



D&S Diversified Technologies LLP
Headmaster LLP

HEADMASTER LLP

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*Innovative, quality technology solutions
throughout the United States since 1985.*

SOUTH DAKOTA NURSING ASSISTANT TEST OBSERVER TRAINING MANUAL



TEST OBSERVER INFORMATION FOR NURSING ASSISTANT TESTING

UPDATED: February 2020

COMPANY HISTORY

Beginning in 1982—even before filing as an official company—HEADMASTER founded distance learning by creating the EDUNET© software. HEADMASTER was spotlighted in the December 6, 1993 issue of US News & World Report magazine as one of the companies *Pioneering the Electronic Frontier*. We tested our first nursing assistant candidate as a result of one of the EDUNET© courses developed in 1988.

HEADMASTER was officially founded in 1985 by general partners Paul Dorrance and Ben Schmitt with their development of HEADMASTER© administrative software for schools, and GRADEMASTER© software for teachers, to efficiently manage the administration of 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 Nursing Assistant testing, Lead Abatement Worker, Medication Aide, Facility Observers, and Process Server testing. As the OBRA regulations were finalized and implemented, Certified Nursing Assistant 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 we became D&S Diversified Technologies, LLP –dba HEADMASTER, LLP.

D&SDT is currently approved for nurse aide testing in Arizona, Montana, Nevada, Iowa, North Dakota, South Dakota, Tennessee, New Hampshire, New Jersey, Oklahoma, Utah, Ohio, Oregon, and Wisconsin along with medication aide testing in Arkansas, Arizona, Massachusetts, Montana, Ohio, Oklahoma, Oregon and Nevada. The company is fully staffed Monday through Friday from 8 am to 6 pm, Mountain Time, to provide live and direct support for all aspects of the testing process. D&SDT recognizes each state's responsibility to implement federal OBRA regulations at the state level. Therefore, D&SDT provides a Certification Evaluation Program that regularly and continually adapts to the individual needs of each state and offers a wide variety of testing options.

D&SDT supports regional or FIXED test schedules that provide pre-scheduled test dates at various approved facilities for candidates to choose from at their convenience. D&SDT also supports in-facility or FLEXIBLE schedule testing for training programs so tests may be requested and administered by an approved RN Observer team as soon as possible after training is completed on an “as needed” basis. D&SDT believes that by providing a variety of options and increasing the number of test sites and RN Observers; testing opportunities also increase, which speeds the certification process, decreases pressure within Federal time constraints for candidates to become certified (120 days) and provides flexible work loads for RN Observers.

D&SDT significantly speeds the turn-around time between test administration and reporting results. D&SDT scoring teams correct tests the same day they are received back from test sites. Test results are immediately available for release to candidates, state registries and approved agencies. D&SDT also provides a paperless option made available with TestMaster Universe/WebETest© software. From the candidate application through test administration and correction, there is no paper used and the turnaround time is amazing! Additional information is available at www.hdmaster.com.

D&SDT/HEADMASTER recognizes that nursing assistant trainers and RN Observers are the critical link to insuring the quality of nursing assistant care provided in long-term care facilities. HEADMASTER welcomes all suggestions from trainers, RN Observers, candidates and facilities regarding all content of testing materials and the entire test process at all times. Feedback is the backbone to the success of the test review process and Test Advisory Panels have been established to work as teams in each of our states to meet the individual and unique needs of each state.

D&SDT, also known as HEADMASTER is headquartered in Helena, Montana. We also have an eastern regional office located in Findlay, Ohio. Our Helena staff will support and assist you when you have questions. The Helena headquarters' office hours are Monday through Friday 8 am to 6 pm, Mountain time. Our phone number is (800)393-8664. 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 the Findlay staff answers as D&SDT.

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.

Test Observers must remain consistent, impartial, unbiased and professional during the administration of any South Dakota Nurse Aide (NA) test. If the observer is also a nursing assistant instructor, it is critical to avoid any possibility of a conflict of interest between testing and training roles. You must not let your role as an instructor influence your role as a Test Observer in any way. This includes voice tone, body language or facial expressions of approval or disapproval during the testing process as this can influence the candidate's exam.

Test security is your primary responsibility and testing materials must be safely guarded before, during and after test administration. Test security includes, but is not restricted to, the confidentiality of all components of the exam process including all documents and materials. Headmaster must be notified IMMEDIATELY of any breach or suspected breach of security.

GETTING STARTED

The first step in becoming approved to administer the South Dakota Nurse Aide Competency Exam is to finish this training manual and answer the Exit Survey Questions you received with it.

You will also need to put together your testing team. A testing team consists of the Test Observer (yourself), your actor and possibly a Knowledge Test Proctor (KTP), should you choose to use a KTP. You will need an actor to play the role of the resident during skill testing. KTPs are responsible for monitoring the knowledge portion of the exam in place of the RN Observer. If you choose to use a KTP, the KTP would be able to administer the knowledge exams at the same time you are administering the skill exams. Utilizing the KTP testing model shortens the test day considerably when testing large groups of candidates.

- Your actor and KTP need to be trained using the training materials provided in this manual (TAB 1). If you use a KTP, the KTP must be trained to administer the knowledge exam per the protocols in this manual. **Each and every actor or KTP** must fill out the Confidentiality/Nondisclosure Form 1501 and the Actor Training Affidavit Form 1511. These forms need to be sent to LuAnn Severson at South Dakota Health Care Association by fax 605-339-1354, email luannseverson@sdhca.org or mailed 804 N. Western Ave, Sioux Falls, SD 57104
- These individuals must be legal working age in the state of South Dakota and should be age appropriate for the job.
- You cannot use anyone for either position who is presently enrolled in a nurse aide training program. If a prospective actor or KTP is a nurse aide candidate that has not taken the certification exam, they will not be allowed to sit for the exam for 6 months from the last day they were an actor or KTP.
- You may use family members, currently certified nurse aides that have already passed the exam and have their certification, friends, volunteers, etc.
- Actors should be informed that appropriate attire must be worn – clothing that does not restrict their motion in any way. Tank tops and shorts are the ideal attire for actors for the exam. The actor must remain “test neutral” throughout the exam. When the test candidate asks questions that could affect the outcome of the exam, the actor's standard response is “Whatever you think” or “I don't know”. Candidates will speak to the actor as if he/she is a resident but the actor must respond in such a way as to not influence the outcome of the test in anyway.

[Click here for
Confidentiality/Nondisclosure
Agreement Form 1501](#)

[Click here for
Actor Training
Affidavit Form 1511](#)

[Click here for
Actor Training
Guidelines](#)

[Click here for
Test Site Equipment
List Form 1503](#)

WEBETEST®:

WebETest® is our proprietary web-based software package that can be securely executed from any internet connected workstation with a web browser. WebETest® is an Internet based software system providing online candidate registration, a dynamic online master test schedule, dynamic online candidate scheduling and rescheduling, secure online administration and submission of knowledge tests and skill tests including observer documentation of skill test steps observed.

RN Observers must be WEBETEST® certified by Headmaster staff prior to administering exams online using WEBETEST®. A WEBETEST® instruction booklet will be provided once you are approved to be an RN Observer. You may call Headmaster to get assistance in setting up a test at (800)393-8664. Make sure to have your WEBETEST® instruction booklet on hand.

TESTING METHODS: ONE FLIGHT TESTING MODELS:

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

ONE FLIGHT TESTING METHOD:

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 RN Observer chooses to administer the knowledge test themselves, all the candidates scheduled for that date would take the knowledge test together at the same time. The RN Observer would begin skill testing after the last knowledge test candidate has completed his/her exam. The RN 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.

HEADMASTER TEST PACKETS

In South Dakota, testing is electronic and done via our internet based WEBETEST® software. You will print all your testing materials (Administrator's Report & Skill Exams) the last business day prior to your exam date unless you are doing live testing via a tablet or laptop. If you choose to do live testing, you will only need to print your Administrator's Report (Form 1250). This is the sign in sheet you will use when signing candidates in for the exam. You must safeguard the security of the testing materials. Test materials **MUST** be in your possession or locked in an area accessible **ONLY TO YOU**. Test security before, during and after test administration is your primary responsibility. Headmaster must be notified **IMMEDIATELY** of any breach in security.

BEFORE TEST DAY – PREPARING FOR THE EXAM

You should have your testing kit ready to go with all your supplies including the test materials supplied to you by Headmaster and timers for the skill and knowledge exams.

Print your test materials the last business day before the exam date. Have all your testing materials organized and ready for test administration. Review your Administrator Report (Form 1250) carefully to make sure you are properly set up for any ADA Accommodations or Oral Exams. ADA's and Oral Exams are listed to the right of each candidates' name for which they are assigned. The Administrator Report contains all your information for each candidate's assigned exam and is where you will also write down any irregularities that occur during the exam. This is also the form on which candidates will sign during the check in process.

- ❖ All ADA Accommodations must be sent to South Dakota Health Care Association and approved by Headmaster prior to the candidate's exam date. Headmaster will notify you of each candidate's specific accommodation. If you have not received this information before the last business day prior to the exam, contact Headmaster immediately. Only accommodations approved by Headmaster may be administered. Read through each candidate's tasks to make sure that you have all the proper supplies and materials setup for the exam.
- ❖ If a candidate has paid for an oral exam, you will need to supply the candidate with headphones to connect to the computer in order for the candidate to listen to the knowledge test questions. Headphones or ear buds should be part of your Test Kit.
- ❖ At the top of the first page of each candidate's exam, fill in the boxes with the names of the other tasks assigned to that candidate.

- ❖ Review your skill tasks so that you know how many feeding tasks, bedpan and output tasks and urinary drainage bag tasks you have. These tasks require premeasured amounts of urine or a food set up.
- ❖ Make sure you have enough single serve food items for all the candidates who are assigned the “Feeding a Dependent Resident” task.
- ❖ Set up premeasured amounts of “urine”, water with yellow food coloring in it, for each “Bedpan & Output” and Emptying a Urinary Drainage Bag” tasks. You may use small water bottles for your premeasured urine and write the amount for each bottle on the bottom of the bottle with a marker. The amount written on the bottle must not be visible to the test candidate.
- ❖ Write down a list of each candidate’s tasks on a sticky note and stick it to the candidate’s exam. Before you take a candidate into the skill task area, give this sticky note to your actor so he/she can stick it on his Actor Setup Card so he/she knows what tasks the candidate will have and the order in which they will be administered. This will help your actor transition to the next set up for the next task more quickly and efficiently so the candidate does not lose his skill test time.

This is a state Certification Exam and all testing materials are to be kept secure and in your possession only, preferably locked in a lock box or locking briefcase. No one else is allowed to access the skill tasks you have printed. Test security is your primary responsibility!

It is important that you set up a testing environment that will give each nursing assistant candidate a fair, unbiased, equal opportunity to demonstrate what they know. Fair and consistent test administration ensures each candidate has the same opportunity to pass the exam. Review your testing materials to ensure you are properly prepared for all the exams you will be administering.

[Click here for
Actor Set-Up Cards](#)

EXAM DAY

RN Observers, actor and KTP should report to the testing area at least 30 minutes prior to testing.

- ❖ Check off the Test Site Equipment List as you set up the test equipment prior to administering any tests to make sure all equipment is available. Ensure the area is free from distractions, and that the area is only being used for testing.
- ❖ Contact the HEADMASTER office at (800)393-8664 *immediately* if the Test Site is not adequate for testing. HEADMASTER will assist you in resolving these issues *before the test begins* to ensure test consistency. (Weekend/evening emergency cell number is (406)431-8953)
- ❖ Ensure the testing area is well lighted and ventilated.
- ❖ Become familiar with locations of fire exits, rest rooms, nearest telephone, etc.
- ❖ Make sure all necessary ADA accommodations are in place. Disability accommodations are approved by Headmaster prior to testing. They will be indicated on the Administrator’s Report to the right of each candidate’s name for which they are assigned.

