SOUTH DAKOTA
TRAINING AND CERTIFICATION
GUIDE FOR TEST OBSERVERS

South Dakota Health Care Association-approved information regarding nurse aide testing.

South Dakota Health Care Association | www.sdhca.org/cna
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Test Observer
Information For Nurse Aide Testing
Keep this guide and refer to it often.

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South Dakota Health Care Association, South Dakota Board of Nursing and South Dakota Department of Health Contact Information:

South Dakota Health Care Association (SDHCA) ....(800) 952-3052
   ଛ www.sdhca.org/cna

South Dakota Board of Nursing..(605) 362-2760
   ଛ Nurse Aide Registry Questions
      Check Registry Status On-line (www.nursing.sd.gov)

South Dakota Department of Health..…………..(605) 995-8057
   ଛ State & Federal Regulations

Company History

Beginning in 1982—even before they filed as an official company—Headmaster founded distance learning with their EDUNET© software. They were spotlighted in the December 6, 1993, US News & World Report magazine as one of the companies *Pioneering the Electronic Frontier* and tested our first nurse aide candidate as a result of one of the EDUNET© courses in 1988.

Headmaster was officially founded in 1985 by general partners Paul Dorrance and Ben Schmitt with their development of Headmaster© school administrative software and GRADEMASTER© software for teachers to efficiently manage the data for grades, transcripts, attendance, report cards, etc.

Headmaster has expanded and grown to include computer hardware sales, network consulting, and setup, as well as developing testing software for Mountain States Line Constructors, Certified Nurse testing, Lead Abatement Workers, Medication Aides, Assisted Living Caregivers, Facility Administrators, Home Health Aide, General X-Ray Machine Operator, and Process Server testing. As the OBRA regulations were finalized and implemented, Certified Nurse aide testing began for the Montana Department of Health in 1991 using our TESTMASTER© software and LNA/STNA/NA tests. It seemed appropriate to the founding partners that their business name change to reflect the diversity of their services and thus became D&S Diversified Technologies, LLP - Headmaster, LLP.

D&S DIVERSIFIED TECHNOLOGIES (D&SDT), LLP–HEADMASTER, LLP is currently approved for nurse aide testing in Arizona, Arkansas, California, Massachusetts, Michigan, Minnesota, Missouri, Montana, Iowa, Kentucky, New Hampshire, New Jersey (skills), North Dakota, Ohio, Oklahoma, Oregon, South Dakota, Tennessee, Utah, Wisconsin and Wyoming along with medication aide testing in Ohio, Arizona, Arkansas, Massachusetts, Montana, Ohio, Oklahoma, Tennessee and Idaho. The company is fully staffed Monday through Friday, excluding holidays, from 8:00AM to 8:00PM Eastern Time, 7:00AM to 7:00PM Central Time, 6:00AM to 6:00PM Mountain Time; and 5:00AM to 5:00PM Pacific Time to provide live and direct technical support for all aspects of the testing process. D&SDT-HEADMASTER recognizes each state's responsibility to implement federal OBRA regulations on the state level. Therefore, D&SDT-HEADMASTER provides a Certification Evaluation Program that regularly and continually adapts to individual needs and changing regulations in each state and offers various testing options.

D&SDT-HEADMASTER supports regional test schedules that provide pre-scheduled test dates at various approved facilities for candidates to choose from at their convenience. D&SDT-HEADASTER also supports in-facility, or flexible, schedule testing for training programs so tests may be requested and administered by a State-approved, certified RN Test Observer lead test team as soon as possible after training is completed on an "as needed" basis. There can also be regional test 'seats' at in-facility test events. D&SDT-HEADMASTER believes that by providing a variety of options and increasing the number of test sites and independent test teams available, testing opportunities also increase, which speeds the certification process, decreases the pressure within federal time constraints for candidates to become certified, and provides flexible workloads for test teams.

D&SDT-HEADMASTER significantly speeds up the turn-around time between test administration and reporting results. D&SDT–HEADMASTER scoring teams correct tests the same day they are returned from Test Teams. Test results are immediately released to candidates, state registries, and approved agencies. From the candidate application through test administration and correction, the officially scored test turnaround time is amazing! Additional information is available at www.hdmaster.com.

D&SDT-HEADMASTER recognizes that nurse aide trainers and Test Observers are critical to ensuring the quality of nurse aide care made available in health facilities. D&SDT-HEADMASTER welcomes all suggestions from instructors, Test Observers, Actors, Knowledge Test Proctors, candidates, and facilities regarding all content of testing materials and the entire test process at all times. Feedback is the backbone of the success of the test review process, and Test Advisory Panels have been established to work as teams in each of our contracted states to meet the individual and unique needs of their respective states.

D&SDT, also known as HEADMASTER, is headquartered in Helena, Montana. We also have an eastern region office located in Findlay, Ohio. Both our Findlay and Helena staff will provide support and assistance when there are any technical questions. The Helena headquarters' office hours are Monday through Friday, 8:00AM to 6:00PM Mountain time. Our Findlay office hours are Monday through Friday, 8:00AM to 6:00PM Eastern time, with coverage in the Central time zone from 7:00AM to 7:00PM and in the Pacific time zone from 5:00AM to 5:00PM, Monday through Friday, excluding holidays. Our phone numbers are (800)393-8664, (877)851-2355, (888)401-0462 in all time zones. Since many of our contractors and customers in the West have known us for many years as Headmaster, the Helena staff answers the phone by that name, whereas in the Eastern office, the phone is answered as D&S.

South Dakota Test Observer Requirements

In order to qualify to become a Test Observer for HEADMASTER, the applicant must be an RN with an unencumbered license and a minimum of one year's experience as an RN caring for the elderly or chronically ill of any age. The applicant must become certified in test administration methods approved by HEADMASTER and the South Dakota Health Care Association.

Expected Test Observer Role and Responsibility

The ability of each Test Observer to administer the nurse aide competency exam per the protocols and procedures approved by the state ensures that each candidate is afforded a fair opportunity to demonstrate their knowledge during the exam process. The Test Team's role involves administering the nurse aide competency examination and submitting the testing documentation to D&SDT-HEADMASTER for scoring. Exams are scored in the D&SDT-HEADMASTER offices, and the results are submitted to state agencies on the day the exams are scored. The primary responsibility of Test Observers is to maintain the security and confidentiality of each exam and all exam materials. Test Observer's staff must safeguard the security of all testing materials at all times. Testing materials must be in the Test Observer staff's possession or under direct supervision at all times.

Getting Started

D&SDT-HEADMASTER will train you on the TestMaster Universe (TMU©) software used to administer the nurse aide exams and provide technical support as needed.

Test Observers are responsible for putting together a testing team. A testing team consists of a Test Observer, an actor, and a knowledge test proctor (KTP), should you choose to use a KTP. The actor plays the part of the resident during the skill exam process. The knowledge test proctor administers the knowledge exams to the candidates, while the Test Observer and Actor administer the skill exams to the candidates. Test candidates are rotated between the knowledge and skill testing during the test event, allowing the maximum number of candidates per day to be tested. Actors and knowledge test proctors must meet the following requirements:

- The actor and knowledge test proctor must be trained by the Test Observer using the State approved Actor Training and Knowledge Test Proctor training materials available from D&SDT-HEADMASTER.
- They must be of legal working age in the state where they are testing and age-appropriate for the job. If required by state regulations, minors must have a work permit.
- Test Observers cannot use anyone as an actor or knowledge test proctor who is currently enrolled in a nurse aide training program. Actors and KTPs must be made aware that they will not be eligible to sit for an exam for 6 months from the date they were last used as an actor or knowledge test proctor.
- Test Observers may use family members, certified nurse aides who have passed both portions of the certification exam, friends, volunteers, etc., as Actors and KTPs.
- Test Observers must inform Actors that appropriate attire must be worn per State standards – clothing that does not restrict their motion in any way. Tank tops and shorts are the ideal attire for an actor.

