



Training Provider Application

1. Name of Training Organization CNN AMERICAN GLOBAL INSTITUTE LLC		2. Federal Tax ID# 93-1370132	
3. Mailing Address APT 320 23 rd ST SOUTH 1518	4. City ARLINGTON	5. State VA	6. Zip 22202
7. Physical Address 6202 OLD FRANCONIA ROAD	8. City ALEXANDRIA	9. State VA	10. Zip 22310
11. Name & Title of Contact Person: CAROLINE NGANGA. OWNER / ADMINISTRATOR			
12. Email Address of Contact Person: CAROLINE.NGANGA@icloud.com		13. Phone Number of Contact Person: 2023686903	
14. Mailing Address of Contact Person (if different from above)			
15. Year Established 2023		16. Website Address: CAMERICANGLOBALINSTITUTE.COM	
17. Type of Entity L.L.C Other (please Describe) _____			
18. Does your organization provide job search assistance or placement services? <input checked="" type="radio"/> Yes <input type="radio"/> No (if yes, please describe) we have partnership with a few nursing homes in Virginia			
19. What types of financial aid are available to students? NURSING home tuition sponsorship with a requirement to work for the facility for a contract period of 1 year			
20. Does your organization have a tuition refund policy? <input checked="" type="radio"/> Yes <input type="radio"/> No (if yes, please attach the policy including time frames and percentage of reimbursement) ATTACHED NEXT PAGE			
21. Name of Financial Aid Contact Person CAROLINE NGANGA		22. Email Address of Financial Aid Contact Person CAROLINE.NGANGA@icloud.com	

CAGI'S RIGHT TO CANCEL/SUSPEND/TERMINATE AND MAKE CHANGES

The school may cancel, suspend or terminate the Enrollment Agreement at any time if the undersigned student violates any of the following policies and/or agreements:

- Failure to maintain satisfactory academic progress.
- Failure to comply with the school's attendance policy.
- Failure to comply with the school's student conduct policies.
- Failure to meet all financial obligations to the school.
- Violation of any of the conditions as set forth and agreed to in the Enrollment Agreement.

The school also reserves the right to change or modify the program contents, instruction, curriculum, clinical time, equipment, staff, or materials as it deems necessary. Such changes may be necessary to keep pace with technological advances, to cooperate with clinical training venues, to replace instructors who are not available and to improve teaching methods or procedures. In no event will such changes diminish the competency or content of any program or result in any additional charges to the student.

REFUND POLICY

STUDENT'S RIGHT TO CANCEL

Each student has the right to cancel/voluntarily terminate the program and obtain a refund of charges paid through attendance at the first class session or the seventh day after enrollment, whichever is later. If a student wishes to cancel/terminate the enrollment agreement or withdraw from the institution, the student must notify the school. Written and/or verbal withdrawals are acceptable.

If the student withdraws from a course after instruction has started, the student may receive a pro-rated refund for the amount of instruction paid for but not received. *Refund calculations will be based on the day a withdrawal letter is received. NOTE: A student is charged for an entire day not by the hour.* Any materials that a student has paid for but not received will be refunded in full. A class day is about \$82 per day.

No refunds will be given if the student has attended more than 75% of the course and the student concerned will still be liable for any tuition due.

The school reserves the right to cancel or reschedule a class start date due to insufficient enrollment. If this occurs, the student may request a full refund of all money paid less the registration fee, or apply all money paid to the next scheduled class start date.

PLEASE NOTE: The "Itemization of Fees and Charges" on page 2 has detailed information on refundable and non-refundable items.

Please note waived fees and discounts applied are non-refundable incase student decide to cancel classes.

All refunds will be paid within 45 days from receipt of cancellation or withdrawal letter or the date the institution terminates a student for breach of attendance, conduct, academic and/or financial policies. If an applicant never attends class (no-shows) or cancels the contract prior to the class start date, all refunds due will be made within forty-five (45) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.

I have read and understand the Refund Policy

Student Initial _____

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school.

