

# Candidate Handbook

Tennessee – NNAAP

June 8, 2026

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## Quick Reference Guide

### **Credentia Customer Service**

1025 Greenwood Blvd.

Suite 401

Lake Mary, FL 32746

(888) 204 - 6249

*Hours of Operation:*

*Monday – Friday 8:00 a.m. – 8:00 p.m.*

*(Eastern Time Zone)*

**Visit Credentia's website at [credentia.com/test-takers/tn](https://credentia.com/test-takers/tn) to:**

- View most current exam updates
- Download a Candidate Handbook
- View the Nurse Aide Practice Knowledge Exam
- Verify your status on the Registry

**Log into your candidate account to:**

- Submit a change of name or address
- Complete a renewal or reciprocity application
- Schedule an exam
- Submit an accommodation request
- Submit a grievance
- View score report

**Call Credentia Customer Service to:**

- Ask questions about Credentia account registration
- Find test sites and availability
- Schedule, reschedule or cancel an examination
- Check exam scheduling date and/or status
- Obtain Information regarding your Score report
- Obtain information regarding your examination
- Clarify information about the Registry
- Change your current address or name once you are on the Registry
- Obtain instructions to change your name or social security number once you are on the registry
- Obtain information regarding reciprocity
- Obtain information on continued enrollment on the Registry

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### **Tennessee Nurse Aide Registry**

**Renew Online Through Your Credentia Account:**

[www.credentia.com/test-takers/tn](http://www.credentia.com/test-takers/tn)

**Verification of Licensure:**

[Credentia | Registry](#)

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### **Tennessee Health Facilities Commission (HFC)**

Andrew Jackson State Building  
502 Deaderick Street – 9th Floor

Nashville, TN 37243

**Phone #:** (615) 532-5171

*Fax # - (615)248-3601*

*Hours of Operation 8:00 a.m. – 4:30 p.m.*

*(Central Time Zone)*

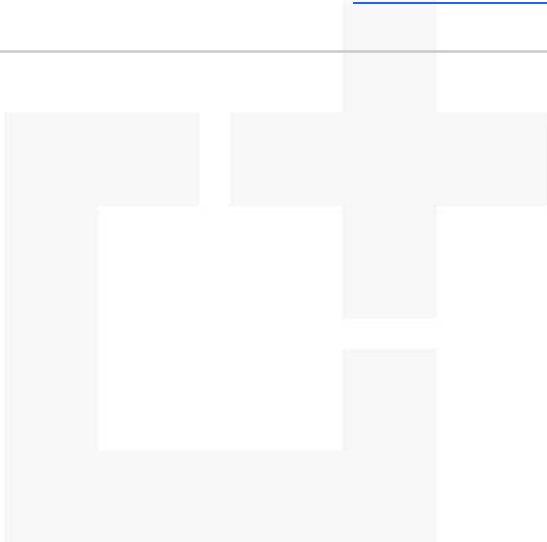
**Tennessee Health Facilities Commission Website:**

[Tennessee Health Facilities Commission Department Page](#)

**Abuse Registry**

<https://tn.gov/hfc/abuse-registry.html>

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## Introduction

This handbook is designed for candidates seeking enrollment on the Tennessee Nurse Aide Registry. It describes the process of applying for the National Nurse Aide Assessment Program (NNAAP®) and taking the NNAAP® Examination. **It should be kept for future reference.**

The Tennessee Health Facilities Commission (HFC) has contracted with Credentia, a nationally recognized leading provider of assessment services to regulatory agencies and national associations, to develop, score, and report the results of the competency examination for the Tennessee Nurse Aide Registry. Credentia also processes applications, schedules and administers the examinations.

### **National Nurse Aide Assessment Program (NNAAP®)**

The Nursing Home Reform Act, adopted by Congress as part of the Omnibus Budget Reconciliation Act of 1987 (OBRA '87), was designed to improve the quality of care in long-term health care facilities and to 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.

The National Nurse Aide Assessment Program (NNAAP®) is an examination program designed to determine minimal competency to become a nurse aide in your state. The NNAAP was originally developed to meet the nurse aide evaluation requirement of federal and state laws and regulations and is owned and maintained by Credentia Nurse Aide, LLC.

Credentia is the authorized administrator of the NNAAP in your state. The NNAAP Examination is an evaluation of nurse aide-related knowledge, skills, and abilities. The NNAAP Examination is made up of both a Knowledge (or Oral) Examination and a Skills Evaluation. The purpose of the NNAAP Examination is to test that you

understand and can safely perform the job of an entry-level nurse aide.

The Tennessee Nurse Aide Registry (TNNAR) lists the names of all individuals who complete a state-approved training program and competency evaluation, as well as maintains a registry of all individuals who are found to have abused, neglected, or exploited elderly or vulnerable persons, or misappropriated their property.

A nurse aide candidate, upon successful completion of training, passing both the knowledge and skills portions of the competency exam, and meeting federal and/or state requirements, will be listed on the Tennessee Registry. A newly trained nurse aide candidate must successfully pass both the knowledge and skills exams within two (2) years of successfully completing a training program. Review the Nurse Aide Competency Exam section below to help prepare for the exam. Certification is good for two years.

Information to determine the status of your Tennessee nurse aide certification may be found on the [Tennessee Registry Lookup page](#).

Questions regarding the Tennessee Abuse Registry can be found at: <https://tn.gov/hfc/abuse-registry.html> . You may also contact the Tennessee Abuse Registry at

[\(615\) 532-5171](tel:6155325171).

## Exam Overview

### Knowledge Exam

The Knowledge Examination has seventy-five (75) multiple-choice questions and can be taken both online or in person. You will have two (2) hours to complete the Knowledge Examination. You will be told when fifteen (15) minutes are left to finish. Fill in only one (1) oval on the answer sheet or computer screen (online exam) for each question. For test center exams, markings in the test booklet will not be accepted as answers. Your answers must appear on the separate answer sheet. Sample questions for the Knowledge Examination are located in the Sample Questions section.

Disclaimer: There are ten (10) experimental questions intermingled within the knowledge (oral and written) test. If a student encounters a question that seems very unfamiliar it may be one of the ten (10). These experimental questions will not be considered/factored into the computation of the final test score for a candidate's knowledge test results.

### Oral Exam

The Oral Examination consists of seventy-five (75) multiple-choice questions and is given on a computer for test center exams. Oral exam questions will be read by recorded voice. Each of the seventy-five (75) multiple-choice questions will be repeated as many times as needed. You will have two (2) hours to complete the entire Oral Examination.

**You must have a score of 75% or better to pass the knowledge portion of the exam.**

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### Self-Assessment Reading Test

A self-assessment reading test, found on the Self-Assessment section of this handbook, will help you decide if you should take the Oral Examination.

### **The Skills Evaluation**

For the Skills Evaluation, you will be asked to perform five (5) randomly selected nurse aide skills within thirty (30) minutes. You will be rated on these skills by an RN Nurse Aide Evaluator. A complete listing of the skills is shown in the Skills section of this handbook. You must perform all **bolded steps** correctly and pass all five (5) skills to be successful in the Skills Evaluation.

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## Eligibility Criteria

You are eligible for testing if:

**E1: New Nurse Aide** – You have completed a nurse aide training program, approved by the Tennessee Health Facilities Commission, within the last twenty-four (24) months. Three (3) maximum attempts for skills and three (3) maximum attempts for knowledge. If after the third attempt the candidate has failed either the skills or knowledge exam, or two (2) years has passed, they must retrain.

**E2: Challenge Application** – Three (3) maximum attempts for skills and three (3) maximum attempts for knowledge. If after the third attempt the candidate has failed either the skills or knowledge exam or two (2) years has passed, they must train. The challenger candidate will create an account and submit their E2 application into the Credentia platform and upload all required documents for approval by the state.

**E3: Reciprocity Application** – Testing is not required. The applicant will create an account and submit their E3 application into the Credentia platform and upload all requested documents. Credentia will verify certification in each state the applicant names on their application, check the abuse registry in the listed states including Tennessee. Tennessee does not accept Florida issued nurse aide certifications for reciprocity.

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## Registration and Scheduling

### ONLINE REGISTRATION AND SCHEDULING

With the Credentia Platform, online registration is quick, convenient and an environmentally responsible way to register for your examination. This process will eliminate the transit time associated with mailing a paper application.

**All candidates completing a new training program do not need to create their own application.**

The training program will upload your information, and you will receive an email to log in and verify your information and complete your application.

All other candidates will login and create their own applications. A detailed step-by-step reference guide on how to create a Credentia account and register for exams can be found at [credentia.com/test-takers/tn](https://credentia.com/test-takers/tn)

After beginning a Tennessee state-approved training course, Your training program will add you to the Credentia platform and you will receive an email to log in and verify your account and application information.

