



D&S Diversified Technologies LLP

Headmaster LLP

TENNESSEE NURSE AIDE CANDIDATE HANDBOOK

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

Email: tennessee@hdmaster.com

Tennessee TMU©: tn.tmutest.com

Website: www.hdmaster.com

(877) 201-0758 | (800) 393-8664 | (888) 401-0465



D&S DIVERSIFIED TECHNOLOGIES
(D&SDT)

TMU©

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test (877) 201-0758 Questions regarding: renewals • verification of licensure • challenges • registry demographic updates • out-of-state reciprocity (888) 401-0465 Questions regarding: training program information (615) 837-5229 Questions regarding: the Abuse Registry (615) 741-7582		
D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP PO Box 418 Findlay, OH 45839 Email: tennessee@hdmaster.com Website: www.hdmaster.com	<i>Monday through Friday</i> <i>8:00AM – 8:00PM</i> <i>Eastern Time Zone</i> <i>7:00AM – 7:00PM</i> <i>Central Time Zone</i> <hr/> Tennessee TMU© Webpage: tn.tmutest.com	Phone #: (877) 201-0758 Fax #: (406) 442-3357
Tennessee Nurse Aide Registry <i>Renew Online and Verification of Licensure:</i> Website: tn.tmutest.com Email: tennessee@hdmaster.com		
Tennessee Health Facilities Commission (HFC) Andrew Jackson State Building 502 Deaderick Street – 9 th Floor Nashville, TN 37243 Tennessee Health Facilities Commission Website: https://www.tn.gov/content/tn/hfc.html Abuse Registry https://internet.health.tn.gov/abuserregistry/default.aspx	<i>Monday through Friday</i> <i>8:00AM – 4:30PM</i> <i>Central Time Zone</i>	Phone #: (615) 532-5171 Fax #: (615) 248-3601

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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 assistants 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.

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. Exam candidates must be registered, complete approved training, pass both parts of the exam, and meet all other requirements of the Tennessee Health Facilities Commission (HFC) to be identified as a state-tested nurse aide and listed on the Tennessee Nurse Aide Registry.

The Tennessee Health Facilities Commission (HFC) 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 (877) 201-0758 or go to D&SDT-HEADMASTER's [Tennessee Nurse Aide web page](#) or at www.hdmaster.com and click on 'Tennessee CNA'. The information in this handbook will help you prepare for your examination.

General information regarding the Tennessee Nurse Aide program can be found on the HFC website at: <https://www.tn.gov/hfc.html>.

THE TENNESSEE NURSE AIDE REGISTRY REQUIREMENTS

The Tennessee Nurse Aide Registry (TNNAR) lists the names of all individuals who complete a state-approved training program and competency evaluation, as well as maintains a registry of all individuals who are found to have abused, neglected, or exploited elderly or vulnerable persons, or misappropriated their property.

A nurse aide candidate, upon successful completion of training, passing both the knowledge and skills portions of the competency exam, and meeting federal and/or state requirements, will be listed on the Tennessee Registry. A newly trained nurse aide candidate must successfully pass both the knowledge and skills exams within two (2) years of successfully completing a training program. Review the Nurse Aide Competency Exam section below to help prepare for the exam. Certification is good for two years.

Information to determine the status of your Tennessee nurse aide certification may be found at the Tennessee TMU© Nurse Aide website at tn.tmutest.com.

Questions regarding the Tennessee Abuse Registry can be found at:

<https://internet.health.tn.gov/abuseregistry/default.aspx>.

You may also contact the Tennessee Abuse Registry at (615) 741-7582.

Tennessee Nurse Aide Registry Certification

After successfully passing the nurse aide exam, Knowledge and Skill Test components, and meeting federal and/or state requirements, you will be placed on the Tennessee Nurse Aide Registry (TNNAR). You can verify your status on the TNNAR in your TMU© account at tn.tmutest.com under 'your certifications' at the bottom of your main screen. You can check your registry status at any time, update your address and phone number, and check your eligibility expiration date from any Internet-capable device.

The screenshot shows the TMU Tennessee user dashboard. At the top, there's a navigation bar with links for Tests, Trainings, Employment, Billing, Downloads, and Profile. A 'Welcome Candidate!' message is displayed. Below this, there's a notification box stating 'Unread Notifications: You have currently have nine unread notifications.' with a 'Show Notifications' button. The dashboard is divided into six main sections: Training History, Testing History, Your Profile, Downloads, Employment History, and Billing. Each section has a 'View' or 'Manage' button. At the bottom, there's a 'Your Certification History' table, which is highlighted with a red border.

Name	Source	License	Certified	Expires
Nurse Aide	Initial	TN17240906266	09/16/2025	09/30/2027

A public search of the TNNAR can be done from the Tennessee TMU© main page at tn.tmutest.com.

The screenshot shows the TMU Tennessee main page. At the top, there's a 'Sign In' button. Below this, a section titled 'How can we help you today?' contains four icons: Test Dates, Search Tennessee Registry (highlighted with a red border), Read FAQ, and Applications. At the bottom, there are three columns for different user roles: FOR OBSERVERS & TEST SITES, FOR INSTRUCTORS & TRAINING PROGRAMS, and FOR EMPLOYERS. Each column has a brief description of their functions and a 'Sign In' button.

Home > Search

Download Misconduct List

Tennessee Registry Search

Search Public Registry

SEARCH BY *

Name

Name

SSN

Registration Number

Misconduct

LOOK FOR *

Smith, John Candidate, Sample

Search Registry

Search using the form above

Candidate, Sample
Clarksville, TN 37040

✓ Has **Active** Certifications

✓ No history of misconduct

Detail View

Home > Search Registry > Candidate, Sample

Tennessee Registry Details

Print This Page

Candidate, Sample

✓ No history of misconduct

Certification History

CERTIFICATION	STATUS	ISSUED	EXPIRES
Nurse Aide 123456	Active	05/18/2023	05/21/2025

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

Registry name changes (such as marriage, divorce, etc.) must be verified with the appropriate documentation. Please complete the [DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM](#) and upload your name change documentation. The form is located under 'APPLICATIONS' on the Tennessee TMU© main web page (before you log in to your account), or you can click on this link: <https://tn.tmutest.com/apply/7>.

Registry Maintenance

Once placed on the Tennessee Registry, it is your responsibility to keep your demographic information up to date so that renewal notifications and alerts can be delivered to you in a timely manner. You must renew electronically by signing in to your TMU© account at tn.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 'Forget my Password?' section of this handbook for instructions on resetting it. If you need assistance signing in to your TMU© account, call D&SDT-HEADMASTER at (888) 401-0465. Renewal reminders are emailed to your TMU© account email address of record and/or texted to your SMS-capable phone, so it is important to keep your contact information current.

Note: *Renewal notifications and alerts are sent 120 days before your certification expiration date via email and text. No renewal certifications are sent via USPS mail. It is important to keep your TMU© demographic information current to ensure you receive your renewal notification.*

Registry Renewals

To maintain eligibility to work, you must renew your eligibility every 24 months. To be eligible to renew, you must have worked for pay as a nurse aide at a certified facility, such as a hospital, nursing home, or home health agency for at least eight (8) hours during the previous 24 months. Nurse aides with misconduct restrictions on the Registry are not eligible for renewal.

To renew, an individual must request employment from their employer through the Tennessee TMU© at tn.tmutest.com. Sign in to your TMU© account and record your work hours and the location where you were employed. An email verification link will be sent to the employer you choose from the list of employers. When the employer verifies your work experience, your eligibility will be extended an additional 24 months. For questions, please contact D&SDT-HEADMASTER at (888) 401-0465 or tennessee@hdmaster.com.

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 during a period of 24 consecutive months (volunteering and private care do not count).

Lapsed Certification

An individual can renew their lapsed certification at any time, provided they submit renewals for each time period worked to have an active certification. For example, if the certification expired in 2015 and it is now 2025, the individual would need to submit renewals for each 2-year period, showing 8 hours of paid work history.

If an individual does not have work history, they must retrain and retest.

Out-of-State Reciprocity Process

Candidates seeking out-of-state nurse aide registry placement must be in good standing on a nurse aide registry in a state that meets Tennessee's reciprocity requirements to be eligible for certification in Tennessee. Tennessee requires all individuals to complete a state-approved basic nurse aide training program consisting of at least 75 hours and successfully pass a standardized nurse aide competency evaluation, which includes both a knowledge examination and a skills demonstration, within one year of completing the training. An individual who originally trained and tested in Tennessee may retrieve specific information on their training site, date of completion, and competency test dates through their D&SDT-HEADMASTER TMU© account at tn.tmutest.com.

NOTE FOR INDIVIDUALS CERTIFIED IN FLORIDA: Individuals certified in Florida must complete an approved Tennessee Nurse Aide Training Program and pass the Tennessee Competency Evaluation Examination. (Train at an approved Tennessee nurse aide training program and pass the approved Tennessee nurse aide competency test.)

Complete the [TN Reciprocity Form 9110](#) on the Tennessee TMU© main page (tn.tmutest.com) under 'APPLICATIONS'. Attach the required identification documents (see the next page).

Completing the application requires the following attachments:

- ◆ Image of your social security card
- ◆ Image of your valid, US government-issued photo identification (state driver's license, passport, or other signed, current photo identification).

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

AMERICANS WITH DISABILITIES ACT (ADA)

ADA Compliance

The Tennessee Health Facility Commission 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](#) on the Tennessee 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 address in your TMU© account.

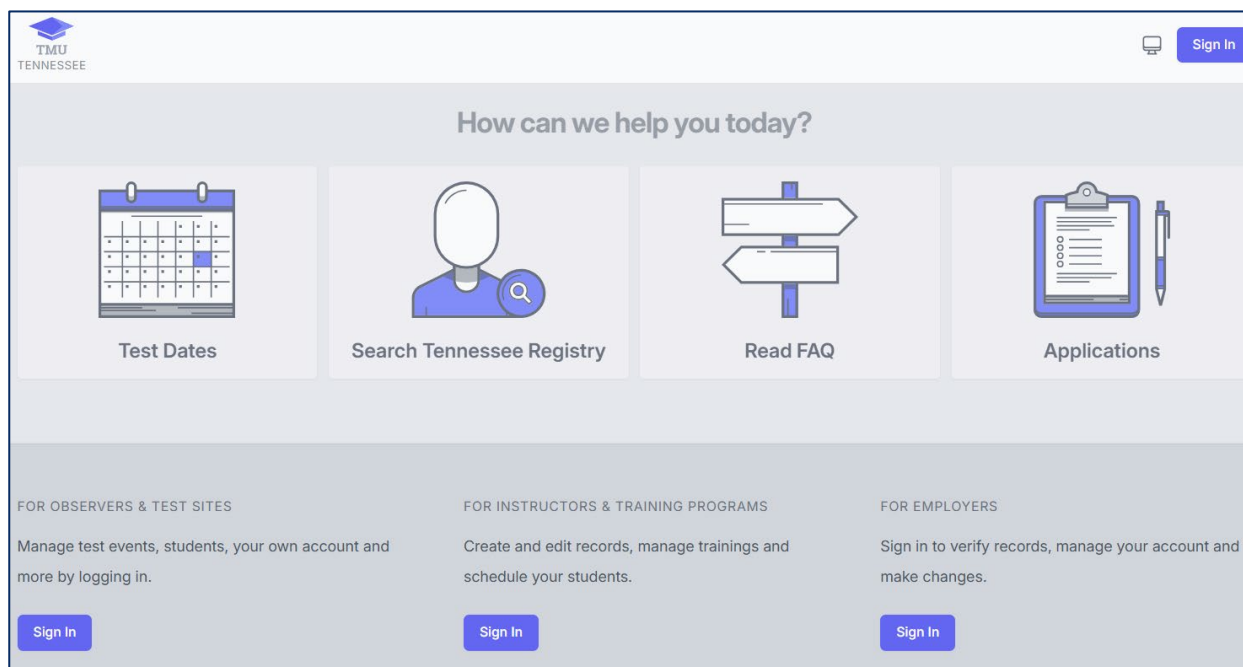
Please allow additional time for your request to be approved. If you have questions regarding the ADA review process or specific required documentation, please call D&SDT-HEADMASTER at (877) 201-0758.

-continued on the next page-

TENNESSEE TESTMASTER UNIVERSE© (TMU©)

Tennessee TMU© Home Page

This is the Tennessee TMU© main page, tn.tmutest.com



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

Complete your TMU© Account

NURSING ASSISTANT TRAINING PROGRAM CANDIDATES

Your initial registration information (name, phone number, Email, and training start date) will be entered in D&SDT-Headmaster's Tennessee TestMaster Universe (TMU©) software. You should receive a verification form during your training to sign after reviewing the entered data.


- **Make sure your LEGAL FIRST AND LAST NAMES exactly match the FIRST and LAST names on your government-issued ID and social security card.**
- Verify your phone number and email are correct.

IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password and complete the missing demographic information **prior to testing**. Failure to do so may result in you being turned away from testing. You will be 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, including making sure your **LEGAL FIRST AND LAST NAMES exactly match the FIRST and LAST names on your government-issued ID and social security card. This must be done before scheduling a test event.**
- By completing your account, you verify that you have never been convicted of abuse or neglect of a person in your care, theft from a person in your care, or child abuse. You are not currently under investigation for abuse or neglect of a person, theft from a person, or child abuse. If you have or are, then you need to contact your trainer and let them know before completing your account.

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 are unable to sign in for any reason, please contact D&SDT-HEADMASTER at (877) 201-0758.

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](#)
[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.

