

## Utah Nursing Assistant Registry (UNAR) Skills Exam Results Review

Effective Date: 09/21/2018

### 1. Purpose

1.1. To provide direction and clarification for the handling of skills exam review requests in which the candidate believes that their exam was scored inaccurately.

### 2. Definitions

2.1. NATCE means Nursing Assistant Training and Competency Evaluation.

2.2. TMU means TestMaster Universe which is the registry and testing software program used by UNAR.

2.3. Skills Observer is a UNAR approved and trained nurse overseeing and documenting a skills exam.

### 3. Policy

3.1. UNAR personnel will review a testing candidates most recent skills exam results for accuracy upon receipt of a *Skills Exam Results Review Form* and applicable fees from a test candidate. The review will include exam results as documented in TMU and contact with the skills observer who oversaw the exam.

3.2. Previous exam results are not reviewable.

3.3. Security camera footage is not reviewable.

3.4. Request must be received within 14 days of exam completion.

3.5. In the event that the testing candidate's recollection of test events conflict with the skills observer, the events as recollected and documented by the skills observer will prevail.

3.6. In the event that the exam results are determined to have been recorded inaccurately, fees associated with the request will be returned to the candidate.

3.7. Refunds can take up to 45 days processing and mailing time. Refund checks will be mailed to the address listed in the candidates TMU account.

### 4. Approval and Notes

4.1. Policy created 9/21/18.