- Payment is in the form of a credit card or pre-paid credit card (American Express, MasterCard, Visa, ACH/ electronic check, or electronic voucher). Fees are non-refundable and non-transferable once submitted.
- For exams at test center locations, you must make an online reservation via a PC (smart phones and tablets are not recommended) at least ten (10) calendar days prior to the test date.
- For Written (or Oral) online exams, you may schedule an exam as early as the following day depending on exam availability.

## Exam Fees

The fees listed below have been established for the National Nurse Aide Assessment Program in Tennessee:

<b>Examination Type</b>		<b>Exam Fee</b>
Knowledge Exam – Test Center	exam	\$35
Knowledge Exam – Online	exam	\$35
Oral Exam English – Online	exam	\$35
Oral Exam Spanish – Online	exam	\$35
Skills Exam – Test Center	exam	\$87

**You must pay for both the Skills Evaluation and the Written (or Oral) Examination at the time of scheduling.**

Under Federal and Tennessee laws, nursing homes are required to pay the NNAAP fees for their nurse aide employees, including individuals required to re-test. For individuals associated with these training programs you will have no testing fee.

Payment must be made in the form of a credit card, debit card, ACH (electronic check), or electronic voucher. Vouchers can be purchased by the training programs or sponsors.

**Fees are not refundable.**

### **Reimbursement For Training and Testing**

**Federal law prohibits the charges from being imposed on the nurse aide.** Nursing Care Facilities (Medicare and Medicaid) are responsible for the full payment of training and testing costs for individuals employed or offered employment at the time the individual enters a Nurse Aide Training and Competency Evaluation Program (CEP). An individual who does not have an employment relationship with a facility at the time the individual enters a NATCEP or CEP, but becomes employed, or obtains an offer of employment within twelve (12) months of completing the program, will be reimbursed for the costs of training and testing by the facility that employs or offers employment to this individual. This reimbursement will be made on a pro rata basis for the period during which the individual is employed as a nurse aide. The nurse aide will be reimbursed for half the costs of training and testing after the nurse aide has worked at the facility as a nurse aide for one hundred thirty (130) hours and the remaining half of the training and testing costs after the nurse aide has worked an additional one hundred thirty (130) hours. The hours start accruing when the individual has successfully tested and is listed on the registry. This verifies that the individual has completed the program and qualifies for the training and testing reimbursement.

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## Application and Scheduling

### Registration Process

**All candidates completing a new training program do not need to create their own application.** The training program will upload your information, and you will receive an email to log in and verify your information and complete your application. This step is required to obtain an approved application. Once your training is complete your training program will supply your course completion date and your application will be approved.

All other candidates will login and create their own applications. A detailed step-by-step reference guide on how to create a Credentia account and register for exams can be found at [credentia.com/test-takers/tn](https://credentia.com/test-takers/tn)

- Payment in the form of a credit card or pre-paid credit card (American Express, MasterCard, Visa, ACH/ electronic check, or electronic voucher). Fees are non-refundable and non-transferable once submitted.
- For exams at test center locations, you must make an online reservation via a laptop or computer (smart phones and tablets are not recommended) at least two (2) calendar days prior to the test date (not including the test date).
- For Knowledge (or Oral) online exams, you may schedule an exam as early as the following day depending on exam availability.
- You are responsible for completing an online application in the Credentia Platform. You may ask someone from your nurse aide training program or facility employer for assistance in completing the application. If you need help or have any questions about the application process, contact a support representative at [888-204-6249](tel:888-204-6249).

### Exam Scheduling

Once your online application has been approved, you will be able to schedule for exams on the Credentia Platform. A detailed step-by-step reference guide on how to schedule exams can be found at [Credentia.com/test-takers/tn/](https://credentia.com/test-takers/tn/). When completed, you will receive a Confirmation Notice and Receipt of Payment via email.

## **Accommodations**

Credentia complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Credentia provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations.

Test accommodations may include things such as:

- A separate testing room.
- Extra testing time.
- A Reader or Recorder, for individuals with mobility, hearing, or vision impairments and cannot read or write on their own.

Test accommodations are individualized and considered on a case-by-case basis. All candidates requesting accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions. This may include:

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis.
- A description of past accommodations the candidate has received.

Please visit [Credentia.com/accommodations/](https://credentia.com/accommodations/) for full details on the accommodations process and required supporting documentation.

## Light Duty

Federal law prohibits any individual from taking the Skills Evaluation if he/she is on **restricted activity or light duty** due to medical reasons. Candidates must be able to complete all required skills included in the Skills Evaluation. **There are no Exceptions to this Rule.**

Candidates who are on light duty are not permitted to take the Skills Evaluation; however, light duty does not prevent a candidate from taking the Knowledge Examination.

Appropriate medical documentation stating a return to full, unrestricted duty is required to reschedule the skills exam.

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## Cancellation and Rescheduling

You may cancel or reschedule an examination online in your Credentia account. For details on how to cancel or reschedule an examination, visit [Credentia.com/test-takers/tn/](https://credentia.com/test-takers/tn/) and click on “How to Cancel or Reschedule an Exam” in the Resources section of the webpage.

**Online Knowledge (or Oral) examinations** must be canceled or rescheduled at least forty-eight (48) hours before the scheduled examination time.

**Test center examinations** must be canceled or rescheduled at least nine (9) business days before the scheduled examination date (Saturday and Sunday and national holidays are not considered business days).

If you do not cancel or reschedule your examination within the required timeframes detailed and do not show up for your scheduled examination, you will be responsible for the examination fee. Your fee will not be refunded and cannot be transferred to a new examination date, and you may not give your examination date to another person.

If you do not report to an examination at your scheduled time, you will be considered a “no-show” and fees paid will be forfeited.

### Refunds

Once payment of exam fees is received, **NO REFUNDS WILL BE ISSUED.**

### Absence Policy

Candidates who are late or absent from an exam may call Credentia within 14 days of the exam date to request an excused absence for the following reasons:

- Illness of yourself or a member of your immediate family

- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty

### **Weather Emergencies**

A test center examination will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the test site inaccessible or unsafe, the examination will be delayed or cancelled. In the event of an examination change due to a weather emergency, candidates will be contacted by phone and email with change details.

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## Policy

### Testing Policies

The following policies are observed at each test site.

#### **Lateness**

Plan to arrive thirty (30) minutes before the examination starts. If you are late for your scheduled examination, or do not bring all your required materials or required identification, you will **NOT** be allowed to test and your examination fee will **NOT** be returned.

#### **Electronic Devices**

Cellular phones, beepers, or any other electronic devices are not permitted to be used and must be turned off during testing, and there may not be a place for storage of personal belongings at the test sites.

#### **Study Aids**

You are not permitted to take personal belongings such as briefcases, large bags, study materials, extra books, or papers into the examination room. Any such materials brought into the examination room will be collected and returned to you when you have completed the examination. Credentia is not responsible for lost or misplaced items.

#### **Eating/Drinking/Smoking**

You are not permitted to eat, drink, or smoke during the examination.

#### **Misconduct**

If you are discovered causing a disturbance of any kind or engaging in any kind of misconduct, you will be dismissed from the examination and reported to the state.

## **Guests/Visitors**

No guests, visitors, pets or children are allowed at the test sites.

## **Absence Policy**

Candidates who are late or absent from an exam may call Credentia within 14 days of the exam date to request an excused absence for the following reasons:

- Illness of yourself or a member of your immediate family
- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty

Your request must include documentation or verification for the cause of the absence. For example, if you are absent because of jury duty, you must upload a copy of the court notice. In the case of illness, verification from a medical provider must be included in your request (discharge documents do not qualify as verification). Please note, a request takes approximately 3–5 calendar days to review. The decision of Credentia to approve or deny the excused absence will be final.

## **Weather Emergencies**

A test center/online examination will be delayed or canceled only in emergencies. If severe weather or a natural disaster makes the test site inaccessible or unsafe, the examination will be delayed or canceled. In the event of an examination change due to a weather emergency, candidates will be contacted by phone and email with change details.

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## Proper Identification

You are required to bring two (2) forms of unexpired official, signature-bearing identification to the test site (one of which must be a photo identification, the other, your social security card). Digital or Photocopies of identification will NOT be accepted. Examples of proper identification include:

- State Issued Driver's license
- Social Security card
- Permanent Resident Card
- Concealed Hand Gun Carry Permit
- Military ID card
- State-issued identification card
- Signed US Passport
  - *Exception: A signed foreign passport with a US VISA within the passport is acceptable (the VISA does not have a signature).*

The name on your identification must be the same as the name you used on the application to register for the examination.

