

Massachusetts Nurse Aide Information Webinar FAQs

General

Q: What identification does a candidate need on testing day?

A: Authorization to Test (ATT) Letter, Government-issued Photo Identification with Signature, and a second form of Identification with Signature. Please see www.prometric.com/nurseaide/ma for specific details.

Q: Is the Exam available in any other language than English?

A: The exam is only available in English. Translators are not permitted and translation dictionaries may not be used during the exam administration.

Q: I already received my waiver approval from the Massachusetts Nurse aide registry, may I move forward by just taking the exams?

A: Yes, if your training waiver has already been approved, the next steps are to submit the application and sit for the exam.

Q: How can I become a Regional/IFT Site with Prometric?

A: Please email pro-globalrecruiting@prometric.com for information regarding becoming a test site.

Q: Who Proctors the Clinical Exam?

A: A Prometric Nurse Aide Evaluator will proctor the exam.

Q: How many hours of clinical are needed to test?

A: The training program requirements are set by the Massachusetts Department of Public Health. Please review the MADPH NAR website here: <https://www.mass.gov/info-details/learn-how-to-become-a-certified-nurse-aide-in-massachusetts#training->

Q: Do the students need to provide proof of vaccination or a COVID test at the test site?

A: Candidates are not required to be vaccinated or present COVID test results to take the exam.

Q: We typically pay for our entire classes to take the exam. How do we do that with Prometric if students do not have to pay individually for our classes.

A: Training programs can submit payments in bulk along with a complete application for each individual candidate to the mailing address listed on the application.

Q: If a candidate doesn't have an email address will there be a way for them to take this exam?

A: An email address is mandatory. This is used to communication application and exam appointment information directly to the candidate.

Q: Do you have a list of currently approved training sites listed on your website now?

A: A list of approved training program is available on the MA NAR website here <https://www.mass.gov/info-details/learn-how-to-become-a-certified-nurse-aide-in-massachusetts#training->

Q: Do you accept purchase orders for payment for exams?

A: We accept credit/debit cards, money orders, and certified checks. We can accept "bulk" checks, but do not support a PO process.

Q: I am a candidate. If I tested with Red Cross and passed the Written Exam but failed the Clinical Skills portion, can I take only the Clinical Skills portion and be certified?

A: ARC has sent Prometric all the prior candidate testing history; candidates do NOT have to retake exams they passed with ARC - they can just take the exams they failed with us.

Q: Will there be a new process for CNA renewals?

A: You will be mailed a reminder notice approximately 45 days before your certification expiration. The notice will go to your home address currently listed on the Registry. Please return the completed Renewal application to Prometric as soon as possible. We will send your new certificate and a wallet card to you within 30 days of our receipt of a completed Renewal application. Your NEW expiration date will be determined by adding TWO years to your last known date of employment as a Nurse Aide. A copy of the Massachusetts Nurse Aide Registry Renewal Form is located on our website here: <https://www.prometric.com/nurseaide/ma> under Candidate Resources

Resources

Q: Is there a recording of the information webinar available online?

A: A recorded version of the Webinar is listed as a resource at www.prometric.com/nurseaide/ma under Training Program Resources.

Q: Where can I find the Candidate Handbook and the other Exam and Candidate Resources?

A: The Prometric Candidate Information Bulletin can be found on our website here: www.prometric.com/nurseaide/ma

Q: What is the website for the Massachusetts Nurse Aide Registry?

A: The Nurse Aide Registry web address is: <https://www.mass.gov/nurse-aide-registry-program>

Q: Where can I find the Clinical Skills Test General Instructions, Clinical Skills Checklist, Clinical Skills Timing Information, Indirect Care Behaviors and Measurement Forms listed in the webinar?

A: All resources can be found at www.prometric.com/nurseaide/ma select Candidate Resources- Prepare for Exam and listed are each resource.

Q: Some of the skills you are wanting candidates to perform are different than what we are used to doing. Where can I find a list of skill procedures, so I can make sure that they are doing everything you are wanting them to do for that particular skill?

A: Yes, please visit www.prometric.com/nurseaide/ma and select Candidate Resources- Prepare for Exam to see the Clinical Skills Checklist and other material. Students should be learning skills in accordance with federal and state regulations, not tailored to a specific test. Prometric's exam does not require candidates to follow a specific procedure when performing the skills – which allows for variation in the way different training programs teach their students. Each skill in the test has checkpoints. The evaluator (nurse) giving the test will use these checkpoints to rate performance.

Q: Do you have videos available for instructors to share with their students?

A: We do not have any video materials to prepare for the exam. All Exam Resources are available in the Candidate Resource section at prometric.com/nurseaide/ma.

Exam

Q: Are Indirect Care Behaviors tested throughout skills exam?

A: Indirect Care is evaluated during the performance of every skill (except handwashing) during the Clinical Skills Test. Please visit <https://www.prometric.com/sites/default/files/IndirectCareBehaviors.pdf> for more information.

Q: The previous ARC examiners allowed dictionaries; will those still be permitted?

A: Prometric does not allow a dictionary to be used during the exam.

Q: Do you provide the actors, or will the candidate be required to bring a volunteer?

