



D&S Diversified Technologies LLP

Headmaster LLP

Arizona Assisted Living Facility Manager Candidate Handbook

EFFECTIVE: February 1, 2025

Version 9

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Contact Information

Questions regarding: testing process • test scheduling • eligibility to test • the Assisted Living Facility Caregiver/Manager Registry

..... (800) 393-8664

Questions regarding: Assisted Living Facility Manager Completion of Course

..... (602) 364-2374

<p>D&SDT-Headmaster, LLP PO Box 6609 Helena, MT 59604-6609 Email: arizona@hdmaster.com Web Site: www.hdmaster.com Arizona Caregiver/Facility Manager TMU©: azcg.tmutest.com</p>	<p><i>Monday through Friday</i> 6:00AM – 6:00PM (MST)</p>	<p>Phone #: (800) 393-8664</p>
<p>Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers (NCIA/ALFM) 1740 W. Adams Street, Suite 2490 Phoenix, AZ 85007 Email: information@aznciainstitution.us Web Site: http://www.aznciainstitution.us/</p>	<p><i>Monday through Friday</i> 8:00AM – 5:00PM</p>	<p>Phone #: (602) 364-2374</p>

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Introduction

The purpose of the Arizona Assisted Living Facility Manager competency evaluation program is to ensure that candidates seeking to be assisted living facility managers in Arizona understand the state standards and demonstrate entry-level knowledge sufficient to perform the job of an assisted living facility manager.

This handbook describes the process of taking the Arizona Assisted Living Facility Manager competency test and is designed to help prepare candidates for testing. The Assisted Living Facility Manager competency test is a 50-question multiple-choice knowledge test. Candidates must pass the knowledge test and meet all requirements of the Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers (NCIA/ALFM) for successful completion of the Arizona Assisted Living Facility Manager course.

The Arizona NCIA/ALFM Board of Examiners has approved Headmaster, LLP to provide knowledge tests and scoring services for the Assisted Living Facility Manager knowledge test. For questions not answered in this handbook, please contact D&S Diversified Technologies (D&SDT)-Headmaster at (800)393-8664 or the [Arizona Assisted Living Facility Manager](#) webpage at www.hdmaster.com.

The information in this handbook will help you prepare for your examination and should be kept for future reference.

Americans with Disabilities Act (ADA)

ADA Compliance

The Arizona NCIA/ALFM Board of Examiners and D&SDT-Headmaster provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the ALF Manager exam. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for examination. D&SDT-Headmaster must approve accommodations in advance of examination. Complete the [ADA Accommodation Request Application](#) found on the Arizona Caregiver and Manager TMU© main page under 'APPLICATIONS' to be reviewed for accommodation.

ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT-Headmaster will email you if further documentation or information is required using the email in your TMU© account.

Please allow additional time for your request to be approved. If you have any questions regarding the ADA review process or specific required documentation, please call D&SDT-Headmaster at (800)393-8664.

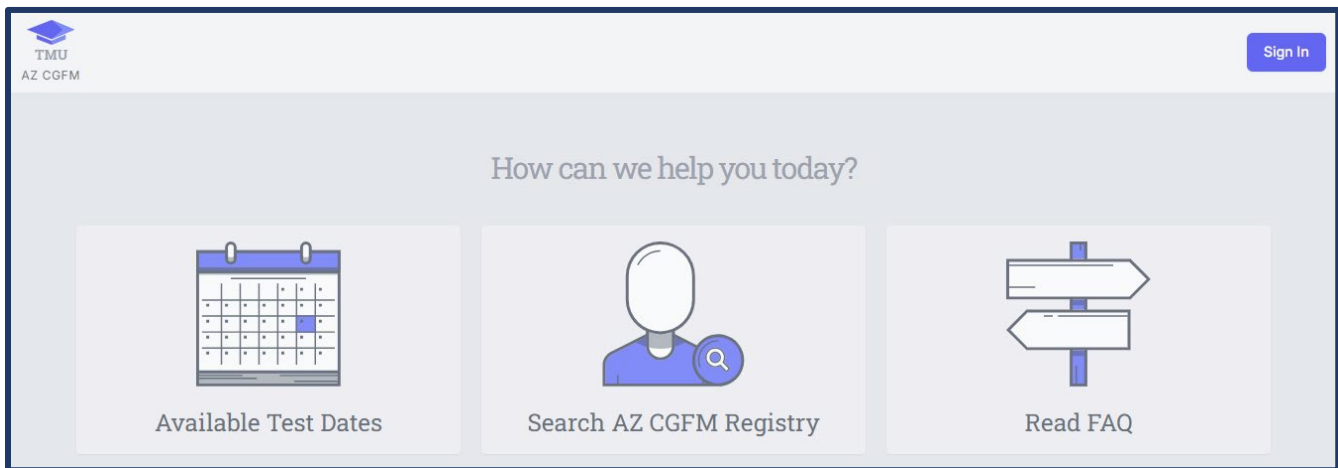
The Arizona Assisted Living Facility Manager Exam

Payment Information

Exam Description	Price
Knowledge Exam or Retake	\$125

Arizona Assisted Living Caregiver/Facility Manager TMU©

This is the Arizona Assisted Living Caregiver/Facility Manager TMU© main page azcg.tmutest.com.



Complete your TMU© Account

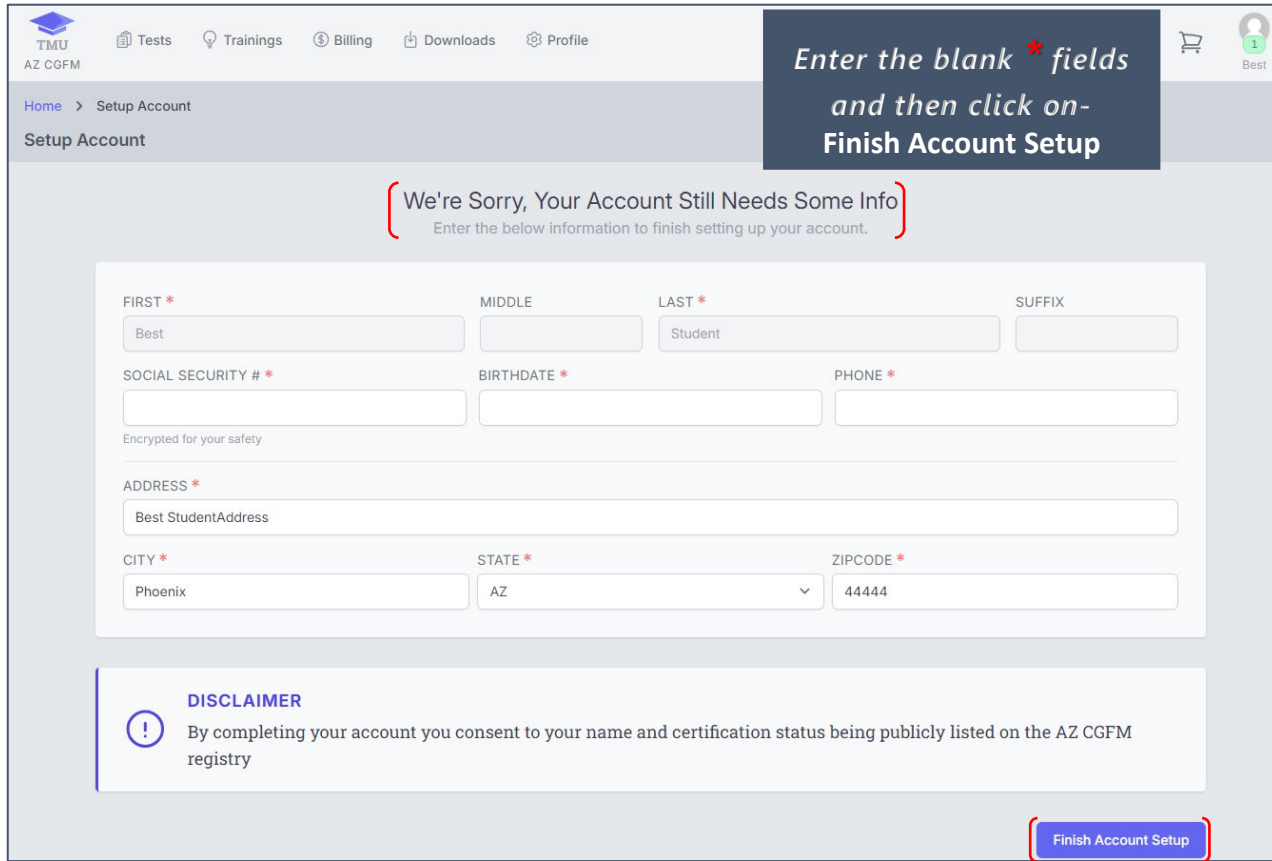
Your initial registration information will be entered in D&SDT-Headmaster’s TestMaster Universe (TMU©) software.

IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password and complete the missing demographic information prior to testing. Failure to do so may result in you being turned away from testing. You will be a no-show status for your event and forfeit your testing fees.

- Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your account, update your password, and complete your demographic information. **This must be done before scheduling a test event.**

If you do not know your Email or Username and Password, enter your email address and click “Forgot Your Password?” You will be asked to re-enter your email, and a ‘reset password link’ will be sent to your email (see instructions under **‘Forgot your Password and Recover your Account’**). If you cannot sign in, contact D&SDT-Headmaster at (800)393-8664.

*This is the screen you will see the first time you sign in to your TMU@ account **with the demographic information you need to enter to complete your account:***



Enter the blank * fields
 and then click on-
Finish Account Setup

{ We're Sorry, Your Account Still Needs Some Info }
 Enter the below information to finish setting up your account.