One Flight Testing Model

Test Observers are in charge of their test schedule. When using the 1-Flight Test Method, you may test the standard eight candidates or more or fewer if desired.

When testing using a one-flight testing method, all the candidates scheduled to test on a particular date will have the same test start time. If the Test Observer chooses to administer the knowledge test themselves, all the candidates scheduled for that date will take the knowledge test together simultaneously. The Test Observer would begin skill testing after the last knowledge test candidate has completed their exam. The Test Observer may either assign skill test times prior to testing or use a sign-in sheet. The candidates could choose a time slot when they arrive for testing and sign in.

Test Teams are in charge of their own test schedule. Once a few test events have been administered, you will know where your comfort level lies and how many candidates your test team can efficiently handle.

Testing Kit

Upon successful completion of training and certification, and prior to a Test Team's first test event, the following items will be a part of the digital testing kit that you will print out when you receive it from D&SDT-HEADMASTER:

- Knowledge Exam Instructions and Skill Test Instructions are to be placed in the waiting/holding area for candidates to read before entering the knowledge test room or skills lab.
- A Skill Test checklist.
- A Knowledge Test checklist.
- A 'Quiet' sign (posted in the waiting/holding area), 'Relaxation Area' sign (posted in the skills lab), and 'Knowledge' and 'Skills Tests Have Begun' signs (posted on the knowledge test room and skills lab doors) to post at test events.
- 'Actor Set-up Reference' sheets for your actor to refer to for skill task set-ups.
- 'Resident/Client Diet' cards.
- 'Recording Forms' on which candidates will record measurements during testing (this is the only form allowed to use for measurements for testing). Print and cut out individual forms to use during testing. The recording form can also be printed from the South Dakota Health Care Association website www.sdhca.org/cna.

- Actor and Knowledge Test Proctor Training Guidelines: Actors, and KTPs if you choose to use KTPs, will need to fill out the Actor or KTP Training Affidavit and Confidentiality/Nondisclosure Agreement under the application forms in the South Dakota TMU© software. This form will need to be completed only once.
- Form 1503 – South Dakota Test Site Equipment List Affidavit. This form lists the equipment and supplies needed for testing in South Dakota for every test event at the test site. At each and every test event, the Test Observer is responsible for checking the test site for the required equipment, supplies, and room requirements. If there are any discrepancies that will affect testing for the day, you are to report them to D&SDT-HEADMASTER immediately, and any other testing discrepancies need to be noted in the testing irregularities report.
- How To Instructions for TMU©:
    - Mass email notifications to candidates the night before the test event
    - Update/change a candidate's password at a test event
    - Imaging and uploading documents, i.e., recording forms to complete a test event

Prior to the first test event, obtain the following items to include in a 'testing kit':

- Small clipboard for the recording forms during testing.
- Pens/pencils.
- Basic calculators –for the knowledge test room and the skills test area.
- Two audible timers or one multiple timer (quiet timers, not an egg timer that ticks). It is recommended you have backup timers or use the timer built into TMU©
- Small clock with a second hand.
- Actor's toothbrush, disposable cup, and toothpaste.
- Gait/Transfer belt you know will fit the actor.
- Knee-high anti-embolic stocking known to fit your actor for the applying an anti-embolic stocking task.
- Non-skid footwear for the actor (slippers/socks that are easy to put on).
- Actor's comb, brush, or hair pick for the hair care task.
- Oversize button-up shirt or sweater that will easily fit over the actor's clothing.
- Sample single-serve food items such as pudding or applesauce.
- Disposable spoons, napkins, and bendable straws for residents requiring dining assistance tasks.
- Disposable wired headphones/earbuds (available on Amazon) for audio exams.
- Unmarked containers/bottles for premeasured amounts of "urine" (water colored with yellow food coloring) for the bedpan and output and urinary drainage bag tasks.
    - It is recommended to carry a syringe to fill the urinary drainage bag.

Preparing for your Exam Date

On the day prior to any scheduled test events, you may print out the Examiner's Report (Form 1250 – the sign-in sheet - see below) from the TMU© sign-in screen. However, it is not required. Two copies of the Examiner's Report (Form 1250) may be made. One copy is for your records if you wish. The other copy can be given to your Knowledge Test Proctor (if you use a KTP) so your KTP has the correct list of candidates for the knowledge test. You must not copy any other test materials without explicit permission.

- ❖ Occasionally, an audio version of the knowledge exam or ADA accommodation will have been requested for a candidate and will be indicated on the TMU© screen when you open tests and also on the Examiner's Report (Form 1250) to the right of the candidate's name. If this is the case and D&SDT-HEADMASTER staff have not advised you of a candidate's preapproved ADA accommodation, call or

email the SDHCA office luannseverson@sdhca.org or call (800)952-3052. Test Observers may not approve accommodations on site.

- All ADA Accommodations must be sent to the South Dakota Health Care Association and approved by D&SDT-HEADMASTER prior to the candidate's exam date.
- If a candidate has paid for an audio exam, you will need to supply the candidate with wired headphones/earbuds to connect to the computer in order for the candidate to listen to the knowledge test questions. Headphones or earbuds should be part of your Test Kit.

AUDIO VERSION OF THE KNOWLEDGE EXAM

When a candidate has an Audio Version of the Knowledge exam, you will see this note when you check and open your test events in TMU©:

ADA ACCOMMODATION

You will see the following message when a candidate has an ADA accommodation when you check and open your test events in TMU©:

Pop-up message when you click on the **Skill Ada-ETS**:

There are several other possible ADAs that may be approved, and the pop-up note will describe the accommodation(s) being granted.

For the knowledge test: TMU© automatically adds the extra knowledge test time.
For the skills test: you would allow the approved extra time when the candidate takes their skills test.

The printed version of the Examiner's Report (1250) with an Audio and with an ADA:

AUDIO:

```
          Examiner's Report - Certified Nurse Aide
Event ID: 30075
-------------------------
                         (TS)              Phone #1 :
                                           Phone #2 :
                                           Fax #    :
Test Administrator                 Testing Date/Time ---> 02/19/2024 8:00 AM CST

                                   **************************************************
                                   These materials are the property of HEADMASTER.
                                   Unauthorized use or distribution of the content
                                   is prohibited. If found, please call
                                   800-393-8664 for return instructions.
                                   **************************************************

Candidate Information      Signature  ORL  ADA Written  Skill  Photo ID  Confirm
--------------------       ---------  ---  --- -------  -----  --------  --------
        , Madisyn Marie                Y            14         Yes - No  NS - RE
```

ADA:

```
          Examiner's Report - Certified Nurse Aide
Event ID: 29449
-------------------------
                         (TS)              Phone #1 :
                                           Phone #2 :
                                           Fax #    :
Test Administrator                 Testing Date/Time ---> 02/22/2024 9:15 AM CST

                                   **************************************************
                                   These materials are the property of HEADMASTER.
                                   Unauthorized use or distribution of the content
                                   is prohibited. If found, please call
                                   800-393-8664 for return instructions.
                                   **************************************************

Candidate Information      Signature  ORL  ADA Written  Skill  Photo ID  Confirm
--------------------       ---------  ---  --- -------  -----  --------  --------
        , Ashley                           ETW          7         Yes - No  NS - RE
                                           ETS
```

Preparing your Supplies for Exam Day

Preparing supplies for the exam ahead of time will help ensure that an upcoming test event flows smoothly and efficiently. Review the skill tasks assigned to each candidate so that you can prepare your testing supplies accordingly.