Training Provider Application

23. Please provide three customer references including contact information:

1. BUBAN BERNADETTE
703-459-4775
GRADUATED FROM OUR PROGRAM - CNA CLASS

2. LAQUINA JELA CHRISTINE
571-485-5431
GRADUATED FROM OUR PROGRAM - CNA CLASS

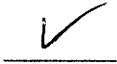
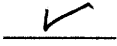

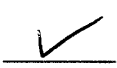
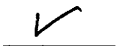
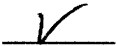
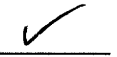
3. CHUCKS N MANDORE
605-863-6222
GRADUATED FROM OUR PROGRAM - CNA CLASS

4. OHENHEN BLESSING
571-574-0218
GRADUATED FROM OUR PROGRAM - CNA CLASS

5. ALIYA TERRELL
571-356 3440
GRADUATED FROM OUR PROGRAM - CNA CLASS

SUPPLEMENTAL INFORMATION

In addition to the attachments associated with the previous sections of this application, copies of the following documents **MUST** be included:

-  1. Copy of Virginia oversight documentation (SCHEV, VA School of Nursing, etc.)
-  2. Copy of License to Conduct Business in Virginia
-  3. Copy of Training Provider Non-discrimination Policy
-  4. Copy of Training Provider Grievance Procedure for individuals with complaints on issues, such as discrimination, accessibility, etc.
-  5. Suspension/Debarment Certification (included in packet)
-  6. Anti-Discrimination Certification (included in packet)
-  7. For each training program, fill out training program application (included in packet) and provide documentation which includes:
 - 1) Training Program description, 2) Outline of the Program,
 - 3) Skills to be obtained.

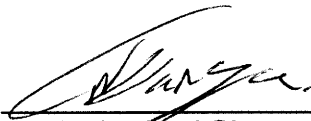
**CERTIFICATION REGARDING DEBARMENT,
SUSPENSION, INELIGIBILITY AND VOLUNTARY
EXCLUSION—LOWER TIER COVERED TRANSACTIONS**

(1) The prospective lower tier subcontract proposer certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier subcontract proposer is unable to certify to any of the statements in this certification, such prospective subcontract proposer shall attach an explanation to this proposal.

CINN AMERICAN GLOBAL INSTITUTE

Organization



Authorized Signature

10/23/2024

Date

CAROLINE N. NGANGA BUSINESS OWNER

Printed Name and Title

Anti-Discrimination Certification

The training provider certifies that it will comply fully with all non-discrimination and equal opportunity provisions of the laws listed below:

- 1) Nondiscrimination provisions of WIOA Section 188, and its implementing regulations at 29 CFR part 38, which prohibit discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I financially assisted program or activity.
- 2) Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
- 3) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities.
- 4) Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age.
- 5) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.
- 6) Title II, Subpart A of the Americans with Disabilities Act of 1990, as amended, which prohibits discrimination on the basis of disability.
- 7) Genetic Information and Nondiscrimination Act of 2008, which prohibits discrimination on the basis of genetic information with respect to health insurance and employment.

The training provider also certifies that it will:

- 1) Will collect and maintain data necessary to show compliance with the non-discrimination provisions of the WIOA Sec. 188, as provided in the regulations.
- 2) Will state in all solicitations or advertisements for employees placed by or on behalf of the provider, that the provider is an equal opportunity employer.
- 3) Notices, advertisement and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- 4) Make any and all reasonable accommodations to provide access and equity of services to disabled persons applying to or enrolled in any approved program of study.

CNN AMERICAN GLOBAL INSTITUTE

Organization



Authorized Signature

10/23/2024

Certification and Representation

I, CAROLINE N. NGANGA (Name) as OWNER (Title) of
CNN AMERICAN GLOBAL INST. (Applicant Agency), hereby
certify and represent the following:

1. That the information contained in this application and all attachments is true and correct to the best of my knowledge and belief; and
2. That CNN AMERICAN GLOBAL INST. (Applicant Entity) will permit representatives of the Workforce Development Board and the Commonwealth of Virginia access to its facilities, staff, and records for the purpose of verifying information contained in this application and for collecting any additional information related to its qualifications as a provider of training services under the WIOA.
3. I understand that approval by a LWDB places the provider and program on the state Eligible Training Provider List but does not guarantee a local area will fund the approved training activity through the issuances of an ITA. That determination is further based on local policy which must include, at minimum, relevance of training to demand occupations that are in demand regionally, availability of local funds, and likelihood that training will support the individual in meeting their career objectives and employment. The selection of a training provider is based on participant choice.