FIRST * MIDDLE LAST * SUFFIX

Best Student

SOCIAL SECURITY # * BIRTHDATE * PHONE *

Encrypted for your safety

ADDRESS *

Best StudentAddress

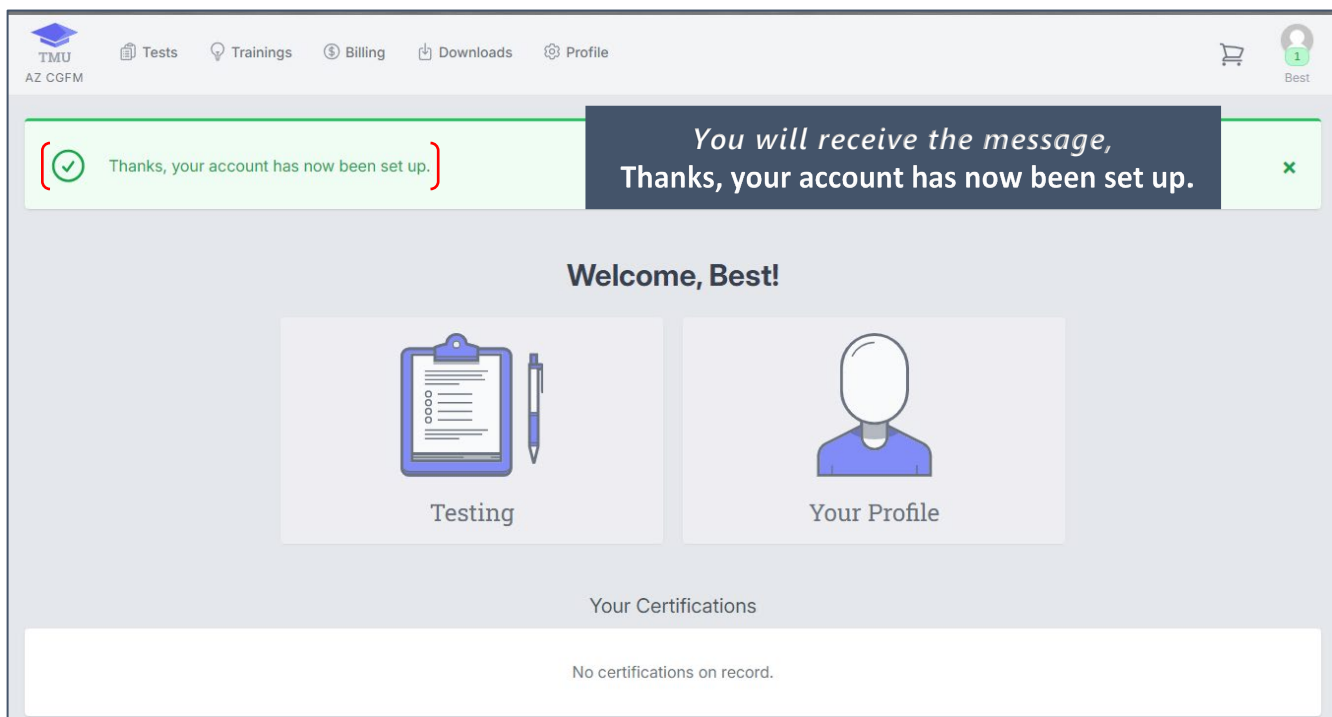
CITY * STATE * ZIPCODE *

Phoenix AZ 44444

DISCLAIMER

By completing your account you consent to your name and certification status being publicly listed on the AZ CGFM registry


Finish Account Setup




{ Thanks, your account has now been set up. }

*You will receive the message,
Thanks, your account has now been set up.*

Welcome, Best!



Testing



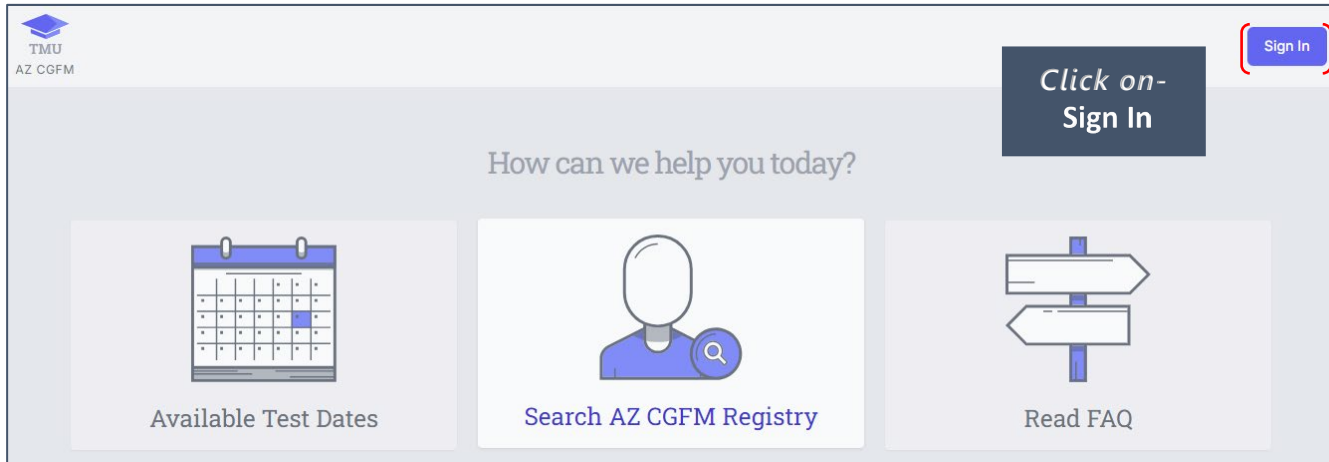
Your Profile

Your Certifications

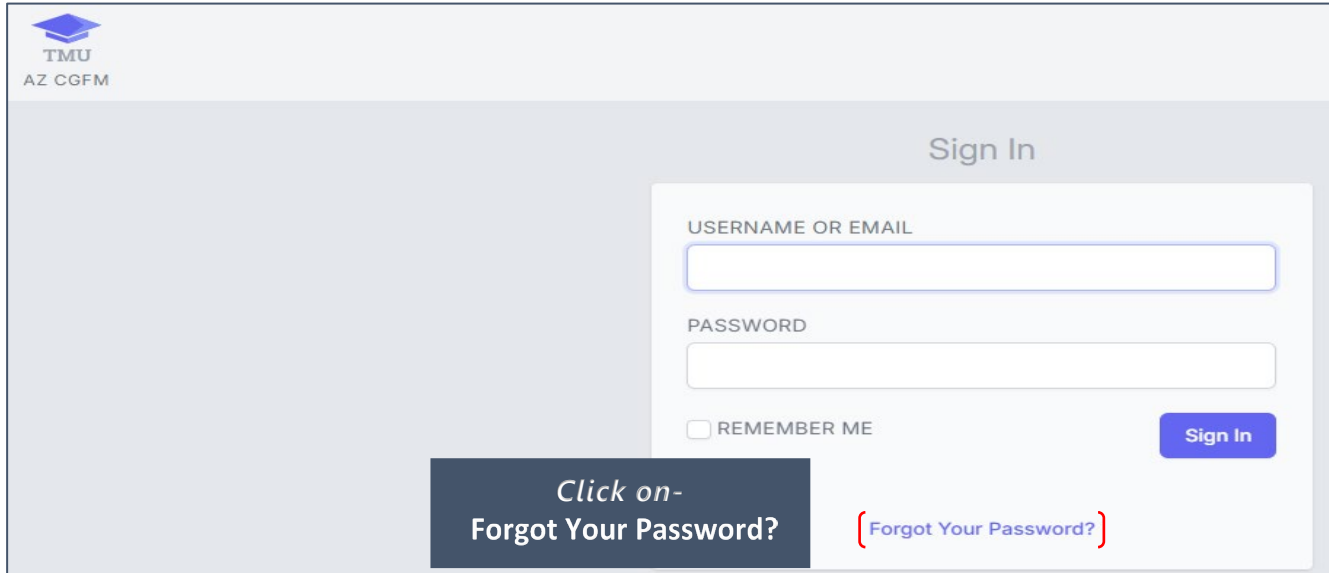
No certifications on record.

Forgot your Password and Recover your Account

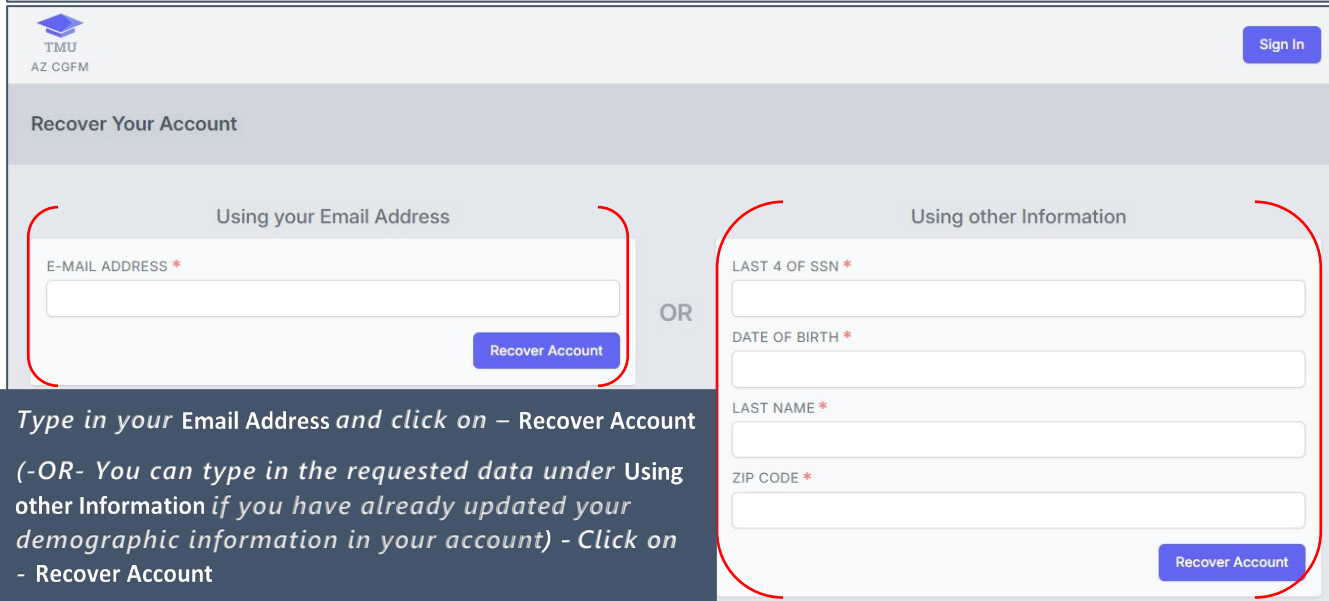
If you have forgotten or do not know your Password, follow the instructions below to reset your password and recover your account. Go to azcg.tmutest.com.



The image shows the home page of the TMU AZ CGFM website. In the top right corner, there is a blue button labeled "Sign In". Below the header, the text "How can we help you today?" is centered. There are three main navigation cards: "Available Test Dates" with a calendar icon, "Search AZ CGFM Registry" with a person and magnifying glass icon, and "Read FAQ" with a signpost icon. A dark blue callout box in the top right corner says "Click on- Sign In".



