

Build on What You Know:

A Study Group Manual for Nurses Preparing for
CNA Certification Exams

Study Groups
Business of Health Care
Use of Self
Competencies of Leadership
Continuing Competence
Profession of Nursing
Exam Development
Certification & Renewal

CNA/AIIC



CANADIAN NURSES ASSOCIATION
ASSOCIATION DES INFIRMIÈRES ET INFIRMIERS DU CANADA



Build on What You Know:

A Study Group Manual for Nurses Preparing for
CNA Certification Exams



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ACKNOWLEDGMENTS

We would like to offer a sincere thank you to the Canadian Nurses Association (CNA) certified nurses from across Canada who took time out of their busy schedules to offer their invaluable knowledge, wisdom, expertise, insight and innovative ideas about their study group experiences. The foundation of the CNA Certification Program has always been the registered nurses of Canada, who have truly made the CNA national nursing specialty certification credential their own.

The expertise of other key stakeholders, including nurse managers, nurse educators, advanced practice nurses, nurse consultants, CNA staff, employers and leadership experts, contributed to the richness of the information collected. The cover page and the document refer to leadership concepts included in the Dorothy M. Wylie Leadership Conceptual Framework¹ that are relevant concepts for the CNA certification study groups. These leadership concepts include the profession of nursing, business of health care, competencies of leadership and use of self.

¹ Simpson, B., Skelton-Green, J., Scott, J. & O'Brien-Pallas, L. L. (2002). Building capacity in nursing: Creating a leadership institute. *Canadian Journal of Nursing Leadership*, 15(3), 22-27.



FOREWORD

Dear Colleagues:

Making the decision to write the national certification exam in your nursing specialty is a significant undertaking and commitment. It requires considerable planning and much of your valuable time. Choosing to write the exam demonstrates your commitment to nursing excellence and continuing competence in your specialty.

To help you with your preparation, CNA has created three resources – the prep guide for your specialty, the availability of mentors² who are expert nurses in your specialty and this study group manual. This study manual was created with input from nurses who have organized or participated in study groups. Their input along with that of CNA certification staff has resulted in this resource, designed specifically for you as you prepare to write your exam. Studying in groups is a positive and helpful way to get ready for the exam.

Your success in achieving national certification is a success for nursing, for yourself, for CNA and, most important, for your patients and clients.

A handwritten signature in cursive script, reading "Lucille Auffrey".

Lucille Auffrey RN, MN

Executive Director

Canadian Nurses Association

² See the CNA website at: http://cna-aiic.ca/CNA/nursing/certification/apply/mentors/default_e.aspx

INTRODUCTION

Since 1991, registered nurses in Canada have accepted the CNA certification challenge and have earned this prestigious national credential. At first, only a few nurses wrote the exam, as it was offered in a limited number of nursing specialty areas. Over the years, program acceleration has produced 17 specialty nursing exams with others in development. The community of CNA certified registered nurses³ in Canada is growing and you will become part of it when you achieve certification.

The ways in which to prepare to write the exam are as diverse as the number of specialties within the program. However, one common theme has emerged over the course of time – nurses appreciate participating in study groups and find this to be an effective and efficient strategy to prepare for CNA certification. Forming a study group provides nurses with the opportunity for a more structured, formal and paced learning experience in which to prepare to write the CNA certification exam. Nurses who are preparing on their own also like to be able to consult with study group participants as part of their exam preparation strategy.

CNA offers preparatory materials and contacts for candidates, including certification prep guides for all specialties. Until now, a generic resource has not been available to assist candidates with their study group preparation. This new study group manual will offer some direction to: (1) nurses planning to facilitate a study group; (2) nurses planning on participating in a study group; or (3) nurses who are studying independently and who may wish to consult a study group as part of their learning.

The study group manual is specifically designed to complement existing CNA certification materials and is specialty neutral. It includes tips for study group facilitators and study group participants, suggested references, a study group timeline and feedback forms.

This study group manual contains information and suggestions from nurse educators and CNA-certified nurses who have participated in study groups in the past. It is hoped that ongoing feedback from nurses and others will foster the continuing development of this document for future CNA certification candidates.

³ National statistics obtained from Assessment Strategies Inc., following the 2004 administration of the CNA certification examinations, May 2004.

TIPS FOR FACILITATORS

CNA has consulted with many nurses about the strategies that contributed to the success of their study groups. Support for the facilitator of the study group was suggested as an essential element for the group's success.