Signed this 23RD day of OCTOBER, 2024

Signature C. Nanga

Telephone Number 202-368-6903

Email Address CAROLINE.NGANGA@ICLOUD.COM

Date Received by WDB	Date Approved by WDB	Date WDB Submitted to State	Authorized WDB Signature

Training Program Application

A separate application form must be completed for each training program or occupational skills course of study.

1. Training Organization CNN AMERICAN GLOBAL INSTITUTE			
2. Contact Person – Name & Title CAROLINE N. NGANGA, BUSINESS OWNER			
3. Training Program or stand-alone course name STUDENT NURSE AIDE PROGRAM			
4. Program or course description NURSE AIDE EDUCATION PROGRAM. PREPARE STUDENTS TO BECOME LICENSED AS CERTIFIED NURSING ASSISTANTS (CNA)			
5. Year Program Established 2023	6. Total Credit or Curriculum Hours 140	7. Number of training weeks or hours EVENING class 5 weeks MORNING 4 weeks	8. Minimum Class Size 10 students
9. Is curriculum certified by an accrediting agency or similar national standardization program: <input checked="" type="radio"/> Yes (if yes specify) We use curriculum provided by the Virginia Board of Nursing <input type="radio"/> No			
10. Description of training and skills to be obtained – Attach training program description, include an outline of what is covered in the program and what skills are to be obtained. ATTACHED			
11. Which in-demand industry sectors and occupations best fit with the training program; and the average wage for the primary target occupation for which the training prepares the individual, as published by the Virginia Employment Commission, for the local area. If the in-demand sectors & occupation differ from what is defined by the region, please provide LMI Information to support the sector & occupation. HEALTH CARE INDUSTRIES. \$18.00 starting Rates			
12. Does training lead to an industry recognized credential, diploma, license, or degree? If yes, indicate which. It leads to a certificate and licensure to practice <input checked="" type="radio"/> Yes <input type="radio"/> No			
13. Is this a stackable credential, part of a sequence to move an individual along a career pathway or up a career ladder? <input checked="" type="radio"/> Yes <input type="radio"/> No			
14. Was this training developed in partnership with a business? Yes <input type="radio"/> No <input checked="" type="radio"/>			
If yes, Name of Business(s):			

15. List Businesses that support this training program:

Virginian Board of Nursing

16. Describe how you will ensure access to training services throughout the state, including rural areas and through the use of technology: HYBRID LEARNING MODEL

By combining in-person lab work and clinical rotations with online coursework, students from rural areas will be able to participate more flexible. This allows for minimal commuting while maintaining essential hands on learning

17. Describe how you will work with the local board to serve individuals with barriers, including individuals with disabilities:

1) workforce integration - we will collaborate with the local board to identify potential employers & develop career pathways for individuals w/ disabilities & barriers
2) collaborative planning: we will partner with local board to assess the specific needs of individuals with barriers in the community

Program Cost

18. Registration/Pre-screening/Admissions Fees	\$ 100.00
19. Tuition (check all items included in Tuition)	\$ 1500.00
Books	\$
Required Supplies (Tools, uniforms, etc.)	\$
Testing/Exam Cost	\$
Licensure/Certification Cost(s)	\$
Other Required Fees	\$
20. Total Cost to Complete Curriculum/Course	\$ 1600.00

Criteria for Admission

21. Describe the prerequisites or skills and knowledge required prior to the commencement of training:

- must be 16 yrs of age or older
- must be able to read, write & understand English at least on an 8th grade level
- must not have been convicted of any barrier crimes

