



D&S Diversified Technologies LLP

Headmaster LLP

# WISCONSIN NURSE AIDE CANDIDATE HANDBOOK

March 2026

VERSION 74

#### UPDATES EFFECTIVE MARCH 2026:

The **Remotely Proctored Knowledge Exam Testing Attire** has been added (page 41).

D&S Diversified Technologies (D&SDT) – Headmaster

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D&S DIVERSIFIED TECHNOLOGIES  
(D&SDT)

**TMU**

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## Introduction

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Congress adopted the Nursing Home Reform Act in 1987 as part of the Omnibus Budget Reconciliation Act (OBRA '87). This federal law was designed to improve the quality of care in long-term healthcare facilities and define training and evaluation standards for nurse aides who work in such facilities. Each state is responsible for following the terms of this federal law.

As defined in the OBRA regulations, a nurse aide competency evaluation program provides specific standards for nurse aide (NA)- related knowledge and skills. The program aims to ensure that candidates seeking to be nurse aides understand these standards and can competently and safely perform the job of an entry-level nurse aide.

The nurse aide competency examination consists of a multiple-choice knowledge test and a skill test. Candidates must complete an approved Wisconsin Nurse Aide training program, pass both parts of the exam, and meet all Wisconsin Department of Health Services (DHS) requirements to be listed on the Wisconsin Nurse Aide Registry (WNAR).

Wisconsin has approved D&S Diversified Technologies LLP (D&SDT)-HEADMASTER LLP to provide testing and scoring services for the nurse aide competency exam and to maintain the Wisconsin Nurse Aide Registry.

For testing and scoring services, contact D&SDT-HEADMASTER toll-free at (888) 401-0462 or (888) 401-0465. For questions related to the WNAR, visit [hdmaster.com](http://hdmaster.com).

This handbook is designed to provide information related to testing and registry services in Wisconsin, help you prepare for the Wisconsin nurse aide competency examination, and renew your current NA certification.

## Registry

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The Wisconsin Nurse Aide Registry (WNAR) lists the names of nurse aides who, through training, testing, and experience, meet federal and state requirements to work as nurse aides in Wisconsin. The Registry lists the types of regulated facilities in which a nurse aide is eligible to work and indicates any special certifications a nurse aide holds. Additionally, the Registry includes substantiated findings of caregiver abuse, neglect, misappropriation of client property, or exploitation involving a caregiver at a DHS-regulated facility.

A nurse aide candidate will be listed on the WNAR upon successfully completing training, passing both the knowledge and skills portions of the competency exam, and meeting federal and state requirements. Review the Nurse Aide Competency Exam section below to help prepare for the exam.

### Registry Maintenance

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Once placed on the WNAR, it is your responsibility to maintain your demographic information so that renewal notifications/alerts can be delivered to you in a timely manner. This is done by logging into your TMU© account at [wi.tmutest.com](http://wi.tmutest.com). Your email address is your default username. If you're new to the system or have forgotten your password, see the instructions under **Forgot your Password and Recover your Account**. A valid email address will

receive a link to follow to reset/create a password. Renewal reminders are emailed to your email address of record and texted to your SMS-capable phone, so keeping your contact information up to date is crucial.

You can check your registry status, update your address and phone number, and check your eligibility expiration date from any Internet-capable device.

## DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

Registry name changes (marriage/divorce, etc.) must be verified with appropriate documentation. Please complete the [DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM](#) and upload your name change documentation. The form is under 'Applications' on the Wisconsin TMU© main web page (before you log in to your account), or click on this link: <https://wi.tmutest.com/apply/12>.

## Registry Renewal

To maintain eligibility to work in a federally certified facility (Medicare and/or Medicaid certified), you must renew your federal eligibility every 24 months. To be eligible to renew, you must have worked for pay as a nurse aide in a health care setting, such as a nursing home, hospital, home health agency, assisted living facility, or personal care agency, for at least eight (8) hours during the previous 24 months. Paid work hours must be completed under the supervision of a registered nurse or licensed practical nurse. Please note that self-employment and private-duty experience are not recognized as work experience that qualifies for federal eligibility.

You will be eligible to renew your federal certification 90 days before the certification expiration date. You will begin receiving notifications via email and SMS informing you of your eligibility and directing you to the location where you can submit your employment verification. To renew your eligibility, you will log in to TMU© at [wi.tmutest.com](https://wi.tmutest.com) and list your work hours and where you were employed. An email verification link will be sent to the employer contact on record. When the employer verifies your documented work experience, your federal eligibility will be extended an additional 24 months. Please note that out-of-state employers are not listed in TMU© but may still be eligible to renew certification. Your employer should contact DHS to confirm work as a nurse aide for pay. DHS will review it to determine if it meets Wisconsin's requirements and extend federal eligibility accordingly.

Working in a hospital or a State-licensed facility only (not federally certified Medicare and/or Medicaid provider) does not require you to report your employment history. This means that your federal eligibility to work in a federally certified facility will lapse. However, you still may work in a State-licensed facility and be listed on the WNAR as State-certified only. Hospitals or State-licensed facilities may request that nurse aides report their employment history to maintain federal eligibility by logging in to TMU© at [wi.tmutest.com](https://wi.tmutest.com) to verify work hours via the TMU© employer verification link.

Under federal regulations, a nurse aide becomes ineligible for employment in a federally certified (Medicare and/or Medicaid certified) nursing home, home health agency, or hospice if they do not perform at least 8 hours of nursing-related services for pay in a health care setting during a period of 24 consecutive months. To re-establish federal employment eligibility on the WNAR, you must successfully pass both components of the approved Wisconsin nurse aide competency examination. **Contact D&SDT-HEADMASTER for authorization to schedule the competency test to regain federal employment eligibility status.**

## Nurse Aide / Medication Aide Registry Status

The Wisconsin Department of Health Services includes nurse aides (NAs) and medication aides (MAs) on the WNAR.

**Nurse Aide:** Upon completing a DHS-approved nurse aide training program and successfully passing the required knowledge and skill exams or completing an alternate DHS-approved route, individuals will be listed on the WNAR at [wi.tmutest.com](http://wi.tmutest.com). A newly trained nurse aide candidate must pass the knowledge and skill exams within one (1) year of successfully completing a training program.

**Medication Aide:** A nurse aide in good standing with the WNAR who performs direct nursing duties and has completed a Wisconsin-approved medication aide course may administer certain medications in long-term care facilities. To be eligible to complete a medication aide course and be listed on the WNAR as a medication aide, a nurse aide must:

- Be at least eighteen (18) years of age;
- Have a high school diploma, High School Equivalency Diploma (HSED), or a General Education Diploma (GED);
- Be listed on the Nurse Aide Registry, with current eligibility to work in federally certified facilities;
- Have at least 2000 hours of experience in direct patient care in the past three (3) years;
- Have worked a minimum of forty (40) hours within the last ninety (90) days, or by the time the course clinical experience begins, caring for the same residents the student will be working with during the medication aide clinical experience;
- Be recommended in writing by the director of nursing and the administrator of the agency in which the student will be working during clinical experience; and
- Be recommended in writing by two (2) licensed charge nurses, one of whom must be a registered nurse.

If you successfully complete an approved medication aide course, your training program will assist you in submitting a Medication Aide Registry Application. Your medication aide status will be added to your record on the WNAR.

**Training Exemptions:** You may be exempt from taking a medication aide course if you are one of the following:

- Current nursing student who has completed a pharmacology course;
- Graduate nurse who does not hold a license; or
- A nurse aide who has been a medication aide in a nursing home in another state and has taken a medication aide training course determined to be equivalent to the Wisconsin-approved medication aide training course.

If you are one of the above, and you wish to become a medication aide for a nursing home, you must complete a Challenge Examination Application for Nurse Aides/Medication Aide available at:

[dhs.wisconsin.gov/regulations/nh/medaides-requirements.htm](http://dhs.wisconsin.gov/regulations/nh/medaides-requirements.htm) and mail it to:

Wisconsin Department of Health Services  
Division of Quality Assurance  
Attn: Pharmacy Consultant  
PO Box 2969  
Madison, WI 53701-2969

After receiving and reviewing your application, you will be informed of your eligibility to challenge the test out of the Wisconsin medication aide course. The minimum passing score for the Medication Aide Challenge Examination is 85%. For questions regarding medication aides or to obtain a list of organizations that offer an approved skilled nursing medication aide course, see [dhs.wisconsin.gov/regulations/nh/medaides-requirements.htm](http://dhs.wisconsin.gov/regulations/nh/medaides-requirements.htm).

## Registry Reciprocity / Out-of-State Transfers

This information is for applicants who want to be entered on the WNAR through the Wisconsin Reciprocity/Out-of-State registry placement process.

### Out-of-State Reciprocity

To apply for placement on the WNAR, you must complete a [WI CNA Reciprocity Form 9110WI Application](#). The application is available on the Wisconsin TMU© main page under 'APPLICATIONS'.

Please carefully read the application directions before completing and submitting the out-of-state application form. Your request for reciprocity cannot be processed if it is incomplete, illegible, or includes false statements.

Completing the online application form requires the following attachments:

1. Proof of Training and/or Employment Verification  
→ The employment verification form ([9110WI-A](#)) is available within the WI CNA Reciprocity Form 9110WI Application:
2. Image of your Social Security card
3. Image of your valid US government-issued photo identification (state driver's license, passport, or other signed, current photo identification).

**TRAINING PROOF:** You must have completed a (minimum) 75-hour state-approved nurse aide training program (with completion date noted) to be considered for the Wisconsin Nurse Aide Registry. State registry printouts and certificates that do not include training program names or completion dates are not acceptable. [Wis. Admin. Code DHS 129.09(5)(b); Wis.Stat. § 146.40(2)(d); (2g)(a),(b)]

Acceptable proof of training includes a copy of the diploma or transcripts from the training program (with the date of completion) or a letter from the training program stating where and when you completed training. *Registry certification printouts or screenshots that do not display the name of a state-approved, minimum 75-hour training program and training completion date are not acceptable.*

If you cannot provide proof of training, you may instead include proof of qualifying employment. Your employer must verify that you worked as a nurse aide under the direction of a registered nurse (RN) or licensed practical nurse (LPN) for at least 2,088 hours in the two years preceding your application to the Wisconsin Nurse Aide Registry. Please use the [Employer Verification Form \(9110WI-A\)](#).

**ALABAMA APPLICANTS:** If you originally trained in Alabama more than two years ago and are *only* certified in Alabama, you must also include employment verification that you worked as a nurse aide under the direction of an RN/LPN during the previous two years. Please use the [Employer Verification Form \(9110WI-A\)](#).

Please note: Completing the online application form requires the following attachments:

1. Proof of Training and/or Employment Verification  
→ The employment verification form ([9110WI-A](#)) is available within the WI CNA Reciprocity Form 9110WI Application
2. Image of your Social Security card
3. Image of your valid US government-issued photo identification (state driver's license, passport, or other signed, current photo identification)

Your application is not complete until all required information is included. Incomplete applications are invalid after 30 days.

### Out-of-State Eligibility – Inactive Certification

If you are a nurse aide currently listed on another state's Registry but have an Inactive status, and you have completed an approved nurse aide training program of at least 75 hours with at least 16 hours of clinical training in another state, you must successfully pass the Wisconsin competency exam to be eligible for placement on the WNAR. To apply for placement on the WNAR, you must complete an Out-of-State application (*see directions above*). You may obtain an Out-of-State application from the [Wisconsin webpage](#) or by calling D&SDT-HEADMASTER at (888) 401-0465. It is recommended that all out-of-state candidates apply as far in advance as possible, as multiple state agencies must verify and process your application.

If you have questions about your Out-of-State registry status, please contact the DHS Nurse Aide Training and Registry staff at (608)261-9315. If you have questions about working as a nurse aide in Wisconsin, please email the Wisconsin nurse aide registry at [dhswidqa\\_natcep@dhs.wisconsin.gov](mailto:dhswidqa_natcep@dhs.wisconsin.gov). For questions about application status or requirements, please call D&SDT-HEADMASTER staff at (888)401-0465.

### Out-of-State Eligibility – Active Certification

1. If you are a nurse aide candidate from another state who has completed a training program of 75 hours, which included 16 hours of clinical, and you have successfully passed a nurse aide competency exam that is the same or substantially similar to the Wisconsin competency examination within one (1) year training completion, your name will be placed on the WNAR. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, you must log in to TMU© at [wi.tmutest.com](http://wi.tmutest.com) to complete the transfer process.
2. If you are a nurse aide candidate from another state who has completed a training program of 75 hours, which included 16 hours of clinical, and you successfully completed a nurse aide competency exam **but the exam is not the same or substantially similar** to the Wisconsin competency examination, you will be required to successfully complete the Wisconsin examination within one (1) year of receiving approval to test. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, you must log in to TMU© at [wi.tmutest.com](http://wi.tmutest.com) to pick a test event and location of your choice. Your name will be placed on the WNAR upon passing the applicable exam.
3. If you are a nurse aide candidate from another state who has completed a training program of 75 hours, which included 16 hours of clinical, but you have **not tested and are within a year of completing your training program**, you will be required to complete the Wisconsin competency examination successfully. You must have a valid email address to receive a username and temporary password. Once you have received your username

and password, you must log in to TMU© at [wi.tmutest.com](http://wi.tmutest.com) to pick a test event and location of your choice. Upon passing the knowledge and skills exams, your name will be placed on the WNAR.

4. If you are a nurse aide candidate from another state who has completed a 75-hour training program, which included 16 hours of clinical, you have not tested, and you are past one year of completing your training program, you will be denied and required to successfully complete an approved DHS training program and the Wisconsin competency examination.

## Student Nurse / Graduate Nurse Training

### Requirements

A Student Nurse (SN) currently enrolled in a state-approved nursing education program preparing for registered nurse or practical nurse licensure, or a Graduate Nurse (GN) who has completed a state-approved nursing education program but has not taken the National Council Licensure Examination for Registered Nurses (NCLEX-RN\*) or Practical Nurses (NCLEX-PN\*) must submit an original transcript and a [Student Nurse \(SG\)/Graduate Nurse \(GN\) Training Requirement Waiver 1101](#).

You will be required to complete the Wisconsin competency examination successfully. You must have a valid email address to receive a username and temporary password. Once you have received your username and password from DHS, you must log in to TMU© [wi.tmutest.com](http://wi.tmutest.com) to pick a test event and location. Upon passing the knowledge and skills exams, your name will be placed on the WNAR.

A GN who has completed a state-approved nursing education program but has not taken the National Council Licensure Examination for Registered Nurses (NCLEX-RN\*) or Practical Nurses (NCLEX-PN\*) must submit an original transcript and a [Student Nurse \(SG\)/Graduate Nurse \(GN\) Training Requirement Waiver 1101](#).

A GN who has taken the National Council Licensure Examination for Registered Nurses (NCLEX-RN\*) or Practical Nurses (NCLEX-PN\*) and failed must submit an original transcript and a [Student Nurse \(SG\)/Graduate Nurse \(GN\) Training Requirement Waiver 1101](#).

You will be required to complete the Wisconsin competency examination successfully. You must have a valid email address to receive a username and temporary password. Once you have received your username and password, you must log in to TMU© at [wi.tmutest.com](http://wi.tmutest.com) to pick a test event and location. Upon passing the knowledge and skill exams, your name will be placed on the WNAR.

## Caregiver Program

Wisconsin's Caregiver Program responds to concerns about potential physical, emotional, and financial abuse and neglect of vulnerable citizens by caregivers in health care settings. The program applies to all caregivers, including nurse aides, who have access to residents/clients and work in facilities regulated by the Department of Health Services. The program provisions include the following.

### Caregiver Background Check

Facilities must complete a caregiver background check for employees who have access to, and are responsible for, the safety and security of vulnerable residents/clients and their property. Caregivers with convictions of serious

crimes or a history of improper behavior may be barred from working in facilities regulated by the Department of Health Services.

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## Rehabilitation Review

Caregivers who have been convicted of serious crimes or have a finding of misconduct entered on the Caregiver Misconduct Registry may request a Rehabilitation Review to give clear evidence that a repeat of the conduct that led to their conviction is not likely. A Rehabilitation Review Application may be filed with DHS at any time. You may obtain this application and other caregiver misconduct information at the Department's website at [dhs.wisconsin.gov/caregiver/misconduct.htm](https://dhs.wisconsin.gov/caregiver/misconduct.htm) or by contacting the DHS Rehabilitation Review Coordinator at [DHSRehabReviewCoordinator@dhs.wisconsin.gov](mailto:DHSRehabReviewCoordinator@dhs.wisconsin.gov) for information about your rehabilitation review status. The Rehabilitation Review panel reviews the caregiver's application and other personal and professional information. Caregivers are encouraged to meet with the Rehabilitation Review panel to answer any questions. The panel will issue a decision based on evidence of the caregiver's ability to work safely in State-regulated facilities.

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## Caregiver Misconduct Registry

The Department maintains a record of nurse aides and other caregivers with a substantiated finding of misconduct in the Caregiver Misconduct Registry. Misconduct includes abuse, neglect, or exploitation of a resident/client or misappropriation of a resident/client's property, as defined under Ch. DHS 13 of the Wisconsin Administrative Code. Examples include, but are not limited to:

- physical abuse: hitting, slapping, pinching, and kicking to cause harm intentionally;
- sexual abuse: harassment, inappropriate touching, or assault;
- verbal abuse: threats of harm, saying things to frighten a resident/client intentionally;
- mental abuse: humiliation, harassment, intimidation with threats of punishment or depriving a resident/client of care or possessions;
- neglect: intentional conduct of withholding care, failure to carry out a plan of care that could reasonably be expected to cause pain, injury, or death of a resident/client;
- misappropriation of property: theft of money, credit cards, jewelry, misuse of property, such as using a resident/client's phone or other personal items without consent; and
- exploitation: taking advantage of a resident for personal gain through the use of manipulation, intimidation, threats, or coercion.

For more information, visit [dhs.wisconsin.gov/caregiver/misconduct.htm](https://dhs.wisconsin.gov/caregiver/misconduct.htm).

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## Work Limitations

Under federal regulations, nurse aides with a finding of misconduct are permanently barred from working in federally certified nursing homes and, in certain situations, may be barred from working in federally certified intermediate care facilities for individuals with intellectual disabilities (ICFs/IIDs). State regulations bar all caregivers with a finding of misconduct from working in facilities regulated by DHS unless approved under the Rehabilitation Review process.

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## Americans with Disabilities Act (ADA)

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### ADA Compliance

D&SDT-HEADMASTER certifies that it complies with the provisions of the Americans with Disabilities Act (42 U.S.C. 12101 et seq.). A nurse aide candidate with a disability may request special arrangements for testing. This request should be made as soon as it is known that a special accommodation will be needed and **before** a candidate applies for testing.

D&SDT-HEADMASTER and DHS must approve accommodations and cannot change the examination in any way. Complete the ADA Accommodation Request Application found on the Wisconsin TMU© main page under 'APPLICATIONS' [ADA Accommodation Request Application](#). This form must be completed and submitted, along with the required documentation, for review by D&SDT-HEADMASTER and DHS for any accommodations.

When scheduling your exam, please ensure that you or your training program has submitted the ADA Accommodation Request Application well in advance to avoid delaying testing with your classmates.

**NOTE:** You do not need ADA approval for the Audio (oral version) knowledge examination.

ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT-HEADMASTER or DHS will email you if further documentation or information is required, using the email address in your TMU© account.

**Please allow additional time for your request to be approved.** If you have questions regarding the ADA review process or specific required documentation, please call D&SDT-HEADMASTER at (888) 401-0462.

*-continued on the next page-*

## Wisconsin TestMaster© Universe (TMU©)

### Wisconsin TMU© Home Page

This is the Wisconsin TMU© main page, [wi.tmutest.com](http://wi.tmutest.com).

The screenshot shows the TMU Wisconsin website interface. At the top left is the TMU Wisconsin logo. At the top right is a 'Sign In' button. The main heading is 'How can we help you today?'. Below this are four columns of navigation options, each with an icon and a text box:

- Test Dates:** Click 'Test Dates' to see the calendar of available test events and their location.
- Search Wisconsin Registry:** Click on 'Search Wisconsin Registry' to publicly search for a nurse aide on the Registry.
- Read FAQ:** Click 'Read FAQ' for frequently asked questions.
- Applications:** Click 'Applications' to find frequently referenced applications.

Below these are three sections for different user roles, each with a 'Sign In' button:

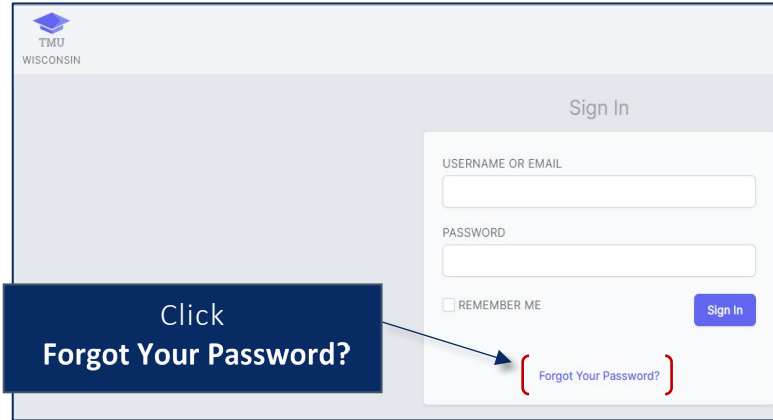
- FOR OBSERVERS & TEST SITES:** Manage test events, students, your own account and more by logging in.
- FOR INSTRUCTORS & TRAINING PROGRAMS:** Create and edit records, manage trainings and schedule your students.
- FOR EMPLOYERS:** Sign in to verify records, manage your account and make changes.

