



**CO L O R A D O**

**Department of  
Regulatory Agencies**

Division of Professions and Occupations

# State-Specific Nursing Home Administrators Examination [CO NHA]

# 2020

*Board of Examiners of Nursing  
Home Administrators*

## Candidate Handbook

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The test taker is solely responsible for accessing and researching the [Colorado Revised Statutes](#) and other resources, including reading and adhering to all information, instructions, and terms and conditions provided in this *Bulletin*.



This Candidate Handbook provides information about how to schedule, prepare for, and take the Colorado State-Specific Nursing Home Administrators Examination [CO NHA Exam]. Individuals seeking licensure as a Nursing Home Administrator under the State’s practice act, rules, and regulations must take and pass the CO NHA Exam (one of several requirements for licensure).

**—You Are Solely Responsible for Reading and Adhering to All Requirements Provided in This Handbook—**

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## Abbreviations, Definitions, Annotations

**Board:** Colorado Board of Examiners of Nursing Home Administrators

- The Board exists to provide a measure of protection to the nursing home residents in Colorado who are aged or who have disabilities by establishing a means to regulate nursing home administrators to ensure quality administration and sound management of nursing homes. The regulation of Nursing Home Administrators is found in the current version of the online [Colorado Legal Resources Public Access Web Site](#): Title 12 (“Professions and Occupations”), Article 265 (“Nursing Home Administrators”) of the Colorado Revised Statutes (C.R.S.).

**CDPHE:** Colorado Department of Public Health and Environment

- CDPHE licenses health facilities in Colorado, which includes (but is not limited to) Nursing Care Facilities and Intermediate Care Facilities for Individuals with Intellectual Disabilities

**CDRA:** Colorado Department of Regulatory Agencies

- CDRA is an acronym used by the testing company, Iso-Quality Testing, Inc.
- “CDRA...Colorado Department of Regulatory Agencies” is the sponsoring Organization for the CO NHA Exam.

**CO NHA Exam:** Colorado State-Specific Nursing Home Administrators Examination

- The examination is developed and maintained by the Board pursuant to [C.R.S. § 12-265-107](#) (Powers and Duties of the Board-Rules) and [C.R.S. § 12-265-111](#) (Examinations).

**IQT:** Iso-Quality Testing, Inc.

- The Board has contracted with IQT to schedule, administer, score, and issue results to candidates the state has authorized to take the CO NHA Exam. Iso-Quality Testing, Inc. is owned by Prometric, a global testing services provider.



**DO NOT REGISTER WITH IQT UNTIL YOU RECEIVE AN ELIGIBILITY E-MAIL INDICATING THAT YOU HAVE BEEN APPROVED TO SCHEDULE THE CO NHA EXAM.**

- Upon eligibility to schedule and take the CO NHA Exam, you will receive an e-mail from:
  - “registrations@isoqualitytesting.com”.
  - The E-Mail Title is : “SMT Notice”
  - The Subject Line of the e-mail will be: **Online Candidate Registration Exam: CO NHA.**
- Check your E-Mail filters and “Spam” for this notice, if applicable.
- The e-mail notice will contain your Username (which will be the e-mail address on record with the Board), a system-generated Password, and instructions for scheduling the computer-administered CO NHA Exam at an Iso-Quality Testing, Inc. proctored test site.
- **KEEP THIS E-MAIL. IT CONTAINS YOUR USERNAME AND PASSWORD. YOU WILL NEED THESE CREDENTIALS TO**

**LOGIN AND SCHEDULE THE CO NHA EXAM.**

- You are responsible for ensuring your e-mail address on record with the Board is accurate so you receive your CO NHA Exam Eligibility Notice.
- **It is highly recommended that your e-mail address be one that is not likely to change, as your “UserID” to register for and take your CO NHA Exam will be the E-Mail address you have on record with the Board at the time you become eligible to schedule and take the CO NHA Exam.**
- To verify or update your e-mail address, access the Division’s Online Services at: <https://apps.colorado.gov/dora/licensing/Default.aspx> and log into your account.
- Please note pursuant to the [Rules and Regulations for Nursing Home Administrators](#), your eligibility to take and pass the CO NHA Exam will be valid for one (1) year from the date of the e-mail notice. If you do not successfully complete examination requirements within this one-year period, you will be



required to reapply for licensure and pay all appropriate fees.

## Contact Information

### *ISO-Quality Testing (IQT)*

**CONTACT IQT WITH ALL QUESTIONS ABOUT SCHEDULING & TAKING THE CO NHA EXAM**

Iso-Quality Testing (IQT)  
25400 US Hwy 19 North, Suite 285  
Clearwater, FL 33763  
P | 866.773.1114 (toll free)  
F | 727.738.8522  
<https://www.isoqualitytesting.com/>

### *Board of Examiners of Nursing Home Administrators (Board)*

Questions about the rules and regulations for applicants seeking licensure as a nursing home administrator in Colorado should be directed to:

Board of Examiners of Nursing Home Administrators  
1560 Broadway, Suite 1350  
Denver, CO 80202  
P | 303.894.7800 F | 303.894.7693  
Email: [dora\\_dpo\\_licensing@state.co.us](mailto:dora_dpo_licensing@state.co.us)  
Web Site:  
<https://dpo.colorado.gov/NursingHome>

## Nondiscrimination Policy

The Board and IQT do not discriminate among candidates on the basis of race, color, creed, gender, religion, national origin, disability, marital status, sexual orientation, or veteran status.

## NHA Licensure Requirements

Taking and passing the CO NHA Exam is only one of several requirements an applicant must satisfy to be licensed in Colorado as a Nursing Home Administrator. Please consult the following for further information:

- [Board of Examiners of Nursing Home Administrators Website](#)
- [Nursing Home Administrator \(NHA\) Applications & Forms](#)

## Examination Overview

The *Colorado State-Specific Nursing Home Administrators Examination* [CO NHA Exam] is a non-marketed, not-for-sale, structured compilation of selected-response, one best answer items from a secure, nondisclosed test bank owned expressly by the State (©Colorado Department of Regulatory Agencies. All rights reserved.). The examination is for the sole use by the Board of Examiners of Nursing Home



Administrators for determining whether an individual meets standards for licensure as a nursing home administrator. The CO NHA Exam is developed and maintained by the Board pursuant to [C.R.S. § 12-265-107](#) (Powers and Duties of the Board-Rules) and [C.R.S. § 12-265-111](#) (Examinations). The Board is responsible for the exam content and for determining the passing score.

### *Non-Disclosed Secure Exam*

The contents of the CO NHA Examination are confidential, secure, and protected by the laws of the United States and elsewhere.

© Colorado Department of Regulatory Agencies. **All rights reserved.** No part of the CO NHA Examination may be reproduced (e.g., copied, transcribed, photographed, etc.) for any purpose, stored, or transmitted in any form or by any means without the prior permission in writing from the Colorado Department of Regulatory Agencies, Division of Professions and Occupations, Board of Examiners of Nursing Home Administrators (test publisher).

### *Test Information*

The CO NHA Exam consists of 45-50 multiple-choice, one-best answer test items. There may be pre-test items. Pre-test items do not count in the scoring of your exam. A detailed test outline and study reference guide is provided in Exhibit 1. In addition, please note the following:

- The examination is administered by computer at proctored IQT test sites in the United States.
- You are allowed a total of 1 ½ hours (90 minutes) to take the CO NHA Exam.
- The cost for each exam attempt is \$125.00.
- There are multiple test forms. The pass score for each test form will depend on the difficulty or easiness of the items on the test form. Examinations with more difficult items will have a lower passing score; whereas those with easier items will have a higher passing score. Raw scores are converted to a 0-100 scale, with the passing score for each form equal to a scaled score of 70 (not to be confused with 70%).





- Test items are not weighted: a correct response = 1 point; an incorrect response = 0 points.
- Pass/Fail performance is determined by summing the total points for scored (no pretest) items you answered correctly and converting your raw score to the 0-100 scale. A minimum scaled score of 70 is needed to pass. A scaled score of 70 does not represent the percentage of items answered correctly.
- There is no penalty for guessing. It is to your advantage to answer every test item.
- There is a 30-day wait period for retest attempts.
- Your test is scored immediately after you complete it and you will receive your results report at the test center.
  - **Passing Candidates:** Your Exam Results Report will advise you that you passed the exam and will contain information about the next steps in the NHA licensing process.
  - **Failing Candidates:** Your Exam Results Report will

advise you that you failed the exam and will include diagnostic feedback about your performance in each of the main content areas covered on the exam. This information should be used to focus your study efforts in preparation for a future testing attempt. The Results Report also will include information about re-test requirements.