FIRST *

MIDDLE

LAST *

SUFFIX

SOCIAL SECURITY # *

BIRTHDATE *

PHONE *

HEIGHT *
Encrypted for your safety

ft
 in

EYE COLOR *

RACE *

GENDER *
☒ MALE
 ☐ FEMALE
 ☐ OTHER

ADDRESS *

CITY *

STATE

ZIPCODE *

DISCLAIMER

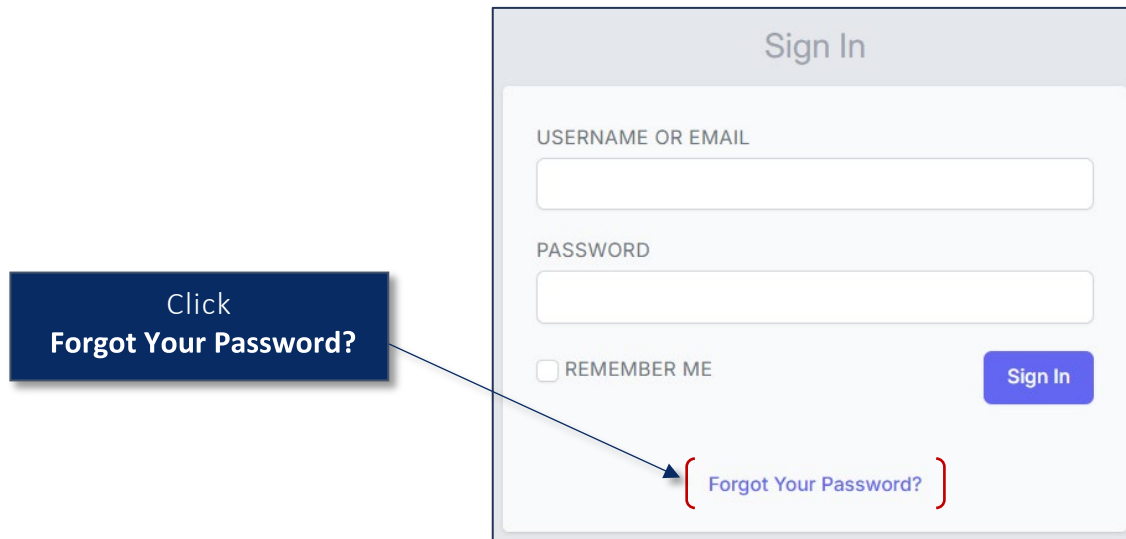
By completing your account you verify that: You have never been convicted of abuse or neglect of a person in your care, theft from a person in your care or child abuse. You are not currently under investigation for abuse or neglect of a person, theft from a person, or child abuse. If you have or are then contact your trainer and let them know prior to completing your account.

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 tn.tmutest.com.



The image shows a 'Sign In' form with two input fields: 'USERNAME OR EMAIL' and 'PASSWORD'. Below the password field is a checkbox labeled 'REMEMBER ME' and a blue 'Sign In' button. At the bottom of the form, there is a link that says 'Forgot Your Password?'. A dark blue callout box on the left contains the text 'Click Forgot Your Password?' with an arrow pointing to the link in the form.

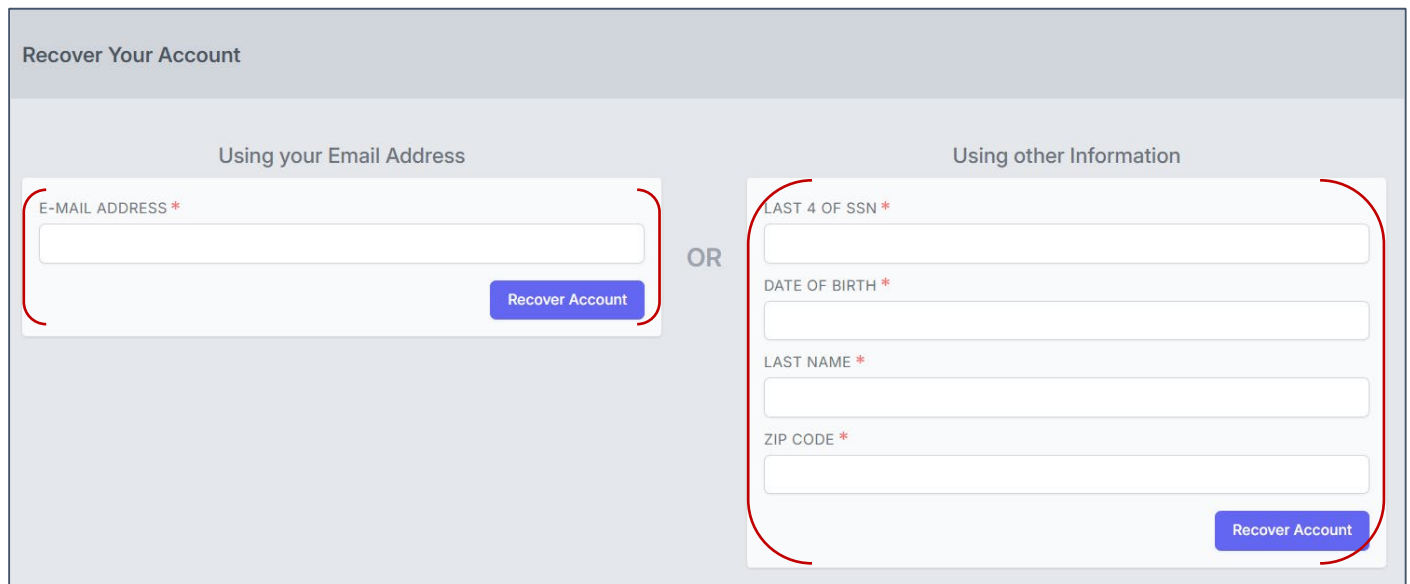
Type in your Email Address

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**



The image shows a 'Recover Your Account' form. It has two main sections separated by an 'OR' label. The left section, 'Using your Email Address', has a text input field labeled 'E-MAIL ADDRESS *' and a blue 'Recover Account' button. The right section, 'Using other Information', has four text input fields labeled 'LAST 4 OF SSN *', 'DATE OF BIRTH *', 'LAST NAME *', and 'ZIP CODE *', followed by a blue 'Recover Account' button. Red brackets highlight the input fields in both sections.

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

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

Recover Your Account

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

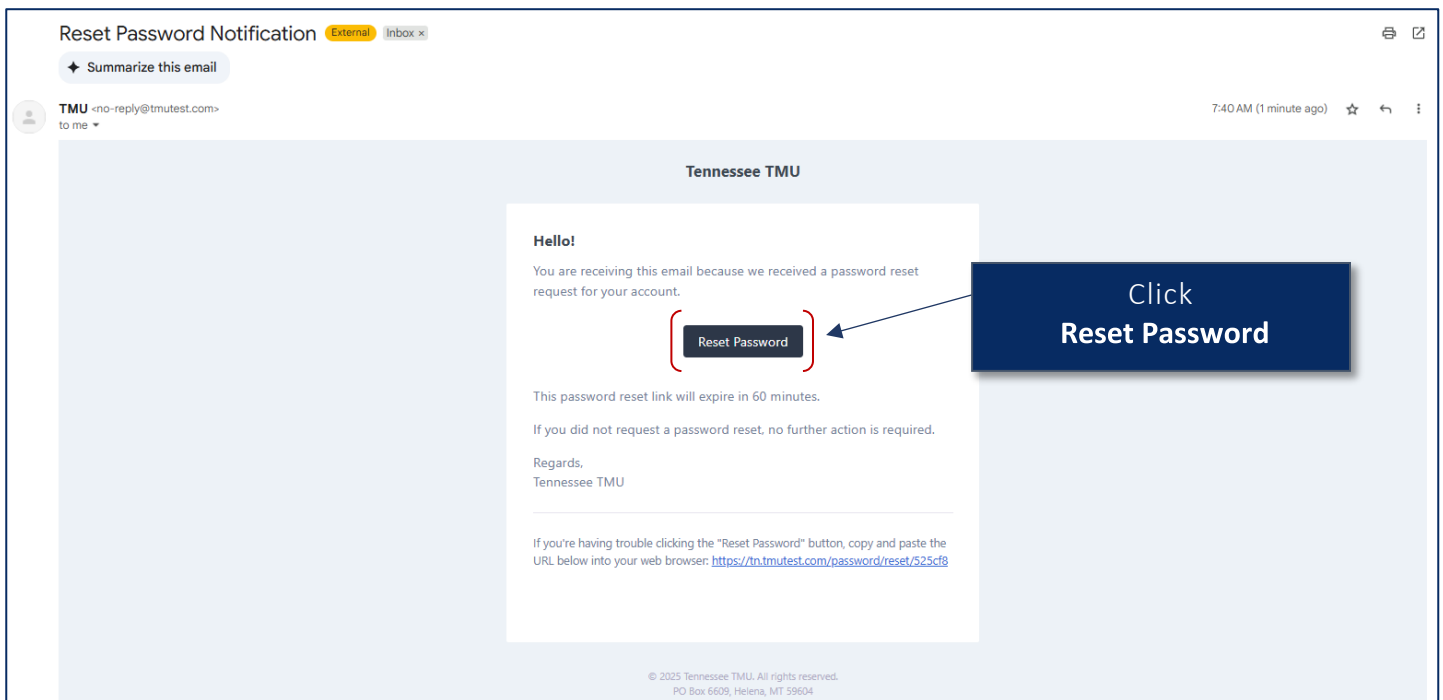
DATE OF BIRTH *

LAST NAME *

ZIP CODE *

Recover Account

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:

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

Welcome Candidate!

Unread Notifications

You have currently have nine 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](#)

-continued on the next page-

THE TENNESSEE NURSE AIDE COMPETENCY EXAM

Payment Information

Exam Description	Price
Knowledge Exam [English or HFC-approved alternate language] <i>-or- Knowledge Retake</i>	\$40.00
Optional: Audio Version of the Knowledge Exam [English or HFC-approved alternate language] <i>-or- Audio Knowledge Retake</i> (The knowledge test questions and answers are read through the computer and listened to through headphones or earbuds while you read along.)	\$40.00
Skills Test <i>-or- Skills Retake</i>	\$100.00

Schedule a Tennessee Nurse Aide Exam

Once your completed account is in the D&SDT-HEADMASTER TestMaster Universe© (TMU©) database, you may schedule or reschedule your exam date online at the Tennessee TMU© webpage at tn.tmutest.com using your Email or Username and Password (instructions with screenshots below). If you are unable to sign in with your email or if you are unable to schedule or reschedule online, please call D&SDT-HEADMASTER at (877) 201-0758 for assistance.

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 completed your training record, which will include completion hours and date, 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 or instructor will inform you if this is the case. Before scheduling a test, verify with your instructor whether the training program has already prepaid for it.

-continued on the next page-

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

Home > Test History

Your Tests

Scheduling

	Exam	Status	Reason	
<input checked="" type="checkbox"/>	Exam			
<input checked="" type="checkbox"/>	Certified Nurse Aide Knowledge	Not Eligible	Payment Required	View Available Test Dates
<input checked="" type="checkbox"/>	Certified Nurse Aide Skill	Not Eligible	Payment Required	View Available Test Dates

Testing History

No data found

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**

Home > Cart

Cart

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

DESCRIPTION	ITEM TYPE	AMOUNT	
Certified Nurse Aide for Sample Student	Knowledge	40.00	Available Test Dates Remove
Certified Nurse Aide for Sample Student	Skill	100.00	Available Test Dates Remove
Total:		\$140.00	

Pay with Credit Card

You will get a message that the Knowledge and Skill tests have been added to your cart, and the **Knowledge and Skill Amounts** click **Pay with Credit Card**

-continued on the next page-

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
Total:	\$140.00

Pay with a Card

CARDHOLDER NAME

CARD NUMBER

EXP MONTH

Select Month ▼

EXP YEAR

Select a year ▼

SECURITY CODE

CARDHOLDER ADDRESS

CITY

STATE

Select State ▼

ZIP CODE

Payment refunds may be subject to a processing fee per your state's refund policy
We accept **Visa** and **Mastercard**.

Submit Payment

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

You will receive a receipt of the transaction.

For special circumstances only: You may also pay your testing fees with a money order or cashier's check via a paper Payment Form. Please email tennessee@hdmaster.com to request a paper payment form.

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

TMU TENNESSEE

(Tests) Trainings Employment Billing Downloads Profile

🏠 🛒 👤

Welcome Candidate!

Unread Notifications

You have currently have nine 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

Click **Tests**
-or-
View Your Testing History

Home > Test History

Your Tests

Scheduling	Exam	Status	Reason
	Certified Nurse Aide Knowledge	Eligible	
	Medication Aide Certified Knowledge	Not Eligible	Missing required Training Medication Aide Training
	Certified Nurse Aide Skill	Eligible	
	Medication Aide Certified Skill	Not Eligible	Missing required Training Medication Aide Training

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 test.

Home > Tests > Find Event

Find Event CERTIFIED NURSE AIDE

Directions: Click on a marker to show upcoming events for that location.

Hide Map

Map Satellite

Available location Selected location Your address

TEST DATE	TEST SITE	SCHEDULING FOR
10/18/2025 7:30 AM CDT	Practice Test Site (TS) Columbia, TN	K Certified Nurse Aide
10/18/2025 8:00 PM CDT	REMOTELY PROCTORED KNOWLEDGE TESTING SITE (TS) REMOTE PROCTOR, TN	K Certified Nurse Aide

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

tn.tmutest.com says

Schedule into this Event on 10/18/2025 for Certified Nurse Aide Knowledge. Are you sure?

OK Cancel

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

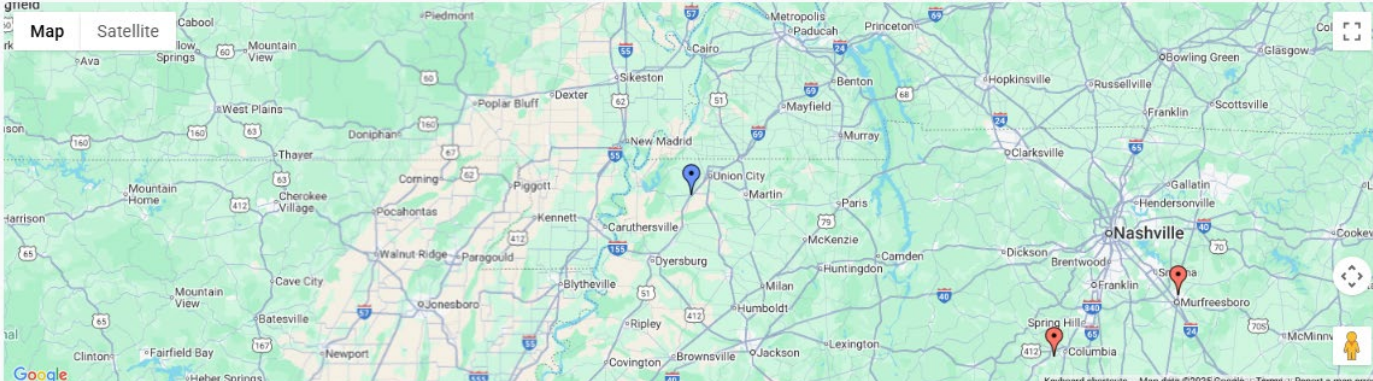
Follow the same steps to schedule a Skills Test.

