



TEXAS
Health and Human Services

PROMETRIC



Texas Nurse Aide Competency Assessment Program

Stakeholder Informational Webinars August 24- 28, 2020

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Agenda



- ✓ Prometric Overview
- ✓ Operations and Customer Service
- ✓ Test Content
- ✓ Test Administration
- ✓ Application and Fees

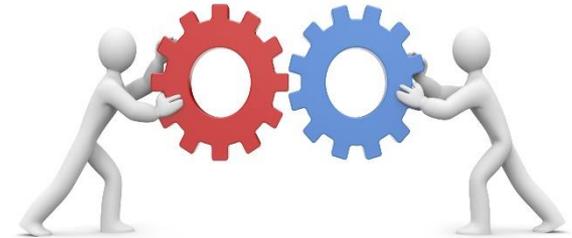
Prometric Overview



- ✓ Trusted provider of technology-enabled testing and assessment solutions
 - ✓ Over 8,000,000 exams administered annually
 - ✓ Nearly 150,000 nursing assistant exams administered annually
 - ✓ Testing in 160 countries
 - ✓ 24/7/365
- ✓ Headquarters in Baltimore, MD
- ✓ Prometric Operations Center in Nottingham, MD
- ✓ Leader in Nurse Aide Testing for more than 20 years

Key Customer Service Contact Information

- ✓ Webpage: www.prometric.com/nurseaide/tx
- ✓ Email: txcna@prometric.com (active 9/1/20)
- ✓ Phone: 800.488.5787 (active 9/1/20)
- ✓ Prometric Mailing Address:
ATTN: TX Nurse Aide
Prometric
7941 Corporate Drive
Nottingham, MD 21236
- ✓ Hours of Operation: 7:00 AM- 5:00 PM Central, M-F



What will be on the TX Nurse Aide Web Page?

- ✓ Important messages from Prometric and/or HHSC
- ✓ Candidate Information Bulletin – most important resource
 - ✓ Currently being created; should be published online 8/31
- ✓ Skills checkpoints and other information about the clinical skills exam
- ✓ Online National Interactive Practice Exam
- ✓ Up-to-Date Forms
- ✓ In-Facility Testing Applications and Event Requests
- ✓ Instructional “how to” videos for training programs and candidates (not CNA training videos)

Site Updates Become a Test Center Careers Events Calendar English (US)

PROMETRIC COVID-19 UPDATE TEST TAKERS TEST OWNERS REMOTE ASSESSMENT ABOUT US CONTACT → SEARCH

 NURSE AIDE | TEXAS NURSE AIDE

Welcome! The Texas Health and Human Services Commission (HHSC) has contracted with Prometric to develop and administer its Nurse Aide Competency Exam and to host the Certified Nurse Aide (CNA) Registry, starting on 5/1/2020. Please monitor this site as we will be adding Texas-specific information over the next few weeks as it becomes available.

Prometric has been actively engaged in identifying and responding to the potential health risks COVID-19 poses to our test takers, staff, and other individuals. Our responses have taken into account numerous perspectives, including governmental policies and information provided by local/global health organizations.

Prometric will begin testing in Texas in September 2020, where allowed by local jurisdictions and as supported by available testing sites and staff. We will reschedule any candidates displaced due to COVID-19 as soon as we can, and appreciate your patience as it may take some time to get all sites operational.

While much about testing will remain the same, Prometric is instituting new safety procedures for all Nurse Aide testing events in response to COVID-19, including special training for our staff, additional cleaning at testing sites, and a new mask requirement for all test takers. Prometric guidelines require that a candidate must bring and wear a mask (without an exhalation valve) at all times and follow the instruction of the Nurse Aide Evaluator. **You will be prohibited from testing if you don't have a mask. Please be advised that testing sites may also have their own safety guidelines. Site specific, local and state guidelines may also apply and must be followed. Site entry restrictions may vary by site and include such things as proof of COVID-19 testing (IFT sites only), temperature checking, sign in logs, etc. Candidates must also follow any site requests or restrictions to test with Prometric.**

For the latest updates regarding COVID-19 in general and best practices for overall health and safety, please visit <https://www.cdc.gov/>

Here you will find all of the information you need regarding the CNA exam as well as important information on the CNA Registry and certification renewal.

CANDIDATE RESOURCES

▾ Prepare for the Exam

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Nurse Aide Competency Assessment

Purpose of the examination is **public protection** to ensure that individuals added to Texas Nurse Aide Registry, who will provide care to nursing home residents, have **met standards of minimal competency**.