- The CO NHA Exam is developed and offered in English only.

### *Testing System Tutorial*

Please take the IQT Sample Exam by following the instructions below to learn how to use the testing system *before you sit for your exam*.

- [CLICK HERE](#) to take the IQT Sample Exam Tutorial. Follow the prompts.
- You are solely responsible for attaining proficiency in using the testing system before you sit for your exam.



## Eligibility to Schedule & Take Examination

*Do NOT Register Until You Receive Eligibility E-Mail (See Exhibit 2)*

The Board will notify IQT when you are eligible to schedule and take the CO NHA Exam. IQT will send an e-mail to your e-mail address on record with the Board. Exhibit 2 provides a sample e-mail. Please note the following:

- The E-Mail Title is : “SMT Notice”
- The e-mail will come from: [registrations@isoqualitytesting.com](mailto:registrations@isoqualitytesting.com)
- The e-mail subject line: **Online Candidate Registration Exam: CDRA - CO NHA**
- The e-mail will provide your IQT Account Username (this is your UserID; it will be your e-mail address on record with the Board) and a system-generated Password. Follow the instructions in this e-mail to login and schedule an appointment to take the CO NHA Exam.

The CO NHA Exam Eligibility Notice e-mail from IQT is the only authorization you will receive. Check your E-Mail Filters/“Spam”.

- **KEEP THIS E-MAIL. IT CONTAINS YOUR USERNAME AND PASSWORD. YOU WILL NEED THESE CREDENTIALS TO LOGIN AND SCHEDULE THE CO NHA EXAM.**

## Eligibility Expiration

- Pursuant to the [Rules and Regulations for Nursing Home Administrators](#), your eligibility to take and pass the CO NHA Exam will be valid for one (1) year from the date of the e-mail notice. If you do not successfully complete examination requirements within this one-year period, you will be required to reapply for licensure and pay all appropriate fees.

## Testing Attempts

- If you do not pass the CO NHA Exam, you must wait at least thirty days (30 days) from the date of your last testing attempt to schedule, pay, and re-take the CO NHA Exam. You may retest as long as your eligibility period is not expired (you are within your 12-month window from the date of your Eligibility Notice e-mail).



## *Required Terms & Conditions and Attestation*

Permission to access and take the CO NHA Exam is conditioned on your agreeing to the following terms and conditions.

You will need to accept these Terms and Conditions on the computer screen before you will be permitted to take your examination. If you do NOT accept these Terms and Conditions, you will not be allowed to test and you will forfeit the testing fee.

References to laws, rules, and regulations are given in this *Candidate Handbook* so you may reference these sources and know them before you schedule and sit for your exam. For security purposes, these links will not be available when you read and attest to them during your test session.

### **Terms and Conditions**

- The information I provided to take the CO NHA Exam is truthful and accurate.
- I am the person I represent myself to be.
- I am the person who the Board authorized to schedule and take this examination.

- I am taking this examination to fulfill a requirement for licensure as a Nursing Home Administrator in Colorado.
- I am taking the examination solely on the basis of my own knowledge and skills, **without** assistance from other resources at any time whatsoever.
- Pursuant to [C.R.S. § 12-265-113\(1\)\(a\)](#), I am aware that the Board has the power to withhold any license, upon proof that such person has procured or attempted to procure a license by fraud, deceit, misrepresentation, misleading omission, or material misstatement of fact.
- I acknowledge the examination is a non-marketed, copyrighted test developed expressly by and for the sole use of the Colorado Department of Regulatory Agencies, Division of Professions and Occupations, Board of Examiners of Nursing Home Administrators (test publisher). **No part of the Colorado State-Specific Nursing Home Administrators Examination may be reproduced (e.g., copied, transcribed, photographed, etc.) for any purpose, stored, or transmitted in any form or by any means without the prior**



**permission in writing from the test publisher.**

- I acknowledge that any use of the examination or related content, except for the regulatory purposes intended by the test publisher, is strictly prohibited.
- I will not reveal in whole or in part any test content, answers, or solutions to anyone during or after the examination or at any time whatsoever, whether orally, in writing, in any Internet “chat rooms”, or by any other means.
- I am aware that my testing activities may be monitored by *ISO Quality Testing*, which provides loss prevention, security, and investigative services to the test publisher on behalf of its CO NHA Exam materials. Actions deemed to

be incompatible with the State’s ownership and control of secure test content per [37 C.F.R. Section 202.20\(b\)\(4\)](#) shall be investigated and if such person is found to violate the exclusive rights of the test publisher’s copyright, the individual may be subject to the consequences and remedies provided by U.S. Copyright Laws, [Chapter 5](#), in Title 17 of the United States Code.

- I acknowledge that failure to comply with any of the above terms and conditions may result in the invalidation of my examination results, bar me from retaking the examination at the direction of the Board, and/or subject me to prosecution to the extent allowed under state and federal laws.

**Attestation**

By proceeding to take the examination, I certify that I have read, understand, and agree to all the terms and conditions listed above.



## Test Fees

Test fees are summarized in the table below. Pay close attention to fees and requirements for rescheduling, cancelling, and for No Shows.

- Candidates shall directly pay IQT the examination fee each time they schedule to take the test.
- Test fees must be paid by a Visa, MasterCard, or American Express credit card.
- You will **not** be able to schedule your examination appointment until you pay the required fees.
- Personal checks and cash are NOT accepted.

Service	Fee
Proctored Computer-Administered Exam Fee	\$125.00
Candidate Reschedule/Cancellation Fee <u>with</u> Required Notice to IQT <sup>a</sup>	\$25.00
Candidate Reschedule/Cancellation fee <u>without</u> Required Notice to IQT <sup>b</sup>	Forfeit Full Fee
No Show Fee <sup>c</sup>	Forfeit Full Fee

<sup>a</sup> You must cancel or reschedule an examination five (5) or more calendar days PRIOR to and excluding the scheduled exam date. You will be assessed a \$25.00 Reschedule/Cancellation Fee. You must pay the \$25.00 Fee before you will be permitted to be rescheduled. Exceptions are made only for the following four reasons: (1) jury duty, (2) death in immediate family<sup>[1]</sup> within 14 calendar days of the examination date, (3) illness or medical complication within 14 calendar days prior to the examination date OR the scheduled examination date, and (4) military deployment. If one of these four reasons prevents you from testing, you must contact IQT directly and provide sufficient documentation of the event that has occurred. Documentation must be submitted to IQT within 14 calendar days of your missed examination. There will be no additional fee incurred under these circumstances. IQT can be reached toll free at +1-866-773-1114.



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[1] The immediate family is a defined group of relations, used in rules or laws to determine which members of a person's family are affected by those rules. Immediate family includes a person's grandparents, parents, spouses, siblings and children.

<sup>b</sup> If a candidate reschedules or cancels a scheduled examination less than five (5) calendar days prior to the scheduled examination the full testing fee will be charged, and the prepaid testing fee will be forfeited.

<sup>c</sup> If you fail to show up for your examination at the scheduled time, do not have the proper identification, and/ or do not have your admission document, you will not be allowed to sit for your exam. You will be considered a "No-Show", your examination fees will be forfeited, and you will be required to re-register and pay the \$125.00 test fee prior to sitting for the exam.

### *Candidate Pass/Fail Result Verification*

At the request of the candidate, IQT will conduct a verification of a specific candidate's pass/fail exam result. A fee of \$40.00 will apply. Any score verifications requested must be paid for in advance by the candidate.



## Exam Registration

*Do NOT Register Until You Receive Eligibility E-Mail (See Exhibit 2)*

The CO NHA Exam Registration e-mail from IQT contains information about scheduling and CO NHA Exam policies. It will direct you to visit [www.iqttesting.com](http://www.iqttesting.com).