Principles of adult learning formed the basis for many study groups and were suggested as a key resource to facilitators of future study groups. In addition, tips from successful study groups are listed, and a timeline for preparation that has been used by study groups in the past.

A reference that may be helpful to study group facilitators is the newly published document from CNA, *Achieving Excellence in Professional Practice: A Guide to Preceptorship and Mentoring*. The purpose of the guide is to assist nurses to develop and revise programs that use preceptors and mentors to enhance the quality of nursing practice. It may be a useful reference for nurses who are mentoring candidates for the CNA certification credential. The guide can be obtained free of charge by downloading an electronic copy from the publications page of the CNA website at www.cna-aiic.ca.

It is important to note that the information that follows includes suggestions for your group. You may wish to revise the information to meet your specific needs. Ongoing feedback from future study groups is welcome. Feedback forms are included in this document (Appendixes B and C) in order to forward your ideas to the CNA Certification Program.

PRINCIPLES OF ADULT LEARNING

There is a vast amount of literature available outlining the principles of adult learning. One reference for the principles of adult learning is a 2003 article by Patricia Lawler that explains the principles as they relate to teachers. These principles are easily transferable to nurses and study groups.⁴ In order to assist the facilitator with the coordination of the study group, it may be helpful to review these six principles of adult learning that can serve as a guide.

1. Create a Climate of Respect
2. Encourage Active Participation
3. Build on Experience

⁴ King, K. P., & Lawler, P. (2003). New perspectives on designing and implementing professional development of teachers of adults. *New Directions for Adult and Continuing Education*, 98, 15-22.

4. Employ Collaborative Inquiry
5. Learn for Action
6. Empower the Participants

1) Create a Climate of Respect

This principle ties in nicely with the title of the study group manual – build on what you know. The principle emphasizes the importance of starting where the learner is, and taking into consideration the characteristics, values and learning goals that the certification candidate brings to the study group. It is suggested that a climate of respect is created when both the social and physical environments are supportive of adult learning. An understanding of the candidates’ characteristics, learning styles and experiences should be incorporated into the design and delivery of the study group sessions.

2) Encourage Active Participation

This next principle is a reminder that certification candidates are accustomed to taking charge of their daily lives and making decisions about their professional responsibilities, patient care, standards of practice and other nursing priorities. It is therefore paramount to demonstrate respect for their professional expertise and invite their participation and collaboration throughout the study group process. This will, in turn, create an environment of good will and co-operative learning.

3) Build on Experience

Certification candidates participating in study groups arrive with a wealth of knowledge and experience specifically related to their nursing specialty. It is important to build on their experiences and success stories to foster a positive “transfer of learning” to the rest of the group. However, it is equally important to acknowledge that some of the participants may have had poor or ineffective learning experiences in the past that may influence their current experience with the study group. It is therefore crucial to take advantage of the positive nature of past experiences.

4) Employ Collaborative Inquiry

Many learners are familiar with their education as an individual activity. However, educators acknowledge the value of co-operative and collaborative learning. Nurses preparing for CNA certification bring their own nursing specialty experiences and are a valuable resource, as well as a motivating force in the collaborative effort of a study group.

5) **Learn for Action**

Adult learners like to be able to apply their learning immediately and make a connection between their educational experiences and their life experiences. To learn for action incorporates the ability to understand the connections between content and application and to have opportunities afterwards to take action on the learning. As a result of this educational activity, nurses preparing for and earning the CNA certification credential are often in an ideal position to be able to review best practice initiatives and implement change in their own specialty practice settings.

6) **Empower the Participants**

Adult learners are empowered when they are able to influence and change their environment as a result of an educational experience. The goals of adult education and professional development are change and growth. Therefore, opportunities and strategies that empower the adult learner to take action and make changes after the activity is completed are crucial.

These principles of adult learning do not stand alone. They are interrelated by a philosophy of education that values the adult learner's capacity to grow and learn. With the principles of adult learning to guide you, you can feel confident planning for and facilitating a study group for the CNA certification exam.

STEPS FOR SETTING UP A STUDY GROUP

Build on What You Know...

The tips included in this document were gathered from a variety of sources, including other certification programs, certified nurses, nurse educators and test development experts. As additional tips and suggestions are received from nurses and study groups across Canada, this section will be revised to provide additional information.