### FORGOT YOUR PASSWORD AND RECOVER YOUR ACCOUNT

If you do not remember your password, or this is your first time logging in to TMU©, follow the instructions in this section.

Go to [wi.tmutest.com](http://wi.tmutest.com).

This screenshot is similar to the previous one but includes a callout box. A dark blue box with the text 'Click Sign In' is positioned over the top right 'Sign In' button. Below the main navigation area, the text 'Test Dates', 'Search Wisconsin Registry', 'Read FAQ', and 'Applications' is centered under their respective icons. The bottom section with user role options and 'Sign In' buttons remains the same.



Type in your Email Address

Click **Recover Account**

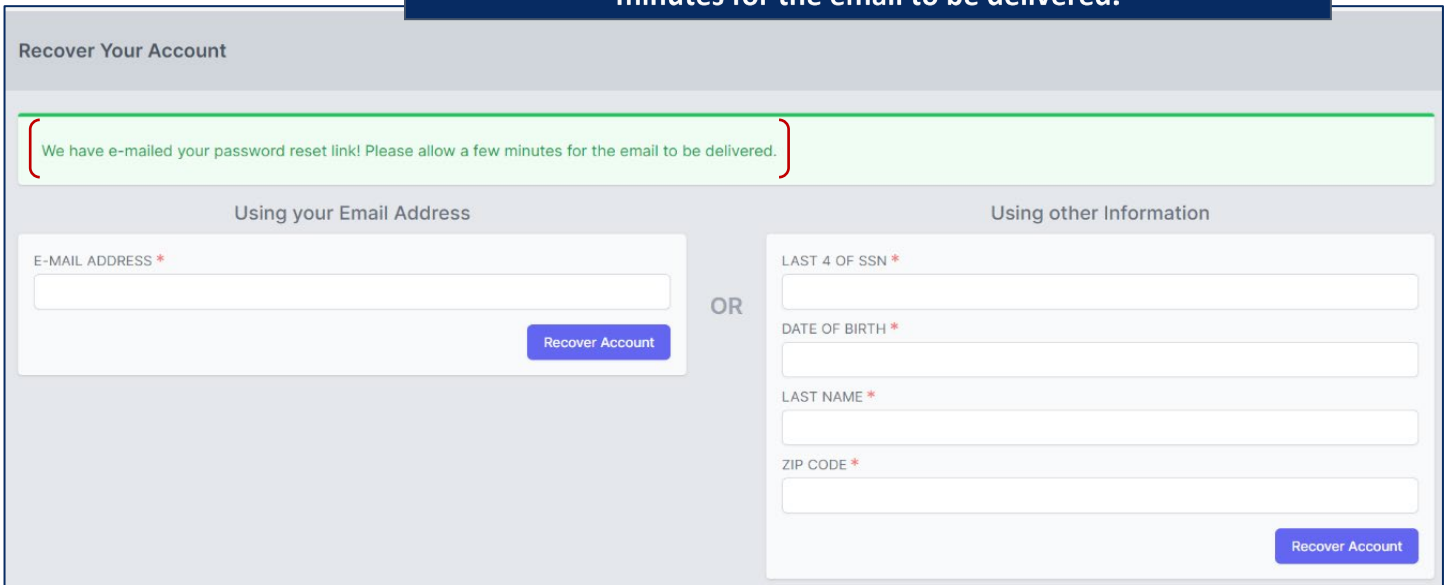
- ◆ An email with the reset link will be sent to you.
- ◆ Click on the reset link in your email to reset your password.

(-OR- You can type in the requested data under **Using other Information** if you have already updated your demographic information in your account)

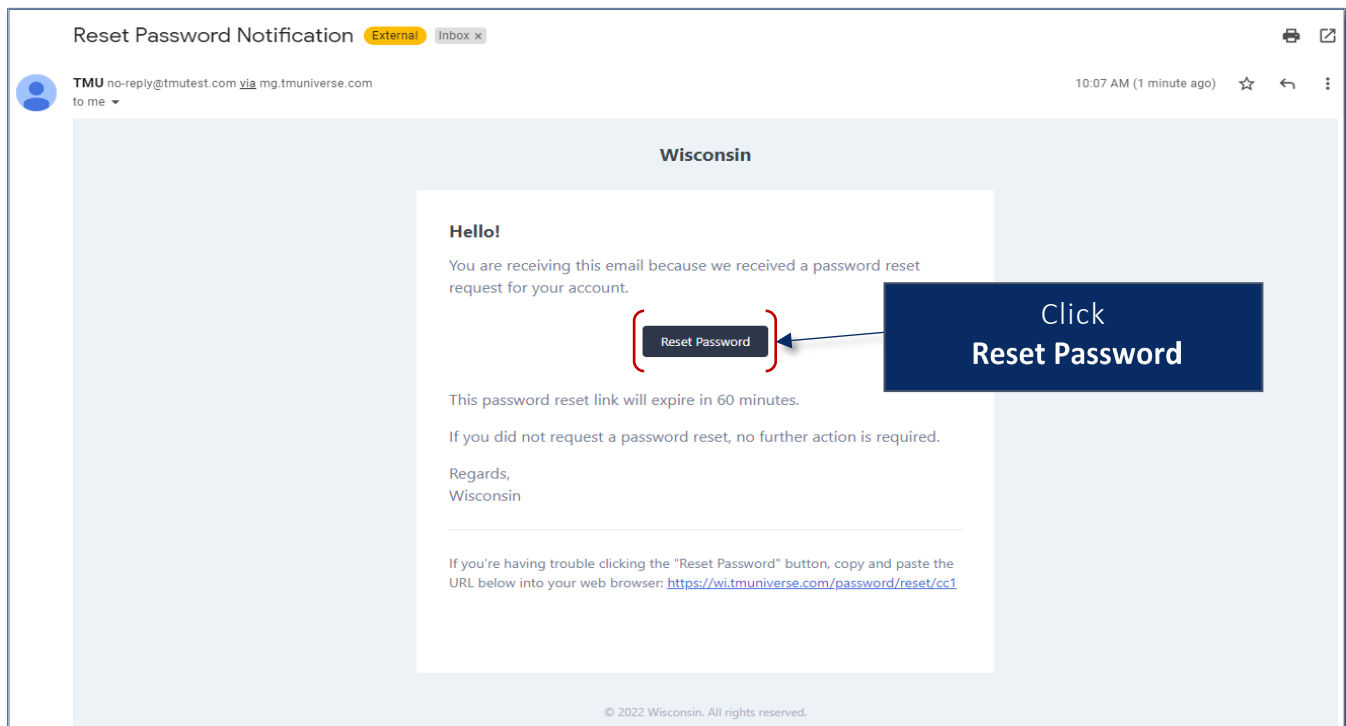
Click **Recover Account**

The image shows a screenshot of the TMU Wisconsin Recover Your Account page. The page has a header with the TMU Wisconsin logo and a 'Sign In' button. Below the header is a 'Recover Your Account' section. There are two main options for recovery: 'Using your Email Address' and 'Using other Information'. The 'Using your Email Address' option has an input field for 'E-MAIL ADDRESS \*' with the sample text 'sample@sample.com' and a 'Recover Account' button. The 'Using other Information' option has four input fields: 'LAST 4 OF SSN \*', 'DATE OF BIRTH \*', 'LAST NAME \*', and 'ZIP CODE \*', with a 'Recover Account' button. A red 'OR' is placed between the two options. Red brackets highlight the input fields in both options.

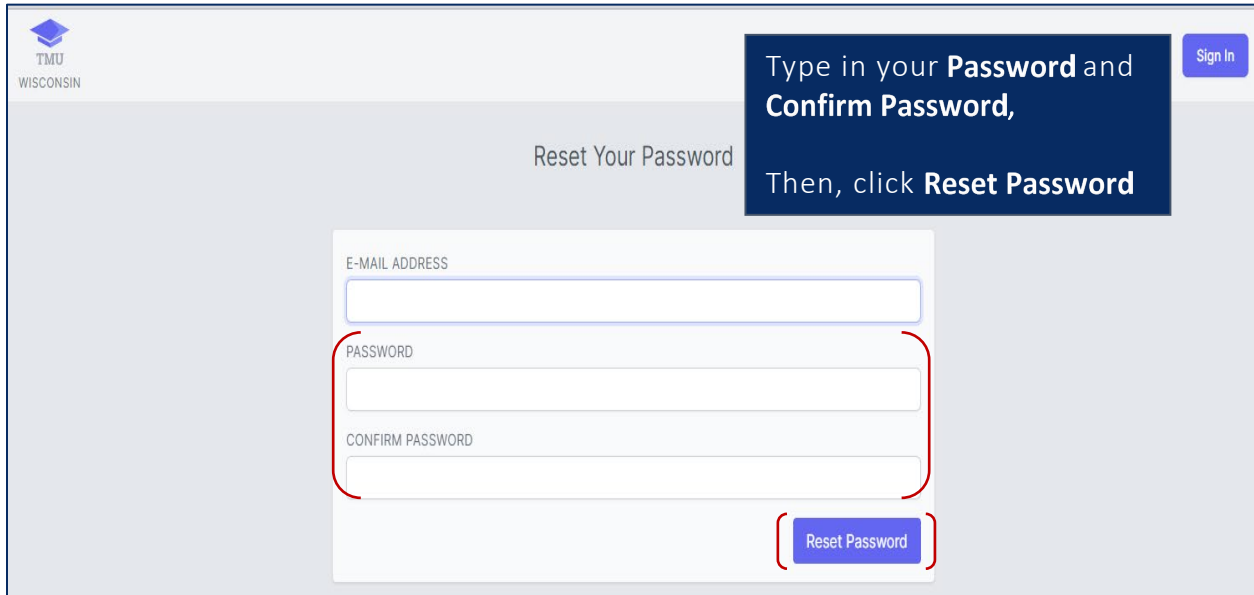
You will receive the message,  
**We have emailed your password reset link! Please allow a few minutes for the email to be delivered.**



*This is what the email will look like (check your junk/spam folder for the email):*



**Note:** If you do not reset your password right away, the link will expire in 60 minutes, and you will need to request a new link after that time.



TMU WISCONSIN

Reset Your Password

Type in your **Password** and **Confirm Password**,  
Then, click **Reset Password**

Sign In

E-MAIL ADDRESS

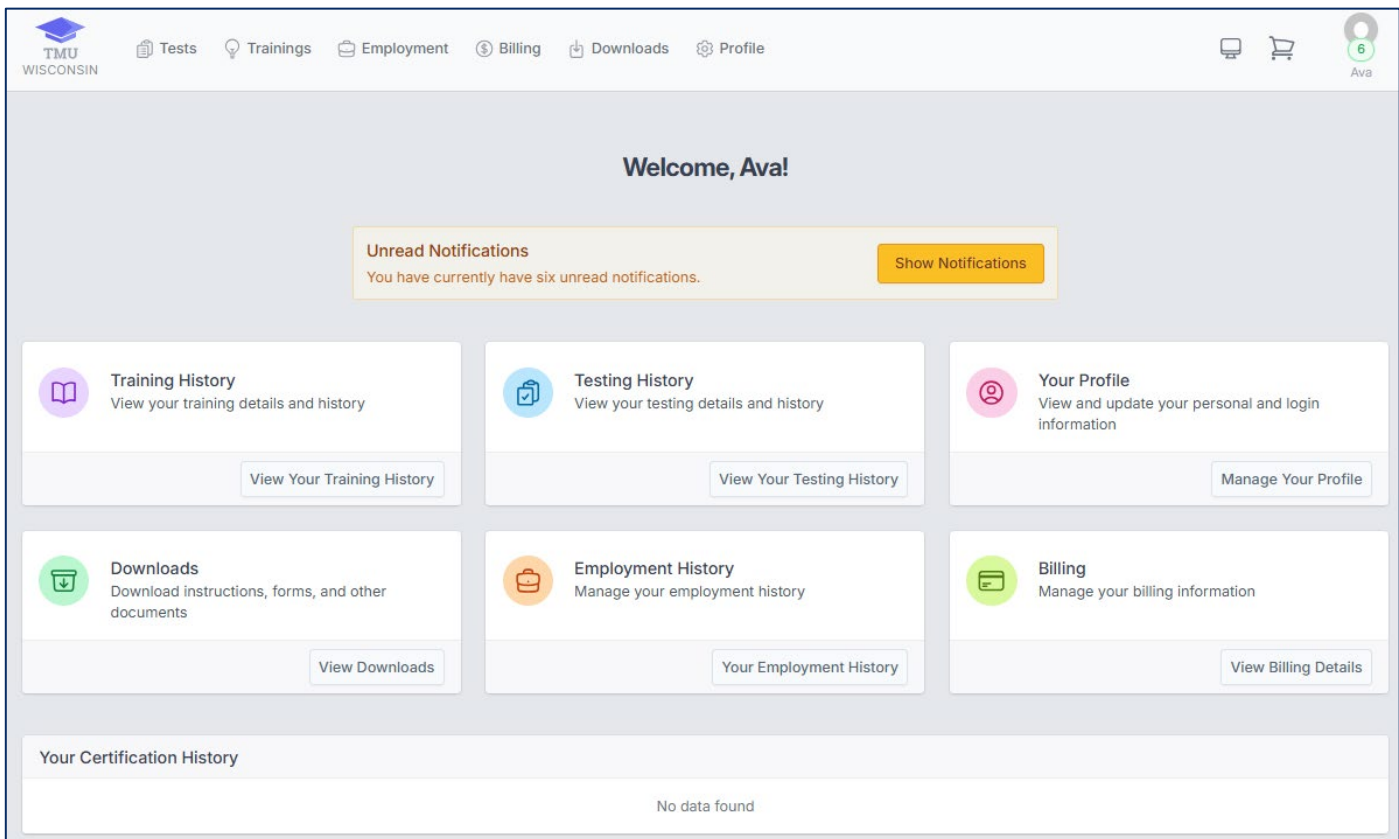
PASSWORD

CONFIRM PASSWORD

Reset Password

Below is the candidate home screen you will see once you have reset your password.

**Or**, if you have not set up your account yet, you will see the screen with the demographic information you need to enter to complete your account in the next section, **Complete your TMU® Account**.



TMU WISCONSIN

Tests Trainings Employment Billing Downloads Profile

Welcome, Ava!

**Unread Notifications**  
You have currently have six unread notifications. [Show Notifications](#)

**Training History**  
View your training details and history  
[View Your Training History](#)

**Testing History**  
View your testing details and history  
[View Your Testing History](#)

**Your Profile**  
View and update your personal and login information  
[Manage Your Profile](#)

**Downloads**  
Download instructions, forms, and other documents  
[View Downloads](#)

**Employment History**  
Manage your employment history  
[Your Employment History](#)

**Billing**  
Manage your billing information  
[View Billing Details](#)

Your Certification History

No data found

## Complete your TMU© Account

To schedule the Wisconsin competency examination, candidates must have completed a DHS-approved nurse aide training program or have a DHS-issued approval-to-test letter. All nurse aide candidates must be registered with D&SDT-HEADMASTER by their training program or alternate registration route in the TestMaster Universe (TMU©) software at [wi.tmutest.com](http://wi.tmutest.com). Your demographic registration information will be placed on the WNAR accessible at [wi.tmutest.com](http://wi.tmutest.com) upon passing both portions of the NA exam or via an alternate eligibility route.

**IMPORTANT:** Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password and complete the missing demographic information ***prior to testing***. Failure to do so may result in you being turned away from testing. You will be in no-show status for your event and will forfeit the testing fees you paid.

- Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your account, update your password, and complete your demographic information, including making sure your LEGAL FIRST AND LAST NAMES ***exactly match*** the FIRST and LAST names on your government-issued ID. This must be done ***before scheduling*** a test event.

If you do not know your Password, enter your email address and click “Forgot Your Password?” You will be asked to re-enter your email, and a ‘reset password link’ will be sent to your email (see instructions under ***Forgot your Password and Recover your Account***). If you cannot sign in, contact D&SDT-HEADMASTER at (888) 401-0462.

*If you know your email or username and password, this is the screen you will see the first time you sign in to your TMU© account with the **demographic information you need to enter to complete your account**:*

Home > Setup Account

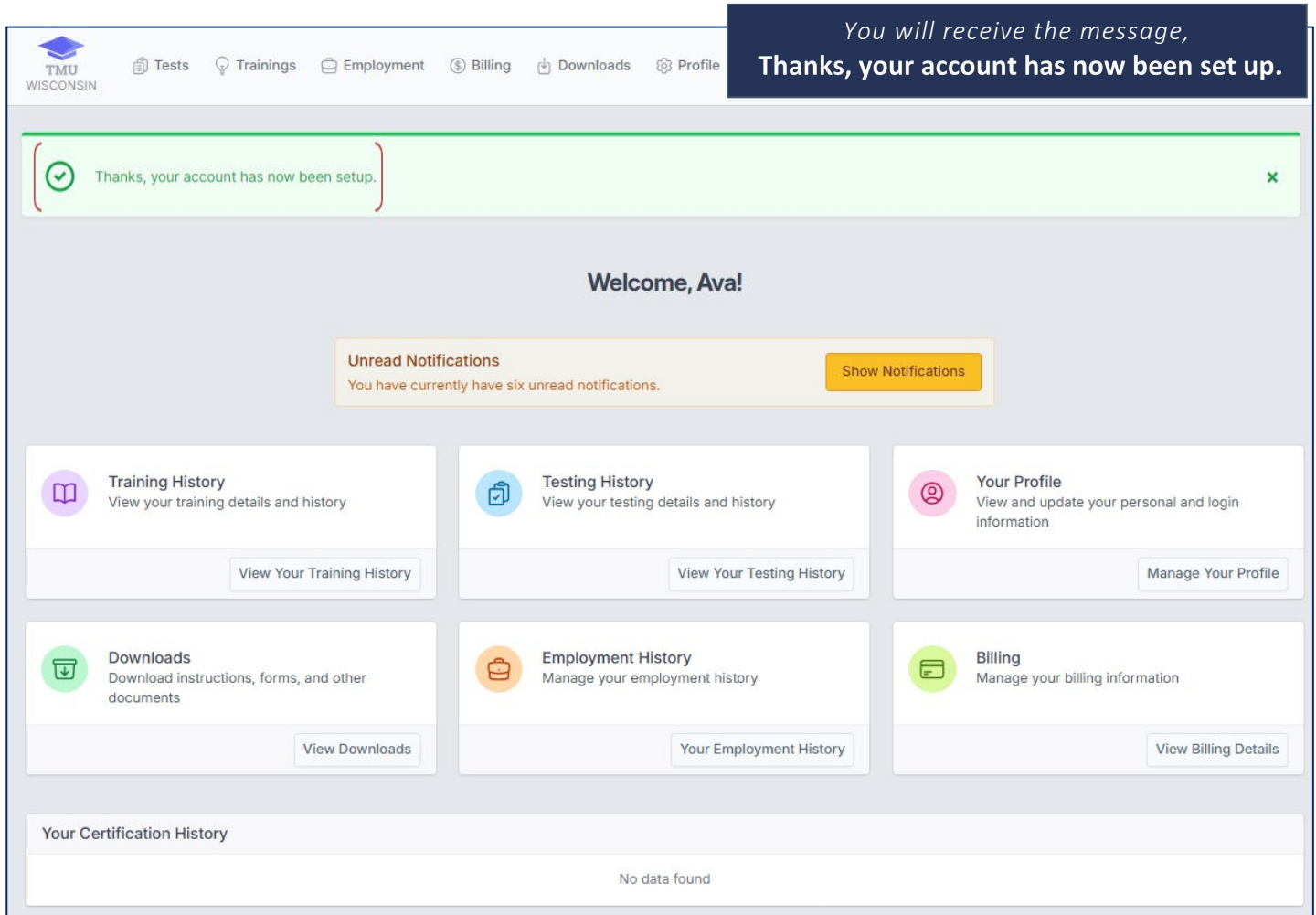
Enter the blank \* fields and check the box that you agree to the **Terms of Service and Privacy Policy**, then click - **Finish Account Setup**

We're Sorry, Your Account Still Needs Some Info

Enter the below information to finish setting up your account.

<b>LEGAL FIRST NAME *</b>	<b>MIDDLE</b>	<b>LEGAL LAST NAME *</b>	<b>SUFFIX</b>
<input type="text" value="Sample"/>	<input type="text"/>	<input type="text" value="Candidate"/>	<input type="text"/>
<b>EMAIL ADDRESS *</b>	<b>SSN *</b>	<b>BIRTHDATE *</b>	<b>PHONE *</b>
<input type="text" value="samplecandidate@email.com"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Encrypted for your safety			
<b>ADDRESS *</b>			
<input type="text"/>			
<b>CITY *</b>	<b>STATE *</b>	<b>ZIPCODE *</b>	
<input type="text"/>	<input type="text" value="Wisconsin"/>	<input type="text"/>	
<input type="checkbox"/> I agree to the <a href="#">Terms of Service and Privacy Policy *</a>			

Finish Account Setup



The screenshot shows a user dashboard for TMU Wisconsin. At the top, there is a navigation bar with icons for Tests, Trainings, Employment, Billing, Downloads, and Profile. A dark blue banner at the top right contains the text: "You will receive the message, Thanks, your account has now been set up." Below this, a green notification box with a checkmark icon says "Thanks, your account has now been setup." The main content area is titled "Welcome, Ava!" and features an "Unread Notifications" section with a "Show Notifications" button. Below this are six dashboard cards: "Training History" (View Your Training History), "Testing History" (View Your Testing History), "Your Profile" (Manage Your Profile), "Downloads" (View Downloads), "Employment History" (Your Employment History), and "Billing" (View Billing Details). At the bottom, there is a section for "Your Certification History" which currently shows "No data found".