**If you do not bring proper identification, you will not be allowed to test and your examination fee will not be refunded.**

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## Exam Day Online

Take your Knowledge/oral exam conveniently from home or work through Credentia online proctoring. A live proctor will monitor you through the webcam on your workstation to provide a secure exam experience. Online exams also offer significantly more scheduling flexibility than test center exams to best meet your availability.

Please visit [Credentia.com/test-takers/tn/](https://credentia.com/test-takers/tn/) for information on what to expect and how to best prepare for your online exam. We also recommend that you click on the “[Policies & Procedures](https://credentia.com/about-us/privacy-policy/)” [Credentia.com/about-us/privacy-policy/](https://credentia.com/about-us/privacy-policy/) link on this webpage to review detailed exam rules and procedures.

### What You'll Need

- A properly equipped computer, such as a desktop, a laptop, or a Chromebook with a single monitor (no smartphones or tablets). Visit [Credentia.com/online-exams](https://credentia.com/online-exams) to view or download system requirements.
- A private room – if you don't have access to a private room, check with your training program or local library for availability.
- A mobile device – to complete a 360-degree room scan, you'll need a smartphone or tablet (Apple or Android) that can download our free app.

### Before Exam Day

- Perform a system test – make sure to do the required system test and exam simulation before exam day. Visit [Credentia.com/online-exams](https://credentia.com/online-exams) and select the “Run System Test” button.
- Find your testing space – Find a quiet, distraction-free area in your home or office to take your exam.

- Get your ID ready – You are required to bring two (2) unexpired forms of official, signature-bearing identification (one of which must be a photo identification and the other, a social security card). Digital or photocopies of identification will NOT be accepted.

**Examples of proper identification include:**

- State Issued Driver's license
- Social Security card
- Permanent Resident Card
- Concealed Hand Gun Carry Permit
- Military ID card
- State-issued identification card
- Signed US Passport
  - *Exception: A signed foreign passport with a US VISA within the passport is acceptable (the VISA does not have a signature).*

The name on your identification must be the same as the name you used on the application to register for the examination. If you do not bring proper identification, you will not be allowed to test, and your examination fee will not be refunded.

**On Exam Day**

**STEP 1: Prepare your testing space.**

- Quiet: no background noise and inform members of your household you are taking an exam.
- Well lit: proctors must be able to see you and your testing space well.
- Privacy: no one else in the room.

- Remove prohibited items: clear workstation area to expedite room scan.
- Restroom/Beverages: use restroom and remove beverages before exam.

**STEP 2: Have your ID ready.**

- Have your government issued photo ID with you (see list or proper identification in section above).

**STEP 3: Prepare your computer.**

- Disconnect any additional monitors and close all other open applications.
- Have your chargers (laptop, smart phone or tablet) plugged in or nearby.
- Use a wired internet connection rather than WiFi, if possible.
- If using WiFi, we recommend at least 3Mbps and ask that other household members do not use the internet during your exam.
- Disconnect any VPNs or firewalls if you have them.
- Complete a system check.

**STEP 4: Download the ExamRoom AI app.**

- Download the ExamRoom AI app to your smartphone or tablet and have your Credentia Platform login credentials available (the username and password for your Credentia Platform account). This app is required to complete a 360-degree room scan.

**STEP 5: Check-in for your exam.**

- When to check-in – You can begin the check in process up to thirty (30) minutes prior to your appointment. Your onboarding agent will make sure everything is ready for your exam before introducing your proctor. Visit [Credentia.com/online-exams](https://credentia.com/online-exams) to view or download detailed check-in procedures.

- How to check-in go to [Credentia.com](https://credentia.com) and click the "Login" button. Once logged in, find your scheduled exam and select the "Start Exam" button.
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## Exam Day – Test Center

Please visit [Credentia.com/test-center-exams](https://credentia.com/test-center-exams) for information on what to expect and how to best prepare for your test center exam.

All examinations need the Proctor/Evaluator to utilize a mobile device for scanning your identification and capturing a photo. This data is securely saved within Credentia's software, serving as a safeguard in case there arises any doubt regarding the individual who administered the exam.

### Checking In

You must arrive thirty (30) minutes prior to your scheduled time for BOTH the Knowledge and skills examinations. If you are late for the Knowledge or skills examination, you will not be allowed to test, and your fees will not be refunded. If you missed your Knowledge examination and are scheduled for a skills evaluation, please arrive thirty (30) minutes prior to your scheduled time. Skills Evaluation test times are approximate.

You will be required to check in for both the Knowledge examination and for the skills evaluation. You will be required to present proper identification for each exam.

### WHAT TO WEAR

The required testing attire applies to both the knowledge and skills exams.

- You must be in full clinical attire, including clinical shoes.
- No open-toed shoes (including flip-flops and sandals) are allowed.
- Scrubs and shoes can be of any color or design.
- Smartwatches, smart glasses, fitness monitors, or any Bluetooth-connected devices are not allowed.

- Long hair must be pulled back.
- Fingernails must be short (no longer than ¼ inch in length), well-kept (filed, no jagged edges, and clean).

Note: You will not be admitted for testing if you are not wearing scrubs or the appropriate shoes, have long hair pulled back, and have short, clean fingernails. You will be considered a no-show status. You will forfeit your testing fees and must pay for another exam date.

### **WHAT TO BRING**

You **MUST** have the following items with you when you take the NNAAP Examination:

- Two (2) forms of unexpired official signature-bearing identification, one of which must be photo identification the other, a social security card.
- Analog watch with a second hand

**No other materials will be allowed.**

### **Proper Identification**

You are required to bring two (2) forms of unexpired official, signature-bearing identification to the test site (one of which must be a photo identification and the other a social security card). Digital or photocopies of identification will NOT be accepted. Examples of proper identification include:

- State Issued Driver's license
- Social Security card
- Permanent Resident Card
- Concealed Hand Gun Carry Permit
- Military ID card
- State-issued identification card

- Signed US Passport
  - *Exception: A signed foreign passport with a US VISA within the passport is acceptable (the VISA does not have a signature).*

The name on your identification must be the same as the name you used on the application to register for the examination.

**If you do not bring proper identification, you will not be allowed to test, and your examination fee will not be refunded.**

### **Security and Cheating**

If you give help to or receive help from anyone during the NNAAP Examination, the examination will be stopped. The incident will be reported to the Tennessee Health Facilities Commission (HFC) for review, and your examination will not be scored (see Policies).

**NOTE:** All examination questions, each form of the examination, and all other examination materials are copyrighted by and are property of Credentia.

Consequently, any distribution of the examination content or materials through any form of reproduction, or through oral or written communication, is strictly prohibited and punishable by law.

**Anyone who removes or tries to remove examination materials or information from the test site will be prosecuted.**

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## Testing Policies

The following policies are observed at each test site.

### **Lateness**

Plan to arrive thirty (30) minutes before the examination starts. If you are late for your scheduled examination, or do not bring all your required materials, you will **NOT** be allowed to test, and your examination fee will **NOT** be returned.

### **Electronic Devices**

Cellular phones, beepers, or any other electronic devices are not permitted to be used and must be turned off during testing, and there is no place for storage of personal belongings at the test sites.

### **Study Aids**

You are not permitted to take personal belongings such as briefcases, large bags, study materials, extra books, or papers into the examination room. Any such materials brought into the examination room will be collected and returned to you when you have completed the examination. Credentia is not responsible for lost or misplaced items.

### **Eating/Drinking/Smoking**

You are not permitted to eat, drink, or smoke during the examination.

### **Misconduct**

If you are discovered causing a disturbance of any kind or engaging in any kind of misconduct, you will be dismissed from the examination and reported to the Tennessee Health Facilities Commission. Decisions regarding disciplinary measures are the responsibility of that agency.

**Guests/Visitors**

No guests, visitors, pets, or children are allowed at the test sites.

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## The NNAAP Knowledge (or Oral) Examination

### The NNAAP Knowledge Examination

The Knowledge Examination has seventy-five (75) multiple-choice questions . You will have two (2) hours to complete the Knowledge Examination. You will be told when fifteen (15) minutes are left to finish. Fill in only one (1) oval on the answer sheet or computer screen (online exam) for each question. For test center exams, markings in the test booklet will not be accepted as answers. Your answers must appear on the separate answer sheet. Sample questions for the Knowledge Examination are located within this handbook.

### Oral Exam

The Oral Examination consists of seventy-five (75) multiple-choice questions and is given on a computer for test center exams. For online exams, questions will be read by recorded voice. Each of the seventy-five (75) multiple-choice questions can be repeated as many times as needed, after which you mark your answer on an answer sheet. Each of these words is repeated three (3) times. You have two (2) hours to complete the entire Oral Examination.