The image shows the "Sign In" page. It features a form with fields for "USERNAME OR EMAIL" and "PASSWORD", a "REMEMBER ME" checkbox, and a "Sign In" button. A dark blue callout box at the bottom center says "Click on- Forgot Your Password?". To the right of this box is a red bracketed link that says "Forgot Your Password?".



The image shows the "Recover Your Account" page. It has two columns: "Using your Email Address" and "Using other Information". The first column has an "E-MAIL ADDRESS *" field and a "Recover Account" button. The second column has fields for "LAST 4 OF SSN *", "DATE OF BIRTH *", "LAST NAME *", and "ZIP CODE *", with a "Recover Account" button at the bottom. A dark blue callout box at the bottom left contains the text: "Type in your Email Address and click on – Recover Account (-OR- You can type in the requested data under Using other Information if you have already updated your demographic information in your account) - Click on - Recover Account".

TMU
AZ CGFM

Recover Your Account

**You will receive the message,
We have e-mailed your password reset link! Please allow a few
minutes for the email to be delivered.**

Sign In

We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered.

Using your Email Address

E-MAIL ADDRESS *

Recover Account

OR

Using other Information

LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

ZIP CODE *

Recover Account

This is what the email will look like (check your junk/spam folder for the email):

Reset Password Notification External Inbox x

TMU <no-reply@tmutest.com>
to me

TMU

Hello!

You are receiving this email because we received a password reset request for your account.

**Click on-
Reset Password**

Reset Password

This password reset link will expire in 60 minutes.

If you did not request a password reset, no further action is required.

Regards,
TMU

If you're having trouble clicking the "Reset Password" button, copy and paste the URL below into your web browser: <https://azcg.tmutest.com/password/reset/958c>

Note: If you do not reset your password right away, the link expires in 60 minutes, and you will need to request a new link after that time.

Reset Your Password

E-MAIL ADDRESS
sample@sampleemail.com

PASSWORD

CONFIRM PASSWORD

Reset Password

Type in your Password and Confirm Password, then click on – Reset Password

This is the home screen you will see once you have reset your password:

TMU AZ CGFM Tests Trainings Billing Downloads Profile

Best

Welcome, Best!

Testing Your Profile

Your Certifications

No certifications on record.

Scheduling an Arizona Assisted Living Facility Manager Exam

To schedule an examination date, candidates must have successfully completed an Arizona NCIA/ALFM Board of Examiners-approved Assisted Living Facility Manager training program. In addition, all assisted living facility manager exam candidates must be registered with D&SDT-Headmaster by their training program.

Assisted Living Facility Manager Program Candidates

Your training program will enter your initial training information into the TMU© database. Once your completed account is in the D&SDT-Headmaster TestMaster Universe© (TMU©) database, you may pay your testing fee and schedule your exam date online at the Arizona Assisted Living Manager TMU© webpage at azcg.tmutest.com using your email and password (see instructions under **'Schedule/Reschedule a Test Event'**). If you cannot sign in with your email, please call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM, MT, Monday through Friday, excluding Holidays.

Securely processed Visa or MasterCard credit/debit card information is required when scheduling online. After testing fees are paid, you can schedule and/or reschedule your test event up to the business day before a scheduled test date of your choice and receive your test confirmation notification online or on the screen while you are logged in. You may log in with any Internet-connected device. Sign in to the Arizona Assisted Living Manager TMU© at azcg.tmutest.com with your email and password to schedule or reschedule your test date.

If you cannot schedule/reschedule online, please call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM, MT, Monday through Friday, excluding Holidays, for assistance.

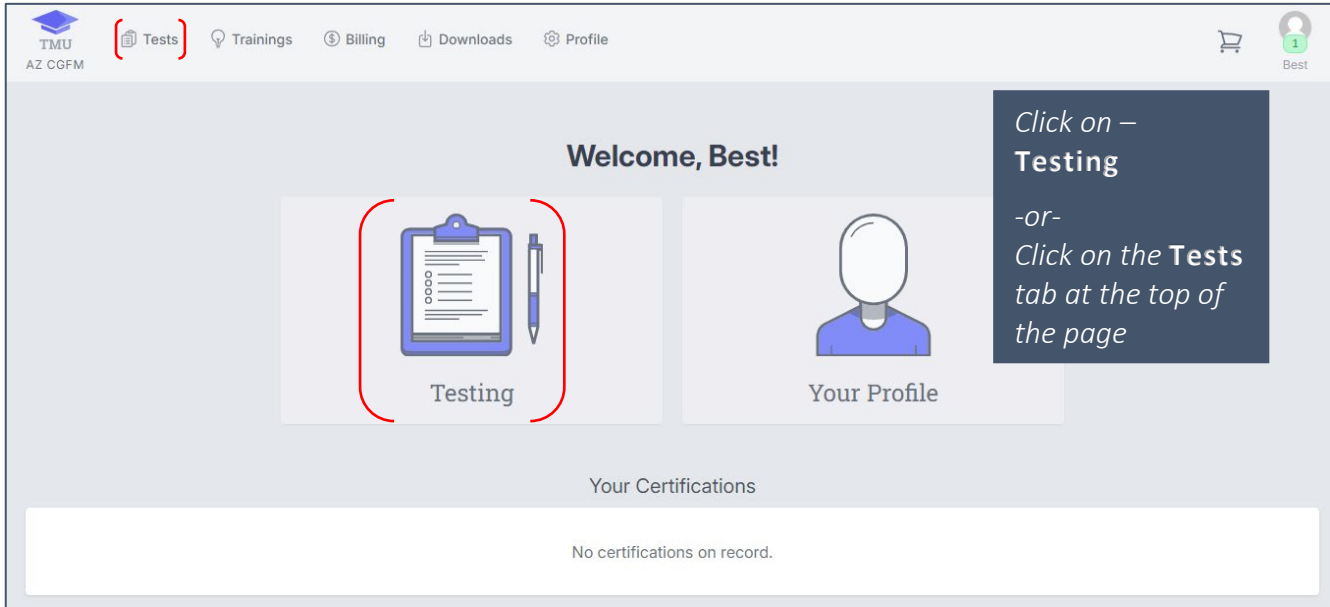
Self-Pay of Testing Fees

Testing fees must be paid *before* you can schedule a test date.

Once your training program has completed your training record with completion hours and date, you will receive an email and text message that you are eligible to schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already prepaid for your test.


Securely processed Visa or MasterCard credit/debit card information is required when paying testing fees online.


Arizona Assisted Living Facility Manager Candidate Handbook



TMU AZ CGFM | Tests | Trainings | Billing | Downloads | Profile | Best

Welcome, Best!

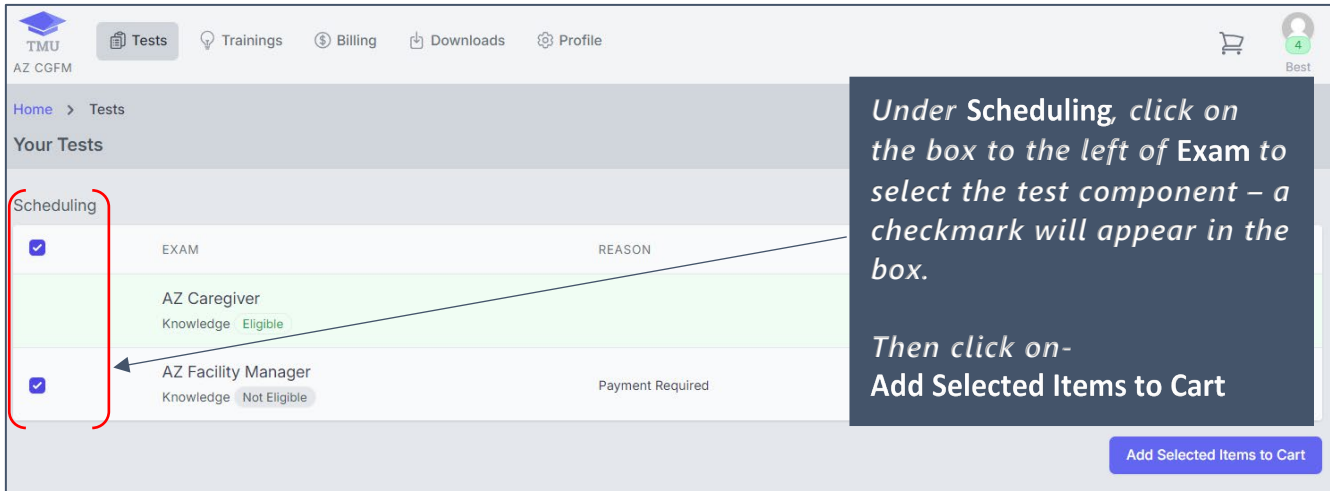

Testing


Your Profile

Your Certifications

No certifications on record.

Click on – **Testing**
 -or-
 Click on the **Tests** tab at the top of the page



TMU AZ CGFM | Tests | Trainings | Billing | Downloads | Profile | Best

Home > Tests

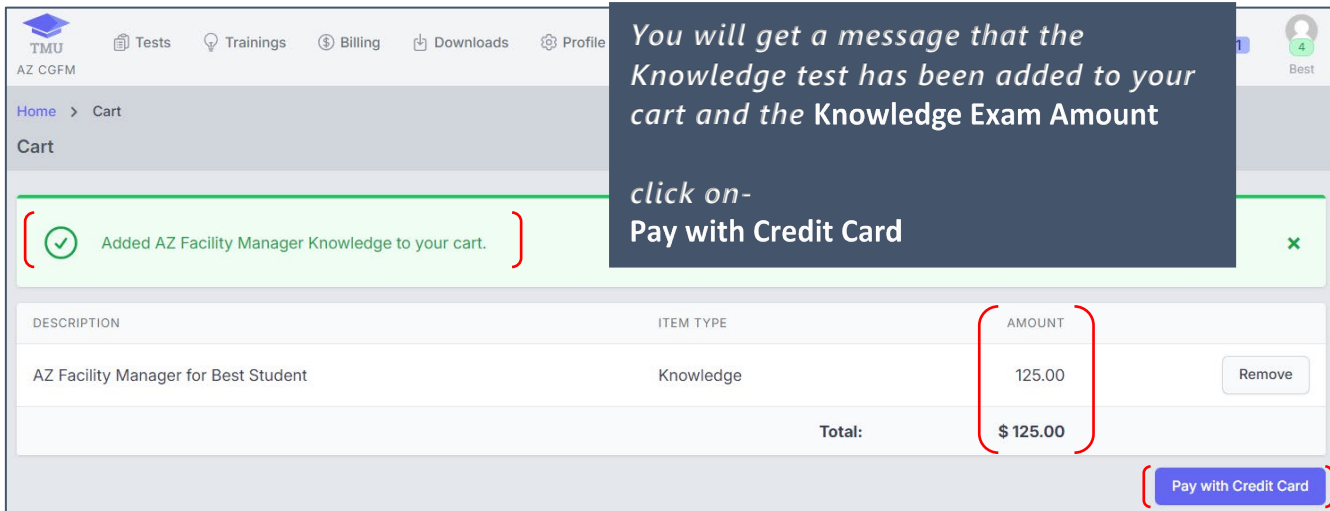
Your Tests

Scheduling	EXAM	REASON
<input checked="" type="checkbox"/>	AZ Caregiver Knowledge Eligible	
<input checked="" type="checkbox"/>	AZ Facility Manager Knowledge Not Eligible	Payment Required

Under Scheduling, click on the box to the left of Exam to select the test component – a checkmark will appear in the box.