A: Candidates will be paired to perform as an actor during the clinical skills exam. Candidates will not need to bring their own actor.

Q: Will you be doing high risk skills? Feeding? Brushing teeth? Transferring?

A: Candidates should be prepared to be tested on all skills outlined on the Clinical Skills Checklist.

Q: Would you explain mouth care part of denture skill. Use swab? or actually brush teeth?

A: Please visit <https://www.prometric.com/sites/default/files/NAClinicalSkillsChecklist.pdf> under "Provide mouth care to a resident who has a denture" for checkpoints.

Q: Are students going to be required to document the clinical skills they performed?

A: Prometric does not require candidates to document the clinical skills performed

Q: Do you have an example of the ADL Flow sheet you will be using.

A: Prometric does not use an ADL Flow sheet when administering the exams. Documenting ADLs is not part of our exam and we do not have a "flowsheet" as part of our exam process. We have documentation requirements associated with the "measure and record" skills only - and those measurement forms are available for download on the [prometric.com/nurseaide/ma](https://www.prometric.com/nurseaide/ma) site. No other documentation is required.

Q: Are the skills to be performed in the order they are listed on the card?

A: Yes

Q: Are students expected to be tested on inserting an indwelling catheter or just providing catheter care?

A: The candidate is asked to provide catheter care to a female resident who has an indwelling urinary catheter. Soap and water should be used for the catheter care. For testing purposes, only the cleansing of the front perineal area and catheter are evaluated; cleansing of the rectal area and buttocks is not tested in this skill. A mannequin is used for the role of the resident.

Q: I know that candidates are required to actually wash their hands at the beginning of the first testable skill (let's say pulse, for example). The NAE evaluates the candidate on handwashing AND measuring and recording pulse. The second skill is perineal care. Does the candidate actually wash his/her hands again at the beginning of perineal care (where appropriate) or can s/he simply say, "I'm washing my hands"?

A: Candidates should wash their hands until the Evaluator tells them they can verbalize handwashing. As long as the candidate verbalizes handwashing, the NAE will let the candidate know they must actually perform the skill if their hands need to be washed.

Q: After the first thorough handwashing, is it permissible to use hand sanitization gel before and after other skills are performed?

A: Hand sanitizer does not count for stating hands are washed. Candidates may use it but also must state hands are washed.

Q: How long is the clinical skills exam?

A: The time allotted for the clinical exam will vary based on specific skills assigned

Q: Which skills are performed on a mannequin?

A: A Mannequin is used for the following skills: partial bedbath, perineal care, catheter care, dressing, and measuring urinary output

Q: Will the skill be dressing or undressing? The red cross was dressing so we always said I am putting on a sweater.

A: The candidate is asked to put a long-sleeved button-front shirt, pants, and socks on a resident who is lying in bed. The resident is not able to help with the dressing and has a weak arm. Please see more information at <https://www.prometric.com/sites/default/files/NAClinicalSkillsChecklist.pdf>

Q: Are written and clinical skills exam performed on the same day?

A: Yes, candidates will be scheduled to take both exams in the same day.

Q: How does a candidate apply for a testing accommodation, such as additional time?

A: To request testing accommodations, please download and print out the Nurse Aide Accommodations Request Packet. This packet needs to be filled out completely and sent in with your testing application and payment. Common accommodations include extra time, separate room, a reader and can take up to 30 days to schedule. Please be aware that not all requests for accommodations can be supported due to the physical demands of the clinical skills exam and the nurse aide occupation.

Q: If a CNA has been tested by Prometric in another state, are they required to retest for reciprocity to MA?

A: When applying for Reciprocity in MA, candidates must complete the “Applicant Information” and “Current Registration Information” sections of the MA Nurse Aide Reciprocity Application found at <https://www.prometric.com/nurseaide/ma>. For aides in good standing, you will not need to retest. For aides not in good standing, you will need to re-apply and test under a different eligibility route.

Q: When will candidates receive their score?

A: Candidates will receive a score report for the Written/Oral and Clinical exam at the test site once the exam is finished. The score report will list either pass or fail.

Q: What is the audio or oral version of the exam?

A: The Written Test may be taken in an oral form. During an oral test, you will hear the questions read to you while reading and answering questions on the computer. You may replay questions as many times as needed. If you would like to take the oral test, you should select this option on the application form. This request cannot be made on the day of testing

Test site

Q: If we are an IFT, can anyone come get tested?

A: Only students from that facility or program can test at your site.

Q: Where can I find a list of approved testing sites?

A: The list of approved test sites will be available at <https://www.prometric.com/nurseaide/ma> under Candidate Resources

Q: ARC allowed testing to be done with students spaced 5 feet out in all directions. It is mandatory to buy the computer dividers if the students are adequately spaced?

A: Dividers won't be needed if each computer is 5 ft apart. The dividers are needed if the computers are side by side.

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

A: 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.

Q: Can laptops be utilized in the computer testing environment or are desktops required?

A: Laptops are fine. If you are interested in being a test site, reach out to pro-globalrecruiting@prometric.com and they will send detailed requirements for your review.

Q: What are the exact mannequin requirements?

A: A Full-size mannequin with female genitalia that allows for catheter insertion; must have moveable joints; mannequins should weigh less than 45 lbs.