## The Wisconsin Nurse Aide Competency Exam

### Payment Information

Candidates and facilities can pay testing fees online through TMU©.

- For candidates: Please follow the instructions under the **Self-Pay of Testing Fees** section.
- Securely processed MasterCard or Visa payments credit/debit cards are accepted by candidates and facilities.
- Money Orders, Cashier's Checks, and Facility Checks are accepted on behalf of candidates (**made payable to D&SDT**).

Exam Description	Price
Knowledge Exam and Demonstration/Skills	\$ 137.75
Audio Version of the Knowledge Exam and Demonstration/Skills	\$ 143.00
Knowledge Exam Only	\$ 35.70
Optional: Audio Version of the Knowledge Exam Only (\$35.70 Knowledge Exam Fee + 5.25 for an Audio Version = \$40.95) <i>(The knowledge test questions and answers are read through the computer and listened to through headphones or earbuds while you read along.)</i>	\$ 40.95
Demonstration/Skills Only	\$ 102.05

**NOTE:** Personal checks and cash ARE NOT accepted from candidates.

### Schedule a Wisconsin Nurse Aide Exam

Your training program will enter your initial TMU© registration information online. You must log in to [wi.tmutest.com](http://wi.tmutest.com) and complete your demographic information. Your training program instructor will verify the name entered into TMU© against the identification you will present when you check in at a test event. Your ID must be a non-foreign government-issued, signed, unexpired photo-bearing ID. You will receive a verification form to sign during your training, attesting that there is an exact match. If you discover your ID name doesn't match your name as listed in your TMU© account, please call D&SDT-HEADMASTER at (888) 401-0462.

Once your instructor or training program enters the date you complete training into TMU©, and you have verified that all information is correct, you may schedule your exam date online at the Wisconsin TMU© webpage at [wi.tmutest.com](http://wi.tmutest.com) using your Email or Username and Password (see instructions with screenshots under the section [Schedule / Reschedule a Test Event](#)). If you cannot sign in with your email, please call D&SDT-HEADMASTER at (888) 401-0462. If you do not know your username and password, enter your email or username and click <Forgot Your Password?> (see instructions under [Forgot your Password and Recover your Account](#)). This will allow you to reset your password and then log in. If you cannot log in, contact D&SDT-HEADMASTER staff by calling (888) 401-0462.

If you have a DHS-issued approval-to-test letter, you will receive a username and password via email or text. Once you have received this notification, log in to your TMU© account at [wi.tmutest.com](http://wi.tmutest.com), complete your demographic information, pay for your test, and select a test event and location.

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your instructor will have informed you if this is the case. Before scheduling a test, verify with your instructor if the training program where you trained has already scheduled your test. Regional test seats are open to all candidates. Regional test dates and seats are posted in the dynamic test scheduler in TMU©.

Log in to the system at [wi.tmutest.com](http://wi.tmutest.com) using your username and password. You will follow the link from our public website's Wisconsin Nurse Aide page at [hdmaster.com](http://hdmaster.com) or the DHS website at [dhs.wisconsin.gov/caregiver/nurse-](http://dhs.wisconsin.gov/caregiver/nurse-)

[aide/natd-registry.htm](#). Read essential notes that may be on the screen. See screenshots that follow this section for reference.

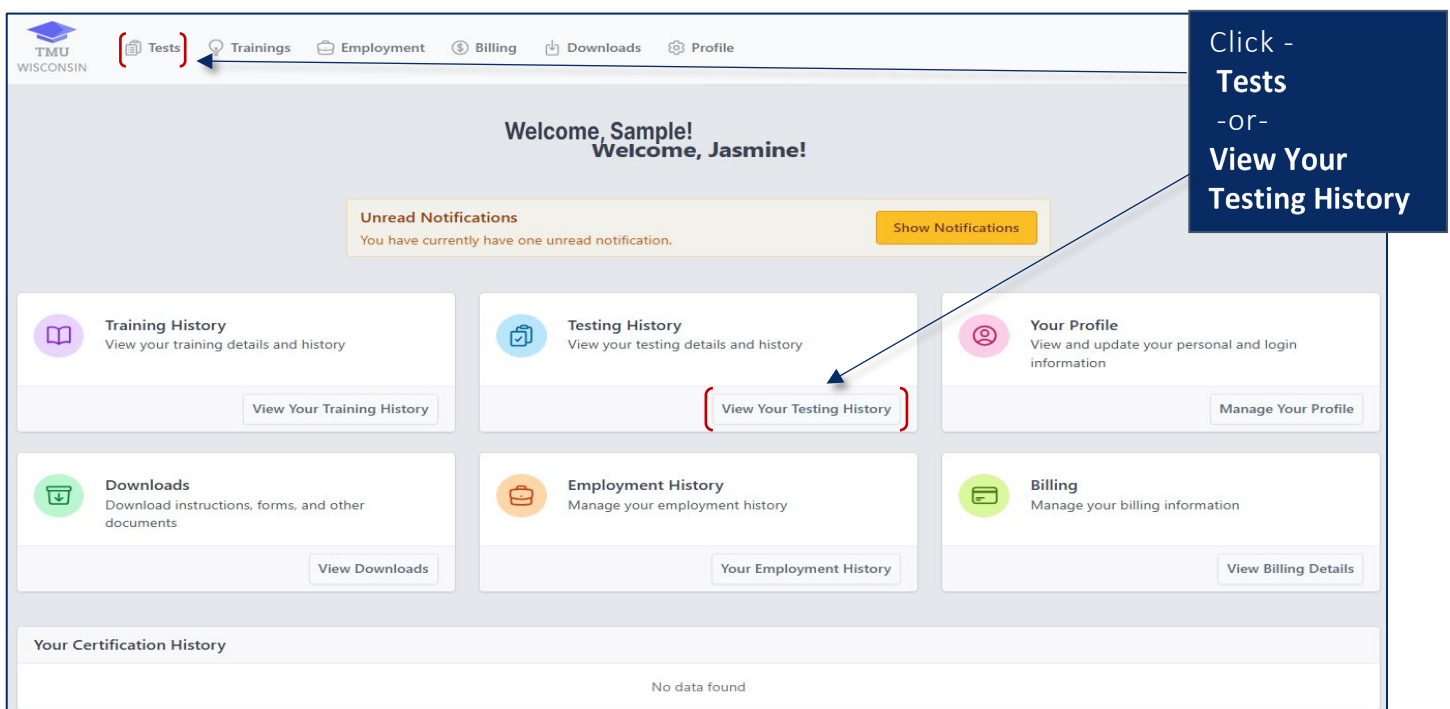
Securely processed Visa or MasterCard credit/debit card information is required when scheduling online. After paying, you can schedule and/or reschedule up to 1 business day before a scheduled test date and receive your test confirmation notification online, via text or email, or on the screen while logged in. You may log in with any Internet-connected device. To change or reschedule your test date, log in to your TMU© account at [wi.tmutest.com](http://wi.tmutest.com) to update no less than one (1) business day before your scheduled test date.

Candidates who self-schedule online, or those scheduled by their training programs, will receive their test confirmation notice on the screen at the time of scheduling. Candidates can view their confirmation notice at any time by logging in to their TMU© account at [wi.tmutest.com](http://wi.tmutest.com). **D&SDT-HEADMASTER does not send postal mail test confirmation letters to candidates.**

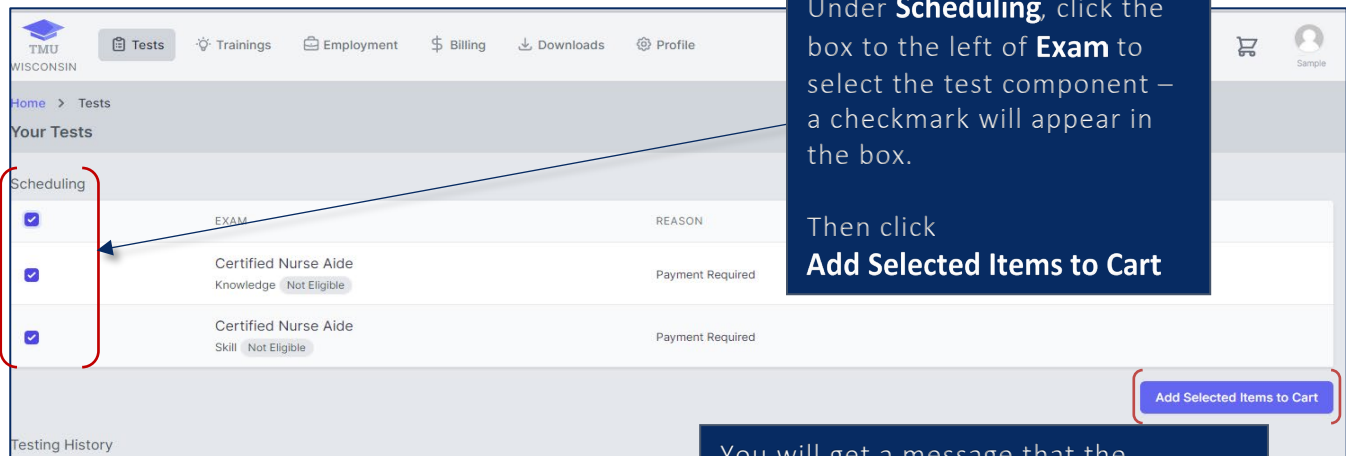
To be eligible to schedule testing, you must schedule and pass a test within one year of completing your training program. After one year, you must complete another DHS-approved training program. If you have questions regarding your test scheduling, call D&SDT-HEADMASTER at (888) 401-0462.

### SELF-PAY OF TESTING FEES

Testing fees must be paid before you can schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already prepaid for your test. Instructions with screenshots are provided below for paying testing fees online. Securely processed Visa or MasterCard credit/debit card information is required when paying testing fees online.



Wisconsin Nurse Aide Candidate Handbook

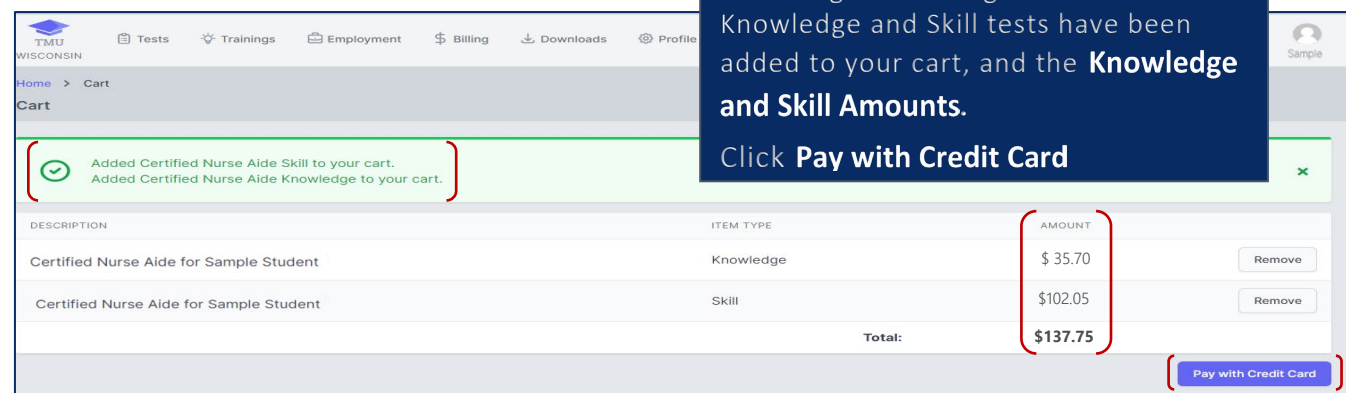


Under **Scheduling** click the box to the left of **Exam** to select the test component – a checkmark will appear in the box.

Then click **Add Selected Items to Cart**

EXAM	REASON
<input checked="" type="checkbox"/> Certified Nurse Aide Knowledge <small>Not Eligible</small>	Payment Required
<input checked="" type="checkbox"/> Certified Nurse Aide Skill <small>Not Eligible</small>	Payment Required

**Add Selected Items to Cart**

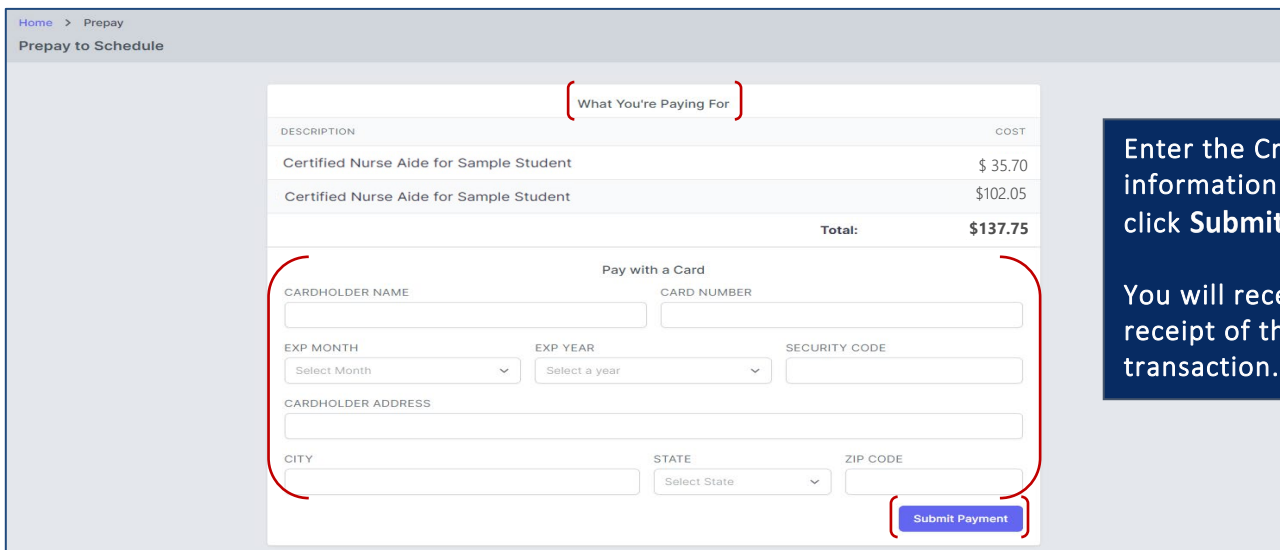


You will get a message that the Knowledge and Skill tests have been added to your cart, and the **Knowledge and Skill Amounts**.

Click **Pay with Credit Card**

DESCRIPTION	ITEM TYPE	AMOUNT
Certified Nurse Aide for Sample Student	Knowledge	\$ 35.70
Certified Nurse Aide for Sample Student	Skill	\$102.05
<b>Total:</b>		<b>\$137.75</b>

**Pay with Credit Card**



**What You're Paying For**

DESCRIPTION	COST
Certified Nurse Aide for Sample Student	\$ 35.70
Certified Nurse Aide for Sample Student	\$102.05
<b>Total:</b>	<b>\$137.75</b>

**Pay with a Card**

CARDHOLDER NAME:  CARD NUMBER:

EXP MONTH:  EXP YEAR:  SECURITY CODE:

CARDHOLDER ADDRESS:

CITY:  STATE:  ZIP CODE:

**Submit Payment**

Enter the Credit Card information and then click **Submit Payment**

You will receive a receipt of the transaction.

*For special circumstances only:* You may also pay your testing fees with a money order or cashier’s check via a paper Payment Form. Please email [wisconsin@hdmaster.com](mailto:wisconsin@hdmaster.com) to request a paper payment form.

Once your testing fees are paid, you can choose a test site and date. Follow the instructions in the next section to schedule or reschedule a test event.

## Schedule / Reschedule a Test Event

All **eligible** test events will appear in this format.

To select a test site and test date, click **Schedule** to the right of the test date you want to schedule.

Navigation: Home > Tests

Section: Your Tests

Category: Scheduling

EXAM	REASON	Schedule
Certified Nurse Aide Knowledge (Eligible)		Schedule
Certified Nurse Aide Skill (Eligible)		Schedule

Section: Testing History

To select a knowledge test site and test date, click **Schedule**

Navigation: Home > Tests > Find Event

Section: Find Event NURSE AIDE

Directions: Click on a marker to show upcoming events for that location.

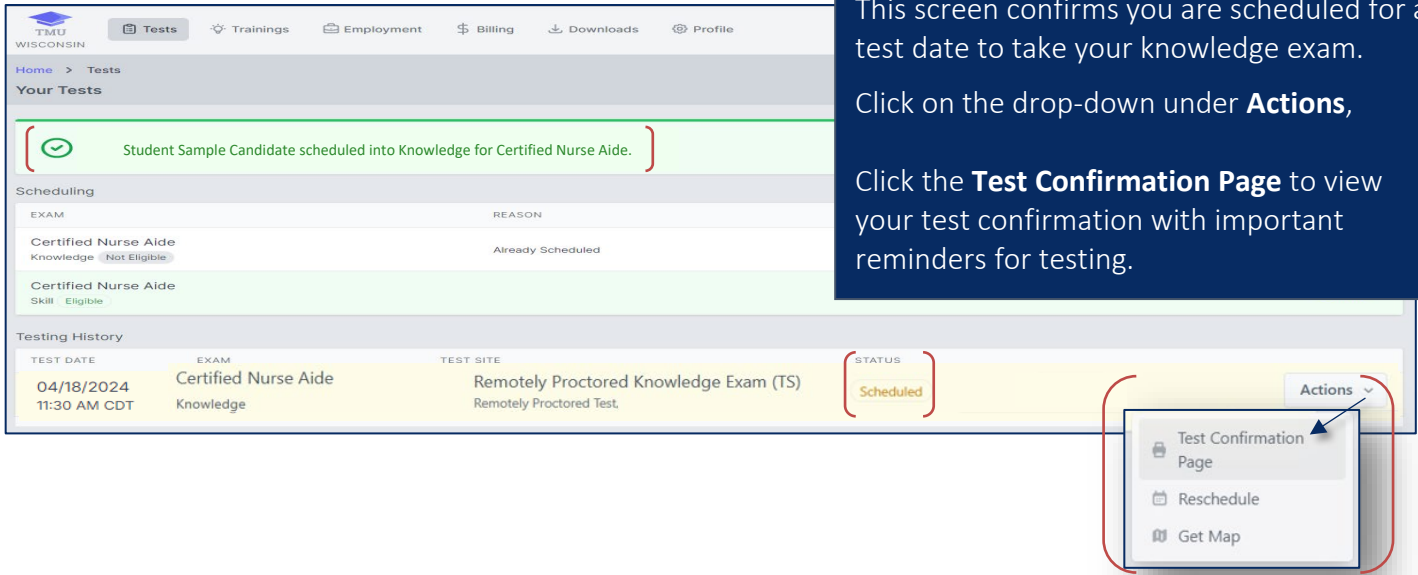
Map: Available location, Selected location, Your address

TEST DATE	TEST SITE	SCHEDULING FOR	Schedule
04/16/2024 9:00 PM CDT	REMOTELY PROCTORED KNOWLEDGE TESTING SITE Remotely Proctored City, MT	K Certified Nurse Aide	Schedule
04/17/2024 9:00 PM CDT	REMOTELY PROCTORED KNOWLEDGE TESTING SITE Remotely Proctored City, MT	K Certified Nurse Aide	Schedule

wi.tmutest.com says

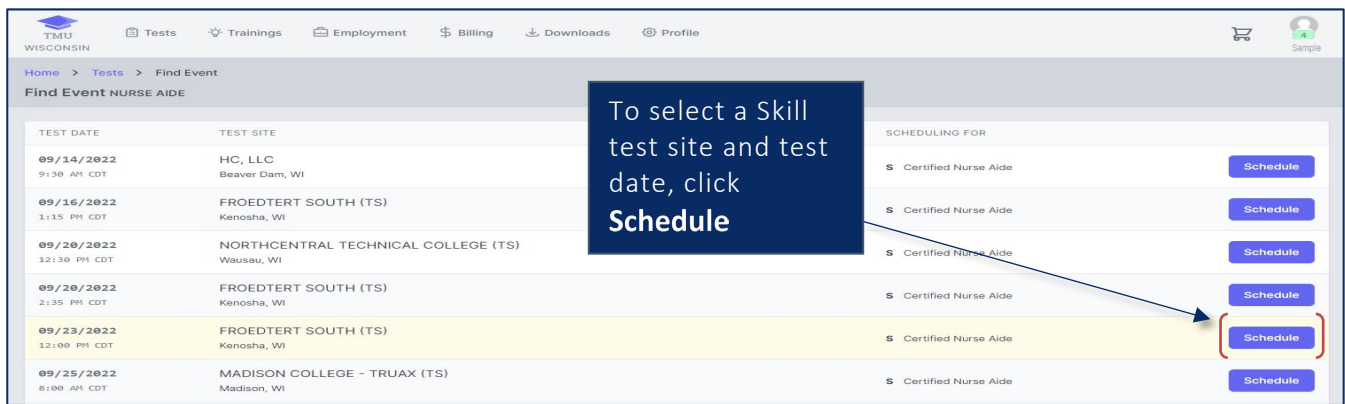
Schedule into the Event on 04/16/2024 for Certified Nurse Aide Knowledge. Are you sure?