The following tasks require premeasured amounts of fake 'urine' that need to be prepared the night before (*for example,* fill empty water bottles inconspicuously labeled with the total ml of fluid in the bottles) and before the candidate enters the skills lab:

- ♦ Toileting Using a Bedpan
  - ▪ Fill unmarked bottles with premeasured amounts of fake "urine" for each 'toileting using a bedpan' tasks for the day, plus extras. You will pour one bottle into the bedpan after the candidate has removed it from under the Actor.
- ♦ Emptying a Urinary Drainage Bag
  - ▪ Fill unmarked bottles with premeasured amounts of fake "urine" for each emptying a urinary drainage bag task for the day, plus extras. You will fill the drainage bag with these premeasured amounts of "urine" before the candidate enters the skills lab. You should carry a syringe with you to easily accomplish this task.

The following tasks require fluid(s) to measure or offer the actor during the feeding task, which needs to be prepared before the candidates enter the skills lab.

- ❖ **Resident Requiring Dining Assistance:** Set up a food tray with one unopened single-serve food item such as an applesauce or pudding cup, one full 240 ml glass filled with water, juice, or other beverage, a bendable straw, spoon, and napkin. You will need a new tray with a new setup, including another unopened single food item for each candidate with this task. There should never be more than one food item and one glass of liquid on the tray at a time.
  - ▪ Bring beverages your actor would like to drink during the feeding task. Before the candidate enters the skills lab, you will fill the glass with water or juice, for example. See the picture below of what the cup should look like when filled at the task's start.

PATIENT DIET CARD

PATIENT NAME: Mrs. Smith
PATIENT ROOM: 101
DIET:

Water
Pudding

240ml

Filled with water, juice, etc.

❖ **Fluid Intake**: Ensure you have the correct set-up and premeasured amount of water in each glass. You will be provided the set-ups in your digital testing kit.

Note: Use a medicine cup (or similar measuring device that accurately measures small amounts – but not a graduate as it does not accurately measure such small amounts) to fill the glass so that all Test Observers are measuring with the same type of cup. **Consistency is a must in testing.**

'Useful Forms for CNA Test Observers' can be found on the South Dakota Health Care Association website, which includes:

❖ CNA Test Observer Resident Actor Forms
❖ 120ml Fluid Intake Skill Setup
❖ 240ml Fluid Intake Skill Setup
❖ Candidate Recording Sheets

If you have any questions, please contact SDHCA office luannseverson@sdhca.org or call (800)952-3052.

Test Day Preparations

Test Observers, actors, and KTPs should report to the testing area at least **30 minutes prior to testing** to set up before candidates arrive for sign-in.

- Post the testing signs that were sent in the digital testing kit materials.
- Use the Test Site Equipment List (Form 1503) as you set up the test equipment and supplies prior to administering any tests to make sure all equipment and supplies are available and in good working order.
- Ensure the area is free from distractions and interruptions and that the area is only being used for testing.
- **Only contact D&SDT-HEADMASTER office at (800)393-8664, (877)851-2355 or (888)401-0462 immediately if there is an issue on testing day.** *During non-business hours on weekends and holidays call the on-call numbers (406)431-8953 or (406)431-9042.* D&SDT-HEADMASTER can assist you in resolving these technical issues *before the test begins* to ensure test consistency. **Otherwise, contact the SDHCA office luannseverson@sdhca.org or call (800)952-3052 if the Test Site is not meeting the State standards adequate for testing.**
- Ensure the testing area is well-lighted and ventilated.
- Become familiar with the locations of fire exits, restrooms, etc.
- Be sure that *at least 3 to 4 feet* separates candidates on all sides for the knowledge portion of the test, and the candidates have nothing else with them at their work station. (Inform candidates of the area you have designated by the door to place any belongings brought into the room (purses, backpacks, cell phones, smart watches, fitness monitors, etc. to be retrieved when they exit the room when done with their test.)

- Cell phones, smart watches, fitness monitors, Bluetooth-connected devices, and any other electronic devices MUST BE TURNED OFF and removed from pockets, wrists, etc., before placing them in the area you have designated by the door during testing.

- Make sure wired headphones or earbuds (you are responsible for supplying these, or candidates may bring their own **that you check first before allowing them to use their own**) plug into the computer speakers and are available for any candidates who are scheduled to take an audio test. ***Bluetooth-connected devices of any type are not allowed.***

- Make sure all necessary ADA accommodations are in place. Candidates must request and receive approval for ADA accommodations from the South Dakota Health Care Association and D&SDT-HEADMASTER prior to being scheduled to test. Any candidates with ADA accommodations will have been indicated to you when you open the event in TMU©.

Candidate Arrival

Sign in Process

As candidates arrive, Test Observers should introduce themselves, the actor, and the knowledge test proctor if you use a KTP. Remember to be pleasant and professional when greeting and checking in candidates. Never ask a candidate where they trained or who their instructor was. Keep conversations minimal and professional to get through the sign-in process quickly. Sign the candidates in as they arrive and make the ID and demographic information verification time the first opportunity used to put the candidates at ease and establish a positive, supportive testing environment. It is suggested that the Test Observer go to all the candidates waiting in the holding area and conduct the ID and signature sign-in. This shows respect for the candidates and reinforces everything you say to each candidate because all candidates will hear your conversations as you sign in each candidate individually. An added bonus is that this process can save time! **The Test Observer MUST be the person who verifies the IDs during the check-in process. This task may not be delegated to the KTP or Actor.**

Candidates who Arrive Late for Testing

- Any late candidate should be turned away and not be allowed to take the exam on that day. Candidates turned away will be considered NO SHOWs. However, at your discretion, and depending on the circumstances, a candidate may be permitted to work into the test rotation or be allowed to return and be worked into an afternoon test flight or may be allowed to take one of the two test components and just be listed as a NO SHOW for the component that was not taken. Any exceptions you grant must be clearly documented in the Testing Irregularities section of the TMU© software when submitting the exam, so D&SDT-HEADMASTER staff and the state agencies have a clear understanding of the circumstances.

Candidates that Show Up to Test who are not listed in the Test Event, or on the Examiner's Report (1250)

- Test Observers can only administer tests to candidates listed in the Test Event, or on the Examiner's Report (Form 1250). If a candidate shows up to a test that is not listed in the Test Event, or on the Examiner's Report (Form 1250), the candidate is not allowed to test. **Only contact D&SDT-HEADMASTER office at (800)393-8664, (877)851-2355 or (888)401-0462 immediately if there is an issue on testing day.** ***During non-business hours on weekends and holidays call the on-call numbers (406)431-8953 or (406)431-9042.*** D&SDT-HEADMASTER can assist you in resolving these technical issues **before the test begins** to ensure test consistency. **Otherwise, contact the SDHCA office** luannseverson@sdhca.org **or call (800)952-3052 if the Test Site is not meeting the State standards adequate for testing.** You would also note this in the Testing Irregularities before submitting the event to D&SDT-HEADMASTER.

Instruct each candidate to double-check the spelling of their name and the demographic and other information on the sign-in screen in TMU© (make any candidate demographic updates to address, email, phone number) as they sign in. Record any discovered discrepancies as irregularities on Testing Irregularities (test site equipment concerns, inappropriate candidate behavior, No Show candidates, etc.).   **Detailed instructions are included in the 'Navigating TMU© Training Guide' included in your digital testing kit materials.**

You **MUST NOT ACCEPT** candidates for testing who are in casts, or have other significant braces, are on crutches, or are visibly sick. Be ready to provide any ADA accommodation(s) that you were notified of prior to testing, as indicated in the test event and on the Examiner's Report (Form 1250).

Identity Verification

Verify each candidate's identity with a photo ID or a South Dakota Health Care Association approved substitute ID form.

You may **NOT ACCEPT** candidates for testing who do not present *a photo ID or a South Dakota Health Care Association approved substitute ID form.*

Testing Attire

There is no mandatory testing attire for testing in South Dakota.

