that you may not have any form of electronic device on your person while taking the knowledge test?”
- ❖ Knowledge Test Proctors are responsible for monitoring the knowledge portion of the exam to guard against cheating.

KNOWLEDGE TEST CONTENT

Each Knowledge Exam meets the requirements of the approved Arizona State Test Plan and consists of the same number of questions from each category as approved by the Arizona State Board of Nursing and the Test Advisory Panel. The knowledge exam questions are written at a 6th grade reading level.

SUBJECT AREA	NUMBER OF QUESTIONS
Basic Nursing Skills	9
Care Impaired	4
Communication	7
Data Collection	6
Disease Process	4
Infection Control	8
Mental Health	4
Older Adult Growth and Development	4
Personal Care	9
Resident Rights	6
Role and Responsibility	7
Safety	7

KNOWLEDGE TEST CONTENT

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 that are limited either physically or mentally from receiving “standard” care. CNA’s 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 concern 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 infection.

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.

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

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 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 safety of residents, CNA’s, facility safety issues and safety of facility personnel in general.

Skills Exam

ROLE OF THE RN TEST OBSERVER

- ❖ RN Test Observers are to be positive, confident, completely unbiased and professional in their words, actions and appearance.
- ❖ RN Test Observers will remain impartial during testing.
- ❖ RN Test Observers must give their complete and full attention to the candidate while the candidate is demonstrating her/his tasks.
- ❖ RN Test Observers are to set up a testing environment that will give each candidate a fair, nonbiased, equal opportunity to demonstrate s(he) knows how to perform the tasks.
- ❖ RN Test Observers will recheck each candidate's ID as they enter the testing room to ensure s(he) has the correct candidate's skill test in front of him/her.

SKILL TEST INSTRUCTIONS

- ❖ When candidates check-in for their test event, they will be directed to read the Skill Test Instructions provided in the waiting area.
- ❖ They may also listen to an audio version of the instructions by clicking on the link available on the Arizona webpage at www.hdmaster.com

Candidate Forms

[Click Here to Listen to the Knowledge Test Instructions-Electronic Test](#)

[Click Here to Listen to the Skill Test Instructions](#)

ARIZONA NURSE AIDE

SKILL TEST INSTRUCTIONS

These Instructions are to be placed in the waiting/sign in area so all candidates have an opportunity to read these instructions before going to the skill test portion their exam.

YOU ARE NOT ALLOWED TO LEAVE THE SKILL TESTING AREA/ROOM UNTIL FINISHED WITH YOUR SKILL TEST. PLEASE REMEMBER TO USE THE RESTROOM BEFORE ENTERING THE TESTING ROOMS IF NEEDED.

CELL PHONES, SMART WATCHES, FITNESS MONITORS AND ANY OTHER ELECTRONIC DEVICES **MUST BE TURNED OFF** (NOT ON VIBRATE OR MUTE) DURING SKILL TESTING.

USAGE OF CELL PHONES, SMART WATCH, FITNESS MONITORS OR ANY OTHER ELECTRONIC DEVICES (TABLET, LAPTOP, I-POD, ETC.) IS NOT ALLOWED IN THE TESTING AREAS AND THESE ITEMS ARE NOT ALLOWED TO BE NEAR OR ON YOUR PERSON (IN POCKETS, ON WRIST, ETC.) DURING TESTING. ANY PERSONAL BELONGINGS (PURSE, BAGS, CELL PHONES, SMART WATCHES, FITNESS MONITORS, LAPTOPS, TABLETS ETC.) NEED TO BE PLACED IN THE DESIGNATED AREA INSIDE THE TESTING ROOM. DEVICES AND PERSONAL BELONGINGS MAY BE COLLECTED WHEN YOU LEAVE THE TEST AREA AFTER COMPLETING AN EXAM COMPONENT.

ANYONE USING A CELL PHONE, SMART WATCH, FITNESS MONITOR OR ANY OTHER ELECTRONIC DEVICE (TEXTING/GOOGLE SEARCHING/ETC.) DURING TESTING WILL BE ASKED TO LEAVE THE TEST SITE. WILL FORFEIT ALL TESTING FEES, WILL HAVE THEIR TEST SCORED AS A FAILED TEST AND WILL BE REPORTED TO THE ARIZONA STATE BOARD OF NURSING. YOU WOULD NOT BE PERMITTED TO RETEST WITHOUT A LETTER FROM AZBN ALLOWING A RETEST.

WELCOME TO YOUR SKILL TEST

The RN Test Observer (TO) does not decide whether or not you pass or fail. The TO only observes and records the steps s(he) sees you demonstrate. D&SDT-HEADMASTER staff in Helena, Montana, scores your test when the TO submits it for scoring.