[Click here for
Test Site Equipment List Form 1503](#)

SETTING UP FOR THE KNOWLEDGE EXAM:

Make sure the exam is being held in a private room. The room should only be used for testing while the test is in progress and there should never be any interruptions or any other activities in the room during a test event. Ensure there are about 4 feet between each candidate’s exam stations. They can sit closer to each other if they are in private cubicles. Place a copy of the Knowledge Test Instructions at each test station. If you don’t have enough copies of the Knowledge Test Instructions to supply one to each candidate, two candidates may share one copy. The candidates should read the instructions along with you as you read them aloud prior to beginning the knowledge exam. Load the candidates’ login in screen on each computer used for testing. If any of the test candidates have been assigned an oral exam (indicated to the right of the candidates’ names on your Administrator’s Report), make sure the headphones are plugged into the computer or MP3 player and the audio is working properly, so the candidate can take the oral exam.

SETTING UP FOR THE SKILL EXAM:

Arrange your relaxation area (two chairs next to each other) in the skill test lab where you will sit next to the candidate to read the skill test instructions. This is also the area to which the candidate will return between tasks as you and your actor quickly set up the scenario for the next task during the candidate's skill test. The relaxation area should be a small area to one side of the skills lab that is out of the way of the work area away from where the candidates will be performing their tasks. Make sure all the supplies and equipment listed on the Test Site Equipment List Form 1503 are available and in good working order. Arrange all the supplies that will be needed for every task on a long table in the skill test lab so they are readily available for your demonstration and the candidates can easily access everything they need for their assigned tasks. Arrange the testing equipment for all the tasks on which you will be testing that day in the room to facilitate ease of testing and work flow in the room. This will allow you to show and demonstrate the location of the supplies and equipment and will enable the candidates to identify and locate the appropriate equipment and supplies to perform each of their tasks. If the test site is one where the bathroom is removed from the skill lab area, we suggest that you set up a "mock bathroom". Place a portable commode, bucket or empty spare trash can in the testing area and designate the area as the mock toilet. Candidates can use the trash can/portable commode as a toilet for all dirty water. If an actual commode/bathroom is in close proximity to the skill test area the mock bathroom idea should not be used.

Every candidate that is assigned a measurement task will need a Recording Form on which to write his/her measurements. Each candidate only needs one form even if they have more than one measurement. There is an area on the Recording Forms for each possible measurement task. The candidate's name should be printed at the top of the form and the form should be put with that candidate's skill exam so that it's ready when you test the candidate. Before bringing the candidate to the skills lab, put the recording form for the test candidate on a small clip board. The candidate must sign the recording form during your supply and equipment demonstration to acknowledge he/she has received the form before beginning the skill exam. When you run out of Recording Forms, you may request more from our office or print them from South Dakota Health Care Association website www.sdhca.org. The set ups for the following tasks should be done before your candidates arrive for their exams:

- ❖ Resident Requiring Dining Assistance: Set up a food tray with one unopened single serve food item such as an applesauce or pudding cup, one 240 ml glass filled with 120 ml's of fluid, water, juice or other beverage, a spoon and napkin from your testing kit. You need a new tray with a new setup including another unopened single food item for each candidate with this task. There should not ever be more than one food item and one glass of liquid on the tray at a time.
- ❖ Bedpan and Output: You need to have a premeasured amount of "urine" (water with yellow food coloring) for each output task scheduled for the day. Each candidate should have a different premeasured amount. Store your premeasured "urine" in unmarked bottles and pour it into the bedpan after the candidate removes the bedpan from beneath the actor. You should have a different bottle for each candidate. Note: You may mark the bottom of the bottle (where it is not visible to the candidate) with the amount in that bottle.
- ❖ Emptying a Urinary Drainage Bag: You will need a premeasured amount of "urine" for this task as well. Again, each candidate should receive a different premeasured amount and each of your premeasured amounts should be stored in its own unmarked bottle. Note: You may mark the bottom of the bottle (where it is not visible to the candidate) with the amount in that bottle. Fill the urinary drainage bag prior to bringing the candidate into the lab for his/her skill exam.

WHEN CANDIDATES ARRIVE:

As candidates arrive, The RN Observer should introduce themselves, the actor and the knowledge test proctor. Sign the candidates in as they arrive and verify each candidate's identity.

Since candidates are instructed to arrive at least twenty to thirty (20-30) minutes prior to their scheduled start time, any candidate arriving late may be turned away and not be allowed to take the exam on that day. Candidates who are turned away will be considered a NO SHOW for the exam. However, at the RN Observers 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 flight or may be allowed to take one of the two test components and just be listed as a NO SHOW for the component he/she didn't take. Any exceptions granted by the RN Observer must be clearly documented in the irregularities section when electronically submitting the exam to Headmaster for scoring.

Once all the candidates have arrived, the RN Observer should introduce themselves, the actor and KTP. (If a KTP is used.) Use the ID and demographic information verification time as the first opportunity to put the candidates at ease and establish a positive, supportive testing environment. The RN Observer should go to each candidate waiting in the holding area and conduct the ID and signature check-in verification process. Addressing the candidate individually shows respect for the candidate and reinforces everything you say to each candidate because all candidates hear your conversations as you check-in other candidates. The RN Observer **MUST** be the person that verifies the IDs during the initial check in process. This task **may not** be delegated to the KTP or Actor.

Verify each candidate's identity with:

1. A signed government issued PHOTO identification. The candidate's signature on the sign in sheet, Administrator's Report (Form 1250) **must** match the candidates' printed first and last name on their Photo ID. The candidate must submit an original ID. Copies are not allowed.
2. RN Observers must verify that a candidate's signature matches the ID signature.

RN Observers may not accept candidates for testing who do not present the mandatory photo identification. Examples of valid, signed, photo ID include current non-expired:

- ◆ Driver's License
- ◆ State issued Identification Card
- ◆ Passport (Passport Cards are not valid-there is no signature)
- ◆ Military Identification Card
- ◆ Alien Registration Card
- ◆ Tribal Identification Card – If signed
- ◆ Work Authorization Card – If signed

RN Observers will not accept any candidates for testing who are in casts, or have braces on any part of their body, are on crutches or are visibly sick as this poses a liability to the RN Observer and the Test Site.

Instruct each candidate to double check the spelling of his/her name on the Administrator's Report (1250). Record any discovered discrepancies as irregularities on the Administrator's Report, Form 1250. Each candidate **MUST** sign the Administrator's Report (Form 1250) on the signature line.

[Click here for Administrator's Report](#)

Example of an Electronic Packet Administrator's Report, Report Form 1250

Administrator's report for packet: J276
Test Site: 0001-D&S DIVERSIFIED / HEADMASTER
Time: 10/31/2009 08:00 CT
Evaluator: WHITNEY, TERESA

**CANDIDATES SIGN HERE
FIRST and LAST names
match ID presented**

ADA Accommodations –
Call Headmaster for
specifics.

				Written Test			Skill Test						
Login ID	Candidate Name	Photo	Signature	1	2	3	1	2	3	Oral	Phone	ADA	Training
222-22-2222	CANDIDATE, SAMPLE	Y - N		Yes			Yes			N	(000)000-0000		* / /

Inform candidates that no electronic devices of any kind are permitted in the knowledge and skills testing rooms and that all cell phones or other electronic devices must be left in their cars or turned off and left at the door to be picked up on their way out when finished with each of their knowledge and/or skill tests. Inform candidates that if they are caught using a cell phone or other electronic device during the skill or knowledge test, they will be considered to be cheating and they will forfeit their testing fee and not be able to test for six months. *However, cell phones or other electronic devices may be used while waiting to test in the holding area and candidates are also encouraged to bring a snack, something to drink, a jacket and study materials to have available while waiting to test.* If anyone is caught using a cell phone or other electronic device during their test, immediately contact Headmaster to report the incident and also record it on your 1250 as a testing irregularity.

KNOWLEDGE TEST INSTRUCTIONS

RN Observers are responsible for administering the knowledge test or for bringing a trained Knowledge Test Proctor (KTP) on test day. The RN Observer or KTP is responsible for getting each candidate signed into his/her knowledge test properly.

The RN Observer or KTP must recheck the ID for each candidate before he/she takes the knowledge exam. After the candidates have been checked in for the Knowledge Exam, the Knowledge Test Instructions must read WORD FOR WORD (verbatim) to the knowledge test candidates before beginning the knowledge test. Each candidate should have a copy of the Knowledge Test Instructions in front of them so they may read along as the RN Observer or KTP reads them aloud. These sheets are to be placed at each knowledge test station so candidates may refer to the knowledge test instructions during the reading of the instructions and during his/her knowledge test. You may also supply each candidate with a small piece of notepaper on which to do calculations during the exam. The notepaper must be collected by the RN Observer or KTP when the candidate completes his/her exam. After reading the instructions, ask the candidates if they have any questions. Candidates' questions should be answered before anyone begins any portion of the knowledge exam. When the candidate logs in, the first screen shown will be the candidate's demographic screen. The candidate must verify his/her demographic and report any discrepancies or corrections to the RN Observer or KTP. This is the information submitted to South Dakota Health Care Association with the candidates' test results. The RN Observer or KTP must write down any correction that needs to be made to a candidate's record so the RN Observer can submit the corrections in the irregularities report when submitting the exam for scoring. After confirming the demographics, the candidate may proceed to the exam.

The RN Observer or KTP should conduct the knowledge test efficiently and quietly. Do not have new test candidates enter the room to begin the knowledge exam until all the candidates who have already begun the exam have finished the exam and exited the exam room. Each knowledge test candidate should be part of a test group that begins the exam together and completes the exam without interruption. Other candidates should not ever be allowed to begin their knowledge exam while there are other candidates already testing. The first group of knowledge test candidates must have all completed the exam and exited the exam room before the next group of knowledge test candidates is allowed in the testing room.

RN Observers or KTPs should use a visible room clock, if at all possible, to accurately time the test. Allow NO MORE THAN 90 minutes for the knowledge test. The RN Observer or KTP will inform the candidates when there are 15 minutes remaining (75 minutes have elapsed). When 90 minutes have elapsed, the RN Observer KTP will inform any candidates who have not finished the exam that their allotted test time has elapsed. The exams will automatically time out at 90 minutes preventing the candidate from answering any further questions. The KTP should circulate around the room frequently during testing and remain alert, constantly guarding against cheating. The candidates may only have the testing screen open on the computer and are not allowed to view any other websites during the exam.

Be sure to set an appropriate tone/environment and protect candidates from disturbances. Should any irregularities occur during the knowledge exam, the RN Observer or KTP should report these issues in the irregularities section of the Administrator's Report, 1250 Form. If the test is being administered by a KTP and issues arise, the KTP should call Headmaster for assistance or report the issue to the RN Observer between candidate skills exams. At no time should the skill testing be interrupted. If you are using a KTP to administer the knowledge exam, make sure your KTP has both the office number and weekend cell number for Headmaster in case they need any assistance during the exam.

The RN Observer or KTP should never engage in any activity that would divert their attention from the candidates or his/her view of the computers, or behave in a manner that would distract the candidates such as talking to others, eating, or reading books and newspapers. Cell Phones, Smart Watches and Activity Trackers should never be turned on or used in any way during any portion of the certification exam.

RN Observers or KTPs must be certain to collect all testing materials at the end of the knowledge test, including any scratch papers, and quietly direct the candidate to the waiting area to wait for their skills exam. If using a 2 flight testing method and the candidate has finished both the knowledge exam and skills exam, the candidate may be dismissed from the testing site.

NEVER LEAVE CANDIDATES THAT ARE TESTING UNSUPERVISED AT ANY TIME FOR ANY REASON!

SKILL TEST INSTRUCTIONS

During skills testing, the room must be free of interruptions. There should never be anyone other than the candidate, actor and RN Observer and South Dakota Health Care Association or Headmaster staff present during skill testing. If the RN Observer is not the instructor, the instructor should never be allowed in the testing lab or know what the skill exam tasks are for his/her test candidates. The RN Observer role and instructor roles are considered two separate functions and those lines should never be crossed at any time. If you're an instructor who has been approved as an RN Observer, you must make sure that your instructor "instincts" never interfere with your test observer role. If you are an instructor, exercising the privilege granted by the South Dakota Health Care Association to also be a RN 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/Observer privilege for every instructor in the State of South Dakota. Each of the following steps must be followed in exactly the same way for each test candidate to preserve test consistency so that every candidate, no matter where they test, has the same opportunity to demonstrate his/her knowledge during proctored testing.