The Knowledge Exam and Skill Test Instructions

As you sign-in each candidate, inform them of the Knowledge Exam and Skill Test instructions (print copies from the provided digital testing kit materials) that they need to read before being called into the knowledge test room or skills lab. These instructions need to remain in the waiting area during testing so candidates may refer to them while waiting to test.

The Knowledge Test and Expected Role of Knowledge Test Proctor/TO

If you choose to use a KTP, they must be trained and certified to administer the knowledge test. **KTPs must review the KTP Training Guidelines with the Test Observer before each testing day begins**. KTPs must complete the KTP Training Affidavit and Confidentiality/Nondisclosure Agreement under the application forms in the South Dakota TMU© software. KTPs complete this application the first time they participate as KTPs. KTPs need to complete this application only once and can participate at any facility with any Test Observer without having to complete the application again. However, the training guidelines should certainly be reviewed before each testing day begins. Test Observers manage the trained knowledge test proctor (KTP) on test day. KTPs are responsible for monitoring the knowledge portion of the exam.

- **The KTP/TO must recheck the IDs of each candidate as they enter the knowledge test area.**

- The KTP/TO will inform the candidates of the 'designated area' in the room where candidates will place any personal items they have brought into the knowledge test room with them (purses, backpacks, cell phones, watches, smart watches, water bottles, etc.) Any electronic devices **MUST BE TURNED OFF** and placed in the 'designated area'. Electronic devices or Bluetooth-connected devices cannot be on (wrist, in pocket, etc.) or near the candidate during testing. The KTP/TO will remind candidates to collect their belongings after their exam.

- The KTP/TO will follow the instructions on the Knowledge Exam Checklist (included in your digital testing kit) for each and every knowledge test event.

- The KTP/TO will ask the candidates if they have any questions about the Knowledge Exam Instructions they read while in the waiting area. The KTP/TO must specifically ask the candidates:

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

- Copies of the Knowledge Exam Instructions must be placed by the workstations for candidates to refer to during testing if needed.

- The KTP/TO ensures that each candidate gets logged into their exam in TMU©.

- *UNDER NO CIRCUMSTANCES MAY ONE CANDIDATE'S TEST BE USED FOR ANY OTHER CANDIDATE.*

- Candidates may bring a basic calculator, or one can be provided by the KTP/TO.

- The KTP/TO should conduct the knowledge test efficiently and quietly.

- Knowledge test proctors must report any test irregularities to the Test Observer in between skill tests (never interrupt a skill test in progress).
  - The KTP should also have all technical support contact numbers for D&SDT-HEADMASTER, (800)393-8664, (877)851-2355, and (888)401-0462 (weekdays) or the on-call number provided to the Test Observer, (406)431-8953 or (406)431-9042 (non-business hours on weekends and holidays). If the KTP/TO needs technical assistance at any time with any portion of the knowledge testing process, the KTP/TO should contact D&SDT-HEADMASTER.

- Every attempt should be made to have audio knowledge test candidates test first. Make sure the candidate has the volume turned up, and they can hear the questions.   If you need help troubleshooting an audio exam, please contact D&SDT-HEADMASTER.

- KTPs/TOs should use a visible room clock to time the test accurately. Allow NO MORE THAN ninety (90) minutes for the knowledge test.
  - The KTP/TO will inform the candidates when there are 15 minutes remaining and when the time has expired.

- The KTP/TO should circulate around the room frequently during testing and remain alert to guard against cheating and ensure that candidates are not navigating away from the test (Google searching, etc.).

- Be sure to set an appropriate tone/environment and protect candidates from disturbances.

- **NEVER LEAVE CANDIDATES UNSUPERVISED AT ANY TIME FOR ANY REASON!**

- Ensure that no smoking, eating, cell phone, smartwatch usage (texting), or Bluetooth-connected device usage takes place during the test; this applies to Test Observers, actors, and knowledge test proctors as well.

- The KTP/TO should never engage in any activity that would divert their attention from the candidates or their view of the computer/tablet screens or behave in a manner that would distract the candidates, such as talking to others, eating, or reading books and newspapers. No cell phone, Bluetooth-connected device, smartwatch, or fitness monitor should ever be turned on or used in any way during a knowledge test by anyone in the knowledge test room.

- KTPs/TOs must be certain to collect **all testing materials (including any basic calculator provided by the KTP/TO to the candidate)** at the end of the knowledge test and quietly direct the candidate to the holding/waiting area or leave the test site if the candidate is finished with testing.

The Skill Test and Expected Role of the Actor

The Role of the Actor

The actor must be trained and certified to be used as a resident for skill tasks. **Actors must review the Actor Training Guidelines with the Test Observer before each testing day begins**. Actors must complete the Actor Training Affidavit and Confidentiality/Nondisclosure Agreement under the application forms in the South Dakota TMU© software. Actors complete this application the first time they participate as Actors. Actors need to complete this application only once and can participate at any facility with any Test Observer without having to complete the application again. However, the training guidelines should certainly be reviewed before each testing day begins.

Actors must remain test-neutral and not impact the test in any way. The Actor Training Guidelines provide appropriate responses and behavior for the actor during testing.

Testing Set-Up and Environment

It is important that you set up a testing environment that will give each nurse aide candidate a fair, nonbiased, equal opportunity to demonstrate that they know how to perform the tasks that make up their skill test. **You must set out all supplies and equipment necessary for <u>all skill tasks</u> that the candidates who are testing that day will have during the designated set-up time before the candidates arrive.** This will allow you to show and demonstrate the location of the equipment and will enable the candidates to identify and locate the appropriate equipment and supplies to perform their tasks. This presents another opportunity to put the candidate at ease before beginning the skill test.

Make sure that the actor stays in place until confirmation is received from the candidate that they are finished with each scenario. Only after the positive closure for the task has been made can the actor begin setting up for the next scenario.

Skill Test Observing and Recording

The Key Steps (critical) designated by the state for a skill task are not noted in any way to help test teams remain completely unbiased as skill tests are being administered and observations are being recorded as they are seen being accomplished.

If the candidate asks if they passed or failed their test, you may tell them you do not know because the tests are scored by D&SDT-HEADMASTER official scoring teams and that your job is to observe and record exactly what you see. Test Observers can only discuss candidate test performance with D&SDT-HEADMASTER or designated state staff. If asked by an instructor or program how candidates performed during testing, you could only tell them to contact D&SDT-HEADMASTER as you are not allowed to discuss testing or candidate performance with them.

Test Observers have the authority to stop a test anytime they believe that they or a knowledge test proctor, actor, or candidate is in an unsafe situation.

The Skill Test, Skill Test Instructions, and Skill Test Checklist

Again - before beginning a skill test, **the Test Observer must recheck the ID of each candidate as the candidate enters the skill test area. This is one last double-check to be absolutely certain that you have pulled up the correct candidate's skill test on your screen in front of you.** Collect your test candidate from the waiting/holding area and take them to the skills test lab. Only one candidate may take the skill exam at a time; candidates must be tested individually.

Test Observer Skill Test Checklist

Before beginning a skill test, sit beside the candidate in the designated relaxation area and follow the steps listed on the Test Observer Skill Test Checklist (provided in your digital testing kit materials).