- The first thing the TO will do when you enter the skill test area is show you the designated area to place your personal belongings, cell phone (turned off), etc.
- Then the TO will show you where the relaxation area is located. You will be asked to show your ID as a double check to ensure the TO has your personalized skill test.
- The TO will sit beside you and ask you if you have any questions about these instructions.
- The next thing the TO will do is tell you the tasks you will demonstrate.
- Then the TO will show you the location of the supplies you will need for your tasks and will demonstrate the equipment you will use for your assigned tasks. You will have an opportunity to ask the TO any questions you may have during the equipment demonstration.
- The TO will read your first scenario to you and will start the timers when you begin your first demonstration.
- You will have 40 minutes to complete your assigned skill tasks.
- Each of your skill tasks has a scenario. The TO will read one scenario at a time to you. As soon as you understand the scenario, please actually perform and demonstrate the task.
- At the beginning of your first task, you may use hand sanitizer.
- When appropriate, toward the end of your first task, you **must actually** wash your hands with soap and water.
- During the demonstration of your other tasks, when appropriate, you may use hand sanitizer instead of actually washing your hands with soap and water.
- Steps that are only verbalized **do not count**.
- At anytime, before you run out of time, you may:
 - Ask the TO to reread any scenario.
 - Correct any step on any task you believe you did incorrectly.
 - ♦ To make a correction, you must tell the TO the specific task and what step(s) you will re-demonstrate.
- At any time during any skill, you may direct the TO to move anywhere needed to assist in providing safety for the resident.
- When finished with each task, tell the TO you are finished and return to the relaxation area.
- Two timers will be set when you begin your skill test. The first timer will sound when 15 minutes remain and the second timer will sound when all 40 minutes have elapsed.
- The 40-minute skill test time starts when you actually begin the first task.

Arizona Skill Test Instructions | Updated 1-1-2021

Effective 2-1-2021

THE SKILLS EXAM- RN TEST OBSERVER CHECKLIST

RN Test
Observers will
follow the
instructions on
the checklist at
every event →

ARIZONA NURSE AIDE – RN TEST OBSERVER

SKILL TEST CHECKLIST

TEST RESULTS: READ OUT LOUD TO GROUP IN WAITING/HOLDING AREA

"TEST RESULTS WILL BE AVAILABLE ONLINE AFTER 6:00 P.M. (MOUNTAIN TIME) THE BUSINESS DAY THE TESTS ARE SCORED.
LOG IN TO THE ARIZONA WEBSITE AT www.hdmaster.com USING YOUR SOCIAL SECURITY NUMBER, BIRTHDATE AND TEST DATE TO SEE YOUR RESULTS."

WHEN THE CANDIDATE ENTERS THE SKILL TEST AREA THE RN TEST OBSERVER WILL:

1. Show the candidate the "designated area" to place their personal belongings, making sure all electronic devices are turned off.
2. Sit beside the candidate in the designated relaxation area.
3. Check the candidate's ID against the candidate's name on the skill test you have in front of you.
4. Ask the candidate if they have any questions about the skill test instructions they read before coming into the skill test area.

Specifically ask:

Read to each
candidate →

"Do you understand that you can ask me to reread any scenario at any time?"

"Do you know that you can correct anything you think you demonstrated incorrectly, at any time?"

5. Tell the candidate the tasks they are to demonstrate.
6. Show the candidate the equipment /supplies location and demonstrate the use of just the equipment the candidate will need for his/her tasks.
7. Ask the candidate if they have any questions.
8. Read the first scenario.
9. Start both timers (or one multiple timer) when the candidate begins the first task. Record the start time either in the computer or paper skill sheets.

REMEMBER TO:

- Always demonstrate locking of the bed brakes and bed controls, privacy curtain and any other things unique to the test site. Point out the call light and water. Tell the candidate that they may use or move any equipment or supplies as necessary to accomplish the assigned tasks. Point out where the supplies are for only the tasks the candidate will be performing. Demonstrate how to lock the wheelchair brakes, open/close the drain on the urinary drainage bag and where the heel is on the anti-embolic stocking (and point out on the laminated stocking sheet which stocking they are using).
- Be sure the candidate signs the recording form on which you have already printed his/her name, if it will be needed for one or more of the tasks. (Make sure the recording form is on a small clipboard.)
- Be sure you have instructed the candidate as to the location of the designated relaxation area.
- Answer any remaining questions the candidate may have, remind the candidate that you may not answer any questions once the skill test begins.
- Begin the skill test by reading the first task scenario word-for-word (the first task will be one of the following: Catheter Care – Emptying a Urinary Drainage Bag with Hand Washing; Donning an Isolation Gown and Gloves – Bedpan and Output with required Hand Washing; Perineal Care of a Female with required Hand Washing or Perineal Care of a Male with Changing a Soiled Brief with required Hand Washing).
- Start your timer(s) when the candidate makes his/her move to start his/her first task.

CLOSURES WHEN FINISHED WITH SKILL TEST:

If time is remaining (candidate completed in less than 40 minutes) say:

- "You have _____ minutes remaining. You have just completed the tasks of _____, _____, _____, and/or _____. (Read the tasks assigned.) Are you finished?" When you get the "yes", say "Thank you for coming."
- Direct the candidate to the holding area if s/he needs to take a knowledge exam, or if finished with his/her exams s/he is free to leave the testing site. (Let candidate know Exit Survey information in box below.)

When time is up and the 40 minute audible buzzer sounds, say:

- "Your allotted time has elapsed. Thank you for showing us your skill demonstrations today."
- Direct the candidate to the holding area if s/he needs to take a knowledge exam, or if finished with his/her exams s/he is free to leave the testing site. (Let candidate know Exit Survey information in box below.)

EXIT SURVEY INFORMATION: Inform candidates they will receive a link to fill out the Exit Survey in the email they are sent with their test results and when they log in to their records to see their results. The Exit Survey is optional and we value their honest feedback regarding their testing experience.