 Then click on- **Add Selected Items to Cart**

[Add Selected Items to Cart](#)



TMU AZ CGFM | Tests | Trainings | Billing | Downloads | Profile | Best

Home > Cart

Cart

✔
Added AZ Facility Manager Knowledge to your cart.
✕

DESCRIPTION	ITEM TYPE	AMOUNT	
AZ Facility Manager for Best Student	Knowledge	125.00	Remove
Total:		\$ 125.00	

[Pay with Credit Card](#)

You will get a message that the Knowledge test has been added to your cart and the Knowledge Exam Amount

 click on- **Pay with Credit Card**

Home > Prepay

Prepay to Schedule

(What You're Paying For)

DESCRIPTION	COST
AZ Facility Manager for Best Student	125.00
Total:	\$ 125.00

Pay with a Card

CARDHOLDER NAME

CARD NUMBER

EXP MONTH

EXP YEAR

SECURITY CODE

CARDHOLDER ADDRESS

CITY

STATE

ZIP CODE

Payment refunds may be subject to a processing fee per your state's refund policy

Enter the Credit Card information and then click on-Submit Payment

You will receive a receipt of the transaction.

For special circumstances only: You may pay your testing fees by filling out and submitting D&SDT-Headmaster’s fillable/submittable Candidate [Payment Form 1402AC](#) with your payment (Money Order, Cashier’s Check, Visa or MasterCard credit/debit card only). Please contact D&SDT-Headmaster via email at arizona@hdmaster.com to request a Candidate Payment Form.

When you submit a Candidate Payment Form 1402, once processed, you will be sent an email and text message with your Username and Password. Please see the instructions in the **‘Complete Your TMU© Account’** section. Call us immediately if you do not receive an email or text message from D&SDT-Headmaster within five business days of sending/submitting your Candidate Payment Form 1402. If after business hours, leave us a message at (800)393-8664.

Note: Candidate Payment Form 1402s with missing or incomplete information, payment, or signatures will not be processed and will be shredded. If a money order or cashier’s check is sent with the form, it will be mailed back to the candidate.

Once your testing fees are paid, you can choose a test site and date. Follow the instructions in the next section to schedule/reschedule a test event.

Schedule/Reschedule a Test Event

Once your testing fees are paid for, you will be eligible to choose a test site and date. Follow the instructions in the next section to schedule/reschedule a test event.

The 'eligible' AZ Manager Knowledge Exam will appear in this format. To select the Manager Knowledge Exam, click on – Schedule

EXAM	REASON
<input type="checkbox"/> AZ Caregiver Knowledge Not Eligible	AZ Caregiver Training
<input checked="" type="checkbox"/> AZ Facility Manager Knowledge Eligible	

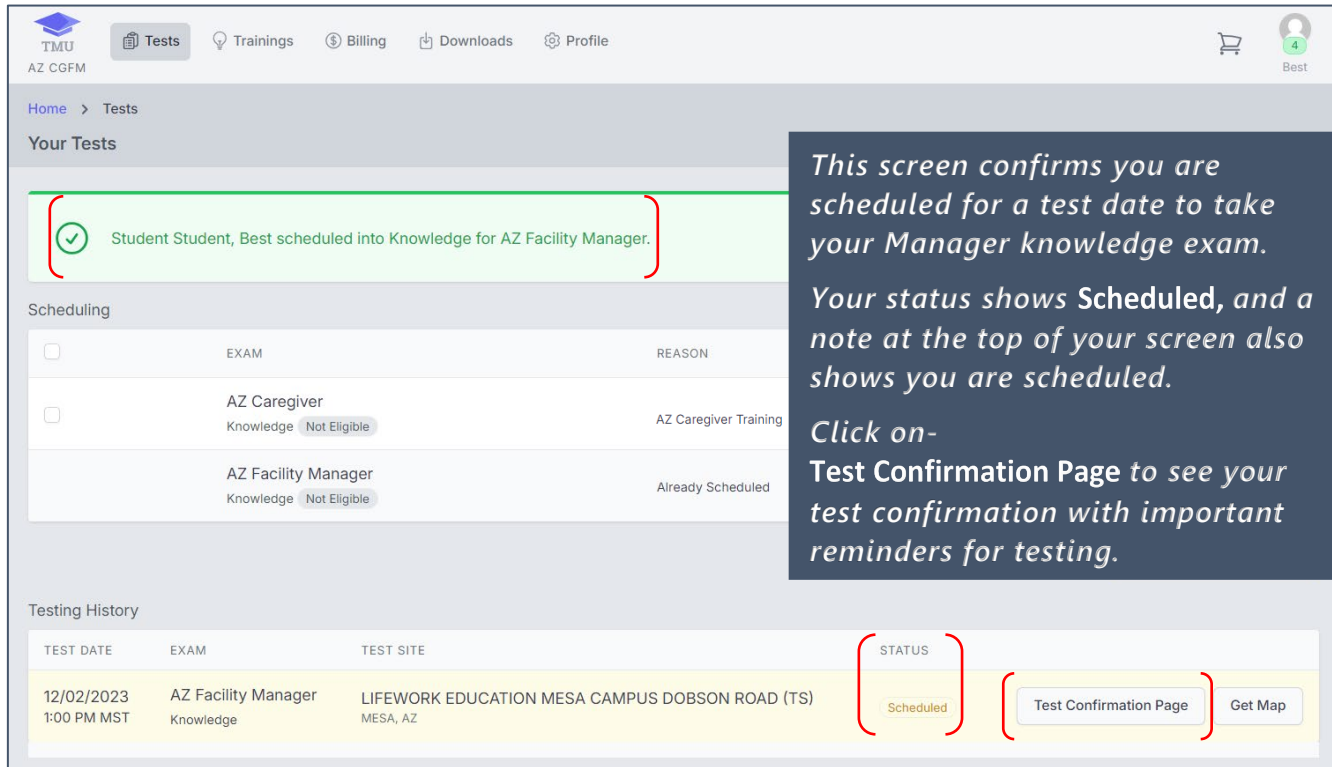
To select a test site and test date, click on – Schedule to the right of the date and site you want to test.

TEST DATE	TEST SITE	SCHEDULING FOR
12/02/2023 10:00 AM MST	PIMA COMMUNITY COLLEGE - DESERT VISTA CAMPUS (TUCSON) (TS) TUCSON, AZ	K AZ Facility Manager
12/02/2023 1:00 PM MST	LIFEWORk EDUCATION MESA CAMPUS DOBSON ROAD (TS) MESA, AZ	K AZ Facility Manager
12/02/2023 7:00 AM MST	LIFEWORk EDUCATION MESA CAMPUS DOBSON ROAD (TS) MESA, AZ	K AZ Facility Manager

azcg.tmutest.com says
 Schedule into this Event on 12/02/2023 for AZ Facility Manager Knowledge . Are you sure?

OK Cancel

To confirm this is the site and date you want to schedule, click on – OK



TMU
AZ CGFM

Tests | Trainings | Billing | Downloads | Profile

Home > Tests

Your Tests

Student Student, Best scheduled into Knowledge for AZ Facility Manager.

Scheduling

EXAM	REASON
AZ Caregiver Knowledge Not Eligible	AZ Caregiver Training
AZ Facility Manager Knowledge Not Eligible	Already Scheduled

Testing History

TEST DATE	EXAM	TEST SITE	STATUS
12/02/2023 1:00 PM MST	AZ Facility Manager Knowledge	LIFEWORk EDUCATION MESA CAMPUS DOBSON ROAD (TS) MESA, AZ	Scheduled

Test Confirmation Page | Get Map

This screen confirms you are scheduled for a test date to take your Manager knowledge exam. Your status shows Scheduled, and a note at the top of your screen also shows you are scheduled. Click on- Test Confirmation Page to see your test confirmation with important reminders for testing.

Test Confirmation Letter

Your test confirmation letter will provide important information regarding where you are scheduled to test (date, time, and address). It can be accessed at any time. (See example on next page.)

The body of the test confirmation letter will refer you to the candidate handbook that will give you state-specific instructions on what time to arrive, ID requirements, dress code, etc.

Note: Failure to read the candidate handbook could result in a no-show status for your test event if you do not adhere to the testing policies, etc.

Continued on the next page.

It is important you read this letter!

Test Confirmation Letter

Scheduled Test Confirmation - AZ CGFM AZ Facility Manager

Get Map
Print Page

Test Date: 12/02/2023

Test Time: 1:00 PM MST

Test Exam: Knowledge - AZ Facility Manager

Test Site: LIFEWORK EDUCATION MESA CAMPUS DOBSON ROAD (TS)
Test Site Address
City, State, ZIP

Best Student
Best StudentAddress
Phoenix, AZ 44444

*Click on-
Print Page
to print your
confirmation letter.*

*Click on-
Get Map
to get Google Maps
directions to the test
site.*

- TESTING BEGINS AT 1:00 PM MST ON 12/02/2023: ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK IN
- If you are unable to access your account, go to <https://azcg.tmutest.com>, click on Forgot Password, enter your email, click on 'Send Reset Password Link', and follow the instructions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

CAREGIVER CANDIDATES: Refer to the **Assisted Living Caregiver Medication Management Exam** section of the **Arizona Assisted Living Caregiver Medication Management Candidate Handbook** regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

- [Click to open the Assisted Living Facility Caregiver Medication Management Candidate Handbook](#)

MANAGER CANDIDATES: Refer to the **Assisted Living Facility Manager Exam** section of the **Arizona Assisted Living Manager Candidate Handbook** regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

- [Click to open the Assisted Living Facility Manager Candidate Handbook](#)

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already scheduled and/or prepaid for your test. Regional test seats are open to all candidates. Regional test dates are posted on the Arizona Caregiver and Facility Manager TMU© site.