22. Is a High School Diploma or GED required:

Yes

No



ALEXANDRIA / ARLINGTON REGIONAL



Workforce Council

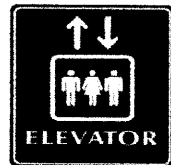
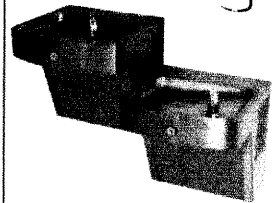

WIOA ELIGIBLE TRAINING PROVIDER


The Americans with Disability Act Compliance Checklist

PROVIDER NAME: CNN AMERICAN GLOBAL INSTITUTE

Participants with disabilities should be able to arrive at your training site and easily locate and use accessible services

Accessible Parking	Yes	No	
<ul style="list-style-type: none"> Does your facility provide accessible parking spaces designed for use by individuals with disabilities? 	✓	—	 shutterstock 106348409
<ul style="list-style-type: none"> Does the parking areas have the minimum number of accessible parking spaces specified in the table (see page 4)? 	✓	—	
<ul style="list-style-type: none"> Are the accessible parking spaces located on the shortest possible accessible routes to the accessible building entrances? 	✓	—	
<ul style="list-style-type: none"> Are the accessible parking spaces located on a level area? 	✓	—	
<ul style="list-style-type: none"> Is each accessible parking space designed with a sign showing the International Symbol of Accessibility? 	✓	—	
<ul style="list-style-type: none"> Is there at least ONE van accessible space for every SIX accessible parking spaces? 	✓	—	
<ul style="list-style-type: none"> Are the van accessible parking spaces designed by an additional sign indicating "Van Accessible" (see figure)? 	✓	—	
IT Accessibility			
<ul style="list-style-type: none"> Do images have alternative text? 	—	✓	
<ul style="list-style-type: none"> Does video have captions and does audio have a transcript? 	—	✓	
<ul style="list-style-type: none"> Do form fields within web pages and documents have appropriately coded labels and prompts? 	—	✓	
<ul style="list-style-type: none"> Does the interface have sufficient contrast between text color and background color? 	—	✓	
<ul style="list-style-type: none"> Does the content scale well when text is enlarged up to 200 percent? 	—	✓	
<ul style="list-style-type: none"> Can all menus, links, buttons, and other controls be operated by keyboard, to make them accessible to users who are unable to use a mouse? 	—	✓	
<ul style="list-style-type: none"> Do pages that have time limits include mechanisms for adjusting those limits for users who need more time? 	—	✓	

<ul style="list-style-type: none"> Do all exterior passage ways provide a minimum unobstructed head clearance (headroom) of 80 inches? Do ramps have a clear unobstructed width of at least 36 inches? Do ramps have a 5-foot long level landing at the top and bottom of each run? If the ramp rises more than 6 inches vertically, does it have handrails on both sides? 	✓ ✓ ✓ ✓	— — — —	
Elevators			
<ul style="list-style-type: none"> Does the building have passenger elevators? Are call buttons and keypads at elevators mounted no higher than 48 inches when measured to centerline of highest operable part above the floor? Are there raised (tactile) characters and Braille that indicate floor designations on both elevator jambs at the entrance to elevator mounted 48 to 60 inches above the floor surface? Are there both visible and audible signals to identify when an elevator car arrives and its direction of travel? 	— N/A N/A N/A	✓ — — —	
Drinking Fountains			
<ul style="list-style-type: none"> Where drinking fountains provided, are there two drinking fountains: one wheelchair accessible and one for persons who are standing? Does the wheelchair accessible drinking fountain provide a minimum knee clearance of 27 inches? Is there a 30 by 48-inch clear floor space positioned for a forward approach to the wheelchair accessible fountain? 	— N/A N/A	✓ — —	only 1 for person standing 
Restrooms			
<ul style="list-style-type: none"> Does your facility offer restrooms for public use? Are all accessible restrooms clearly designated with a sign having the International Symbol of Accessibility and mounted on the latch side of the door so the bottom edge of the highest tactile characters are 60 inches maximum and the lowest tactile characters are 48 inches minimum from the floor surface? Do the doorways of accessible restrooms have a minimum clear? Is there adequate turning space for a wheelchair or other mobility devices inside the restroom? 	✓ ✓ ✓ N/A	— — — —	