THE SKILLS EXAM

What to Expect:

- ❖ Candidates will sit in the relaxation area with the RN Test Observer when they enter the skills test room:
 - They will be asked to show their ID to the RN Test Observer.
 - They will be asked if they have any questions regarding the instructions they read before they came into the skill test room. Specifically:

"Do you understand that you can ask me to reread any scenario at any time?"

"Do you know that you can correct anything you think you demonstrated incorrectly, at any time?"
 - They will be told the tasks they are to demonstrate.
 - They will be shown the equipment/supplies location and demonstrated the equipment they will be using for their 3 or 4 tasks only.
 - They will be asked if they have any questions.
 - The first scenario will be read.
 - The timers will be set when the candidate moves to start their first task.

RELAXATION AREA

- ❖ The relaxation area is two chairs placed in an area in the skills testing room away from the demonstration work area.
- ❖ Candidates will be directed to go to the relaxation area in between tasks so that the testing team can set up for the next task.
- ❖ Setting up between tasks takes a matter of seconds.



Relaxation
Area

THE SKILLS EXAM

- ❖ Candidates are allowed **40 minutes** to demonstrate 3 or 4 tasks.
 - First task will be one of the four mandatory tasks with hand washing required:
 - Catheter Care – Emptying a Urinary Drainage Bag with Required Hand Washing
 - Donning an Isolation Gown and Gloves – Bedpan and Output with Required Hand Washing
 - Perineal Care of a Female with Required Hand Washing
 - Perineal Care of a Male with Changing a Soiled Brief and Required Hand Washing
- ❖ RN Test Observers will read a scenario to the candidate at the beginning of each task.
 - Candidates can request to have a scenario re-read to them at any time and as many times as needed.

THE SKILLS EXAM

- ❖ Two timers (or one multiple setting timer) will be set when the candidate starts their skill test (after the first mandatory task scenario is read):
 - One set for 25 minutes – warning that 15 minutes remain
 - One set for 40 minutes – time up (candidate not allowed to complete any steps remaining)
- ❖ Candidates can make corrections to any step they feel they did incorrectly at any time during their exam within their 40 minute time frame:
 - Candidates need to tell the RN Test Observer the specific task and step(s) they are correcting.
 - Candidates must actually demonstrate the correction(s), i.e.:
 - Candidate tells the RN Test Observer s(he) missed locking the bed brakes in the ambulation task-
 - ✓ Candidate must actually lock the bed brakes and then the correction is made and noted by the RN Test Observer.

THE SKILLS EXAM

- ❖ Steps that are only verbalized **DO NOT COUNT!**
 - All steps must be demonstrated to receive credit.
- ❖ Steps are not order dependent unless the step specifically states something must be done “*BEFORE” or “*AFTER”:
 - Candidates can perform the steps in whatever order flows for them, or how you have trained them to complete the steps with the *EXCEPTION:
 - If a step states something must be done **BEFORE** or **AFTER**, then the candidate must demonstrate that step exactly as stated.
 - *Example: Candidate must remove gloves BEFORE gown.*

THE SKILLS EXAM

- ❖ **CLOSURES**: Candidates have to verbally state to the RN Test Observer that they are finished when done with each task so the RN Test Observer has closure before setting up for the next task.
- ❖ Once the candidate has completed all 3 or 4 tasks, the candidate needs to verbally state to the RN Test Observer that they are finished. The candidate will then be read a closure:

CLOSURES WHEN FINISHED WITH SKILL TEST:

If time is remaining (candidate completed in less than 40 minutes) say:

- “You have _____ minutes remaining. You have just completed the tasks of _____, _____, _____, and/or _____. (Read the tasks assigned.) Are you finished?” When you get the “yes”, say “Thank you for coming.” Direct the candidate to the holding area if s(he) needs to take a knowledge exam, or if finished with his/her exams, tell the candidate s(he) is free to leave the testing site.

When time is up and the 40 minute audible buzzer sounds, say:

- “Your allotted time has elapsed. Thank you for showing us your skill demonstrations today.” Direct the candidate to the holding area if s(he) needs to take a knowledge exam, or if finished with his/her exams, tell the candidate s(he) is free to leave the testing site.

EQUIPMENT/SUPPLIES DEMONSTRATION

- ❖ **Every candidate, whether they trained at the site they are testing at or not, will get the same consistent, complete equipment and supplies demonstration**
- ❖ The equipment and supplies demonstration is the time for the candidate to become familiar with the items they will be using for their 3 or 4 tasks:
 - Candidates can ask for items needed if they are used in testing. Example: If there is only one basin on the supplies table and the candidate uses two, the candidate just needs to ask the RN Test Observer for another basin and one will be placed on the table.

EQUIPMENT/SUPPLIES DEMONSTRATION

- ❖ All supplies will be on a centrally located table, counter, etc.
 - The RN Test Observer will show the candidate just the supplies and equipment the candidate will need for their 3 or 4 tasks (i.e. bedpans, basins, toothbrush, etc.).
 - Linens may be in a cabinet or closet within the skills testing room and would be shown to the candidate.
 - No supplies will be in the bedside stands.
 - And candidates will be shown where other supplies are located throughout the room:
 - Hand sanitizer(s)
 - Gloves

EQUIPMENT/SUPPLIES DEMONSTRATION

- ❖ Candidates will sign the recording form (if they have a task requiring recordings) during the equipment/supplies demonstration.
- ❖ Candidates can take the recording form (on the clipboard) anywhere in the testing room as needed.
- ❖ RN Test Observers cannot remind or cue candidates to write their recordings on the recording form.