Step 1: Get Ready Early – August/September

- In order to facilitate the application process for nurses in your workplace and/or for your study group members, you can order the application material for them in bulk. To do this, obtain CNA certification application materials from **www.cna-aiic.ca**. If you do not have access to the Internet, you can order by phone at 1-800-450-5206. The CNA certification e-mail address is **certification@cna-aiic.ca**. Contact CNA certification staff if you have any questions.

- **Application deadline** for CNA certification is usually in early November.
- Present application/certification materials to staff in the unit/hospital/facility where you work and to key individuals (e.g., nursing unit managers, operational directors, vice-president of nursing and at staff meetings).
- You can obtain funding and other support from key management staff – learn about processes and deadlines and get the application forms early. The Canadian Nurses Foundation also offers CNA certification awards. Check their website for details at www.canadiannursesfoundation.com.

- **Let CNA know about your study group**

Once you have set up a study group, be sure to let the CNA Certification Program know the details as to where and when and provide contact information. To do this, call the certification program at 1-800-361-8404 or e-mail certprogram@cna-aiic.ca.

At the same time, ensure that you have the most current copy of the CNA certification prep guide for your nursing specialty. Use the contact information above to speak directly with CNA certification staff. Make sure that you mention that you are facilitating a study group. A list of competencies and references are available from the CNA website. The CNA certification prep guide contains study tips, the list of competencies, references and sample exam questions.

Step 2: Plan the Study Group – November/December

- About two weeks after the application deadline, send out or post notices and e-mails inviting nurses who have applied for CNA certification to participate in a study group.
- Choose to have your study group meet at a location that is most convenient for the participants. Study groups often incorporate a coffee/treat break and usually take place in a location that is comfortable and fosters team spirit.
- Confirm the location of study group, time, place etc., in mid-December. Nurses can prepare for the first meeting in early January by reviewing their CNA certification prep guide.
- Participants can photocopy a table of contents from a key nursing specialty textbook. They can use this key textbook in addition to the CNA prep guide to review their own areas of strength and opportunities for learning.
- Participants should bring a list of their “Top 10” learning needs to the first meeting.

- As mentioned previously, contact CNA as soon as possible and let the certification program staff know about your study group. The information can be posted on the CNA certification website, which will provide information to other candidates who are also preparing but who may not have the advantage of a study group. Web posting assists study group facilitators who may wish to consult with others in this role. The reverse is also true. Check the CNA certification website for program updates.

Step 3: Study Group – 1st Meeting – January

- It is suggested that the first meeting should be devoted to reaching a consensus about the topics to be covered over the course of the study group period. Define your role as the study group facilitator. Discuss what materials are needed and costs (e.g., photocopying, coffee fund), set up an agenda and the ground rules for the rest of the study sessions. This will be a busy meeting, so some of this work could be done by e-mail. Examples of some “ground rules” follow.
 - ✓ Study sessions begin and end on time.
 - ✓ A courtesy message should be sent if anyone is not able to attend a meeting.
 - ✓ Everyone’s voice is important. Everyone will be heard and their learning needs honoured.
 - ✓ Participants will come prepared.
 - ✓ The expectation is to have **fun** while learning.
- Start the study group with an informal “get to know each other” segment, including reviewing reasons for pursuing certification and participating in a study group. This is especially important if not all of the members of the study group know and work with each other.
- Ensure that each participant has received the necessary exam preparation and confirmation materials from CNA. Review key CNA certification dates/deadlines/policies (e.g., withdrawal and refund policies).
- Review the next steps in the process and any dates/deadlines/timelines necessary (e.g., everyone should have a copy of the CNA certification prep guide, check dates for confirmation of writing centres, etc.). NOTE: CNA posts updates on the website, so it is a good idea to check on a regular basis.
- Discuss study strategies, exam development, test administration issues, test-taking strategies, etc. early, in order to reduce anxiety about the exam right from the start. This can be revisited at a later date as necessary.

- Discuss some study strategies for the group, including the use of case studies, guest speakers, participant presentations and other key experts. Local chapters of the national nursing specialty groups may also be able to assist.
- Include contingency plans for potential problems (e.g., storm days or busy periods such as the March school break).

Step 4: Next Steps for Ongoing Study Group Sessions – Have fun!