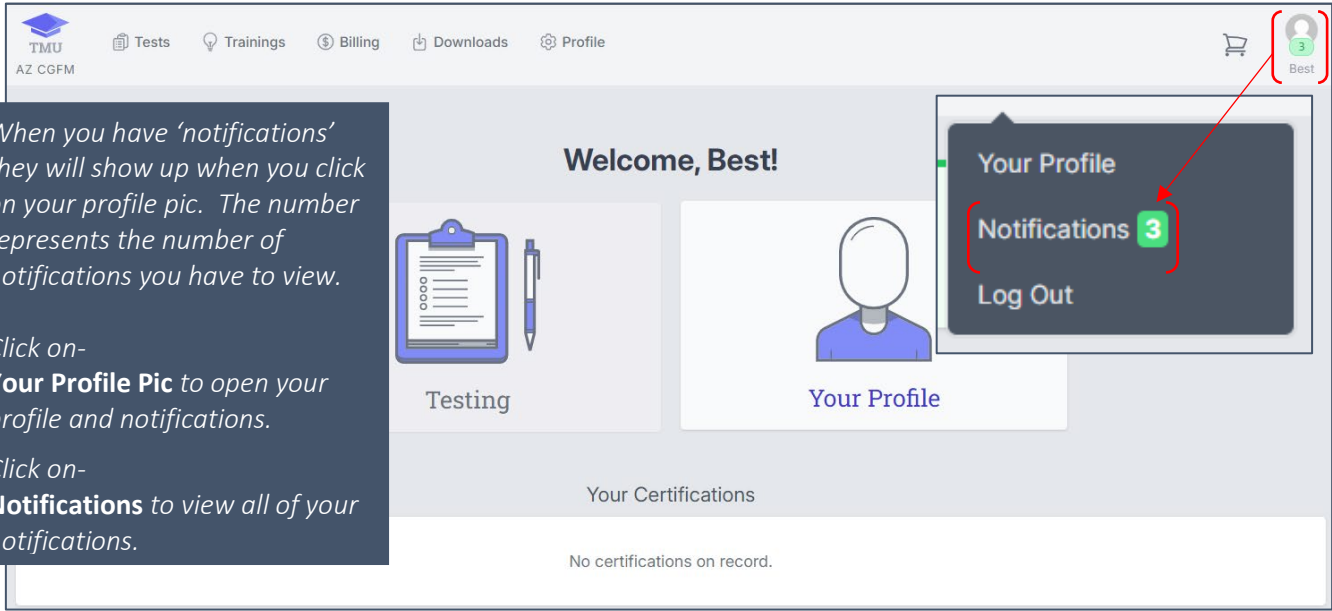
If you have any questions regarding your test scheduling, call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM, MT, Monday through Friday, excluding Holidays.

Note: Candidates who self-schedule online, or those scheduled by their training programs, will receive their test confirmation at the time they are scheduled.

D&SDT-Headmaster **does not send** postal mail test confirmation letters to candidates.

Check/View your TMU© Notifications

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test events and other information. The screenshots are on the next page.

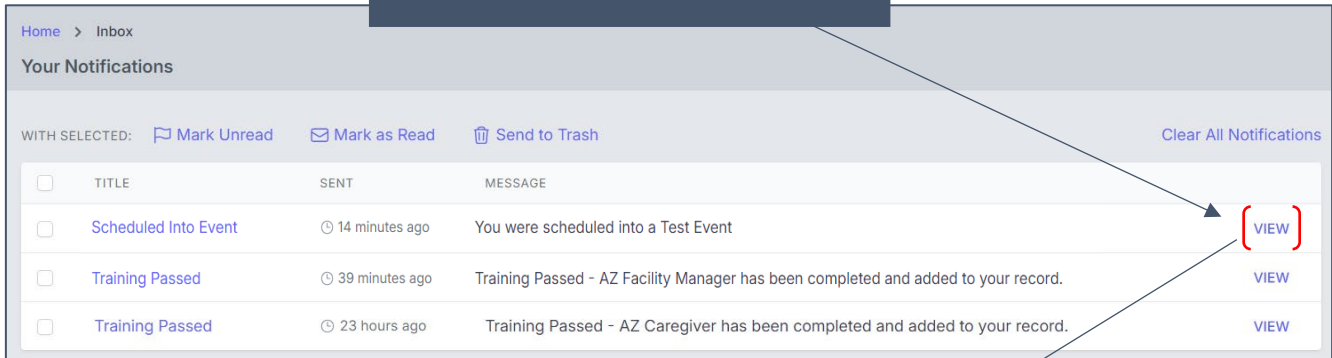


When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

Click on- **Your Profile Pic** to open your profile and notifications.

Click on- **Notifications** to view all of your notifications.

Click on- **VIEW** to open each of your notifications.



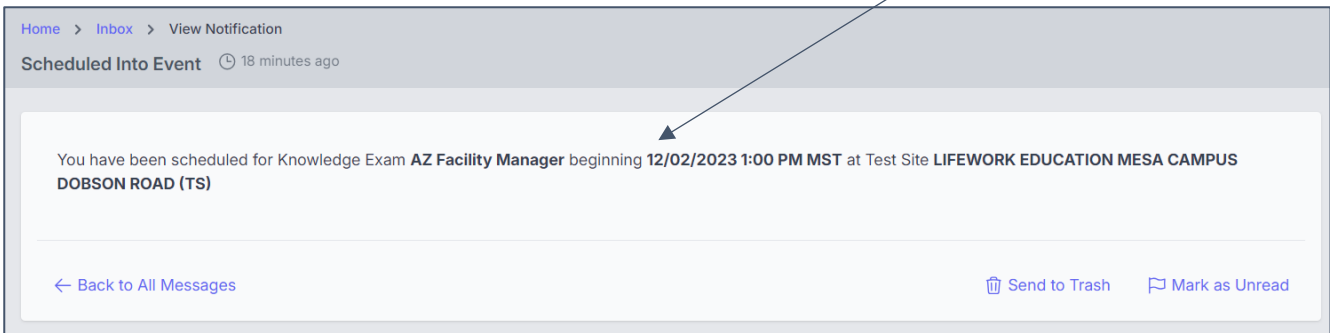
Home > Inbox

Your Notifications

WITH SELECTED: [Mark Unread](#) [Mark as Read](#) [Send to Trash](#) [Clear All Notifications](#)

<input type="checkbox"/>	TITLE	SENT	MESSAGE	
<input type="checkbox"/>	Scheduled Into Event	🕒 14 minutes ago	You were scheduled into a Test Event	VIEW
<input type="checkbox"/>	Training Passed	🕒 39 minutes ago	Training Passed - AZ Facility Manager has been completed and added to your record.	VIEW
<input type="checkbox"/>	Training Passed	🕒 23 hours ago	Training Passed - AZ Caregiver has been completed and added to your record.	VIEW

Notification example:



Home > Inbox > View Notification

Scheduled Into Event 🕒 18 minutes ago

You have been scheduled for Knowledge Exam **AZ Facility Manager** beginning **12/02/2023 1:00 PM MST** at Test Site **LIFEWORK EDUCATION MESA CAMPUS DOBSON ROAD (TS)**

[← Back to All Messages](#)
[🗑 Send to Trash](#)
[🚩 Mark as Unread](#)

Exam Check-In

You must arrive at your confirmed test site 20 to 30 minutes before your exam starts.

- You need to ensure you are at the event ***at least 20 minutes before*** the start time to allow time to get signed in with the RN Test Observer.
 - *For example*, if your test starts at 8:00AM, you must be at the test site for check-in **no later** than 7:40AM.
- Testing **begins** promptly at the start time noted.

Note: If you arrive late, you will not be allowed to test.

Testing Attire

There is no mandated dress code; however, please dress appropriately (no revealing clothing).

Identification

You must bring a **US GOVERNMENT-ISSUED, PHOTO-BEARING FORM OF IDENTIFICATION**.

Only original forms of identification are allowed. Photocopies, faxes, emails, screenshots, and electronic or digitally stored forms (for example, Apple or Google Wallet) of identification **will not be accepted**.

Examples of the forms of US government-issued, acceptable photo IDs are:

- Driver's License (*Arizona Driver's License must be issued after [January 1, 1997](#)*)
- State-issued Identification Card (*Arizona State ID must be issued after [January 1, 1997](#)*)
- US Passport
 - *Exception: A signed foreign passport with a US VISA is acceptable (the VISA does not have a signature).*
- US Passport Card
- Permanent Resident Card (Green Card or Alien Registration Card)/Employment-Work Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS) (*the new redesigned permanent resident card ISSUED from January 30, 2023, to the present day is acceptable. The old card, issued before January 1, 2023, is acceptable as long as it is not expired.*)
- Tribal Identification Card (*must contain a photo issued by a [federally recognized](#) Tribal Nation/Indian Tribe*)

The **FIRST** and **LAST** names listed on the ID presented to the RN Test Observer during check-in at your test event **MUST EXACTLY MATCH** the FIRST and LAST names entered in the Arizona Assisted Living Caregiver TMU© database by your training program. You may call D&SDT-Headmaster at (800)393-8664 during regular business hours, Monday through Friday, 6:00AM to 6:00PM MT, excluding Holidays, to confirm that your name of record matches your US government-issued ID, or sign in to your TMU© account at azcg.tmutest.com, using your Email or Username and Password, to check or change your demographic information.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification.**
 - Check to be positive that both your FIRST and LAST printed names on your photo match your current name of record in TMU©.
 - A driver's license or state-issued ID card with a hole punched in it is **NOT VALID** and will not be accepted as an acceptable form of ID.

- In cases where names do not match or your ID is not proper/valid, you will be considered a no-show status, forfeit your testing fees, and have to pay for another exam date.