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

EQUIPMENT/SUPPLIES DEMONSTRATION

❖ Candidates will be shown:

- How to lock the bed and wheelchair (if used) brakes
 - Brakes must be fully engaged on the bed and both wheelchair brakes must be locked
- Bed Controls
 - The RN Test Observer will show the candidate how to raise and lower the bed and head of the bed as well as how to operate the side rails
- Shown where the hand washing sink is
 - Where soap and paper towels are located
- The RN Test Observer will also point out where other equipment is throughout the testing room
 - Garbage cans
 - Linen hampers
 - Privacy curtain and how to pull it

ROLE OF THE ACTOR

- ❖ Actors must remain test neutral and not impact the test in any way.
- ❖ Actors are not to start or engage in a conversation with candidates.
- ❖ Actors cannot answer any questions that would impact the test with anything other than:
 - **“Whatever you think”** – putting the action needed back on the candidate.
 - *Example: In the Feeding Task, “Is the head of your bed high enough?” The Actor will answer “whatever you think” as it is a step in the Candidate Handbook that the candidate is to raise the head of the bed to at least 45 degrees.*
- ❖ Actors must provide the exact same simulation for every candidate.

PATIENT DIET CARD

- ❖ The Diet Card will have the Actor's name on it and the actual food and fluid being served:

Example:

Applesauce
Water
Juice

PATIENT DIET CARD	
<hr/>	
PATIENT NAME: _____	
PATIENT ROOM: _____	
<hr/>	
DIET:	

STYLES OF ANTI-EMBOLIC STOCKINGS

During the equipment and supplies demonstration, any candidate who has the Applying an Anti-embolic Stocking Task as one of their tasks will be shown the type of stocking they will be putting on the Actor from this reference sheet and they will be shown where the heel is on the stocking.

STYLES OF ANTI-EMBOLIC STOCKINGS

STOCKING TYPE 1 – BOTTOM OPENING



STOCKING TYPE 2 – TOP OPENING



STOCKING TYPE 3 – OPEN TOED



STOCKING TYPE 4 – CLOSE TOED



EXIT SURVEY

- ❖ Candidates will have the opportunity to complete an Exit Survey when they receive their test results on-line in their records.
- ❖ There will be a link to the survey in the email sent to candidates letting them know their test results are available – and – there will be a link to the survey when they log in to their record to get their test results.
- ❖ These surveys are confidential and only viewed by D&SDT-Headmaster staff.

Arizona Nurse Aide Exit Survey

The following questions have no bearing on your test score or performance. Frank responses will provide information that will improve the quality of Nurse Aide Testing in Arizona. Thank you in advance for your honest responses.

1. Please provide test location and date of exam.

2. The testing area was comfortable and free from distractions.

☐ Strongly Agree ☐ Agree ☐ No Opinion ☐ Disagree ☐ Strongly Disagree

3. The RN Test Observer was professional, courteous, and respectful.

☐ Strongly Agree ☐ Agree ☐ No Opinion ☐ Disagree ☐ Strongly Disagree

4. The equipment at the test site was/is in good working condition.

☐ Strongly Agree ☐ Agree ☐ No Opinion ☐ Disagree ☐ Strongly Disagree

5. I feel my training program prepared me well for this exam.

☐ Strongly Agree ☐ Agree ☐ No opinion ☐ Disagree ☐ Strongly Disagree

6. I was able to find the Test area with directions provided

☐ I found it easily ☐ I required an additional stop for directions ☐ I found it on my own with some difficulty ☐ I arrived just in time to take the test

Training Tools to Help Prepare Candidates for Testing



IDEAS TO HELP STUDENTS PREPARE FOR TESTING

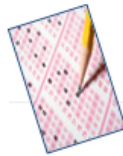


- ✓ Review the Candidate Handbook in class, covering testing policies, vocabulary words for the knowledge test and skill steps for the skill test.
- ✓ Complete a practice knowledge test with class.
- ✓ Hangman with vocabulary words: put the class into teams and play hangman by using vocabulary words. Once a team guesses the word correctly, have them then explain the meaning.
- ✓ Do mock skills testing utilizing the 30 minute time frame.
- ✓ Create a Jeopardy like game with class materials.
- ✓ Have the candidate re-view the testing policies and skill steps in the Candidate Handbook. Make sure they check the website to ensure that there have not been any changes since they have completed their training.
- ✓ Pulse game: Place students on teams. The instructor chooses one student from each team and they are the resident for the pulse, students from each team have to take the pulse of the resident and write it down. The instructor will take the pulse at the same time and the team with the most accurate readings wins.
- ✓ Supplies game: have each student pull a skill from the hat and write down the supplies needed for that skill.
- ✓ Station race: Set up multiple stations with 2 different glasses with pre-measured fluids in them and put the class into teams. The teams race around to each station and write down the amounts in the glasses that the resident has consumed.
- ✓ Put your skills in place: Instructors make index cards with each step of every skill, sort the cards by skill. Shuffle the cards of one skill and have the student put the steps in order to complete the skill correctly.
- ✓ Add a question to your final test about the required ID for testing.
- ✓ Read the Knowledge and Skill Test Instructions to your candidates during mock testing so they will be exposed to the guidelines for testing prior to attending the test session.
- ✓ Establish a Flexible (In-Facility) test site at your training location so that the students are more comfortable with their test setting.
- ✓ Abbreviations race: Students are put on teams, the trainer calls out a word and the first student to get to the board and write the correct abbreviation for the word gets a point.
- ✓ Poster/PowerPoint presentations: each student is assigned to put together a poster/PowerPoint presentation on a skill task.
- ✓ Questions collection: Collect 20 questions from each student and then use the questions to test the students.
- ✓ What do you need? Each student is quizzed on the equipment/supplies needed to complete skill tasks.
- ✓ Perform scenario: Students create a scenario, then they must perform the scenario which should include a minimum of three skill tasks to be performed.
- ✓ Sayings to remember: Example: Perineal Care – "front to back and run up the crack"

