

Handbook

How to use the Credentials Verification Service for Aruba



[TruMerit.org](https://www.TruMerit.org)


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Global careers. Care anywhere.

CGFNS International is now TruMerit.

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Introduction

TruMerit™ (formerly CGFNS International) has partnered with the Department of Public Health Aruba to offer a simple and secure way to collect, authenticate, and review the documents required for licensure/registration to practice in Aruba.

To be registered with the department, primary source documents must be authenticated and verified by the TruMerit Credentials Verification Service for Aruba (CVS-Aruba). This handbook will guide the applicant through the process of applying to CVS-Aruba. Please read all instructions in this handbook carefully before submitting an application and before any documents are sent to TruMerit.

Eligibility for CVS-Aruba

General nurses, nurse specialists, nurse practitioners, physician assistants, psychologists, psychotherapists, and clinical physicists educated outside of Aruba are eligible to apply for registration as a healthcare professional in Aruba.

Credentials you will need to have verified

Education

You will be required to provide evidence of your education qualification leading to licensing/registration to practice your profession. This will include entry-level education such as a diploma or associate's degree, a bachelor of science degree, or postgraduate qualification leading to registration.

License/Registration

If your profession requires you to hold a license/registration to practice, you will be required to report your initial license/registration from your country of education, along with your current license if that is different. If you have not been licensed, registered, or do not have a current/active license/registration, you may still apply to have your other credentials verified.

Employment

If you have been employed in your profession in the last five years, you will be required to self-attest to this experience. If you have been employed but not in the last five years, please report your most recent employment. If you have never been employed in your profession, you may still apply to have your credentials verified.

Continuing education

Please submit for verification any continuing education you have completed related to your profession.

Postgraduate certification

Please submit for verification all postgraduate certifications related to your continuing education in your profession.

Summary of CVS-Aruba steps for credentials verification

Step 1:	Create an account on the TruMerit applicant portal.
Step 2:	Select an order for CVS-Aruba.
Step 3:	Complete the applicant profile .
Step 4:	Submit payment for the order.
Step 5:	Upload all required notarized identity documents .
Step 6:	Self-declare employment experience in the profession.
Step 7:	<p>Send all required forms to authorities from which you:</p> <ul style="list-style-type: none"> ■ Successfully completed your qualification in your profession. ■ Held a license/registration to practice your profession initially and your current license if that is different.
Step 8:	Upload evidence of any postgraduate certifications you may have.

After you have completed these steps, and once all credentials have been received and verified by TruMerit, we will prepare a **Credentials Verification Report** for the Department of Public Health Aruba.

Expiration of your order

Please note that your order will expire 12 months from payment date if TruMerit does not receive all required documents. If your order expires, you can re-activate it for a discounted fee. See page 10 for more information.



Step 1: Create an account on the TruMerit applicant portal

To create an account and receive support from TruMerit, you must first access the **TruMerit applicant portal**, where you will be issued a **TruMerit ID number**. There is no cost to create an account.

NOTE: Simply creating an account does not mean you have completed an application for CVS–Aruba. To apply, continue with the steps below.

Go to the **TruMerit applicant portal**, enter the requested information, and click the **Sign Up** button.

1. Provide your email address and other required information.
2. Agree to the online consent request.
3. Follow the link sent to the email address provided.
4. Create a password.

NOTE: As you complete your profile, you will have the option to pause and log out of your account at any time. Your information will be saved and, upon your return, you will be able to go back to previous sections or continue where you left off. You can always **log back into your account** and enter the username and password you have created.

Step 2: Select the Credentials Verification Service for Aruba from the service selector

In the online portal, use the service selector to choose the **Credentials Verification Service for Aruba** as the service you wish to purchase. Then select your professional title.

Step 3: Complete the applicant profile

Once you have chosen CVS–Aruba in the service selector, complete your applicant profile. The profile will help confirm your eligibility.

1. Select the **My Profile** link.
2. Provide your personal, academic, and professional information as prompted.

~~Step 4: Purchase an order for CVS-Aruba~~

To proceed with your CVS-Aruba application, you will need to create your order and pay for the verification services you have selected.

1. Select the credentials you wish to have verified and place them in your shopping cart.
2. Enter credit card payment information and complete the order.

You will receive information via email regarding the next steps and how to access the forms required to complete the application.

 **IMPORTANT:** TruMerit has a no-refund policy. Once you submit your order, your payment is not refundable.

~~Step 5: Upload all required notarized identity documents~~

Once you have placed your order, upload notarized copies of your identity documents directly to your CVS-Aruba application in the online portal. These documents will be used to verify your identity.

- Submit notarized photocopies of your passport and another form of official identification (ID)—see acceptable forms below. Both documents must show your full current legal name with no initials or abbreviations.
- If you have ever changed your name (including through marriage), you must submit notarized photocopies of official documents affirming this. This is so TruMerit can verify previous names that may appear on documents provided sent by schools, license/registration authorities, employers, and/or language testing vendors. If we cannot verify your identity through the documentation you submitted, we will ask you to submit additional proof of your identity.

Acceptable forms of photo identification

- Passport (required)
- Driver's license
- Official, government-issued photo identification

Acceptable forms of non-photo identification

- Birth certificates
- Marriage certificates
- Divorce certificates
- Legal name change affidavits



About submitting notarized copies

Please do not send original documents. TruMerit accepts only notarized photocopies of valid (not expired) identification cards and other acceptable documents. Photo IDs should have a clear image of yourself. When the originals are in color, please submit color copies, and not black and white.