- Select “Exam Registration”

**ISO-QUALITY TESTING, INC.**  
ANALYSIS OF QUALITY TESTING, INC.

## Welcome to the IQT Computer Based Testing Network

- Start an Exam
- ▪ Exam Registration
- Proctor Administration
- Rate an Exam
- Candidate Processing System
- Rater Administration

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My IP: 165.127.38.122



- Enter the Username and Password you received in the CO NHA Exam Registration Notice e-mail from IQT ([registrations@isoqualitytesting.com](mailto:registrations@isoqualitytesting.com)).

**EXAM REGISTRATION**

Welcome To IQT Testing!

**Login**

UserID: First.Last@email.com

Password: \*\*\*\*\*

Login

If you do not have a login, click [Register](#).  
If you have misplaced your login, please call ISO Quality Testing at 866-773-1114.  
Note that your password must be entered with the correct case.  
If you have forgotten your password please click [Here](#)

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- Select Organization & Exam Name

**EXAM REGISTRATION**

Please select your Organization and Exam.

Organization  Show All Organizations  
CDRA-CONHA

Exam  
CO NHA

Next

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- Complete Exam Registration Screen.

**EXAM REGISTRATION**

First Name  ⓘ  
Middle Name   
Last Name  ⓘ  
Address1  ⓘ  
Address2   
City  ⓘ  
State/Province  ⓘ  
Country  ⓘ  
Postal Code  ⓘ

SSN   
Home Phone  ⓘ  
Work Phone  ⓘ  
Email Address

**Candidate Profile Information**  
This information is provided to your organization and may be used for official correspondence and certificates  
This information must also exactly match the identification you will be required to show the test center administrator prior to testing

Please make sure the above information is correct before clicking Next. ⓘ = Required Field

[Registration Home](#)

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- You MUST contact the Board if you need to make changes to your First Name, Last Name, or Email Address (**which is your UserID for taking the CO NHA Exam**). The Board through the Division’s Office of Licensing will need to make these changes to your IQT account profile before you can schedule and take the CO NHA Exam.

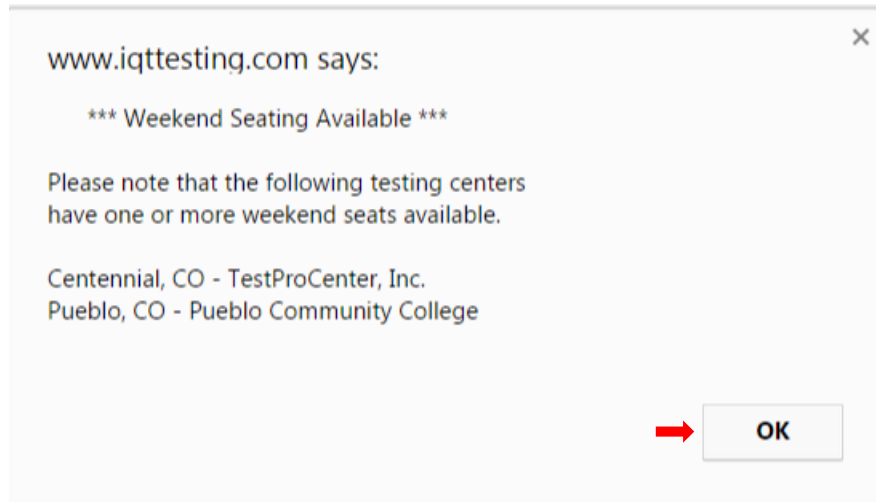
## Exam Scheduling

### Informational Pop-Up Notices

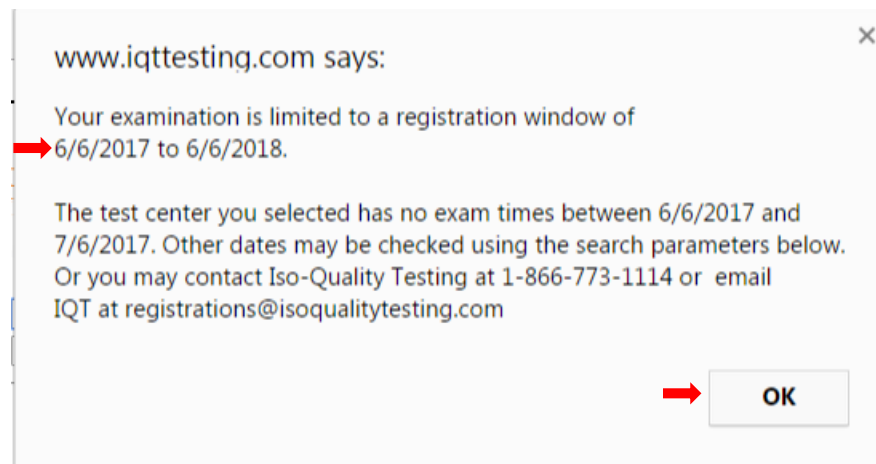
Upon entering the next screen where you can search by date and zip code for available test centers and exam sessions, you may receive a pop-up notice advising you of the availability of testing opportunities at test sites in the state of your zip code. **Please make sure your browser is set to enable pop-ups.**



- Read this notice and then select "OK" to remove the pop-up.



- By default, the scheduling system also locates the closest test center to you based on your zip code and automatically displays a pop-up advising you of appointment availability for the next 30 days only. This notice will indicate your eligibility window to take and pass the CO NHA Exam as well.



- Read this notice and then select "OK" to remove the pop-up.



## Using Test Center Search Parameters

- You may change the “Start Date”, “Zip Code”, and other fields in the “Test Center Search Parameters” section of the window. You also may use drop-down list boxes to identify a test center location, date, and time for your CO NHA Exam. The closest test center to the address and postal code in your IQT Exam Registration Account (above) will display by default. You may select other test centers, dates and times.
  - To select other test centers, change the “Zip Code” or “State” and “City”
  - To select other exam times, change the “Start Date”
  - Note:** From “Start Date”, the next 30 days ONLY of a test center’s available exam sessions are shown in the “Exam Times” drop-down box. Change the “Start Date” to a later date to find available test sessions for subsequent 30-day intervals.

**EXAM REGISTRATION**

**Exam - CO NHA**

Test Centers 14.0 miles - TestProCenter, Inc. Centennial CO - 7395 S. I ▼

Exam Times < select an exam time > ▼

---

**Test Center Search Parameters**

To select other test centers change the postal code(U.S. and Canada only), or location.  
To select other exam times change the start date.  
U.S. and Canada only - Distances shown are from the parameters zip or city (i.e. city's center).

→ Start Date 6/6/2017 Go

→ Zip Code 80202 Go

Country United States ▼

→ State Colorado ▼

→ City Denver ▼ Go

Note: From Start Date, the next 30 days of a test center's available exam times are shown, in the Exam Times box above.

Next

ISO-QUALITY TESTING, INC. Registration Home Contact  
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## Pay for Exam Session

### EXAM REGISTRATION

**Exam - CO NHA**

Examination Fee: \$125.00 [Click here for IQT's Credit Card Policies](#)

After clicking the Next button below you will be taken to a page to confirm your purchase. You will not be charged until you click the Submit button on that page.

Card's name or billing address differs.

<p>Payment Type: <input type="text" value="&lt;select a payment type&gt;"/></p> <p>Credit Card #: <input type="text"/></p> <p>Expiration Date: <input type="text" value="-1"/> <input type="text"/></p> <p>Secure Code: <input type="text"/></p>	<p>Name (as on card): <input type="text" value="First M. Last"/></p> <p>Address: <input type="text" value="### One Way"/></p> <p>City: <input type="text" value="Denver"/></p> <p>State/Province: <input type="text" value="Colorado"/></p> <p>Country: <input type="text" value="United States"/></p> <p>Postal Code: <input type="text" value="80202"/></p>
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🔦 = Required Field

[Registration Home](#) - [Contact](#)  
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## IQT Credit Card Policies

about:blank

### → IQT's Credit Card Policies

**Safe Credit Card Payments Guarantee**

The IQT Safe Credit Card Payments Guarantee protects you when you use your credit card to pay IQT fees online. In fact, SMT will cover payments up to USD \$50 provided the following terms and conditions are met. This means you pay nothing if unauthorized charges are made to your card as a result of you using your credit card to pay for IQT fees online.