About the Nurse Aide Exam:

- ✓ Psychometricians and RNs on staff ensure that the exams are valid, reliable, and defensible
- ✓ Current exams are based on our 2016 Job Analysis
 - ✓ Based on a national survey of CNAs and RNs/LPNs who supervise CNAs
 - ✓ Focused on the role of the minimally competent CNA in long-term care settings
 - ✓ Reviewed by a national panel of experts who analyze survey findings, make content recommendations for written exam and conduct a criticality review of all clinical skills
- ✓ Periodic National Exam Council (NEC) meetings ensure that the exam remains up-to-date

Written/Oral Exams

- ✓ Meet Federal Standards for NATCEP
- ✓ Nationally relevant exam administered in 13 states
- ✓ Available English/Spanish in Texas
- ✓ Oral version available using professionally recorded audio to accompany text on the screen
- ✓ Updated periodically; new items pre-tested on an ongoing basis
- ✓ Eligible candidates have three opportunities to pass before they are locked out from retesting until state requirements are completed
- ✓ Internet-based delivery of exams, with same day official results



Nurse Aide Competency Exam: Written or Oral Exam

- ✓ Questions: 50 operational and 10 pretest
- ✓ Time: 90 minutes Written, 120 minutes Oral (included Reading Comprehension)
- ✓ Language: English, Spanish
- ✓ Questions written at a 4th to 6th grade reading level
- ✓ Detailed Content Outline in Candidate Information Bulletin, including practice questions
 - ✓ Role of the Nurse Aide – 20%
 - ✓ Promotion of Safety – 22%
 - ✓ Promotion of Function and Health of Residents – 20%
 - ✓ Basic Nursing Care Provided by the Nurse Aide – 24%
 - ✓ Providing Specialized Care for Residents with Changes in Health – 14%
- ✓ Online National Interactive Practice Exam link on website



Written (Knowledge) Test Content Outline 60 questions—90 minute time limit

The following outline gives an overview of the content of Written Test. The test will include questions on the subjects contained in this outline.

I. Role of the Nurse Aide - 18%

- A. Personal responsibility
 1. Reporting requirements
 2. Promotion of personal health and safety
 3. Promotion and protection of resident rights
 4. Time management and work prioritization
 5. Workplace standards, including ethical and unethical behaviors
 6. Nurse Aide Registry
- B. Nurse aide as a member of the health care team
 1. Job responsibilities of the nurse aide, including duties and limitations
 2. Interdisciplinary team member roles
 3. Teamwork principles (e.g., collaboration, cooperation, sharing information, customer service)
 4. The care planning process and implementation
 5. Nurse aide's responsibility to provide care according to the care plan
- C. Interpersonal relations/communication skills
 1. Communication principles
 2. Communication types
 3. Factors affecting communication
 4. Therapeutic communication techniques

II. Promotion of Safety - 18%

- A. Potential hazards in the healthcare environment
- B. Common injuries of residents (e.g., skin tears and shearing, falls, spills, burns, bruises)
- C. Risks related to common injuries
- D. Safety and comfort
 1. Comfort needs of the resident
 2. Accident prevention including fall prevention protocols
 3. Restraint techniques and alternatives
 4. Legal implications in the use of restraints
 5. Risk factors for elopement (resident leaving without staff knowledge)
- E. Safety devices (e.g., wanderguard, alarms)
- F. Infection prevention and control
 1. Maintaining a clean environment
 2. Factors that contribute to spread of disease-causing organisms
 3. Signs and symptoms of infections
 4. Practices that decrease the risk of exposure to disease-causing organisms
- G. Emergencies
 1. Emergency and disaster response protocols
 2. Immediate life-safety techniques
 3. Evacuation procedures

H. Fire prevention and safety

III. Promotion of Function and Health of Residents - 24%

- A. Personal care skills
 1. Feeding
 2. Bathing
 3. Perineal care, including catheter
 4. Foot/nail care
 5. Mouth care
 6. Skin care
 7. Toileting
 8. Grooming
 9. Dressing/undressing
- B. Health maintenance/restoration
 1. Promoting circulation and skin integrity (e.g., specialized mattresses, chair cushions, positioning)
 2. Nutrition and hydration
 3. Sleep and rest needs
 4. Elimination (bowel and bladder)
 5. Mobility, including bed mobility
 6. Effects of immobility
 7. Care and use of assistive devices
- C. Age-related changes
 1. Cognitive (e.g., memory) changes
 2. Psychosocial (e.g., relationships) changes
 3. Physical changes
- D. Psychosocial needs of residents
 1. Fundamental human needs (e.g., Maslow's Hierarchy of Needs)
 2. Emotional support strategies
 3. Intervention strategies to assist residents in coping with losses and adjustments to nursing home placement (e.g., control, autonomy, privacy)