Click **OK** on the pop-up to confirm this is the date you wish to schedule.



This screen confirms you are scheduled for a test date to take your knowledge exam. Click on the drop-down under **Actions**, Click the **Test Confirmation Page** to view your test confirmation with important reminders for testing.

Follow the same steps to select a Skills Test Event by clicking on 'Schedule' next to an eligible test event.

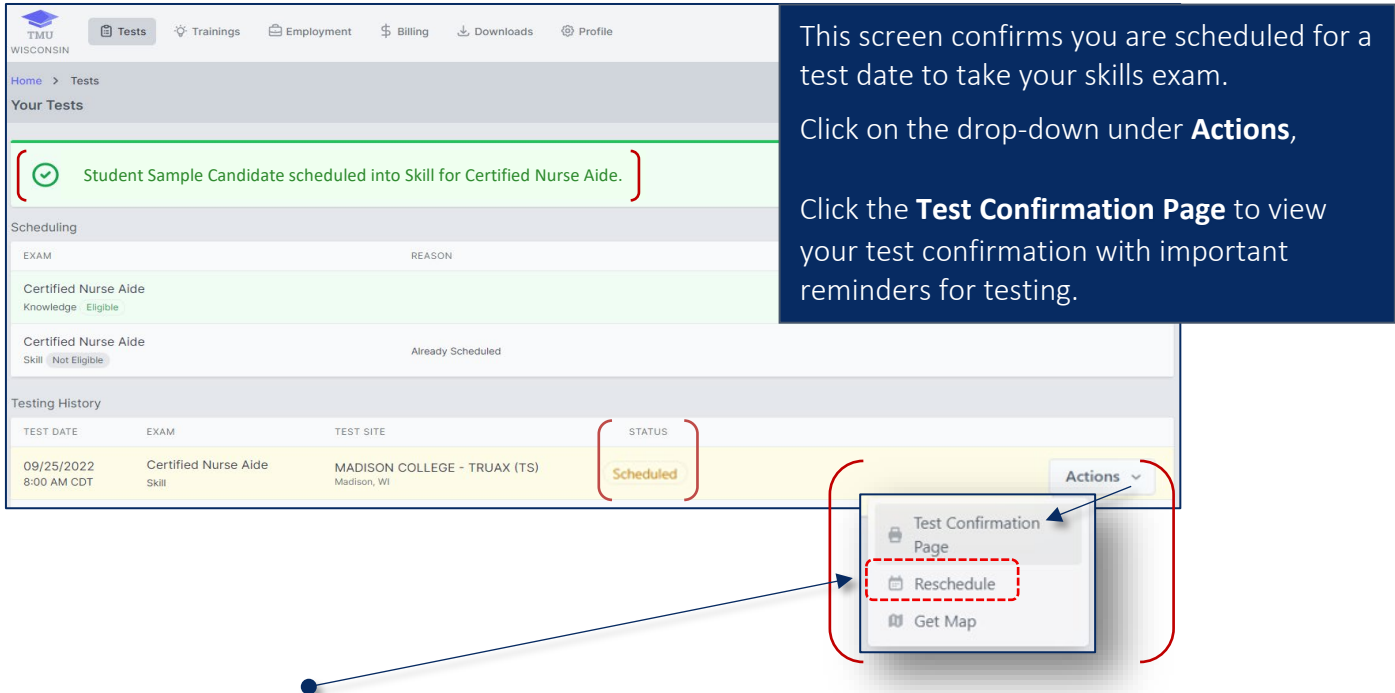


To select a Skill test site and test date, click **Schedule**

wi.tmutest.com says

Schedule into the Event on 09/23/2022 for Certified Nurse Aide Skill. Are you sure?

Click **OK** on the pop-up to confirm this is the date you wish to schedule.

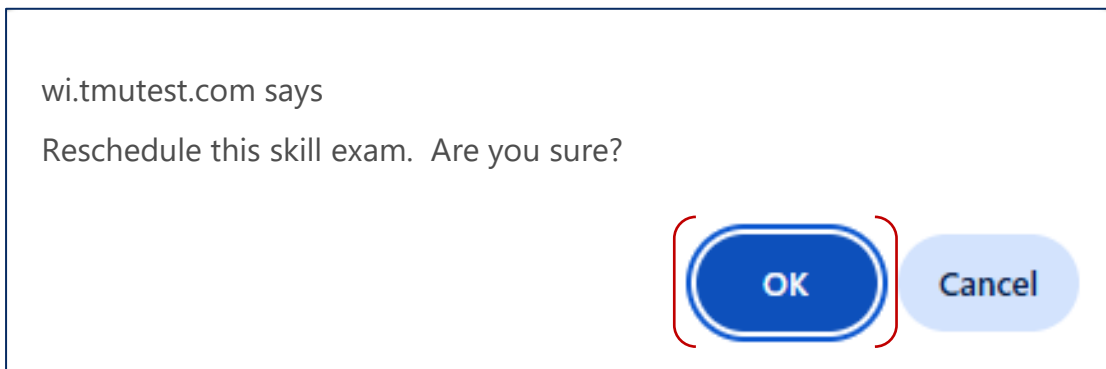


This screen confirms you are scheduled for a test date to take your skills exam. Click on the drop-down under **Actions**, Click the **Test Confirmation Page** to view your test confirmation with important reminders for testing.

### SCREENSHOTS FOR RESCHEDULING A TEST EVENT

You may reschedule an exam date online in your TMU© account at [wi.tmutest.com](http://wi.tmutest.com) up until one (1) business day, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date.

- If you need to reschedule your test date, under **Actions**, click on **Reschedule** to select another test date.

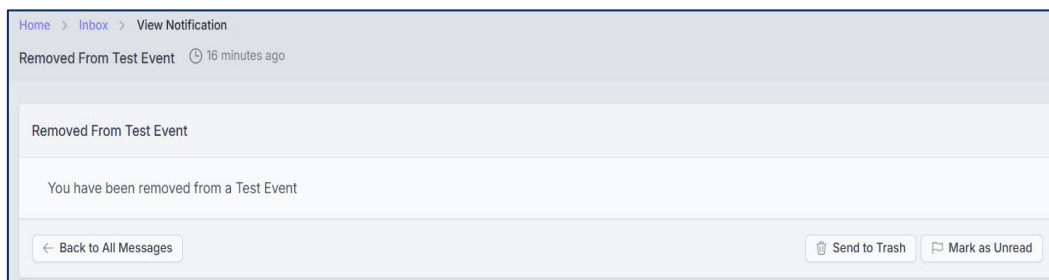


wi.tmutest.com says  
Reschedule this skill exam. Are you sure?

OK
Cancel

Click **OK** to confirm you wish to 'RESCHEDULE' from the event. You will then be able to select another available test date.

The following message will be in your notifications.



Home > Inbox > View Notification  
Removed From Test Event 16 minutes ago

Removed From Test Event

You have been removed from a Test Event

← Back to All Messages
Send to Trash
Mark as Unread

## TEST CONFIRMATION LETTER

Your test confirmation letter will provide the necessary information regarding where you are scheduled to test (date, time, and address). It can be accessed at any time.

Please review the Wisconsin Nurse Aide Candidate Handbook for specific instructions on arrival time, ID requirements, testing attire, testing policies and procedures, and what to expect.

**Note:** Failure to read the candidate handbook could result in No-Show status for your test event for not adhering to the testing policies, etc. ***It is important you read this letter!***

*Knowledge Test confirmation page (for a remotely proctored knowledge exam):*

Test Confirmation Letter

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Scheduled Test Confirmation - Wisconsin Certified Nurse Aide

📍 Get Map 🖨️ Print Page

Click **Print** to print your confirmation letter

For an on-site knowledge exam  
Click **Get Map** to get directions to the test site using Google Maps

**Test Date:** 03/11/2026

**Test Time:** 8:30 PM CDT

**Test Exam:** Knowledge - Certified Nurse Aide

**Test Site:** REMOTELY PROCTORED KNOWLEDGE TESTING SITE  
NO PHYSICAL ADDRESS - ALL TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE  
Remotely Proctored City, WI 00000

Sample Candidate  
123 Sunflower Lane  
Oak Creek, WI 53154

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**TESTING BEGINS AT 8:30 PM CDT ON 03/11/2026:**

- **FOR SKILLS TESTING AND/OR ON-SITE KNOWLEDGE EXAM CANDIDATES:** You **MUST** be at your confirmed test site location waiting area/room **20 minutes in advance** of your scheduled exam start time, **8:30 PM CDT**, to check in.
  - Testing **begins** promptly at the start time noted on this test confirmation.
- **FOR REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES:** You **MUST** be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **20 minutes in advance of 8:30 PM CDT** for the check-in process with the remote test proctor. Please see the **Remotely Proctored Knowledge Exam** section of the **Candidate Handbook** for detailed information.

If you are unable to access your account, go to <https://wi.tmutest.com>, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.888.401.0465.

Refer to the **Nurse Aide Competency Exam** section of the **Wisconsin Candidate Handbook** regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

[Click to open the Candidate Handbook](#)

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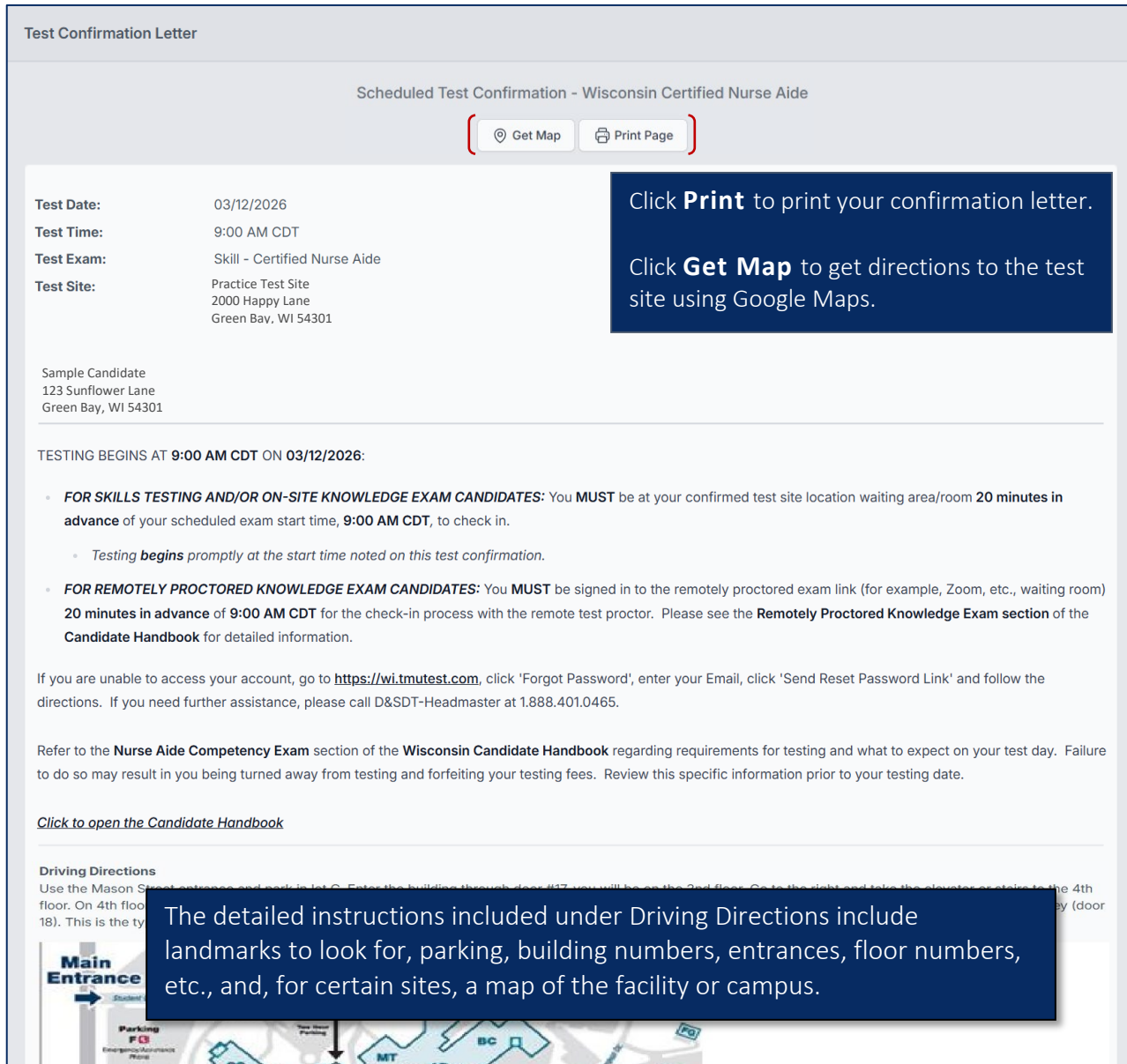
**Driving Directions**

You have signed up for a remote knowledge test. This test will be taken using your own personal computer/laptop/phone, internet access and Google Chrome browser. You must have 2 devices: one for testing (Ex: computer or laptop) and one for the video conferencing app (Ex: smart phone). Please see the candidate handbook in the documents section of your TMU for official requirements, procedures, and policies regarding remote knowledge testing.

*Some tips to ensure you have a successful remote testing experience:*

- Make sure you download the video conferencing app prior to testing day.
- Make sure your devices are fully charged, if not plugged in.
- Take screenshots of any technical difficulties.
- If you need help, give us a call at 1-888-401-0462.

Skills Test confirmation page:



**Test Confirmation Letter**

Scheduled Test Confirmation - Wisconsin Certified Nurse Aide

[Get Map](#) [Print Page](#)

**Test Date:** 03/12/2026  
**Test Time:** 9:00 AM CDT  
**Test Exam:** Skill - Certified Nurse Aide  
**Test Site:** Practice Test Site  
2000 Happy Lane  
Green Bay, WI 54301

Click **Print** to print your confirmation letter.  
Click **Get Map** to get directions to the test site using Google Maps.

Sample Candidate  
123 Sunflower Lane  
Green Bay, WI 54301

TESTING BEGINS AT 9:00 AM CDT ON 03/12/2026:

- FOR SKILLS TESTING AND/OR ON-SITE KNOWLEDGE EXAM CANDIDATES:** You **MUST** be at your confirmed test site location waiting area/room **20 minutes in advance** of your scheduled exam start time, **9:00 AM CDT**, to check in.
  - Testing **begins promptly** at the start time noted on this test confirmation.
- FOR REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES:** You **MUST** be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **20 minutes in advance** of **9:00 AM CDT** for the check-in process with the remote test proctor. Please see the **Remotely Proctored Knowledge Exam** section of the **Candidate Handbook** for detailed information.

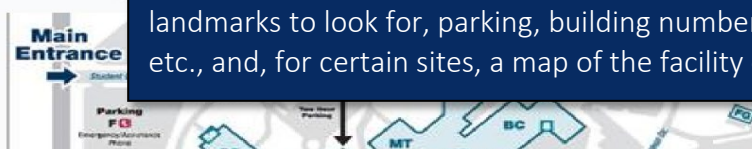
If you are unable to access your account, go to <https://wi.tmutest.com>, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.888.401.0465.

Refer to the **Nurse Aide Competency Exam** section of the **Wisconsin Candidate Handbook** regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

[Click to open the Candidate Handbook](#)

**Driving Directions**  
Use the Mason Street entrance and park in lot C. Enter the building through door #17; you will be on the 2nd floor. Go to the right and take the elevator up to the 4th floor. On 4th floor, go to the right and take the elevator up to the 4th floor. This is the type of building (door #18). This is the type of building (door #18).

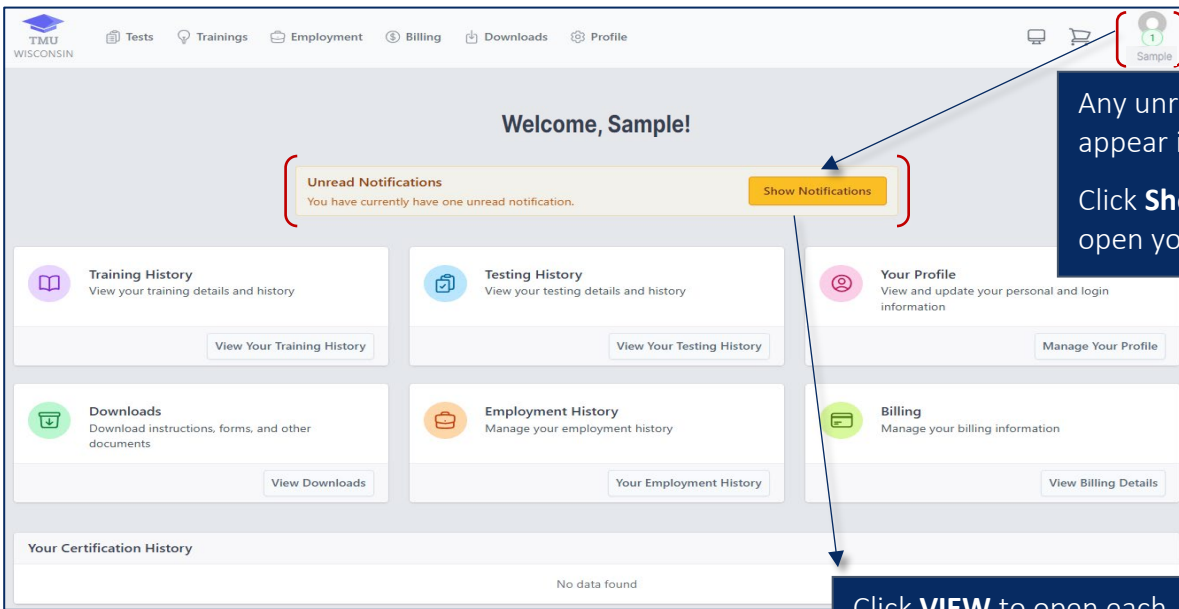
The detailed instructions included under Driving Directions include landmarks to look for, parking, building numbers, entrances, floor numbers, etc., and, for certain sites, a map of the facility or campus.



**Note:** Candidates who self-schedule online or are scheduled by their training programs will receive their test confirmation at the time they are scheduled.

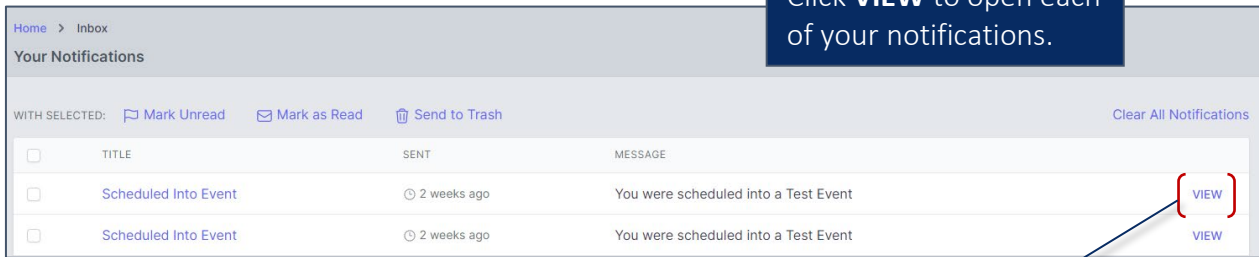
## View your TMU© Notifications

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test events and other information. See the screenshots on the next page.

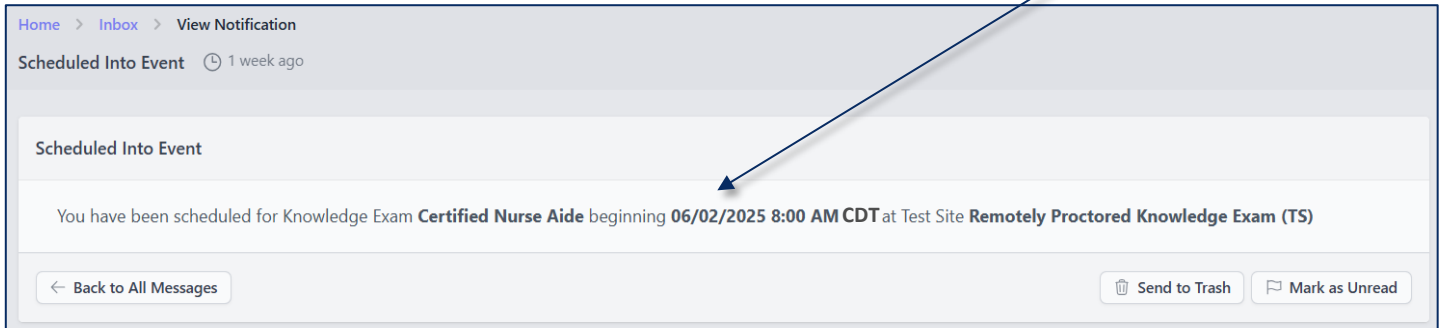


Any unread notifications will appear in the box below.  
 Click **Show Notifications** to open your notifications.