**Safe Credit Card Payments Terms and Conditions**

In the event of unauthorized use of your credit card, you must notify your credit card provider in accordance with its terms and conditions to ensure reporting rules and procedures for card misuse are met. If you have complied with step 1, under the Fair Credit Billing Act, your bank cannot hold you liable for than USD \$50 in fraudulent charges. If you are charged this amount for unauthorized charges made to your card, through no fault of your own and as a result of using IQT's secure server for making an SMT credit card payment online, IQT will reimburse you up to the USD \$50 maximum amount of your liability.

**IQT Secure Servers**

IQT makes this guarantee as a result of having secure server software (SSL), among the best software available today for secure online commerce transactions. Your personal information is encrypted, including credit card number, name and address, to better prevent it from being read while traveling over the Internet. For more information regarding online credit card payments or to discuss alternative forms of payment, please contact IQT.



### Confirm Exam Session Purchase

- Review/Read/Check Agree to "IQT Exam Agreement", which describes your responsibilities to uphold the examination security requirements (see Exhibit 3 to review this Agreement).

## EXAM REGISTRATION

**Confirm Your Examination Purchase**  
**CO NHA**

<p><b>Candidate</b> First M. Last <span style="float: right;"><a href="#">edit</a></span></p> <p>### One Way        Denver, CO 80202        United States        First.Last@email.com        1112223333 (work)</p>	<p><b>Payment:</b> Visa        XXXX-XXXX-XXXX- <span style="float: right;"><a href="#">edit</a></span></p> <p><b>Amount:</b> \$125.00</p> <hr style="width: 50%; margin: 5px 0;"/> <p><b>Exam Time:</b> Sat 8:00am on Jun 17, 2017 <span style="float: right;"><a href="#">edit</a></span>        (90 minutes)</p> <p><b>Location:</b> TestProCenter, Inc.        7395 S. Peoria St., Suite 105        Centennial, CO 80112        United States</p>
--	--

➔  I agree to the [IQT Examination Agreement](#) [terms](#).

Note: This examination may not be rescheduled or cancelled after Jun 11 2017.

I understand by clicking on 'Submit' that this is an electronic signature unique to me, and to pay the total amount listed above for examination fees. I further understand that this will appear as 'IQT Examinations' on my credit card statement, and that if I should reject these charges with my credit card company, IQT has the right to withhold the reporting of my examination results from the Sponsoring Agency, and shall revoke any credentials that may have been issued as a result of the examination. I also understand that I may be required to pay a rescheduling or cancellation fee to process my request.

**ISO-QUALITY TESTING, INC.**  
201804 07/04/17/0011/001/001/001/001/001/001

[Registration Home](#) [Contact](#)  
 ©Copyright 2017 - All Rights Reserved.  
 ISO Quality Testing, Inc. - An SMT 'Sister' Company

### Exam Registration Receipt (Also E-Mailed—Section 1 of 3)

When you select "Submit" in the above screen, you will receive an Exam Registration Receipt (next page). A pop-up screen will appear that prompts you to print this screen. Print this Receipt and read it thoroughly. Your Exam Registration Receipt also will be e-mailed to your IQT Account e-mail address. Your Exam Registration Receipt is Section 1 of 3 in the e-mail you will receive from IQT.



## EXAM REGISTRATION RECEIPT

### CO NHA

**!!! IMPORTANT !!!**

You must bring your Candidate Admission Letter with you on the day of your exam.  
If you do not you will be denied entry to your scheduled exam, and any fees paid will be forfeited.

**Candidate:** First M. Last  
### One Way  
Denver, CO 80202  
United States  
First.Last@email.com  
1112223333 (work)

**Payment Type:** Visa XXXX-XXXX-XXXX-  
**Date:** 6 Jun 2017  
**Amount:** \$125.00

**Exam Time:** Sat 8:00am on Jun 17, 2017 (90 minutes)  
**Location:** TestProCenter, Inc.  
7395 S. Peoria St., Suite 105  
Centennial, CO 80112  
United States

You have consented to the IQT Examination Agreement.

**Note:** This examination may not be rescheduled or cancelled after Jun 11 2017.

Note that this receipt has been automatically emailed to you.

[Home](#)

[Print Receipt](#)

Section 1 of 3



## Exam Admission Document E-Mail (Section 2 of 3)

### *Print & Bring to Exam (Required for Admission)*

IQT will e-mail the scheduled candidate an Exam Admission Document (below). You need to print this document and bring it with you to your scheduled exam session. You will not be admitted to take the exam and you will forfeit your \$125.00 test fee if you do not bring a **hard copy printout** of your Exam Admission Document to your scheduled test session. **A picture on your cell phone will NOT be accepted.** A sample of the entire Candidate Admission E-Mail is provided in Exhibit 4.

## CANDIDATE ADMISSION LETTER

06/06/2017

First M. Last  
 ### One Way  
 Denver CO 80202  
 United States

Dear First M. Last,

**!!! IMPORTANT !!! IMPORTANT !!! IMPORTANT !!!**

**You must bring THIS Candidate Admission Letter with you on the day of your exam. If you do not, you will be denied entry to your scheduled exam and any fees paid will be forfeited.**

Congratulations! You have successfully registered to sit for the CO NHA examination, in English, on the IQT computer based testing network. Your appointment information to take the examination is as follows:

<b>Candidate UserID:</b>	First.Last@email.com
<b>Candidate Passcode:</b>	ztmpqrre
<b>Exam Date:</b>	Saturday, Jun 17 2017 8:00AM
<b>Exam Duration:</b>	90 minutes
<b>Test Center Location:</b>	TestProCenter, Inc. 7395 S. Peoria St. Suite 105 Centennial CO 80112 United States

Take exit 197 (Arapahoe Rd) off of I-25. Go East on Arapahoe Rd for approx. 2 miles. Go South (Right) on S peoria St for approx. 1 mile. After you cross Easter, take a right at the next light. Then take the next immediate right, which will take you into a parking area - go left to Tac Air building 8. Go in the door, turn right and continue to room 105.

Please carefully read and note the following important additional information:

Section 2 of 3

Page 19 of 38



## Authorized Materials List E-Mail (Section 3 of 3)

*Print & Bring to Exam (Required to Receive Scratch Paper/Erasable Whiteboard & Erasable Marker or Pencil with Eraser)*

The only authorized materials are provided by the test site proctor and include the information in the screen print below as Section 3 of 3 in your e-mail from IQT. You must bring a hardcopy printout of the Authorized Materials List (section 3 of 3) to your scheduled test session. You will not receive the authorized materials if you do not bring a hardcopy printout of the Authorized Materials List (Section 3 of 3). **A picture on your cell phone will NOT be accepted.**

### AUTHORIZED MATERIALS LIST

06/06/2017

Candidate Name:	First M. Last
Candidate UserID:	First.Last@email.com
Exam Name:	CO NHA
Exam Date:	Saturday, Jun 17 2017 8:00AM
Exam Duration:	90 minutes

For the CO NHA, the following are authorized materials during the examination:

Erasable Whiteboard or Authorized Scratch Paper, provided by the test center  
Erasable marker or Pencil with eraser, provided by the test center

**Note that this receipt has been automatically emailed to you.**

Section 3 of 3

## Rescheduling or Cancelling a Scheduled Exam

You may cancel or reschedule your examination five (5) or more calendar days PRIOR to your scheduled examination date by logging on to the IQT website, [www.iqttesting.com](http://www.iqttesting.com).





You will be required to pay a \$25.00 rescheduling or cancellation fee to IQT before you are able to reschedule or cancel your exam. Acceptable forms of payment are Visa, Master Card or American Express.

Complete instructions for cancelling or rescheduling your examination are listed below. For technical assistance, please contact IQT at (866) 773-1114 (toll free).