**You must have a score of 75% or better to pass the knowledge portion of the exam.**

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# The 2024 National Nurse Aide Assessment Program (NNAAP) Knowledge (Oral) Examination Content Outline

The revised content outline is based on the findings from the 2019–2020 Job Analysis and Knowledge, Skill, and Ability Study of Nurse Aides. The examination content outline is effective as of April 2024. The NNAAP exam is now developed and managed by Credentia Nurse Aide LLC. .

The NNAAP Knowledge examination is comprised of seventy-five (75) multiple choice items with an added ten (10) items that are pretest (non-scored) items on which statistical information will be collected.

<b>I. Physical Care Skills</b>	<b>% of the exam</b>
<b>A. Activities of Daily Living</b>	22%
1. <i>Hygiene</i>	
2. <i>Dressing and Grooming</i>	
3. <i>Nutrition and Hydration</i>	
4. <i>Elimination</i>	

<b>I. Physical Care Skills</b>	<b>% of the exam</b>
<i>5. Rest/Sleep/Comfort</i>	
<b>B. Basic Nursing Skills</b>	<b>35%</b>
<i>1. Infection Control</i>	
<i>2. Safety/Emergency</i>	
<i>3. Therapeutic/Technical Procedures</i>	
<i>4. Data Collection and Reporting</i>	
<b>C. Self-Care and Independence</b>	<b>7%</b>

<b>II Psychosocial Care Skills</b>	<b>% of the exam</b>
<i>A. Emotional and Mental Health Needs</i>	<b>8%</b>
<i>B. Spiritual and Cultural Needs</i>	<b>2%</b>

<b>III Role of the Nurse Aide</b>	<b>% of the exam</b>
<i>A. Communication</i>	7%
<i>B. Client Rights</i>	8%
<i>C. Legal and Ethical Behavior</i>	5%
<i>D. Member of the Health Care Team</i>	6%

## Sample Questions

The following questions are samples of the kinds of questions that you will find on the Knowledge Examination. Check your answers to these questions in the box below.

**1. The client's call light should always be placed:**

- A. on the bed
- B. within the client's reach
- C. on the client's right side
- D. over the side rail

**2. Which of the following items is used in the prevention and treatment of bedsores or pressure sores?**

- A. rubber sheet
- B. air mattress
- C. emesis basin
- D. restraint

**3. When caring for a dying client, the nurse aide should:**

- A. keep the client's room dark and quiet
- B. allow client to express his feelings
- C. change the subject if client talks about death
- D. contact the client's minister, priest or rabbi

**4. What does the abbreviation ADL mean?**

- A. Ad Lib
- B. As Doctor Likes

C. Activities of Daily Living

D. After Daylight

5. **After giving a client a back rub, the nurse aide should always note:**

A. the last time the client had a back rub

B. any change in the client's skin

C. client's weight

D. amount of lotion used

6. **How should the nurse aide communicate with a client who has a hearing loss?**

A. face the client when speaking

B. repeat the statement

C. shout so that the client can hear

D. use a high-pitched voice

Correct Answers

1. B

2. B

3. B

4. C

5. B

6. A

## Self-Assessment

### Reading Test

The two (2)-part Self-Assessment Reading Test that appears below will help you decide if you should consider taking the Oral Examination instead of the Knowledge Examination. To complete the reading test, follow the instructions provided below and select the answer to each question. When you have completed the reading test, you will be able to determine the number of questions you answered correctly.

### PART 1: Vocabulary

1. Circle the best answer to each question.
2. When you have finished, check your answers using the answer key.
3. Count the number of correct answers.
4. If your score is less than seventeen (17), you may have difficulty reading the Knowledge Examination and should consider taking the Oral Examination.

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1. **You go to a doctor when you\_\_\_\_\_.**

- A. feel sleepy
- B. need socks
- C. feel sick
- D. need money
- E. need clothes

2. **A person who flies an airplane is its\_\_\_\_\_.**

- A. pilot

B. steward

C. mother

D. surgeon

E. director

3. You use a \_\_\_\_\_ to write.

A. bow

B. calculator

C. pencil

D. carpenter

E. needle

4. To EXIT a room means to \_\_\_\_\_ it.

A. enter

B. leave

C. forget

D. read

E. interrupt

5. A wedding is a joyous \_\_\_\_\_.

A. focus

B. vehicle

C. balloon

D. occasion

E. civilization

6. To REQUIRE something means to \_\_\_\_\_ it.

- A. need
- B. have
- C. forget
- D. understand
- E. hear

7. **You \_\_\_\_\_ something to find its length.**

- A. slice
- B. lock
- C. measure
- D. force
- E. tape

8. **Soup is served in a \_\_\_\_\_.**

- A. plate
- B. bowl
- C. fork
- D. chair
- E. closet

9. **To accompany someone means to \_\_\_\_\_.**

- A. disagree with him
- B. work for him
- C. go with him
- D. speak to him

E. choose him

10. A nursing home resident receives \_\_\_\_\_ from the staff.

- A. quality
- B. fame
- C. interruption
- D. care
- E. work

11. Medicine is used to \_\_\_\_\_ pain.

- A. widen
- B. conjure
- C. enliven
- D. increase
- E. relieve

12. To DRENCH the flowers means to \_\_\_\_\_ them.

- A. steam
- B. drink
- C. touch
- D. soak
- E. anger

13. A bicycle is a means of \_\_\_\_\_.

- A. nourishment
- B. transportation
- C. prediction

D. collision

E. walking

14. **When someone speaks in a whisper it may be difficult to \_\_\_\_\_.**

A. deceive

B. understand

C. frighten

D. estimate

E. regulate

## **PART 2: Comprehension**

In this part of the reading test, you will be provided with a series of brief paragraphs.

You are to read each paragraph and then answer the questions that appear after the paragraph.

There are many different kinds of fish. All fish live in water. They use their tails and fins to swim.

1. **Fish live in \_\_\_\_\_.**

A. cups

B. houses

C. air

D. water

E. fountains

2. **Fish use their \_\_\_\_\_ to swim.**

A. tails

- B. heads
- C. gills
- D. lungs
- E. floats

Maria grew up on a farm. She loved the work on the farm. She knew when all of the crops had to be planted. She would like a job on a farm or in a flower garden.

3. **Maria has had experience as a \_\_\_\_\_.**

- A. guide
- B. farmer
- C. driver
- D. nurse
- E. teacher

4. **She would like to work in \_\_\_\_\_.**

- A. an office
- B. a library
- C. a garden
- D. a hospital
- E. a supermarket

5. **As a child Maria lived \_\_\_\_\_.**

- A. in the city
- B. in an apartment
- C. on a farm
- D. in a large house
- E. on the beach

Carolyn has a good job. She is a nurse in a large hospital. Every day she can help many people. She enjoys this very much. She also makes a good salary. Each month she can pay her bills and save some money.

6. **Carolyn works in a \_\_\_\_\_.**

- A. hospital
- B. doctor's office
- C. garage
- D. school
- E. library

7. **One of the things Carolyn enjoys is \_\_\_\_\_.**

- A. working in an office
- B. helping people
- C. reading books
- D. working late hours
- E. driving a car

8. With her salary she can pay her bills and \_\_\_\_\_.

- A. buy furniture
- B. give to charity
- C. save money
- D. buy new clothes
- E. pay for college

**This completes the Self-Assessment Reading Test.**

<b>Answers</b>			
1. C	7. C	13. B	19. C
2. A	8. B	14. B	20. A
3. C	9. C	15. D	21. B
4. B	10. D	16. A	22. C
5. D	11. E	17. B	
6. A	12. D	18. C	

*If your score is less than seventeen (17), you may have difficulty reading the Knowledge Examination and should consider taking the Oral Examination in place of the Knowledge Examination.*

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## The Skills Evaluation

### What To Expect

The Skills Evaluation is set up to resemble an actual care-giving situation. The Skills Evaluation area will look similar to your work setting. It will have all the equipment necessary to perform the assigned skills. The Skills Evaluation will be administered by an RN Nurse Aide Evaluator. Before your skills evaluation begins, the evaluator will show you where equipment is located and answer questions about operating the equipment. **Please arrive thirty (30) minutes early. Test times are approximate. Please plan to spend the day. See complete skills listing in the Skills section of this handbook.**

### Who will Act as a Client?

The part of the “client” will be played by another candidate who will act as a weakened elderly person. While you perform the skills, speak to the candidate volunteer as you would speak to an actual client in a nurse aide work setting. You are encouraged to speak to the candidate volunteer not only because it is part of quality care, but also because it will help you to relax as you perform the skills. Please note, you may not receive help from anyone during the Skills Evaluation, and the candidate and the client must speak to one another in English so that the evaluator can understand and correctly score the evaluation. If either candidate gives help or receives help during the test, or the client and candidate are communicating in a language other than English, the test will be stopped.