Home > Tests > Find Event

Find Event CERTIFIED NURSE AIDE

Directions: Click on a marker to show upcoming events for that location.

Hide Map



Available location Selected location Your address

TEST DATE	TEST SITE	SCHEDULING FOR
10/18/2025 7:30 AM CDT	Practice Test Site (TS) Columbia, TN	S Certified Nurse Aide Schedule
10/18/2025 8:00 AM CDT	Another Practice Test Site (TS) Memphis, TN	S Certified Nurse Aide Schedule

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

tn.tmutest.com says

Schedule into this Event on 10/18/2025 for Certified Nurse Aide Skill.
Are you sure?



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

-continued on the next page-

Home > Test History

Your Tests

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
10/18/2025 8:00 AM CDT	Certified Nurse Aide Skill	Another Practice Test Site (TS) Memphis, TN	Scheduled	Actions
10/18/2025 8:00 PM CDT	Certified Nurse Aide Knowledge	REMOTELY PROCTORED KNOWLEDGE TESTING SITE (TS) REMOTE PROCTOR, TN	Scheduled	Actions

Test Confirmation Page

- Reschedule
- Get Map

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

Your status shows **Scheduled**.

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

SCREENSHOTS FOR RESCHEDULING A TEST EVENT

You may reschedule an exam date online in your TMU© account at tn.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.

tn.tmutest.com says

Reschedule this Skill Exam? Are you sure?

OK Cancel

Click **OK** to confirm you wish to 'RESCHEDULE' from the event. You will then be able to select another available test date.

The following message will be in your notifications.

Home > Inbox > View Notification

Removed From Test Event 16 minutes ago

Removed From Test Event

You have been removed from a Test Event

Back to All Messages Send to Trash Mark as Unread

TEST CONFIRMATION LETTER

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

The body of the test confirmation letter will refer you to read the Tennessee candidate handbook, as it will give you specific instructions on what time to arrive, ID requirements, dress code, and other relevant details.

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.

It is important you read this letter!

Skill Test Confirmation:

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

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

Test Confirmation Letter

Scheduled Test Confirmation - Tennessee Certified Nurse Aide

Get Map
Print Page

Test Date: 10/18/2025
Test Time: 8:00 AM CDT
Test Exam: Skill - Certified Nurse Aide
Test Site: Practice Test Site (TS)
1234 Practice Street
Memphis, TN 55555

SAMPLE CANDIDATE
123 Sunflower Lane
Memphis, TN 44444

TESTING BEGINS AT 8:00 AM CDT ON 10/18/2025:

- YOU NEED TO BE AT THE ON-SITE TEST LOCATION AT LEAST 20 MINUTES BEFORE 8:00 AM CDT TO CHECK IN**
- REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES:** You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) for the check-in process with the remote test proctor **at least 20 minutes before 8:00 AM CDT**. Please see the **Remotely Proctored Knowledge Exam** section of the **Candidate Handbook** for detailed information.

If you cannot access your account, go to <https://tn.tmutest.com>, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

NURSE AIDE: Refer to the **Nurse Aide Competency Exam** section of the **Tennessee Nurse Aide Candidate Handbook** for 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.

MEDICATION AIDE: Refer to the **Medication Aide Competency Exam** section of the **Tennessee Medication Aide Candidate Handbook** for 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 Nurse Aide Candidate Handbook](#)
[Click to open the Medication Aide Candidate Handbook](#)

Driving Directions
Inside the Braden Investment Building. Park at

The detailed instructions included under Driving Directions are an example above. Other information that may be provided, such as landmarks to look for, parking, building numbers, entrances, floor numbers, etc., and for certain sites, a map of the facility/campus may also be included.

Knowledge Exam Confirmation:

Test Confirmation Letter

Scheduled Test Confirmation - Tennessee Certified Nurse Aide

Get Map
Print Page

Test Date:
Test Time:
Test Exam:
Test Site:

10/18/2025
8:00 PM CDT
Knowledge - Certified Nurse Aide
REMOTELY PROCTORED KNOWLEDGE TESTING SITE (TS)
NO PHYSICAL ADDRESS - ALL TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE
REMOTE PROCTOR, TN 00000

SAMPLE CANDIDATE
123 Sunflower Lane
Memphis, TN 44444

TESTING BEGINS AT 8:00 PM CDT ON 10/18/2025:

- YOU NEED TO BE AT THE ON-SITE TEST LOCATION AT LEAST 20 MINUTES BEFORE 8:00 PM CDT TO CHECK IN
- REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES: You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) for the check-in process with the remote test proctor **at least 20 minutes before 8:00 PM CDT**. Please see the **Remotely Proctored Knowledge Exam** section of the **Candidate Handbook** for detailed information.

If you cannot access your account, go to <https://tn.tmutest.com>, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

NURSE AIDE: Refer to the **Nurse Aide Competency Exam** section of the **Tennessee Nurse Aide Candidate Handbook** for 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.

MEDICATION AIDE: Refer to the **Medication Aide Competency Exam** section of the **Tennessee Medication Aide Candidate Handbook** for 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 Nurse Aide Candidate Handbook](#)

[Click to open the Medication Aide Candidate Handbook](#)

Driving Directions

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

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

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

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

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

The Remotely Proctored Knowledge Testing detailed instructions included under Driving Directions are shown here.

Please see the **Remotely Proctored Knowledge Exam Option** under the Knowledge/Audio Exam section if you want to take your knowledge exam remotely from home, etc. If you have any questions regarding your test scheduling, call D&SDT-HEADMASTER at (877) 201-0758, Monday through Friday, excluding holidays, 8:00AM to 8:00PM ET, and 7:00AM to 7:00PM CT.

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

Tennessee Nurse Aide Candidate Handbook | Page 19

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.

Any unread notifications will appear in the box below.

Click **Show Notifications** to open your notifications.

The screenshot shows the TMU© dashboard with a navigation bar at the top containing links for Tests, Trainings, Employment, Billing, Downloads, and Profile. A user profile icon for 'Jasmine' is in the top right. The main content area has a 'Welcome, Jasmine!' message. Below this is a yellow box labeled 'Unread Notifications' with the text 'You have currently have nine unread notifications.' and a 'Show Notifications' button. Below the welcome message are six tiles: Training History, Testing History, Your Profile, Downloads, Employment History, and Billing, each with a 'View' button.

Notification example when scheduled into a test event:

Click on-
VIEW to open each of
your notifications.

The screenshot shows the 'Your Notifications' inbox. At the top are buttons for 'Mark Unread', 'Mark as Read', 'Send to Trash', and 'Clear All Notifications'. Below is a table with columns: TITLE, SENT, MESSAGE, and a 'View' button. The table contains three notifications: two 'Scheduled Into Event' notifications and one 'Training Passed' notification.

	TITLE	SENT	MESSAGE	
<input type="checkbox"/>	Scheduled Into Event	21 hours ago	You were scheduled into a Test Event	View
<input type="checkbox"/>	Scheduled Into Event	21 hours ago	You were scheduled into a Test Event	View
<input type="checkbox"/>	Training Passed	2 days ago	Training Passed - Nursing Assistant has been completed and added to your record.	View

Home > Inbox > View Notification

Scheduled Into Event 1 week ago

Scheduled Into Event

You have been scheduled for Skill Exam **Certified Nurse Aide** beginning **10/18/2025 8:00 AM CDT** at Test Site **Another Practice Test Site (TS)**


← Back to All Messages

Send to Trash Mark as Unread

The screenshot shows the 'View Notification' page. It displays the title 'Scheduled Into Event' and the time '1 week ago'. The main content area contains the text: 'You have been scheduled for Skill Exam **Certified Nurse Aide** beginning **10/18/2025 8:00 AM CDT** at Test Site **Another Practice Test Site (TS)**'. At the bottom are buttons for 'Back to All Messages', 'Send to Trash', and 'Mark as Unread'.

Please see a notification example if scheduled for a Remotely Proctored Knowledge Exam on the next page.

Notification example if scheduled for a Remotely Proctored Knowledge Exam, showing the type of information received when the Zoom invite is sent:


TN Remotely Proctored CNA Exam
2 days ago

REMOTE TEST CHECK-IN INFORMATION:
 Log in to the Zoom app on your smartphone about 20 minutes before your test. (You must be logged in to Zoom at least minutes prior to the test.) You will need to sign into your TMU account at tn.tmutest.com on a...

[View](#)

TN Remotely Proctored CNA Exam
2 days ago

TN Remotely Proctored CNA Exam

REMOTE TEST CHECK-IN INFORMATION:
 Log in to the Zoom app on your smartphone about 20 minutes before your test. (You must be logged in to Zoom at least 20 minutes prior to the test.) You will need to sign into your TMU account at tn.tmutest.com on another device for your test. You may have one piece of blank paper, a pen or pencil, and a basic calculator.

Have your government-issued ID and social security card ready to show to the test proctor.

You will be asked to show your environment to the test proctor. You must be in a quiet, disruption-free area. You must be alone throughout the check-in process and test.

After the proctor has checked your environment, you will need to position your phone camera so the proctor is able to see your face, your entire test screen, your keyboard, and your hands.

Please review all knowledge test instructions at:
https://hdmaster.com/testing/cnatesting/tennessee/TN_CNA_Home.htm.

ZOOM INFORMATION:
 Time: Oct 14, 2025 08:00 PM Central Time (US and Canada)
 Join Zoom Meeting
<https://>

Meeting ID:
 Passcode:

Time Frame for Testing from Training Program Completion

You must schedule a test date **within two years of your training program completion date**. After two years, you must complete another approved training program to be eligible to schedule testing.

Many training programs host and pre-schedule in-facility test dates 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 scheduled and/or prepaid for your test. Regional test seats are open to all candidates. Regional test dates are posted on the Tennessee TMU© site.

If you have any questions regarding your test scheduling, call D&SDT-HEADMASTER at (877) 201-0758 during regular business hours, 8:00AM to 8:00PM ET, and 7:00AM to 7:00PM CT, Monday through Friday, excluding holidays.

Test Day

EXAM CHECK-IN

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

- Testing **begins** promptly at the start time noted on your test confirmation.
- You need to ensure you are at the event in the waiting area/room **20 minutes before the start time** to allow time to get checked in with the RN Test Observer.

- For example, if your test starts at 8:00AM, you **must be at the test site waiting area/room for check-in by 7:40AM.**

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

If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under **Remotely Proctored Knowledge Exam Option** in the Knowledge/Audio Exam section.

TESTING ATTIRE

The required testing attire applies to both the knowledge and skills exams.

- You must be in full clinical attire, including clinical shoes.
 - No open-toed shoes (including flip-flops and sandals) are allowed.
 - Scrubs and shoes can be of any color or design.
- Smartwatches, smart glasses, fitness monitors, or any Bluetooth-connected devices are not allowed.
- Long hair must be pulled back.
- Fingernails must be short (no longer than ¼ inch in length), well-kept (filed, no jagged edges, and clean).

Note: You will not be admitted for testing if you are not wearing scrubs or the appropriate shoes, have long hair pulled back, and have short, clean fingernails. You will be considered a no-show status. You will forfeit your testing fees and must pay for another exam date.

IDENTIFICATION

You must bring a **US GOVERNMENT ISSUED, PHOTO-BEARING, *SIGNED, NON-EXPIRED FORM OF IDENTIFICATION, and your ORIGINAL SOCIAL SECURITY CARD.**

→ A letter from the Social Security office or a laminated Social Security card ***will not be accepted.***

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

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

- **State-issued Driver's 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 bar code or may contain a fingerprint in place of a signature*

- **Concealed Hand Gun Carry Permit** (that meets all identification requirements)

The **LEGAL FIRST** and **LAST** names listed on the ID and social security card presented to the RN Test Observer during check-in at your test event **MUST EXACTLY MATCH** the **FIRST** and **LAST** names that were entered in the Tennessee nurse aide TMU© database by your training program. See more information under **Demographic Updates / Changes / Corrections**.

- If you need to apply for a new Social Security card, please do not schedule your test date until you have received your new card from the Social Security office.
→ If you have laminated your Social Security card, it is **NOT VALID** and will not be accepted as an acceptable form of ID.

Note:

- **You will not be admitted for testing if you do not bring proper and valid identification and your original Social Security card.**
 - Be sure your US government-issued identification has not expired and that your ID and original Social Security card (that you have not laminated) are signed.
 - Check to be positive that your **FIRST** and **LAST** printed names on your photo ID and original Social Security card **match your current name of record in TMU©**.
 - 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.
- In cases where names do not match or your ID(s) are not proper or valid, you will be considered a no-show status, and you will forfeit your testing fees and have to pay for another exam date.

You will be required to present your photo ID when entering the knowledge test room and the skills lab for your skills exam. Please keep your ID with you during the entire exam day.

You may call D&SDT-HEADMASTER at (877) 201-0758 to confirm that your name of record matches the one on your US government-issued ID and social security card, or sign in to your TMU© account to check or update your demographic information.

DEMOGRAPHIC UPDATES / CORRECTIONS / CHANGES

Name changes (such as marriage or divorce), date of birth changes, and social security number corrections must be verified with appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your demographic change/correction documentation. The form is located under 'APPLICATIONS' on the Tennessee TMU© main web page (before logging in to your account), or you can click on this link: <https://tn.tmutest.com/apply/7>.