1. Visit [www.iqttesting.com](http://www.iqttesting.com).
2. Select "Exam Registration."
3. Log in using the username and password provided in your CO NHA Exam Eligibility E-Mail (e.g., See Exhibit 2). If you forgot your password, click the "forgot password" option and your password will be sent to your UserID (the e-mail address on record when the Board made you eligible to schedule and take the CO NHA Exam).
4. Select "CDRA-CONHA. . .CDRA-CONHA" from the organization dropdown menu and "CO NHA" Exam, and click the "Next" icon.
5. To reschedule an exam, click "edit" (to the right of **Exam Time:**)-See Screen Print on p. 16 of this Handbook. This will cancel your current exam date and prompt you to immediately select a new date.
6. To cancel an exam, click "cancel" (to the right of **Exam Time:**). Once your exam is cancelled, you can log on to [www.iqttesting.com](http://www.iqttesting.com) at a later date to select a new examination date. Please note you are responsible for ensuring your eligibility to take the exam does not expire (see the "Testing Eligibility Expiration" section in this Handbook).
7. An email confirmation will be automatically sent to your e-mail address (your UserID) when you cancel or reschedule your examination.

**DO NOT CONTACT THE BOARD OR YOUR SCHEDULED TESTING CENTER TO CANCEL/RESCHEDULE YOUR EXAM**



## Exam Administration

Please arrive at the testing center **A MINIMUM OF 10 MINUTES BEFORE YOUR APPOINTMENT TIME**. If you have any doubts about the location of the testing center, IQT strongly recommends that you go to an Web-based Map Service (e.g., MapQuest–Show Map) and print out a map to the location; or you may wish to drive to the center in advance (the evening prior, for example), to ensure you know where it is located. **IF YOU ARRIVE MORE THAN 30 MINUTES AFTER THE SCHEDULED TESTING TIME, YOU WILL NOT BE ADMITTED AND YOU WILL FORFEIT THE TEST FEE.**

### *Candidate Admission Letter*

You **MUST** present a **HARD COPY PRINT-OUT** your Candidate Admission Letter (Section 2 of 3) to the testing center in order to be admitted. **A picture of the letter on your cell phone will not be accepted.** The Candidate UserID and Passcode in the Candidate Admission Letter are required for you to login and start your examination. A Sample Candidate Admission Letter is provided in Exhibit 4.

### *Identification*

You must present a **VALID GOVERNMENT ISSUED PHOTO ID WITH SIGNATURE** in order to be admitted to the examination. Approved forms for ID are: Driver's License, Government Issued ID Card (must have photo and signature), Passport, Military ID Card. No other forms of identification will be accepted. The name on your admission letter must match the name on your photo ID. **IF YOU DO NOT BRING PROPER IDENTIFICATION, YOU WILL NOT BE ALLOWED TO TEST AND YOU WILL FORFEIT YOUR EXAMINATION FEE.**

### *No Food and Drink*

No food or drink is permitted in the examination room for any reason.

### *Authorized Materials*

You **MUST** present a **HARD COPY PRINT-OUT** of the Authorized Materials List (Section 3 of 3) to the testing center proctor in order to receive the authorized materials (See Exhibit 4). **A picture of the List on your cell phone will NOT be**



**accepted.** These are the **ONLY** materials you may use during the exam. You must give these materials back to the test site proctor before your Results Report will be issued.

### Provided by Test Center

- Erasable Whiteboard or authorized scratch paper, provided at the test center
- Erasable marker or pencil with eraser, provided at the test center

### Examination Site

While the site climate is controlled to the extent possible, be prepared for either warm or cool temperatures at the testing center in the event that you become uncomfortable. Cellular phones and beepers are prohibited in the testing area. The use of headphones inside the testing area is prohibited. Electrical outlets will not be available for any reason. Earplugs for sound suppression are allowed. No smoking or use of tobacco products are allowed inside the testing area. You must vacate the testing area after you have completed the examination. If you require special assistance, you must contact IQT at least one week in advance of the examination date and appropriate arrangements will be made. Due to limited parking facilities at some testing centers, please allow ample time to park and reach the testing area.

### Examination Security

Failure to follow candidate instructions will result in your examination application being voided and forfeiture of your examination application fee. Conduct that results in violation of security or disrupts the administration of the examination may result in cancellation of your examination and dismissal from the testing center. In addition, your examination will be considered void and will not be scored.

### Misconduct

You will be dismissed from the examination if you are discovered participating in any prohibited activity or in causing a disturbance of any kind. Examples of misconduct include, but are not limited to, the following: writing on anything, looking at another candidate's computer monitor, or talking with other candidates anytime during the entire examination period. You are particularly cautioned not to do so after you have completed the examination, as other candidates in the area might be taking a break



and still not have completed the examination. You may not attend the examination only to review or audit test materials. You may not copy any portion of the examination for any reason. No examination information may leave the test room under any circumstances. No unauthorized persons will be admitted into the testing area. Please be further advised that all examination content is strictly confidential. You may only communicate about the test, or questions on the test, using the appropriate method provided within the examination delivery system. At no other time, before, during or after the examination, may you communicate orally, electronically or in writing with any person or entity about the content of the examination or individual examination questions. IQT will document any candidate misconduct and the documentation will be reported to the Colorado Board. You will forfeit your test fee. The Test Proctor will confiscate any **PROHIBITED** items brought into the test room, immediately dismiss you from your test session, and report violations to the Colorado Board. Confiscated items will not be returned to you.

Persons found to engage in examination misconduct may be:

- Denied the opportunity to pursue licensure as a Nursing Home Administrator in accordance with [C.R.S. § 12-265-113\(1\)](#); and
- Prosecuted to the extent allowed under state and federal laws.

### *Prohibited Items & Activities*

You are prohibited from bringing any personal items into the testing room and throughout the duration of your test session, including restroom breaks. Prohibited items and activities include (but are not limited to) any of the following:

- Listening, recording, copying, or photographic devices (including watches and cell phones that contain cameras);
- Handheld electronic devices, such as cell phones, MP3 & I-Pod players, pagers, calculators of any kind;
- Any device that can access the Internet;
- Reference material, dictionaries or other books, paper of any kind, sticky notes, pens, pencils, erasers or similar personal belongings;



- Eating, drinking, and smoking during the examination or at the test center;
- Coats, purses, hats, or other accessories;
- Guests, visitors, pets, and children are NOT allowed at the test center.

## Exam Site Issues

### *Weather Issues*

In the event of inclement weather or unforeseen emergencies on the day of an examination, IQT will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the Test Site personnel are able to open the Test Center.

If you are unable to take your examination due to the inclement weather, you must contact IQT directly at 1-866-773-1114 or 727-733-1110 (international callers) to reschedule your examination for a later date. There are no additional costs for such reschedules.

### *Power Issues*

If power to a Test Center is temporarily interrupted during an administration, your examination will be restarted. The responses provided up to the point of interruption will be intact.



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## Exhibit 1. Exam Content Areas, Test Outline, & Study Guidance

### Exam Content Areas

**\*\*PLEASE ALLOW TIME (10-15 SECONDS IN SOME CASES) FOR CONTENT TO DISPLAY WHEN CLICKING ON HYPERLINKS PROVIDED BELOW\*\***

**—IF HYPERLINKS DO NOT WORK, VISIT [COLORADO REVISED STATUTES](#) TO LOOK-UP MANUALLY—**

**DO NOT CONTACT THE STATE OR ISO QUALITY TESTING IF HYPERLINKS ARE NOT FUNCTIONING. YOU ARE SOLELY RESPONSIBLE FOR ACCESSING AND RESEARCHING ALL INFORMATION.**

The main content areas comprising the *CO NHA Exam* encompass laws, powers, and duties set forth in the Colorado Revised Statutes and the Code of Colorado Regulations as follows:

- [C.R.S. § 25-1.5-103](#): Health, Powers and Duties of the Department of Public Health and Environment, Health Facilities and [C.R.S. § 25-3-101 et seq.](#) : Hospitals, Health Facilities
  - [6 CCR 1011-1 Chap 02](#): Health Facilities Rules and Regulations Chapter 2-General Licensure Standards
  - [6 CCR 1011-1 Chap 05](#): Health Facilities Rules and Regulations Chapter 5-Nursing Care Facilities
  - [6 CCR 1011-Chap 08](#): Health Facilities Rules and Regulations Chapter 8-Intermediate Care Facilities for Individuals with Intellectual Disabilities
- [C.R.S. § 12-265-101 et seq.](#): Professions and Occupations, Nursing Home Administrators
  - [3 CCR 717-1](#): Rules and Regulations for Nursing Home Administrators