[Click here for
Skill Test Instructions](#)

[Click here for
Recording Form Sheet](#)

1. Collect your test candidate from the waiting/holding area and take him/her to the skills test lab. Only one candidate may take the skill exam at a time; candidates must be tested individually.
2. Sit down in the Relaxation Area and explain the purpose of the Relaxation Area to the candidate so he/she knows where to go as he/she completes each task that has been assigned to him/her.
3. Recheck the candidate's ID to ensure you have the correct skills for the candidate you have sitting beside you. Double check both the first and last names.
4. Give the candidate a copy of the Skill Instructions. Read the Skill instructions aloud to the candidate. The Skill Instructions must be read verbatim, word for word, without any omissions or adlibbing. Sitting side by side, with the candidate, to read these instructions is also an opportunity for you to put the candidate at ease before beginning the skill exam. Do not stand over the candidate to read the skill task instructions as this is more likely to create anxiety in the test candidate.
5. Answer any questions the candidate may have regarding the Skill Test Instructions.
6. Perform the equipment and supply demonstration. Only demonstrate the equipment and supplies needed for that particular candidate's assigned skill tasks. Do not demonstrate any equipment or supplies the candidate will not need as this can be overwhelming or confusing to the candidate.
 - a. If the candidate has a skill task that requires a measurement, have the candidate sign the Recording Form. Tell them, "Please sign this sheet now to confirm that you know it is here to be used for recording during your test". In this way, the RN Observer and Headmaster scoring staff have confirmation that the candidate was shown the recording sheet during the equipment demonstration. Inform the candidate that if he/she walks out of the test event when finished with the skill test with the recording form in his/her pocket, or if he/she forgets to record any measurements no credit will be given for recording. Do not look at the recording sheet again until the candidate has finished his/her skill test and has left the skill test area.
 - b. Introduce your actor
 - c. Show the candidate where to knock.
 - d. Demonstrate how to properly use the equipment the candidate will need for his/her assigned skill tasks and the supplies needed for the candidate's assigned tasks. Use the brief equipment demonstration as another opportunity to further put the candidate at ease. When demonstrating the equipment to be used, make sure you actually demonstrate each piece of equipment. If you pretend to do the demonstrations, it prompts the candidate to pretend or "go through the motions" as well. As you show the candidate his/her supplies, touch them with your hand as you name them, creating a mental link for the candidate as he/she observes your demonstration. Some of the equipment and supplies that may need to be demonstrated are:
 - i. Hand washing sink, soap, paper towels
 - ii. Trash cans and laundry hampers
 - iii. Locking the bed brakes and wheelchair brakes
 - iv. How the bed side rails and bed controls work, etc.

- v. Pulling the privacy curtain
- vi. Placing the Call bell/light
- vii. Garbage cans and laundry hampers
- viii. Walker and/or Cane
- ix. Gloves, alcohol wipes, isolation gown
- x. Linens (sheets, wash cloths, towels, pillows), water proof pads, etc.
- xi. Basins, toothbrushes, toothettes, denture cream, lotion
- xii. Bed pans, toilet tissue, hand wipes
- xiii. Gait belt
- xiv. Graduate, marbles for ice, etc.
- xv. Antiembolic stocking (show where the heel is on the stocking)
- xvi. Blood pressure cuff and stethoscope
- xvii. Clothes for the dressing task, brief for the brief changing task
- xviii. Orange stick, brush, comb
- xix. Food tray and clothing protector for the feeding task.
- xx. This list is not all inclusive and you will need to make sure you have everything available that may be needed for the tasks assigned to each test candidate for the day.

7. Answer any questions the candidate may have about the equipment or supplies. Re-demonstrate equipment, if it is requested.
8. Before reading the first skill task scenario give the candidate one last chance to ask any questions he/she may have. Address the candidate's questions if he/she has any. The candidate may not ask any questions once the skill exam begins.
9. Remember all skill task scenarios must be read verbatim, word for word, to maintain test consistency. Remember, every candidate must be tested exactly the same way.
10. When the candidate makes a move to start on the first task, start two timers. One timer should be set for 15 minutes and the other timer should be set for 30 minutes. Do not stop the timers at any time during the skill exam.
11. Document the candidate's skill test start time at the top of the skill task sheets and, subsequently, the skill task stop time when the candidate has completed his/her 3-4 assigned skill tasks and is finished with the skill exam. This recorded time has no effect on test scores, but will help us determine average times on respective test forms.
12. As the candidate performs his/her tasks, you are to observe and record whether the candidate completes each skill task step as listed on the skill task sheets you have printed or are recording 'live' on an Internet connected device.
 - a. If the candidate completes the step listed, you will mark an "A" or put a check mark in the box in front of the step.
 - b. If the candidate does not complete a step or does a step incorrectly, you will mark a "B" or not enter a checkmark in the box in front of the step. Every time the candidate misses a step or performs a step incorrectly, you must make a note about what the candidate did not do. You are our eyes and ears at the test. Your notes should be brief and concise but still give us a clear picture of what occurred so that we can score the test correctly. Your notes should be a "snapshot" of what actually occurred so that the scoring team has an 'image' of what the candidate did incorrectly.
 - c. Your skill task sheets must be kept out of the candidate's field of vision, at all times.
 - d. Remain professional as you allow the candidate to relax as best he/she can. Once the skill test begins never become friendly or gruff. This will mislead the candidate into thinking he/she is doing well or poorly and will bias the test.
 - e. Remember you must treat each candidate exactly the same. Each RN Observer should be the "benevolent master" of his/her testing environment, striking a consistent balance that provides the exact same experience for every candidate.
 - f. The RN Observer may reread the scenario when requested to do so by the candidate and it may be reread as many times as requested. If the RN Observer sees the candidate is confused when he/she begins a task (such as collecting the equipment for the wrong task), or the candidate just appears lost, the scenario may need to be reread again without prompting from the candidate. However, if the RN Observer rereads the scenario without being requested to do so, he/she should only reread it once. Rereading the scenario more than once without the candidate requesting it is considered prompting or coaching.

- g. You or your actor may never direct or 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.
 - h. Each step of each task must actually be physically demonstrated in order for the candidate to receive credit for the step.
 - i. Verbalized steps do not count unless it is a verbal step as stated in the skill task steps.
 - j. You cannot give credit for a verbalized step if the candidate does not also correctly demonstrate the step.
 - k. Observers must avoid coaching, teaching or hinting (in even the subtlest way) that the candidate is doing something correctly or incorrectly. Be aware of your body language, facial expressions and the tone of your voice.
 - l. Correct testing protocols require that you do not indicate in any way whether the candidate did well or poorly. Statements such as "Good job" are strictly forbidden as this can confuse the candidate if he/she does not pass the exam.
 - m. Steps do not need to be performed in the order they are listed unless the step states "before" or "after" within the step itself.
13. When the candidate completes the first task and you get closure, read the next scenario to the candidate. Your actor should have set up for the candidate's next task before the candidate washed his/her hands. Between subsequent tasks have the candidate return to the relaxation area between tasks, for a few seconds, after you get closure at the end of each task to allow the actor time to set up for the next task while you finish up your observation marks and double check them.
 14. Quickly spot check the actor's set up for the next skill task with a quick glance at the task setup at the top of the next skill task observation sheet or computer screen, if you are doing live WebETesting®.
 15. Then, after seeing that the next scenario is properly set, move to the candidate and read the next scenario to begin the next task.
 - a. Again, every skill task scenario must be read verbatim to ensure valid and consistent test administration.
 16. When your audible timer "beeps" at the 15 minute mark, reset it for 15 more minutes (or have a second timer that was set for 30 minutes at the beginning of the exam), and tell the candidate there are 15 minutes remaining for his/her skill exam.
 17. When the timer "beeps" at the 30 minute mark, it will usually "startle" the candidate because they have run out of time.
 - a. At that point you say, "Your thirty minutes have elapsed. You may finish the skill task on which you are working now."
 - b. Allow the candidate to complete the current skill, then say, "Thank you for showing us your skill demonstration today" and direct the candidate to the holding area, if he/she still has other testing components to complete, or allow the candidate to leave the test site if his/her testing is complete.
 - c. Complete your observation marks on the skill task sheets and move on to the next candidate's skill test.
 - d. Of course, if any candidate exits without completing any portion of the skill test, the incomplete portion must be clearly documented with "B" or no checkmarks for all the steps not completed and you will need to make a note regarding where the candidate ran out of time on the skill task sheets.
 - e. If the candidate's time elapses prior to the last task being started, make a note on your skill task sheets of this occurrence; so it is well documented.
 18. When a candidate states he/she has finished the skill test or the skill test time has expired, the RN Observer should read the appropriate closing at the end of the skill task instructions.
 - a. The test closure read at the end of each skill exam must be read verbatim, word for word, from the back side of the Skill Test Instructions in order to maintain test consistency.
 - b. Choose the appropriate closure for the scenario for the candidate that is testing.
 - c. When the candidate finishes all five tasks in less than 30 minutes recap the three or four tasks on the skill test by saying "You have just completed __, __, __, and __" (read each of the tasks as you recorded them in the blanks provided at the beginning. Then say, "You have _??_ minutes remaining. Are you finished with your test?" If the candidate says yes, thank them for coming and direct him/her to the next station in his/her rotation or dismiss them from the test site, if he/she has completed testing.
 - d. If he/she says "No" and still has time left on the 30 minute clock, he/she may correct anything he/she thinks was demonstrated incorrectly.

- e. You may only reread the scenarios as requested by the candidate when the candidate is making corrections. 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 didn’t you pull the privacy curtain.” Always ask the candidate to demonstrate any step(s) they are correcting by saying “Please show me” or “Can you please demonstrate that?” A general statement you can make when they try to verbalize steps they need to show you is, “Please show me what you would do.” The candidate needs to be specific about any corrections he/she wishes to make.
 - f. For a corrected step that you are changing on your Observer recording sheets, you may just draw a line through your “B” mark and write an A beside it or put a check. Cross out the reason for the B mark and just write ‘corrected’ next to the step, or change the unchecked box to a checked box and write corrected in the notes area for the step.
 - g. During the last three or four tasks, substitute hand washing with using hand sanitize. However, if the candidate chooses to perform hand washing they have to do a full demonstration.
 - h. The candidate may only make corrections during the initial 30 minutes of the skill exam. If the 30 minute timer has gone off and the candidate is finishing the last task, he/she may not make any corrections to his/her previous tasks.
 - i. 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.
 - j. Don’t comment in any way about your perception of his/her performance on the skill test.
19. Direct each candidate to his/her next assigned area when they finish the skill test.
- a. Depending on the rotation (for 2-Flight Method) which they were assigned when they signed in on Form 1250, they will either move on to the waiting area to wait for the knowledge test or they will have completed both portions of the exam and will be released from the exam site.
20. You may inform candidates that test results will be available within 1-2 business days after the exam is scored.
- a. Candidate test results are confidential. If the candidate has any questions regarding his/her test or test results, you should direct them to call the South Dakota Health Care Association during business hours.
 - b. 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 Headmaster official scoring teams in Helena, Montana, 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.

A candidate’s test observations or results may only be discussed with Headmaster staff or South Dakota Health Care Association staff. Any deviation from this protocol jeopardizes the observer’s privilege to do any further state NA testing. Remain impartial and unbiased. RN 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. You have the authority to stop a test anytime you believe that you, a knowledge test proctor, actor or any candidate is in danger.

CONCLUDING A TEST DAY

If the RN Observer is not doing live testing on a tablet or laptop, he/she must enter the candidates’ skill marks into the computer after testing is completed. Double check that all the boxes are checked in front of each step and that all “unchecked” marks have notations about what was not done typed in the appropriate ‘note’ space to the right of the skill task step. Double check the accuracy of any recordings you entered against the original recording form signed by the candidate. You will be trained on how to do these steps when you go through your individualized WEBETEST© training over the phone with Headmaster staff. The RN Observer is ultimately responsible for the accuracy of the marks and must double check every mark before clicking on the submit button in WebETest©. When submitting the exam for official scoring you will need to check mark the photo id box for each student, even if they are a no show or rescheduled, security affidavit and report any test irregularities.