### Candidate Volunteer Requirements

You will need to act as a candidate volunteer for another nurse aide’s Skills Evaluation and play the role of a nursing home patient (client). The evaluator will give you verbal instructions that will describe how you should act in performing the role of the client.

**You must wear** You will be required to put a gown on over your clothing. In no case may candidates remove clothing down to undergarments.

The required testing attire applies to both the knowledge and skills exams.

- You must be in full clinical attire, including clinical shoes.
- No open-toed shoes (including flip-flops and sandals) are allowed.
- Scrubs and shoes can be of any color or design.
- Smartwatches, smart glasses, fitness monitors, or any Bluetooth-connected devices are not allowed.
- Long hair must be pulled back.
- Fingernails must be short (no longer than ¼ inch in length), well-kept (filed, no jagged edges, and clean).

Note: You will not be admitted for testing if you are not wearing scrubs or the appropriate shoes, have long hair pulled back, and have short, clean fingernails. You will be considered a no-show status. You will forfeit your testing fees and must pay for another exam date.

Prior to beginning the exam, inform the evaluator of any food or latex allergy or sensitivity to skin soaps or lotion. Any limitations to range of motion must also be communicated to the evaluator prior to the start of the skills examination.

For infection control purposes, you should not come to the test site with open areas/sores on the skin. Candidates with any open areas or sores on their skin should reschedule their skills test to a later date after their skin fully heals.

### **The Tasks**

The NNAAP Skills List contains all of the skills that you may be asked to demonstrate during the Skills Evaluation. Each skill represents a task that you will be asked to perform in your job and has been broken down into a series of steps.

A step that is highlighted in **bold type** is called a **Critical Element Step**. Critical Element Steps are important steps that must be performed correctly in order for you to pass the skill. If you leave out a Critical Element Step or do not perform a Critical Element Step properly, you will not pass the skill. However, if you perform only the Critical Element Step correctly in a skill, you do not automatically pass that skill. You must also correctly demonstrate enough steps to meet the passing standard (*or cut score*) for each skill.

Before your Skills Evaluation begins, the Nurse Aide Evaluator will give you an instruction card that will list the five (5) skills selected for you to perform. Hand-washing will always be one of the skills to be performed. The remaining four (4) skills are randomly chosen from the complete set of skills listings in this handbook. You will be asked to perform the skills in the order they are listed on the instruction card.

If you make a mistake, say so, and you will be instructed to tell the evaluator which step(s) is to be corrected and then to perform the step(s). You will not have to redo the entire skill, just the steps you wish to correct. There are, however, some exceptions to this rule. If you fail to put on gloves or take them off when it is required to do so and the evaluator reminds you to do so, for infection control purposes, then you will not receive credit for attempting to correct this step. If you wish to correct an order-dependent step (a step stating that an action should be performed **before** or **after** another step) and you fail to say **when** the corrected step should be performed, you will not receive credit for the correction.

Once you begin a new skill, you may not go back to correct a previous skill. The Nurse Aide Evaluator will not answer questions **during** the Skills Evaluation and will not tell you whether you performed a skill correctly. You may not receive help from anyone during the Skills Evaluation. If you do have any questions, please ask them before the Skills Evaluation begins.

One (1) of the four (4) randomly selected skills will include a measurement skill (see

the section below, **Recording A Measurement**, for more information regarding measurement skills).

*You must successfully complete five (5) out of the five (5) skills in the skill form to pass the Skills Evaluation. You will have thirty (30) minutes to demonstrate all five (5) skills. When twenty-five (25) minutes have elapsed the nurse aide evaluator will advise you that you have five (5) minutes left.*

**When you have completed your skills evaluation, the evaluator will direct you to wash your hands. Although this will not affect your examination results, for the purposes of infection control, you must wash your hand.**

### **Recording a Measurement**

The NNAAP Skills Evaluation requires every candidate to perform one measurement skill, such as blood pressure, radial pulse, respirations, or urine output. You will be given a tablet to record your measurement answers. You will be asked to sign and confirm your answer on the tablet. For example, if performing the Measures and Records Blood Pressure skill, you will enter the complete systolic and diastolic pressures of your blood pressure reading on the tablet.

This method will be used to record the results of the following measurement skills:

- Measures and Records Blood Pressure
- Measures and Records Urinary Output
- Counts and Records Radial Pulse
- Counts and Records Respirations

### **Tips for the Skills Evaluation**

- You will be expected to perform the skills as you would in a nursing home setting. When water is required, you must use running water. All candidates will be required to perform the *Hand Hygiene* skill. The evaluator will inform you after you have

washed your hands for the first time that you should just tell him or her when you would wash your hands during your performance of the rest of the skills, rather than actually washing them for each skill. For all steps other than hand washing, you must actually perform the skill in order to receive credit. You may not simply tell the evaluator what you would do for simulating a step. For example, you may not simply tell the evaluator that you would wash the client. You must actually demonstrate washing the client. You may not simply tell the evaluator that you would feed the client. You must actually demonstrate feeding the client.

- After you have introduced yourself to the client for the first time, it is not necessary for you to introduce yourself each time you begin a new skill. To receive full credit for a measurement skill, you must accurately make the required measurement and then write that measurement. You must know how to operate both a standing and a non-digital bathroom scale and must know how to set both types of scales to zero. You **may not bring** any of your own equipment to the test site (e.g., transfer/gait belt). It is important for you to place the call signal within the client's reach whenever you leave the client. *Where the word "client" appears, it refers to the person receiving care.*

## Skills

The twenty three (23) skills that follow are arranged in alphabetical order, except for the *Hand Hygiene* (Hand Washing) skill. Hand Hygiene is listed first as a reminder of the importance of performing this skill before all other skills. The numbered lines below each skill are the steps needed to perform that skill. Please take note of skills that are not tested in Tennessee.

**Note:** Critical Element Steps are in bold type.

### Skill 1 — Hand Hygiene (Hand Washing)

1. Addresses client by name and introduces self to client by name.
2. Turns on water at sink.
3. Wets hands and wrists thoroughly.
4. Applies soap to hands.
5. **Lathers all surfaces of wrists, hands, and fingers producing friction, for at least twenty (20) seconds, keeping hands lower than the elbows and the fingertips down.**
6. Cleans fingernails by rubbing fingertips against palms of the opposite hand.
7. **Rinses all surfaces of wrists, hands, and fingers, keeping hands lower than the elbows and the fingertips down.**
8. Uses clean, dry paper towel(s) to dry all surfaces of fingers, hands, and wrists starting at fingertips then disposes of paper towel/towels into waste container.
9. Uses clean, dry paper towel(s) to turn off faucet then disposes of paper towel/towels into waste container or uses knee/foot control to turn off faucet.
10. Does not touch inside of sink at any time.

## Skill 2 — Applies One Knee-High Elastic Stocking

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Provides privacy with a curtain, screen, or door.
3. Client is in supine position (lying down in bed) while stocking is applied.
4. Turns stocking inside-out, at least to the heel.
5. Places foot of stocking over toes, foot, and heel.
6. Pulls top of stocking over foot, heel, and leg.
7. Moves foot and leg gently and naturally, avoiding force and over-extension of limb and joints.
8. **Finishes procedure with no twists or wrinkles and heel of stocking, if present, is over heel and opening in toe area (if present) is either over or under toe area; if using a mannequin, candidate may state stocking needs to be wrinkle-free.**
9. Signaling device is within reach and bed is in low position.
10. After completing skill, washes hands.

## Skill 3 — Assists to Ambulate Using Transfer Belt

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Provides privacy with a curtain, screen, or door.
3. **Before assisting to stand, client is wearing non-skid shoes/footwear.**
4. Before assisting to stand, bed is at a safe level.
5. Before assisting to stand, checks and/or locks bed wheels.

6. **Before assisting to stand, client is assisted to sitting position with feet flat on the floor.**
7. Before assisting to stand, applies transfer belt securely at the waist over clothing/gown.
8. Before assisting to stand, provides instructions to enable client to assist in standing including prearranged signal to alert client to begin standing.
9. Stands facing client positioning self to ensure safety of candidate and client during transfer. Counts to three (or says other prearranged signal) to alert client to begin standing.
10. On signal, gradually assists client to stand by grasping transfer belt on both sides with an upward grasp (candidate's hands are in upward position) and maintaining stability of client's legs by standing knee to knee, or toe to toe with client.
11. Walks slightly behind and to one side of client for a distance of ten (10) feet, while holding onto the belt.
12. Assists client to bed and removes transfer belt.
13. Signaling device is within reach and bed is in low position.
14. After completing skill, washes hands.