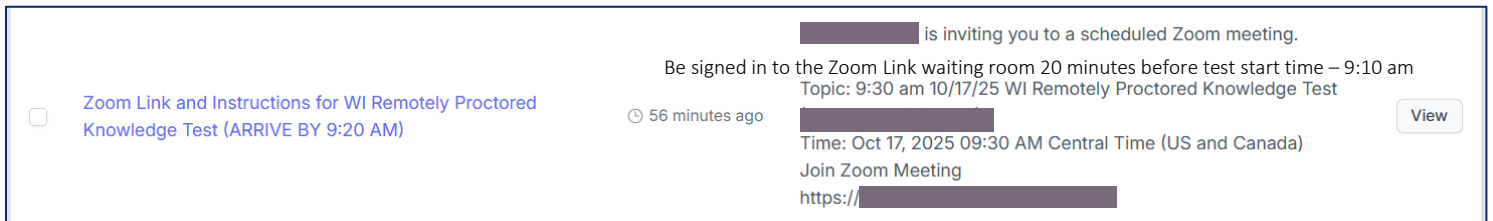
Click **VIEW** to open each of your notifications.



Notification example when scheduled into a test event:



Notification example showing the type of information received when the Zoom invite is sent:



Zoom Link and Instructions for WI Remotely Proctored Knowledge Test [REDACTED]

[REDACTED] is inviting you to a scheduled Zoom meeting. Be signed in to the Zoom Link waiting room 20 minutes before the test start time – 9:10 am

Topic: 9:30 am 10/17/25 WI Remotely Proctored Knowledge Test [REDACTED]

Time: Oct 17, 2025 09:30 AM Central Time (US and Canada)

Join Zoom Meeting

https://[REDACTED]

Meeting ID: [REDACTED]

Passcode: [REDACTED]

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**INSTRUCTIONS:**

Don't forget your Government Issued ID or Driver's License.

You will need the Zoom App on your smart phone only as this will be used to monitor your environment. You will log in to Zoom using your smartphone. You will take the test on <https://wi.tmutest.com> using a personal computer or laptop.

You need to review the remotely proctored knowledge test instructions before your test:

<https://www.hdmaster.com/testing/cnatesting/wisconsin/WIformpages/WIforms/WI%20NA%20Remotely%20Proctored%20Knowledge%20Exam%20Instructions.pdf>

## Test Day

### EXAM CHECK-IN

You **must** arrive at your confirmed test site waiting area/room **20 minutes in advance** of your scheduled exam start time.

- Testing **begins** promptly at the start time noted on your test confirmation.
- You need to ensure you are at the event in the waiting area/room **20 minutes before the start time** to allow time to get checked in with the RN Test Observer.
  - *For example*, if your test starts at 8:00AM, you **must be at the test site waiting area/room for check-in by 7:40AM**.

**Note:** If you arrive late, you will not be permitted to take the test.

If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies in the **Remotely Proctored Knowledge Exam Check-In** section.

### TESTING ATTIRE

The required testing attire applies to both the in-person knowledge and skills exam.

- You must be in full clinical attire, which consists of:
  - Scrub top and scrub bottoms.
  - Closed-toed shoes.
  - Scrubs and shoes can be any color or design.
- You may bring a standard watch with a second hand.
- Smartwatches, smart glasses, fitness monitors, or Bluetooth-connected devices are not allowed.
- Long hair must be pulled back.

**NOTE:** You will not be admitted for testing if you are not wearing scrubs and appropriate shoes. You will be considered a no-show status. You will forfeit the testing fees you paid and must pay for another test on a different date.

If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies in the [Remotely Proctored Knowledge Exam Attire](#) section.

## IDENTIFICATION

You must bring a **NON-FOREIGN GOVERNMENT-ISSUED, \*SIGNED, UNEXPIRED, PHOTO-BEARING ID**. Examples of the forms of US government-issued acceptable photo IDs are:

- **State-issued Driver's License**
- **State-issued Identification Card**
- **Signed U.S. Passport (Foreign Passports and Passport Cards are not acceptable)**
  - \* *Exception: A signed foreign passport with a US VISA within the passport is acceptable (the VISA does not have a signature)*
- **Permanent Resident Card (Green Card or Alien Registration Card) / Employment Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)**
  - \* *Accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to the present day. If issued before January 1, 2023, it may contain a fingerprint instead of a signature.*
- **Tribal Identification Card**
  - \* *A signed photo ID with an expiration date (not expired) issued by a federally recognized Tribal Nation/Indian Tribe*
- **U.S. Military Identification Card**
  - \* *Accepted without a signature or fingerprint, but will have a bar code or may contain a fingerprint in place of a signature*

**Only original forms of identification are allowed.** Photocopies, faxes, emails, screenshots, and electronic or digitally stored identification forms (for example, Apple Wallet or Google Wallet) will not be accepted.

**EXCEPTION FOR HIGH SCHOOL STUDENTS ONLY:** If you do not have a current, official U.S. (United States of America) government-issued, photo-bearing identification card, you must provide your current year high school identification card with a photo and a secondary form of identification as listed below. Approved secondary forms of identification for high school students only are:

- Social Security Card – hard copy, does not need to be signed
- Birth Certificate – certified
- Credit/Debit Card – signed and not expired
- Health Insurance Card
- Department of Natural Resources (DNR) License

The **FIRST** and **LAST** names listed on the ID presented to the RN Test Observer during check-in at your test event **MUST MATCH** THE **FIRST** AND **LAST** NAMES entered in the Wisconsin TMU© nurse aide database by your training program. You may call D&SDT-HEADMASTER at (888) 401-0462 to confirm that your name of record matches your non-foreign government-issued ID or log in to [wi.tmutest.com](https://wi.tmutest.com) using your username and password to check on or change your demographic information. Please see the [Demographic Changes / Updates / Corrections](#) section for more information.

**Note:**

- **You will not be admitted for testing if you do not bring proper/valid identification.**
  - Be sure your U.S. government-issued identification is not expired and is signed.
  - Check to ensure that your FIRST and LAST printed names on your identification card match your current name of record in your TMU© account.
  - A driver's license or state-issued ID card with a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- In cases where names do not match, or your ID is not proper/valid, you will be considered a no-show status, and will forfeit your testing fees. You must pay for and reschedule another exam date.

You will be required to re-present your photo ID when you enter the knowledge test room and the skills lab for your skills exam. Please keep your ID with you throughout the exam day.

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### DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

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Name changes (marriage/divorce, etc.), date-of-birth, and Social Security number corrections must be verified with appropriate documentation. Please complete the [DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM](#) and upload your demographic change/correction documentation. The form is under 'APPLICATIONS' on the Wisconsin TMU© main web page (before you log in to your account), or click on this link: <https://wi.tmutest.com/apply/12>.

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### INSTRUCTIONS FOR THE KNOWLEDGE EXAM, REMOTELY PROCTORED KNOWLEDGE EXAM, AND SKILL TEST

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Test instructions for the knowledge and skill exams will be provided in written format in the waiting area when you check in for your test. If you are taking a remotely proctored knowledge exam, the instructions are in your TMU© account under the 'Downloads' tab.

These instructions detail the process and what you can expect during your exams. Please read the instructions **before** entering the knowledge test room or skill demonstration lab. The instructions will be left in the waiting area **during** testing for you to refer to throughout your time at the test site. The RN Observer or Knowledge Test Proctor will ask questions about the instructions you read when entering the knowledge test room and skill test lab.

The Knowledge, Remotely Proctored Knowledge, and Skill Exam Instructions are available under the 'DOWNLOADS' tab in your TMU© account. For instructions, refer to the [Accessing the Candidate Handbook and Testing Instructions](#) section of this handbook.

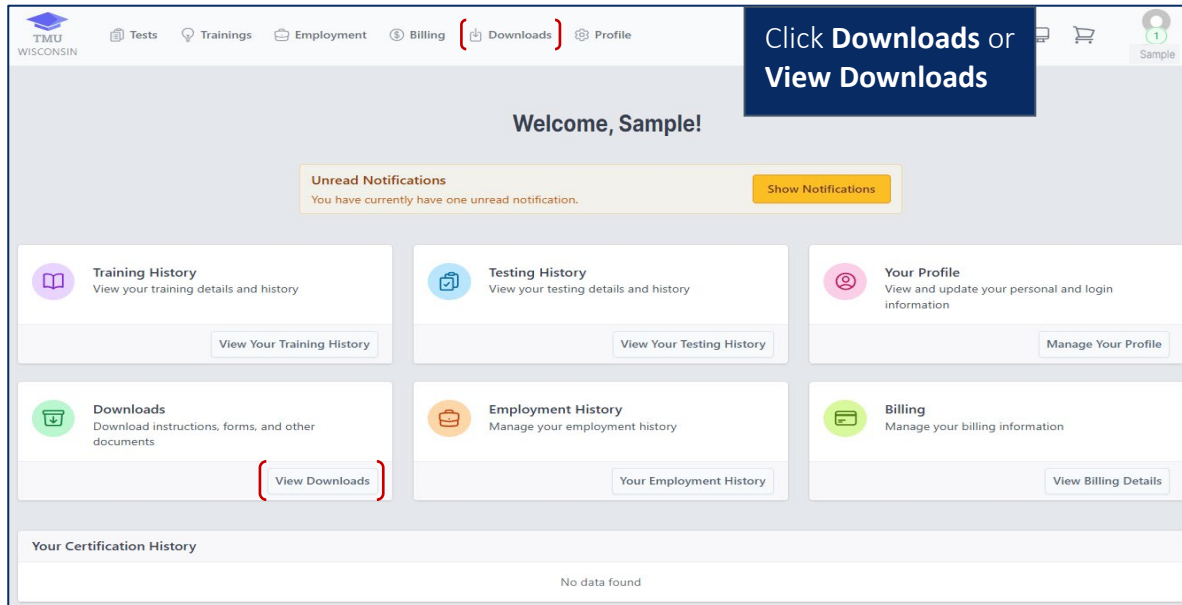
## TESTING POLICIES

The following policies are observed at each test site:

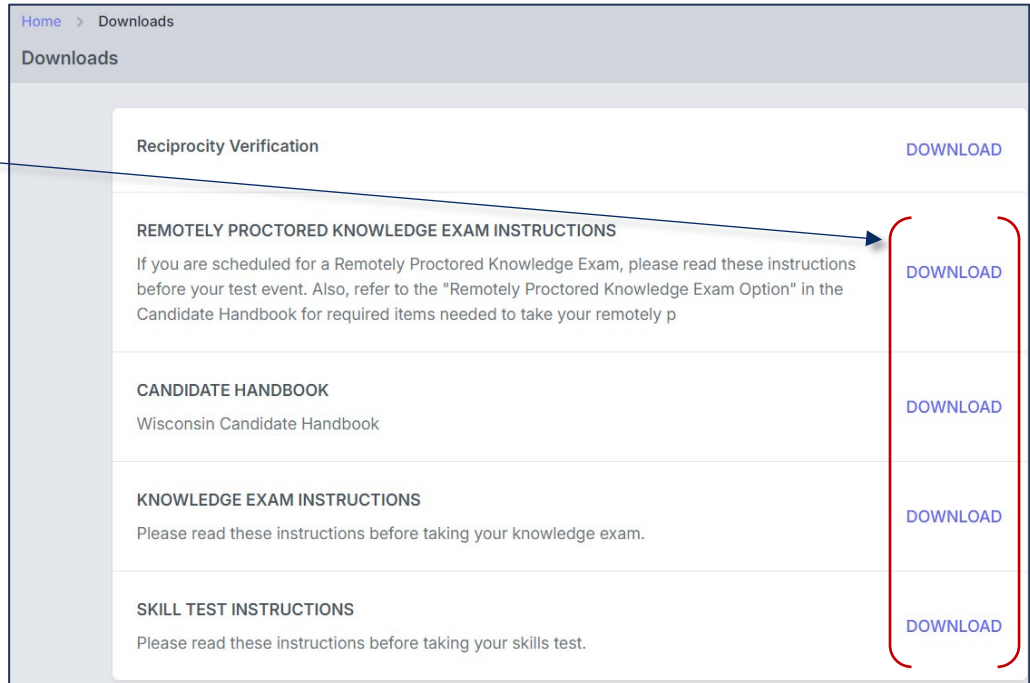
- Before your test date, sign in to your TMU© account at [wi.tmutest.com](http://wi.tmutest.com) to update your password and verify your demographic information. Refer to this handbook's **Complete your TMU© Account** section for instructions and information.
  - **If you have not signed in, updated your password, and verified your demographics in your TMU© account when you arrive for your exam, you may not be admitted to the exam, and any exam fees paid will NOT be refunded.**
- Plan to be at the test site for up to four (4) hours if taking both components on-site (knowledge and skills) testing.
- Testing begins promptly at the start time noted on your confirmation. You **must** be at the test site waiting area/room to **check in 20 minutes before your scheduled start time** – if your test start time is 8:00AM, you **must** be at the test site **by 7:40AM**. If you arrive late for your confirmed exam, you will not be admitted. Any exam fees paid *will NOT be refunded*.
  - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies in the **Remotely Proctored Knowledge Exam Check-In** section.
- If you do not bring an appropriate non-foreign government-issued ID that is unexpired with your picture and your \*signature, you will not be admitted to the exam, and any test fees paid *will not be refunded*.
  - If your FIRST and LAST printed names on your ID do not match your current TMU© name of record, you will not be admitted to the exam, and any test fees paid *will not be refunded*.
- If you do not wear scrubs with appropriate shoes (waived if testing at one of the four DHS facilities) and conform to all testing policies, you will not be admitted to the exam, and any test fees paid *will not be refunded*.
  - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies in the **Remotely Proctored Knowledge Exam Testing Attire** section.
- If you do not show up for your exam, or are considered a NO-SHOW STATUS (*see details in this handbook's **No-Show Status** section*) for any reason, any test fees paid will NOT be refunded. You must repay your testing fees to schedule another exam date.
- Bluetooth-connected devices of any type, cell phones, smartwatches, smart glasses, fitness monitors, electronic recording devices, and personal items (such as water bottles, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. The testing team will inform you of the designated area where you should place your items and electronic devices for collection upon completion of your test(s). All electronic devices must be **turned off**. Anyone caught using any electronic recording device during testing will be removed from the test event, their test will be scored as a failed attempt, they will forfeit all testing fees, and they will not be permitted to test for six months. You may, however, use personal devices during your free time in the waiting area.
  - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies in the **Remotely Proctored Knowledge Exam Option** section.
- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.

- **LANGUAGE TRANSLATION DICTIONARIES:** You may use a foreign word-for-word translation dictionary during your test, provided it contains no definitions or handwritten notes. You must present the dictionary to the Test Examiner for inspection during check-in. Please note that electronic dictionaries and unapproved language translators *are strictly prohibited*.
  - **SCRATCH PAPER AND CALCULATORS:** Scratch paper and calculators *are not allowed*.
  - You may not take notes or other materials from the testing room.
  - You cannot eat, drink, vape, or smoke during the test.
  - You are not allowed to leave a testing room (knowledge test room or skills lab) once your test has started **for any reason**. If you do leave during your test event, you will not be allowed back into the testing room to finish your test. Any test fees paid *will not be refunded*.
  - Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and DHS. Please see this handbook's **Security** section for detailed information.
  - No visitors, guests, pets (including companion and emotional support animals), or children are allowed.
    - Service animals (a dog that has been individually trained to perform specific tasks for people with disabilities) are allowed. We encourage you to contact D&SDT-HEADMASTER at (888) 401-0462 or via email at [wisconsin@hdmaster.com](mailto:wisconsin@hdmaster.com) once you have scheduled a test date, so that we can notify the testing team.
    - If you attend your event with guests, pets (including companion or emotional support animals), or children of any age, you will not be permitted to test and will forfeit all testing fees paid.
  - **You may not test if you are ill (sick).** Call D&SDT-HEADMASTER at (888) 401-0462 immediately to reschedule (*see the note below*).
    - **You may not test** if you have any physical limitation (excluding pre-arranged ADAs) that would prevent you from performing your duties as a nurse aide. (Examples: cast, arm/leg braces, crutches, etc.). Call D&SDT-HEADMASTER at (888) 401-0462 immediately if you are on doctor's orders to reschedule (*see the note below*).
- NOTE:** Please see the **Rescheduling Policy** and **No-Show Exceptions** sections of this handbook.  
→ *Reschedules will not be granted less than one (1) full business day before a scheduled test date.*
- Test sites, RN Test Observers, Knowledge Test Proctors, and Actors are not responsible for the candidate's personal belongings at the test site.
  - **Please refer to this Wisconsin Candidate Handbook for testing and/or policy updates before your test day.**
  - The Candidate Handbook and testing instructions are available within your TMU© account under the 'Downloads' tab.

**ACCESS THE CANDIDATE HANDBOOK AND TESTING INSTRUCTIONS**



Click **Download** to open the Candidate Handbook or the Testing Instructions.



**Security**

Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the Wisconsin Department of Health Services (DHS).

You will be asked to leave the test site, your test will be stopped and scored as a failed attempt, and you will forfeit any testing fees if you, which may include, but are not limited to, the following circumstances:

- Are caught cheating
- Refuse to follow directions
- Use abusive language or threaten others
- Disrupt the examination environment
- Are visibly impaired
- Engage in unprofessional or aggressive behavior
- Attempt to remove test material, take notes, or copy information
- Give or receive unauthorized help during testing, including using electronic devices (e.g., cell phones, smartwatches, smart glasses) or navigating to other browsers during your exam

A report of your behavior will be sent to your training program and DHS, and you are subject to legal prosecution to the fullest extent of the law. You may not be allowed to retest for at least 6 months and may require DHS permission to retake the test.

## Rescheduling / Refund of Testing Fees Paid / No-Show Status Policies

### RESCHEDULING POLICY

You may reschedule your test event online, at no additional cost, up to **one (1) business day** before the scheduled test event. You can do so in your TMU© account at [wi.tmutest.com](http://wi.tmutest.com).

#### For example, to reschedule at no additional cost:

- If the scheduled test is on Monday, you must reschedule by 7:00 PM (CT) the previous Thursday.
- If the scheduled test is on Tuesday, you must reschedule by 7:00 PM (CT) the previous Friday.
- If the scheduled test is on Wednesday, you must reschedule by 7:00 PM (CT) the previous Monday.
- If the scheduled test is on Thursday, you must reschedule by 7:00 PM (CT) the previous Tuesday.
- If the scheduled test is on Friday, you must reschedule by 7:00 PM (CT) the previous Wednesday.
- If the scheduled test is on Saturday/Sunday, you must reschedule by 7:00 PM (CT) the previous Thursday.

### REFUND OF TESTING FEES PAID

If you change your mind and do not wish to test or cannot schedule a test date before your training expiration date, you may request a refund of the testing fees paid. **Refund requests made in the required time frame qualify for a full refund of any testing fees paid, minus a \$30 refund processing fee.**

### IF YOU ARE SCHEDULED IN A TEST EVENT

A refund request for testing fees paid must be made in writing by filling out and submitting the [CANDIDATE-Refund Request Form](#) on D&SDT-HEADMASTER's main webpage at [hdmaster.com](http://hdmaster.com) at least **one (1) full business day** before your scheduled test event (excluding Saturdays, Sundays, and Holidays). Refund requests must be made within **thirty**

**(30) days of the original payment** of testing fees with HEADMASTER. Any requests for refunds made more than 30 days after the original payment of testing fees with HEADMASTER **will not be issued**. No phone calls will be accepted. *Example:* If you are scheduled to take the exam on Saturday, Sunday, or Monday, a refund must be requested by the close of business on Thursday before your scheduled exam. D&SDT-HEADMASTER's regular business hours are Monday through Friday, 7:00AM to 7:00PM CT, excluding Saturdays, Sundays, and Holidays.

- If the scheduled test is on Monday, you must reschedule by 7:00 PM (CT) the previous Thursday.
- If the scheduled test is on Tuesday, you must reschedule by 7:00 PM (CT) the previous Friday.
- If the scheduled test is on Wednesday, you must reschedule by 7:00 PM (CT) the previous Monday.
- If the scheduled test is on Thursday, you must reschedule by 7:00 PM (CT) the previous Tuesday.
- If the scheduled test is on Friday, you must reschedule by 7:00 PM (CT) the previous Wednesday.
- If the scheduled test is Saturday/Sunday, you must reschedule by 7:00 PM (CT) the previous Thursday.

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### IF YOU ARE NOT SCHEDULED IN A TEST EVENT

A refund request for testing fees paid must be submitted in writing by completing and submitting the [CANDIDATE-Refund Request Form](#). Refund requests must be made within **thirty (30) days of the original payment** of testing fees with HEADMASTER. Any requests for refunds made more than 30 days after the original payment of testing fees with HEADMASTER **will not be issued**.

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### UNFORESEEN CIRCUMSTANCES POLICY

If an exam date is canceled due to inclement weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will try to contact you using the contact information you have listed in your TMU© account. Please make sure you keep your contact information up to date. D&SDT-HEADMASTER will reschedule you, for no charge, to a mutually agreed-upon new test event.

If D&SDT-HEADMASTER is unable to reach you via phone call or email with the information in your account (\*see examples below) in the event of unforeseen circumstances for a test event you are scheduled into, you will be taken out of the test event, and D&SDT-HEADMASTER will not reschedule you until we hear back from you.