INSTRUCTIONS FOR THE KNOWLEDGE, REMOTELY PROCTORED 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, Remotely Proctored 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:

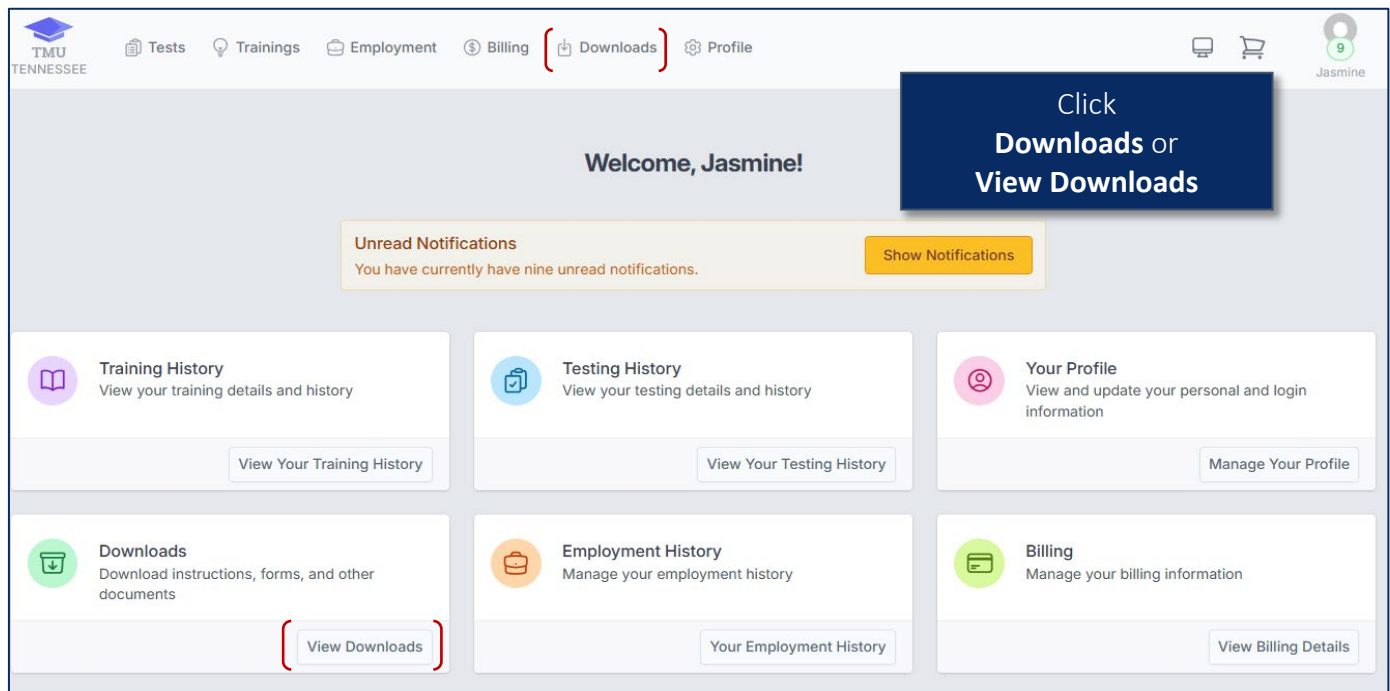
- Make sure you have signed in to your TMU© account at tn.tmutest.com well before your test date to update your password and verify your demographic information; **make sure your LEGAL FIRST AND LAST NAMES exactly match the FIRST and LAST names on your government-issued ID and original social security card.** Refer to this handbook's [Complete your TMU© Account](#) section for instructions and information.
 - If you have not signed in, updated your password, and verified your demographics (including your first and last names) in 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 four (4) to six (6) hours (if taking both components on-site) in the worst-case scenario.
- Testing begins promptly at the start time noted on your confirmation. You **must** be at the test site waiting area/room to **check in 20 minutes before your scheduled start time** – if your test start time is 8:00AM, you must be there **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 are scheduled for a remotely proctored knowledge exam, please see the check-in procedures/policies under [Remotely Proctored Knowledge Exam Option](#) in the Knowledge/Audio Exam section.**
- If you do not bring a valid and appropriate US government-issued, non-expired, *signed photo ID and your original Social Security card (*see details in this handbook's [Identification](#) section*), you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
 - If the **LEGAL FIRST** and **LAST** printed names listed on your ID and original Social Security card presented to the RN Test Observer during check-in at your test event **DO NOT EXACTLY MATCH** your FIRST and LAST names that were entered in the Tennessee nurse aide TMU© database, you will not be admitted to the exam, considered a no-show status, and any exam fees paid *will NOT be refunded*.
- If you refuse to show the RN Test Observer your required ID and social security card, you will not be allowed to test. You will be asked to leave the test site, which will result in a no-show status. Any exam fees paid *will not be refunded*.
- If you do not wear full clinical attire with appropriate shoes and long hair pulled back, and do not conform to all testing policies, you will not be admitted to the exam, considered a no-show status, and any exam fees paid *will NOT be refunded*.
- If you do not 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, smart glasses, 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**.
 - Smartwatches, smart glasses, fitness monitors, or Bluetooth-connected devices must be removed from your wrist or body and turned off.
 - You are not allowed to have coats or hooded apparel covering your head during testing in the testing rooms.
 - The testing team will ask candidates with long hair to pull their hair back to ensure they are not using Bluetooth-connected devices.
- Anyone caught using any electronic recording device during either component (knowledge or skills) of the exam will be dismissed from the exam and testing room(s), your test will be scored as a failed attempt, you will forfeit all testing fees paid, and you will be reported to your training program and the Tennessee Health Facilities Commission (HFC). You will not be permitted to test for 6 months or without the approval of the Tennessee Health Facilities Commission (HFC). 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 word-for-word translation dictionaries **are allowed**. Dictionaries with definitions or handwritten notes **are not allowed**. You must show your word-for-word translation dictionary to the test observer/proctor during check-in (on-site or remotely proctored) at your test event. **Using language translators that are not pre-approved and electronic dictionaries is 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/remotely proctored test event 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/event 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 HFC. Please refer to the **Security** section of this handbook 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 (877) 201-0758 or via email tennessee@hdmaster.com once you schedule a test date, so we can notify the testing team.

- If you attend your event with guests, pets (including companion or emotional support animals), or children of any age, you will not be allowed to test and will forfeit all testing fees paid.
 - **You may not test if you are ill (sick).** Call D&SDT-HEADMASTER at (877) 201-0758 immediately to reschedule (see the **note** on the next page).
 - **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 (877) 201-0758 immediately to reschedule if you are on doctor's orders (see the **note** on the next page).
- NOTE:** Please see the handbook's **Schedule / 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 Tennessee 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



Home > Downloads

Click
Download to open the
 Candidate Handbook
 or Testing Instructions

Downloads

Forfeit Remaining Test Attempts Form Tennessee Nurse Aide	Download
TN Skills Video Links Tennessee Nurse Aide	Download
NURSE AIDE: Remotely Proctored Knowledge Exam Instructions TN Nurse Aide	Download
MEDICATION AIDE: Knowledge Test Instructions TN Medication Aide-Certified (MA-C)	Download
MEDICATION AIDE: Skill Test Instructions TN Medication Aide Certified (MA-C)	Download
NURSE AIDE: Knowledge Exam Instructions TN Nurse Aide	Download
NURSE AIDE: Skill Test Instructions TN Nurse Aide	Download
TN MA-C CANDIDATE HANDBOOK V5 EFFECTIVE FOR TESTING 1-1-2024	Download
NURSE AIDE: CANDIDATE HANDBOOK	Download
Interstate Endorsement Reciprocity	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 Health Facilities Commission (HFC).

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 HFC, and you are subject to legal prosecution to the fullest extent of the law. You may not be eligible to retest for at least 6 months and may need HFC approval to retake the test.

Reschedule a Test Event

All candidates may reschedule for free online at tn.tmutest.com any time **up until one (1) full business day** before a scheduled test day, excluding Saturdays, Sundays, and holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date online by signing in to your TMU© account at tn.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 8:00AM to 8:00PM ET/7:00AM to 7:00PM CT, Monday through Friday, excluding holidays.
- ❖ Please see the [SCREENSHOTS FOR RESCHEDULING A TEST EVENT](#) for a visual of rescheduling online.

The scheduled test date is on a:	Reschedule before 8:00PM ET/7:00PM CT the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

Note: Reschedules will not be granted less than one full business day 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 Tennessee 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 of Testing Fees Paid Form](#) on D&SDT-HEADMASTER's [Tennessee 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 8:00PM ET/7:00PM CT, Monday through Friday, excluding holidays.
- 2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund processing fee.
- 3) Refund requests must be made within thirty (30) days of payment of the original testing fees with D&SDT. Any requests for refunds made beyond 30 days of the original payment of testing fees with D&SDT *will not be issued*.

NOT SCHEDULED IN A TEST EVENT

- 1) Refund requests must be made within thirty (30) days of the original payment of testing fees with D&SDT. Any requests for refunds made beyond 30 days of the original payment of testing fees with D&SDT *will not be issued*.
- 2) To request a refund for testing fees paid, you must fill out and submit the [CANDIDATE-Refund of Testing Fees Paid Form](#) on D&SDT-HEADMASTER's [Tennessee 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 either a non-HFC-funded candidate **or an HFC-funded candidate** scheduled for an exam and you 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, proper attire, 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 submit a new testing fee to schedule a new test event.**

- HFC-funded facilities are no longer billed a no-show fee per candidate. If your HFC-funded facility would like to pay your new testing fee so you can schedule an HFC-funded new test event, they may do so. They may contact D&SDT-Headmaster at (877) 201-0758 or tennessee@hdmaster.com with any questions.

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 **Schedule / 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 Tennessee TMU© main page under 'APPLICATIONS', or click this link:

<https://tn.tmutest.com/apply/15>

- **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.)
- **Remotely proctored testing issues:** D&SDT-HEADMASTER must be contacted via phone, fax, or email within one business day. 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.
 - **Internet outage or issue:** Documentation showing your name and the provider of the service name from the Internet provider, showing the outage date and times.
 - **Computer or cell phone issue:** If the computer or cell phone fails to work, documentation from a computer repair technician/shop or other appropriate documentation showing your name and the provider of the service is required.

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 anonymous, confidential, and will not affect the outcome of any test. You are encouraged to complete the survey with honest feedback on the examination process to help improve testing.

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 after 8:00PM (ET)/7:00 (CT) the business day after your test event by signing in to your TMU© account. D&SDT-HEADMASTER cannot release test results over the phone.

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

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

ACCESS YOUR TEST RESULTS

Click Tests or View Your Testing History

Welcome, Jasmine!

Unread Notifications
You have currently have nine 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](#)

Home > Test History

Your Tests

Scheduling	Exam	Status	Reason
<input type="checkbox"/>	Certified Nurse Aide Knowledge	Not Eligible	Already Scheduled
	Medication Aide Certified Knowledge	Not Eligible	Missing required Training Medication Aide Training
<input type="checkbox"/>	Certified Nurse Aide Skill	Not Eligible	Payment Required View Available Test Dates
	Medication Aide Certified Skill	Not Eligible	Missing required Training Medication Aide Training

[Add Selected Items to Cart](#)

Testing History

Test Date	Exam	Test Site	Status	Actions
10/18/2025 8:00 AM CDT	Certified Nurse Aide Knowledge	Practice Test Site (TS) Memphis, TN	Scheduled	Actions
10/11/2025 8:00 AM CDT	Certified Nurse Aide Skill	Practice Test Site 2 (TS) Memphis, TN	Failed	Actions
10/05/2025 8:00 AM CDT	Certified Nurse Aide Knowledge	Remotely Proctored Knowledge Exam (TS) Remote City, TN	Failed	Actions

[Please take our satisfaction survey](#)

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

[Details](#)
[Print Test Results](#)

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 **failed** the knowledge portion of the Certified Nurse Aide exam.
Your overall knowledge test score is 74.00%.
You must have an overall score of 75% or better to pass.

Candidate Jasmine
Certified Nurse Aide Test

TEST EVENT 10/05/2025 8:00 AM CDT

TEST SITE Remotely Proctored Knowledge Exam (TS)
Remote City, TN

Test Actions

Print Results

Get Directions

Scoring & Performance

Test Status	Score	Total correct	Total Answered
Failed	74.00%	74 / 100	100

Performance by Subject

Safety	70%
Communication	88%
Infection Control	88%
Resident Rights	90%
Data Collection	50%
Basic Nursing Skills	60%
Role / Responsibility	70%
Disease Process	71%
Mental Health	70%
Personal Care	78%
Care Impaired	100%
Aging Process/Restorative Care	50%

27 Missed Vocabulary Words


biohazard bag, choking, body mechanics, anxiety, hyperventilation, resident's chart, urination, cueing, input and output (I&O), manipulative behavior, aging, mental health, frayed cord, weighing, elderly, gait belt, confidentiality, emphysema, infection, input and output (I&O), communication, skin integrity, positioning, appropriate response, diabetes, aging, restraints



Skill Exam Test Results Example:

Under Actions, click on **Details** to view your results.
Click on **Print Test Results** to print your results.

Skill Test Detail

You have **failed** the skill portion of the Certified Nurse Aide exam.
You must correctly perform all of the **key steps** and 80% of all non-key steps on each assigned task to pass the skill test.

Candidate Jessica Certified Nurse Aide Skill Test		 Test Actions ▾
TEST EVENT	10/11/2025 8:00 AM CDT	
TEST SITE	Practice Test Site (TS) Memphis, TN	

 Details
  Print Test Results

Scoring & Performance

Test Status

Failed


Tasks Completed

3 / 4

Task #1: Put on an Isolation Gown & Gloves/Empty a Urinary Drainage Bag, Measure & Record Output, Remove the Gown & Gloves w/HW 11.2024

Score	Passed	Steps Correct
100.00%		50 / 50

Task #2: Vital Signs: Count and Record a Resident's Radial Pulse and Respirations 11.2024

Score	Failed	Steps Correct	 View Failed Steps
92.31%		12 / 13	

Click **View Failed Steps** to see the steps missed.
SEE THE NEXT PAGE FOR DETAILS.