Demographic Updates / Changes / Corrections

Name changes (marriage/divorce, etc.), date of birth changes, social security number corrections, etc., must be verified with appropriate documentation. Please complete the [DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM](#) and upload your demographic change/correction documentation. The form is under 'Applications' on the Arizona Caregiver/Manager TMU© main web page (before you log in to your account), or click on this link: <https://azcg.tmutest.com/apply/2>.

Instructions for the Knowledge and Remotely Proctored Knowledge Exam

When you check in for your on-site knowledge exam, test instructions will be provided in written format in the waiting area.

These instructions detail the process and what you can expect during your exam. Please read the instructions **before** entering the knowledge exam room. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask questions about the instructions you read when entering the knowledge exam room.

The **Knowledge and Remotely Proctored Knowledge Exam Instructions** are available under the '**DOWNLOADS**' tab in your TMU© account. Refer to the '**Access the Candidate Handbook and Testing Instructions**' section of this handbook for instructions.

Testing Policies

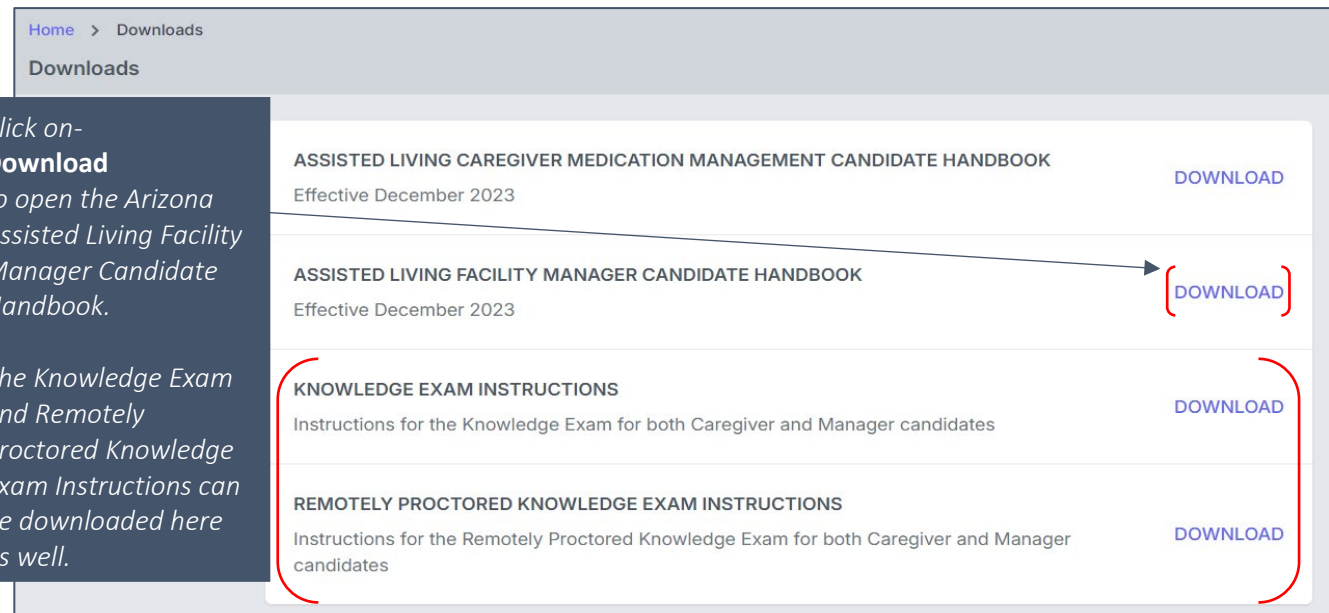
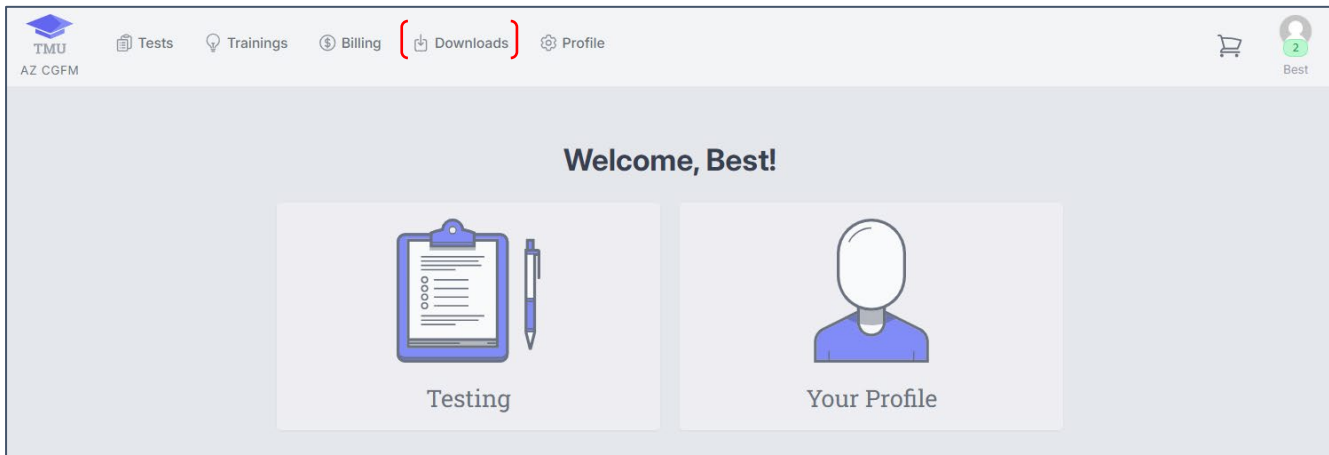
The following policies are observed at each test site—

- For on-site testing, plan to be at the test site for up to four (4 hours).
- Make sure you have signed in to your TMU© account at azcg.tmutest.com before your test date to update your password and complete your demographic information. Refer to this handbook's '**Complete Your TMU© Account**' section for instructions and information.
 - **If you have not signed in and completed/updated your TMU© account when you arrive for your test, you may not be admitted to the exam, and any exam fees paid will NOT be refunded.**
- Testing begins promptly at the start time noted on your confirmation. If you arrive late for your confirmed exam (you need to be at the test site to **check in at least 20 to 30 minutes before your scheduled start time** – if your test start time is 8:00AM, you need to be at the test site **by 7:40AM at the latest**), you will not be admitted to the exam. Any exam fees paid *will NOT be refunded*.
- If you do not bring a valid and appropriate US government-issued photo ID, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
 - If the **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during sign-in at your test event **DO NOT MATCH** the FIRST and LAST names that were entered in the Arizona Assisted Living Manager TMU© database, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.

- If you do not conform to all testing policies, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- If you are a no-show status for your exam day, any test fees paid *will NOT be refunded*. You must re-pay your testing fees online in your TMU© account to schedule another exam date.
- **PERSONAL ITEMS:** Such as water bottles, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in the testing room. The testing team will inform you of the designated area to place your personal items, and you will collect these items when you complete your test.
- **ELECTRONIC DEVICES:** Cell phones, smart watches, fitness monitors, electronic recording devices, and Bluetooth-connected devices are not permitted on or near you in the testing room. The testing team will inform you of the designated area to place your electronic devices, and you are to collect these items when you complete your test.
 - All electronic devices must be **turned off**.
 - Smartwatches, fitness monitors, and Bluetooth-connected devices must be removed from your wrist/body.
 - *If you are taking the knowledge exam remotely, from home, etc., please refer to this handbook's 'Remotely Proctored Knowledge Exam Option' section.*
- Anyone caught using any electronic recording device during testing will be dismissed from the exam, have their test scored as a failed attempt, forfeit all testing fees, reported to your training program, and will not be permitted to test for 6 months. You may, however, use personal devices during your free time in the waiting area.
- You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.
- Translation dictionaries, devices, or non-approved language translators **are not allowed**.
- Scratch paper and calculators **are not allowed**.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, smoke, use e-cigarettes, or vape during the exam.
- You are not allowed to leave the testing room once the exam has begun **for any reason**. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
 - *If you are taking the knowledge exam remotely, please refer to this handbook's 'Remotely Proctored Knowledge Exam Option' section.*
- If you are discovered cheating, causing a disturbance of any kind, engaging in any misconduct, visibly impaired, or trying to take any notes or testing materials from the testing room, your test will be stopped, you will be dismissed from the exam, your test will be scored as a failed attempt, and you will be reported to your training program.
- Test sites, RN Test Observers, and Knowledge Test Proctors are not responsible for the candidate's personal belongings at the test site.

- No visitors, guests, pets (including companion animals), or children are allowed.
 - Service animals with an approved ADA accommodation in place are allowed.
- **You may not test if you are ill (sick).** Call D&SDT-Headmaster at (800)393-8664 immediately to reschedule (see the **note** below).
NOTE: Please see the **'Reschedule/Schedule a Test Event'** and **'No-Show Exceptions'** sections of this handbook.
 → Reschedules will not be granted less than one (1) full business day before a scheduled test date.
- **Please refer to this Arizona Assisted Living Facility Manager Candidate Handbook for testing and/or policy updates before your test day.**
- The Candidate Handbook can also be accessed within your TMU© account under your 'Downloads' tab.

Access the Candidate Handbook and Testing Instructions



Security

If you are caught cheating, refuse to follow directions, use abusive language, disrupt the examination environment, or are visibly impaired, your test will be stopped and scored as a failed attempt. You will be dismissed from the testing room and forfeit any testing fees paid. A report of your behavior will be given to your training program. You will not be allowed to retest for a minimum period of six (6) months.

Anyone who removes or tries to remove test material or takes notes or information from the test site will be reported to their training program and is subject to prosecution to the full extent of the law. Your test will be scored as a failed attempt, and you will forfeit any testing fees that have been paid. You will not be allowed to retest for a minimum period of six (6) months. You will need permission from your training program to test again.

If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices such as cell phones, smart watches, or navigating to other browsers/sites during an electronic exam, etc.), your test will be stopped, you will be dismissed from the testing room, and your test will be scored as a failed attempt. You will forfeit any testing fees paid. You will be reported to your training program and need to obtain permission from your training program to be eligible to test again.

Reschedules

All candidates are able to reschedule online in their TMU© account using their Email or Username and Password any time up until **one (1) full business day** preceding a scheduled test day, **excluding** Saturdays, Sundays and Holidays.

You may reschedule an exam date by signing in to your TMU© account at azcg.tmutest.com using your Email or Username and Password. (See instructions with screen shots under **'Schedule/Reschedule a Test Event'**.)