- ✓ Next step game: Randomly pull a learned skill, ask each student to verbally state the next step in the selected skill task.
- ✓ Word scramble: Take the skills titles and vocabulary words and mix them up.
- ✓ Abbreviation Bingo: All students get 1 bingo card. Instead of numbers in the boxes on the card there are symptoms and then you play bingo as usual.
- ✓ Potato skin: Use a raw potato and pull sandpaper across the potato skin to show a skin tear.
- ✓ Bedpan basketball: Divide class into 2 teams. Ask a reliable student to keep score. Ask a review question to Team 1, if they make the shot they earn 1 more point. Next ask Team 2 a review question and do the same as stated above. If a team misses a question, the other team gets a chance to steal and answer.
- ✓ Yarn game: Give each student a different role; Resident, RN, Nurse Aide or a Family Member. Throw the yarn ball to another person and discuss how the roles are related in communication and how they are all connected with each other.
- ✓ Glo-germ: Have each student put the glow germ gel on their hands. Then have students start doing class work or skills practice. Then take the ultra violet light to show them where and how germs are spread. Then have the students wash their hands and put them under the ultra violet light to see what they have missed.
- ✓ Decrease your senses: Have students put thick gloves on and try to count paper and coin money. Have students put on sunglasses with Vaseline on the lenses and walk the room. Have students put cotton balls in their ears and sit in the front of the class and you speak to them from the back of the classroom in a soft voice with the lights off. Have students do all three together and have another student walk them around the classroom or down the hall. Have students close their eyes and plug their nose and then taste 2 different cookies to see if they can tell the difference.
- ✓ A minute to win it: Have each step of every skill task and put one step on an index card. Put your students into teams. Each team will pull a skill out of the hat. Put 1 minute on the clock and have each team put the skill in correct order in a minute to win it.
- ✓ What's missing? Put the skills up on the smart board by steps. Number the steps as you put them up. Skip a step every so often and have students write in the missing steps.
- ✓ Wash my hands and why: As the student demonstrates hand washing, they are to explain each step they are doing and why they are doing it.
- ✓ Vocabulary Bingo: Make bingo cards with the vocabulary words from the back of the candidate handbook, then play bingo for bonus points.
- ✓ Phrases and word association: If you raise it, put it down. If you open it, close it. If you mess it up, clean it up. If you move it, put it back. If you break it, you buy it. W.I.P.E. – Wash your hands, Introduce yourself, Provide privacy, Explain the procedure. Abduction-take away from the body. Adduction-if add then take back to body. Plantar flexion-plan your toes in sand, toes down. Supine-take "u" out = spine-resident should be on their spine (back). Subjective-what resident "says". Objective-what you can observe. RICH- Respect, Identify, Call light, Hand wash
- ✓ School of Nursing: Call and see if the senior nursing students at a local college could spend the day in the classroom and be the "state testers" for the students, use one nursing student as the actor and one as the state tester. This gives students the chance to practice skills with people they do not know.

WEB BASED GAMES / FUN TRAINING TOOLS:

Kahoot – trivia app
Quizlet – quiz live sessions, flash card games
ClassTools.net (Atari type game)



PRACTICE EXAMS

Practice Exams can be purchased by clicking [here](#).

- The cost is as follows:

If you have any questions regarding Practice Exams,
please call D&SDT-Headmaster at (800)393-8664

Test Status: Sample test.
Pin Number: Not Required
Series ID: Not Required

Next Item

Hela

Since the exam

#1. Which of the following is NOT a normal body defense

- ☐ a. Tears
- ☐ b. White blood cells
- ☐ c. Eyelashes
- ☐ d. Teeth

Questions Remaining: 1-10

Test Status: Sample test.
Pin Number: Not Required
Series ID: Not Required

Best Buy

Table 1

Give the exam

Keywords:

#2. A resident with a colostomy excretes feces through the

- ☐ a. anus
- ☐ b. ileum
- ☐ c. colon
- ☐ d. jejunum

Questions Remaining: 2/11

Test Status: Sample test.
Pin Number: Not Required
Series III: Not Required

Next Item

Ref:

Give the exam

Remember you cannot move to the next item until you answer this one correctly. We'll remind you as we go.

