

LDH and Prometric Information Webinar
October 2019
Q&A Summary

Can High school students show their school based ID instead of a state ID?

Yes, when high school students are testing at their own IFT site, their school IDs are acceptable.

Since candidates do not need to submit their Training Verification forms with their applications to Prometric, do I still have to give my students the TVF upon training completion?

Yes! There is an updated version of this form that will circulate to all program coordinators soon. This will include an attestation that the students have successfully completed the program and will serve as the candidates' Certificate of Completion.

I sent in all my applications prior to my students finishing their training, and one of my students did not finish the program. Do I need to do anything?

Please notify Prometric that the student is not eligible to take the competency exam as they did not complete training.

My student's application has been sent to Prometric with payment, but they've dropped out of the program. Will I be refunded?

All testing fees paid to Prometric are non-refundable unless there is an extenuating circumstance or hardship. A program may want to be judicious when submitting payment in advance for students that might not complete the program.

If my student is sick on the day of testing, can we transfer the testing fee to another day, or do we need to re-pay?

As long as the student can provide a doctor's note detailing that they were ill on the day of the exam, the fees can be transferred to a make-up date.

How many candidates can my IFT site test in one day?

This is completely dependent on the set-up and configuration of your test site. Our site recruitment team will work with you during the approval process to determine how many possible candidates your facility can test in one day. If you have two labs that are separate and approved as well as a computer lab with at least 16 computers, your site has the capacity for 16 students. As long as there are two Nurse Aide Evaluators available on your requested event date, we could test 16 candidates.

What are the instructions regarding online payment?

For programs that are paying for their candidate's exams, they can pay in the following ways:

- 1) *Via company check.* Candidates will submit their applications online and will select "Company Check" as their payment option. The training program should send in the check with payment for all candidates with a document that lists the following:
 - a. Training program name (since checks do not always have that info)**
 - b. Candidate Names (First and Last)**
 - c. Candidate Prometric IDs (these are e-mailed to the candidate after they submit the applications)****

- 2) ***Via credit card.*** Programs can also pay for their candidates via credit card in the following two ways:
- a. You can use the same credit card for every candidate application online. This is likely the easy way if you only have 1 or 2 candidates completing your program at the same time. If there are more candidates, then you should contact your credit card company to let them know that you will be making multiple transactions OR use the bulk credit card method
 - b. You can pay for your candidates in bulk via credit card after you submit the applications online. Your candidates should select Money Order as the means of payment in order to submit the application. In 24 hours, the training program can call into our customer service line and provide the customer service team with the list of candidates. We will charge your card once for all candidates rather than multiple times.

Will I be able to get a receipt for bulk payment if I pay for my candidates to test?

1. **Contact the Prometric customer service via e-mail at LACNA@prometric.com with the subject LACNA – Bulk Receipt Request.**
2. **In the body of the e-mail, please provide your candidates' Prometric IDs ONLY. DO NOT PROVIDE CANDIDATE NAMES – names are considered Personal Identifying Information (PII) and should not be sent to Prometric via e-mail.**
3. **A customer service representative will verify that payment was received for all candidates and respond via e-mail with a receipt that details # of candidates, total payment remitted, form of payment.**
4. **NOTE: If you do not have your candidates' Prometric IDs, please contact our customer service line and work with an agent to provide the candidate's names and other identifying information so that we can assist you via phone.**
5. **Prometric will not provide receipts that contain PII due to privacy restrictions regarding candidate's personal data.**

Can I submit all of my candidates online under one profile?

No. The system is candidate-centric. The intent for the online application system is that each student has their own account.

What if my students do not receive their registration e-mail from the online system?

Please make sure prior to registering for the online application that Prometric is a whitelisted entity in your e-mail system to ensure that the registration and subsequent e-mails are not blocked or sent to SPAM.

How do I upload attachments to the online application (ex. Reciprocity candidate or ADA packets)?

1. **Create a profile in Prometric's online application system**
2. **Complete the Louisiana Certified Nurse Aide application**
3. **Save the application (do not submit). This created an application ID.**
4. **You will be sent to the home screen. You can upload documents directly from the homescreen using the  button OR you can resume your application and upload from within the application using the Supporting Documents section of the application.**

5. **Once documents are uploaded, resume the application and click Submit to transmit your application to Prometric.**

Will the IFT site receive notification that all students on the roster have submitted their application and payment?

IFTs are not notified when applications and payment are received (the candidate will receive an email confirmation). However, the IFT will receive a roster 5 days prior to a test event that confirms all the candidates that are scheduled. The site can reach out to our Operations team at OpsServiceTeam@prometric.com if there are any issues or errors.

Is there a way RN Coordinators can be informed of testing results after testing, other than student report?

Due to student privacy concerns, Prometric is not authorized to provide individual candidate result data to training programs. There are 2 options for verification of a student's successful completion of the competency (certification) exam:

1. **Student report: Candidates receive pass or fail report before exiting the test event. Student has option to provide copy to program/Instructor.**
2. **Nurse Aide Registry: If student passes both portions of the competency exam, student will be entered on the LA Nurse Aide Registry. This takes approximately 10 business days. The website is <https://tlc.dhh.la.gov/>. If a search returns your students name, it verifies they passed the certification test.**

Have there been any changes to test questions/test content based the reading/comprehension of Louisiana students?

The exam is written at a fourth to sixth grade reading level. The exam has not been changed and there are no plans to make updates to the reading level.

If I think of questions later, can I contact you?

Yes! You can reach me at brigid.mcdonnell@prometric.com if any other questions arise.