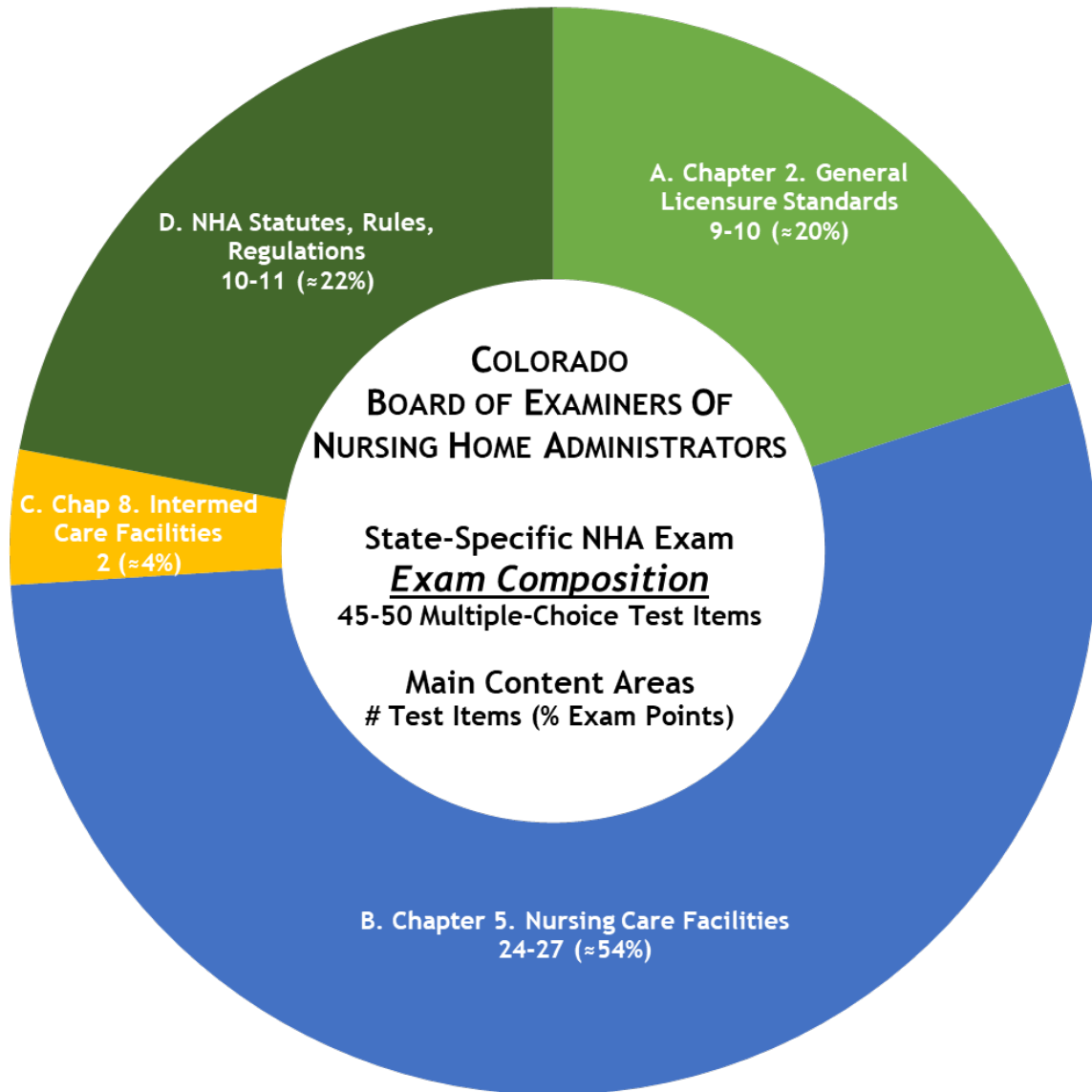
## Test Outline

### STATE-SPECIFIC NURSING HOME ADMINISTRATORS EXAMINATION TEST OUTLINE

Main Content Area	# Items	% Exam Points
A. Chapter 2—General Licensure Standards	9-10	≈20%
B. Chapter 5—Nursing Care Facilities	24-27	≈54%
C. Chapter 8—Intermediate Care Facilities for Individuals with Intellectual Disabilities	2	≈4%
D. Board of Examiners of Nursing Home Administrators Statutes, Rules, and Regulations	10-11	≈22%
<b>TOTAL</b>	<b>45-50</b>	<b>100%</b>



*Exam Composition Infographic*







## Test Specifications and Reference Resources

MAIN CONTENT AREA		
PART/SECTION/RULE (≈ APPROXIMATE % EXAM POINTS)	# ITEMS	% EXAM POINTS
[CDPHE = Colorado Department of Public Health and Environment]		
<b>A. <u>6 CCR 1011-1: CDPHE Chapter 2-General Licensure Standards</u></b> <ul style="list-style-type: none"> <li>▪ PART 2: LICENSURE PROCESS/CONTINUING OBLIGATIONS (≈8%)</li> <li>▪ PART 4: QUALITY MANAGEMENT PROGRAM/OCCURRENCE REPORTING (≈6%)</li> <li>▪ PART 6: ACCESS TO CLIENT RECORDS (≈2%)</li> <li>▪ PART 9: MEDICATIONS/MEDICAL DEVICES/MEDICAL SUPPLIES (≈2%)</li> <li>▪ PART 11: INFLUENZA IMMUNIZATION OF HEALTH CARE WORKERS (≈2%)</li> </ul>	9-10	≈20%
<b>B. <u>6 CCR 1011-1: CDPHE Chapter 5-Nursing Care Facilities</u></b> <ul style="list-style-type: none"> <li>▪ SEC. 2: DEFINITIONS (≈1%)</li> <li>▪ SEC. 3: GOVERNING BODY (≈1%)</li> <li>▪ SEC. 4: FACILITY ADMINISTRATION (≈5%)</li> <li>▪ SEC. 5: ADMISSIONS (≈1%)</li> <li>▪ SEC. 6: PERSONNEL (≈1%)</li> <li>▪ SEC. 7: RESIDENT CARE (≈5%)</li> <li>▪ SEC. 8: MEDICAL CARE SERVICES (≈4%)</li> <li>▪ SEC. 9: NURSING SERVICES (≈5%)</li> <li>▪ SEC. 10: SOCIAL SERVICES (≈1%)</li> <li>▪ SEC. 11: RESIDENT ENGAGEMENT (≈2%)</li> <li>▪ SEC. 12: DENTAL SERVICES (≈1%)</li> <li>▪ SEC. 13: DIETARY SERVICES (≈1%)</li> <li>▪ SEC. 15: RESIDENT RIGHTS (≈4%)</li> <li>▪ SEC. 16: EMERGENCY SERVICES (≈4%)</li> <li>▪ SEC. 17: HEALTH INFORMATION RECORDS (≈3%)</li> <li>▪ SEC. 18: THERAPY SERVICES-OT/PT/SLP (≈2%)</li> <li>▪ SEC. 19: PHARMACEUTICAL SERVICES (≈1%)</li> <li>▪ SEC. 20: DIAGNOSTIC SERVICES (≈1%)</li> <li>▪ SEC. 22: RESIDENT CARE UNIT (≈4%)</li> <li>▪ SEC. 23: SECURE ENVIRONMENT (≈2%)</li> <li>▪ SEC. 24: HOUSEKEEPING SERVICES (≈1%)</li> <li>▪ SEC. 26: INFECTION CONTROL (≈2%)</li> <li>▪ SEC. 27: PEST CONTROL (≈1%)</li> <li>▪ SEC. 28: WASTE DISPOSAL (≈1%)</li> </ul>	24-27	≈54%