#2. A resident with a colostomy excretes feces through the

- ☒ b. ileum

Questions Remaining: 3-11

If you answer correctly, you will move on to the next question.

If you answer incorrectly, you will not move on to the next question until you select the correct answer.

PRACTICE EXAM INFORMATION

On-Line CNA Practice Exams

#1. Which of the following is NOT a normal body defense

- a. Tears
- b. White blood cells
- c. Eyelashes
- d. Teeth

Questions Remaining: 1-35,

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**NOW AVAILABLE!
Med Aide Practice Exams!**

Order an individual test or set up a group testing account.

Complete an exam from an individual membership.

Begin or complete an exam from a group account.

D&S Diversified Technologies LLP
Headmaster LLP

Order CNA/STNA Practice Exam(s)

SSL Secured Transaction
We MUST have your name to provide service.

Submit Registration Reset Fields Help

First Middle Last
Address
City ST Zip
Email Address

Which Test? Nationwide
How Many? One (1) Test \$8.95
Group Account? ☐ Check this box if you wish more than one individual to be able to use the assigned group pin number. You will only be issued one group pin number and a range of series IDs, each of which along with the group pin number, will give an individual access to a unique exam.

Group accounts and individuals should record the **pin number** displayed above every question as it will be required to either complete an unfinished exam or to begin another exam from a series.

☐ I have read the [terms of service agreement](#) and will abide by the terms and conditions there. In addition, I accept that these practice exams are only available on-line and I will not receive a copy of the exam, nor will I be able to print out the exam.

Please Note: These practice exams are only available on-line. You will not receive a copy of the exam, nor will you be able to print out the exam.

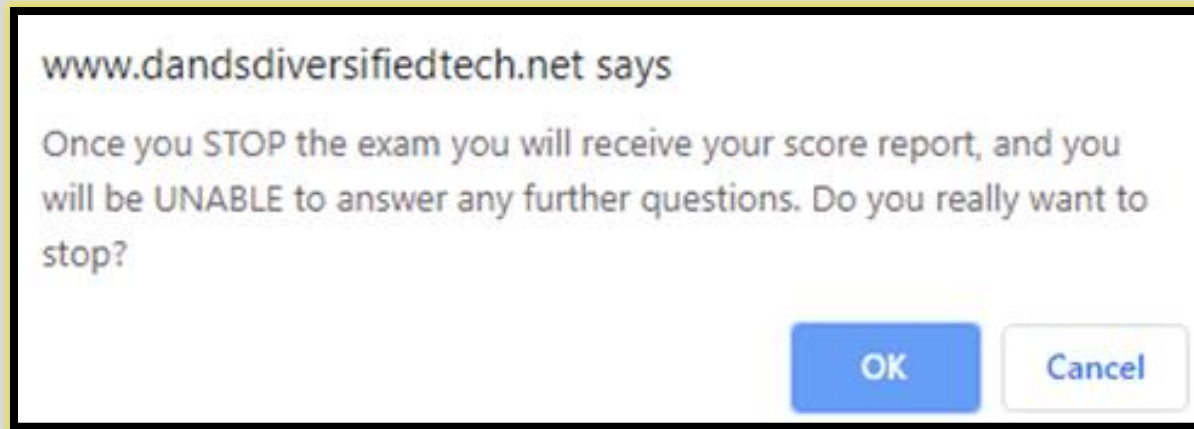
Credit Card
Credit Card or Debit Card #
Exp. Date
mm/yyyy
Amount
8.95

Purchased on the main Headmaster webpage at:
www.hdmaster.com

Choose **ARIZONA** for "which test?"

Record the **PIN NUMBER**, which is displayed above every question as it will be required to complete an unfinished exam.

PRACTICE EXAM INFORMATION



- ❖ Practice Exams do not expire
- ❖ Just click on the **X** in the upper right hand corner of your screen to exit the practice exam
- ❖ Log back in using PIN# to continue
- ❖ **! Do not click on STOP the exam if you are not finished with the exam**
- ❖ **! This screen will pop up and you have to click OK to continue (read warning) or CANCEL**
- ❖ **! Click CANCEL if not finished with exam**
 - *If not finished with exam, and you click OK, you will be unable to answer any further questions and the exam is deleted (not available any more)*
- ❖ When done with exam (*all questions are answered*), click on STOP the exam, then click OK and you will get your Score Report
 - You will receive a score based on your first answers and vocabulary words

SKILL TASK VIDEOS

FOR CANDIDATES: Under Candidate Forms-

- 1) Click on Schedule / Reschedule
- 2) Log in with SSN or Test ID and PIN#'s

❖ View the skill task videos available on the Arizona webpage at www.hdmaster.com available when logged in as a candidate

Candidate Forms
Click Here to Listen to the Knowledge Test Instructions-Paper Test
Click Here to Listen to the Knowledge Test Instructions-Electronic Test
Click Here to Listen to the Skill Test Instructions
Three Month Test Schedule
Printer Friendly Test Schedule
Arizona NA Application Form 1101
Arizona NA Scheduling & Payment Form 1402
Candidate Handbook Effective 2-1-19
Arizona Proof of Lawful Presence List A and B
Nursing Student Waiver Request
Military-Foreign Nursing Graduate Waiver Request
ADA Accommodation 1404
Now Available
Schedule / Re-Schedule
On-line Test RESULTS

1

2

Please enter your assigned Social Security # or Test ID

Please enter your pin number

To reschedule your test date or change your address...