Signage				
• Is adequate signage placed in standardized, appropriate locations throughout the building or facility?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
• Does the signage identifying permanent rooms or spaces provide both raised (tactile) characters and Braille?	N/A	<input type="checkbox"/>		
• Is exterior signage available at non-accessible entrances and along walkways that provides directions to the accessible routes and entrances?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
• Is interior directional signage provided at inaccessible toilet rooms and elevators directing the person to nearest accessible toilet rooms and elevators.	N/A	<input type="checkbox"/>		
I certify that the above information is accurate and true to the best of my ability.				
Name of Authorized Representative		CAROLINE NGANGA		Date: 10/23/24
Title:		BUSINESS OWNER		
Email:	CAROLINE.NGANGA@icloud.com	Telephone:	202-368-6903	

The Americans with Disabilities Act (ADA) became law in 1990. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.

NUMBER OF ACCESSIBLE SPACES

Total Parking Spaces	Designated Accessible Parking
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4
101 to 150	5
151 to 200	6
201 to 300	7
301 to 400	8
401 to 500	9
501 to 1000	2% of total
1001 and over	20 plus 1 for each 100 over 1000



COMMONWEALTH of VIRGINIA

Arne W. Owens
Director

Department of Health Professions

Perimeter Center
9960 Mayland Drive, Suite 300
Henrico, Virginia 23233-1463

www.dhp.virginia.gov
TEL (804) 367-4400

Virginia Board of Nursing
Jay P. Douglas, MSM, RN, CSAC, FRE
Executive Director

Board of Nursing (804) 367-4515
www.dhp.virginia.gov/Boards/Nursing

March 22, 2023

Carolyn Nganga, RN
Program Coordinator
CNN American Global Institute, LLC
6202 C Old Franconia Road
Alexandria, VA 22310

Dear Carolyn Nganga:

The Virginia Board of Nursing considered the application of CNN American Global Institute, LLC to establish a nurse aide education program. Initial approval is granted as all documentation of the program's compliance with requirements as set forth in 18VAC90-26-20(B) has been submitted and deemed satisfactory to the Board. The board approval number assigned to this program is **100976**.

Board of Nursing regulation 18VAC90-26-60(A) requires that each nurse aide education program be reviewed annually either by a visit on site by an agent of the Board or by a written program evaluation with an on-site visit occurring at least every two years or whenever deemed necessary by the Board to ensure continued compliance. Please keep your contact information current with the Board so that the evaluation process can be implemented without delay.

If you have any questions, you may contact Christine Smith at Christine.Smith@dhp.virginia.gov or (804) 367-4597.

Sincerely,

Jacquelyn Wilmoth RN, MSN

Jacquelyn Wilmoth, RN, MSN
Deputy Executive Director

CC: Breanne Pulli, CSM, Credentia

Commonwealth of Virginia



State Corporation Commission

CERTIFICATE OF FACT

I Certify the Following from the Records of the Commission:

That CNN AMERICAN GLOBAL INSTITUTE L.L.C. is duly organized as a Limited Liability Company under the law of the Commonwealth of Virginia;

That the Limited Liability Company was formed on December 6, 2022; and

That the Limited Liability Company is in existence in the Commonwealth of Virginia as of the date set forth below.

Nothing more is hereby certified.



Signed and Sealed at Richmond on this Date:

October 30, 2024

A handwritten signature in black ink, appearing to read "Bernard J. Logan".

Bernard J. Logan, Clerk of the Commission

CNN American Global Institute

6202 Old Franconia Road
Alexandria Va. 22310
202-930-3832
E-Mail: cnn.americanglobal@gmail.com

BOARD APPROVAL NO.100976

Non- Discrimination Policy & Grievance Procedure

CNN American Global Institute is committed to providing an inclusive and welcoming environment for all students, staff, and participants in our programs. We do not discriminate on the basis of race, color, national origin, ancestry, sex, gender identity, sexual orientation, age, religion, disability, marital status, veteran status, genetic information, or any other characteristic protected by federal, state, or local laws.