- Consult with CNA-certified nurses who have previously written a CNA certification exam. The CNA website also lists **CNA certification mentors** for every specialty who have agreed to assist future CNA certification candidates.
- Use reference texts that are best suited to your group. The bibliography provided in the CNA certification prep guide for your specialty includes suggestions only. Feel free to use other resources, journals, textbooks etc. *Build on what you know*. Remember, the content of the exam is not based on any one text, reference book or journal.
- Refer to Appendix A of this study group manual for a suggested timeline regarding the establishment of your study group. You can use it to indicate the list of topics that your specific study group will review during each session.
- You may wish to consider including nurses who are preparing on their own but who might like to participate with the study group during a review session or two. These may be nurses from other facilities within your area.
- Provide nurses preparing on their own with a copy of the study group timeline so that they have the option of selecting to attend a session of particular interest to their learning needs.
- Make sure everyone knows where they are going on exam day and that they all have their writing centre information (e.g., confirmation of writing centre location and exam admission letter). Contact CNA immediately if you have any concerns.
- It is possible that a member of the study group might be unsuccessful in writing the exam. Although a difficult and delicate topic for the study group, it is important to develop strategies to support any member of the group who does not pass the exam.
- **Celebrate when it is all over!** The nurses participating in the study group have achieved a great accomplishment, no matter what the outcome of the exam! Celebrate before the results are released.

Professional Development

As the study group facilitator, you can claim continuous learning (CL) hours towards renewing your CNA certification. As well, you and the others in the study group can acknowledge this activity as part of your reflective practice for your continuing competence requirements in your province. Some facilitators and study group participants keep a reflective journal about their experiences with the study groups.

SAMPLE STUDY GROUP TIMELINE

The suggested study group timeline outlined in Appendix A is intended to provide guidance and is based on ideas from other groups who have found it to be reasonable and practical. The timeline varies in length between eight and 12 weeks. It is based on a group meeting once a week for a three-hour session, beginning in early January and completed in late March. Your group members may wish to consider a variation to suit particular learning needs and time commitments.

This timeline is based on the fact that the CNA certification exam will be offered in early April, but this may vary.

It is important to double check all key dates and deadlines for each exam administration.

TIPS FOR STUDY GROUP PARTICIPANTS

Certified nurses have provided anecdotal information about the benefits of preparing for CNA certification in a study group environment. They said they liked the opportunity to spend quality learning time with colleagues and share experiences. Many stated that the success on the exam was a testament to the hard work of the study group. They also commented about the ongoing learning and quality practice that occurred as a result of the studying and preparation within the study sessions.

Use tools and strategies

- Use the CNA certification prep guide for study tips, list of competencies, references and sample exam questions. (Hard copy is sent to all eligible candidates; the list of references and competencies for each specialty is available on the CNA website).
- Bring your list of “Top 10” learning needs to the first study group session. You can use the CNA certification prep guide and also a photocopy of the table of contents of your favourite nursing specialty text to help you develop this list. **Be prepared. Stay committed.**
- Write a few sample questions for the study group participants to answer. Use the list of competencies and sample questions contained in the CNA certification prep guide to assist you.
- Find as many sample questions related to your specialty as possible, and answer as many as you can. This has been suggested by many nurses who have participated in study groups. However, they also caution not to focus only on how many questions you get “right.” Practise answering multiple choice questions. This practice is as important as the reasons for selecting an answer. Focus on your **reasons** for choosing an answer, not just the fact that it is “right” or “wrong.”
- Always go back and review the sample questions included in the CNA certification prep guide, as they are developed in the same way as the actual questions on the exam. Refer back as well to the competencies related to each question. It is not so much their degree of difficulty, but more the way in which the questions are designed and formatted. They will look the same on the real exam.

Share information

- Reflect on your strengths and offer to assist the study group with sessions relating to the information that you know best. Reflect on the areas where you need more preparation to help focus your learning.

- Although the time spent with the study group is crucial, the learning that you do on your own in-between study group sessions, is as valuable. Share any new information that you have gained. If you have a question, it is likely on someone else's mind as well.

Plan ahead

- Plan to send the exam application to CNA early, so that you avoid the rush of applications that arrive at the CNA Certification Processing Centre in early November.
- As the exam date approaches, avoid learning new information at the last minute.
- Familiarize yourself with the location of the test centre and bus routes or available parking if needed prior to the exam day. Eat sensibly and get plenty of rest. Prepare yourself both physically and emotionally to take the exam.