Example: If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to reschedule the Thursday before your scheduled exam.

The scheduled test date is on a:	Reschedule the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

Note: Reschedules will not be granted less than one (1) full business day prior to a scheduled test date.

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the Arizona Assisted Living Manager exam at all.

Scheduled in a Test Event

- 1) If you are scheduled for a test event, you must request a refund of the testing fees paid by filling out and submitting the [Refund Request Form](#) on D&SDT-Headmaster's Arizona Facility Manager webpage at www.hdmaster.com at least one (1) full business day before your scheduled test event (excluding Saturdays, Sundays, and holidays). No phone calls will be accepted.
 - *Example:* If you are scheduled to take your exam on a Friday, you would need to request a refund by close of business (D&SDT-Headmaster is open until 6:00PM Monday through Friday Mountain Time) the Wednesday before your scheduled exam.
- 2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund fee.
- 3) Refund requests must be made within thirty (30) days of paying the original testing fees with Headmaster. Requests for refunds made after 30 days will not be issued.

Not Scheduled in a Test Event

- 1) Refund requests must be made within thirty (30) days of the original payment of testing fees with Headmaster. Any requests for refunds made beyond 30 days of the original payment of testing fees with Headmaster will not be issued.
- 2) To request a refund for testing fees paid, you must fill out and submit the [Refund Request Form](#) on D&SDT-Headmaster's Arizona Facility Manager webpage at www.hdmaster.com. No phone calls will be accepted.
- 3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund processing fee.

Unforeseen Circumstances Policy

If an exam date is cancelled due to an unforeseen circumstance, D&SDT-Headmaster staff will make every effort to contact you using the contact information (phone number/email) we have on file in your TMU© account to reschedule you for no charge to a mutually agreed-upon new test date.

Therefore, you must keep your contact information up to date in case we need to contact you (**see examples below for reasons we may not be able to contact you that you are responsible for.*)

If D&SDT-Headmaster is unable to reach you via phone or email with the information in your TMU© account (**see examples below*) due to an unforeseen circumstance for a test event you are scheduled for, you will be removed from the test event, and D&SDT-Headmaster will not reschedule you until we hear back from you.

NOTE: The *examples listed below are your responsibility to check and/or keep updated.

- If D&SDT-Headmaster leaves you a message or emails you at the phone number or email in your TMU© account and:
 - you do not call us back in a timely manner,
 - your phone number is disconnected/your voice mailbox is full,
 - you do not check your messages in a timely manner,
 - you do not check your email or reply to our email in a timely manner,
 - your email is invalid or you are unable to access your email for any reason.

Please see the information under the **'No-Show Exceptions'** section.

No-Show Status

If you are scheduled for your exam and do not show up without notifying D&SDT-Headmaster at least one (1) full business day before your scheduled testing event, *excluding* Saturdays, Sundays, and Holidays, or if you are turned away for lack of proper identification, proper attire, or any other reason to deem you ineligible to test, you will be considered a **NO-SHOW STATUS**. You will forfeit all fees paid and must submit a new testing fee to schedule yourself into a new test event.

These fees partially offset D&SDT-Headmaster cost incurred for services requested and resulting work that is performed. If a reschedule or refund request is not received before the one (1) full business day preceding a scheduled test event, *excluding* Saturdays, Sundays, and Holidays (see examples under Reschedules and Refund of Testing Fees Paid), a NO SHOW status will exist. You will forfeit your testing fees and must repay the full testing fee to secure a new test event.

No-Show Exceptions

Exceptions to the No-Show status exist; if you are a no-show status for any test component for any of the following reasons, a free reschedule will be authorized to the remitter of record, providing **the required documentation is received within the appropriate time frames outlined below:**

- **Car breakdown or accident:** D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and a tow bill, police report, or other appropriate documentation showing your name and the provider of service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within three business days of your exam date, you will have to pay as though you were a no-show.
- **Weather or road condition-related issue:** D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and a road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within three business days of your exam date, you will have to pay as though you were a no-show.
- **Medical emergency or illness:** D&SDT-Headmaster must be contacted within one business day via phone, fax, or email, and a doctor's note showing your name and the provider of service name (or be on the provider's letterhead) must be submitted **within three (3) business days** of the missed exam date. If we do not receive proof within three business days of your exam date, you will have to pay as though you were a no-show.

- **Death in the family:** D&SDT-Headmaster must be contacted within one business day via phone, fax, or email, and an obituary or letter showing your name and the provider of service name submitted on your behalf from the funeral home for immediate family must be submitted **within seven (7) business days** from a missed exam date. If we do not receive proof within seven business days of your exam date, you will have to pay as though you were a no-show. (The immediate family includes the parent, grand and great-grandparent, sibling, children, spouse, or significant other.)
- **Remotely proctored knowledge exam testing issues:** D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and other appropriate documentation showing your name and the provider of service name must be submitted **within three (3) business days** of the exam date. If we do not receive proof within three business days of your exam date, you will have to pay as though you were a no-show.

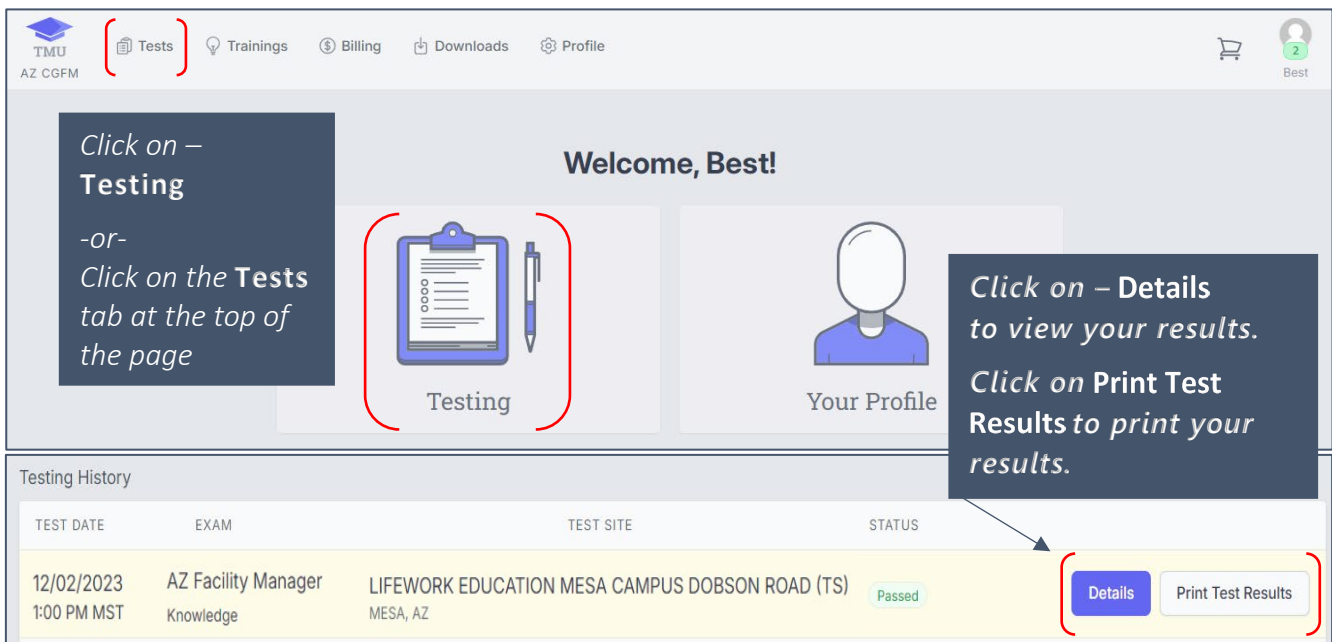
 - **Internet outage or issue:** Documentation showing your name and the provider of service name from the Internet provider showing outage date and times.
 - **Computer or cell phone issue:** If the computer or cell phone fails to work for any reason, documentation showing your name and the provider of service name from a computer repair technician/shop or other appropriate documentation.

Test Results

After you have completed the Knowledge Exam, your test results will be officially scored and double checked. Official test results will be available by signing in to your TMU© account after 6:00PM (MT) the business day after your test event.

Note: D&SDT-Headmaster does not send postal mail test result letters to candidates.

To view your test results, sign in to your TMU© account at azcg.tmutest.com. (Refer to the screenshots that follow.)



Click on – Testing
-or-
Click on the Tests tab at the top of the page

Welcome, Best!

Testing

Your Profile

Click on – Details to view your results.
Click on Print Test Results to print your results.




TEST DATE	EXAM	TEST SITE	STATUS
12/02/2023 1:00 PM MST	AZ Facility Manager Knowledge	LIFEWORk EDUCATION MESA CAMPUS DOBSON ROAD (TS) MESA, AZ	Passed

Details Print Test Results

Sample test results:

Knowledge Test Detail

You have **failed** the knowledge portion of the AZ Facility Manager exam.
 Your overall knowledge test score is 54.00%.
 You must have an overall score of **75%** or better to pass.

Best Student			Test Actions ▾
AZ Facility Manager Test			
TEST EVENT	12/13/2024 12:00 PM MST	( Print Results) ( Get Directions)	
TEST SITE	REMOTELY PROCTORED KNOWLEDGE TEST (TS) NO PHYSICAL ADDRESS - ALL TEST VIRTUAL SITE, AZ 59602		

Scoring & Performance

Test Status	Score	Total correct	Total Answered
Failed	54.00%	27 / 50	50

Performance by Subject

Resident Services Management	57%
Personnel Management	63%
Medication Management	75%
Physical Environment Management	38%
Financial Management	33%
Legal Management	58%

23 Missed Vocabulary Words

medication occurrence, ethics, hospice, medical records, vacation and sick leave, management, management, direct mail, infection, FUTA, discipline, disagreement, fire, financial, assessment, inspections, abuse, unused medication, inspections, egress, mental health, advance directives, resident independence

See a sample test results letter that will open when you click on **PRINT** on the next page.

← Back
Print

HEADMASTER, LLP
 P.O. BOX 6609, HELENA, MT 59604-6609
 800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM

AZ CGFM AZ FACILITY MANAGER EXAM RESULTS REPORT

Best Student
1000 Arizona Drive
Phoenix, AZ 85007

IMPORTANT TEST RESULTS
 TEST DATE: Friday, December 13, 2024

Dear

You have **failed** the knowledge portion of the AZ Facility Manager exam.
 Your overall knowledge test score is 54.00%.
 You must have an overall score of **75%** or better to pass.