Equal Access

All individuals seeking to enroll in our training programs will have equal access to services, opportunities, and resources, regardless of their background or personal characteristics. We are committed to maintaining a learning and working environment where all individuals are treated with respect and dignity.

Harassment-Free Environment

We prohibit any form of harassment, including but not limited to sexual harassment, bullying, or intimidation, whether based on race, gender, disability, or any other protected status. Any student or staff member found to have engaged in harassment or discriminatory behavior will be subject to disciplinary action, up to and including termination or dismissal from the program.

Reporting and Resolution

Individuals who believe they have experienced discrimination or harassment are encouraged to report the incident to the program director or designated compliance officer. All complaints will be handled promptly, thoroughly, and confidentially, with appropriate corrective action taken if necessary.

Retaliation

CNN American Global Institute prohibits retaliation against anyone who, in good faith, reports discrimination or harassment, participates in an investigation, or opposes any discriminatory practices. Retaliation will not be tolerated and may result in disciplinary action.

Continuous Improvement

We will regularly review and update our policies and practices to ensure compliance with all applicable laws and to promote an environment where diversity and inclusion are valued.

For questions or concerns about this policy or to request accommodations, please contact Program Director

Print Student's Name: _____

_____ Signature of Student

_____ Date



RECORDING SHEET FOR MEASUREMENT SKILLS

Date _____

Test Site ID _____

CANDIDATE NAME _____

CANDIDATE ID _____

EVALUATOR NAME _____

EVALUATOR ID _____

SKILL TESTED

Evaluator must check one box next to the skill being tested.

☐ Blood Pressure

☐ Respirations

☐ Urine Output

☐ Radial Pulse

☐ Weight

CANDIDATE
RESULTS

EVALUATOR
RESULTS

Skills Listing

The 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. Critical Element Steps are in bold type.

SKILL 1 — HAND HYGIENE (HAND WASHING)

- 1 Address 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 20 (twenty) seconds, keeping hands lower than the elbows and the fingertips down**
- 6 Cleans fingernails by rubbing fingertips against palms of the opposite hand
- 7 Rinse all surfaces of wrists, hands and fingers, keeping hands lower than the elbows and the fingertips down**
- 8 Uses clean, dry paper towel/towels 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/towels 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 Privacy is provided 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, wash 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 Privacy is provided 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, wash hands

SKILL 4 — ASSISTS WITH USE OF BEDPAN

- 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 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 Head of bed is lowered 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 Places 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/or 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 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 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 Privacy is provided 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 (75-90 degrees)**
- 4 Places tray where the food can be easily seen by client
- 5 Candidate 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 (75-90 degrees) 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 Privacy is provided 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 over-extension 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

*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 Privacy is provided with curtain, screen or door
- 3 Has client assume a comfortable lying or sitting position
- 4 Client's arm is positioned at level of 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 the 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 the 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 BP 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

- 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 Privacy is provided 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 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 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 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 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 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 Raises side rail on side to which body will be turned
- 5 Candidate assists client to slowly roll onto side toward raised side rail
- 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 Privacy is provided 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 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

- 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 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 (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 Privacy is provided 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 Privacy is provided 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 (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 (candidates' 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

SKILL 23* — MEASURES AND RECORDS MANUAL BLOOD PRESSURE

*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. Reinflate 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 readings**

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 get a notification email from CNA365 when a new exam score has been posted to your online account. To see your score report, please login to your CNA365 account by clicking the “CNA365 Login” button on the top of the Virginia nurse aide website page at www.credentia.com/test-takers/va.

Score reports are generally available within a few hours after the day’s testing event is completed. If it has been more than 24 hours and you’re not able to see your score report in CNA365, please contact customer service at 800-457-6752.

SCORE REPORTING

Credentia will provide you with your official examination results for your skills examination within a few hours after a testing event is completed for the day. You will receive your online proctored exam score immediately upon completion of the exam. 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 employer.