**NOTE:** The \*examples listed below are your responsibility to check and keep up to date.

- If D&SDT-HEADMASTER leaves you a message or emails you at the phone number or email in your TMU© account, and:
  - you do not call us back in a timely manner
  - your phone number is disconnected, or your voicemail is full
  - you do not check your messages in a timely manner
  - you do not check your email or reply to our email in a timely manner
  - your email is invalid, or you are unable to access your email for any reason

See more information under [No-Show Exceptions](#).

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## NO-SHOW STATUS

If you are scheduled for your exam and do not show up without notifying D&SDT-HEADMASTER at least two (2) full business days before your scheduled testing event, **excluding** Saturdays, Sundays, and Holidays, or if you are turned away for lack of proper identification, proper attire, or any other reason to deem you ineligible to test, you will be considered a **NO-SHOW STATUS**. You will forfeit all fees paid and must submit a new testing fee to schedule yourself into a new test event.

These fees partially offset D&SDT-HEADMASTER costs incurred for services requested and resulting work performed. If a reschedule or refund request is not received before the two (2) full business days preceding a scheduled test event, excluding Saturdays, Sundays, and Holidays (see examples under Reschedules and Refund of Testing Fees Paid), a no-show status will exist. You must log in to your TMU© account at [wi.tmutest.com](https://wi.tmutest.com), re-pay, and reschedule into a new test event.

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## NO-SHOW EXCEPTIONS

Exceptions to the no-show status exist; if you are a no-show for any test component for any of the following reasons, test fees will be refunded to the remitter of record, or a free reschedule will be authorized, provided **the required documentation is received within the appropriate time frames outlined below**.

Complete, upload the required documentation, and submit (within the required time frames outlined below) the [No Show Exception Form](#) available on the Wisconsin TMU© main page under 'APPLICATIONS', or click this link: <https://wi.tmutest.com/apply/23>

- **Car breakdown or accident:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax, or email, and a tow bill, police report, or other appropriate documentation showing your name and the name of the provider of the service must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.
- **Weather or road condition-related issue:** D&SDT-HEADMASTER must be contacted within one business day via phone, fax, or email, and a road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.
- **Medical emergency or illness:** D&SDT-HEADMASTER must be contacted within one business day via phone, fax, or email, and a doctor's note on their letterhead or other appropriate documentation showing your name and the name of the provider of the service must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.
- **Death in the family:** D&SDT-HEADMASTER must be contacted within **ten (10) business days** via phone call, fax, or email, and an obituary or letter on your behalf from the funeral home for **immediate family** must be submitted within ten (10) business days from a missed exam date. If we do not receive proof within 10 business days, your no-show status will stand, and you will be required to repay your testing fee. (Immediate family includes parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

- **Remotely proctored testing issues:** D&SDT-HEADMASTER must be contacted within one business day via phone, fax, or email, and appropriate documentation showing your name and the name of the provider of the service must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.
  - **Internet outage or issue:** Documentation showing your name and the name of the provider of the service from the Internet provider, showing outage date and times.
  - **Computer or cell phone issue:** If the computer or cell phone fails to work for any reason, documentation showing your name and the name of the provider of the service from a computer repair technician/shop or other appropriate documentation.

## Candidate Feedback – Exit Survey

You will receive a notification of your test results on the day your test is officially scored. A link to the exit survey will be available when you log in to your TMU© account to get your results. The survey is confidential and will not affect the outcome of any test. You are encouraged to answer the survey questions honestly to help improve the testing process.

## Test Results

After you have completed both the Knowledge and Skill Test components of the competency exam, your test results will be officially scored and double-checked. You may securely access your results in your own TMU© account at [wi.tmutest.com](http://wi.tmutest.com). Official test results are available to you after 7:00PM Central Time the day tests are scored. Upon successful completion of both components of the competency exam, your name will be placed on the WNAR. You may print a hard copy of your detailed test results. If you fail either test component, you must reapply to retake the component that you failed. Please see the [Schedule / Reschedule a Test Event](#) section.

You are eligible to test as many times as needed **within 1 year of your training program completion date**. After one year, you must complete another DHS-approved training program to be eligible to schedule further testing.

**Note:** Federal and State regulations allow healthcare facilities to employ students enrolled in an approved nurse aide training and competency evaluation program for up to 120 days from the beginning of employment.

- Skilled nursing facilities must follow [42 CFR 483.35\(e\)\(3\)](#).

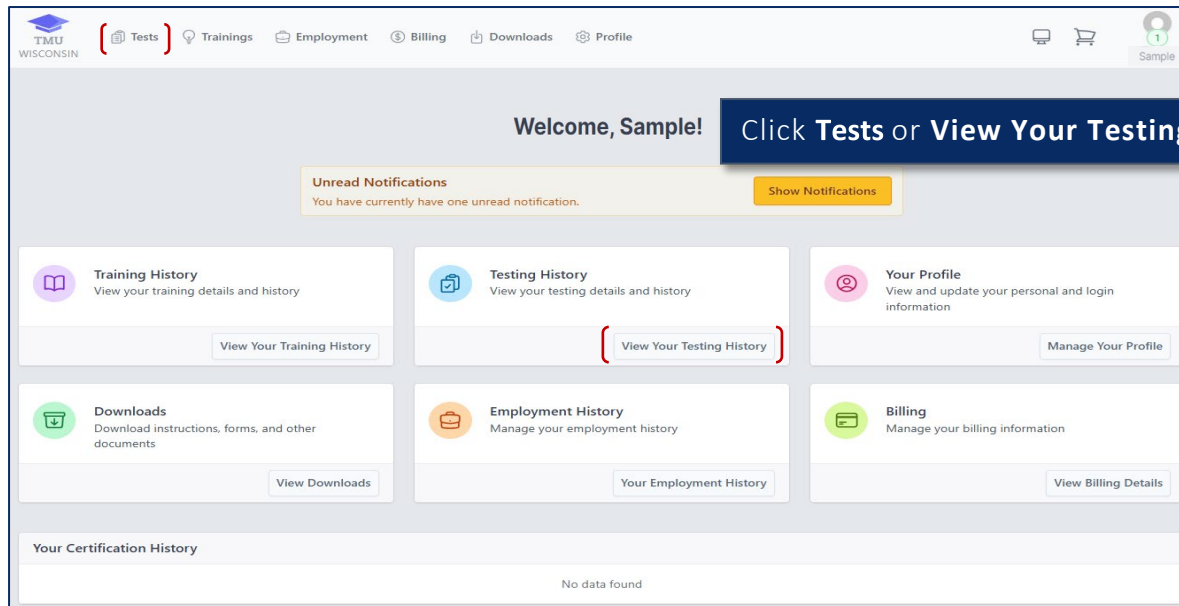
**However, if you fail either portion of the state competency exam, the facility must ensure that the following are completed before it can continue employing you to perform nurse aide duties.**

- The facility provides and documents additional training, coaching, or mentoring for the student, especially in the areas they failed.
- The student cannot work alone.
- The facility documents how they ensured the competency of the student aide (knowledge practice tests if the student failed the knowledge portion, skills demonstration if they failed the skills portion, or other means ensuring competency).

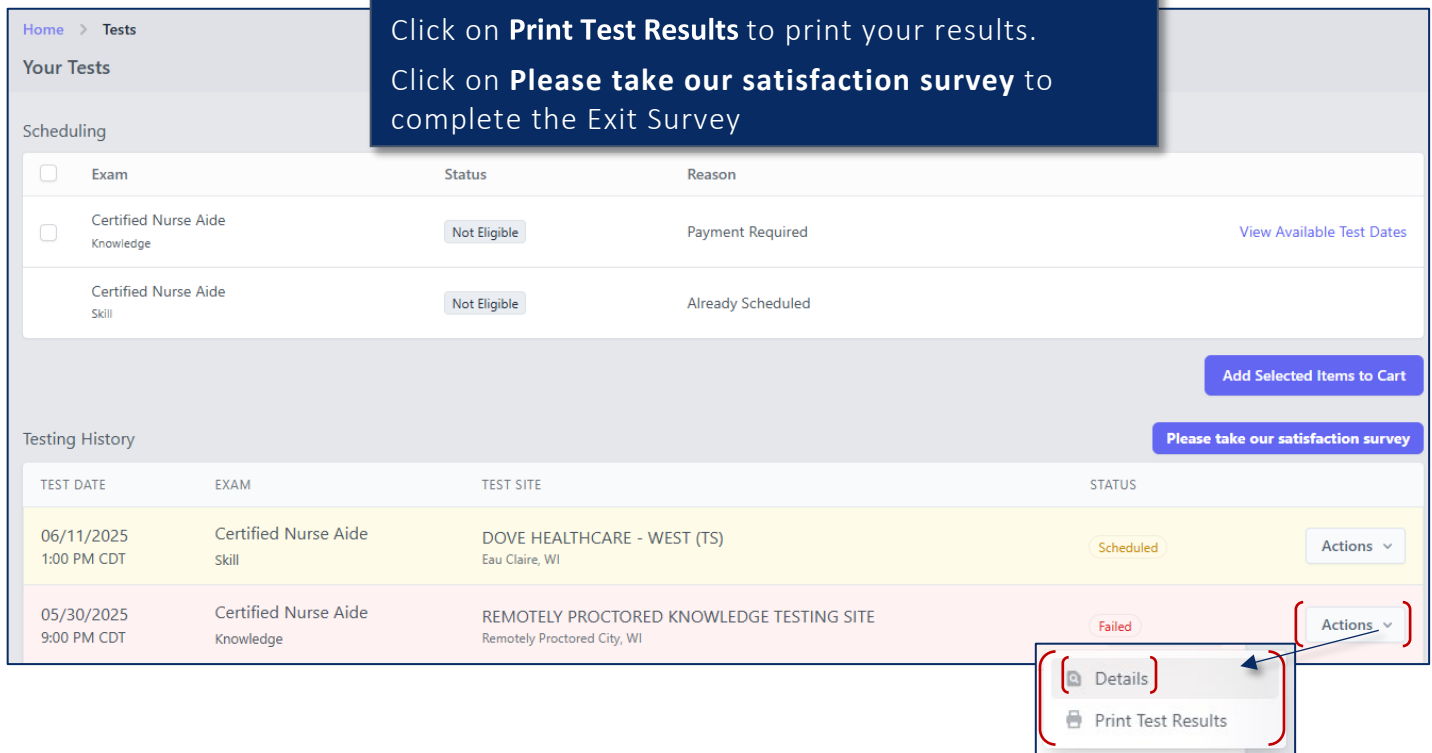
Also, if your name is not listed on the Registry by the 120th day after your date of employment, you can no longer work as a nurse aide.

## ACCESSING YOUR TEST RESULTS IN YOUR TMU@ ACCOUNT

Sign in to your TMU@ account at [wi.tmutest.com](http://wi.tmutest.com) to view your test results.



Under Actions, click on **Details** to view your results.  
 Click on **Print Test Results** to print your results.  
 Click on **Please take our satisfaction survey** to complete the Exit Survey



Wisconsin Nurse Aide Candidate Handbook

Knowledge Exam test results example:

Home > Tests > Knowledge Test Detail

Knowledge Test Detail

You have **failed** the knowledge portion of the Certified Nurse Aide exam.  
 Your overall knowledge test score is 65.33%.  
 You must have an overall score of 71% or better to pass.

Best Student  
 Certified Nurse Aide Test Test Actions

TEST EVENT 05/30/2025 9:00 PM CDT

TEST SITE REMOTELY PROCTORED KNOWLEDGE TESTING SITE  
 NO PHYSICAL ADDRESS - ALL TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE  
 Remotely Proctored City, WI 00000

Scoring & Performance

Test Status	Score	Total correct	Total Answered
<b>Failed</b>	65.33%	49 / 75	75

( Performance by Subject )

Safety	75%
Communication	88%
Infection Control	43%
Client Rights	71%
Data Collection	0%
Basic Nursing Skills	78%
Role / Responsibility	68%
Disease Process	25%
Mental Health	100%
Personal Care	63%
Care Impaired	75%
Ageing Process and Restorative Care	100%

( 27 Missed Vocabulary Words )

( disinfection, white blood cells, accidents, ambulation, pulse, temperature, nursing assistant's role, thickened liquids, pressure ulcer, eyeglasses, unconscious, HIPAA, isolation precautions, assistive device, aspiration, culture, weight, intake and output, stroke (CVA), mouth care, dehydration, diabetes, nosocomial, fraud, pulse, bathing, intake and output )

Skills Exam test results example:

Home > Tests > Skill Test Detail

Skill Test Detail

You have **failed** the skill portion of the Certified Nurse Aide exam.  
 You needed **80%** or better on each skill task without missing any **Key Steps** to pass the skills test.

Best Student  
 Certified Nurse Aide Skill Test Test Actions

TEST EVENT: 06/04/2025 6:40 PM CDT

TEST SITE: We Care Education LLC (TS)  
 1025 Tullar Road  
 Neenah, WI 54956

Scoring & Performance

Test Status: **Failed** | Tasks Completed: 1/4

Task #1: Perineal Care for a Female w/Hand Washing (11.2023)

Score: **Failed** 89.09% | Steps Correct: 49 / 55 View Failed Steps

Task #2: Stand and... (Score: 76.19%)

Task #3: Range of Motion Exercise for Resident's Hip and Knee (Score: Passed 91.30%)

Task #4: Applying an Anti-embolic Stocking (Score: Failed 86.67%)

**Click View Failed Steps, to see the steps missed.**

**View Failed Steps**

- Introduces self to resident.
- Turns resident or raises hips and places barrier under buttocks. (Note: Candidate may decide on barrier - examples: waterproof pad, towel, blanket, chux, etc.)
- Separates labia.
- Cleans from vagina to rectal area.
- Rinses from vagina to rectal area.
- Dries equipment.

## Retaking the Nurse Aide Exam

You can schedule a test or a retest online by logging in to your TMU© account with your secure username and password. Once payment is made by Visa or MasterCard, you will be able to schedule. If you forget your password, use the password reset function on your TMU© login screen (see instructions under **Forgot your Password and Recover your Account**). Call D&SDT-HEADMASTER at (888) 401-0462 during business hours for assistance.

## Test Result Review Requests

You may request a review of your test results or dispute any other testing condition. The purpose of this review process is to ensure fairness and accuracy in the evaluation of your test.

**\*PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST:** Please call D&SDT-HEADMASTER at (888) 401-0462 during regular business hours, Monday through Friday, 7:00AM to 7:00PM CT, excluding Saturdays, Sundays, and Holidays, and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit fee. Once you have further details about the scoring of your test, you will often understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-HEADMASTER staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

**There is a \$25 non-refundable test review deposit fee.** To request a review, complete the [Test Review Request and Payment Application](#), available on the Wisconsin TMU© main page under 'APPLICATIONS' (before you log in to your account) at [wi.tmutest.com](http://wi.tmutest.com). Test Review Requests must be received **within three (3) business days** from the official scoring of your test (excluding Saturdays, Sundays, and holidays). Late requests will be denied and will not be considered.

Since one qualification for certification as a nurse aide in Wisconsin is demonstrated by examination of minimum nurse aide knowledge and skills, the likely outcome of your review will determine who pays for any re-tests that may be granted. If, after investigation, the review finding is in your favor, you will be refunded the \$25 test review deposit. If the review's finding is *not in your favor*, the \$25 test review deposit will stand, and the fee is non-refundable.

D&SDT-HEADMASTER will review your detailed recollection, your knowledge test markings, and any skill task measurements you recorded at the time of your test, in addition to reviewing markings, notations, and measurements recorded by the RN Test Observer at the time of your test. We will interview the RN Test Observer, Actor, or Knowledge Test Proctor about the facts detailed in your dispute documentation. D&SDT-HEADMASTER will re-check the scoring of your test and may contact you and/or the RN Test Observer, Actor, and/or Knowledge Test Proctor, and other candidates who were on-site at your test event for any additional information about the test event.

D&SDT-HEADMASTER cannot review test results or reviews with the candidate's instructor/training program. After a candidate reaches the age of 18, D&SDT-HEADMASTER will only discuss test results or test reviews with the candidate. D&SDT-HEADMASTER will not review test results or reviews with family members or anyone else on the candidate's behalf once the candidate is 18. D&SDT-HEADMASTER will complete your review request within ten business days of receiving your timely review request and will email the review results to your email address and DHS.

## The Knowledge/Audio Exam

### Knowledge Exam Content

The Knowledge Exam consists of 75 multiple-choice questions. Questions are selected from subject areas in accordance with the approved DHS test plan and include all required categories defined in Federal regulations. The number of questions in each subject area is as follows.

#### SUBJECT AREAS

Aging Process and Restorative Care [5]	Infection Control [7]
Basic Nurse Skills [10]	Mental Health [4]
Care Impaired [8]	Personal Care [8]
Communication [5]	Resident Rights [7]
Data Collection [4]	Role and Responsibility [5]
Disease Process [4]	Safety [8]

### Knowledge Exam Information

The Knowledge Test Proctor will give instructions for taking the Knowledge Exam. You will have **sixty (60) minutes** to complete the **75-question exam**. The multiple-choice questions will be presented to you, one at a time, on the computer screen to select answers A, B, C, or D. You can navigate through the exam questions with the previous and next buttons. You can watch your time at the top of your knowledge exam. After forty-five (45) minutes have elapsed, you will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Exam, such as “What does this question mean?”

To pass the knowledge portion of the exam, you must score **71%** or better.

Electronic testing in TMU©, using Internet-connected devices, is utilized at the test sites in Wisconsin. The Knowledge portion of your exam will be displayed on a screen for you to read and key/click/tap in your answers. Testing electronically (online) with TMU© allows for official scoring of tests, release of official test results, and placement on the registry for candidates who successfully complete the nurse aide competency evaluation, no later than the next business day.

**NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge exam.** Please see the information in the [Complete your TMU© Account](#) section to sign in to your TMU© account.

- The Knowledge Test Proctor will provide you with a code at the test event to start your exam.

**LANGUAGE TRANSLATION DICTIONARIES:** You may use a foreign word-for-word translation dictionary during your test, provided it contains no definitions or handwritten notes. You must present the dictionary to the RN Test Observer/KTP for inspection during check-in. Please note that electronic dictionaries and unapproved language translators *are strictly prohibited*.

**SCRATCH PAPER AND CALCULATORS:** Scratch paper and calculators **are not allowed**.

When you leave the testing room, you must leave all test materials in it. Anyone who takes or tries to take materials, notes, or information from the room is subject to prosecution and will be reported to DHS.

## Audio Version of the Knowledge Exam

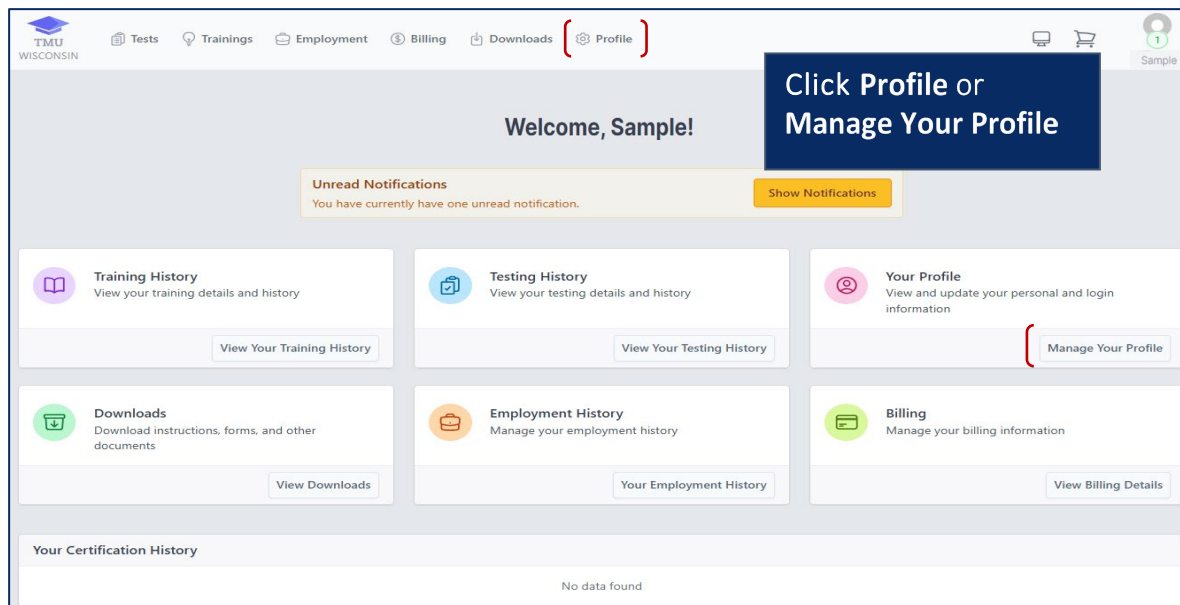
The audio (oral) version of the knowledge exam is available to anyone who requests it. You must request an Audio version of the knowledge exam when you initially schedule your test. There is an additional five-dollar (\$5) charge for an Audio Knowledge exam. You will hear the questions through the computer/tablet headphones, and you will have control buttons on the screen to play, rewind, pause, etc.

**Note:** On the audio version of the Knowledge Exam, **only the first 67 questions will be read orally**, and the remaining eight (8) questions will have to be answered without audio assistance to assess English reading comprehension.