<i>MAIN CONTENT AREA</i>		
<i>PART/SECTION/RULE (≈ APPROXIMATE % EXAM POINTS)</i>	<i># ITEMS</i>	<i>% EXAM POINTS</i>
[CDPHE = Colorado Department of Public Health and Environment]		
C. <u>6 CCR 1011-1: CDPHE Chapter 8-Intermediate Care Facilities for Individuals with Intellectual Disabilities</u> <ul style="list-style-type: none"> <li>▪ SEC. 4: GOVERNING BODY (≈1%)</li> <li>▪ SEC. 5: ADMINISTRATOR (≈1%)</li> <li>▪ SEC. 9: RESIDENT RIGHTS (≈2%)</li> </ul>	2	≈4%
D. Board of Examiners of Nursing Home Administrators <u>3 CCR 717-1: Rules and Regulations for Nursing Home Administrators</u> <ul style="list-style-type: none"> <li>▪ RULE 1.1: GENERAL LICENSING PROVISIONS (≈2%)</li> <li>▪ RULE 1.2: LICENSING REQUIREMENTS (≈2%)</li> <li>▪ RULE 1.4: STANDARDS OF PRACTICE (≈3%)</li> <li>▪ RULE 1.6: REPORTING CONVICTIONS, JUDGMENTS AND ADMINISTRATIVE PROCEEDINGS (≈1%)</li> <li>▪ NURSING HOME ADMINISTRATORS PRACTICE ACT (<u>C.R.S. § 12-265-101 ET SEQ.</u>) (≈14%)</li> </ul>	10-11	≈22%
<i>Total</i>	<i>45-50</i>	<i>100%</i>

*Additional Resources*

STATE BOARD OF EXAMINERS OF NURSING HOME ADMINISTRATORS

COLORADO DEPARTMENT OF PUBLIC HEALTH & ENVIRONMENT-HEALTH FACILITIES DIVISION



## Exhibit 2. Sample Eligibility E-Mail

### Online Candidate Registration – CO NHA

**SMT NOTICE** <registrations@isoqualitytesting.com>  
To: First.Last@email.com  
Subject: **Online Candidate Registration Exam: CDRA – CO NHA**  
Date: Tuesday, Jun 6, 2017

Dear First Last,

You have now been approved by Colorado Department of Regulatory Agencies to make an appointment to sit for your examination. Please proceed as follows:

- 1 -- Go to our home page: [www.IQTTesting.com](http://www.IQTTesting.com)
  - 2 -- Using the option "Exam Registration"
- Enter your Username and Password to login. These are:

Username: First.Last@email.com  
Password: abCDefGHijKL

- 3 --Select the Organization: CDRA-CONHA.  
Select the exam: CO NHA

After logging in, please follow the on-screen instructions for making an appointment.  
Please note that you must test within this date range: 6/6/2017 to 6/6/2018.

**Reschedule/Cancellation Policy:** If you fail to show up for your examination at the scheduled time, do not have the proper identification, or do not have your admission document, you will not be allowed to sit for your exam. You will be considered a "No-Show", your examination fees will be forfeited, and you will be required to re-register and pay all fees prior to sitting for the exam. However, if an issue arises that prohibits you from making it to your scheduled exam, you may reschedule prior to (5) calendar days before your scheduled exam date. **You may be required to pay a rescheduling fee to process your request. If it is less than (5) calendar days**, you will not be allowed to cancel or reschedule your exam unless one of the following 4 situations have occurred:

**Jury Duty**  
**Death in the immediate family**  
**Military Deployment**  
**Sickness**

The **immediate family** is defined as a person's grandparents, parents, spouses, siblings and children.

If you experience any of the above, you **MUST** provide IQT with proper documentation before being rescheduled to a new date. **If none of the above are the reason for wanting to reschedule or cancel your exam less than 5 days prior to your exam date, then you will not be allowed to reschedule or cancel your exam. Please also note that if you do not show up, you will be considered a "No-Show", your examination fees will be forfeited, and you will be required to re-register and pay all fees prior to sitting for the exam.**

**Candidate Information Handbook:** Please review the Colorado State-specific Exam Handbook posted on the [Colorado Board of Examiners of Nursing Home Administrators](http://Colorado Board of Examiners of Nursing Home Administrators) Web site.

**Result Letter:** Please note that you **MUST** receive a result letter after completing the exam. **Please do not leave the testing center until this has been given to you by the Proctor.**

Should you require assistance, you can click on the "Contact Us" Tab on the Iso-Quality Testing, Inc. home page ([www.isoqualitytesting.com](http://www.isoqualitytesting.com)) and send a message to customer service, or you may call (toll-free in USA and Canada) [1-866-773-1114](tel:1-866-773-1114), or (other countries) [+1 727-733-1110](tel:+1-727-733-1110).



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## Exhibit 3. Examination Security Agreement

YOU MUST READ AND AGREE TO THE FOLLOWING TERMS BEFORE YOU ARE PERMITTED TO TAKE THIS EXAMINATION!

This Examination Agreement (the “Agreement”) is between you and Iso-Quality Testing, Inc. (IQT) and/or Schroeder Measurement Technologies, Inc. (SMT) and sets forth the terms and conditions of you being permitted to take the following examination. The disclosure to you of this examination (the “Exam”) and any questions, answers, worksheets, diagrams, examples, drawings, the length and/or number of Exam segments and/or questions, or any communication, including verbal communications by any party, regarding or related to the Exam, the identity of other Exam takers (collectively and any derivations referred to as the (“Exam Information”) is subject to the terms and conditions detailed herein. BY SELECTING “I AGREE” OR OTHERWISE TAKING THE EXAMINATION, YOU ARE AFFIRMING BY YOUR ACTIONS THAT YOU UNDERSTAND THE TERMS HEREIN AND YOU ARE INTENT TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT.

By clicking “I agree” or otherwise taking the examination, I am agreeing that I have read this Agreement and fully understand and accept the obligations imposed upon me. No promises, threats, or representations have been made to me to induce me to enter into this agreement. I accept this agreement voluntarily and freely:

1. That IQT/SMT and/or the Sponsoring Agency (third party owner of the Examination Information) has spent, and continues to spend substantial sums in developing, keeping current, and administering its Exam Information and carefully guards its integrity and confidentiality;
2. That the Exam Information is the exclusive and confidential property of IQT/SMT or the Sponsoring Agency and is protected by intellectual property rights;
3. That I may not disclose the Exam questions or answers or discuss any of the content of the Exam Information with any person without prior written approval of IQT/SMT;
4. Not to remove from the examination room any Exam Information of any kind provided to me or any other material or information related to the Exam, including, without limitation, any notes I may have written;
5. Not to copy, or attempt to copy, any Exam Information;



6. Not to sell, license, distribute, exchange, give away, comment or discuss the Exam Information, questions or answers, whether before, during, or after the Examination;
7. Not to talk with the other examinees or behave in a rude or disruptive manner during the Examination;
8. I will not cheat, attempt to cheat, or otherwise attempt in any way to falsely enhance my score; and
9. I have met the requisite standards and qualifications required to take this Examination.

I agree that my obligations under this Agreement shall continue to be in effect after the Examination and, if applicable, after termination of my Certification or Licensure, regardless of the reason or reasons for termination, and whether such termination is voluntary or involuntary.

I understand that the violation of any of these provisions will cause irreparable harm to IQT/SMT and/or the Examination Sponsor for which monetary remedies may be inadequate, and that IQT/SMT and/or the Examination Sponsor may take all appropriate actions to remedy or prevent such disclosure or misuse, including, without limitation, obtaining immediate injunctions without being required to post bond. Furthermore, any violation of these provisions may result in the immediate and permanent termination of my Certification at the discretion of the appropriate IQT/SMT and/or Examination sponsor officials. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferrable by me. This Agreement shall be construed in accordance with the laws of the State of Colorado, U.S.A., This Agreement is supplemental to, and integrated with, any other agreement I may have entered with the Examination Sponsor or Certification/Licensing body.



## Exhibit 4. Sample Candidate Admission Letter

### Section 2 of 3: Print & Bring to Exam (Required for Admission)

# CANDIDATE ADMISSION LETTER

06/06/2017

First M. Last  
 ### One Way  
 Denver CO 80202  
 United States

Dear First M. Last,

**!!! IMPORTANT !!! IMPORTANT !!! IMPORTANT !!!**

**You must bring THIS Candidate Admission Letter with you on the day of your exam. If you do not, you will be denied entry to your scheduled exam and any fees paid will be forfeited.**

Congratulations! You have successfully registered to sit for the CO NHA examination, in English, on the IQT computer based testing network. Your appointment information to take the examination is as follows:

<b>Candidate UserID:</b>	First.Last@email.com
<b>Candidate Passcode:</b>	ztmpqrre
<b>Exam Date:</b>	Saturday, Jun 17 2017 8:00AM
<b>Exam Duration:</b>	90 minutes
<b>Test Center Location:</b>	TestProCenter, Inc. 7395 S. Peoria St. Suite 105 Centennial CO 80112 United States

[Show Map](#)

Take exit 197 (Arapahoe Rd) off of I-25. Go East on Arapahoe Rd for approx. 2 miles. Go South (Right) on S peoria St for approx. 1 mile. After you cross Easter, take a right at the next light. Then take the next immediate right, which will take you into a parking area - go left to Tac Air building 8. Go in the door, turn right and continue to room 105.