- **STEP 1:** Show the candidate the designated area in the room where they may place their personal belongings. Make sure candidates have turned off their electronic devices and that they have left them in the designated area.
- **STEP 2:** Sit beside the candidate in the relaxation area.
- **STEP 3:** Check the candidate's photo ID against the candidate's name on the skill test pulled up on the tablet/laptop.
- **STEP 4:** Ask the candidate if they have any questions about the Skill Test Instructions they read before coming into the skill test lab. Specifically ask:
    - "Do you understand that you can ask me to reread any scenario at any time?"
    - "Do you know that you can correct anything you think you demonstrated incorrectly at any time?"
- **STEP 5:** After steps 1 through 4 have been accomplished, inform the candidate of the tasks they are to demonstrate. Candidates do not need to remember the scenarios as you will read a scenario to the candidate at the start of each task demonstration.
- **STEP 6:** You will complete the equipment and supplies demonstration next. You **must show** the candidate the location of the equipment needed to perform their assigned skill tasks only. In addition, you **must demonstrate** how to properly operate the bed brakes, wheelchair brakes, privacy curtain, bedside rails (if the bed has side rails), bed adjustment mechanisms, etc., for test candidates whose tasks require using any of this equipment. This is also when you will have the candidate sign the recording form if the candidate has any tasks with a recording (Toileting using a Bedpan, Emptying a Urinary Drainage Bag, Resident Requiring Dining Assistance, Fluid Intake, Vital Signs- Blood Pressure and Pulse and Respirations).
- **STEP 7:** After completing the equipment/supplies demonstration, ask the candidate if they have any questions. You may only answer questions regarding the equipment or supplies and not how to complete a scenario (such as "How do I place the resident on a bedpan?").
- **STEP 8:** To start the skill test, you will read the scenario, word-for-word, for the first task demonstration. You may only read the scenario that begins each of the individual skill tasks the candidate has been assigned. You may reread the scenario when the candidate requests to do so or if you see the candidate is confused when they begin a task, such as collecting the equipment for the wrong task or perhaps just appearing lost. You may then reread the scenario again without prompting from the candidate.
- **STEP 9:** When the candidate begins the first task demonstration after you have read the first scenario, start both of the timers. One set for 15 minutes (this is the 15-minute left warning) and one set for 30 m minutes (this is the times-up alarm).

The Test Observer or the actor may never direct, teach or coach the candidate in any fashion. Every candidate should have the exact same treatment and opportunity to demonstrate each of the tasks assigned to them. You may not answer questions once the skill test begins. D&SDT-HEADMASTER has to make sure that there is consistency at each and every test event, and these procedures must be done exactly the same at each event, for each candidate, individually.

Recording Form

You will be provided with the South Dakota Recording Form in your digital testing kit materials, and it is also available to be printed from the South Dakota Health Care Association website under 'Useful Forms for CNA Test Observers' at www.sdhca.org/cna .

If the candidate has been assigned, by the computer, any skill tasks that require recordings during the equipment/supply's demonstration, show the candidate the **recording form** that is placed on a small clipboard with the candidate's name that you have already printed at the top and say,

- "This is for recording any measurement(s) you take for your resident/client. You will record any measurements taken in the appropriate space on this recording form. Please sign this form now to confirm that you know it is here to be used for recordings during your test."

This way, the Test Team and D&SDT-HEADMASTER scoring staff have a way to confirm that the candidate was shown the recording form during the demonstration tour, and it also becomes a good way to identify the recording form. Do not look at the recording form again until the candidate has finished their skill test and has left the skill test area. Inform the candidate that they may move the clipboard anywhere they need in the testing room to help them remember to record any measurements. Also, inform the candidate that if they walk out of the test event with the skill test recording form in their pocket, or if they forgot to record any measurements, they will not receive credit for any recordings.

Mandatory Skill Tasks

South Dakota has two specific, mandatory tasks with required hand washing using soap and water embedded as their first task demonstration. The tasks are:
- Emptying a Urinary Drainage Bag
- Toileting using a Bedpan

Equipment and Supplies Demonstration

Equipment Demonstration

The following items are shown to every candidate during the equipment and supplies demonstration:

- Remember that the Recording Form is part of the equipment demonstration if the candidate has a task requiring a measurement. Refer to the recording form information above.
- Bed brakes (you **must show** the candidate how to lock the designated bed brakes – reinforce that the designated bed brakes must be locked during testing, not verbalized or just touched with the foot – the bed brakes must be engaged for credit).
- Show the candidate the bed controls (raising and lowering the bed and the head of the bed).
- How to operate side rails, if the bed has side rails, or if the bed controls are on the side rails.
- Call light or signaling device.
- Designated linen hampers and garbage cans.
- Where hand sanitizer and gloves are located.
- The hand washing sink, soap, and paper towels. If there are any oddities regarding the sink or the paper towel dispensers (or water use at some sites), inform the candidate of the oddity and how to handle it during testing.
  Examples:
  - If the paper towel dispenser sticks or jams, let the candidate know you will advance the paper towels should this happen.
  - If the water takes a long time to heat up, let the candidate know this and that they do not have to wait for the water to heat up as long as they show that they are getting the warm water from the hot water lever on the faucet.
- Toilet or commode if there is not a toilet in the room.
- Show the candidate how to pull the privacy curtain (no verbalization or pretend pulling of the curtain allowed).
- Show the candidate where you want them to knock.

Supplies Demonstration

Each assigned task involves specific equipment and only the location (the table or counter that all supplies have been set out on, and the linen cabinet or cart if linens are kept in one) of the supplies for the specific tasks the candidate has been assigned need to be shown to the candidate. Candidates are responsible for gathering their own supplies, and you will just show them where they are located. For example, show the location of the following supplies/equipment along with the required equipment demonstrated above under Equipment Demonstration:

Emptying a Urinary Drainage Bag: The drainage bag and you will also demonstrate to the candidate how to open and close the drain (and allow the candidate to open/close the drain if they are unfamiliar with the one being used). Location of the graduate, barrier, alcohol/antiseptic wipe, and recording form.

Toileting using a Bedpan: Location of the bedpan, graduate, toilet, or commode and recording form.

Abdominal Thrust: There are no supplies/equipment for this task.

Ambulation and Transfer tasks: Locking of the wheelchair brakes (both must be locked to receive credit) and the bed brakes. Location of the gait belt(s), cane or walker, and non-skid footwear.

Anti-embolic Stocking to One Leg: Point out where the anti-embolic stocking is located. Show the candidate the heel on the stocking.

Blood Pressure: Location of the teaching (binaural) stethoscope with two different sizes of BP cuffs and alcohol wipes. Make sure you take your Actor's blood pressure before the candidate comes into the skills lab.

Brushing Teeth: Location of the actor's toothbrush, toothpaste, emesis basin/disposable cup, and linens.

Changing an Occupied Bed: linens.

Denture Care: Location of the denture in the denture cup (one plate only for testing), which will be placed on the bedside stand as part of the set-up for this task. Location of the actor's toothbrush, toothpaste, disposable cup with water, denture cleanser, denture brush/toothbrush/toothettes, and linens.

Fluid Intake: Ensure you have the correct set-up and premeasured amount of water in each glass. You will be provided the set-ups in your digital testing kit materials and in the setup for the task in TMU© in the test event.

Gown and Gloves: You will show the location of the gown(s) and gloves, hand sanitizer and where to dispose the gown and/or gloves.

Hair Care: Location of actor's comb, brush, or hair pick and linens.

Modified Partial Bed Bath: Location of the basins, soap, gowns and linens.

Mouth Care for a Comatose Resident: Location of the swabs (toothettes), and the cup that you have already placed water in (for the diluted mouthwash) and linens.

Nail Care One Hand: Location of basins, nail brush if available, linens, orange stick, and nail file.

Partial Dressing of Resident: Location of the oversized button-up shirt or sweater.

Passing Fresh Water: Ice (marbles used as simulated ice), scoop, pitcher (or other appropriate equipment), or the ice dispenser if used.

Position Resident on Side in Bed: Location of support devices such as pillows.

Range of Motion Exercise: There are no supplies/equipment for this task.