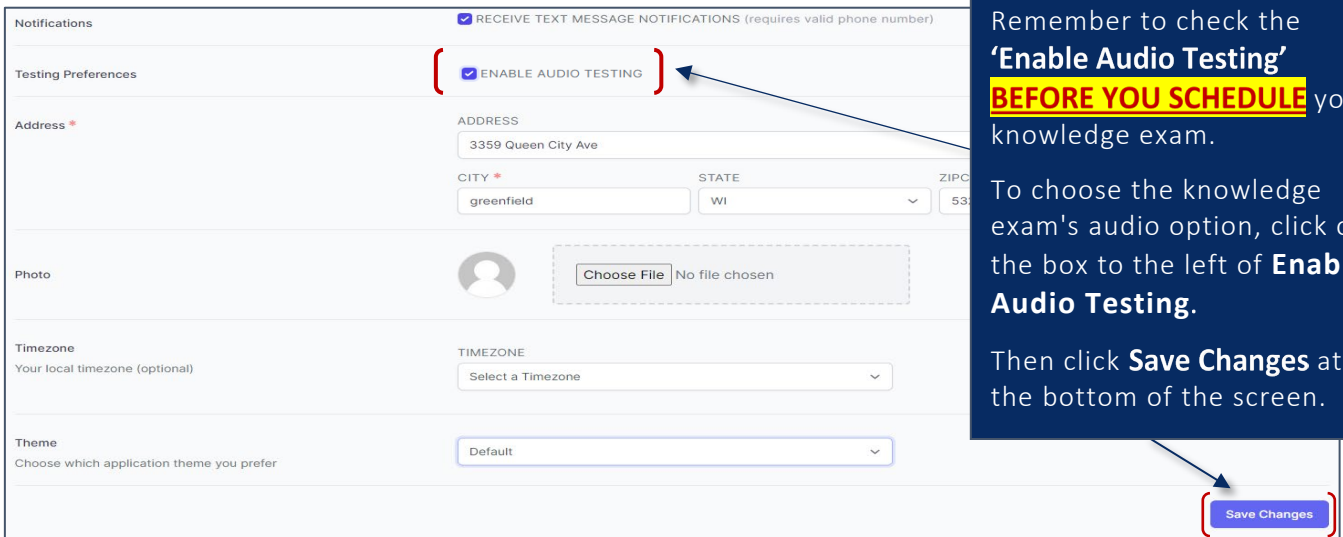
## SELECTING AN AUDIO VERSION OF THE KNOWLEDGE EXAM

To select the Audio version of the knowledge exam, follow the instructions with screenshots that follow:

Under your *PROFILE*, check the **'Enable Audio Testing'** to receive an Audio version of the Knowledge Exam:



-continued on the next page-



## Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home or elsewhere.

### REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATE REQUIREMENTS

Candidates must have:

- An updated version of Google Chrome as your Internet browser.
  - **TMU@ does not support Internet Explorer.**
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU@ to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU@ Knowledge exam.**
- **The remote Proctor will give you a 'code' to start your test.**
- A smartphone/tablet to access the video conferencing app (for example, Zoom), which you **must download**.
  - An email will be sent to you and in your notifications (in your TMU@ account) with information about the 'video conferencing app' (for example, Zoom) **you will need to download before test day.**
  - The night before your scheduled remotely proctored knowledge exam, you will receive an email and a notification in your TMU@ account containing a reminder with a password-protected link to join the test event.
- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
- You may not use a video filter, such as a background or blurring your screen.
- **IMPORTANT NOTE:** On testing day, you will not be allowed to receive any assistance with your setup from anyone in your environment (room/area).
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secure room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.

- If you have selected the Audio version of the knowledge exam, you will provide your own wired earbuds or headphones, which you must show to the remote proctor at check-in. **Bluetooth-connected devices are not allowed.**
  - The questions are read neutrally to you and will be heard through wired headphones or earbuds plugged into the computer.
  - When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.
  - **Note: Only the first 67 questions will be read orally** on the audio version of the Knowledge Exam. The remaining eight (8) questions must be answered without audio assistance to assess English reading comprehension.

### SCHEDULE A REMOTELY PROCTORED KNOWLEDGE EXAM

You will need to sign in to your TMU© account using your Username or Email and Password and follow the instructions in this handbook's [Schedule / Reschedule a Test Event](#) section. Please ensure you have met the [Remotely Proctored Knowledge Exam Candidate Requirements](#) above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be the '**Remotely Proctored Knowledge Test Site.**'
- Once scheduled, a test confirmation will be sent via email and/or text, and a notification will be generated in your TMU© account for you to view (see this handbook's [Test Confirmation Letter](#) and the [View your TMU© Notifications](#) sections for information to access your test confirmation.)
- Instructions and the link to download the 'video conferencing app' (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
  - Remember, for this information, check your '**NOTIFICATIONS**' under your profile pic in your TMU© account. Please refer to the [View your TMU© Notifications](#) section in this handbook.

Please call D&SDT-HEADMASTER at (888) 401-0462 during regular business hours, 7:00AM to 7:00PM CT, Monday through Friday, excluding holidays, if you have any questions or concerns or need assistance scheduling a remotely proctored knowledge exam.

### REMOTELY PROCTORED KNOWLEDGE EXAM INSTRUCTIONS

It is important that you read the Remotely Proctored Knowledge Exam Instructions before signing in to your remotely proctored knowledge exam. Please see the instructions for the Remotely Proctored Knowledge Exam under [Access the Candidate Handbook and Testing Instructions](#).

### REMOTELY PROCTORED KNOWLEDGE EXAM TESTING ATTIRE

For remotely proctored knowledge testing, ***you must be wearing:***

**Appropriate clothing such as a non-revealing shirt/sweater and pants, sweatpants, shorts, or leggings.**

You will not be allowed to test if you are not wearing appropriate clothing as shown above. You will be considered a NO SHOW status and will forfeit any fees paid.

## REMOTELY PROCTORED KNOWLEDGE EXAM CHECK-IN

You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **20 minutes in advance** of the start time listed on your test confirmation to complete the check-in process with the remote test proctor. The remote test proctor will allow you access to the test event. If you are not signed into the remotely proctored exam waiting room 20 minutes in advance of the start time listed on your test confirmation, you will not be allowed to test, considered a No Show, forfeit your testing fees paid, and have to pay for another test date.

- You must show your mandatory identification to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see this handbook's **Identification** section for specifics.
- You must show your surroundings/entire room to the remote Proctor during check-in before starting your remotely proctored knowledge exam.
  - Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- Then, you must position your smartphone/tablet so the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
  - *You may not use a video filter, such as a background or blur your screen.*
- **NOTE:** On testing day, you will not be allowed to receive any assistance with your setup from anyone in your environment (room/area).
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

## REMOTELY PROCTORED KNOWLEDGE EXAM POLICIES

All **Testing Policies**, **Testing Attire**, and **Security** requirements are followed during the remotely proctored knowledge exam. Please refer to those sections for information.

- On testing day, you **will not be allowed to receive any assistance with your setup** from anyone in your environment (room/area). **If someone else is in the room with you, the remote Proctor will remove you from the meeting, and you will be considered a no-show status.** You will forfeit any testing fees paid and must repay to reschedule a new test.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secure room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- During your test, your smartphone/tablet must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
  - *You may not use a video filter, such as a background or blurring your screen.*
- The 'video conferencing app' (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
  - If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.
- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** You need to test in an isolated, secure

room that is distraction- and interruption-free, *just like you would if you were sitting in the knowledge test room at a test site.*

- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored testing issues under the **No-Show Exceptions** section.
- **SCRATCH PAPER AND CALCULATORS:** Scratch paper and basic calculators **are not allowed** during testing.
- **LANGUAGE TRANSLATION DICTIONARIES:** You may use a foreign word-for-word translation dictionary during your test, provided it contains no definitions or handwritten notes. You must present the dictionary to the remote Test Proctor for inspection during check-in. Please note that electronic dictionaries and unapproved language translators *are strictly prohibited.*
- If you have requested an AUDIO version of the Knowledge Exam, you will need to have wired headphones/earbuds (**Bluetooth-connected devices are not allowed**) that plug into the computer.
  - **Only the first 67 questions will be read orally** on the audio version of the Knowledge Exam. The remaining eight (8) questions must be answered without audio assistance to assess English reading comprehension.

**Failure to adhere to any of these remote testing conditions/policies will require the remote Proctor to stop your test, which will be scored as a failed attempt.**

## Knowledge Practice Test

D&SDT-HEADMASTER offers a free knowledge test question of the day and a ten-question online static practice test on our website at [hdmaster.com](http://hdmaster.com). A mastery learning testing method is used; each practice test will be unique. Candidates must get the question they are attempting correct before they move on to the next question. A first-attempt percentage score and vocabulary feedback are supplied upon completion of any practice test. A list of vocabulary words to study is provided at the end of each practice test. Single or discounted group purchase plans are available for the practice test.

*The following are samples of the questions that you will find on the Knowledge/Audio Exam.*

**1. Clean linens that touch the floor should be:**

- (A) Picked up quickly and placed back on the clean linen cart
- (B) Used immediately on the next resident's bed
- (C) Considered dirty and placed in the soiled linen hamper
- (D) Used only in the room where the linen fell on the floor

**2. When you are communicating with residents, you need to remember to:**

- (A) Face the resident and make eye contact
- (B) Speak rapidly and loudly
- (C) Look away when they make direct eye contact
- (D) Finish all their sentences for them

**3. A resident's psychological needs:**

- (A) Should be given minor consideration
- (B) Make the resident withdrawn and secretive
- (C) Are nurtured by doing everything for the resident
- (D) Are nurtured when residents are treated like individuals

**ANSWERS: 1-C, 2-A, 3-D**

## Skills Demonstration Exam

The Skill Test aims to evaluate your performance when demonstrating Wisconsin-approved nurse aide skill tasks. You will find a complete list of possible skill tasks in this handbook.

- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.
- Each of your randomly selected three (3) or four (4) tasks will have scenarios associated with them. The RN Test Observer will read the scenarios to you immediately before you are asked to do each task.
- You will be given no more than thirty **(30) minutes** to complete your three (3) or four (4) tasks. After 15 minutes have elapsed, you will be alerted that 15 minutes remain.
- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.
- You must correctly perform all **key** steps (in bold font) and 80% of all non-key steps in each task assigned to pass the Skill Test. If you believe you made a mistake while performing a task, say so. You will need to demonstrate the step or steps on the task you believe you performed incorrectly for the correction to be noted for the step. You may repeat or correct **any steps you believe you have performed incorrectly** during your allotted thirty (30) minutes or until you tell the RN Test Observer you are finished with the Skill Test.
- Skill task steps are generally not order-dependent unless the words BEFORE or AFTER are used in a step.
- At any time during any skill, you may direct the RN Test Observer to move anywhere needed to assist you in providing safety for the resident.
- **All steps must actually be demonstrated. Steps that are only verbalized WILL NOT COUNT.**

### Skill Exam Tasks

You will be assigned **one** of the following mandatory tasks as your first task:

- Assist a Resident with a Bedpan (Modified) with Required Hand Washing
- Catheter Care for a Female Resident with Required Hand Washing [DEMONSTRATED ON MANIKIN]
- Don an Isolation Gown and Gloves, Empty a Urinary Bag, Measure and Record Output, and Doff the Gown and Gloves with Required Hand Washing
- Perineal Care for a Female Resident with Required Hand Washing [DEMONSTRATED ON MANIKIN]

**Note:** Handwashing is embedded in each mandatory task and must be demonstrated at the end of each.

You will also receive an additional two (2) or three (3) randomly selected tasks from the Skills Task Listing below. These selected tasks will make up your personalized and unique skill test. Each skill test, randomly assigned by the TMU© skill test assignment algorithm, will be comparable in overall difficulty, which is why some skill tests will have a different number of tasks.

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## Skill Tasks Listing

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To receive credit, you must perform every step and demonstrate it during your skill test demonstration. The steps listed for each task are required for a nurse aide candidate to successfully demonstrate minimum proficiency in the skill task for the RN Test Observer.

All tasks will be performed on a live resident actor, except for Catheter Care and Perineal Care, which will be demonstrated on a manikin. You will be scored only on the steps listed.

You must score **80%** on each task **without missing any key steps** (the **Bolded** steps) to pass the skill component of your competency evaluation. If you fail the Skill Test, one of the tasks on your retest will be a task you previously failed. There will always be only one of the four mandatory tasks to start each Skill Test. The other tasks included in your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and has an average time to complete.

**Note:** The skill task steps included in this handbook are discrete skill task steps used for objective testing purposes only. They are not intended to provide complete care that would be inclusive of the best care practiced in an actual work setting.

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### APPLY AN ANTI-EMBOLIC STOCKING TO A RESIDENT'S LEG

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1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Raise the bed height
4. Provide for privacy using a curtain.
5. Provide for the resident's privacy by only exposing one leg.
6. Roll, gather, or turn the stocking down inside out to the heel.
7. Place the stocking over the resident's toes, foot, and heel.
8. Roll OR pull the stocking up the leg.
9. Check toes for possible pressure from the stocking.
10. Adjust the stocking as needed.
- 11. Leave the resident with a stocking that is smooth/wrinkle-free.**
12. Lower the bed.
13. Maintain respectful, courteous interpersonal interactions at all times.
14. Place the call light or signal calling device within easy reach of the resident.
15. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.

---

### ASSIST A RESIDENT TO AMBULATE USING A GAIT BELT

---

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.

3. Obtain a gait belt for the resident.
- 4. Lock the bed brakes to ensure the resident's safety.**
- 5. Lock the wheelchair brakes to ensure the resident's safety.**
6. Position the bed so the resident's feet will rest comfortably flat on the floor when sitting on the bed.
7. Bring the resident to a sitting position with the resident's feet flat on the floor.
8. Properly place the gait belt around the resident's waist to stabilize the trunk.
9. Tighten the gait belt.
10. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
11. Assist the resident in putting on non-skid footwear BEFORE standing.
12. Bring the resident to a standing position.
13. Use proper body mechanics at all times.
14. Grasp the gait belt.
15. Stabilize the resident.
16. Ambulate the resident at least ten steps.
17. Assist the resident to pivot/turn.
18. Sit the resident in the wheelchair in a controlled manner that ensures safety at all times.
19. Remove the gait belt.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signal device within easy reach of the resident.
22. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.

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#### ASSIST A RESIDENT WHO IS DEPENDENT WITH A MEAL

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1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Ask the resident to state their name and verify that the name matches the name on the diet card.
4. Position the resident in an upright position, at least 45 degrees.
5. Protect the resident's clothing from soiling using a napkin, clothing protector, or towel.
6. Provide hand hygiene for the resident BEFORE feeding. *(You may use hand sanitizer on the resident, covering all surfaces of the resident's hands and rubbing the sanitizer until dry, or you may wash, rinse, and dry the resident's hands using a wet washcloth with soap.)*
7. Position yourself at eye level, facing the resident while assisting the resident with their meal.
8. Describe the food being offered to the resident.
9. Offer each fluid frequently.
10. Offer small amounts of food at a reasonable rate.
11. Allow the resident time to chew and swallow.
12. Wipe the resident's face during the meal at least once.
  - a. The actor will say, "I'm full," before all the solid food and fluids are gone.
13. Leave the resident clean.
14. Leave the resident in the bed with the head of the bed set up to at least 30 degrees.
15. Record the intake as a percentage of the total solid food eaten on the previously signed recording form.
- 16. The candidate's calculation must be within 25 percentage points of the RN Test Observer's.**

17. Record the sum total of the estimated fluid intake in mL on the previously signed recording form.
- 18. The candidate's calculation must be within 60mLs of the RN Test Observer's.**
19. Maintain respectful, courteous interpersonal interactions at all times.
20. Place the call light or signaling device within easy reach of the resident.
21. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.

---

### ASSIST A RESIDENT WITH A BEDPAN (MODIFIED) WITH HAND WASHING REQUIRED

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*(ONE OF THE POSSIBLE MANDATORY FIRST TASKS)*

1. Knock.
2. Introduce yourself to the resident.
3. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
4. Explain the procedure to the resident.
5. Provide for privacy using a curtain.
6. Put on gloves.
7. Turn the resident or raise the resident's hips and place a barrier under the resident's buttocks. *(Candidate will choose a barrier such as a towel, waterproof pad, chux, etc.)*
8. Position the resident on the bedpan/fracture pan correctly. *(The pan is not upside down, it is centered, etc.)*
9. Position the resident on the bedpan/fracture pan using correct body mechanics.
10. Raise the head of the bed to a comfortable level.
11. Leave the call light within easy reach of the resident.
12. Move to an area of the room away from the Actor.
13. When the RN Test Observer indicates, the candidate returns.
14. Gently remove the bedpan/fracture pan.
  - a. *Hold the bedpan/fracture pan while the RN Test Observer pours liquid [fake urine] into the bedpan/fracture pan.*
15. Empty the equipment used in the designated toilet.
16. Rinse the equipment and empty the rinse water into the designated toilet.
17. Safely remove the barrier from under the resident's buttocks.
18. Remove gloves, turning them inside out.
19. Dispose of gloves in an appropriate container.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Wash hands: Begin by wetting your hands.
23. Apply soap to hands.
24. Rub hands together using friction with soap.
25. Rub hands together for at least twenty (20) seconds with soap.
26. Interlace fingers pointing downward.
27. Wash all surfaces of your hands with soap.
28. Wash wrists with soap.
29. Rinse hands thoroughly under running water with fingers pointed downward.
30. Dry hands with a clean paper towel(s).

31. Turn off the faucet with a clean, dry paper towel.
32. Discard paper towels in a trash container as used.
33. **Do not recontaminate hands by touching the faucet or sink at any time during/after the hand-washing procedure.**

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### CATHETER CARE FOR A FEMALE RESIDENT WITH HAND WASHING REQUIRED

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*(ONE OF THE POSSIBLE MANDATORY FIRST TASKS)* [DEMONSTRATED ON A MANIKIN]

1. Knock.
2. Introduce yourself to the resident/manikin.
3. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
4. Explain the procedure to the resident/manikin.
5. Provide for privacy using a curtain.
6. Put on gloves.
7. Avoid overexposure throughout the procedure.
8. Check that urine can flow unrestricted into the drainage bag.
9. Use a clean washcloth, soap, and water to carefully wash **the catheter** where it exits the urethra.
10. Use a clean washcloth to carefully rinse **the catheter** where it exits the urethra.
11. **Hold the catheter where it exits the urethra with one hand.**
12. While holding the catheter, use a clean washcloth, soap, and water, or a clean portion of the washcloth, and clean 3-4 inches down the catheter tube for each stroke.
13. **Clean with strokes only away from the urethra (AT LEAST TWO STROKES).**
14. Rinse using a clean washcloth with strokes only away from the urethra.
15. Rinse using a clean portion of the washcloth for each stroke.
16. Pat dry.
17. Do not allow the tube to be pulled during the procedure.
18. Replace the top cover over the resident.
19. Leave the resident in a position of safety and comfort.
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Wash hands: Begin by wetting your hands.
23. Apply soap to hands.
24. Rub hands together using friction with soap.
25. Rub hands together for at least twenty (20) seconds with soap.
26. Interlace fingers pointing downward.
27. Wash all surfaces of your hands with soap.
28. Wash wrists with soap.
29. Rinse hands thoroughly under running water with fingers pointed downward.
30. Dry hands with a clean paper towel(s).
31. Turn off the faucet with a clean, dry paper towel.
32. Discard paper towels in a trash container as used.
33. **Do not recontaminate hands by touching the faucet or sink at any time during/after the hand-washing procedure.**

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## DENTURE CARE – CLEAN AN UPPER OR LOWER DENTURE

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(ONLY ONE PLATE IS USED FOR TESTING)

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Line the bottom of the sink with a protective lining that would help prevent damage to the denture.
  - a. Towels, washcloths, or paper towels are allowed for lining.
4. Put on gloves.
5. Apply denture cleanser to a denture brush/toothbrush.
6. Remove the denture from the cup.
7. Handle the denture carefully to avoid damage.
8. Handle the denture carefully to avoid contamination.
9. Thoroughly brush the denture inner surfaces. (With a denture brush or toothbrush.)
10. Thoroughly brush the denture outer surfaces.
11. Thoroughly brush the denture chewing surfaces.
12. Rinse the denture using clean, cool water.
13. Place the denture in the rinsed cup.
14. Add cool, clean water to the denture cup.
15. Rinse equipment.
  - a. Denture brush or toothbrush
16. Return equipment to storage.
17. Discard the protective lining in an appropriate container.
18. Remove gloves, turning them inside out.
19. Dispose of gloves in an appropriate container.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.

---

## DON AN ISOLATION GOWN AND GLOVES; EMPTY A URINARY BAG, MEASURE AND RECORD OUTPUT, AND DOFF THE GOWN AND GLOVES WITH HAND WASHING REQUIRED

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*(ONE OF THE POSSIBLE MANDATORY FIRST TASKS)*

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
2. Face the back opening of the gown.
3. Unfold the gown.
4. Place arms through each sleeve.
5. Secure the neck opening.
6. Secure the waist, ensuring the back flaps cover clothing as completely as possible.
7. Put on gloves.
8. Ensure that the gloves overlap the gown sleeves at the wrist.
9. Knock.