REPORTING TEST DISCREPANCIES AND/OR IRREGULARITIES:

The Administrator's Report, Form 1250 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 Test Irregularities section when submitting the packet for scoring. These comments are reviewed by Headmaster every time a test packet is returned and all irregularities are addressed immediately. Common irregularities include, but are not limited to:

- ❖ Uncomfortable testing conditions, missing equipment, or equipment that is not working correctly
- ❖ Unusual test conditions (power or internet outages, any interruptions, distractions, etc).
- ❖ Suggestions for test content or formatting that might be changed or improved.
- ❖ Changes or corrections in candidate demographics such as social security numbers, phone numbers, dates of birth, addresses or any other incorrect demographic information,
- ❖ Candidates who arrive without proper identification or have been disruptive.
- ❖ Anything that has occurred that has altered your "perfect" testing day should be listed so that we are notified of the circumstances.
- ❖ 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.

SUBMITTING TEST DOCUMENTATION:

You will also need to submit a copy of your Administrator's Report (1250 Form) and the candidates' Recording Forms. Attach the Recording Forms to the bottom of the Administrator's Report or to a separate sheet of paper and scan them and email them to Headmaster at hdmaster@hdmaster.com "Atten SD: Packet #". Please list the state and packet number in the subject line of the email. If you are unable to scan them, you may also fax them to (406)442-3357. We cannot score any exams that do not have this documentation.

Example of Administrator's Report Image with attached Recording Forms:

MT1709627													
Administrator's report for packet: I627													
Test Site: 0001-HEADMASTER (HELENA, MT 59602 - 3310 MCHUGH LANE)													
Time: 09/08/2017 08:30 MT													
Evaluator: Sample RN, Tester													
				Written Test			Skill Test						
Login ID	Candidate Name	Photo	Signature	1	2	3	1	2	3	Oral	Phone	ADA	Training
0201-044-842	MOUSE, MINNIE	Y - N	<i>Minnie Mouse</i>	239			121			Y	(406)442-8656		0002*12/18/2015
0876-627-720	DUCK, DAFFY	Y - N	<i>Daffy Duck</i>	234			116			Y	(406)442-8656		0002*09/01/2017
0332-026-670	DUCK, DONALD	Y - N	<i>Don Duck</i>	240			130			N	(555)555-5555		0002*09/01/2017

Candidate's Name: *Minnie Mouse*
PLEASE PRINT

TEMP: _____ PULSE: _____ RESP: _____

BP: _____ / _____ URINARY OUTPUT: _____ ml

GLASS 1: _____	FOOD INTAKE: <u>10</u> %
GLASS 2: _____	FLUID INTAKE: <u>20</u> ml
GLASS 3: _____	WEIGHT: _____
Total Intake: _____ ml	HEIGHT: _____

Candidate's Signature: *Minnie Mouse*

Candidate's Name: *Daffy Duck*
PLEASE PRINT

TEMP: _____ PULSE: _____ RESP: _____

BP: _____ / _____ URINARY OUTPUT: 300 ml

GLASS 1: _____	FOOD INTAKE: _____ %
GLASS 2: _____	FLUID INTAKE: _____ ml
GLASS 3: _____	WEIGHT: _____
Total Intake: _____ ml	HEIGHT: _____

Candidate's Signature: *Daffy Duck*

Candidate's Name: *Donald Duck*
PLEASE PRINT

TEMP: _____ PULSE: _____ RESP: _____

BP: 110 / 60 URINARY OUTPUT: _____ ml

GLASS 1: _____	FOOD INTAKE: _____ %
GLASS 2: _____	FLUID INTAKE: _____ ml
GLASS 3: _____	WEIGHT: _____
Total Intake: _____ ml	HEIGHT: _____

Candidate's Signature: *Don Duck*

HEADMASTER must be informed **IMMEDIATELY** if any breach or suspected breach of test security should occur.

RN OBSERVER TIPS

At some point in your career, you took a certification or licensure test. Remember how you felt? The nursing assistant certification test is very important to the candidates you will be observing.

Be positive. Be confident. Be professional in your words, actions and appearance.

Be prepared for the test event. Print your Administrator's Report and Skill Sheets ahead of time so you know which skills have been assigned to the candidates and can properly prepare for all tasks that have been assigned. You will also need to check for any ADA Accommodations that may have been assigned or oral exams. Call Headmaster at (800)393-8664 anytime you have questions about packet contents or testing.

Visit first time test sites a few days before your first test at the site to be sure you are familiar with the facility before walking in the door the morning of your first test. Check the test site for necessary supplies and correct equipment operation before each test day begins.

Prepare your Knowledge Test Proctor and Actor. Review their duties periodically. 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" or "You are the expert" thus reflecting the decision back to the candidate and remaining completely test neutral.

Verify that each candidate's FIRST and LAST names on the Administrator's Report exactly matches the FIRST and LAST names printed on their government issued, non-expired, signed photo identification presented to you at sign-in. Recheck their ID's before starting each skill test. Have Knowledge Test Proctors recheck candidate ID's prior to start of their knowledge test.

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

Candidates must show you they have learned how to correctly perform each assigned task. Do not coach, compliment or berate any candidate's performance. Document skill task step performance without giving away what you are recording either verbally or by your body language.

Complete skill task documentation after each task. Use a candidate relaxation area between tasks to give yourself time to complete documentation and set up for the next task (this time frame is only a few of seconds at the most – just enough time for the Actor to set up for the next task and for you to complete the documentation of skill task steps you saw or didn't see performed.

Candidates sometimes contact South Dakota Health Care Association disagreeing with their test results and want to know what to do differently if they choose to retest. Document missed skill steps with a concise, written explanation so that we have as much information as possible to report to the candidate regarding what they missed or did wrong. This information is also very valuable for Headmaster and the South Dakota Health Care Association when reviewing skill tests.

Be courteous and professional with staff at the test sites – remember we are guests at the test sites. Leave test sites clean and organized. Thank the test site host.

Promptly (within 1 business day) image or scan the signed Administrator's Report and original Recording Forms and email them to Headmaster. We cannot score exams for which we have not received this documentation.

Call Headmaster at 1(800)393-8664 anytime you have questions or feedback regarding test administration. Testing on the weekend? If you're in need of assistance, Headmaster staff can be contacted on the weekend contact cell phone at 1(406)431-8953 on Friday evenings and all day Saturdays and Sundays or Holidays.

HIT YOUR MARKS

1. Arrange your WEBETEST® telephone training session with Headmaster in advance of your first test event.
2. Find, train, and certify your KTP and Actor well before each test event. Make sure the KTP understands that the Knowledge Test Instructions must be read verbatim to ensure testing consistency and all candidates hear the same consistent instructions. Send their signed 1501 and 1511 forms to LuAnn Severson at South Dakota Health Care Association via fax (605)339-1354 or email luannseverson@sdhca.org.
3. Print your Administrator's Report and Skill Sheets (unless you are recording live on a tablet) ahead of time so you can be prepared for the test event with the supplies needed for each skill task and you know of any ADA requirements or oral exams that have been assigned.
4. File any candidate test materials in your small portable locking file box or locking briefcase and secure it until you transport the materials to the test site on test day.
5. On test day, sign in each candidate using the Administrator's Report (*this task cannot be delegated*). This usually occurs in the holding area room, but might be the knowledge test room at some test sites. Be sure you check to make sure the FIRST and LAST names on the Examiner's Report exactly match the printed names on the photo ID.
6. Upon signing in on the computer to take the Knowledge Test, each candidate proofs his/her demographic information as listed and attests to the validity of his/her information or submits corrections to the KTP.
7. Give group instructions to the candidates, such as your test will be scored by a Headmaster scoring team in Helena, Montana, and you can obtain your results from the South Dakota Health Care Association.
8. Make sure you have any set-ups for a skill task done before bringing candidates into the skills lab.
9. Take your first skill test candidate with you to the skill test area.
10. Once in the skill test area with the candidate, sit side-by-side with the candidate and read the skill test instructions word for word. These instructions must be read verbatim to ensure all candidates hear the same consistent instructions and testing consistency is maintained.
11. During the equipment and supplies demonstration, be sure to show the candidate the supplies for the skill tasks they have been assigned and how to lock brakes, raise and lower bed, etc. Have the candidate sign the recording form that is kept on a small clipboard.
12. Use the time during the reading of the instructions and equipment demonstration to calm the candidate.
13. Answer any questions the candidate may have (remember you cannot answer questions regarding how to actually perform a task).
14. Start both of your timers – one set for 15 minutes and when it goes off you will inform the candidate they have 15 minutes remaining – and one set for the full 30 minutes and when it goes off you will inform the candidate that his/her time is up.
15. Begin the skill test by reading the scenario for the first task.
16. Get positive closure at the end of each task. Ask, "Are you finished?"
17. Direct the candidate to return to the relaxation area between tasks.
18. Finish documenting any "O" or "B" marks (unchecked steps if recording live on a tablet) while your actor sets up the next scenario according to the information on the actor set up cards.
19. Turn your skill observation sheets to the next page or click to the next task.
20. Check the T.O. notes at the top of the new (next) task and ensure that the actor has correctly setup the scenario.
21. Move to the relaxation area and read the next scenario to the candidate.
22. After positive closure at the end of all tasks, immediately move to closure for the skill test as listed on the back of the skill test instructions and on the first page of the candidate's printed skill task sheets for convenient reference.
23. File the skill test sheets in your secure folder, binder, etc. and pull out the next candidate's skill test or navigate to the next candidate on the tablet.
24. Once again - Make sure you have pre-measured amounts of "urine" set up for those skills requiring them before bringing a candidate into room.
25. Tell the actor the tasks the next candidate has drawn or give him/her the sticky note with the next candidate's tasks listed on it.
26. Actor prepares the scenario for the first task while you go and get the next candidate.
27. Transfer all information from the skill tests into the computer for each candidate. If you are using a laptop, and do not print out your skill tests, you will be doing these steps 'live' as each candidate tests.

28. Once all candidates have completed taking the knowledge and/or skills tests, all skills information has been entered into the computer with detailed "0" mark notations and you have double checked the accuracy of any recordings entered against the original recording forms, remember to submit your electronic test to Headmaster for scoring.
29. Repeat 8 through 27 for each candidate taking a skill test.
30. Return the knowledge test area, the holding room area and the skill lab to the condition you found them when you arrived.
31. Lock up, turn in keys and exit with a thank you.
32. Email an image or scan of the completed Administrator's Report and original Recording Forms to Headmaster as soon as possible. The candidates' exams cannot be scored without this documentation.

SKILL TEST ESSENTIAL ELEMENTS

- ⇒ Security – Security -- Security
- ⇒ Read skill test instructions word-for-word sitting side-by-side
- ⇒ Set the stage for success. Make sure you have set up any task needing pre-measured amounts of something before bringing the candidate into room (fluid in glass for feeding, "urine" for drainage bag and bedpan and output.) Thoroughly demonstrate the equipment needed and how to use the equipment as well as unique test site anomalies. Point out the supplies needed for each of the tasks the candidate has been assigned. Be sure to show where to get any water needed, how to raise and lower the head of the bed, etc. Provide the candidate with a demonstration that will set them up for a successful skill test.
- ⇒ Make sure the recording form has the candidate's name printed on it and you have the candidate sign it during the equipment and supplies demonstration. Keep the recording form on a small clipboard to discourage the candidate from putting the recording form in his/her pocket or losing track of it.
- ⇒ Answer any questions before starting the test.
- ⇒ Start two audible timers at the start of the first task – one for 15 minutes (15 minutes left warning) and one for 30 minutes (end of test.)
- ⇒ Seek closure at the end of each skill task. "Are you finished?"
- ⇒ As soon as the candidate heads for the relaxation area after closure at the end of the first task, your actor sets up (gets in wheelchair or bed and makes sure bed is in correct position, brakes get unlocked and curtain is opened, etc.) for the next task while you finish your "0" or "B" comments or notes on the tablet.
- ⇒ Double-check the actor's set up before going to the candidate and reading the next scenario.
- ⇒ Reread the scenario if the candidate requests a reread or seems confused during a particular task.
- ⇒ After closure on candidate's final task, move immediately to closure for the skill test.
- ⇒ File the skill test in your secure folder, binder, etc. or navigate to the next candidate on the tablet.
- ⇒ Take the next skill test out of secure storage or navigate to the next candidate on the tablet. Tell the actor the order of the skill tasks or give the actor an index card or sticky note with the order of the tasks written on it.
- ⇒ Repeat these essential elements for each candidate testing.