Resident Requiring Dining Assistance: Place the pre-filled 240ml glass with water, juice, etc., and a single-serve, unopened food item (applesauce, pudding), bendable straw, spoon, napkin, and diet card on a tray. Let the candidate know you will place this tray on the overbed table to start the task as part of the set-up. Show the location of the linens and recording form.
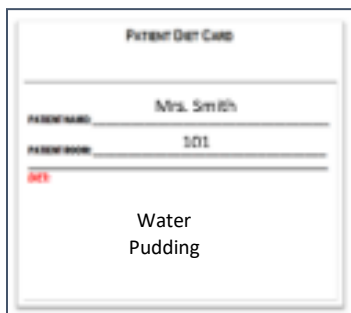
240ml

Filled with water, juice, or other beverage

Vital Signs – Pulse and Respirations: Location of wall clock or small clock with a second hand.

Use the brief equipment demonstration as another opportunity to further put the candidate at ease.

Relaxation Area

Show the candidate the "relaxation" area where they can return after they finish (gives you positive closure for) each task. This is the same spot in the room where you sat beside the candidate as you completed the first few steps on the Test Observer Checklist when the candidate first entered the room. Having the candidate return to the relaxation area between tasks, for a few seconds, after you get closure at the end of each task allows the actor time to set up for the next task while you finish up your skill step marks and double check them.

Starting and Conducting the Skill Test

Remain professional as you allow the candidate to relax as best they can. Once the skill test begins, you must put on a poker face and give no indication of the candidate's performance. Never become friendly or gruff, this will mislead the candidate into thinking they are doing well or poorly and will bias the test. Remember you must treat each candidate exactly the same. Each Test Observer should be the "benevolent master" of their testing environment, striking a balance that is consistent and provides the exact same experience for every candidate.

Answer the candidate's questions before starting your audible timers (or TMU© time) and reading the first scenario for one of the mandatory tasks that begins the skill test.

Remember you cannot talk with a candidate or answer any questions once the skill test has begun.

Remember to set your timers when the candidate begins their first task (one to go off at the 15 minutes left mark and one to go off at the 30-minute time is up mark). The specific time frames for South Dakota are built into the TMU© software.

Once the skill test begins, document the START TIME, and subsequently the STOP TIME when finished, of the entire skill test, which is made up of a certain number of tasks, (in TMU©, you may use the timer feature, but please see the instructions in the 'Navigating TMU© Instructions' provided in your digital testing kit materials). This time has no effect on test scores, but will help us determine average times on respective test forms.

Read and, if asked, reread any scenario requested any time during the candidate's skill test, until the candidate has verbalized that they are finished with the skill portion of the exam, or runs out of time. Put your poker face on when the skill test begins. Keep your computer/tablet/laptop screen, and/or paperwork, out of the candidate's field of vision at all times.

Audible Count Down Timers

Two timers, or a multiple setting timer, must be used, or the timer built into the TMU© software, to time candidate skill tests, one will be set to alarm when 15 minutes are remaining and the other to alarm when the 30-minute maximum allowed time has elapsed. When your audible timer "beeps" at the 15-minutes left mark, tell the candidate there are 15 minutes remaining. If the timer "beeps" at the 30-minute maximum (time-up) mark, it will usually "startle" the candidate, because they have run out of time. At that point you STOP the test and say, "Your allotted time is up. Thank you for showing us your skill demonstrations today."   Direct the

candidate as quickly and gently as possible back to the holding (waiting) area or let them know they are free to leave, if they have finished testing for the day.

Verbal Closure by the Candidate at the End of Each Task

Inform the candidate during the equipment/supplies demonstration that they need to verbally tell you when they are finished with each task. You and your actor will not move to set up for the next task until you have received the verbal confirmation that the candidate is finished with the task they just demonstrated. This is so that if the candidate is reviewing what they have just demonstrated in their head, you do not disrupt their train of thought. There are those cases where the candidate may stare at you blankly, and in this case, you may say, "Are you finished?" When you get the "yes" from the candidate, direct them to the relaxation area and set up for the next task.

Quickly spot check the actor's set-up for the next skill task with a quick glance at the SETUP notes at the top of the next task on the computer/tablet/laptop. Then, after seeing that the next task is properly set up, move over to the candidate's relaxation area and read the next scenario to begin the next demonstration. DO NOT READ THE NEXT SCENARIO TO THE CANDIDATE UNTIL YOU HAVE CONFIRMED THE SET UP IS CORRECT AND YOUR ACTOR IS READY FOR THE NEXT TASK DEMONSTRATION TO START.

Closures when Candidate is Finished with their Skill Test

When the candidate finishes all of their assigned tasks in less than the maximum allowed 30 minutes, recap the number of tasks on the skill test by saying "You have just completed __, __, __, and __" (read each of the assigned tasks as you recorded them in the blanks provided at the beginning of the first task in the order you decided was the best order for sequencing them) then say, "You have _??_ minutes remaining. Are you finished with your test?" If the candidate says 'yes', thank them for coming. If they still need to take their knowledge test, direct them to the holding/waiting area to be called for their knowledge test, or if completed with testing, direct them to leave the test site/facility. Don't comment in any way about your perception of their performance on the skill test.

If the candidate says "no" and still has time left on the clock, they may correct anything they think was demonstrated incorrectly. You may only reread scenarios requested. If the candidate tries for a "get out of jail free statement" such as, "I would have pulled the privacy curtain when I started each task", then you should ask, "For which task do you want to make the correction of pulling the privacy curtain." Always ask the candidate to demonstrate any step(s) they are correcting! A general statement you can make when they try to verbalize step(s) they need to show you is: "Please show me what you would do." The candidate needs to be specific about any type of general statement when doing corrections. (For example: "I forgot to pull the privacy curtain on the toileting using a bedpan task." And then the candidate demonstrates pulling the privacy curtain.)

Complete your marks on the candidate's test on the computer/tablet/laptop screen, and move on to the next candidate's skill test. Of course, any candidate who exits without completing any portion of the skill test must be clearly documented with unchecked boxes for all the steps not completed.

Order and Corrections of Skill Steps

One of the mandatory tasks of Emptying a Urinary Drainage Bag or Toileting using a Bedpan will always be administered first. An additional two or three skill tasks are randomly assigned from the pool of South Dakota approved tasks (the exception would be retests—candidates will retest on one mandatory task, one task they failed, and one or two other tasks).

- ***Steps do not have to be performed in the order they are listed.***
    - Use your judgment in cases where one step must be performed before another. Look for the key words BEFORE or AFTER in the step. Remember; just record for the scoring team an explicit description giving them a "snap shot" of what you saw that caused you to record any step as not completed.

- If a candidate forgets a step but remembers it before running out of time or stating that they are finished with the skill test portion of their exam, they may indicate this to you.
    - You must always have the candidate demonstrate the step (and/or the complete task if they choose) correctly whenever the candidate says they are correcting a step or steps they believe they did incorrectly.
    - **Verbalizations of a correction are not allowed.**
    - For all corrections you may say to the candidate, "Please show me how you would do that." If the candidate were to say, "I forgot to do range of motion on the resident's elbow."

- All corrections must be demonstrated in order for you to see the candidate's technique, so you can correctly record your checked or unchecked marks. If the candidate says, "I would have locked the bed brakes before I started every task." (The blanket, get out of jail free card.) Please say, "For which task do you want to make a correction to and lock the bed brakes?" Then the candidate must actually lock the brakes for credit. This makes the candidate have to be specific and gives you time to page back to that task and see how you originally marked it. This also slows them down so you have time to record the changes from unchecked to checked on the computer/tablet/laptop screen.

- Once a candidate's time expires or they say they have completed the skill portion of the exam, they cannot correct anything they believe they did incorrectly.

Direct each candidate to their next assigned area when they finish the skill test. They will either move on to the knowledge test or they will have completed both portions of the exam and will be directed that they may leave the test site. You may inform candidates that test results will be available within 1-2 business days after the exam is scored.