Build a network

- **Have fun!** Although the main focus of the study group is to “study,” the social aspect of the group is as important. Enjoy the time together and celebrate your accomplishments.
- Many study group participants assist future candidates as part of their continuous learning activities for CNA re-certification, as well as for their reflective practice requirements for their continuing competence programs in their province.
- Many study groups stay together after the CNA certification exam and transform into journal clubs or quality practice groups.

TIPS FOR CANDIDATES PREPARING ON THEIR OWN

Study groups are not for everyone, nor are they always feasible. CNA certification exams are national in scope and are offered to nurses from coast to coast to coast. We don't want any nurses to feel left out of the exam preparation process. Here are some tips for nurses who are preparing independently.

- You may wish to consult a study group on a specific topic and attend or participate by teleconference. Study group facilitators are encouraged to contact CNA so that their study group information can be posted on the CNA website. Consult the CNA website to look for updates about study groups or any revisions/changes to the certification exam schedule.
- Use your CNA certification prep guide – it contains a wealth of information, including the list of competencies and sample exam questions.
- On the certification page of the CNA website, click “mentors” on the sidebar menu to find a list of certified nurses who have agreed to provide support those who have chosen to write the certification exam.
- The timelines and deadline dates suggested for study groups, are also relevant to candidates who are preparing on their own. See Appendix A for a sample timeline that you can modify to suit your own needs.
- National nursing groups are also excellent sources of information and often offer certification preparatory courses that may be of interest. Their regional chapters may also offer preparatory workshops and information.
- The resources within your facility can also be helpful to you as you prepare – other health care professionals such as pharmacists, physicians, nurse educators or nurse administrators, can provide guidance and support during your exam preparation.
- Don't hesitate to ask for funding from your employer to assist you with this continuous learning activity.
- Contact the CNA certification staff should you have any questions or require clarification on any issue related to preparation for the exam, exam development or exam administration.
- Be sure you know the location of the test centre prior to exam day. Eat sensibly and get plenty of rest. Prepare yourself, physically and emotionally, to take the exam. Don't hesitate to contact the CNA certification staff if you have any questions about exam day.

SUGGESTED REFERENCES

CNA References

The CNA certification prep guide provides background and orientation to the exam as well as practice questions, rationales and a list of competencies. The guide is automatically sent to all eligible candidates. Depending on your specialty and when you apply, you will receive either a single, bound copy or the new two-part version. A bibliography and competencies for each specialty can also be found on the CNA website: www.cna-aiic.ca.

You may also find the following CNA resources useful.

Canadian Nurses Association. (2004). *Achieving excellence in professional practice. A guide to preceptorship and mentoring*. Ottawa: Author.

Canadian Nurses Association & Canadian Association of Schools of Nursing. (2004). *Promoting continuing competence for registered nurses* [Joint position statement]. Ottawa: Author.

Canadian Nurses Association. (2005). Nursing leadership in a changing world. *Nursing Now: Issues and Trends in Canadian Nursing*, 18, 1-6.

Principles of Adult Learning

There is a multitude of books and references related to the principles of adult learning. These are but a few.

Derrick, M. G. (2003). Creating environments conducive for lifelong learning. *New Directions for Adult and Continuing Education*, 100, 5-18.

King, K. P., & Lawler, P. A. (2003). New perspectives on designing and implementing professional development of teachers of adults. *New Directions for Adult and Continuing Education*, 98, 15-22.

Lipson Lawrence, R. (2002). A small circle of friends: Cohort groups as learning communities. *New Directions for Adult and Continuing Education*, 95, 83-92.

Nursing

Benner, P., Tanner, C. A., & Chesla, C. A. (1996). *Expertise in nursing practice: Caring, clinical judgment, and ethics*. Springer Publishing Company: New York.

Karvonen, C. A., Sayre, C., Wyant, S. E. (2004). Building a medical-surgical certification review course: A blueprint for success. *Journal for Nurses in Staff Development*, 20(5), 213-217.

Leadership

Simpson, B., Skelton-Green, J., Scott, J., & O'Brien-Pallas, L. L. (2002). Building capacity in nursing: Creating a leadership institute. *Canadian Journal of Nursing Leadership, 15*(3), 22-27.

Some Websites of Interest

This list is not all-inclusive, but it does provide a start when you are searching for information about exam preparation. Many of the websites are specific to nursing specialties and many are U.S.-based, but the exam preparation tips are relevant to all candidates. Please let us know if you come across additional websites that are helpful and we will include the information in future documents.