Please carefully read and note the following important additional information:

#### Section 2 of 3

- Rescheduling:** If you fail to show up for your examination at the scheduled time, do not have the proper identification, or do not have your admission document, you will not be allowed to sit for your exam. You will be considered a "No-Show", your examination fees will be forfeited, and you will be required to re- register and pay all fees prior to sitting for the exam. However, if an issue arises that prohibits you from making it to your scheduled exam, you may reschedule **prior to (5) calendar days before your scheduled exam date. You may be required to pay a rescheduling fee to process your request.**



Reschedule/Cancellation Policy

**If it is less than (5) calendar days, you will not be allowed to cancel or reschedule your exam unless the following four situations have occurred:**

Jury Duty  
Death in the immediate family  
Military Deployment  
Sickness

The **immediate family** is defined as a person's grandparents, parents, spouses, siblings and children.

If you experience any of the above, you **MUST** provide IQT with proper documentation before being rescheduled to a new date. **Documentation must be submitted to IQT within 10 calendar days of your missed examination or it will not be considered for a reschedule.**

If none of the above are the reason for wanting to reschedule or cancel your exam less than 5 days prior to your scheduled exam date, then you will not be allowed to reschedule or cancel your exam and if you do not show-up, you will be considered a "No Show", your examination fees will be forfeited and you will be required to re-schedule and pay all fees prior to sitting for the exam.

- **Candidate Admission Letter:** You **MUST** present this letter to the testing center in order to be admitted. Also, the Candidate UserID and Passcode printed above are required for you to login and start your examination.
- **Candidate Information Handbook:** Please review the Colorado State-specific Exam Handbook posted on the [Colorado Board of Examiners of Nursing Home Administrators](#) Web site.
- **Arriving for Your Appointment:** Please arrive at the testing center **A MINIMUM OF 10 MINUTES BEFORE YOUR APPOINTMENT TIME**. If you have any doubts about the location of the testing center, IQT strongly recommends that you go to MapQuest and print out a map to the location; or you may wish to drive to the center in advance (the evening prior, for example), to ensure you know where it is located.
- **Identification:** You must present a **VALID GOVERNMENT ISSUED PHOTO ID WITH SIGNATURE** in order to be admitted to the examination. Approved forms for ID are: Driver's License, Government Issued ID Card (must have photo and signature), Passport, Military ID Card. No other forms of identification will be accepted. The name and address on your admission letter must match the name and address on your photo ID.
- **Food and Drink:** No food or drink will be permitted in the examination room for any reason.
- **Authorized Materials:** Only reference materials on the **IQT Authorized Materials List** are allowed in the testing room. For some testing programs, calculators and other tools are also allowed, and will appear on the IQT Authorized Materials List. Candidates are asked to bring as few items as possible to the testing area. If you have questions about what you are permitted to bring into the examination room please email IQT at [CBT@isoqualitytesting.com](mailto:CBT@isoqualitytesting.com). You may also call at 1-866-773-1114 (USA) or 1-727-733-1110 (International callers). Only those materials that the EXAMINATION SPONSORING AGENCY notifies IQT as authorized will be permitted by the Proctor.
- **Examination Security:** Failure to follow candidate instructions will result in your application being voided and forfeiture of your application fee. Conduct that results in violation of security or disrupts the administration of the examination could result in cancellation of your examination and dismissal from the testing center. In addition, your examination will be considered void and will not be scored. Examples of misconduct include, but are not limited to, the following: writing on anything other than the IQT Authorized Scratch



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Paper provided to you, looking at another candidate's computer monitor, or talking with other candidates anytime during the **entire** examination period. You are particularly cautioned not to do so after you have completed the examination, as other candidates in the area might be taking a break and still not have completed the examination. You may not attend the examination only to review or audit test materials. You may not copy any portion of the examination for any reason. No examination information may leave the test room under any circumstances. No unauthorized persons will be admitted into the testing area. Please be further advised that all examination content is strictly confidential. You may only communicate about the test, or questions on the test, using the appropriate forms provided within the examination delivery system. **At no other time, before, during or after the examination, may you communicate orally, electronically or in writing with any person or entity about the content of the examination or individual examination questions.**

- **Examination Site:** While the site climate is controlled to the extent possible, be prepared for either warm or cool temperatures at the testing center in the event that you become uncomfortable. Cellular phones and beepers are prohibited in the testing area. The use of headphones inside the testing area is prohibited. Electrical outlets will not be available for any reason. Earplugs for sound suppression are allowed. No smoking or use of tobacco products will be allowed inside the testing area. You must vacate the testing area after you have completed the examination. If you require special assistance, you must contact IQT at least one week in advance of the examination date and appropriate arrangements will be made. Due to limited parking facilities at some testing centers, please allow ample time to park and reach the testing area.
- **IQT Inclement Weather Policy:** If your area is experiencing inclement weather, it is your responsibility to contact your testing center to confirm if it is closed or delayed in opening. Most likely there will be a voice message on the testing center's phone system to notify candidates of any change in business hours during the inclement weather.

If you are unable to take your examination due to the inclement weather, you must contact IQT directly at 1-866-773-1114 or 1-727-733-1110 to reschedule your examination for a later date. There are no additional costs for such reschedules.

Thank you for registering on the IQT CBT Network to take your examination. If you have any questions or require assistance, please email IQT at [CBT@isoqualitytesting.com](mailto:CBT@isoqualitytesting.com). You may also call at 1-866-773-1114 (USA) or (727) 733-1110 (International callers).

All of us here at IQT wish you the best on your examination.

Sincerely,

*ISO Quality Testing, Inc.*

Section 2 of 3

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*Section 3 of 3: Authorized Materials List: Print & Bring to Exam  
(Required to Receive Scratch Paper/Erasable Whiteboard & Erasable  
Marker or Pencil with Eraser)*

The only authorized materials are provided by the test site proctor and include the information in the screen print below as Section 3 of 3 in your e-mail from IQT. You must bring a hardcopy printout of the Authorized Materials List (section 3 of 3) to your scheduled test session. You will not receive the authorized materials if you do not bring a hardcopy printout of the Authorized Materials List (Section 3 of 3). **A picture on your cell phone will NOT be accepted.**

## AUTHORIZED MATERIALS LIST

06/06/2017

Candidate Name:	First M. Last
Candidate UserID:	First.Last@email.com
Exam Name:	CO NHA
Exam Date:	Saturday, Jun 17 8:00AM
Exam Duration:	90 minutes

For the CO NHA, the following are authorized materials during the examination:

- Erasable Whiteboard or Authorized Scratch Paper, provided by the test center
- Erasable marker or Pencil with eraser, provided by the test center

**Note that this receipt has been automatically emailed to you.**

Section 3 of 3

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## Exhibit 5. Test Accommodations

You **MUST** request and receive approval for test accommodations from the Board **before you schedule your examination. This is a one-time process.** Once you have been granted test accommodations, you will receive the same accommodations automatically for retest attempts, if applicable.

The Board will coordinate with you and IQT in response to your test accommodations request. For the Board to do so, you must follow Steps 1-3 below.

1. Initiate your request by downloading the Colorado Department of Regulatory Agencies, Division of Professions and Occupations [Test Accommodation Request Form](#).
2. Follow the instructions in the *Test Accommodation Request Form*.
3. Submit the completed *Test Accommodation Request Form* and required documentation to the Board.

Upon written notification from the Board, an IQT representative will contact you directly to schedule your exam with the accommodations granted by the Board.

**DO NOT CONTACT THE TESTING CENTER OR IQT TO REQUEST TEST ACCOMMODATIONS**