Task #3: Range of Motion Exercise for a Resident's Shoulder 10.2023


Score	Passed	Steps Correct
100.00%		22 / 22

Task #4: Denture Care (Clean an Upper or Lower Denture) 10-2023

Score	Passed	Steps Correct
100.00%		25 / 25

Task #2: Vital Signs: Count and Record a Resident's Radial Pulse and Respirations 11.2024

Score	Failed	Steps Correct	
92.31%		12 / 13	

The candidate's recorded radial pulse rate is within 4 beats of the RN Test Observer's recorded rate. 

Test Attempts

You have **three (3) attempts** to pass the exam's knowledge and skill test portions within two (2) years from the date of nursing assistant training program completion. If you do not complete testing within two years of completing training, you must complete a new HFC-approved training program to become eligible to attempt the Tennessee nurse aide examinations again.

Retaking the Nurse Aide Exam

If you fail the knowledge and/or skill portion of the examination, 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 tn.tmutest.com. (See instructions with screenshots under [Schedule / Reschedule a Test Event.](#))

You will need to pay with a Visa or MasterCard credit/debit card before you can schedule.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (877) 201-0758 during regular business hours, 8:00AM to 8:00PM, Monday through Friday ET, and 7:00AM to 7:00PM CT, excluding Saturdays, Sundays, and holidays. We can assist you in scheduling a test or retest date, provided 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 (877) 201-0758 during regular business hours, Monday through Friday, 8:00AM to 8:00PM ET/7:00AM to 7:00PM CT, 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 Tennessee TMU© main page (before you log in to your account) at tn.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 Tennessee 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 Tennessee Health Facilities Commission (HFC).

THE KNOWLEDGE/AUDIO EXAM

Knowledge Exam Content

The Knowledge Test consists of **100** multiple-choice questions. Questions are selected from subject areas based on the HFC-approved Tennessee test plan and include all required categories as defined in the federal regulations.

The subject areas are as follows on the next page.

SUBJECT AREAS

Subject Area	Number of Questions	Subject Area	Number of Questions
Aging Process / Restorative Care	6	Infection Control	8
Basic Nursing Skills	10	Mental Health	10
Care Impaired	6	Personal Care	9
Communication	8	Resident Rights	10
Data Collection	6	Role and Responsibility	10
Disease Process	7	Safety	10

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 **90 minutes** to complete the **100 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 75% or better to pass the knowledge portion of the exam.

All test sites in Tennessee 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.

Reminder: You must know your Email or Username and Password to take the TMU© Knowledge Exam. Please see the information under **Complete your TMU© Account** to sign in to your TMU© account.

TRANSLATION DICTIONARIES

Foreign word-for-word translation dictionaries **are allowed**.

- Dictionaries that contain definitions or handwritten notes ***are not allowed***. Electronic dictionaries or non-approved language translators ***are not allowed***. You must show your word-for-word translation dictionary to the test observer/proctor during check-in at your on-site or remotely proctored test event.

SCRATCH PAPER AND BASIC CALCULATOR

If needed, you may do math calculations on the scratch paper provided by the KTP. If you need a basic calculator, please let the KTP know; one will be provided.

- *Any scratch paper and basic calculator must be left with the KTP when testing is done.*

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 the Tennessee Health Facilities Commission (HFC).

Knowledge Exam Audio Version

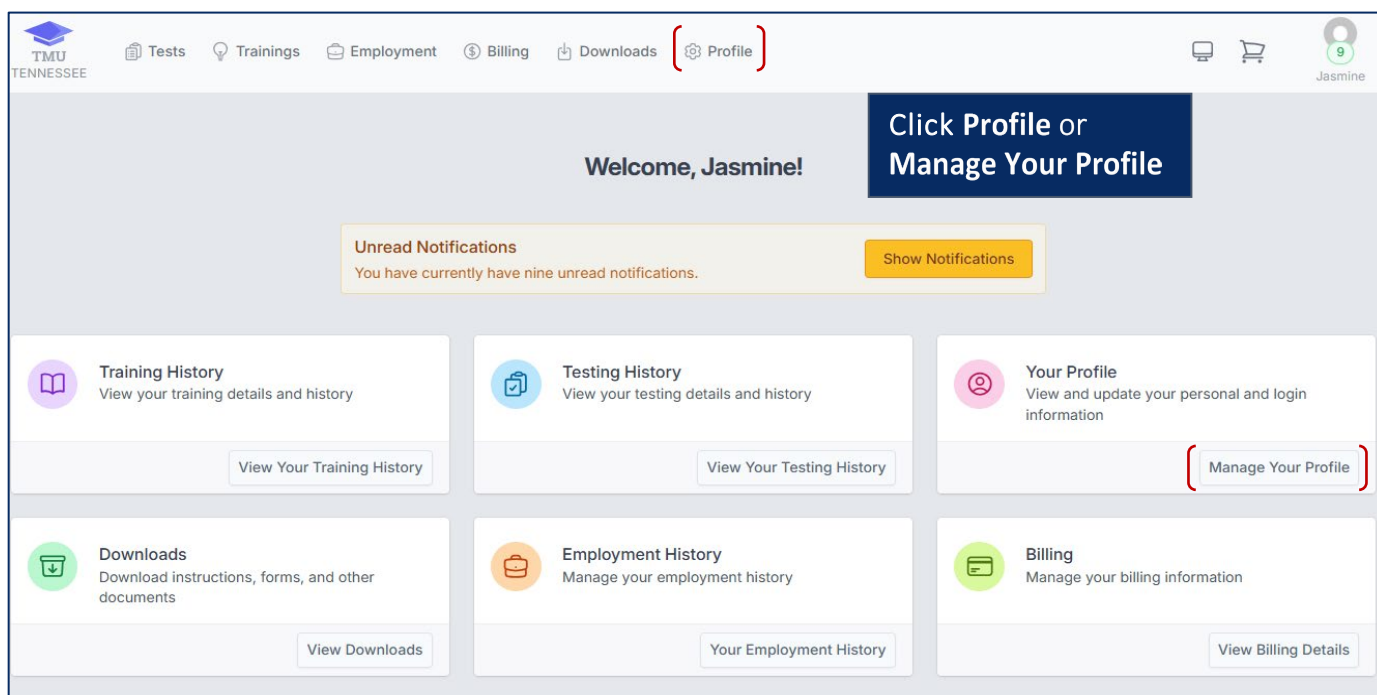
An audio (oral) version of the knowledge exam is available. However, you must request an Audio version of the knowledge exam **before you submit your testing fee payment**. There is no additional charge for an Audio version of the knowledge exam. To select the Audio version of the knowledge exam, follow the instructions with screenshots in [Select an Audio version of the Knowledge Exam](#).

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 appear on the computer screen, allowing you to play, rewind, or pause the audio as needed.

NOTE: On the Audio version of the English and alternate language versions of the Knowledge Exam, only the first 87 questions will be read orally. The remaining questions must be answered without audio assistance to assess English reading comprehension.

SELECT AN AUDIO VERSION OF THE KNOWLEDGE EXAM

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



-continued on the next page-

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

The screenshot shows a 'Profile' form with fields for Username, Email, Password, Date of Birth, Gender, Phone, and Address. A callout box on the right provides 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 'ENABLE AUDIO TESTING' checkbox is highlighted with a red box, and the 'Save Changes' button at the bottom right is also highlighted with a red box. Arrows point from the callout box to these two elements.

Knowledge/Audio Exam Alternate Languages

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

- ◆ Spanish
- ◆ Korean
- ◆ French

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

Note: Only the first **87** questions will be printed in the HFC-approved alternate language. The remaining questions will be printed in English to assess English reading comprehension.

During the audio version of the HFC-approved alternate language Knowledge Exam, only the first **87** questions will be read orally. To assess English reading comprehension, the remaining questions must be answered without audio assistance.

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


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

Test Date	Exam	Test Site	Status	Actions
08/05/2025 8:30 AM MDT	Certified Nurse Aide Knowledge	Remotely Proctored Knowledge Exam (TS) Remote City, TN	Pending	Prepare to Test Actions
08/05/2025 1:05 PM MDT	Certified Nurse Aide Skill	Practice Test Site (TS) Memphis, TN	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 *	<input type="text" value="Enter start code to test"/>

Given to you by the test's Observer

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**

The process will be the same for your HFC-approved alternate language. You will choose your alternate language from the drop-down list of HFC-approved alternate languages.

-continued on the next page-

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

← PREVIOUS

English ▾ Jump to Question Go NEXT →

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 HFC-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

← PREVIOUS

English ▾ Jump to Question Go NEXT →

English
Spanish

Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home, etc.

REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATE REQUIREMENTS

Candidates must have:

- An updated version of Google Chrome as your Internet browser.
 - **TMU© does not support Internet Explorer.**
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam. The remote Proctor will provide you with a 'code' to start your test.**
- A smartphone to access the 'video conferencing app' (for example, Zoom, etc.) that you **must download**.
 - An email will be sent to you and your notifications (in your TMU© account) with information about the 'video conferencing app' (for example, Zoom, etc.) **you must download before test day.**
 - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU© account), a reminder with the password-protected link to join the test event.
- During your test, your smartphone must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
- You may not use a video filter, such as a background or blurring your screen.
- **IMPORTANT NOTE:** On testing day, you will not be allowed to receive any assistance with your setup from anyone in your environment (room/area).
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- **Only the first 87 questions will be read orally** on the audio version of the Knowledge Exam. To assess English reading comprehension, the remaining questions must be answered without audio assistance.
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

SCHEDULE A REMOTELY PROCTORED KNOWLEDGE EXAM

You will need to sign in to your TMU© account using your Username or Email and Password and follow the instructions to **Schedule / Reschedule a Test Event**. Please ensure you have met the **Remotely Proctored Knowledge Exam Candidate Requirements** listed above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be '**Remotely Proctored Knowledge Exam**'.
- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU© account for you to view (see the **Test Confirmation Letter** and the **View your TMU© Notifications** section for information to access your test confirmation).

- Instructions and the link to download the 'video conferencing app' (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
 - Remember, for this information, check your 'NOTIFICATIONS' under your profile pic in your TMU© account. Please refer to the [View your TMU© Notifications](#) section.

Please call D&SDT-HEADMASTER at (877) 201-0758 if you have any questions or concerns or need assistance scheduling a remotely proctored knowledge exam.

REMOTELY PROCTORED KNOWLEDGE EXAM INSTRUCTIONS

It is important that you read the Remotely Proctored Knowledge Exam Instructions before signing in to your remotely proctored knowledge exam. Please see the instructions for the Remotely Proctored Knowledge Exam under [Access the Candidate Handbook and Testing Instructions](#).

REMOTELY PROCTORED KNOWLEDGE EXAM CHECK-IN

You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **20 minutes in advance** of the start time listed on your test confirmation for the check-in process with the remote test proctor. The remote test proctor will allow you access to the test event. If you are not signed into the remotely proctored exam waiting room 20 minutes in advance of the start time listed on your test confirmation, you will not be allowed to test, considered a No Show, forfeit your testing fees paid, and have to pay for another test date.

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

REMOTELY PROCTORED KNOWLEDGE EXAM POLICIES

All [Testing Policies](#) and [Security](#) measures are followed during the remotely proctored knowledge exam. Please refer to those sections for information.

- On testing day, you **will not be allowed to receive any assistance with your setup** from anyone in your environment (room/area). **If someone else is in the room with you, the remote Proctor will remove you from the meeting, and you will be considered a no-show status.** You will forfeit any testing fees paid and must repay to reschedule a new test.

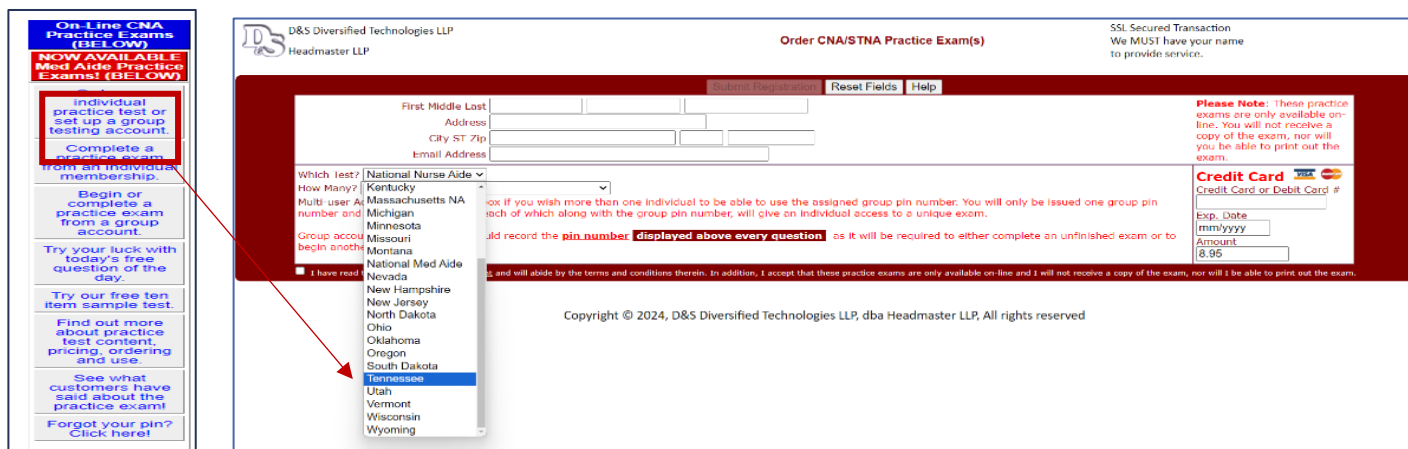
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- During your test, your smartphone must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
 - *You may not use a video filter, such as a background or blurring your screen.*
- The 'video conferencing app' (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
 - If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.
- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** *You need to test in an isolated, secure room/area that is free of distractions and interruptions, just as you would if you were sitting in the knowledge test room at a test site.*
- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored testing issues under the **No-Show Exceptions** section.
- If you have requested an AUDIO version of the Knowledge Exam, you will need to have wired headphones/earbuds that plug into the computer (**Bluetooth-connected devices are not allowed**).
 - The questions are neutrally read to you and will be heard through wired headphones or earbuds plugged into the computer.
 - When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.
 - **Only the first 87 questions will be read orally** on the audio version of the Knowledge Exam. To assess English reading comprehension, the remaining questions must be answered without audio assistance.
- **TRANSLATION DICTIONARIES:** Foreign word-for-word translation dictionaries **are allowed**. Dictionaries that contain definitions or handwritten notes **will not be allowed**. Electronic dictionaries or non-approved language translators **are not allowed**. You must show your word-for-word translation dictionary to the remote Proctor during check-in at your test event.
- **SCRATCH PAPER AND BASIC CALCULATOR:** You may do math calculations on scratch paper or with a basic calculator, if needed. Before starting your exam, you will be asked to show the remote Proctor both sides of the scratch paper and the basic calculator.
 - At the end of your exam, you will be asked to show both sides of the scratch paper and the basic calculator to the remote Proctor ***again***. You will then be told to tear up the scratch paper in view of the remote Proctor and to mute your phone before doing so.

