

Delaware Certified Nurse Aide Recertification Procedure

Effective 1-1-2020

1. Go to the URL for Relias at <https://decnarecert.academy.reliaslearning.com>. Do not create or register an account for yourself in RELIAS. An account has been automatically created for you. CNAs will login by entering their e-mail addresses and a temporary password (Welcome1). If you do not have that information, you can contact the DHCQ office at 302-421-7410
2. Pay a \$25.00 renewal fee online through the Relias website using a credit or debit card.
3. To qualify for recertification, CNAs are required to complete a minimum of 24 hours of approved continuing education (Relias CEUs), including 6 hours of Dementia training and 2 hours of training related to resident/patient abuse prevention/neglect and/or mistreatment. Relias provides a pre-selected package of classes that meet these requirements. In addition, CNAs must work a minimum of 64 hours for pay under the supervision of a nurse or physician during their certification period
4. CNAs must complete the online self-reporting 64-hour worked renewal form. The 64-hour worked renewal form is listed as class (z64) in the Relias packet. CNAs must complete the five boxes of information, which includes: their employer/facility name, supervisor's name, hire date, current home address and date of birth.
5. CNAs who do not meet the recertification requirements by their expiration date are considered to have lapsed and are required to contact Prometric (1-866-664-9504) or at [Delaware Nurse Aide Exam | Prometric](#) to take the State of Delaware CNA written and clinical skills examinations. There is a \$115.00 fee, payable to Prometric, via credit or debit card, to register for the examinations.
When you call Prometric, press prompt #2 and then prompt #9, this will get you to a real person to schedule. You need to schedule to take test option #3, the written and clinical skills exams.
6. If you have difficulty logging into Relias, we recommend you send an email message to the Relias support site <https://decnarecert.academy.reliaslearning.com/contact.aspx>. You may also choose to call their customer service number at 1-844-735-2223, which is available Monday through Friday 8am-8pm.
7. The Division of Health Care Quality will also accept Relias CEUs, completed during your recertification period, from your employers Relias account. You must contact Relias customer service to request a transcript transfer, their customer service number at 1-844-735-2223, which is available Monday through Friday 8am-8pm.
8. To view & print your active DE certification go to <https://registry.prometric.com/publicDE>
9. If you have any questions, please call the Division of Health Care Quality at (302) 421-7410.