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 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 on the following page, 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 re-taking 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.

VIRGINIA NNAAP® EXAMINATION RESULTS

Exam: Skills

Result: Fail

Skills Performance:

Hand Hygiene 1, 5, 10	Unsatisfactory
Provides Mouth Care	Satisfactory
Written Examination only	Satisfactory
Measures and Records Blood Pressure	Satisfactory
Puts One Knee-High Elastic Stocking on Client	Satisfactory
Assists Client to Ambulate using transfer belt	Satisfactory

A sample of a Failing Score Report

PASSING

Once you have passed both the Written (or Oral) Examination and the Skills Evaluation, your name will be submitted to the Virginia Board of Nursing for placement on the Virginia Nurse Aide Registry. You must successfully pass both the Written (or Oral) Examination and the Skills Evaluation in order to be placed on the Registry. Although you have received a passing score report, you are not permitted to call yourself a “Certified Nurse Aide (CNA)” until your name appears on the Registry.

Grievance Process

If you disagree with your score, you can file what’s called a “grievance,” an explanation or reason for why you think your score was not correct or fair.

- All grievances must be in writing and submitted through the online system. You must provide as much detail as possible. The grievance must be submitted within 30 days of your exam date.
- After we receive your grievance form, your complaint will be investigated. Once the investigation is complete, Credentia will contact you to tell you whether or not your grievance was accepted. If the grievance is accepted, you’ll be allowed to retest at no additional cost.
- For details on how to submit a grievance, visit www.credentia.com/test-takers/va and click on “Grievances” in the Resources section of the webpage. You will receive a response within 30 days of Credentia receiving your form.

The Registry

CHANGE OF ADDRESS OR NAME

The Virginia Board of Nursing requires that you inform them in writing of your correct address. In most cases it is permissible for an individual to provide an address of record other than a resident address, such as a post office box or a practice location address. In order to receive renewal notification and other correspondence from the Virginia Board of Nursing, you **MUST** inform the Registry about any changes to your name or address within thirty (30) days after any change is made.

A change of address may be made online at the time of renewal or at any time by **written notification** to the Board of Nursing. To change your address, you may:

- Send a separate letter to the Virginia Board of Nursing/Nurse Aide Registry informing them of the change. (If you are writing a separate letter, please be sure to list both the old information and the updated information, including your name, address, Social Security or certificate number, and telephone number.)
- Email the Board at: nursebd@dhp.virginia.gov or do so online at: www.license.dhp.virginia.gov.

Please be advised that all notices and correspondence from the Board, including renewal notices, licenses, and other legal documents, will be mailed to the address of record that you provide. Failure to inform the Registry of an address change may jeopardize your timely receipt of these important documents.

If you change your name, you must provide appropriate documentation of that change when you notify the Board of Nursing. A copy of a marriage certificate, divorce decree granting you the right to resume your former name, or other court order is required.

RENEWAL

Your initial nurse aide certification is valid for two (2) years. At least sixty (60) days prior to the expiration date of your certificate, a renewal notice will be mailed to your last address on record with the Board of Nursing/ Nurse Aide Registry requesting you to renew online at www.license.dhp.virginia.gov. You are required to personally attest that you have been employed for pay performing nursing-related activities within the previous two (2) years. In order to be renewed and maintained on the Registry, you must meet the work requirement mentioned above or you will be required to re-take the NNAAP Examination to demonstrate continued competency.

Your nurse aide certification will expire if you do not renew it. It is your responsibility to renew your certification, regardless of whether or not you receive the renewal notice mailed from the Board office. If you do not receive your renewal notice by the middle of the month in which your certificate is due to expire, please contact the Board of Nursing at (804) 367-4515.

LAPSED CERTIFICATION

If you were previously listed on the Virginia Board of Nursing Registry and have been lapsed for more than 90 days, you **MUST** submit a reinstatement application and fees to the Board of Nursing. The Board will then determine if you also need to take the NNAAP examination to demonstrate competency for reinstatement.