#### **Skill 4 – Assists With Use of Bedpan**

1. Explains procedure speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Provides privacy with a curtain, screen or door.
3. Before placing bedpan, lowers head of bed.
4. Puts on clean gloves before placing bedpan under client.
5. Places bedpan correctly under client's buttocks.

6. Removes and disposes of gloves (without contaminating self) into waste container and washes hands.
7. After positioning client on bedpan and removing gloves, raises head of bed.
8. Toilet tissue is within reach.
9. Hand wipe is within reach and client is instructed to clean hands with hand wipe when finished.
10. Signaling device within reach and client is asked to signal when finished
11. Puts on clean gloves before removing bedpan.
12. Lowers head of bed before bedpan is removed.
13. Ensures client is covered except when placing and removing bedpan.
14. Empties and rinses bedpan and pours rinse into toilet.
15. Placed bedpan in designated dirty supply area.
16. Removes and disposes of gloves (without contaminating self) into waste container and washes hands.
17. Signaling device is within reach and bed is in low position.

#### **Skill 5 – Cleans Upper or Lower Denture**

1. Puts on clean gloves before handling denture.
2. Bottom of sink is lined and/or sink is partially filled with water before denture is held over sink
3. Rinses denture in moderate temperature running water before brushing them.
4. Applies denture toothpaste to toothbrush.
5. Brushes all surfaces of denture.
6. Rinses all surfaces of denture under moderate temperature running water.

7. Rinses denture cup and lid.
8. Places denture in denture cup with moderate temperature water/solution and places lid on cup.
9. Rinses toothbrush and places in designated toothbrush basin/container.
10. Maintains clean technique with placement of toothbrush and denture.
11. Sink liner is removed and disposed of appropriately and/sink is drained
12. Removes and disposes of gloves (without contaminating self) into waste container and washes hands.

### **Skill 6 – Counts and Records Radial Pulse**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Places fingertips on thumb side of client's wrist to locate radial pulse.
3. Count beats for one full minute.
4. Signaling device is within reach.
5. Before recording, washes hands.
6. **Records pulse rate within plus or minus four (4) beats of evaluator's reading.**

### **Skill 7 – Counts and Records Respirations**

1. Explains procedure (for testing purposes), speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Counts respirations for one full minute.
3. Signaling device is within reach.
4. Before recording, washes hands.
5. **Records respiration rate within plus or minus two (2) breaths of evaluator's**

reading.

### **Skill 8 — Donning And Removing PPE (Gown and Gloves)**

1. Picks up gown and unfolds.
2. Facing the back opening of the gown, places arms through each sleeve.
3. Fastens the neck opening.
4. Secures gown at waist making sure that back of clothing is covered by gown (as much as possible).
5. Puts on gloves.
6. Cuffs of gloves overlap cuffs of gown.
7. **Before removing gown, with one gloved hand, grasps the other glove at the palm, remove glove.**
8. **Slips fingers from ungloved hand underneath cuff of remaining glove at wrist, and removes glove turning it inside out as it is removed.**
9. Disposes of gloves into designated waste container without contaminating self.
10. After removing gloves, unfastens gown at waist and neck.
11. After removing gloves, removes gown without touching outside of gown.
12. While removing gown, holds gown away from body without touching the floor, turns gown inward and keeps it inside out.
13. Disposes of gown in designated container without contaminating self.
14. After completing skill, washes hands.

### **Skill 9 — Dresses Client with Affected (Weak) Right Arm**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.

2. Provides privacy with a curtain, screen, or door.
3. Asks which shirt he/she would like to wear and dresses him/ her in shirt of choice.
4. Avoids overexposure of client by ensuring client's chest is covered.
5. Removes gown from the left (unaffected) side first, then removes gown from the right (affected/weak) side.
6. Before dressing client, disposes of gown into soiled linen container.
7. **Assists to put the right (affected/weak) arm through the right sleeve of the shirt before placing garment on left (unaffected) arm.**
8. While putting on shirt, moves body gently and naturally, avoiding force and over-extension of limbs and joints.
9. Finishes with clothing in place.
10. Signaling device is within reach and bed is in low position.
11. After completing skill, washes hands.

#### **Skill 10 — Feeds Client Who Cannot Feed Self**

1. Explains procedure to client, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Before feeding, looks at name card on tray and asks client to state name.
3. **Before feeding client, client is in an upright sitting position seventy-five to ninety (75–90) degrees.**
4. Places tray where the food can be easily seen by client.
5. Cleans client's hands before beginning feeding.
6. Candidate sits in a chair facing client during feeding.
7. Tells client what foods and beverage are on tray.

8. Asks client what he/she would like to eat first.
9. Using spoon, offers client one bite of each type of food on tray, telling client the content of each spoonful.
10. Offers beverage at least once during meal.
11. Candidate asks client if they are ready for next bite of food or sip of beverage.
12. At end of meal, candidate cleans client's mouth and hands.
13. Removes food tray.
14. Leaves client in upright sitting position seventy-five to ninety degrees (75–90) with signaling device within client's reach.
15. After completing skill, washes hands.

#### **Skill 11 — Gives Modified Bed Bath (Face and One Arm, Hand and Underarm)**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Provides privacy with a curtain, screen, or door.
3. Removes gown and places directly in soiled linen container while ensuring client's chest and lower body is covered.
4. Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water.
5. Puts on clean gloves before washing client.
6. **Beginning with eyes, washes eyes with wet washcloth (no soap), using a different area of the washcloth for each stroke, washing inner aspect to outer aspect then proceeds to wash face.**
7. Dries face with dry cloth towel/washcloth.
8. Exposes one arm and places cloth towel underneath arm.

9. Applies soap to wet washcloth.
10. Washes fingers (including fingernails), hand, arm, and underarm keeping rest of body covered.
11. Rinses and dries fingers, hand, arm, and underarm.
12. Moves body gently and naturally, avoiding force and overextension of limbs and joints.
13. Puts clean gown on client.
14. Empties, rinses, and dries basin.
15. Places basin in designated dirty supply area.
16. Disposes of linen into soiled linen container.
17. Avoids contact between candidate clothing and used linens.
18. Removes and disposes of gloves (without contaminating self) into waste container and washes hands.
19. Signaling device is within reach and bed is in low position.

**Skill 12\* - Measures and Records Electronic Blood Pressure (This skill not tested in Tennessee)**

Note: State specific (evaluator: do not substitute this skill for skill 23 "manual blood pressure")

1. Explains procedure, speaking clearly, slowly, and directly, maintaining, face to face contact whenever possible.
2. Provides privacy with a curtain, screen, or door.
3. Verifies client assumes a comfortable lying or sitting position.
4. Client's arm is positioned at level with heart with palm up and upper arm is exposed.

5. Selects appropriate cuff size.
6. Feels for brachial artery on inner aspect of arm, at bend of elbow.
7. Places blood pressure cuff snugly on client's upper arm and sensor/arrow is over brachial artery site.
8. Turns on the machine and ensures device is functioning. If the machine has different settings for infants, children, and adults, selects the appropriate setting.
9. Pushes start button. If cuff inflates to more than 200 mm Hg then stops machine and uses cuff on client's other arm.
10. Waits until blood pressure reading appears on the screen and for the cuff to deflate, then removes the cuff.
11. Signaling device is within reach.
12. Before recording, washes hands.
13. **After obtaining reading using Blood Pressure cuff, records both systolic and diastolic pressures exactly as displayed on the digital screen.**

### **Skill 13 – Measures and Records Urinary Output**

1. Puts on clean gloves before handling bedpan.
2. Pours the contents of the bedpan into measuring container without spilling or splashing urine outside of container.
3. Rinses bedpan and pours rinse into toilet.
4. Measures the amount of urine at eye level with container on flat surface (if between measurement lines, round up to nearest 25 ml/cc).
5. After measuring urine, empties contents of measuring container into toilet.
6. Rinses measuring container and pours rinse into toilet.
7. Before recording output, removes and disposes of gloves (without contaminating

self) into waste container and washes hands.

- 8. Records contents of container within plus or minus 25 ml/cc of evaluator's reading.**

#### **Skill 14 — Measures and Records Weight of Ambulatory Client (This skill not tested in Tennessee)**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Client has non-skid shoes/footwear on before walking to scale.
3. Before client steps on scale, candidate sets scale to zero.
4. Asks client to step on center of scale and obtains client's weight.
5. Asks client to step off scale.
6. Before recording, washes hands.
- 7. Records weight based on indicator on scale. Weight is within plus or minus 2 lbs. of evaluator's reading (If weight recorded in kg weight is within plus or minus 0.9 kg of evaluator's reading).**

#### **Skill 15 — Performs Modified Passive Range of Motion (PROM) for One Knee and One Ankle**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Provides privacy with a curtain, screen, or door.
3. Ensures that client is supine in bed and instructs client to inform candidate if pain is experienced during exercise.
- 4. While supporting the leg at knee and ankle, bends the knee and then returns**

leg to client's normal position (flexion/extension) (AT LEAST THREE (3) TIMES unless pain is verbalized). Moves joints gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.

