

2016 CNA Frequently Asked Questions

1. **How do I apply for the CNA test?**
 - a. Visit our webpage at: <https://www.ivytech.edu/cna/4347.html>
 - b. Click the choice that best fits your situation and follow instructions on that page.
2. **Do you give status updates?**
 - a. Due to the volume incoming applicants, we **do not** give status updates.
 - b. We will contact you only when you are ready to be scheduled or if there problems with your application.
3. **Can I make process go faster?**
 - a. We serve applicants on first come, first service basis.
4. **Is your office open to the public or accept walk-ins?**
 - a. We are not open to the public.
 - b. We **do not** accept walk-ins.
5. **How can I contact the CNA/QMA Testing office?**
 - a. Please contact us a 317-917-5948 or e-mail us at cna_qma_testing@lists.ivytech.edu
 - b. Your inquiry will be responded to within 72 hours.
6. **How much does the test cost?**
 - a. One section \$65.00 (written OR skills)
 - b. Both sections \$75.00 (written AND skills)
7. **How do I pay for the Exam?**
 - a. Money order or cashier's check payable to Ivy Tech.
 - b. We **do not** accept personal checks.
 - c. We accept credit card payments
 - i. When mailing in your application, indicate your desire to pay via credit card.
 - ii. We will contact you for credit card payment once we have received an application and documentation in our office.
8. **How long does it take to be scheduled?**
 - a. It is a **2 week process** once the completed application, documentation and payment are received in our office. You will test within 30 days after that date.
9. **Where will I be scheduled to test?**
 - a. You will be scheduled at closest testing site to the address on your application unless noted otherwise on your letter of request.
10. **I am transferring from another State?**
 - a. **To apply**, please follow instructions at: <http://www.ivytech.edu/cna/4368.html>
 - b. You can work for 120 days from date of hire before you required to be certified in Indiana.
 - c. You are required to be currently certified in the state you transferring from.
 - d. You are required to take the written test in Indiana in order to become certified.
11. **What acceptable documentation for proof of employment for an Out of State transfer?**
 - a. We require an employment letter on employer letterhead. That includes name, job title, dates of employment. You must have worked as a Certified Nurse Aide within the past 2 years.
 - b. We **do not** accept pay stubs as acceptable documentation.

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12. I am nursing student, what are the testing requirements?

- a. **To apply**, please follow instructions at: <http://www.ivytech.edu/cna/4365.html>
- b. You must be a **currently enrolled** nursing student in the nursing program for the current semester.
- c. You must completed "Fundamentals of Nursing" or equivalent with a final grade of "C" or better.

13. Where do I mail my required documentation and payment to?

- a. CNA/QMA Testing
PO Box 1621
Indianapolis, Indiana 46206

14. How do I apply if I do not have access to a computer?

We can mail you an information packet to apply for CNA Testing. Call us at 317-921-4653. Please leave your full name and current mailing address.

15. How will I be contacted for a test date?

- a. We will contact you by mail, phone or e-mail. Please make sure you have voicemail set up If you're preferred form of contact is by phone.

16. How long do I have to test?

- a. You have **two years from your clinical completion date** to test as long as you are **not working as a CNA**.
- b. If you are **working as a CNA**, you can work for **120 days from date of hire** before you required to be certified.

17. What happens if my 2 years are up to test?

- a. You must retake the 105 Hour training course over again

18. How many times can I test?

- a. You have 3 chances to test
- b If you fail your 3rd attempt, you must retake the training course.

19. Do I have to repay the testing fee?

- a. You must submit a new payment for each time you retest.

21. What happens when I pass the test?

- a. Once we have submitted your results to the Dept. of Health, allow 8 to 10 weeks to receive your license.

- b. **Indiana Professional Licensing Agency:** <https://mylicense.in.gov/everification/Search.aspx>

22. Can I just call and schedule a test date?

- a. No, you must first apply for testing by sending in your application with payment. We do not offer preset test dates.

23. How do I retest?

- A. Please read and follow all directions below which you will also find on your fail form.
- B. You must mail a copy of your fail form to the address listed in question 12
- C. You must mail in a money order or cashier's check for either \$65.00 or \$ 75.00 for retesting fee to the address listed in question 11.
 - a. \$75.00 for both skills and written sections of the test.
 - b. \$65.00 for skills only or written only section of the test.