The CNA website has links to all of the national nursing specialty groups and this information can be found on the CNA website at the same location as the list of nursing specialty competences.

- CNA website: www.cna-aicc.ca
- http://www.cc-institute.org/educ_stud.aspx
- <http://www.ncbde.org/studying.html>
- <http://www.ins1.org/certification/exam/study.html>
- <http://www.cpancapa.org/testf.html>
- <http://www.aann.org/credential/prepare.htm>
- <http://www.nncc-exam.org/exams/tips.htm>
- <http://www.ccprnet.org/i4a/pages/index.cfm?pageid=102>
- <http://www.rpnaa.ab.ca/OrientationtotheRegistrationExamination.pdf>

CONCLUSION

The CNA certification credential is a mark of distinction that has been earned by many thousands of registered nurses in all regions of Canada. The CNA Certification Program has come a long way since the first CNA certification examination was offered to the neuroscience nurses in 1991. It is through the continued effort, commitment and collaboration of registered nurses in Canada that the program has been sustained and has seen such tremendous growth. It is a unique nursing program that offers Canadian nurses the opportunity to demonstrate their knowledge, skills and abilities in their chosen nursing specialty.

It is hoped that the information provided in this study group manual will offer nurses some guidance as they prepare to write the national examination. We look forward to receiving feedback from nurses from every corner of the country so that we can refine and enhance the document. We look forward to your unique and innovative ideas.

*Do not follow where the path may lead.
Go instead where there is no path and leave a trail.*

Anonymous



APPENDIXES

Appendix A – Study Group Timeline Template

CNA Certification Exam – Study Group Timeline			
DATE	Study Group Session	Your Study Group Activity Here <i>Build on What You Know...</i>	Key CNA Certification Dates/Deadlines
Week #1			
Week #2			Mid-January – All candidates have their prep guides and written confirmation of eligibility for exam.
Week #3			
Week #4			
Week #5			
Week #6			
Week #7			
Week #8			Early March – late withdrawal fee date
Week #9			1st 2nd week in March – Writing centre information should arrive by mail.
Week #10			✓ Check CNA website weekly for any updates about exam day.
Week #11			Last chance to request transfer of writing centre location.
Week #12			
Week #13			EXAM DAY

Appendix B – Feedback Form for Facilitators

Study Group FACILITATORS – Comments about Study Group Manual

Your feedback is important in order to continue to offer tips and key information to future study groups. Please complete the information on this form, and mail, fax or e-mail it to the CNA Certification Program. (Please see below for submission information.) All suggestions will be reviewed and considered for inclusion in future versions of this document. All information will be kept strictly confidential and will be used solely for the purpose of the CNA Certification Program.

Study group facilitator (key contact) – name and position/title:

CNA certification number: _____

Employer: _____

Employer mailing address:

Phone number (work): _____

E-mail address: _____

Location of study group (City/Province/Territory):

Number of nurses in the study group: _____

Study group specialty: _____

Is your study group information posted on the CNA website? Yes No

If not, would you like the information to be posted? Yes No

(If yes, CNA certification staff will contact the key contact person for further information.)

Comments/Suggestions about the study group manual:

Tips for other study groups/facilitators:

Thank you

Fax: 613-237-3520 E-mail: certprogram@cna-aiic.ca Mail: 50 Driveway, Ottawa, ON K2P 1E2

Appendix C – Feedback Form for Study Group Participants

Study Group PARTICIPANTS – Comments about Study Group Manual

Your feedback is important in order to continue to offer tips and key information to future study groups. Please complete the information on this form, and mail it, fax it or e-mail it to the CNA Certification Program. All suggestions will be reviewed and considered for inclusion in future versions of this document. All information will be kept strictly confidential and will be used solely for the purpose of the CNA Certification Program.

Location of study group: _____

Number of nurses in the study group: _____

Study group specialty: _____

Comments/Suggestions about the study group manual:

Tips for other study groups:

Thank you

Fax: 613-237-3520 E-mail: certprogram@cna-aiic.ca Mail: 50 Driveway, Ottawa, ON K2P 1E2



CNA Certification Contact Information

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 CNA Certification Program Processing Centre: 1-800-450-5206

Local: 613-237-2133

Fax: 613-237-3520

E-mail: certification@cna-aiic.ca (to order application materials)
 certprogram@cna-aiic.ca (to submit study group information/inquiries)

Website: www.cna-aiic.ca

www.cna-aiic.ca