5. While supporting the foot and ankle close to the bed, pushes/pulls foot toward head (dorsiflexion), and pushes/ pulls foot down, toes point down (plantar flexion) (AT LEAST THREE (3) TIMES unless pain is verbalized). Moves joints gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.
6. Signaling device is within reach and bed is in low position.
7. After completing the skill, washes hands.

#### **Skill 16 — Performs Modified Passive Range of Motion (PROM) for One Shoulder**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Privacy is provided with a curtain, screen, or door.
3. Instructs client to inform candidate if pain experienced during exercise.
4. **While supporting arm at the elbow and at the wrist, raises client's straightened arm from side position upward toward head to ear level and returns arm down to side of body (flexion/extension) (AT LEAST THREE (3) TIMES unless pain is verbalized). Moves joint gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**
5. **While supporting arm at the elbow and at the wrist, moves client's straightened arm away from the side of body to shoulder level and returns to side of body (abduction/adduction) (AT LEAST THREE (3) TIMES unless pain is verbalized). Moves joint gently, slowly and smoothly through the range of motion, discontinuing exercise if client verbalizes pain.**

6. Signaling device is within reach and bed is in low position.
7. After completing skill, washes hands.

### **Skill 17 — Positions On Side**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Privacy is provided with a curtain, screen, or door.
3. Before turning, lowers head of bed.
4. Candidate assists the client to move to the opposite side of the bed from which client will be turned.
5. Candidate assists client to slowly roll onto side toward candidate's body.
6. Places or adjusts pillow under head for support.
7. Candidate repositions arm and shoulder so that client is not lying on arm.
8. Supports top arm with supportive device.
9. Places supportive device behind client's back.
10. Places supportive device between legs with top knee flexed; knee and ankle supported.
11. Signaling device is within reach and bed is in low position.
12. After completing skill, washes hands.

### **Skill 18 — Provides Catheter Care for Female**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Provides privacy with a curtain, screen, or door.
3. Before washing, checks water temperature for safety and comfort and asks client

to verify comfort of water.

4. Puts on clean gloves before washing.
5. Places linen protector under perineal area including buttocks before washing.
6. Exposes area surrounding catheter (only exposing client between hip and knee).
7. Applies soap to wet washcloth.
8. **While holding catheter at meatus without tugging, cleans at least four inches of catheter from meatus, moving in only one direction, away from meatus, using a clean area of the washcloth for each stroke.**
9. **While holding catheter at meatus without tugging, using a clean washcloth, rinses at least four inches of catheter from meatus, moving only in one direction, away from meatus, using a clean area of the washcloth for each stroke.**
10. While holding catheter at meatus without tugging, dries at least four (4) inches of catheter moving away from meatus using a dry cloth towel/washcloth.
11. Empties, rinses, and dries basin.
12. Places basin in designated dirty supply area.
13. Disposes of used linen into soiled linen container and disposes of linen protector appropriately.
14. Avoids contact between candidate clothing and used linen.
15. Removes and disposes of gloves (without contaminating self) into waste container and washes hands.
16. Signaling device is within reach and bed is in low position.

**Skill 19 — Provides Foot Care on One Foot (This skill will begin being tested 12/1/2026)**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Provides privacy with a curtain, screen, or door.
3. Before washing, checks water temperature for safety and comfort and asks client to verify comfort of water.
4. Basin is in a comfortable position for client and on protective barrier.
5. Puts on clean gloves before washing foot.
6. Client's bare foot is placed into the water.
7. Applies soap to wet washcloth.
8. Lifts foot from water and washes foot (including between the toes).
9. Foot is rinsed (including between the toes).
10. Dries foot (including between the toes) with dry cloth towel/washcloth.
11. Applies lotion to top and bottom of foot (excluding between the toes) removing excess with a towel/washcloth.
12. Supports foot and ankle during procedure.
13. Empties, rinses, and dries basin.
14. Places basin in designated dirty supply area.
15. Disposes of used linen into soiled linen container.
16. Removes and disposes of gloves (without contaminating self) into waste container and washes hands.
17. Signaling device is within reach.

### **Skill 20 — Provides Mouth Care**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face

contact whenever possible.

2. Privacy is provided with a curtain, screen, or door.
3. Before providing mouth care, client is in upright sitting position seventy-five to ninety (75–90) degrees.
4. Puts on clean gloves before cleaning mouth.
5. Places cloth towel across chest before providing mouth care.
6. Secures cup of water and moistens toothbrush.
7. Before cleaning mouth, applies toothpaste to moistened toothbrush.
8. **Cleans mouth (including tongue and all surfaces of teeth), using gentle motions.**
9. Maintains clean technique with placement of toothbrush.
10. Candidate holds emesis basin to chin while client rinses mouth.
11. Candidate wipes mouth and removes clothing protector.
12. Disposes of used linen into soiled linen container.
13. Rinses toothbrush and empties, rinses, and dries basin.
14. Removes and disposes of gloves (without contaminating self) into waste container and washes hands.
15. Signaling device is within reach and bed is in low position.

### **Skill 21 — Provides Perineal Care (Peri-Care) for Female**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Provides privacy with a curtain, screen, or door.
3. Before washing, checks water temperature for safety and comfort and asks client

to verify comfort of water.

4. Puts on clean gloves before washing perineal area.
5. Places pad/ linen protector under perineal area including buttocks before washing.
6. Exposes perineal area (only exposing between hips and knees).
7. Applies soap to wet washcloth.
8. **Washes genital area, moving from front to back, while using a clean area of the washcloth for each stroke.**
9. **Using clean washcloth, rinses soap from genital area, moving from front to back, while using a clean area of the washcloth for each stroke.**
10. Dries genital area moving from front to back with dry cloth towel/washcloth.
11. After washing genital area, turns to side, then washes rectal area moving from front to back using a clean area of washcloth for each stroke.
12. Using clean washcloth, rinses soap from rectal area, moving from front to back, while using a clean area of the washcloth for each stroke.
13. Dries rectal area moving from front to back with dry cloth towel/washcloth.
14. Repositions client.
15. Empties, rinses, and dries basin.
16. Places basin in designated dirty supply area.
17. Disposes of used linen into soiled linen container and disposes of linen protector appropriately.
18. Avoids contact between candidate clothing and used linen.
19. Removes and disposes of gloves (without contaminating self) into waste container and washes hands.

20. Signaling device is within reach and bed is in low position

### **Skill 22 — Transfers from Bed to Wheelchair Using Transfer Belt**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Provides privacy with a curtain, screen, or door.
3. Before assisting to stand, wheelchair is positioned alongside of bed, at head of bed facing foot or foot of bed facing head.
4. Before assisting to stand, footrests are folded up or removed.
5. **Before assisting to stand, locks wheels on wheelchair.**
6. Before assisting to stand, bed is at a safe level.
7. Before assisting to stand, checks and/or locks bed wheels.
8. **Before assisting to stand, client is assisted to a sitting position with feet flat on the floor.**
9. Before assisting to stand, client is wearing shoes.
10. Before assisting to stand, applies transfer belt securely at the waist over clothing/gown.
11. Before assisting to stand, provides instructions to enable client to assist in transfer including prearranged signal to alert when to begin standing.
12. Stands facing client positioning self to ensure safety of candidate and client during transfer. Counts to three (3) (or says other prearranged signal) to alert client to begin standing.
13. On signal, gradually assists client to stand by grasping transfer belt on both sides with an upward grasp (candidate's hands are in upward position) and maintaining stability of client's legs by standing knee to knee, or toe to toe with the client.

14. Assists client to turn to stand in front of wheelchair with back of client's legs against wheelchair.
15. Lowers client into wheelchair.
16. Positions client with hips touching back of wheelchair and transfer belt is removed.
17. Positions feet on footrests.
18. Signaling device is within reach.
19. After completing skill, washes hands.