10. Introduce yourself to the resident.
11. Explain the procedure to the resident.
12. Place a barrier on the floor under the drainage bag.
13. Place the graduate on the previously placed barrier.
14. Open the drain to allow the urine to flow into the graduate.
15. Avoid touching the graduate with the tip of the tubing.
16. Close the drain.
17. Wipe the drain with an alcohol wipe AFTER emptying the drainage bag.
18. Replace the drain in the holder.
19. Place the graduate on a level, flat surface
20. With the graduate at eye level, read the output.
21. Empty the graduate into the designated toilet.
22. Rinse equipment, emptying the rinse water into the designated toilet.
23. Return equipment to storage.
24. Leave the resident in a position of comfort and safety.
25. Place the call light or signaling device within easy reach of the resident.
26. Maintain respectful, courteous interpersonal interactions at all times.
27. Remove gloves, turning them inside out.
28. Remove gloves BEFORE removing the gown.
29. Dispose of the gloves in an appropriate container.
30. Unfasten the gown at the neck.
31. Unfasten the gown at the waist.
32. Remove the gown by folding the soiled area to the soiled area.
33. Dispose of the gown in an appropriate container.
34. Record the output in mL on the previously signed recording form.
- 35. The candidate's recorded measurement is within 25mLs of the RN Test Observer's pre-measured amount.**
36. Wash hands: Begin by wetting your hands.
37. Apply soap to hands.
38. Rub hands together using friction with soap.
39. Rub hands together for at least twenty (20) seconds with soap.
40. Interlace fingers pointing downward.
41. Wash all surfaces of hands with soap.
42. Wash wrists with soap.
43. Rinse hands thoroughly under running water with fingers pointed downward.
44. Dry hands with a clean paper towel(s).
45. Turn off the faucet with a clean, dry paper towel.
46. Discard paper towels in a trash container as used.
- 47. Do not recontaminate hands by touching the faucet or sink at any time during/after the hand-washing procedure.**

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## DRESS A BEDRIDDEN RESIDENT WITH AN AFFECTED (WEAK) SIDE

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1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy using a curtain.
4. Raise the bed height
5. Keep the resident covered while removing the gown.
6. Remove the gown from the resident's unaffected side first.
7. Place the soiled gown in a designated laundry hamper.
8. Dress the resident in a button-up shirt. Insert your hand through the shirt sleeve and grasp the resident's hand.
- 9. When dressing the resident in a button-up shirt, always start dressing from the resident's weak side.**
10. Assist the resident to raise their buttocks or turn the resident from side to side and draw the pants over the buttocks and up to the resident's waist.
11. When dressing the resident in pants, always dress the resident's weak side leg first.
12. Put on the resident's non-skid socks. Draw the socks up the resident's foot until they are smooth.
13. Leave the resident comfortably/properly dressed.
14. Leave the resident in a position of safety.
15. Lower the bed.
16. Maintain respectful, courteous interpersonal interactions at all times.
17. Place the call light or signaling device within easy reach of the resident
18. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.

---

## FOOT CARE FOR ONE FOOT

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1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Fill a basin with warm water.
4. Put on gloves.
5. Remove the sock from the resident's (left/right) foot. (The scenario read to you will specify left or right.)
6. Immerse the resident's foot in warm water.
  - a. You **must** verbalize the 5 to 20 minutes of soaking time after you begin soaking the foot.
7. Use water and a soapy washcloth.
8. Wash the resident's entire foot.
9. Wash between the resident's toes.
10. Rinse the resident's entire foot.
  - a. A soapy washcloth dipped in the basin and wrung out is okay for rinsing.
11. Rinse between the resident's toes.
12. Dry the resident's foot thoroughly.
- 13. Dry thoroughly between the resident's toes.**
14. Warm lotion by rubbing it between your hands.

15. Massage lotion over the resident's entire foot.
16. Avoid getting lotion between the resident's toes.
17. If there is any excess lotion, wipe it with a towel.
18. Replace the sock on the resident's foot.
19. Empty basin.
20. Rinse basin.
21. Dry basin.
22. Return the basin to the storage area.
23. Place the soiled linen in a designated laundry hamper.
24. Remove gloves, turning them inside out.
25. Dispose of gloves in an appropriate container.
26. Leave the resident in a position of safety in proper alignment in the chair.
27. Maintain respectful, courteous interpersonal interactions at all times.
28. Place the call light or signaling device within easy reach of the resident.
29. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.

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#### **MODIFIED BED BATH FOR RESIDENT: WHOLE FACE AND ONE ARM, HAND, AND UNDERARM**

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1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy using a curtain.
4. Fill a basin with warm water.
5. Raise the bed height.
6. Cover the resident with a bath blanket.
7. Fanfold the bed linens at least down to the resident's waist or move the linens to the opposite side.
8. Remove the resident's gown without exposing the resident.
9. Place the soiled gown in a designated laundry hamper.
10. Wash the resident's face WITHOUT SOAP.
11. Pat dry the resident's face.
12. Place a towel under the resident's arm, exposing one arm.
13. Wash the resident's arm with soap.
14. Wash the resident's hand with soap.
15. Wash the resident's underarm with soap.
16. Rinse the resident's arm.
17. Rinse the resident's hand.
18. Rinse the resident's underarm.
19. Pat dry the resident's arm.
20. Pat the resident's hand dry.
21. Pat dry the resident's underarm.
22. Assist the resident in putting on a clean gown.
23. Empty equipment.
24. Rinse equipment.

25. Dry equipment.
26. Return equipment to storage.
27. Place the soiled linen in a designated laundry hamper.
28. Lower the bed.
29. Maintain respectful, courteous interpersonal interactions at all times.
30. Place the call light or signal calling device within easy reach of the resident.
31. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.

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#### ORAL CARE – BRUSH A RESIDENT’S TEETH

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1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy using a curtain.
4. Put on gloves only AFTER supplies have been gathered.
5. Drape the resident's chest with a towel (*cloth or paper*) to prevent soiling.
6. Wet a toothbrush.
7. Apply toothpaste to the toothbrush.
8. **Brush the resident's teeth, including the inner surfaces of all upper and lower teeth, while verbalizing the surfaces you clean.**
9. **Brush the resident's teeth, including the outer surfaces of all upper and lower teeth, while verbalizing the surfaces you clean.**
10. **Brush the resident's teeth, including the chewing surfaces of all upper and lower teeth, while verbalizing the surfaces you clean.**
11. Clean the resident's tongue.
12. Assist the resident in rinsing their mouth.
13. Wipe the resident's mouth.
14. Remove the soiled chest barrier.
15. Place the soiled chest barrier (*cloth or paper*) in the appropriate container.
16. Empty emesis basin.
17. Rinse the emesis basin.
18. Dry emesis basin.
19. Rinse the toothbrush.
20. Return equipment to storage.
21. Remove gloves, turning them inside out.
22. Dispose of gloves in an appropriate container.
23. Leave the resident in a position of comfort.
24. Place the call light or signaling device within easy reach of the resident.
25. Maintain respectful, courteous interpersonal interactions at all times.
26. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.

---

## PERINEAL CARE FOR A FEMALE RESIDENT WITH HAND WASHING REQUIRED

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*(ONE OF THE POSSIBLE MANDATORY FIRST TASKS)* [DEMONSTRATED ON A MANIKIN]

1. Knock.
2. Introduce yourself to the resident/manikin.
3. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
4. Explain the procedure to the resident/manikin.
5. Provide for privacy using a curtain.
6. Raise the bed height
7. Fill a basin with warm water.
8. Put on gloves.
9. Direct the RN Test Observer to stand on the opposite side of the bed or raise the side rail on the opposite side of the bed.
10. Turn the resident or raise the resident's hips and place a barrier (the candidate will choose a barrier such as a towel, waterproof pad, chux, etc.) under the resident's buttocks.
11. Expose the perineum only.
12. Separate the labia.
13. Use water and a clean, soapy washcloth.
14. Clean one side of the labia from top to bottom.
15. Use a clean portion of a washcloth and clean the other side of the labia from top to bottom.
- 16. Use a clean portion of a washcloth, and clean the vaginal area from top to bottom.**
17. Use a clean washcloth and rinse one side of the labia from top to bottom.
18. Use a clean portion of a washcloth and rinse the other side of the labia from top to bottom.
19. Use a clean portion of a washcloth, rinse the vaginal area from top to bottom.
20. Pat dry.
21. Avoid overexposure throughout the procedure.
22. Assist the resident/manikin to turn onto their side away from the candidate.
23. Use water and a clean, soapy washcloth.
- 24. Clean from the vagina to the rectal area.**
25. Use a clean portion of a washcloth with any stroke.
26. Use a clean washcloth, rinse from the vagina to the rectal area.
27. Use a clean portion of a washcloth with any stroke.
28. Pat dry.
29. Safely remove the barrier from under the resident's buttocks.
30. Position the resident (manikin) on their back.
31. Place the soiled linen in a designated laundry hamper.
32. Empty equipment.
33. Rinse equipment.
34. Dry equipment.
35. Return equipment to storage.
36. Remove gloves, turning them inside out.
37. Dispose of gloves in an appropriate container.
38. Lower the bed.
39. Maintain respectful, courteous interpersonal interactions at all times.

40. Place the call light or signaling device within easy reach of the resident.
41. Wash hands: Begin by wetting your hands.
42. Apply soap to hands.
43. Rub hands together using friction with soap.
44. Rub hands together for at least twenty (20) seconds with soap.
45. Interlace fingers pointing downward.
46. Wash all surfaces of your hands with soap.
47. Wash wrists with soap.
48. Rinse hands thoroughly under running water with fingers pointed downward.
49. Dry hands with a clean paper towel(s).
50. Turn off the faucet with a clean, dry paper towel.
51. Discard paper towels in a trash container as used.
- 52. Do not recontaminate hands by touching the faucet or sink at any time during/after the hand-washing procedure.**

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#### POSITION A RESIDENT IN BED ON THEIR SIDE

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1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for privacy using a curtain.
4. Position the bed flat.
5. Raise the bed height.
- 6. Raise the side rail or direct the RN Test Observer to stand on the side of the bed opposite the working side of the bed to provide safety.**
  - a. *The RN Test Observer DOES NOT move into position unless directed to do so by the candidate.*
7. Move the resident's body toward yourself from the working side of the bed.
8. Assist/turn the resident onto their left/right side. (The RN Test Observer will read the side to the candidate in the scenario.)
9. Ensure the resident's face is never obstructed by the pillow.
10. Check to ensure the resident is not lying on their down side arm.
11. Ensure the resident is in the center of the bed.
12. Ensure the resident is in correct body alignment.
13. Place support devices under the resident's head.
14. Place support devices under the resident's upside arm.
15. Place support devices behind the resident's back.
16. Place support devices between the resident's knees.
17. Leave the resident in a position of comfort and safety.
18. Lower the bed.
19. Maintain respectful, courteous interpersonal interactions at all times.
20. Place the call light or signaling device within easy reach of the resident.
21. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.

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## RANGE OF MOTION FOR A RESIDENT'S HIP AND KNEE

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1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
- 3. Do not cause the resident discomfort or pain anytime during ROM.**
4. Raise the bed height.
5. Provide for privacy using a curtain.
6. Position the resident supine (bed flat).
7. Position the resident in good body alignment.
8. Place one hand under the resident's knee.
9. Place the other hand under the resident's ankle.
10. ROM for Hip: Move the resident's entire leg away from their body.
  - a. abduction
11. Move the resident's entire leg toward their body.
  - a. adduction
12. Complete abduction and adduction of the resident's hip at least three times.
13. Continue correctly supporting the resident's joints by placing one hand under the resident's knee and the other hand under the resident's ankle.
14. Bend the resident's knee and hip toward the resident's trunk.
  - a. flexion of the hip and knee at the same time
15. Straighten the resident's knee and hip.
  - a. extension of the knee and hip at the same time
16. Complete flexion and extension of the resident's knee and hip at least three times.
17. Do not force any joint beyond the point of free movement.
- 18. While performing the ROM exercise, you must ask the resident at least once if there is any discomfort or pain.**
19. Leave the resident in a comfortable position.
20. Lower the bed.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Place the call light or signaling device within easy reach of the resident
23. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.

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## RANGE OF MOTION FOR A RESIDENT'S SHOULDER

---

1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
- 3. Do not cause the resident discomfort or pain at any time during ROM.**
4. Provide for privacy using a curtain.
5. Raise the bed height.
6. Position the resident supine (bed flat).
7. Position the resident in good body alignment.

8. Place one hand under the resident's elbow.
9. Place the other hand under the resident's wrist.
10. Raise the resident's arm over the resident's head.
  - a. flexion
11. Bring the resident's arm back down to the resident's side.
  - a. extension
12. Complete flexion and extension of the resident's shoulder at least three times.
13. Continue correctly supporting the resident's joints by placing one hand under the resident's elbow and the other hand under the resident's wrist.
14. Move the resident's entire arm away from their body.
  - a. abduction
15. Return the resident's arm to the resident's side.
  - a. adduction
16. Complete abduction and adduction of the resident's shoulder at least three times.
17. Do not force any joint beyond the point of free movement.
- 18. While performing the ROM exercise, you must ask the resident at least once if there is any discomfort or pain.**
19. Leave the resident in a comfortable position.
20. Lower the bed.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Place the call light or signaling device within easy reach of the resident.
23. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.

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#### STAND AND PIVOT TRANSFER A WEIGHT-BEARING RESIDENT FROM THEIR BED TO A WHEELCHAIR USING A GAIT BELT

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1. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Obtain a gait belt.
- 4. Lock the bed brakes to ensure the resident's safety.**
5. Assist the resident in putting on non-skid footwear.
6. Position the bed so the resident's feet will be flat on the floor when the resident is sitting on the bed.
7. Assist the resident to a sitting position.
8. Position the wheelchair arm/wheel touching the side of the bed.
- 9. Lock the wheelchair brakes to ensure the resident's safety.**
10. Properly place the gait belt around the resident's waist to stabilize the trunk.
11. Tighten the gait belt.
12. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
13. Face the resident.
14. Grasp the gait belt with both hands.
15. Bring the resident to a standing position.
16. Use proper body mechanics.

17. **Assist the resident to pivot in a controlled manner that ensures safety.**
18. Sit the resident in the wheelchair in a controlled manner that ensures safety.
19. Remove the gait belt.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Place the call light or signaling device within easy reach of the resident.
22. Perform hand hygiene.
  - a. Cover all surfaces of hands with hand sanitizer.
  - b. Rub your hands together until they are completely dry.

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**VITAL SIGNS: COUNT AND RECORD A RESIDENT'S RADIAL PULSE AND RESPIRATIONS**

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1. Perform hand hygiene.
    - a. Cover all surfaces of hands with hand sanitizer.
    - b. Rub your hands together until they are completely dry.
  2. Explain the procedure to the resident.
  3. Locate the resident's radial pulse by placing the tips of the fingers on the thumb side of the resident's wrist.
  4. Count the resident's pulse for 60 seconds.
    - a. *Tell the RN Test Observer when you start counting and tell them when you stop counting.*
  5. Record your reading on the previously signed recording form.
  6. **The candidate's recorded pulse rate is within six (6) beats of the RN Test Observer's recorded rate.**
  7. Count the resident's respirations for 60 seconds.
    - a. *Tell the RN Test Observer when you start counting and tell them when you stop counting.*
  8. Record your reading on the previously signed recording form.
  9. **The candidate's recorded respiratory rate is within two (2) breaths of the RN Test Observer's recorded rate.**
  10. Maintain respectful, courteous interpersonal interactions at all times.
  11. Place the call light or signal calling device within easy reach of the resident.
  12. Perform hand hygiene.
    - a. Cover all surfaces of hands with hand sanitizer.
    - b. Rub your hands together until they are completely dry.
-

## Knowledge Exam Vocabulary List

abdominal thrust

abduction

abuse

accidents

activities

activities of daily living (ADLs)

acute

adaptive devices

adduction

admitting resident

advance directives

afebrile

affected side

aging process

agitation

AIDS

Alzheimer's

ambulation

amputees

anemia

angina

anterior

anti-embolic/elastic stockings

antisepsis

anxiety

aphasia

apical

apnea

arthritis

aspiration

assault

atrophy

audiologist

bacteria

basic needs

bathing

bed/blanket cradle

bedfast

bedrails

behavior

biohazard

bipolar disorder

bladder training

bleeding

blindness

blood pressure

body alignment

body language

body mechanics

bone loss

bowel program

breathing

brittle bones

burnout

burns

call light

cancer

cardiac arrest

cardiopulmonary resuscitation

cardiovascular system

care impaired

care plan

cast

cataract

catheter care

central nervous system

chain of command

charge nurse

chemotherapy

choking

chronic

chronic obstructive pulmonary disease (COPD)

circulation

circulatory system

clergy

cognitively impaired

cold application

colostomy care

coma

combative resident

communicable

communication

confidentiality

conflict

confused resident

congestive heart failure

constipation

contamination

contracture

culture

cyanotic

dangling

de-escalation

decubitus ulcer

defense mechanism

dehydration  
 delegation  
 dementia  
 dentures  
 dependability  
 developmental  
 disability  
 diabetes  
 dialysis  
 dietitian  
 diets  
 dilate  
 disease process  
 disinfection  
 disoriented  
 disrespect  
 dizziness  
 DNR  
 documentation  
 dorsiflexion  
 dressing  
 drowsy  
 dry skin  
 dying  
 dysphagia  
 dyspnea  
 dysuria  
 edema  
 elderly  
 elimination  
 emesis  
 emotional needs  
 empathy  
 emphysema  
 enema  
 epilepsy  
 ethics

exercise  
 eyeglasses  
 falls  
 fasting  
 fecal impaction  
 feces  
 feeding  
 fingernail care  
 fire safety  
 first aid  
 flatus  
 foot care  
 foot drop  
 Fowler's  
 fracture pan  
 fractures  
 fraud  
 gait belt  
 gastric feedings  
 gastrostomy tube  
 geriatrics  
 gerontology  
 gestures  
 gloves  
 grieving process  
 group settings  
 hair care  
 hand washing  
 health-care team  
 hearing aid  
 hearing impaired  
 heart attack  
 heat application  
 height  
 hemiplegia  
 hip prosthesis  
 HIPAA

HIV  
 holistic care  
 hormones  
 hospice  
 Huntington's  
 hyperglycemia  
 hypertension  
 impaired  
 incontinence  
 infection  
 infection  
 control/prevention  
 insomnia  
 intake and output  
 integumentary  
 system  
 inter-generational  
 care  
 interpersonal skills  
 ischemia  
 isolation precautions  
 jaundice  
 lactose intolerance  
 laxatives  
 life support  
 lift/draw sheet  
 linen  
 living will  
 log roll  
 loose teeth  
 Maslow  
 masturbation  
 mechanical lift  
 medical asepsis  
 medical record  
 medications  
 memory loss

mental health  
 metastasis  
 microorganism  
 military time  
 mobility  
 moving  
 mucous membrane  
 Multiple Sclerosis  
 muscle spasms  
 musculoskeletal  
 nasal cannula  
 neglect  
 non-contagious disease  
 non-verbal communication  
 nosocomial  
 NPO  
 nursing assistant's role  
 nutrition  
 objective data  
 OBRA  
 observation  
 obsessive-compulsive disorder  
 occupied bed  
 ombudsman  
 oral hygiene  
 orientation  
 orthopneic  
 orthosis  
 osteoporosis  
 ostomy bag  
 overbed table  
 oxygen  
 palliative care

paralysis  
 paranoia  
 Parkinson's  
 patience  
 perineal care  
 peripheral vascular disease  
 peristalsis  
 personal care  
 personal items  
 personal protective equipment (PPE)  
 pet therapy  
 phone etiquette  
 physical needs  
 physical therapist  
 physician's authority  
 pleura  
 podiatrist  
 positioning  
 postmortem care  
 postural hypotension  
 pressure ulcer  
 preventing falls  
 progressive  
 pronation  
 prostate gland  
 prosthesis  
 psychiatrist  
 pulse  
 quadriplegia  
 quality of life  
 range of motion  
 reality orientation  
 refusal  
 rehabilitation  
 religious service

reminiscence therapy  
 reminiscing  
 renewal  
 reporting  
 reposition  
 resident independence  
 resident right  
 Resident's Bill of Rights  
 resident's environment  
 respiration  
 respiratory system  
 restorative care  
 restraint  
 rights  
 rigor mortis  
 risk factor  
 rotation  
 safety  
 safety data sheets (SDS)  
 scale  
 secretions  
 seizure  
 self-esteem  
 sexual harassment  
 sexual needs  
 sharps container  
 shaving  
 shearing  
 side rails  
 Sitz bath  
 skin integrity  
 skin observation  
 slander

smoking  
social needs  
social worker  
soiled linen  
specimen  
spiritual needs  
sputum specimen  
stages of grief  
standard precautions  
stealing  
stereotypes  
stethoscope  
stress  
stroke (CVA)  
subjective data  
sundowning

supplemental  
feedings  
suprapubic  
survey  
swelling  
tachycardia  
temperature  
terminal illness  
thickened liquids  
thrombus  
transfer belt  
transfers  
tub bath  
twice daily  
tympanic  
unconscious

unsteady  
urinary system  
urinary tract infection  
(UTI)  
validation therapy  
varicose veins  
vision change  
vital signs  
walker  
wandering resident  
warm application  
water temperature  
weight  
well-being  
wheelchair safety  
white blood cells