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

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 **TENNESSEE** from the drop-down list.



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 Skill Test evaluates your performance when demonstrating Tennessee-approved nurse aide skill scenarios (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 beginning 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.
- Your skill test will be scenario-based. Listen carefully to each scenario as it is read to you by the RN Test Observer. The computer randomly selects scenarios. The scenarios will direct you to demonstrate one or more of the tasks listed in this handbook. Each set of scenarios that makes up your skill test will have the same overall difficulty, making each unique skill test equivalent.
- You will be allowed a maximum of **thirty-five (35) minutes** to complete your Skill Test. After 20 minutes, you will be alerted that 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 **key** 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, say so.
 - You will need to demonstrate the step or steps on the task you believe you performed incorrectly for the correction to be noted for the step.
- You may repeat or correct **any step** or **steps** on any task you believe you have performed incorrectly at **any time** during your allotted thirty-five (35) minutes or until you tell the RN Test Observer you are finished with the Skill Test.
- The skill task steps are generally not order-dependent unless the words BEFORE or AFTER are used in a step.
- When you finish each demonstration, 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 demonstration, the RN Test Observer will read the scenario for your next task.
- **All steps must be demonstrated. Steps that are only verbalized WILL NOT COUNT.**
 - Exception: Some steps in certain scenarios require you to verbalize while demonstrating.

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
BLOOD PRESSURE: _____ / _____	
URINARY 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 four scenarios with embedded hand washing using soap and water as your first mandatory scenario:

- Assist a Resident with a Bedpan, Measure and Record Output with required Hand Washing
- Catheter Care for a Male Resident with required Hand Washing [DEMONSTRATED ON A MANIKIN]
- Perineal Care for a Female Resident with required Hand Washing [DEMONSTRATED ON A MANIKIN]
- Put on an Isolation Gown and Gloves, Empty a Urinary Drainage Bag, Measure and Record Output, Remove the Gown and Gloves with required Hand Washing

You will also receive an additional two (2) or three (3) randomly selected scenarios from the skill task scenario listing below. The scenarios will direct you to demonstrate one or more of the tasks listed in this handbook. Each set of scenarios that makes up your skill test will have the same overall difficulty, making each unique skill test equivalent. The TMU© skill test assignment algorithm randomly assigns scenarios. These selected scenarios will make up your personalized skill test.

Skill Tasks Listing

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

The steps listed for each scenario are required for a nurse aide candidate to successfully demonstrate minimum proficiency in the skill task for the RN Test Observer.

For all the scenarios, the steps will be performed on a live resident actor, except for catheter care for a male resident and perineal care for a female resident, which will be demonstrated on a manikin.

You will be scored only on the steps listed. You must score **80%** on each scenario without missing any **critical** steps (the **bolded** steps) to pass the skill component of your competency evaluation.

If you fail the Skill Test, there will always be one of the first mandatory scenarios to start each Skill Test. The other scenarios included in your Skill Test are randomly selected so that each Skill Test is comparable in difficulty and has an average time to complete. The RN Test Observer will observe your demonstrations of your skill scenarios 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 Tennessee 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.

AMBULATE A RESIDENT WITH A GAIT BELT

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of the hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Obtain a gait belt.
- 5) Lock the bed brakes BEFORE transferring to ensure the resident's safety.**
- 6) Lock the wheelchair brakes to ensure the resident's safety.**
- 7) Bring the resident to a sitting position and place a gait belt around the waist to stabilize the trunk. Tighten the gait belt. Check the gait belt by slipping fingers between the gait belt and the resident.
- 8) Adjust the bed height to ensure the resident's feet are flat on the floor when sitting on the edge of the bed.
- 9) Assist the resident in putting on non-skid footwear.
- 10) Bring the resident to a standing position.
- 11) With one hand grasping the gait belt and the other stabilizing the resident by holding the forearm, shoulder, or using another appropriate method, ambulate the resident at least ten steps to the wheelchair.
- 12) Assist the resident in pivoting/turning and sitting in the wheelchair in a controlled manner that ensures safety.
- 13) Use proper body mechanics at all times.
- 14) Remove the gait belt.
- 15) Maintain respectful, courteous interpersonal interactions at all times.
- 16) Place the call light or signaling device within easy reach of the resident.
- 17) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

AMBULATE A RESIDENT WITH A WALKER

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.

- 4) Lock the bed brakes BEFORE transferring to ensure the resident's safety.**
- 5) Lock the wheelchair brakes to ensure the resident's safety.**
- 6) Bring the resident to a sitting position.
- 7) Adjust the bed height to ensure the resident's feet are flat on the floor when sitting on the edge of the bed.
- 8) Assist the resident in putting on non-skid footwear.
- 9) Position the walker correctly.
- 10) Assist the resident to stand and ensure the resident has stabilized the walker.
- 11) Position yourself behind and slightly to the side of the resident.
- 12) Safely ambulate the resident at least ten steps to the wheelchair.
- 13) Assist the resident in pivoting/turning and sitting in the wheelchair in a controlled manner that ensures safety.
- 14) Uses proper body mechanics at all times.
- 15) Maintain respectful, courteous interpersonal interactions at all times.
- 16) Place the call light or signaling device within easy reach of the resident.
- 17) 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 A BEDPAN, MEASURE AND RECORD OUTPUT WITH HAND WASHING

ONE OF THE POSSIBLE MANDATORY FIRST SCENARIOS

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Provide privacy for the resident – pull the curtain.
- 5) Put on gloves.
- 6) Position the resident on the bedpan correctly (it is not upside down and is centered) and safely using correct body mechanics.
- 7) Raise the head of the bed to a comfortable level.
- 8) Leave the call light or signaling device and tissue within reach of the resident. The candidate indicates they are providing privacy by stepping behind the privacy curtain. When signaled by the RN Test Observer, the candidate returns.
- 9) Gently remove the bedpan and hold while the RN Test Observer adds an unknown quantity of fluid.
- 10) Do not place the bedpan on the floor, the over-bed table, or the bedside table at any time during the demonstration.
- 11) Place the graduate on the designated level, flat surface.
- 12) Empty urine from the bedpan into the graduate.
- 13) With the graduate at eye level on the previously designated flat surface, measure the output.
- 14) Empty the equipment used in the designated toilet/commode.
- 15) Rinse, dry, and return the equipment to storage.
- 16) Remove gloves by turning them inside out as they are removed and dispose of them in the trash.
- 17) Wash/assist the resident in washing hands with soap and water.**
- 18) Rinse/assist the resident in rinsing hands with water or a wet washcloth.

- 19) Dry/assist resident to dry hands.
- 20) Record output in mL on the previously signed recording form.
- 21) The candidate's measured output reading is within 30mLs of the RN Test Observer's recorded observed amount.**
- 22) Maintain respectful, courteous interpersonal interactions at all times.
- 23) Place the call light or signaling device within easy reach of the resident.
- 24) Wash hands: Turn on the water.
- 25) Wet hands BEFORE applying soap.
- 26) Apply soap to hands.
- 27) Rub hands together using friction with soap.
- 28) Scrub/wash hands together with soap for at least twenty (20) seconds.
- 29) Scrub/wash with interlaced fingers pointing downward with soap.
- 30) Wash all surfaces of hands and wrists with soap.
- 31) Rinse hands thoroughly under running water with fingers pointing downward.
- 32) Dry hands with a clean paper towel(s).
- 33) Turn off the faucet with a paper towel as a barrier.
- 34) Discard paper towel(s) in a trash container as used.
- 35) Do not re-contaminate by touching the sink with bare hands at any time during the hand-washing procedure or the faucet after washing their hands.** *(Turning off the faucet with a paper towel(s) and then drying your hands with the same paper towel(s) is considered recontamination.)*

BED BATH (PARTIAL) FOR A RESIDENT- WHOLE FACE AND ONE ARM, HAND, AND UNDERARM

- 1) Knocks on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Provide privacy for the resident – pull the curtain.
- 5) Raise the bed to a height between mid-thigh and waist level.
- 6) Cover the resident with a bath blanket or clean sheet.
- 7) Fold the top linens to the bottom of the bed or place them aside.
- 8) Remove the resident's gown without exposing the resident and place the soiled gown in a designated laundry hamper.
- 9) Fill a basin with comfortably warm water and place it on an over-bed table or bedside stand.
- 10) Wash the resident's face WITHOUT SOAP.
- 11) Dry the resident's face.
- 12) Place a towel under the resident's arm. Only expose one arm.
- 13) Wash the resident's arm, hand, and underarm using soap and water.
- 14) Rinse the resident's arm, hand, and underarm.
- 15) Dry the resident's arm, hand, and underarm.
- 16) Assist the resident in putting on a clean gown.
- 17) Place the soiled linen in a designated laundry hamper.
- 18) Empty, rinse, and dry the equipment, then return it to storage.
- 19) Lower the bed.

- 20) Maintain respectful, courteous interpersonal interactions at all times.
- 21) Place the call light or signaling device within easy reach of the resident.
- 22) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

CATHETER CARE FOR A MALE RESIDENT WITH HAND WASHING

ONE OF THE POSSIBLE MANDATORY FIRST SCENARIOS | DEMONSTRATED ON A MANIKIN

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Provide privacy for the resident – pull the curtain.
- 5) Fill a basin with comfortably warm water and place the basin on an over-bed table or bedside stand.
- 6) Cover the resident with a bath blanket or clean sheet to maintain privacy.
- 7) Gather supplies and prepare the area.
- 8) Put on gloves.
- 9) Verbalize and physically check that urine can flow unrestricted into the drainage bag without signs of leakage.
- 10) Use soap and water to carefully wash around the catheter where it exits the urethra.
- 11) Hold the catheter at the urethra to prevent tugging on the catheter, and clean 3-4 inches away from the urethra down the drainage tube.**
- 12) Clean with strokes only away from the urethra, using a clean portion of the washcloth with each stroke.**
- 13) Using a clean washcloth, rinse using strokes away from the urethra. Use a clean portion of the washcloth with each stroke.
- 14) Pat dry with a clean towel or washcloth.
- 15) Do not allow the tube to be pulled at any time during the procedure.**
- 16) Replace the top cover over the resident and remove the bath blanket or sheet.
- 17) Place the soiled linen in a designated laundry hamper.
- 18) Leave the resident in a position of safety and comfort.
- 19) Empty, rinse, and dry the equipment, then return it to storage.
- 20) Remove gloves by turning them inside out as they are removed and dispose of them in the trash.
- 21) Maintain respectful, courteous interpersonal interactions at all times.
- 22) Place the call light or signaling device within easy reach of the resident.
- 23) Wash hands: Turn on the water.
- 24) Wet hands BEFORE applying soap.
- 25) Apply soap to hands.
- 26) Rub hands together using friction with soap.
- 27) Scrub/wash hands together with soap for at least twenty (20) seconds.
- 28) Scrub/wash with interlaced fingers pointing downward with soap.
- 29) Wash all surfaces of hands and wrists with soap.
- 30) Rinse hands thoroughly under running water with fingers pointing downward.
- 31) Dry hands with a clean paper towel(s).
- 32) Turn off the faucet with a paper towel as a barrier.

33) Discard paper towel(s) in a trash container as used.

34) Do not re-contaminate by touching the sink with bare hands at any time during the hand-washing procedure or the faucet after washing hands. *(Turning off the faucet with a paper towel(s) and then drying your hands with the same paper towel(s) is considered recontamination.)*

DENTURE CARE (CLEAN AN UPPER OR LOWER DENTURE)

(Only one plate is used for testing.)

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Place a protective lining in the sink, such as a cloth towel or washcloth.
- 5) Put on gloves.
- 6) Gather supplies and prepare the area.
- 7) Remove the denture from the cup.
- 8) Handle the denture carefully to avoid damage.
- 9) Rinse the denture cup.
- 10) Apply cleaning solution.
- 11) Thoroughly brush the denture, including the inner, outer, and chewing surfaces of the denture. *(Toothettes may be utilized instead of a toothbrush if all the surfaces listed are cleaned.)*
- 12) Rinse the denture using clean, cool water.
- 13) Place the denture in the rinsed cup.
- 14) Add cool, clean water to the denture cup.
- 15) Rinse and dry the equipment, then return it to storage.
- 16) Discard the protective lining in an appropriate container.
- 17) Remove gloves by turning them inside out as they are removed and dispose of them in the trash.
- 18) Maintain respectful, courteous interpersonal interactions at all times.
- 19) Place the call light or signaling device within easy reach of the resident.
- 20) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

DRESS A DEPENDENT RESIDENT IN THEIR BED

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Provide privacy for the resident – pull the curtain.
- 5) Raise the bed to a level between mid-thigh and waist level.
- 6) Keep the resident covered while removing the gown.
- 7) Remove the gown.