### **Skill 23\* – Measures and Records Manual Blood Pressure**

**Note: \*State Specific (Evaluator: Do not Substitute this Skill for Skill 12 'Electronic Blood Pressure')**

1. Explains procedure, speaking clearly, slowly, and directly, maintaining face-to-face contact whenever possible.
2. Before using stethoscope, wipes bell/diaphragm and earpieces of stethoscope with alcohol.
3. Client's arm is positioned with palm up and upper arm is exposed.
4. Feels for brachial artery on inner aspect of arm, at bend of elbow.
5. Places blood pressure cuff snugly on client's upper arm, with sensor/arrow over brachial artery site.
6. Earpieces of stethoscope are in ears and bell/diaphragm is over brachial artery site.
7. Candidate inflates cuff between 160mm Hg to 180 mm Hg. If beat heard immediately upon cuff deflation, completely deflate cuff. Re-inflate cuff to no more than 200 mm Hg.

8. Deflates cuff slowly and notes the first sound (systolic reading), and last sound (diastolic reading) (If rounding needed, measurements are rounded UP to the nearest 2 mm of mercury).
9. Removes cuff.
10. Signaling device is within reach.
11. Before recording, washes hands.
12. **After obtaining reading using BP cuff and stethoscope, records both systolic and diastolic pressures each within plus or minus 8 mm of evaluator's reading.**

**While a formal nurse aide "scope of practice" does not exist, these skills addressed as part of the NATCEP program constitute the range of acceptable duties that may be assigned to a nurse aide and that a nurse aide will be deemed competent to perform. Duties inherent to another professional scope of practice, such as those associated with a Licensed Practical Nurse or Registered Nurse, are deemed inappropriate for a nurse aide to perform.**

## Exam Results

You will receive an email notification from the Credentia Platform when a new exam score has been posted to your online account. To access your score report, please login to your Credentia Platform account by clicking the “Login” button on the top of the Tennessee nurse aide website page at [Credentia.com/test-takers/tn](https://credentia.com/test-takers/tn). Score reports are populated in your account within 24 hours. If it has been more than twenty-four (24) hours and you are unable to view your score report in your Credentia Platform account, please contact customer service at [888-204-6249](tel:888-204-6249).

### Score Reporting

Credentia will provide you with your official examination results within a twenty-four (24) hours after a testing event is completed for the day. Score reports are provided online and are available for you to print or download. Examinations results will not be given over the telephone, nor can they be sent by Credentia to your training program or employer.

### Failing

If you fail the Knowledge (or Oral) Examination or the Skills Evaluation, your Score Report will provide you with information on how to re-take either or both parts.

If you fail either part of the NNAAP Examination three (3) times, you will need to complete another training program and re-take **BOTH** parts of the NNAAP Examination, not just the part that was failed. In addition, if you were scheduled to take the exam three (3) times and did not become certified – either as a result of failing the exam or absence(s) – you will need to re-train.

### How to Read a Failing Score Report

If you do not pass the Skills Evaluation, you will receive a Failing Score Report. The

score report will list the five (5) skills that you performed and a score of *Satisfactory* or *Unsatisfactory* for each skill. Any skill with an *Unsatisfactory* result is considered a failed skill. You must receive a *Satisfactory* result on all five (5) skills in order to pass the Skills Evaluation.

Use your Failing Score Report as an aid in studying to re-take the Skills Evaluation. A failed skill will show the reason for the failure. You may not have performed the steps of a skill correctly, or you may have forgotten a step, especially a Critical Element Step.

The Failing Score Report will list steps that were missed or incorrect—look for numbers printed directly under a skill marked *Unsatisfactory*. A list of all the skills and the steps needed for each skill can be found in this handbook. Find the skill you failed, and study the steps, especially steps listed as *Unsatisfactory* on the score report.

In the example below, a candidate received a result of *Unsatisfactory* on the skill *Hand Hygiene*. The numbers 1, 5, and 10 printed below the skill refer to steps that were missed or performed incorrectly. To study for retaking the Skills Evaluation, this candidate should turn to the Skills Listing in this handbook, look for the *Hand Hygiene* skill, and review all the steps, especially steps 1, 5, and 10.

<b>Tennessee NNAAP® Examination Results</b>	
<b>Exam: Skills</b>	<b>Result: Fail</b>
<b>Skills Performance:</b>	
<b>Hand Hygiene</b> 1, 5, 10	<b>Unsatisfactory</b>
<b>Provides Mouth Care</b>	<b>Satisfactory</b>
<b>Measures and Records Blood Pressure</b>	<b>Satisfactory</b>
<b>Puts One Knee-High Elastic Stocking on Client</b>	<b>Satisfactory</b>
<b>Assists Client to Ambulate using transfer belt</b>	<b>Satisfactory</b>

*A sample of a Failing Score Report*

## Passing

Once you have passed both the Knowledge (or Oral) Examination and the Skills Evaluation, your name will be placed on the Tennessee Nurse Aide Registry. You will receive an email from Credentia confirming your placement on the Tennessee Nurse Aide Registry. At any time, you may login to your Credentia Platform account to download an Registry certification.

You must successfully pass both parts of the NNAAP Examination within two (2) years of your training program completion date in order to be eligible for placement on the Tennessee Nurse Aide Registry.

## Grievance Process

All grievances must be in writing and submitted through the online platform. The candidate must provide as much detail as possible in the grievance form. The grievance must be submitted within thirty (30) days of the candidate's exam date. After receipt of the grievance form, the complaint will be investigated.

Once the investigation is complete, Credentia will send email correspondence back to the candidate informing him/her of the outcome of the investigation. If the grievance is substantiated, the candidate will be allowed to retest at no additional cost.

For details on how to submit a grievance, visit [Credentia.com](https://www.credentia.com) and click on "Grievances" in the Resources section of the webpage. You will receive a response within thirty (30) days of receipt.

## The Registry

### Registry Renewal

Once you are listed on the Registry, Credentia will send electronic renewal reminders to your email address, as listed on your account, approximately one hundred and twenty (120) days prior to expiration of your enrollment. To be eligible for renewal, you are required to work as a nurse aide **A minimum of 8 hours in the previous 24 months in a licensed health care facility. The 8 hours does not have to be consecutive hours.**

Upon successfully renewing your status on the Registry, you will receive an electronic registry renewal notification by email, which will be valid for the next twenty-four (24) months. It is important that your current email is always listed on your Credentia account to ensure that you get important documentation regarding your enrollment.

### Credentia Platform Online Renewal

The Credentia Platform system allows for an online certification renewal process. The Credentia Platform system allows individuals to:

- Renew nurse aide certification.
- Update your address (during and outside the renewal registration process).
- Initiate name and social security number changes.

For detailed instructions how to renew online, visit [Credentia.com/test-takers/TN](https://credentia.com/test-takers/TN) and select “How to Renew Your Registration” in the Nurse Aide Registry Resource section of the webpage.

### Change Of Address, Name, Or SSN

**The Registry must be kept informed of your current address and name.**

If you change your address or your name at any time after you are placed on the registry, you **MUST** inform the Registry in order to keep your enrollment information up to date.

To change your address or name, login to your Credentia Platform account and select “Manage Profile”. Then select the “Edit Profile” button to change your address. If you need to change your name or Social Security Number (SSN), you will need to select the “Correction Form” button to submit a change request for Credentia review. You must upload written documentation (copy of a marriage certificate, a divorce decree, or another official document) to support your name change or SSN request.

**NOTE:** Name changes **MUST** be accompanied by official supporting documentation, such as a copy of a marriage certificate, divorce decree, or other official document.

### **Reinstatement**

Under federal requirements, enrollment on the Registry is no longer valid for any individual who has had a lapse of twenty-four (24) consecutive months or more in the performance of paid nursing-related services.

If you were previously on the Registry but you have not worked (providing nursing-related services) for a period of twenty-four (24) consecutive months or more, you become “inactive”. As a formerly active member of the Registry, you will need to complete a reinstatement application. You may not be employed as a nurse aide until you have official notification of a reinstated active status.

### **Reciprocity**

If you are a nurse aide currently listed on another state’s nurse aide (or equivalent) registry as active and in good standing (according to federal nursing home nurse aide statutes), and you are seeking enrollment on the Tennessee Nurse Aide Registry, you will need to submit a reciprocity application. **Florida Nurse aide certifications are not accepted for reciprocity in the state of Tennessee.** Visit [Credentia.com/test-](https://credentia.com/test-)

[takers/tn/](#) for further information including specific steps on how to create a Credentia Platform online account and submit a reciprocity application.

**Call for questions about:**

**Credentia Services Registry Management**

**Managed by Credentia**

1025 Greenwood Blvd. Suite 401

Lake Mary, FL 32746

(888) 204- 6249

Hours of Operation 8:00 a.m. – 5:00 p.m. (Eastern Time Zone)

**Call to:**

- Clarify information about the registry
  - Obtain instructions to change your name or social security number once you are on the registry
  - Obtain information regarding reciprocity
  - Obtain information on renewal on the registry
-