Depending on your country of citizenship, notary officials are typically called “notaries,” “public notaries,” or “notarial officers.”

You must be present with the notary official at the time your original documents are copied and notarized. The notary official is required to make a statement on all notarized identity document copies attesting that they have seen the original documents and that they certify the copies are “true copies” of the originals.

If it is more convenient, you may also use an online notary service such as **NotaryCam**. Visit the [**NotaryCam**](#) website.

You are responsible for any fees related to preparing your notarized documents. If any of these documents are written in a language other than English, Spanish, or Dutch, they must be translated by a certified translator. TruMerit does not accept translations that are performed by applicants or anyone else who is not certified.

Step 6: Employment self-declaration

TruMerit requires a self-declaration as evidence that you have post-registration work experience. Log onto your account, navigate to your employment requirement(s) and select the **Submit Self-Attestation** here option. This will take you to a form that will self-generate the information you previously entered about your employment experience, which you will be asked to sign electronically.

If you do not have post-registration experience in your profession, you may still apply to have your other credentials verified.

Step 7: Send all required forms to relevant authorities

When you complete your order for the CVS–Aruba (as in Step 4), you will receive an email with instructions on how to access the forms that must be sent to and completed by relevant authorities.

1. Log into your account on the portal and follow these steps:
2. Download and print the forms.
3. Send each form to the relevant authority.
4. The authorized official(s) at each school or professional/regulatory authority should complete the form(s) and send them directly to TruMerit electronically or by mail/courier at the address provided on page 10.
5. TruMerit will not accept any of these forms from anyone other than the designated officials from the relevant authority.

NOTE: As with your personal identity documents, all of the documents sent to TruMerit by schools and regulatory authorities must be provided in either English, Spanish, or Dutch. Any documents not in one of those languages must be accompanied by a translated version. If the relevant authorities you have contacted are unable to provide documents in one of the required languages, TruMerit can arrange for them to be translated for a fee. (The fee schedule can be found on page 10.) TruMerit does not accept translations directly from applicants.

License/registration to practice nursing

Your initial license/registration in the country where you were educated, as well as your current license/registration if that is different. These must be submitted directly to TruMerit by the authorities that issued them.

If you do not have post-registration experience in your profession, you may still apply to have your other credentials verified.

Higher/tertiary education

Proof of entry-level education (for example, associate's degree, diploma, bachelor of science degree, or postgraduate qualification leading to registration). Your educational institution should send to TruMerit:

- The completed **education form** (which you will download from the **TruMerit applicant portal** and forward to the school).
- A full **academic transcript**, which TruMerit defines as a record of the courses you completed, along with credit/clock hours that you received for each course. Transcripts from certain countries/jurisdictions also require supplemental documentation such as:
 - Related learning experience (Philippines).
 - School and university mark sheets (India).
 - Diploma supplement (European Union countries).
 - Evidence of your clinical experience hours (United States).
- You may be required to have your school provide course curricula.



Continuing education

Please note that you are not required to have completed continuing education to apply to have your credentials verified. However, certain continuing education experiences may assist you in your application for licensure/registration with the Department of Public Health Aruba.

If you wish to report continuing education, the educational institution in which continuing education was completed must send the following directly to TruMerit:

- The completed continuing education form (which you will download from the **TruMerit applicant portal**).
- An **academic transcript**, which TruMerit defines as a record of an applicant's courses taken, along with credit/clock hours that the applicant received for each course.

Step 8: Upload evidence of postgraduate certification

We recommend including in your application any certification you earned after the completion of continuing education, as well as information on any examinations you have passed that resulted in a certificate.

You can use the **TruMerit applicant portal** to upload copies of your certifications directly to your CVS-Aruba application. This can be submitted through the **Applicant Support** correspondence section. Please note that you are not required to have any postgraduate certifications to apply to have your credentials verified. However, certain certifications may help advance in your application for licensure/registration with the Department of Public Health Aruba.

After your report is complete

Once TruMerit has received and reviewed all required documents from your academic and professional authorities, and verified that your documents are authentic, you will receive a completed Credentials Verification Report for Aruba. The Department of Public Health Aruba will receive an official copy of your Credentials Verification Report at the same time.

Checking the status of your order

To check status and monitor progress:

- Sign into your account on the **TruMerit applicant portal**.
- Select the **Application Status Tracker** option in the top menu bar.
- Locate your CVS-Aruba order and take note of the status. If your status indicates "Waiting for Documents," proceed to Step 4.
- Select the **View Requirements** link associated with your order.
- View the outstanding requirements for your order. Where there is a link to a document request form, download the required form and send it to the appropriate primary source institution, if you haven't already.

Order types and fee schedule

(All prices are in U.S. dollars)

■ Initial CVS-Aruba order—\$395.00 (base price)

The **Initial CVS Order** is the first item you will need to purchase. It will be active for 12 months from the date the paid application is submitted. The order expires if all required documents are not received by TruMerit within that time.

The base price includes the collection/verification of your identity documents, one academic credential, two license/registration verifications, all employment attestations, and all postgraduate certifications.

■ Additional fees:

- Additional academic credentials + \$100 (each)
- Additional license/registration + \$50 (each)
- Continuing education credentials + \$100 (each)

■ Document translations—\$85 per page

If TruMerit receives documents in a language other than English, Dutch, or Spanish, they must be translated. You may request TruMerit to facilitate the translation of the documents for a fee of \$85 per page.

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