IV. Basic Nursing Care Provided by the Nurse Aide - 26%

- A. Routine, chronic, non-life threatening situations
 1. Observation and reporting of physical changes
 2. Observation and reporting of behavioral changes
- B. Acute emergency situations
 1. Chest pain
 2. Cardiac arrest
 3. Respiratory distress
 4. Difficulty swallowing
 5. Choking/aspirations
 6. Vomiting
 7. Seizures
 8. Changes in mobility, speech, or other potential signs of stroke
 9. Diabetic situations
 10. Sudden onset of confusion or agitation
 11. Changes in level of consciousness
 12. Falls
 13. Bleeding
 14. Burns

Nurse Aide Competency Exam: Clinical Skills Test

- ✓ Clinical Skills Test consists of five skills:
 - ✓ *Three skills are prompted*
 - ✓ *Two skills unprompted (Handwashing and Indirect Care)*
- ✓ Skills are comprised of evaluation criteria (checkpoints) which are published for candidates
- ✓ Checkpoints are weighted (secure information)
- ✓ Candidate must pass all five skills to pass the exam
- ✓ Standard setting used to determine minimal competency and the points required to pass each skill
- ✓ Timing varies based on specific skills assigned

Clinical Skills Matrix

Level Of Difficulty	Personal Care	Promotion of Health and Function	Measure and Record Skills
Most	<ul style="list-style-type: none"> • Perineal Care • Catheter Care • Dressing • Change Occupied Bed 	<ul style="list-style-type: none"> • Positioning • Transfer 	<ul style="list-style-type: none"> • Pulse
Moderate	<ul style="list-style-type: none"> • Mouth Care- Denture • Mouth Care- Brushing Teeth • Bedpan • Partial Bed Bath 	<ul style="list-style-type: none"> • Ambulate • ROM- hip, knee and ankle 	<ul style="list-style-type: none"> • Contents of Urinary Drainage Bag • Feeding
Least	<ul style="list-style-type: none"> • Foot care • Hand & Nail Care 	<ul style="list-style-type: none"> • ROM- shoulder • ROM- elbow & wrist 	<ul style="list-style-type: none"> • Respirations

Indirect Care: Common to all Skills

- ✓ Communication with the resident
- ✓ Resident safety
- ✓ Resident comfort
- ✓ Resident rights
- ✓ Infection Control (Standard Precautions)





Clinical Skills Test Checklist

During training, you learn many skills that are important in caring for residents. There are 22 skills that are part of the Clinical Skills Test. When you are registered to test, a computer will decide which skills will be on your test.

A Clinical Skills Test consists of five scored skills. All candidates taking this test are scored on the Handwashing and Indirect Care skills. When you take your test, you will be given instructions for the other three skills that are part of your test. Because you may learn to perform skills in different ways for different residents' needs, you are given instructions that describe how the skill is being tested. For example, if you test on the feeding skill, you will feed a resident positioned in a chair. Remember, you are still responsible for knowing how to feed residents who are positioned in other ways. The Knowledge (Written) Test may also ask questions about feeding residents in other positions.

Each skill in the test has checkpoints. The evaluator (nurse) giving your test will use these checkpoints to rate your performance. After you complete your test, the evaluator will enter his/her observations into a computer. Prometric's system will then determine your results. Your results will be provided to you on the day of testing, unless a technology issue, such as a printer problem at the test site, prevents the evaluator from providing your results. If you are not provided a score report on the day of testing, see the candidate bulletin for information on accessing your results online.

The checkpoints for each of the skills are listed on the pages that follow. It is important that you understand that the checklists are not written as procedures. These checkpoints are not provided to help you learn skills, but to help you understand what the evaluator will look for when you perform a skill.

The procedures for skills are learned from your instructor, nurse aide textbooks, and other training materials. The procedure for any skill may include more detail about important requirements than are shown in the checkpoints. Your performance may include more detail than is included in the checkpoints.