EIGHT SECRETS TO SUCCESSFUL TESTING

1. **Organize** – Organize – Organize.... Last 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. Test security is your primary responsibility.
3. **Identify** – Identify – Identify... Be convinced beyond reasonable doubt that the candidate who applied to test is the candidate you test.
4. **BE CALM** – CALM – Calm... Project a calm image and that calm will help relax the atmosphere at your test event and will transfer to the candidates and to your test team.

5. **Consistent** – Consistent – Consistent... All candidates must have the same experience no matter where they test. Consistent demonstrations before each test starts. Consistent actions and interactions with the candidates by you and your test team. Consistent closure at the end of each task and at the end of each test. Consistent equipment setup before your test event begins. Consistent check in procedure. Consistent identification processing. Consistent reading of the knowledge and skill test instructions. Consistent use of a relaxation area. Consistent – Consistent – ever and always Consistent in your verbiage, routine 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 you and your 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 and circulate periodically during the knowledge test administration time.
7. **Only** observe and record... Remain out of the candidate’s workspace to the degree possible. For every “B” or unchecked step you must capture the “image” of what you saw that triggered the “B” or unchecked step. You must communicate that image in your written explanation so the test scoring team, in Helena, and South Dakota Health Care Association 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 you or any member of your test team. Never tell a candidate he/she has done a “good job” or make any indication regarding his/her performance. Doing so can cause the candidate confusion about his/her test results if s(he) fails.

SOUTH DAKOTA CONFIDENTIALITY/NONDISCLOSURE AGREEMENT

South Dakota Health Care Association
804 N. Western Avenue –Sioux Falls, SD 57104
Phone# 605-339-2071

luannseverson@sdhca.org or fax 605-339-1354
Testing Services Provided by: HEADMASTER, LLP

All application materials MUST be sent to SDHCA-Attn: LuAnn Severson

CONFIDENTIALITY/NONDISCLOSURE AGREEMENT 1501SD

Must be accompanied by form 1500SD (TO Application) or form 1515SD (Resident Actor Agreement)

I acknowledge the confidential nature of the nursing assistant competency examination. This includes the materials, processes, procedures and content of both the Knowledge and Manual Skills portions of the examination. I agree to safeguard the confidentiality of all information about the South Dakota nursing assistant competency examination. I will not disclose any portion of the examination materials and I will not disclose the processes or procedures necessary to administer or pass the examination.

If I am a Certified Test Observer/Proctor, I will not administer tests to nursing assistant candidates who are family or close personal friends.

Resident Actor may be a volunteer, employee and/or resident of a WEBETEST® approved test site. Resident Actors must be comfortable acting as a health care resident. If the Resident Actor has any hesitance in participating in the simulation of one of the Manual Skills they should not apply to become an Resident Actor.

If I am a Knowledge Test Proctor or an Resident Actor, I will not be involved in the testing of nursing assistant candidates who are family or close personal friends. Also, I understand, as an Resident Actor or Knowledge Test Proctor, I will not be able to apply to take the South Dakota nursing assistant examination for six months from the date that I last worked as an Resident Actor or Knowledge Test Proctor helping to testing nursing assistant candidates in South Dakota.

This agreement extends to and includes, but is not limited to, allowing any unauthorized person to hear, view, videotape, or otherwise gain any knowledge about the exam or the exam processes and procedures before, during, or after the administration of an exam.

I recognize that disclosing or revealing or allowing this information to be disclosed or revealed constitutes a violation of this agreement and could place my nursing license at risk and/or be subject to prosecution to the full extent of the law and/or incur a \$100,000 breach of confidentiality fine. I agree to report any known or suspected breach in security relative to the nursing assistant competency examination in South Dakota by immediately calling the HEADMASTER home office at (800) 393-8664 or be considered as a party to the breach and treated as if I made the breach myself.

To be completed by applicant wishing to become a Certified Test Observer:

Certified Test Observer/Proctor Name (Print Clearly or Type)

Certified Test Observer/Proctor Address, City and Zip

(_____) _____
Phone #

Resident Actor Name (Print Clearly or Type)

Resident Actor Address, City, State, Zip

(_____) _____
Phone #

Knowledge Test Proctor name (Print Clearly or Type) (Can be the same as Certified Test Observer)

Knowledge Test Proctor Address, City, State, Zip

(_____) _____
Phone #

Certified Test Observer/Proctor Signature

Resident Actor Signature

Knowledge Test Proctor Signature

DATE: _____

SOUTH DAKOTA RESIDENT ACTOR AGREEMENT

South Dakota Health Care Association
804 N. Western Avenue -Sioux Falls, SD 57104
Phone# 605-339-2071

luannseverson@sdhca.org

Testing Services Provided by: HEADMASTER, LLP

All application materials MUST be sent to SDHCA-Attn: LuAnn Severson

Resident Actor Agreement Form 1515

Must be accompanied by form 1501SD (Confidentiality/Nondisclosure)

PARTIES: (Please type or print)

This agreement is entered into on this _____ day of _____, 20____ by and

between _____ of
(Resident Actor)

(Address) (City) (State) (Zip) (Phone)

hereinafter referred to as the Resident Actor and _____ of
(CNA Test Observer)

(Address) (City) (State) (Zip) (Home Phone) (Work Phone)

hereinafter referred to as the Certified Test Observer for the purpose of providing SDHCA authorized tests to CNA candidates throughout South Dakota using SDHCA approved methods and procedures.

Obligations:

The Certified Test Observer will certify the Resident Actor as a HEADMASTER/SDHCA certified Resident Actor, utilizing SDHCA approved instructional materials, before involving any Resident Actor in any testing scenario or providing any compensation to the Resident Actor. The Resident Actor will read, sign and abide by the Confidentiality/Nondisclosure agreement (Form 1501SD) hereby made a part and parcel to this agreement. The Resident Actor agrees to abstain from acting for "nurse aide" examinations being administered to personal friends and/or relatives. The Certified Test Observer will have the Resident Actor properly complete all legal forms and forward any applicable forms to HEADMASTER.

Services Rendered:

The Resident Actor may be a volunteer, employee and/or resident of a WEBETEST® approved test site or will be paid by the organization _____ dollars for each nurse aide candidate for whom the Certified Test Observer utilizes the Resident Actor during the administration of the manual skill exam. No monetary compensation will be provided by HEADMASTER or SDHCA.

Part Time Temporary Employment Status:

It is understood that the Resident Actor will be a volunteer or will have a part-time temporary employment status and, because the Resident Actor has part-time temporary employment status, under the terms of this agreement, there will not be any deductions from any compensation paid for health insurance or any retirement program. The Resident Actor will not be eligible for overtime pay, mileage compensation, or paid time for traveling to a work site or any other compensation except piecework payment for acting as a patient for each Manual Skills test. The Resident Actor will be solely responsible for any and all payments for their own health insurance, liability insurance and retirement benefits if they so desire. Further, the Resident Actor understands that, as part-time temporary employee, there may be withholding from any compensation paid as required by Federal and South Dakota statutes including, but not limited to, State and Federal withholding, FICA, Medicare, etc.

Non-Discrimination:

It is agreed that all persons with responsibilities in the performance of the terms of this agreement shall not discriminate against any person(s) on the basis of race, religious creed, color, sex, national origin, age, political affiliation or beliefs, marital status, mental or physical handicap, or ancestry in any activities performed pursuant to this agreement.

Modifications:

This document contains the entire agreement, except where otherwise specifically stated, between the parties hereto and shall not be enlarged, modified, altered, assigned, transferred or subcontracted except upon written agreement signed by all parties to this agreement. No statement, promises or inducements made by either party, which are not contained in this written contract, shall be valid or binding.

Termination:

Either party may terminate this agreement with 30 days written notice to the other party, except for immediate termination in the case of nonperformance of any act or activity contained herein.

Liability:

When administering manual skill tests, no organization's residents are to be used as test subjects (Resident Actors) unless they are covered by the approved WEBETEST® organization liability policy. HEADMASTER, LLP or SDHCA assume no liability for test candidates, test subjects, Certified Test Observers or Resident Actors and any and all claims resulting from negligence or any other act or action will be borne by the negligent party.

Resident Actor's Signature _____ Date: ____/____/____
CNA Test Observer Applicant: _____ Date: ____/____/____

FORM 1515SD

UPDATED 11/07/2018



This is a Training Manual designed to quickly answer Test Observer questions regarding training Actors for their participation during the administration of the CNA Manual Skills Tests.

BECOMING AN ACTOR:

To become an Actor, an individual must receive these instructions from a Test Observer, must fill out forms 1515 Actor Agreement and 1501 Confidentiality/Non-Disclosure to be submitted to HEADMASTER, and must be trained with the SDHCA approved materials that are included in this manual. If the individual meets the criteria listed below, they may then be used as an Actor. This manual will be given to the Actor for their continual review.

Test Observers or Actors who have questions should contact HEADMASTER at 1-800-393-8664. This Manual may also serve as the framework for an Actor Job Description, though Test Observers may design the Job Description **as they see fit**.

WHO CAN BE A NA SKILLS TEST ACTOR?

In order to qualify as an Actor, the Actor must meet the following qualifications:

1. Actors must be of legal working age.
2. Actors must be trained with these materials.
3. Actors must fill out the Actor Agreement form 1515 and Confidentiality form 1501.
4. Actor application and confidentiality forms must be mailed or faxed to HEADMASTER for inclusion into the Actor database.
5. An Actor may not be a CNA Test Candidate who has not tested, or has not received their passing test results from SDHCA.
6. An Actor may NOT be a student in any CNA Training Program.
7. Actors CAN BE Certified Nurse Aides, Test Administrator family members, volunteers, etc.

COMPENSATION FOR BEING A NA SKILLS TEST ACTOR:

The Actor may be a volunteer, employee and/or resident of a WEBETEST® approved test site or will be paid by the facility _____ dollars for each nurse aide candidate for whom the Test Observer utilizes the Actor during the administration of the manual skill exam. No monetary compensation will be provided by HEADMASTER or SDHCA.

POSSIBLE SKILLS TEST REQUIRING AN ACTOR:

Actors must be comfortable acting as a health care resident. If the Actor has any hesitance in participating in the simulation of one of the Manual Skills they should not apply to become an Actor.

- Bed bath – Face, arm, and underarm washed only
- Brushing teeth
- Mouth care
- Denture care – Sample dentures will be at the test site
- Nail care
- Applying antiembolic stockings
- Hair care
- Toileting with a bedpan – Simulated, Actor will remain fully clothed
- Feeding assistance
- Transfer with a gait belt
- Positioning in bed
- Range of motion exercises
- Blood pressure
- Vital Signs – Temperature, Pulse, and Respiration
- Dressing resident – Actor will remain fully clothed, with large oversized clothing placed over current clothing
- Measuring Height and Weight
- Making an occupied bed

SCHEDULING:

Actors will be contacted by the Test Observer to be scheduled for testing dates.

TEST SECURITY:

Actors will be required to maintain and not violate the security of any testing situation. If Actors violate the security of any testing situation, they will be held legally accountable and prosecuted to full extent of the law. **Actors MUST NOT release any test content or NA candidate performance feedback to ANYONE.**

INSURANCE:

Actors will maintain all of their own personal liability insurance.

APPROPRIATE ATTIRE:

Actors should wear comfortable clothes that do not restrict their motion in any way. Examples include jeans, shorts, short sleeved shirts, etc. Make sure clothing is testing appropriate.

SAFETY:

Actors are allowed to voice their concern if at any time they believe that they are in danger. This would include concerns of falling, being bruised or hurt in any manner. In addition, the Actor may speak up if the CNA Candidate puts a gait belt on them too tight.