You **will not** be scheduled until your results are received from the testing site into our office to be recorded. Please note it does take some test sites time to get the results to our office. Once all

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necessary documents and payment are received, it will be **two weeks** before you are contacted for scheduling.

24. What happens if I lose my fail form?

a. Please submit a letter of request: Name, Address, Phone, e-mail address, and if known what section and second or third attempt at the CNA test along with retest payment.

25. Can I take the QMA test before the CNA Test?

a. It is a requirement in Indiana that you are a CNA before you are a QMA.

26. Are the CNA and QMA test the same?

a. No, they are two different tests.

27. What should I bring on Test Day for both skills and written?

a. State Issued Photo ID i.e. Example: A valid driver's license

b. Please dress in uniform

c. Please arrive 15 minutes early

28. What do I need to bring for the written test only?

a. State Issued Photo ID i.e. Example: A valid driver's license

b. Please arrive 15 minutes early

c. You do not need to dress in uniform

29. How much time to do I have to cancel my test?

a. We must receive notice of cancellation **48 hours** prior to the test date or you will be required to repay the testing fee.

30. Where will I be scheduled?

a. You will be scheduled at the closest testing location to the address on your application unless you have noted that you would like to be scheduled elsewhere.

31. What if there is a problem in processing my application?

a. We will contact you by mail, phone or e-mail.

b. Once we have received the payment and correct paperwork, it will be **2 weeks** from that date before you are contacted to be scheduled.

32. When do I find out if I pass or fail?

a. You will be told your test results the day of testing. We will give you a letter, indicating your results. That letter will give you all the instructions on how to retest if you fail the test.

33. What happens if I decide not to test?

a. We can refund your money to you. The refund process takes 3 to 4 weeks. Please call 317-917-5948 and leave your name and current address to where you would like the check sent. OR: Mail or Fax a letter requesting a refund with your name and address to: **PO Box 1621 Indianapolis, IN 46206**
Fax: 317-925-6001

b. Please let us know if you are a current or previous Ivy Tech student.

33. What happens if my 2 years are up to test?

a. You must retake the 105 Hour training course over again

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34. How do I request the read to me or extended time?

a. Oral Testing/Extended Time Requirements

Visit our website at: <http://www.ivytech.edu/cna/4329.html>

To have the test read to you, you must official documentation of **ONE** of the listed below.

1. We can accept an official letter from a medical doctor on official letterhead, stating you have a disability that you need the test read to you or given extended time.
2. We can accept an Individualized Educational Plan from your high school or college. That shows that you had disability that requires you to have the test read to you or extended time given to you.
3. We can accept an official letter from your high school or college on official letterhead, stating you have a disability that you need the test read to you or extended time given to you.

NOTE: A language barrier **does not** meet the requirements for extended time to test or to you have the test read to you.

35. Can I just request the test to be read to me?

a. Unfortunately, you must meet the requirements in question 31 in order to have accommodations for testing.

36. What does the written test consist of?

- a. 100 multiple choice questions.
- b. You can only miss 20 questions.
- c. You have 90 minutes to complete the test.

37. Are there practice questions for the written test?

- a. Practice Questions: <https://www.ivytech.edu/files/2014-CNA-ExamPracticeQuestions.pdf>
- b. For more study materials, please visit your local library.

38. How do I find out about CNA classes?

A. Our office is not involve with the CNA classes. You will need to contact the closest Ivy Tech to you for class information. Please refer to CNA Training Site List below.

Ivy Tech Community College CNA Classes: <http://www.ivytech.edu/healthcare-specialist/index.html>

CNA Training Sites by County: <http://www.in.gov/isdh/reports/QAMIS/nat/nat.htm>

39. Do you accept copies, faxed or e-mailed applications?

- a. The State Department of Health requires an original completed application.

40. How do I renew my CNA license?

- a. You will need to contact the Dept. of Health at 317-233-1325.
- b. Please visit ISDH website for more information: <http://www.in.gov/isdh/20510.htm>

41. Can I find out CNA license number online?

- a. Indiana Professional Licensing Agency: <https://mylicense.in.gov/everification/Search.aspx>