Login

SKILL TASK VIDEOS

FOR PROGRAMS: Under Training Programs-

- 1) Click on WebETest© Start Page
- 2) Click on Training Program / Instructor
- 3) Log in with program ID and PIN #'s

1 → Training Programs

- WebETest © On-line Testing
- WebETest © Start Page**
- On-line Training Program Reports

2 → Regulatory Agency

- Training Program / Instructor**
- Test Site
- Sponsoring Facility
- Three Month Test Schedule

3 → Please enter your assigned Training Program ID

Please enter your pin number

Complete fields then click here to...

❖ View the skill task videos available on the Arizona webpage at www.hdmaster.com available when logged in as a program

SKILL TASK VIDEOS

After logging in with ID and PIN#'s-

UNDER AZ SKILL TASK TRAINING VIDEOS (FOUND IN THE UPPER LEFT SIDE OF SCREEN)

- 1) Click on "Arizona Nurse Aide Videos"
- 2) On the next screen that opens, enter the email "hdmaster@hdmaster.com"
- 3) Enter "demodemo" for the password
- 4) Click Login

1

AZ Skill Task Training Videos

- To access your skill task videos Click on "Arizona Nurse Aide Videos"
- Enter "hdmaster@hdmaster.com" for your email
- Enter "demodemo" for the password.

Email

hdmaster@hdmaster.com

Password

.....

Login

SKILL TASK VIDEOS

Click on the video to view

- **Please note:** The skill task videos are offered as guidelines to help prepare candidates for the Arizona nursing assistant skill test and the steps, demonstrated as listed in the Candidate Handbook, are not intended to be used to provide complete care that would be all inclusive of best care practiced in an actual work setting

Arizona
Nurse Aide Videos

Videos

All Videos

Bedpan and Output with Hand Washing
Task steps 35


Donning an Isolation Gown and Gloves, then Emptying a Urinary Drainage Bag with Hand Washing
Task steps 50

Perineal Care of a Female with Hand Washing
Task steps 48

Perineal Care of a Male and Changing a Soiled Brief with Hand Washing
Task steps 51

Ambulation with a Gait Belt
Task steps 14

Ambulation with a Walker
Task steps 17



Steps

1. Greets resident by name and performs hand hygiene.
 - a. Covers all surfaces of hands with hand sanitizer.
 - b. Hands rubbed together until hands are completely dry.
2. Introduces self by name.

MOCK SKILLS

20 TASKS

Arizona Mock Skills

For Testing Effective February 1, 2021

Updated: February 1, 2021

AMBULATION WITH WALKER USING A GAIT BELT

	Greets resident by name.	
	Performs hand hygiene.	
	a. Covers all surfaces of hands with hand sanitizer.	
	b. Rubs hands together until hands are completely dry.	
	Introduces self by name.	
	Explains procedure to resident.	
	Locks bed brakes to ensure resident's safety.	
	Locks wheelchair brakes to ensure resident's safety.	
	Brings resident to sitting position.	
	Places gait belt around waist to stabilize trunk.	
	Tightens gait belt.	
	Checks gait belt by slipping fingers between gait belt and resident.	
	Assists resident to put on non-skid slippers/shoes. (No non-skid socks)	
	Ensures resident's feet are flat on the floor.	
	Positions walker in front of resident.	
	Assists resident to stand and ensures resident has stabilized walker.	
	Positions self behind and slightly to side of resident.	
	Ambulates resident at least 10 steps to the wheelchair.	
	Assists resident to turn and sit in wheelchair, using correct body mechanics.	
	Removes gait belt.	
	Performs hand hygiene.	
	a. Covers all surfaces of hands with hand sanitizer.	
	b. Rubs hands together until hands are completely dry.	
	Places resident within easy reach of the call light or signaling device and water.	
	Maintains respectful, courteous interpersonal interactions at all times.	

Understanding Test Results

TEST RESULTS

CANDIDATE ON-LINE TEST RESULTS

D&S Diversified Technologies LLP
Headmaster LLP
901 Box 6029
Phoenix, AZ 85044-0609
Phone: (602) 303-8864
Fax: (480) 442-3307
Arizona CNA
Score Report Login

To receive your online score report you must complete the fields as indicated below using the required format. If you are certain that you have completed the fields correctly, and you do not receive a score report, it means that your tests have not been scored. Electronic tests require 1 day for official scoring, while paper tests require 1 to 4 days depending on mail service. If you do not receive a score report, please retest at a later date and submit your request.

Important Note: Scores will be available after 4:00 PM mountain time on the day they are scored. Electronic tests are scored the next business day and paper tests scored within 3-5 business days after testing.

Required Login Fields

Please enter your social security # or test ID:

Please enter the test date:

Please enter your birthdate:

[Submit Score Report Request](#)

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Candidates will enter their: SOCIAL SECURITY NUMBER (OR TEST ID#), TEST DATE AND BIRTHDATE AS SHOWN ABOVE - THEN CLICK ON SUBMIT SCORE REPORT REQUEST

ON-LINE TEST RESULTS

D&S Diversified Technologies LLP
Headmaster LLP

CANDIDATE NAME
ADDRESS
YUMA, AZ

Innovative, quality technology solutions
throughout the United States
since 1985.