A description of the instructions given to candidates for each skill is provided below along with the checkpoints for each skill. This description includes if a person or mannequin is used for the resident. Usually another candidate will play the role of the resident when a person is used. In special situations, the evaluator may need to play the resident.

While you are waiting to take the test, you will be given General Instructions to read. These are the basic rules for the Clinical Skills Test. For example, these instructions explain what you need to do when you want to make a correction to a skill you are performing. These General Instructions are also available on the website for your state at www.prometric.com/nurseaide. You are encouraged to review them before you arrive at the test site.

When you are called into the testing room to take your test, you will be shown around the testing room so you can see where equipment and supplies are located. The testing room will be set up similar to a resident's room. For example, personal care supplies such as the resident's toothbrush, toothpaste, basins, and bedpan will be in the resident's bedside cabinet.

When you are taking your Clinical Skills test, remember that you are required to **actually perform** the skills. The evaluator is not allowed to answer any questions about how skills are performed.

Handwashing

When taking the test, candidates are not given instructions about when to wash their hands. This is because nurse aides are expected to know that their hands should be washed before any physical contact with a resident. Candidates are evaluated on how well they wash their hands (technique) during the first skill. In Florida, where two nurses will be observing your performance throughout the test, one nurse will observe your handwashing at the beginning of the first skill, and the other nurse will observe your handwashing at the end of first skill.

After the first skill is completed, for the remainder of the test, handwashing is evaluated as a part of Indirect Care with the checkpoint, "Use Standard Precautions and Infection Control Measures when providing care." Handwashing is one of the five skills scored in every Clinical Skills Test.

Handwashing

Does the candidate:

- | | |
|---|---|
| 1 | Begin handwashing by wetting hands and applying soap to hands? |
| 2 | Use friction to distribute soap and create lather cleansing front and back of hands, between fingers, around cuticles, under nails, and wrists? |
| 3 | Provide cleansing friction for a minimum of 20 seconds with hands lathered with soap? |
| 4 | Rinse hands and wrists removing soap? |
| 5 | Use clean paper towel(s) to dry hands and wrists, and dispose of used paper towel in trash? |
| 6 | End handwashing skill with clean hands avoiding recontamination of hands before procedure completed (e.g., having direct contact with faucet handles or sink surfaces once hands washed)? |

Steps	Candidate:
1	Given General Instructions to read while waiting to take the Clinical Skills Test
2	Paired with another candidate for testing to serve as “actor” for each other
3	Provided an orientation to the testing room
4	Candidate testing first is given card with instructions for three skills
5	Is read all three skills instructions at one time by NAE
6	Reviews instructions while NAE sets up for skill, including actor instruction
7	Begins test and NAE begins observing and recording performance (rating)
8	Allowed to make corrections while performing a skill
9	Switches to actor role, and paired candidate given instructions for his/her test

Promoting Standardization and Fairness: Set-up of the Testing Room

- ✓ Goal of room set up is to:
 - simulate resident room
 - provide for privacy of testing for candidate
- ✓ provide appropriate area to test skills in a fair and standardized manner
- ✓ Remove or cover teaching signs
- ✓ Remove from the immediate testing area any equipment and supplies not used for testing (e.g., urinals, shaving equipment)
- ✓ Store personal care items in bedside cabinet
- ✓ Provide for candidate accessibility of additional supplies and equipment in the testing room



Role of the Resident

- ✓ Candidates required to play the role of the resident for each other
- ✓ Mannequin used for the following skills:
 - partial bedbath
 - perineal care
 - catheter care
 - dressing
 - measuring urinary output
- ✓ Full body mannequins required
- ✓ NAE determines pairing of candidates based on form assignments
- ✓ NAE may assume the role of the resident in special situations



CLINICAL SKILLS TEST INSTRUCTION CARD

The care plan requires that the residents receive the care listed below. Perform the care in the order listed.

Resident 1

Range of Motion ~ Upper Extremity

Provide range of motion (ROM) exercises to the resident's left shoulder, elbow, wrist and fingers. Provide three repetitions of each exercise. The resident is not able to help with the exercises.

Resident 2

Catheter Care

The resident has an indwelling urinary catheter. Use soap and water to provide catheter care to the resident. The drainage bag does not need to be emptied.

Resident 3

Measure and Record Contents of Urinary Drainage Bag

Measure and record the contents of the urinary drainage bag. Record your results in cc's on the Intake and Output (I&O) Form.