COMMUNICATION WITH THE NA CANDIDATES:

1. Actors may interact with the NA Candidates as though they were a typical health care resident. However, **Actors MAY NOT initiate communication with the NA Candidate.**
2. Actors must not show any body language that may indicate that the NA Candidate did something right or wrong.
3. Actors cannot prompt the NA Candidate such as asking them to provide privacy, or to place the call light within reach.
4. Many Skills tests include some communication between the Actor and the NA Candidate. A few examples of appropriate communication would include:

ENTERING A ROOM: If the NA Candidate knocks on the door, the Actor should say "COME IN."

DRESSING: If the NA Candidate asks, "Do you want to get dressed?" the Actor should say "YES." The Actor should not help the NA Candidate with any portion of getting dressed.

AMBULATION WITH A GAIT BELT: If the NA Candidate asks, "Do you want to go for a walk?" the Actor should say "YES." Actors will not prompt the NA Candidate to put on their shoes, should say "WHATEVER YOU THINK IS BEST" if they are asked if they want them.

MOUTH CARE: If the NA Candidate asks, "Can you brush your teeth?" the Actor should say "NO." If the CNA Candidate asks, "Do you want your teeth brushed?" the Actor should say, "YES."

HEIGHT, WEIGHT OR VITAL SIGNS: The Actor should not tell the NA Candidate their height, weight, blood pressure, etc.

MAKING AN OCCUPIED BED: If the NA Candidate asks, "Do you want a pillow?" the Actor should say "WHATEVER YOU THINK IS BEST."


TOILETING WITH A BED PAN: If the NA Candidate attempts to "wipe" or "clean" the Actor's peri area, the Test Observer may say "THIS IS NOT NECESSARY, PLEASE JUST VERBALIZE WHAT YOU WOULD DO."

The Actor must remain neutral and not prompt or indicate in any way what a candidate should do during their test.

These examples are relevant for nearly any Manual Skills test and are listed to give a general idea of our expectations for an Actor's general mind set and behavior.

QUESTIONS:

Questions can be directed to either HEADMASTER 800-393-8664 or SDHCA 605-339-2071.

<p align="center">SOUTH DAKOTA ACTOR SETUP CARDS UPDATED: 1-1-2018</p> 	<p align="center"><u>AMBULATION WITH CANE OR WALKER</u></p> <p>Actor begins lying in bed with socks on. Chair is placed at least 10 steps away from bed with the chair's back toward a wall. Bed is in lowest position. T.O. decides on cane or walker and circles the choice in the scenario before the candidate enters the skill test area. ONLY read the circled choice to the candidate.</p> <p align="center"><u>AMBULATION WITH USE OF GAIT BELT</u></p> <p>Begin with Actor lying in bed. Bed in highest position. Actor has socks on. Place a chair 10 steps away from the bed with the chair's back toward a wall.</p>
<p align="center"><u>ABDOMINAL THRUST</u></p> <p>Actor is in wheelchair. Wheelchair brakes are locked. Actor is ambulatory and can stand with a little assistance. Actor is holding his/her breath (choking not coughing) and can't respond to the candidate.</p> <p align="center"><u>APPLYING ANTIEMBOLIC STOCKINGS</u></p> <p>Actor is in bed undersheet.</p>	<p align="center"><u>BLOOD PRESSURE</u></p> <p>Actor in bed with bed at 45 degrees.</p> <p align="center"><u>CARE OF HAIR</u></p> <p>Place Actor in wheelchair.</p> <p align="center"><u>CHANGING AN OCCUPIED BED</u></p> <p>Actor is in bed under cover(s). Bed is to be flat in lowest position. Side rails are down (if) bed has side rails. Chair and over bed table are in close proximity.</p>
<p align="center"><u>DENTURE CARE</u></p> <p>Actor is in bed at 45 degrees. Make sure the dentures are in a cup at the bedside. Just provide the upper or lower plate for testing purposes.</p> <p align="center"><u>GOWN & GLOVES</u></p> <p>Actor/TO has the necessary items ready for the candidate to put on and remove; an isolation gown, gloves and trash can nearby.</p>	<p align="center"><u>EMPTYING URINARY DRAINAGE BAG</u></p> <p>Place a pre-measured amount of fluid in a urinary drainage bag connected to tubing with the Actor in bed holding the tubing under their gown. Attach urinary bag correctly to the bed. Have the pre-measured amount of fluid in the bag before the candidate comes into the skill test area.</p>
<p align="center"><u>FLUID INTAKE</u></p> <p>Actor is in bed. Tray is on bedside stand with pre-measured amounts of water poured into each clear container prior to the candidate entering the testing area.</p> <p>Choose a different one of the following setups for each candidate testing and circle the setup used for each candidate.</p> <ol style="list-style-type: none"> 1) Clear glass ¾ full; One clear glass ¼ full; One clear juice glass ¾ full. 2) Clear glass ¾ full; One clear glass ¾ full; One clear juice glass ¼ full. 3) Clear glass ¼ full; One clear glass ½ full; One clear juice glass ½ full. 4) Clear glass ½ full; One clear glass ½ full; One clear juice glass ¼ full. 	<p align="center"><u>MOUTH CARE – BRUSHING TEETH</u></p> <p>Actor is in the wheelchair.</p> <p align="center"><u>MOUTH CARE OF A COMATOSE RESIDENT</u></p> <p>Actor is in bed with the bed flat in the highest position and the Actor is flat on his/her back with eyes toward the ceiling and eyes are to remain closed during the task. Actor should act comatose and not say "come in" or help in any way. Actor is covered with a sheet and positioned off center closer to one side of the bed.</p>

<p align="center"><u>NAIL CARE ONE HAND</u></p> <p>Put Actor in the wheelchair before starting this task. Wheelchair brakes are unlocked.</p> <p align="center"><u>PARTIAL BED BATH</u></p> <p>Start with the bed in the lowest position. Actor needs to be in bed and covered, dressed in a gown with tank top or loose fitting shirt under the gown.</p>	<p align="center"><u>PARTIAL DRESSING OF A RESIDENT</u></p> <p>Actor is lying in bed with gown on.</p> <p align="center"><u>PASSING FRESH WATER</u></p> <p>Be sure the call light is out of reach. Actor is in bed. Bedside table is in close proximity to bed. Pitcher is empty on bedside table.</p>
<p align="center"><u>POSITION RESIDENT ON SIDE IN BED</u></p> <p>Actor is in bed at 45 degrees with pillow under head. Side rails are down if bed has side rails. Actor is off center closer either right or left side (depending on scenario read). Bed brakes are unlocked. Bed is in lowest position.</p>	<p align="center"><u>RANGE OF MOTION EXERCISE</u></p> <p>Put Actor in bed at 45 degrees.</p>
<p align="center"><u>RESIDENT REQUIRING DINING ASSISTANCE</u></p> <p>Actor flat in bed. Remember to have placed a diet card on the tray. The diet card should reflect the actual food that you provide on the tray and have the actor's name on it. Be sure to have placed a full 240cc glass of water on the tray. Make sure the candidate signed recording form and pen/pencil are available. T.O. will cue actor when to say they are full.</p>	<p align="center"><u>TOILETING USING A BEDPAN AND OUTPUT</u></p> <p>Actor is flat in bed in shorts or sweats. Have a pre-measured amount of yellow food colored water in a container to pour into the bedpan when the candidate removes the bedpan from under the resident in step #11 or have a pre-measured amount of fluid in a second bedpan ready to switch the bedpans after the candidate removes the bedpan from under the resident.</p>
<p align="center"><u>TRANSFER FROM BED TO WHEELCHAIR USING A GAIT BELT</u></p> <p>Begin with Actor lying in bed with socks on. Bed in highest position. Bed brakes and wheelchair brakes are unlocked. Wheel chair is placed across the room.</p> <p align="center"><u>TRANSFER FROM WHEELCHAIR TO BED USING A GAIT BELT</u></p> <p>Bed is flat in lowest position. Actor is in wheelchair wearing non-skid slippers. Wheelchair brakes are locked. Wheelchair is across the room away from the bed.</p>	<p align="center"><u>VITAL SIGNS – PULSE & RESPIRATION</u></p> <p>Actor is sitting in wheelchair.</p>

Administrator Report

Administrator's report for packet: J276
Test Site: 0001-D&S DIVERSIFIED / HEADMASTER
Time: 10/31/2009 08:00 CT
Evaluator: WHITNEY, TERESA

				Written Test			Skill Test						
Login ID	Candidate Name	Photo	Signature	1	2	3	1	2	3	Oral	Phone	ADA	Training
222-22-2222	CANDIDATE, SAMPLE	Y - N		Yes			Yes			N	(000)000-0000		* / /

SOUTH DAKOTA EQUIPMENT LIST

South Dakota Health Care Association
804 N. Western Avenue - Sioux Falls, SD 57104
Phone# 605-339-2071

luannseverson@sdhca.org

Testing Services Provided by: HEADMASTER, LLP

All application materials MUST be sent to SDHCA-Attn: LuAnn Severson

The Test Site MUST include all of the materials necessary to properly administer any of the randomly selected Manual Skills tests. The Test Observer is required to review all of the Manual Skills Tests they receive prior to administration and ensure the appropriate laboratory equipment is available prior to testing. Please refer to the following list for equipment requirements.

TEST SITE EQUIPMENT LIST 1503

Skill Test Room Requirements

- ☐ Privacy curtain
- ☐ Long-term care bed
 - o Optional moving side rails
 - o Must have working brakes
 - o Must be pre-made with full set of linens
- ☐ Bedside stand
- ☐ Over bed table
- ☐ Hand washing sink with faucets and running water
 - o Liquid soap
 - o Hand Sanitizer
 - o Paper towels
 - o Wastebasket

Skill Test Equipment List

- ☐ Alcohol Swabs
- ☐ Antiembolic/Elastic Stocking
- ☐ Bar Soap
- ☐ Bedpans
- ☐ Clothing Protector per facility preference
- ☐ Biocular (teaching) Stethoscope
- ☐ Blood Pressure Cuff
- ☐ Call light—doesn't have to be a working call light
- ☐ Cane
- ☐ Catheter w/Tubing
- ☐ Chair
- ☐ Clothing items (various sizes)
 - o Resident Gown
 - o Non-skid Footwear (slipper/socks)
 - o Shirt/Sweater
- ☐ Cups/glasses
 - o Two clear 8oz (240cc or ml) glasses
 - o One clear 4oz (120cc or ml) juice glass
- ☐ Dentures with Denture Storage Container
- ☐ Disposable Isolation Gown & Gloves
- ☐ Emesis Basin
- ☐ Food Items—Individual Servings of Applesauce/Pudding
- ☐ Food tray
 - o Napkin
 - o Plate
 - o Silverware
- ☐ Gait Belt or Transfer Belt
- ☐ Graduate Cylinder—25cc increments

- ☐ Hair Brush, Hair Pick and/or Comb
- ☐ Ice Scoop
- ☐ Linen Hamper
- ☐ Linens
 - o Bedspread
 - o Bath Blanket
 - o Blankets
 - o 1 Flat Sheet
 - o 1 Fitted Sheet
 - o Pillowcases
 - o Pillows and Wedges
 - o Towels—Both Hand & Bath
 - o Under Pad/chuk
 - o Washcloths
- ☐ Marbles in an open basin labeled ICE
- ☐ Mouthcare Items
 - o Denture Brush
 - o Mouthwash
 - o Toothbrush /Toothettes
 - o Toothpaste
- ☐ Nail Care Items
 - o Nail file
 - o Nail clippers
 - o Nail Brush
- ☐ I & O Pads
- ☐ Pencil
- ☐ Standard Scale OR Analog Floor Scale
- ☐ Issues
- ☐ Walker
- ☐ Water Pitcher
- ☐ Wheelchair
 - o Must have locking brakes

Knowledge Test Requirements

- ☐ 12 #2 pencils
- ☐ headphones to plug into the computer speakers for Oral Tests

Please call SDHCA at 1-800-952-3052 or HEADMASTER at 1-800-393-8664 if you have any questions.

Site Affidavit: I hereby certify the facility listed below has the equipment listed herein and will make the equipment available to HEADMASTER certified Test Observer for the purpose of administering CNA Knowledge and Manual Skill tests to nurse aide candidates at our Site.