- 8) Dress the resident in a button-up shirt. Insert your hand into the sleeve of the shirt 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 from the affected (weak) side leg first.**
- 12) When putting 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 in the front and back, and shirt is completely buttoned).
- 14) Place the soiled gown in a designated laundry hamper.
- 15) Lower the bed.
- 16) Maintain respectful, courteous interpersonal interactions at all times.
- 17) Place the call light or signaling device within easy reach of the resident.
- 18) 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 IN BED

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Look at the diet card and verbally confirm that the resident has received the correct tray.
- 5) Position the resident in an upright position. At least 45 degrees.
- 6) Protect clothing from soiling using a napkin, clothing protector, or towel.
- 7) Provide hand hygiene for the resident *BEFORE* feeding.** (*You may use a disposable wipe and dispose of it in a trash can, wash the resident's hands with soap and a wet washcloth, or rub hand sanitizer over all surfaces of the resident's hands until they are dry.*)
- 8) Ensure the resident's hands are dry *BEFORE* feeding. (*If a wet washcloth with soap was used, dry the resident's hands. If a disposable wipe or hand sanitizer were used, ensure the resident's hands are dry.*)
- 9) Sit down in a chair facing the resident while you feed them.**
- 10) Describe the foods being offered to the resident.
- 11) Offer fluid frequently from each glass.
- 12) Offer food in small amounts at a reasonable rate, allowing the resident time to chew and swallow.
- 13) Wipe the resident's hands at least once during the meal.
- 14) Wipe the resident's face at least once during the meal.
- 15) Place the soiled linen in a designated laundry hamper or dispose of the wipe in the trash.
- 16) Leave the resident clean and in a position of comfort.
- 17) Record intake in the percentage of total solid food eaten on the previously signed recording form.
- 18) The candidate's recorded consumed food intake is within 25 percentage points of the RN Test Observer's recorded food intake.**
- 19) Record estimated intake in mL as the sum total fluid consumed from the two glasses in mL on the previously signed recording form.

20) The candidate's recorded sum total consumed fluid intake is within 30mLs of the RN Test Observer's recorded fluid intake.

- 21) Maintain respectful, courteous interpersonal interactions at all times.
- 22) Place the call light or signaling device within easy reach of the resident.
- 23) 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) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Gather the linen and transport it correctly, avoiding contact with your uniform.
- 4) Place clean linen over the back of the chair, drape it over the foot of the bed, or on the over-bed table.
- 5) Explain the procedure to be performed to the resident.
- 6) Provide privacy for the resident – pull the curtain.
- 7) Raise the bed to between mid-thigh and waist level.
- 8) The resident is to remain covered at all times.**
- 9) Assist the resident in turning onto their side away from the candidate toward the center of the bed.**
- 10) Roll or fan-fold soiled linen, soiled side inside, to the center of the bed.
- 11) Place the clean bottom sheet along the center of the bed. Roll or fan-fold the linen against the resident's back, and then unfold the remaining half of the clean bottom sheet.
- 12) Secure two fitted corners.
- 13) Assist the resident in rolling over the clean bottom linen onto their side.
- 14) Remove soiled linen without shaking and place it in a designated laundry hamper.
- 15) Avoid placing soiled linen on the over-bed table, chair, or floor.
- 16) Avoid touching linen to your uniform.
- 17) Pull the clean bottom linen through and smooth it out, leaving it tight and wrinkle-free.
- 18) Secure the other two fitted corners.
- 19) Place the resident on their back.
- 20) Ensure that the resident never touches the bare mattress at any time during the procedure.
- 21) Place clean top linen, such as a blanket or bedspread, over the covered resident.
- 22) Smooth out the clean top linen, leaving it centered and wrinkle-free.
- 23) Remove used linen, keeping the resident unexposed at all times.
- 24) Place soiled linen in a designated laundry hamper.
- 25) Ensure the sheet and top linen do not constrict the resident's feet.
- 26) Apply a clean pillowcase with zippers and/or tags to the inside.
- 27) Gently assist the resident in raising their head while replacing the pillow.
- 28) Physically check to ensure the resident is in correct body alignment.
- 29) Lower the bed.

- 30) Maintain respectful, courteous interpersonal interactions at all times.
- 31) Place the call light or signaling device within easy reach of the resident.
- 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) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Provide privacy for the resident – pull the curtain.
- 5) Drape the resident's chest with a towel to prevent soiling.
- 6) Put on gloves *AFTER* gathering supplies and preparing the area.
- 7) Wet the toothbrush (*toothettes may be utilized*) and apply a small amount of oral cleaning solution.
- 8) Brush the resident's teeth, including the inner, outer, and chewing surfaces of all upper and lower teeth.**
- 9) Brush the resident's tongue.
- 10) Assist the resident in rinsing their mouth.
- 11) Wipe the resident's mouth, remove soiled linen, and place it in a designated laundry hamper.
- 12) Empty container. (*The container may be an emesis basin or a disposable cup.*)
- 13) Rinse and dry the emesis basin or discard disposable items in an appropriate container.
- 14) Rinse the toothbrush or dispose of the toothette in an appropriate container.
- 15) Return equipment to storage.
- 16) Remove gloves by turning them inside out as they are removed and dispose of them in the trash.
- 17) Leave the resident in a position of comfort.
- 18) Maintain respectful, courteous interpersonal interactions at all times.
- 19) Place the call light or signaling device within easy reach of the resident.
- 20) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

MOUTH CARE FOR A COMATOSE RESIDENT

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Provide privacy for the resident – pull the curtain.
- 5) Position the resident in a semi-Fowler's position with the resident's head turned well to one side, or position the resident on their side as appropriate to avoid choking or aspiration.**
- 6) Drape the resident's chest/bed as needed to protect it from soiling.
- 7) Put on gloves *AFTER* gathering supplies and preparing the area.

- 8) Apply a small amount of oral cleaning solution to a swab(s).
- 9) Gently and thoroughly clean all upper and lower teeth inner, outer, and chewing surfaces.
- 10) Gently and thoroughly clean the gums.
- 11) Gently and thoroughly clean the resident's tongue.
- 12) Clean/wipe the resident's mouth area.
- 13) Leave the resident in a position of safety and good body alignment.
- 14) Rinse, dry, and return equipment to storage.
- 15) Discard disposable items in the trash if used.
- 16) Place soiled linen in a designated laundry hamper.
- 17) Remove gloves by turning them inside out as they are removed and dispose of them in the trash.
- 18) Maintain respectful, courteous interpersonal interactions at all times.
- 19) Place the call light or signaling device within easy reach of the resident.
- 20) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

NAIL CARE FOR A RESIDENT'S HAND

- 1) Knocks on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Immerse the resident's nails in comfortably warm water and soak for at least five (5) minutes. (*MUST verbalize to soak nails for at least five minutes.*)
- 5) Dry the resident's hand thoroughly, specifically dry between the resident's fingers.
- 6) Gently clean under the resident's nails with an orange stick.
- 7) Gently push the resident's cuticles back with an orange stick.
- 8) File each of the resident's fingernails.
- 9) Rinse and dry the equipment, then return it to storage.
- 10) Place soiled linen in a designated laundry hamper.
- 11) Maintain respectful, courteous interpersonal interactions at all times.
- 12) Place the call light or signaling device within easy reach of the resident.
- 13) 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 MANDATORY FIRST SCENARIOS | DEMONSTRATED ON A MANIKIN

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident/manikin.
- 4) Provide privacy for the resident – pull the curtain.

- 5) Raise the bed to between mid-thigh and waist level.
- 6) Fill a basin with comfortably warm water and place it on the over-bed table or bedside stand.
- 7) Prepare the area and gather supplies.
- 8) Place a bath blanket or clean sheet over the resident.
- 9) Put on gloves.
- 10) Expose the resident's perineum only.
- 11) Verbalize separating the resident's labia while physically separating the labia.
- 12) Use water and a soapy washcloth (*peri-wash and no-rinse soaps are not allowed*).
- 13) Clean both sides of the labia from front to back using a clean portion of a washcloth with each single stroke.**
- 14) Clean the middle of the labia from front to back using a clean portion of a washcloth for each single stroke.
- 15) Rinse both sides of the labia from front to back.
- 16) Rinse the middle of the labia from front to back.
- 17) Use a clean portion of a washcloth with each single stroke.
- 18) Pat dry.
- 19) Cover the exposed area with the bath blanket or a clean sheet.
- 20) Assist the resident (manikin) in turning onto their side away from the candidate toward the center of the bed.
- 21) Use a clean washcloth with water and soap (*peri-wash and no-rinse soaps are not allowed*).
- 22) Clean the rectal area from the vagina to the rectum with single strokes using a clean portion of a washcloth with each single stroke.**
- 23) Use a clean washcloth with water.
- 24) Rinse the rectal area from front to back using a clean portion of the washcloth with each single stroke.
- 25) Pat dry.
- 26) Position the resident (manikin) on its back.
- 27) Place soiled linen in a designated laundry hamper.
- 28) Empty, rinse, dry, and return equipment to storage.
- 29) Remove gloves by turning them inside out as they are removed and dispose of them in the trash.
- 30) Lower the bed.
- 31) Maintain respectful, courteous interpersonal interactions at all times.
- 32) Place the call light or signaling device within easy reach of the resident.
- 33) Wash hands: Turn on the water.
- 34) Wet hands BEFORE applying soap.
- 35) Apply soap to hands.
- 36) Rub hands together using friction with soap.
- 37) Scrub/wash hands together with soap for at least twenty (20) seconds.
- 38) Scrub/wash with interlaced fingers pointing downward with soap.
- 39) Wash all surfaces of hands and wrists with soap.
- 40) Rinse hands thoroughly under running water with fingers pointing downward.
- 41) Dry hands with a clean paper towel(s).
- 42) Turn off the faucet with a paper towel as a barrier.
- 43) Discard paper towel(s) in a trash container as used.
- 44) Do not re-contaminate by touching the sink with bare hands at any time during the hand-washing procedure or the faucet after washing hands. (*Turning off the faucet with a paper towel(s) and then drying your hands with the same paper towel(s) is considered recontamination.*)**

PIVOT TRANSFER A WEIGHT-BEARING, NON-AMBULATORY RESIDENT FROM THEIR BED TO A WHEELCHAIR USING A GAIT BELT

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Obtain a gait belt.
- 5) Lock the bed brakes BEFORE transferring to ensure the resident's safety.**
- 6) Assist the resident to a sitting position.
- 7) Adjust the bed height to ensure the resident's feet are flat on the floor when sitting on the edge of the bed.
- 8) Assist the resident in putting on non-skid footwear.
- 9) Position the wheelchair arm or wheel so that it touches the side of the bed.
- 10) Lock the wheelchair brakes to ensure the resident's safety.**
- 11) Place a gait belt around the resident's waist to stabilize the trunk.
- 12) Tighten the gait belt.
- 13) Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
- 14) Face the resident.
- 15) Grasp the gait belt with both hands.
- 16) Bring the resident to a standing position using proper body mechanics.
- 17) Assist the resident in pivoting/turning in a controlled manner that ensures safety.**
- 18) Sit the resident in the wheelchair in a controlled manner that ensures safety.
- 19) Remove the gait belt.
- 20) Maintain respectful, courteous interpersonal interactions at all times.
- 21) Place the call light or signaling device within easy reach of the resident.
- 22) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

POSITION A RESIDENT ON THEIR SIDE IN THEIR BED

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident and how the resident may help.
- 4) Provide privacy for the resident – pull the curtain.
- 5) Position the bed flat.
- 6) Raise the bed height to between mid-thigh and waist level.
- 7) From the working side of the bed, gently move the resident's upper body toward yourself.
- 8) From the working side of the bed, gently move the resident's hips toward yourself.
- 9) From the working side of the bed, gently move the resident's legs toward yourself.
- 10) Gently assist/turn the resident on their side. (*The correct side read to you by the RN Test Observer*).
- 11) Ensure that the pillow never obstructs the resident's face.
- 12) Ensure that the resident is not lying on their downside arm.

- 13) Place support devices under the resident's head.
- 14) Place support devices under the resident's upside arm.
- 15) Place support devices behind the resident's back.
- 16) Place support devices between the resident's knees.
- 17) Do not cause any discomfort or pain at any time during the procedure.**
- 18) Lower the bed.
- 19) Maintain respectful, courteous interpersonal interactions at all times.
- 20) Place the call light or signaling device within easy reach of the resident.
- 21) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

PUT ON AN ISOLATION GOWN AND GLOVES, EMPTY A URINARY DRAINAGE BAG, MEASURE AND RECORD THE OUTPUT, REMOVE THE GOWN AND GLOVES WITH HAND WASHING

ONE OF THE POSSIBLE MANDATORY FIRST SCENARIOS

- 1) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 2) Apply the gown with the opening in the back.
- 3) Place your arms through each sleeve.
- 4) Fasten the neck opening behind the neck.
- 5) Secure the waist, making sure the back flaps cover the clothing as completely as possible.
- 6) Put on gloves, overlapping the gown sleeves at the wrist.
- 7) Knock on the door.
- 8) Explain the procedure to be performed to the resident.
- 9) Provide privacy for the resident – pull the curtain.
- 10) Place a clean barrier on the floor under the drainage bag. (paper towel or linen)**
- 11) Place the graduate on the previously placed barrier.
- 12) Open the drain to allow the urine to flow into the graduate until the bag is empty.
- 13) Avoid touching the graduate or urine in the graduate with the tip of the tubing.
- 14) Close the drain.
- 15) Wipe the drain with an uncontaminated antiseptic wipe.**
- 16) Place the graduate on the designated level, flat surface, and at eye level, measure the output.
- 17) Empty the graduate into the designated toilet/commode.
- 18) Rinse and dry equipment, and then return equipment to storage.
- 19) Discards the barrier in the trash.
- 20) Leave the resident in a position of comfort and safety.
- 21) Record the output in mL on the previously signed recording form.
- 22) The candidate's recorded measured output reading is within 25mLs of the RN Test Observer's output reading.**
- 23) Maintain respectful, courteous interpersonal interactions at all times.
- 24) Place the call light or signaling device within easy reach of the resident.
- 25) Remove gloves BEFORE removing the gown, turning them inside out as they are removed.**
- 26) Dispose the gloves in the trash.**