NAE Requirements

Nurse Aide Evaluator (NAE)

- ✓ Licensed as RN in Texas and license in good standing
- ✓ At least two years of experience as an RN, with at least one year of experience caring for the chronically ill of any age
- ✓ Objective observer of clinical skills demonstration; computer determines pass/fail
- ✓ Avoid testing candidates when conflict of interest exists
- ✓ NAE pass/fail statistics are monitored to ensure fair administration to all candidates



If you are interested, please go to Prometric's career opportunities page and search for "Nurse Aide Evaluator" to locate openings in Texas.

Forms and Feedback

- ✓ Test forms for both the written/oral and the clinical skills exams are randomly assigned by computer at the time of registration.
- ✓ NAE does not have the ability to assign a form or give a different form than assigned.
- ✓ Feedback sheet at the end of the clinical skills exam is not written up by NAE. It is computer generated based on the checkpoint(s) the candidate did not complete correctly.
- ✓ Per Prometric policy, NAE/Proctor is not allowed to discuss test results with candidates.
- ✓ Prometric can not give score reports or feedback to schools or instructors. We only share results with the candidates.

Reminder

- ✓ Instructors should follow state curriculum requirements, regardless of skills included in the test
- ✓ Skills should be taught in consideration of the different ways care is provided to residents, not based solely on the scenario used in testing the skill
- ✓ Skills taught should not be limited to the skills included in the Clinical Skills Test

Online National Interactive Practice Exam

The test seem pertinent for CNA care. Any Aspiring CNA should be able to take and pass the exam. I am a program Coordinator previewing a sample of the online test, since the upcoming year will be the first time our students will test online, I just wanted to see the type of questions the students would have to answer and from the training they receive, they should be able to answer similar questions.

I feel the teacher should have gone over some of these skills in more detail. They most likely were talked about but not in detail

The test was very helpful in assessing my knowledge of the information I learned during my CNA course

The test example is a perfect way to get ready for an actual exam. A detailed explanation is very helpful because makes an answer more understandable.



Practice Makes Perfect! Test your knowledge before exam day.

Prometric is pleased to offer Online National Interactive Nurse Aide Practice Exams to help prepare you for your upcoming exam. Practice exams are completely web-based so there is no software to purchase or download on your computer. It is easily accessible from anywhere you have a computer and an internet connection.

Prometric practice test exams offer you:

- Immediate feedback
- Correct answer with explanation
- References cited
- Exam content area listed
- Online access
- 50 questions
- 2 hour 30 minutes to finish exam
- Low cost (\$10.00 per exam)

New Online National Nurse Aide Practice Exam by Prometric makes it possible for you to study for your exam with confidence.

Visit www.prometric.com/nurseaide to take an online practice exam today.

Nurse Aide Program

Practice Written Test #1
02:23:06 [Section: Basic Nursing Care Provided by the Nurse Aide]

Item 3 of 50 (Item Serial #IT208115A)
Section: Basic Nursing Care Provided by the Nurse Aide Mark item for review

The nurse aide is bathing a resident and notices new swelling in the resident's ankles. Which of the following is the best response by the nurse aide?

- A. Ask if the resident has been eating salty foods lately.
- B. Elevate the resident's legs and check again later.
- C. Report the swelling to the charge nurse.
- D. Avoid bathing the resident's lower legs.

Nurse Aide Program

Practice Written Test #1
02:29:45 [Section: Promotion of Safety]

Item 1 of 50 (Item Serial #NAWR11004) Mark item for review
Section: Promotion of Safety

To help prevent residents who are confused from accidentally leaving the nursing home, the nursing home may

- A. block exit doors.
- B. restrain residents.
- C. place large stop signs on doors.
- D. keep confused residents in their rooms.

Correct

Rationale: Residents that experience confusion may not be able to recognize their immediate surroundings as familiar. This may cause them to attempt to leave the facility, believing that they live somewhere else. The nurse aide is responsible for the resident's safety and well-being. Maintaining their safety can be accomplished by preventing elopement, or leaving the facility without the staff's knowledge. Such actions can be dangerous for the resident due to the confused state and impaired judgment. Having large stop signs can alert the confused resident that the resident is to stop and not proceed further. Stop signs are easily recognizable, and have been effective placed on doors in stopping some confused residents from exiting. For safety reasons, exit doors may never be blocked.