Facility Name: _____ Phone: (____) _____-

Address: _____ City: _____ State: _____ Zip: _____

CNA Test Observer Applicants Signature: _____ Date: ____/____/____

ELECTRONIC KNOWLEDGE TEST INSTRUCTIONS

To be read aloud to all candidates before beginning the knowledge portion of an electronic exam. A copy is to be placed by each knowledge test station, so the candidate may read along initially and then refer back to these directions during his/her electronic knowledge test.

CANDIDATES ARE NOT ALLOWED TO LEAVE THE KNOWLEDGE TESTING ROOM UNTIL DONE WITH THEIR TEST. IF NEEDED, TAKE A RESTROOM BREAK BEFORE WE BEGIN READING THESE INSTRUCTIONS.

CELL PHONE, SMART WATCH, ACTIVITY TRACKERS (FIT BIT) OR ANY OTHER ELECTRONIC DEVICE (PAGER, LAPTOP, I-POD, ETC.) USAGE IS NOT ALLOWED IN THE TESTING ROOMS AND THESE ITEMS ARE NOT ALLOWED TO BE NEAR OR ON YOU (IN POCKET, ON WRIST, ETC.) DURING TESTING. ANY PERSONAL BELONGINGS (PURSE, BAGS, CELL PHONES, SMART WATCHES, ACTIVITY TRACKERS, LAPTOPS, ETC.) NEED TO BE PLACED BY THE TESTING ROOM DOOR AND COLLECTED WHEN YOU LEAVE THE TEST EVENT WHEN DONE WITH YOUR EXAM. CELL PHONES, SMART WATCHES, ACTIVITY TRACKERS AND ANY OTHER ELECTRONIC DEVICES **MUST BE TURNED OFF** (NOT ON VIBRATE OR MUTE) DURING TESTING.

ANYONE CAUGHT USING A CELL PHONE, SMART WATCH, ACTIVITY TRACKER OR ANY OTHER ELECTRONIC DEVICE (TEXTING/GOOGLING/ETC.), OR NAVIGATING AWAY FROM THE KNOWLEDGE TEST (GOOGLING, EMAIL, ETC.) DURING TESTING WILL BE REMOVED FROM THE TESTING AREA AND WILL FORFEIT THEIR TESTING FEES, WILL BE REPORTED TO SOUTH DAKOTA HEALTH CARE ASSOCIATION AND WILL NOT BE PERMITTED TO TEST FOR SIX MONTHS.

There are 75 questions on your Knowledge Test. The questions will be presented to you on your computer screen. You will have a maximum of 90 minutes to complete the Knowledge Test. **You will be informed when there are 15 minutes remaining.**

IF YOU HAVE ANY ISSUES WITH THE COMPUTER, PLEASE RAISE YOUR HAND AND I WILL COME ASSIST YOU.

When you are finished with your exam, please raise your hand, quietly tell me you are done, and I will log you out of your test.

DO NOT PRESS THE **“STOP” BUTTON AT ANY TIME,
*this is a step only I can do for you.***

I will quietly direct you to your next area.

I may not answer any questions during the exam. Are there any questions now?

SKILL TEST INSTRUCTIONS

UPDATED: 4-17-2018

Introduce / re-introduce yourself and your Actor. Sit side-by-side with the candidate and read these instructions out loud as the candidate follows along. Must be read word-for-word for each and every candidate tested.

CANDIDATES ARE NOT ALLOWED TO LEAVE THE SKILLS LAB UNTIL DONE WITH THEIR TEST. IF NEEDED, TAKE A RESTROOM BREAK BEFORE WE BEGIN READING THESE INSTRUCTIONS.

CELL PHONE, SMART WATCH, ACTIVITY TRACKERS (FIT BIT) OR ANY OTHER ELECTRONIC DEVICE (PAGER, LAPTOP, I-POD, ETC.) USAGE IS NOT ALLOWED IN THE TESTING ROOMS AND THESE ITEMS ARE NOT ALLOWED TO BE NEAR OR ON YOU (IN POCKET, ON WRIST, ETC.) DURING TESTING. ANY PERSONAL BELONGINGS (PURSE, BAGS, CELL PHONES, SMART WATCHES, ACTIVITY TRACKERS, LAPTOPS, ETC.) NEED TO BE PLACED BY THE TESTING ROOM DOOR AND COLLECTED WHEN YOU LEAVE THE TEST EVENT WHEN DONE WITH YOUR EXAM. CELL PHONES SMART WATCHES, ACTIVITY TRACKERS AND ANY OTHER ELECTRONIC DEVICES **MUST BE TURNED OFF (NOT ON VIBRATE OR MUTE) DURING TESTING**

--Welcome to your Manual Skill Test--

I do not decide whether or not you pass or fail. I only observe and record the steps I see you demonstrate. Headmaster staff in Helena, Montana, will score your test.

- ⇒ You will have **up to 30** minutes to complete three or four tasks (T.O. only read number of tasks candidate has). I will let you know when 15 minutes remain.
- ⇒ Each of your tasks has a scenario. I will read **one scenario at a time** to you. As soon as you understand the scenario, please actually perform and demonstrate the task.
- ⇒ You will begin with the first task of _____ (T.O. read only the one that applies: Urinary Drainage Bag; Toileting Using Bedpan).
- ⇒ During the demonstration of your first task you may **use hand sanitizer** instead of actually washing your hands at the **beginning** of the demonstration when appropriate.
- ⇒ Also during the demonstration of your first task -- **YOU MUST ACTUALLY WASH YOUR HANDS WITH SOAP AND WATER** at the **end** of the demonstration when appropriate.
- ⇒ You may use hand sanitizer instead of actually washing your hands with soap and water during the demonstration of your other tasks when appropriate.
- ⇒ Steps **that are only verbalized will not count**.
- ⇒ At any time during any skill, you may direct me to move anywhere needed to assist in providing safety for the resident.
- ⇒ Anytime during the test, you may ask me to **reread** any scenario.
- ⇒ Anytime during the test you may correct any step on any task that you believe you did incorrectly. To make a correction, you must tell me the specific task and what steps you will be **re-demonstrating**.
- ⇒ When you finish a task, tell me you are finished with the task and return to this **relaxation area**.

I will set two times when you start your first task. The first timer will go off when you have 15 minutes remaining and the second will go off when 30 minutes have elapsed.

I will now show you the location of the supplies and demonstrate the equipment you will use for your tasks. Please ask me any questions you may have about your additional tasks which are: _____, _____, and/or _____.

Your skill test time will start when you begin your first task.

******NOTES TO TEST OBSERVER******

Next: The Test Observer shows the candidate the equipment location and demonstrates the use of just the equipment the candidate will need for his/her tasks.

- ✓ Always demonstrate where you want the candidate to knock when entering the room, show the bed brakes and bed controls, privacy curtain, call bell, and any other things unique to the test site. Tell the candidate that they may use or move any equipment or supplies as necessary to accomplish the tasks. Explain the timers you will be using during testing.
- ✓ Be sure the candidate signs the recording sheet on which you have already printed his/her name if it will be needed for one or more of the tasks.
- ✓ Be sure you have instructed the candidate as to the location of the relaxation "waiting" area.
- ✓ Answer any remaining questions, remind the candidate that you may not answer any questions once the skill test begins.
- ✓ Begin the skill test by reading the first task scenario word-for-word. Start your timer when the candidate makes his/her move to start their first task.

RECAP

If time is remaining (candidate completed in less than 30 minutes) say: "You have _____ minutes remaining. You have just completed the tasks of _____, _____, _____ and _____. (Read their three or four tasks.) Are you finished?" When you get the "yes", say "Thank you for coming." Direct the candidate to the holding area.

When time is up and the 30 minute audible buzzer sounds, stop the test by saying: "Your allotted time has elapsed. You may finish the task you are working on." Then, when finished say, "Thank you for showing us your skill demonstrations today." Direct the candidate to the holding area.

Sample Recording Form

Candidate's Name: Donald Duck
PLEASE PRINT

TEMP: _____ PULSE: _____ RESP: _____

BP: 110 / 60 URINARY OUTPUT: _____ ml

GLASS 1: _____	FOOD INTAKE: _____ %
GLASS 2: _____	FLUID INTAKE: _____ ml
GLASS 3: _____	WEIGHT: _____
Total Intake: _____ ml	HEIGHT: _____

Candidate's Signature: Don Duck



South Dakota: Certified RN Test Observer Information Study Guide Exit Survey QUESTIONS

Name:				Date:	___/___/___
Address:					
City:				State:	___ Zip: ___
Cell Phone: (___) ___-___	Home Phone: (___) ___-___	Work Phone: (___) ___-___			
Email Address:					
Signature:					

Circle your answer for the multiple-choice questions listed below:

- 1. South Dakota RNs with an unencumbered license and a minimum of one year experience as an RN caring for the elderly or the chronically ill of any age may administer nurse aide exams after being:**
 - a. Certified in test administration methods approved by Headmaster and the South Dakota Health Care Association.
 - b. Certified to administer nurse aide exams by the South Dakota Health Care Association.
 - c. Listed on the SD Nurse Aide Registry as a Certified RN Test Observer or Test Proctor.
- 2. Certified RN Test Observers:**
 - a. May coach candidates on performing skill tasks during the test.
 - b. Must recite test instructions and task scenarios from memory to candidates.
 - c. Must remain consistent, impartial and unbiased during test administration.
- 3. Certified RN Test Observers should:**
 - a. Ad lib when reading test instructions to candidates to put candidates at ease.
 - b. Remain in one spot during skill observations so as not to distract the candidate.
 - c. Keep candidate skill task recording sheets out of the candidate's field of vision.
- 4. Certified RN Test Observers must:**
 - a. Recite skill task instructions by memory to the test candidate.
 - b. Open test materials shipments, for the first time, at the test site on the day of testing.
 - c. Demonstrate all the equipment needed for a candidate's assigned skill tasks before the skill test begins.
- 5. Testing sites must have the following equipment prior to administration of an oral, online knowledge test:**
 - a. Knowledge test booklet, matching cassette tape, cassette tape player and headphones.
 - b. A marker-reader to administer all oral knowledge tests.
 - c. An internet connected computer laptop or workstation with headphones.

- 6. As candidates arrive to check-in for testing a Certified RN Test Observers must introduce herself/himself and verify:**
 - a. Candidate identity and signature with a signed, non-expired, government-issued photo ID.
 - b. Candidate identity and signature with a signed, non-expired, ID and a second signed, current ID.
 - c. Candidate identity and signature with a signed, non-expired, ID and test date confirmation letter.
- 7. The Certified RN Test Observers can delegate the verification of candidate identification at check-in to:**
 - a. The Knowledge Test Proctor.
 - b. The Knowledge Test Proctor or actor.
 - c. This task cannot be delegated.
- 8. Certified RN Test Observers should check the test site to ensure all testing areas are quiet and free of distractions:**
 - a. 10 minutes prior to testing.
 - b. 20 minutes prior to testing.
 - c. 30 minutes prior to testing.
- 9. The Certified RN Test Observer or Knowledge Test Proctors should inspect the knowledge test area and ensure that:**
 - a. Approximately two feet separate each candidate seat on all sides.
 - b. Approximately three feet separate each candidate seat on all sides.
 - c. Approximately four feet separate each candidate seat on all sides.
- 10. Certified RN Test Observers demonstrate:**
 - a. All the equipment and supplies for every task.
 - b. Only the equipment and supplies needed for the candidate's 3 or 4 assigned skill tasks.
 - c. Only equipment with which the candidate is not familiar.
- 11. The primary responsibility of a Certified RN Test Observers is to:**
 - a. Arrive at the test site at least 10 minutes prior to the scheduled test start time.
 - b. Return completed tests to Headmaster within 48 hours of testing.
 - c. Protect the security of test materials before, during and after test administration.
- 12. During candidate check-in each candidate signs in for testing on the:**
 - a. Administrator Report, Form 1250, and on his/her Test Confirmation Letter.
 - b. Administrator Report, Form 1250, and on the Verification Report, if doing paper testing.
 - c. Administrator Report, Form 1250, and on the candidate's scan form.
- 13. Certified RN Test Observers:**
 - a. Must notify training instructors of candidates who had problems with testing.
 - b. Must tell candidates how they performed on their skill test if a candidate asks.
 - c. Must only discuss candidate test performance with Headmaster staff or South Dakota Health Care Association staff.
- 14. The 1250 Form (Administrator Report) is used to:**
 - a. Sign-in candidates and to mark skill task step demonstrations.
 - b. Sign-in candidates and report testing irregularities.
 - c. Record candidate examination start and end times.
- 15. Test Irregularities must be documented on the Administrator Report and may include:**
 - a) Certified RN Test Observers approved ADA accommodations, rescheduled candidates and faulty equipment.
 - b) Test site equipment concerns, inappropriate candidate behavior and No Show candidates.
 - c) Documentation of Resident Alien candidates.