- ❖ Candidate test results are confidential. If the candidate has any questions regarding their test or test results, you should direct them to call the South Dakota Health Care Association during business hours.
- ❖ If the candidates or an employee at the test site asks if they passed or failed or how they did on their exam, you must tell them you do not know because the tests are scored by the D&SDT-HEADMASTER official scoring teams, and that your job is to observe and record exactly what you saw. Violating this procedure jeopardizes the test observer role and you can lose your privilege to administer the South Dakota Nurse Aide Competency Exam.

You must avoid coaching, teaching or hinting, in even the subtlest way, (eyebrow twitch, smile, nodding head) that the candidate is doing something correctly or incorrectly. If you are an instructor, exercising the privilege granted by the state to also be a Test Observer, you must be certain that you only wear your test observer "hat" during testing and leave your instructor instincts back in the classroom. Not strictly adhering to your Test Observer role will jeopardize the instructor/Test Observer cross over privilege for every instructor in the State.

Remain impartial and unbiased. Test Observers are the eyes and ears at the test site and must record only what is specifically observed. Candidates either perform each step correctly or they do not. Remember a checked box

means the candidate performed the step correctly. An unchecked box means the candidate did not perform the step correctly. Test Observers must explain all unchecked marks for each step unchecked in the comment field to the right of the step in TMU©. Capture a description of what you saw so the scoring teams can do their jobs with clear information from you. Always describe precisely what you actually saw.

You are ultimately responsible for the accuracy of the marks and must double check every mark before clicking on the finish and end test buttons in TMU©.

D&SDT-HEADMASTER will contact you if anything needs to be corrected or is missing when D&SDT-HEADMASTER staff are scoring.

Documentation of Skill Task Steps

As a Test Observer, you are the scoring teams "eyes and ears" at each candidate's exam. We need to know what each candidate did not do correctly if they miss a step in a skill task. Following are some notations that we need to see for different skill task steps. Some steps are fairly simple and you can simply enter "DND" for "did not do" if the step is missed. However, in other circumstances, the scoring team needs more information. Any time a candidate verbalizes a skill task step but does not physically perform the step, we need to know that the candidate "Verbalized, DND".

Ins and Outs

- Knocking on door – If the candidate did not knock on the door, what happened? Did the candidate pretend to knock? Verbalize knocking? Just walk into the room?
- Introducing self by name – What was said?
- Explain procedure to be performed to the resident – DND is acceptable.
- Performed hand hygiene – DND is acceptable, note if the candidate verbalized the step.
- Maintains respectful, courteous interpersonal interactions at all times – We need to know what the candidate did that was *not* courteous or respectful.
- Places call light or signaling device or water within reach – If not in reach, where was it left?

Hand Washing Steps

Most of the skill task steps in the hand washing portion of the first mandatory tasks can be noted as "DND" if a candidate misses them. However, there are some exceptions. If the candidate rinses their hands ***before*** completing all the steps requiring soap, they do not receive credit for those steps.

- Rubs hands together for at least 15 seconds with soap using friction – if the candidate does not rub hands together for 15 seconds *with soap on hands*, how long did they use friction? You will be required to document the number of seconds in TMU©.
- Does not recontaminate hands at any time during the hand washing portion of the task – If the candidate recontaminates their hands, we need to know how that happened (touched sink, touched faucet or crumbled up paper towel used to dry hands with both hands before throwing away).

Other Common Steps

- Discarding soiled linen in designated container – If not disposed of in the designated container, where was it left?
- Rinse, dry and return equipment to storage – If not rinsed or not dried, note this as 'DN rinse' or 'DN dry'. If the equipment was not returned to storage (meaning returned to the equipment/supplies table it was collected from), where was it left (at the bedside, at the counter, etc.).

Task Specific Steps

Applying an Anti-embolic Stocking:
- Places stocking correctly, with no wrinkles – If not placed correctly, or has wrinkles, how was it placed, where was the heel, where were the wrinkles, etc.

Bedpan and Output:
- Positions client on bedpan correctly – If not placed correctly, how was it incorrect? The most common mistake is to place it backwards. In this case, note that it was "backwards".

Positioning Resident on Side:
- From the working side of the bed, move upper body, hips and legs toward self – You will be required to document which side you told the candidate to turn the resident on to, what side was the candidate's working side and what side the resident was turned on to. If the candidate does not turn the resident to the correct side, you told them to, or does not move the resident in sections from their working side, etc. you need to provide a detailed explanation of which sides the candidate was doing things from, turning to, so the scoring team has an accurate description of what was done wrong.

Vital Signs – Manual Blood Pressure:
- Apply the cuff around the upper arm just above the elbow. Where did the candidate place the cuff, etc. Give details of what was done incorrectly on the steps.

Vital Signs – Pulse and Respirations:
- Candidates are required to count the pulse and respirations for one full minute. Document if they did not count the appropriate time, document how long they did count (counted for 45 seconds, etc.).

These are just a few examples of the types of notations the scoring teams need to receive so that they can accurately score a candidate's skill test. If you have questions on what is needed on the other tasks, for clear scoring, please call D&SDT-HEADMASTER to discuss. We are happy to assist you as to what types of notations scoring teams need to receive from you.

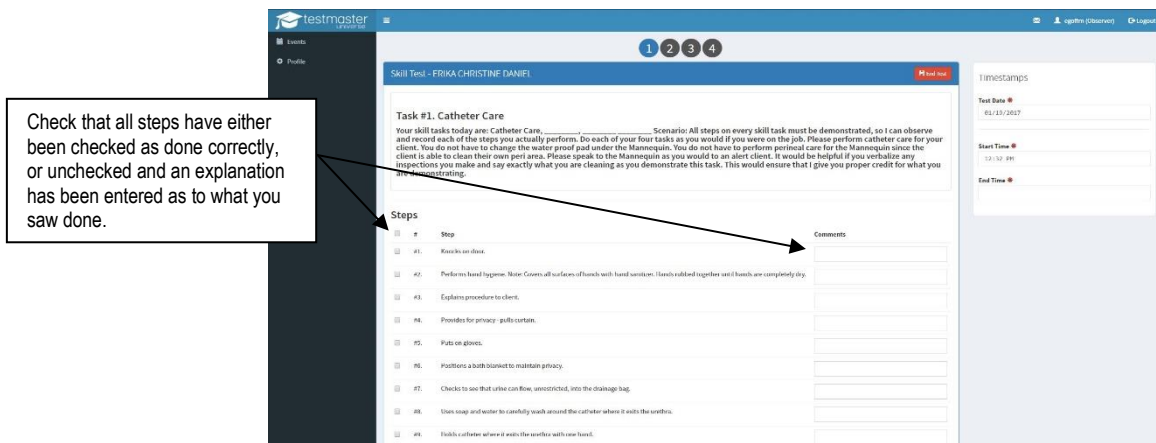## Reporting Test Discrepancies and/or Irregularities

The Testing Irregularities area in the test event in TMU© is the hub from which all action for change, improvement and support for the entire testing process comes. It is important that you report any irregularities that occur during your test day in the Testing Irregularities area. Comments on the Testing Irregularities area are reviewed by D&SDT-HEADMASTER staff every time a test event is submitted and are addressed immediately. Common irregularities include, but are not limited to, uncomfortable testing conditions, missing equipment, erroneous test content, formatting, or typos that might be changed or improved, changes in phone numbers, addresses or any other changed information, candidates who arrive without proper identification or testing attire or have been disruptive and anything that has occurred that has altered your "perfect" testing day. We welcome and encourage you to pass along any positive comments and occurrences as well. This helps reinforce what is successful and effective about the process.

Please see detailed instructions in the 'Navigating TMU© Instructions' provided in your digital testing kit materials.