Reinstatement applications with instructions may be obtained from the Board of Nursing website at www.dhp.virginia.gov/boards/nursing or by calling the Board office at (804) 367-4515.

ENDORSEMENT

If you are a nurse aide currently listed on another state's nurse aide registry, and you are seeking certification on the Virginia Nurse Aide Registry, you **MAY NOT** need to test. Endorsement applications are available for on-line submission through the Virginia Board of Nursing's web site at www.dhp.virginia.gov/boards/nursing.

The length of the endorsement process depends on the time it takes your state to provide verification that you are a certified nurse aide and meet requirements similar to those for initial certification in Virginia.

Frequently asked Questions

VA Nurse Aide Registry



QUESTION	ANSWER AND REFERENCE (WHERE APPLICABLE)
1. How do I become a CNA?	You must meet the eligibility requirements for one of the applications. Once your application is approved you must pass both the written and skills portions of the NNAAP examination. The time frame for successfully completing both exams varies, by state. Please check with your training program or the Exam Overview section of this handbook.
2. May I perform the duties of a nurse aide before I am certified?	If you are currently attending an approved training program in a nursing home, you have 120 days in which to complete the training and become certified. During that period, a student may not perform any duty for which they have not been trained and checked by the instructor.
3. How do I arrange for special accommodations?	Special requests must be submitted and approved prior to testing. Documentation from your physician or other qualifying professional must be included with the request. Please refer to the Accommodations section of the candidate handbook for details.
4. How do I decide which exam to take?	An Oral Examination in English may be substituted for the Written examination if you have difficulty reading English. It contains 10 reading comprehension questions in which you must identify job-related words.
5. Is there a time limit in which I must pass both exams?	Within two years per federal regulation of training program completion.
6. Can I register for an exam or check my scores online?	Registration must be done online. Score Reports are provided online (see page 43). If you passed both parts of the examination, your name will be forwarded to the Virginia Board of Nursing for determination of placement on the Nurse Aide Registry. You can also verify your status by checking online. A link for the Virginia Registry: www.credentia.com/testtakers/va .
7. What form of payment do you accept, and may I take it to the test site?	You will not be scheduled unless payment is made using a credit card, debit card, single use card or electronic voucher. No form of payment will be accepted, at a test site.
8. What is the next test date?	Examination dates will appear on your screen when logged in CNA365 when selecting your scheduled exam.
9. How do I verify if I'm on the Nurse Aide Registry?	You can verify your status on the Virginia Nurse Aide Registry online at www.credentia.com/test-takers/va .
10. How long will my name remain on the registry?	Your initial certification is for two (2) years from when your name is provided to the Board as passing both parts of the competency test within a 24-month period. Once your certificate is up for renewal, it is renewed annually. A renewal notice will be sent to the address of record 60 days before your certificate's expiration date.

QUESTION	ANSWER AND REFERENCE (WHERE APPLICABLE)
11. My certification expired. How do I renew it or become certified again?	<ul style="list-style-type: none"> • If your certificate has been expired for less than 90 days, contact the Board office at (804) 367-4515 for information on renewing it. If it has been expired for more than 90 days, a reinstatement application must be completed and mailed to the Board of Nursing. You can access and download that application from the Board's website at www.dhp.virginia.gov/boards/nursing or by calling the Board office at the same phone number listed above. Once renewal/ reinstatement information has been received, the Board will determine if you have to retest to complete the renewal/reinstatement process due to a lack of nursing-related employment within the required time frame.
12. I'm moving to or from another state. May I perform nurse aide duties in that state?	<p>If you are moving TO Virginia, you will need to complete an Endorsement Application. This is now an on-line application which you can access and complete from the Board of Nursing's website at www.dhp.virginia.gov/boards/nursing. If you do not have access to a computer, you can get an application mailed to you by contacting the Board office at (804) 367-4515.</p> <p>If you are moving FROM Virginia, you should contact the Board of Nursing or Board of Nursing for that state, to obtain state requirements.</p>

Notes:

[illegible]

Notes:

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Credentia