- 16. If a candidate, instructor or employee at the test site asks, “How did testing go?” You should:**
- Tell him/her how you think the candidates could improve as a group.
 - Tell him/her that you thought the candidates were prepared and did a good job..
 - Tell him/her you do not know because Headmaster scores the tests.
- 17. Candidates can initiate corrections and update demographic information:**
- At test check-in time by notifying the Certified RN Test Observer.
 - At test check-in time by editing the information on their Test Notification Letter.
 - At test check-in time by editing the information on their Recording (Input and Output) Form.
- 18. Resident Actors and Knowledge Test Proctors are not eligible to sit for the South Dakota nursing assistant test:**
- For four months from the last test event they worked as an actor or Knowledge Test Proctor.
 - For six months from the last test event they worked as a Resident Actor or Knowledge Test Proctor.
 - For twelve months from the last test event they worked as a Resident Actor or Knowledge Test Proctor.
- 19. A “B”/”0” mark on a skill task step means that the:**
- Candidate’s performance on that step was better than average and requires no explanation.
 - Candidate did not complete the skill step correctly and requires no explanation by the Certified RN Test Observer.
 - Candidate did not complete the skill step correctly and requires a brief explanation by the Certified RN Test Observer.
- 20. Candidate oral, knowledge test and pre-approved ADA accommodation requests are indicated on:**
- The Administrator Report, Form 1250, to the right of the candidate’s name.
 - The South Dakota Nurse Aide Verification Report below the candidate’s name.
 - The candidate’s Quick Score Answer Form below the candidate’s name.
- 21. Nursing assistant instructors who are also certified as Certified RN Test Observers:**
- Should make sure the Resident Actor motions to the call bell at the end of each task.
 - Must avoid any indication of approval or dissatisfaction with a candidate’s performance.
 - May critique a candidate’s performance after the skill test time has expired.
- 22. A Recording Form will have the candidate’s name printed at the top and must:**
- Be signed by the candidate, at the bottom, before beginning his/her skill test.
 - Be collected by the Certified RN Test Observer immediately after any measurement is recorded.
 - Be completed by the Certified RN Test Observer after the candidate announces a measurement.
- 23. Certified RN Test Observers or Knowledge Test Proctors should read knowledge test instructions word-for-word and:**
- Inform candidates when 15 minutes remain for the knowledge test time.
 - Inform candidates that they have 2 hours to complete the knowledge test.
 - Inform candidates to take their Quick Score Answer forms with them to the skill test.
- 24. The explanation for “B”/”0” marks should be:**
- Very detailed in order to make scoring easier.
 - Not necessary
 - Short and concise providing a “snapshot” of what the candidate did or did not do.

25. Your skill task timers should be set up for:

- a. 20 and 35 minutes
- b. 30 and 15 minutes
- c. 75 and 90 minutes

26. Use of cell phones during testing is allowed by:

- a. The Certified RN Test Observer only.
- b. Resident Actors, Knowledge Test Proctors and Certified RN Test Observers only.
- c. No cell phone usage by anyone during any test is allowed.

27. Headmaster recommends that Certified RN Test Observers:

- a. Show the location of supplies/equipment only for candidates unfamiliar with the skill lab.
- b. Set out supplies/equipment needed for all skill test candidates before skill testing begins.
- c. Should not show supplies/equipment to any candidates prior to testing.

28. Knowledge test candidate may have:

- a. Questions explained to them in their native language.
- b. As much time as needed to answer test questions.
- c. Have up to 90 minutes to complete test questions.

29. Resident Actors may:

- a. Initiate conversations with candidates during skill testing.
- b. Not respond to any candidate questions.
- c. Respond to candidate's questions by saying, "Whatever you think is best."

30. When candidates have a skill task that requires a measurement, they should:

- a. Verbalize the measurement
- b. Write it on the skill task sheets
- c. Record it on their pre-signed designated Recording Form.

31. Knowledge and skill test instructions must be read word-for-word:

- a. So that all candidates hear the same consistent test instructions.
- b. And be recited from memory by the Certified RN Test Observer or proctor.
- c. And be given to candidates for review when they check-in for the testing.

32. The results of a candidate's test are confidential and will be available to the:

- a) Candidate immediately after tests are scored by the Certified RN Test Observer.
- b) Test candidate and the facility by South Dakota Health Care Association after official scoring by Headmaster.
- c) Test candidate online after 6 pm mountain time the day tests are scored by Headmaster.

33. An accommodation for testing:

- a. Must be approved by Headmaster prior to the candidate's test date.
- b. Must be requested and approved by South Dakota Health Care Association staff prior to the candidate's test date.
- c. Is approved at the test site by the Certified RN Test Observer for obviously impaired candidates.

34. When a candidate states he/she has finished the skill test or time has expired the Certified RN Test Observer should:

- a) Recite from memory a suitable closing and thank the candidate for coming to the test.
- b) Read the appropriate closing, which can be found on the skill test instructions.
- c) State "Your test is ended." or "Your test time is up."

35. Knowledge Test Proctors:

- a. Can explain the definition of words on the knowledge test if a candidate asks.
- b. May interrupt skill tests in progress if they have an important question.
- c. Must report any test irregularities to the Certified RN Test Observer between skill tests.

36. Test materials must be in a Certified RN Test Observer's:

- a. Control or locked in an area accessible only to the Certified RN Test Observer.
- b. Control or out of sight of candidates until testing begins.
- c. Possession or locked in an area accessible to the training instructor only.

37. Certified RN Test Observers acknowledge the confidential nature of the South Dakota Nursing Assistant Competency Exam and agree that they are responsible for the examination materials and that a breach in exam confidentiality:

- a. May place his/her nursing license at risk.
- b. May result in legal action and/or a fine.
- c. May result in loss of license, legal action and a fine.

38. The only people allowed in the skill test lab during testing are:

- a. The candidate, the Resident Actor, the Certified RN Test Observer and South Dakota Health Care Association/Headmaster representatives.
- b. The candidate, the Resident Actor, the Knowledge Test Proctor and the Certified RN Test Observer.
- c. The candidate, the Resident Actor, the Certified RN Test Observer and the program instructor.

39. Knowledge Test Proctors must ensure that:

- a. Cell phones can be used as calculators.
- b. Candidates are instructed to raise their hand to use the restroom.
- c. Any note paper provided for calculations is collected by the Knowledge Test Proctor or Certified RN Test Observer after testing.

40. During skill testing, Certified RN Test Observers must:

- a) Identify and use a candidate relaxation area between tasks.
- b) Let candidates know how they performed on each skill task.
- c) Answer any questions candidates have during skill testing.

41. Resident Actors:

- a. Can be currently certified nursing assistants.
- b. Can initiate conversation with test candidates.
- c. Cannot stop the test if they feel they could be injured.

42. A candidate:

- a. Must actually demonstrate the skill task steps as noted on the skill task observation sheet.
- b. Must verbalize any skill task steps if time has expired and he/she is on the last skill task.
- c. May verbalize any skill task step as long as his/her skill test time has not expired.

43. When the 30 minute audible buzzer sounds indicating the allotted skill test time has elapsed, the Certified RN Test Observer should state:

- a. "Your allotted time has elapsed. You may finish the task on which you are working now."
- b. "Your allotted time has elapsed. Your test has ended. Thank you for coming."
- c. "Your allotted time has elapsed. Please verbalize any remaining steps in this task."

44. How are testing accommodations determined?

- a. The Certified RN Test Observer approves accommodations at the test site.
- b. Accommodations are pre-approved by Headmaster and/or South Dakota Health Care Association and indicated on the Administrator Report.
- c. The candidate determines if he/she needs an accommodation after the skill tasks are read.

45. The nursing assistant test candidate may:

- a. Talk to the Resident Actor while performing her/his skill test.
- b. Ask the Certified RN Test Observer questions during the skill test.
- c. Be allowed to take a break during the knowledge test.

46. Certified RN Test Observers may not answer candidate questions:

- a. Once the first skill task has begun.
- b. Once the skill equipment demonstration begins.
- c. Once the candidate signs the Administrator Report.

47. During equipment demonstration the Certified RN Test Observer must show the candidate:

- a. How to position a bedpan and the correct size blood pressure cuff to use.
- b. The operation of the equipment and the location of supplies, which may be used.
- c. The location of the relaxation area and the actor set-up cards.

48. The Confidentiality/Non-Disclosure Agreement must be read and signed by:

- a. The Certified RN Test Observer, training coordinator and DON.
- b. The Certified RN Test Observer, Knowledge Test Proctor and Resident Actor.
- c. The facility administrator, test candidates and Certified RN Test Observer.

49. The foremost responsibility of the Certified RN Test Observer is:

- a. Assigning skill test times.
- b. Test security.
- c. Test date scheduling.

50. The Confidentiality/Non-Disclosure Agreement in part states:

- a. "I will not disclose the processes or procedures necessary to administer or pass the examination."
- b. "I will not disclose the processes or procedures necessary to pass the examination."
- c. "I will not disclose the processes or procedures necessary to administer the examination."

51. A candidate has completed all skill tasks and has test time remaining. You must:

- a. Only allow a task step re-demonstration for the candidate's last skill task.
- b. Dismiss the candidate and tell them to complete the candidate survey.
- c. Recap the skill tasks performed and say, "You have _x_ minutes remaining. Are you finished with your test?"

52. If a candidate can't remember a skill task scenario, the Certified RN Test Observer should:

- a. Let the candidate read the scenario in order to help them understand the directions.
- b. Reread the scenario if the candidate requests him/her to do so.
- c. "B" mark all remaining steps with a notation that the candidate is unable to take verbal directions

53. What could result by telling a candidate that he/she is "doing a good job" during testing?

- a. If the candidate fails the test, he/she will be happy to know a re-test is required.
- b. If the candidate fails the test, he/she will be able to remember which task needs improvement.
- c. If the candidate fails the test, he/she will most likely be confused about his/her test results.

54. Headmaster's weekend Certified RN Test Observer contact number is 406-431-8953.

Headmaster's weekday business hours are:

- a. Monday through Friday 8am to 5pm Pacific Time.
- b. Monday through Friday 8am to 6pm Mountain Time.
- c. Monday through Saturday 8am to 5pm Mountain Time.

55. The following statement, "This agreement extends to and includes, but is not limited to, allowing any unauthorized person to hear, view videotape, or otherwise gain any knowledge about the exam or the exam processes and procedures before, during, or after the administration of an exam.":

- a. Is part of the Confidentiality Non-Disclosure Agreement.
- b. Is part of the Instructor Train the Trainer Course.
- c. Is part of the Candidate Skill Test Instructions.

56. Skill task scenarios should be:

- a. Recited from memory by Certified RN Test Observers or by Resident Actors using their actor setup cards.
- b. Printed for candidates to read during testing in case they have trouble understanding verbal instructions.
- c. Read verbatim to ensure valid and consistent test administration.

57. Fair and consistent test administration ensures:

- a. Every candidate has the same opportunity to demonstrate his/her knowledge and skill.
- b. Every candidate will be certified to work as a nursing assistant.
- c. Test anxiety will be increased for all candidates.

END OF CERTIFIED RN TEST OBSERVER INFORMATION STUDY GUIDE

Please save your Study Guide answers on your computer and email a copy to HEADMASTER, at hdmaster@hdmaster.com. If you would prefer, you can also fax the Study Guide to (406) 442-3357. Thank you.