Concluding a Test Day

Double check that all the boxes are checked in front of each step or unchecked box explanations are typed in the 'notes' fields.

Check that all steps have either been checked as done correctly, or unchecked and an explanation has been entered as to what you saw done.

Be sure to report any irregularities! We value your insightful comments regarding the tests, delivery methods, content, and job relatedness. Please forward your comments to us at any time. A copy of Examiner's Report (Form 1250) may be made. This is positively the only thing that can be copied without being authorized to make copies by a D&SDT-HEADMASTER staff member for some abnormal testing situation.

Submitting Exam Documentation

We will not score any tests that we do not receive the uploaded imaged candidate recording forms. This will cause the candidate and instructors to not receive their test scores. If you forget to upload documentation, we will be contacting you to remind you.

Please see the detailed instructions in the 'Navigating TMU© Instructions' included in your digital testing kit materials.

Make sure that you have not covered any portion of a candidate's recording form. D&SDT-HEADMASTER scoring teams need clear images with all information clearly visible in order to score the test. You must upload these files to the test event immediately after concluding the test event.

D&SDT-HEADMASTER must be informed *IMMEDIATELY* if any breach, or suspected breach, of test security should occur – (800)393-8664, (877)851-2355 or (888)401-0462 [call the on-call numbers (406)431-8953 or (406) 431-9042 during non-business hours].

Test Observer Tips

At some point in your career, you took a certification test. Remember how that feels? The nurse aide certification test is very important to the candidates you will be observing and they will be very anxious.

You can help the candidates by being positive, confident, completely unbiased, and professional in your words, actions and appearance.

Be prepared for the test event. Check the candidate names testing to ensure there is no conflict of interest. Call D&SDT-HEADMASTER staff or check your TMU© test events the business day before your test event to check for candidates you will be testing. Call D&SDT-HEADMASTER as soon as possible if you have a concern about

your test event or anything else that is on your mind. Check your emails frequently. Successful testing in South Dakota will function as well as the 'team' we all create. We will support you in any way we possibly can. Together we can make testing in South Dakota a model for the country!

If you are testing at a new site for the first time, we strongly suggest a visit to first time test sites a few days before your first test event at the site to be sure you have the "lay of the land" before walking in the door the morning of your first test. Always check the test site for necessary supplies and correct equipment operation and location before each test day begins.

Prepare the knowledge test proctor, if you use one, and actor before their first test event. Review their duties **before every test event** begins. Be sure actors know what they can and can't say. Actors should "bounce" questions back to the candidate. For instance, if asked, "Do you want the head of the bed up? The actor can say, "Whatever you think is best" thus reflecting the decision back to the candidate and keeping the actor completely in the realm of test neutrality.

Verify each candidate's FIRST and LAST names on their photo-bearing ID document or South Dakota Health Care Association approved substitute ID against the candidate's FIRST and LAST names on the Examiner's Report (Form 1250) as they sign in. Test Observers **may not delegate this task.**

Be clear and consistent with your instructions. Be impartial. Be unbiased. Give every candidate the same identical opportunity to demonstrate his/her knowledge.

Each candidate must show (demonstrate) that they can correctly perform each assigned task. Remember the saying "Please show me, or please demonstrate" when candidates verbalize steps they need to demonstrate.

Do not coach, compliment, berate, or make any comment whatsoever about candidate performance. Your obligation to the process is to observe and report what you see to D&SDT-HEADMASTER scoring teams.

Document skill step performance without giving away any body language about what you are recording. Keep your computer/tablet screen out of the candidate's field of vision at all times! You would lay your tablet or paper skill sheets face side down when you need both hands to monitor the pulse at the same time as the candidate is counting.

Complete skill task documentation after each task. Always use the candidate relaxation area concept between tasks as another way to reduce candidate anxiety while creating the few seconds needed to complete your documentation and ensure the task set up is correct before starting each subsequent task.

Candidates sometimes contact the South Dakota Health Care Association disagreeing with test results and need to know what to do differently if they choose to retest. The candidate's test results will include missed skill steps. **Therefore, Test Observers must document missed skill steps with a concise, written explanation leaving no confusion about what the candidate didn't do correctly**. Reporting precisely what you see, and still looking for and seeing it, after candidate number ten during a test event is not an easy job. You will be challenged to perfect this talent! We thank you, in the deepest, heartfelt, meaning of the words, for taking on the challenge of providing consistent, nonbiased testing for the State of South Dakota.

Submit test events with upload documents (recording forms) as soon as possible after completion. Tests can't be scored until D&SDT-HEADMASTER receives them.

Leave test sites clean and organized. Thank the test site host. Test teams are guests at the testing sites and the opening of facilities to testing needs to be acknowledged at every opportunity. This testing model keeps the cost of testing at the lowest level possible.

Eight Secrets to Successful Testing

1. **Organize** – Organize – Organize…. The day before the test event, then right before the candidates arrive at the test event and, of course, during the test event.

2. **Security** – Security – Security…. Be aware of test materials at all times and all words that are said before, during, and after a test event. Reinforce security importance with actors and KTPs before every test event.

3. **Identify** – Identify – Identify…. Be convinced beyond reasonable doubt that the candidate who applied to test is the candidate tested.

4. **BE CALM** – CALM – calm…. Project a calm image and that calm will help relax the atmosphere at test events and will transfer to the candidates and to the whole test team.

5. **Consistent** – Consistent – Consistent…. All candidates must have the same experience no matter where they test. That means consistent demonstrations before each test starts. Consistent actions and interactions with the candidates by the entire test team. Consistent closure at the end of each task and at the end of each test. Consistent equipment setup before the test event begins. Consistent check in procedure. Consistent identification processing. Consistent following of the steps in the checklists for the knowledge and skill test. Consistent use of a relaxation area. Consistent – Consistent – ever and always Consistent in all verbiage and actions.

6. **Remain Unbiased and Test Neutral**…. Be aware of any bias you might be interjecting into the administration of the exams. All body language, instructions and communications by the entire test team must, at all times, be test neutral. Engage your attention fully on the candidate during the time they are actively demonstrating each task or taking the knowledge test. Never sit during a skill test in progress sending a "disengaged message" to the candidate. The knowledge test proctor needs to remain actively attentive during the entire knowledge test administration time.

7. **Only Observe and Record**…. Remain out of the candidate's workspace to the degree possible. For every unchecked box capture the "image" of what you saw that triggered the unchecked box in your mind and communicate that image in the 'Comment' box in TMU© so the test scoring teams, and interested SDHCA or State staff can make good decisions when scoring or reviewing tests.

8. **Non-committal Closure**…. When candidates finish their test(s) and leave the testing area, they should have no reason to believe that they passed or failed because of any action or statement made by any member of the test team.

Materials (Instructions, How To Instructions and Signs)

The instructions (knowledge and skill test and checklists), signs (quiet, relaxation area, testing has started), Navigating TMU© and TMU© How To Instructions will be provided in the **digital testing kit materials** that will be emailed by D&SDT-HEADMASTER after all the South Dakota Health Care Association approved requirements for certification have been met. There are resources for test observers on the South Dakota Health Care Association website at www.sdhca.org/cna.

Please keep these materials with your additional testing items so you have them for each event.

D&SDT-HEADMASTER Contact Information

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D&SDT-HEADMASTER CONTACT INFORMATION

For Technical Assistance or to provide any feedback regarding test administration

Call D&SDT-HEADMASTER at:
(800)393-8664,
(877)851-2355, *or*
(888)401-0462

The on-call numbers for non-business hours for the weekends for technical assistance are:
(406) 431-8953 *and*
(406)431-9042

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Thank you for spending your valuable time going through this South Dakota Test Observer training guide. We are excited to be working with you to provide the best nurse aide testing experience possible for the benefit of all the health care stakeholders in South Dakota.