- 27) Unfasten the gown at the neck *AFTER* the gloves have been removed.
- 28) Unfasten the gown at the waist *AFTER* the gloves have been removed.
- 29) Remove the gown by folding the soiled area to the soiled area.
- 30) Place the gown in a designated container (*if a disposable gown is used, dispose of it in the trash; if a reusable gown is used, place it in a designated laundry hamper*).
- 31) Wash hands: Turn on water.
- 32) Wet hands *BEFORE* applying soap.
- 33) Apply soap to hands.
- 34) Rub hands together using friction with soap.
- 35) Scrub/wash hands together with soap for at least twenty (20) seconds.
- 36) Scrub/wash with interlaced fingers pointing downward with soap.
- 37) Wash all surfaces of hands and wrists with soap.
- 38) Rinse hands thoroughly under running water with fingers pointing downward.
- 39) Dry hands with a clean paper towel(s).
- 40) Turn off the faucet with a paper towel as a barrier.
- 41) Discard the paper towel(s) in a trash container as used.
- 42) Do not re-contaminate by touching the sink with bare hands at any time during the hand-washing procedure or the faucet after washing hands.** (*Turning off the faucet with a paper towel(s) and then drying your hands with the same paper towel(s) is considered recontamination.*)

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

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Provide privacy for the resident – pull the curtain.
- 5) Raise the bed height to between mid-thigh and waist level.
- 6) Position the resident supine (*bed flat*).
- 7) Correctly support the resident's joints at all times by placing one hand under the resident's knee and the other hand under the resident's ankle.
- 8) Move the entire leg away from the body.
- 9) Move the entire leg back toward the body.
- 10) Complete abduction and adduction of the hip at least three times.
- 11) Continue to support the resident's joints correctly by placing one hand under the resident's knee and the other hand under the resident's ankle.
- 12) Bend the resident's knee and hip toward the resident's trunk.
- 13) Straighten the resident's knee and hip.
- 14) Complete flexion and extension of the resident's knee and hip at least three times.
- 15) Do not force any joint beyond the point of free movement.
- 16) The candidate must ask the resident at least once during the ROM exercise if there is/was any discomfort/pain. Do not cause discomfort or pain at any time during ROM.**
- 17) Leave the resident in good body alignment.
- 18) Lower the bed.
- 19) Maintain respectful, courteous interpersonal interactions at all times.

- 20) Place the call light or signaling device within easy reach of the resident.
- 21) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

RANGE OF MOTION EXERCISES FOR A RESIDENT'S SHOULDER

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Provide privacy for the resident – pull the curtain.
- 5) Raise the bed height to between mid-thigh and waist level.
- 6) Position the resident supine (bed flat) on their back.
- 7) Support the resident's joints correctly by placing one hand under the resident's elbow and the other hand under the resident's wrist.
- 8) Raise the resident's arm up and over the resident's head.
- 9) Bring the resident's arm back down to the resident's side.
- 10) Complete flexion and extension of the resident's shoulder at least three times.
- 11) Continue to support the resident's joints correctly by placing one hand under the resident's elbow and the other hand under the resident's wrist.
- 12) Move the resident's entire arm out away from the body.
- 13) Return the resident's arm to the middle of the resident's body.
- 14) Complete abduction and adduction of the resident's shoulder at least three times.
- 15) Do not force any joint beyond the point of free movement.
- 16) The candidate must ask at least once during the ROM exercise if there is any discomfort/pain. Do not cause any discomfort or pain at any time during the ROM.**
- 17) Leave the resident in good body alignment.
- 18) Lower the bed.
- 19) Maintain respectful, courteous interpersonal interactions at all times.
- 20) Place the call light or signaling device within easy reach of the resident.
- 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 PULSE AND RESPIRATIONS

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Locate the radial pulse by placing your fingertips on the thumb side of the resident's wrist.

- 5) VERBALIZE START AND count the resident's pulse for a full 60 seconds, AND THEN VERBALIZE STOP, and record the pulse rate on the previously signed recording form.
 - a. *You must tell the RN Test Observer when you start counting and tell them when you stop counting.*
- 6) **The candidate's recorded pulse rate is within four (4) beats of the RN Test Observer's recorded pulse rate.**
- 7) VERBALIZE START AND count the resident's respirations for a full 60 seconds, AND THEN VERBALIZE STOP, and record the respirations on the previously signed recording form.
 - a. *You must tell the RN Test Observer when you start counting and tell them when you stop counting.*
- 8) **The candidate's recorded respiratory rate is within two (2) breaths of the RN Test Observer's recorded respiratory rate.**
- 9) Maintain respectful, courteous interpersonal interactions at all times.
- 10) Place the call light or signaling device within easy reach of the resident.
- 11) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.

VITAL SIGNS: TAKE AND RECORD A RESIDENT'S BLOOD PRESSURE

- 1) Knock on the door.
- 2) Perform hand hygiene.
 - a. Cover all surfaces of hands with hand sanitizer.
 - b. Rub your hands together until they are completely dry.
- 3) Explain the procedure to be performed to the resident.
- 4) Provide privacy for the resident – pull the curtain.
- 5) Position the resident with their forearm relaxed and supported in a palm-up position approximately at the level of the heart.
- 6) Roll the resident's sleeve about five (5) inches above the elbow.
- 7) **Apply the appropriate size cuff correctly around the upper arm just above the elbow.**
- 8) Clean the stethoscope's earpieces appropriately and place them in your ears.
- 9) Place the stethoscope over the resident's brachial artery.
- 10) Hold the stethoscope snugly in place.
- 11) Inflate the cuff until 30 mmHg above the average systolic rate provided by the RN Test Observer.
- 12) Slowly release air from the cuff until the pulsations disappear and remove the cuff.
- 13) Record reading on the previously signed recording form.
- 14) **The candidate's recorded systolic blood pressure is within eight (8) mmHg of the RN Test Observer's recorded systolic blood pressure.**
- 15) **The candidate's recorded diastolic blood pressure is within eight (8) mmHg of the RN Test Observer's recorded diastolic blood pressure.**
- 16) Maintain respectful, courteous interpersonal interactions at all times.
- 17) Place the call light or signaling device within easy reach of the resident.
- 18) 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	anti-embolic / elastic	bedpan
abdominal thrust	stocking	bedrails
abduction	antibiotics	bedrest
abductor wedge	antidote	bedridden
abnormal vital signs	antisepsis	bedsore
absorption	anxiety	behavior
abuse	aphasia	behavioral care plan
accidents	apical pulse	beliefs
active listening	apnea	benzodiazepines
activity	appropriate response	biohazard bag
acute	arteries	bladder training
adaptive devices	arthritis	blindness
adduction	aseptic	blood pressure (BP)
ADLs (Activities of Daily Living)	aspiration	bloodshot
admitting residents	assault	bodily fluids
advance directives	assistive device	body alignment
advocate	atrophy	body language
afebrile	attitudes	body mechanics
affected side	authorized duty	body system
aging	avoiding falls	body temperature
agitation	axillary temperature	bone loss
AIDS	back strain	bowel and bladder programs
alarms	bacteria	bowel movements
alcohol	bargaining	bradycardia
allegation	basic needs	bradypnea
alternating pressure mattress	basic nursing skills	brain stem
Alzheimer's	basic skin care	break time
ambulation	bath water temperature	breathing
ambulatory resident	bathing	burnout
amputees	battery	burns
anatomy	bed bath	call light
anger	bed cradle	cancer
angina	bed height	cardiac arrest
angina pectoris	bed making	cardiopulmonary resuscitation (CPR)
	bed mobility	
	bed position	

cardiovascular system	conduct	diastolic
care impaired	confidentiality	diet
care plan	conflict resolution	digestion
cast	confused resident	dilate
cataracts	congestive heart failure (CHF)	discharging resident
catheter care	constipation	disease process
ccs in an ounce	constrict	disinfection
central nervous system	contact isolation	disoriented resident
cerebral vascular accident (CVA)	contamination	disposing of contaminated materials
chain of command	contracture	disrespect
chain of infection	converting measures	dizziness
charge nurse	COPD (Chronic Obstructive Pulmonary Disease)	DNR (Do Not Resuscitate)
chemical restraint	coping mechanisms	documentation
chemical safety	coughing excessively	domestic abuse
chemotherapy	cueing	dressing resident
choking	cyanotic	droplet precautions
chronic	data collection	drowsy
circulatory system	de-escalation	drug abuse
cirrhosis	death and dying	drug tolerance
clarification	decubitus ulcer	dry skin
cleaning spills	deeper tissue	dysphagia
clear liquid diet	defamation	dyspnea
clergy	dehydration	dysuria
Cognitive Behavioral Therapy (CBT)	delegation	edema
cognitively impaired	delirium	elderly
cold compress	delirium tremens (DT)	elevate head
colostomy	dementia	elimination
comatose	denial	emergency response
combative resident	dentures	emesis
comfort care	dependent	emotional abuse
communicable	depression	emotional needs
communication	dermatitis	emotional stress
compensation	developmental disability	emotional support
complaint	diabetes	empathy
complications	dialysis	emphysema
compression	diarrhea	end-of-life care
		enema

epilepsy	germ transmission	in-house transfer
ethics	gerontology	in-service programs
evacuation	gestures	incentive spirometer
exercise	gifts	incontinence
exploitation	gloves	indwelling catheter
expressive aphasia	grand mal seizure	infection
eyeglasses	grief process	inhalants
facility policy	grieving process	initial observations
falls	group settings	input and output (I&O)
false imprisonment	HAI (healthcare-associated infection)	insomnia
fasting	hair care	insulin
faulty equipment	hallucination	integumentary system
fecal impaction	hand tremors	intermediate care facility
feces	hand washing	interpersonal skills
feeding resident	hazardous substance	involuntary
financial abuse	health-care team	isolation
fingernail care	hearing impaired	jaundice
fire	heart muscle	job interview
fire safety	heat application	kidney failure
first aid	height	laxatives
flatus	hemiplegia	lethargic
flexion	hepatitis B	life support
fluid intake	HIPAA	lift/draw sheet
Foley catheter	HIV	linen
foot care	hormones	listening
foot drop	hospice	living will
Fowler's position / semi-Fowler's position	hospice care	log rolling
fractures	hydration	loose teeth
fraud	hyperglycemia	low-sodium diet
frayed cord	hypertension	making an occupied bed
free from disease	hyperventilation	mandated reporters
frequent urination	hypoglycemia	manipulative behavior
gait	illegal drug	marijuana
gait belt	immobility	mask
gastric feedings	immune	Maslow's
gastrostomy tube	impairment	masturbation
geriatrics	impulsive	material safety data sheets (MSDS)

mealtime
measuring height
measuring temperature
mechanical lift
mechanical soft diet
medical asepsis
medical record
medications
memory loss
mental health
mentally impaired
metastasis
microorganisms
milliliters
minerals
minimum data set (MDS)
misappropriation
mistakes
mistreatment
mobility
mouth care
moving a resident
mucous membrane
Multiple Sclerosis
musculoskeletal system
myocardial infarction (MI)
nail care
nasal cannula
neglect
negligence
new resident
non-contagious disease
nonverbal communication
nosocomial
NPO
nurse's station
nursing assistant behavior
nursing assistant's role

nutrition
objective
OBRA
observation
ombudsman
open-ended questions
opioids
oral hygiene
oral temperature
orientation
osteoporosis
ostomy bag
over-bed table
oxygen
pain
palliative care
paralysis
paranoia
Parkinson's
partial assistance
passive range of motion (ROM)
pathogen
pediculosis
perineal care
peripheral vascular disease (PVD)
peristalsis
personal care
personal possessions
personal protective equipment (PPE)
personal stress
personal values
pet therapy
phantom pain
phone etiquette
physical abuse
physical needs

physical therapist
physician's authority
plaque
podiatrist
policy book
positioning
positive attitude
post-operative care
postural supports
pressure ulcer
preventative care
preventing abuse
preventing falls
preventing injury
privacy
professional boundaries
progressive
projection
prone
prostate gland
prosthesis/prosthetic
psychedelic
psychological needs
psychosis
psychosocial
pulse
QID
quadriplegia
quality of life
radial
ramps
rationalization
reality orientation
receptive aphasia
rectal temperature
refusal
regulation
rehabilitation

religious service
reminiscing
renewal
reporting
reporting abnormal changes
reporting abuse
reporting observations
reposition residents
resident abuse
resident belongings
resident identification
resident independence
resident pain
resident pictures
resident rights
resident treatment
resident unit
resident-centered care
Resident's Bill of Rights
resident's chart
resident's environment
resident's families
respectful treatment
respiration
respiratory system
responding to resident behavior
responsibility
restorative care
restraints
resuscitation
right to refuse care
rigidity
rigor mortis
risk factor
roles and responsibilities
rotation

safety
saliva
scabies
scale
seclusion
security
sedation
seizure
self-actualization
self-esteem
sensory system
sexual abuse
sexual expression
sexual harassment
sexual needs
sexuality
sharps container
shaving
shearing of skin
side rails
skin breakdown
skin care
skin integrity
slander
sleep
smoking
social media
social needs
social worker
socioeconomic
soiled linen
specimen
spills
spiritual needs
sputum test
stages of grief
standard/universal precautions

STAT
state survey
stealing
sterile
sterilization
stethoscope
stigma
stomach
stool specimen
stress
stroke
strong side
subjective
substance abuse
suicidal ideation
suicide
sundowning
supine
supplemental feedings
suprapubic
survey
suspected abuse
swallowing
swelling
systolic
tachycardia
telephone etiquette
temperature
tendons
terminal illness
thermometers
thickened liquids
threatening resident
tips
toenails
toileting schedule
trachea
transferring

transporting
transporting food
treating residents with respect
tub bath
tube feeding
twice daily (BID)
tympanic
types of abuse
unaffected side
unconscious
undressing
uniform
unopened mail
unsteady
urethral

urinary catheter bag / drainage bag
urinary problems
urinary system
urinary tract
urination
urine
vaginal drainage
validation therapy
violent behavior
visually impaired
vital signs
vitamins
vocabulary
vomitus
walker

wandering resident
warning sign
water faucets
water intake
water temperature
weak side
weakness
weighing
weight
well-balanced meal
well-being
wheelchair safety
white blood cells
withdrawal
workplace violence

[illegible]