Knowledge Exam Results

On May 01, 2011 you passed your knowledge exam with an overall exam score of 81%. You must receive an overall score of 75% to pass the knowledge exam. The following diagnostic profile represents your overall knowledge exam performance. It is best to study the content areas where performance was weaker, especially those areas that make up higher percentages of the entire test as outlined in your candidate handbook.

	Weaker	Stronger
Safety	*****	
Communication	*****	
Infection Control	*****	
Resident Rights	*****	
Data Collection	*****	
Basic Nursing Skills	*****	
Role / Responsibility	*****	
Disease Process	*****	
Mental Health	*****	
Personal Care	*****	
Care Impaired	*****	
Older Adult Growth and Development	*****	

The following list contains words or phrases that were the subject of the questions you missed on your exam.
communication, dying, gerontology, Alzheimer's, seizure, HIPAA, nursing assistant's role, tubing, hair care, cardiopulmonary resuscitation, pathogens, rights, ~~resuscitation~~, fluid intake, bed cradle.

Skill Exam Results

You have failed your skill exam.
Your skill exam on May 01, 2011 was comprised of the following tasks, and you must pass all four to pass the exam.

FAILED: Bedpan and Output
PASSED: Transfer Bed to WC using Gait Belt
PASSED: Mouth Care
FAILED: Blood Pressure

The following is a list of every missed or incomplete step on each task of your skill exam:

TASK: Bedpan and Output
 Washes hands: Rubs hands together using friction
 Washes hands: Rubs hands together for at least twenty seconds
 Washes hands: Dries hands on clean paper towel(s)
 Washes hands: Turns off faucet with a clean dry paper towel
 Washes hands: Discards paper towels to trash container
 Washes hands: Does not ~~recontaminate~~ hands by touching faucet or sink during/after procedure

TASK: Mouth Care
 Dries emesis basin.

TASK: Blood Pressure
 Candidate's recorded systolic blood pressure is within ~~mmHg~~ of the 10's.

KNOWLEDGE EXAM:

- ❖ Percentages of how candidate performed in each Subject Area (number of questions in each Subject Area can be found in the Candidate Handbook).
- ❖ Vocabulary words to help direct candidate to areas to review before retesting.

SKILLS EXAM:

- ❖ Lists Manual Skill Task(s) failed.
- ❖ Lists Skill Exam incomplete steps (missed steps).

To help candidates better understand what was missed, candidates and/or instructors are encouraged to call Headmaster to discuss test results to prepare the candidate for a more successful retake.

TEST RESULTS REVIEW

Candidates may request a review of their test results if they disagree with the outcome of their exam. However, we strongly recommend they call us to go over any skill task steps about which they are concerned. We can discuss their results with them prior to them committing to making the \$25.00 payment for an official test review. Often, once they have more details about the scoring of the exam they understand the scoring process better and do not choose to dispute their test results. If they are still concerned about their test results and wish to submit a Test Review Request:

- ❖ They must fill out the Test Review Request and Payment Form 1403 from our home page at www.hdmaster.com
- ❖ They must include the \$25.00 Test Review payment on the form with a detailed explanation of why they believe they should have received credit for the steps they missed.
- ❖ Their test review request must be submitted within 3 business days of official scoring of their exam date.
- ❖ If the review results are in the candidate's favor, their payment will be refunded to them and they will receive a free retest.
- ❖ If the results are not in their favor, they will forfeit the Test Review fee and need to pay the retake fees to take their next exam.
- ❖ In either case, the candidate will most probably need to retake the exam as qualification for certification as a Nursing Assistant is dependent upon successful demonstration of minimum competency of the knowledge and skill test exams.
- ❖ If a test candidate is over 18 years of age, Headmaster will only discuss the candidate's test results with the candidate. We will not discuss their results with a parent, spouse or other family member.

Upon receipt of a Test Review request, Headmaster will review the candidate's detailed recollection of their exam, knowledge test markings or skill exam recordings made at the time of the exam as well as any markings, notations and measurements made by the RN Test Observer. Headmaster will recheck the scoring of the candidate's exam and may contact the candidate or the RN Test Observer for any additional recollection of the candidate's exam.

IMPORTANT REMINDER AS CANDIDATES LEAVE YOUR TRAINING PROGRAM

- ❖ Candidates have two years from completion of training to take their nurse aide competency exam.
- ❖ Remind candidates as they leave your training program to check the Arizona webpage for the most current updates to the Candidate Handbook:

www.hdmaster.com – click on Arizona CNA

CONTACT INFORMATION

Contact Information

Questions regarding testing process, test scheduling and eligibility to test: (800) 393-8664

Questions about Nursing Assistant certification, renewals or Registry: (602) 771-7800

Headmaster, LLP

PO Box 6609

Helena, MT 59604-6609

Email: hdmaster@hdmaster.com

Web Site: www.hdmaster.com

*Monday through Friday
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Arizona State Board of Nursing

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Email: Arizona@azbn.gov

Web Site: www.azbn.gov

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Phone #: (602) 771-7800

ARIZONA INSTRUCTOR WORKSHOP

VERSION: FEBRUARY 2021

Thank You!

From

**D&S Diversified Technologies –
Headmaster LLP**