Reference(s):
Examples of references where knowledge for this question is covered include:
1. Dugan D. (2012). *Nursing Assisting: A Foundation in Caregiving* (3rd Ed.). Albuquerque, NM. Hartman Publishing, Inc. Page 413.
2. Carter, P. and Goldschmidt, W. (2010). *Lippincott's Textbook for Long-Term Care Nursing Assistants: A Humanistic Approach to Caregiving*. Philadelphia, PA: Wolters Kluwer/Lippincott Williams & Wilkins. Pages 145-146.

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- ✓ Internet-based testing provides for same day results
- ✓ Written and Oral Test (English, Spanish) administered on computer
- ✓ Clinical Skills exam results entered into computer immediately following exam
- ✓ Candidate is issued score reports through email provided on application
- ✓ Standardized administration by trained Nurse Aide Evaluators and proctors
- ✓ Exams can be taken in any order and do not have to be taken on the same day

Written/Oral Exam Administration Options

CBT Centers

- ✓ Fixed Prometric testing locations open to testers from other programs
- ✓ Site provides headsets for Oral exams
- ✓ Many locations open 5-6 days/week

Regional or IFT sites

- ✓ Site provides computers
- ✓ Site provides internet connection
- ✓ Site provides headsets for Oral exams

Remotely Proctored

- ✓ Candidate provides computer
- ✓ Candidate provides internet connection (preferably hard wired)
- ✓ Candidate provides private testing room

- ✓ Contact pro-globalrecruiting@prometric.com for additional information about becoming a Regional or IFT site

Current CBT Locations (Written/Oral only)

CBT Centers

- ✓ Abilene
- ✓ Amarillo
- ✓ Austin
- ✓ Beaumont
- ✓ Bedford
- ✓ College Station
- ✓ Corpus Christi
- ✓ Dallas
- ✓ El Paso
- ✓ Fort Worth
- ✓ Harlingen

CBT Centers

- ✓ Houston
- ✓ Lewisville
- ✓ Lubbock
- ✓ McAllen
- ✓ Nacogdoches
- ✓ Odessa
- ✓ San Antonio
- ✓ Stafford
- ✓ Tyler
- ✓ Waco
- ✓ Wichita Falls

Regional sites

- ✓ Locations will be available throughout the state – site recruitment underway
- ✓ Open to candidates from any training program
- ✓ Compensation to site for supplies/space usage

In-Facility Testing (IFT) sites

- ✓ Site recruitment underway
- ✓ Site determines participation
- ✓ Students get to test in the same environment in which they trained
- ✓ Familiarity with the location of the facility and lay-out of clinical room
- ✓ Conveniently scheduled on a date requested by the Training Program

- ✓ Contact **pro-globalrecruiting@prometric.com** for additional information about becoming a Regional or IFT site

Application & Fees

- ✓ Candidate information
- ✓ Demographics
- ✓ Contact information (valid email address is mandatory)
- ✓ Training location, Training Completion Date
- ✓ Testing information – selection of testing site
- ✓ Exam selection and associated fees
- ✓ Payment information
 - ✓ Credit/debit card
 - ✓ Voucher
 - ✓ 3rd party check
 - ✓ No cash or personal checks

Test Options	Fees
Newly Trained Tester	Fee
Written and Clinical Skills	\$125
Oral English/Spanish and Clinical Skills (includes Reading Comprehension Exam)	\$135
Lapsed/Other Candidate	Fee
Written and Clinical Skills	\$125
Oral English/ Spanish and Clinical Skills (includes Reading Comprehension Exam)	\$135
Re-tester	Fee
Written Test ONLY	\$35
Oral English/ Spanish Test ONLY (Oral includes Reading Comprehension Exam)	\$45
Clinical Skills Test ONLY	\$90

Application Process

- ✓ Training program director uploads list of candidates who completed training
 - ✓ Instructional video to be posted on www.prometric.com/nurseaide/tx
- ✓ Candidates receive email notifying them that they are approved
- ✓ Candidates log on and complete the application, pay, and schedule
 - ✓ Instructional video to be posted on www.prometric.com/nurseaide/tx
- ✓ Location/date options will be visible to candidate for both Written/Oral and Clinical Skills exams

- ✓ Database from current vendor to be received on 8/28 and loaded into Prometric systems
 - ✓ Includes testing history for candidates who have tested previously but need to retest
 - ✓ Includes records for candidates who applied but were unable to test due to COVID/transition
- ✓ Fees will NOT transfer; please contact the previous vendor for refunds as needed.
- ✓ Prometric will email candidates with next steps



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Health and Human Services

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Q & A