A passing score **does not** imply certification. You must verify on the registry.
 Any weaknesses indicated in your test results are listed below:

Knowledge Exam Results By Subject Area

Resident Services Management	57%
Personnel Management	63%
Medication Management	75%
Physical Environment Management	38%
Financial Management	33%
Legal Management	56%

Vocabulary words to study: medication occurrence, ethics, hospice, medical records, vacation and sick leave, management, management, direct mail, infection, FUTA, discipline, disagreement, fire, financial, assessment, inspections, abuse, unused medication, inspections, egress, mental health, advance directives, resident independence

Test Attempts

You have **two attempts** to pass the knowledge exam. The time frame from training completion to testing has no expiration date.

If you fail the knowledge exam two times, you must complete a new Arizona NCIA/ALFM Board of Examiners approved training program in order to become eligible to further attempt Arizona Assisted Living Facility Manager examinations.

Retaking the Assisted Living Facility Manager Exam

If you fail the knowledge exam, when you want to apply for a retest, you will need to repay for your retake before you can schedule a new exam date.

You can schedule a test or re-test online by signing in to your TMU© account at azcg.tmutest.com. (See instructions under **'Schedule/Reschedule a Test Event'**.)

You will need to pay with a VISA or MASTERCARD before you can schedule. (See instructions under **'Self-Pay of Testing Fees'**.)

Arizona Assisted Living Facility Manager Candidate Handbook | Page | 23

If you need assistance scheduling your re-test, please call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM Monday through Friday Mountain Time, MT, excluding Holidays. We can assist you in scheduling a test or re-test date as long as your fees have been paid first.

Test Review Requests

You may request a review of your test results or dispute any other testing condition.

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM MT Monday through Friday, excluding holidays, and discuss the test outcome you are questioning before committing to paying the \$25 non-refundable test review request deposit. Once you have further details about the scoring of your test, you will often understand the scoring process and learn how to better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-Headmaster staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

There is a \$25 non-refundable test review deposit fee. Please complete the [Test Review Request and Payment Form](#), available in the Arizona Assisted Living Facility Manager TMU© under 'APPLICATIONS'. Submit the Test Review Fee of \$25 (MasterCard or Visa credit/debit card) and a detailed explanation of why you feel your dispute is valid. Test Review Requests must be received **within three (3) business days** from the official scoring of your test (excluding Saturdays, Sundays, and holidays). Late requests will be denied and will not be considered.

Since one qualification for an Arizona Assisted Living Facility Manager is demonstrated by examination of minimum assisted living facility manager knowledge, the likely outcome of your review will determine who pays for your re-test. If the review results are in your favor, D&SDT-Headmaster will refund your test review deposit. If the determination of the review is **not in your favor**, the \$25 test review fee ***is not refundable***.

D&SDT-Headmaster will review your detailed recollection of your knowledge test markings, re-check your test scoring, and may contact you and/or the RN Test Observer/Knowledge Test Proctor for any additional recollections of your test.

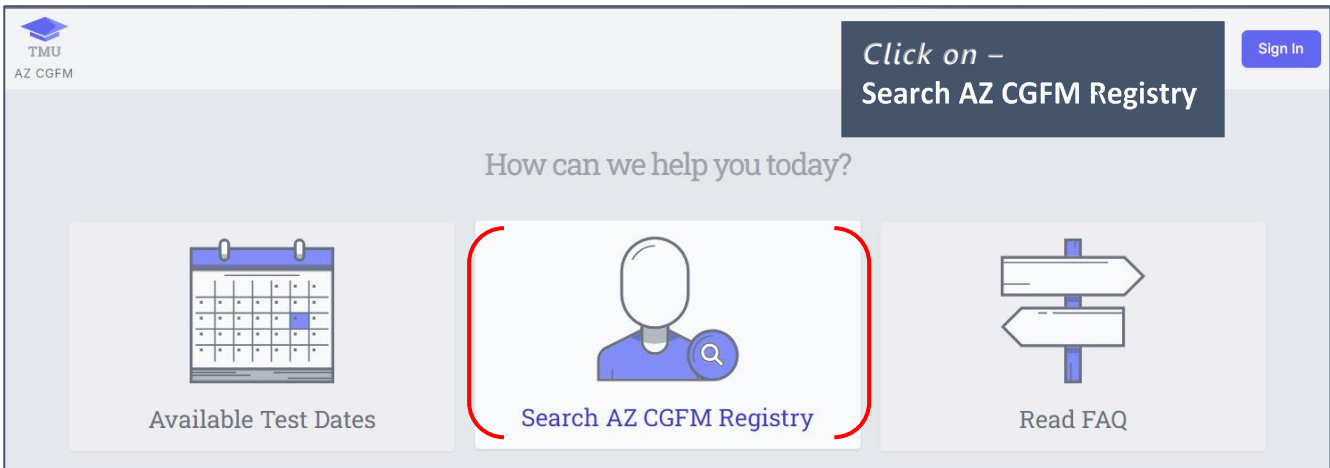
After a candidate reaches the age of 18, D&SDT-Headmaster will only discuss test results or test disputes with the candidate. D&SDT-HEADMASTER will not review test results or disputes with instructors/training programs, family members, or anyone else on behalf of the candidate once the candidate is 18.

D&SDT-Headmaster will complete your review request within ten business days of receiving it in the required timeframe. The final determination of the review results will be sent to the email address listed in your TMU© account, as well as a notification to the Arizona NCIA/ALFM Board of Examiners.

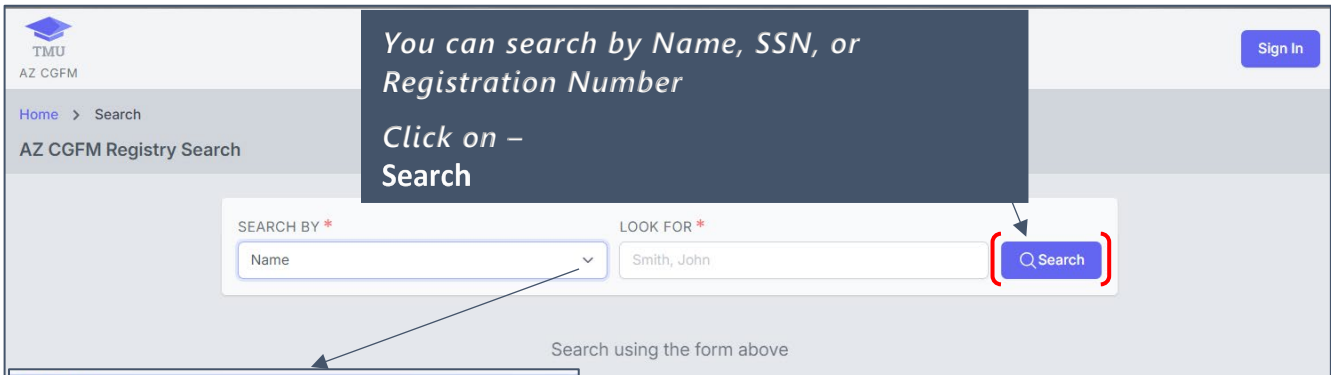
Assisted Living Facility Caregiver and Manager Registry

After you have successfully passed the knowledge exam, your name will be placed on the Arizona Assisted Living Facility Caregiver and Manager Registry for prospective employers, etc., to verify that you have passed an Arizona Assisted Living Facility Manager course.

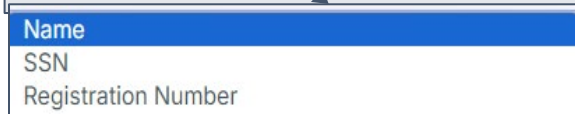
The Assisted Living Facility Caregiver and Manager Registry can be accessed at azcgf.tmutest.com.



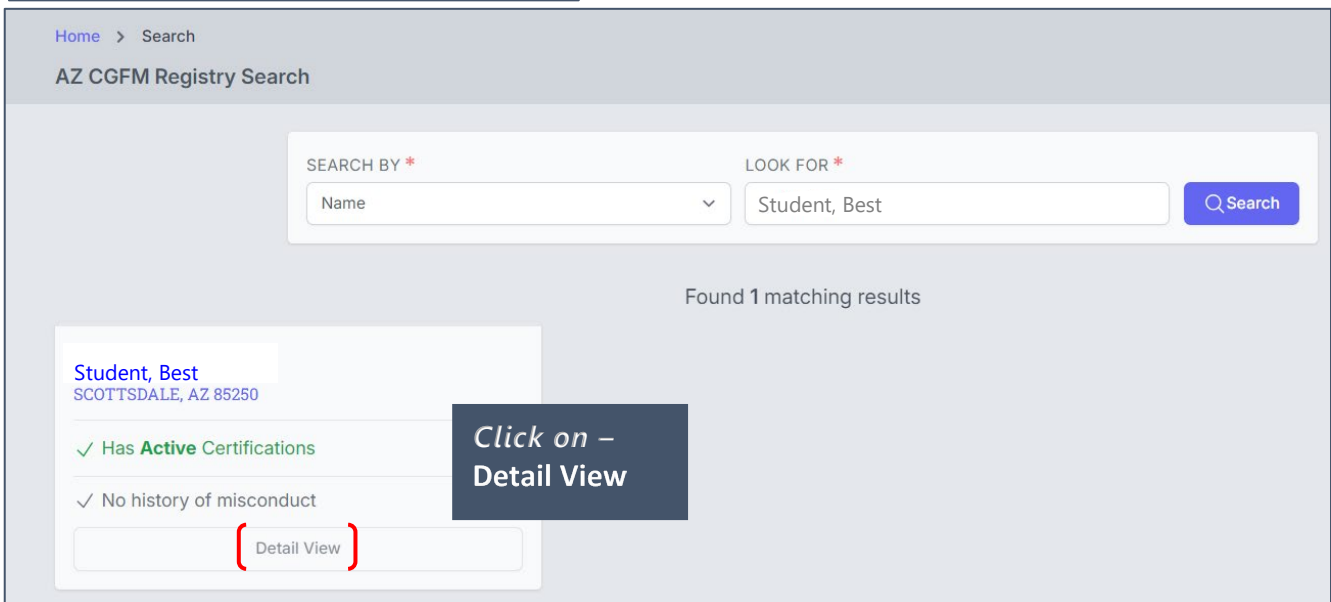
The image shows the home page of the TMU AZ CGFM website. At the top left is the TMU AZ CGFM logo. At the top right is a 'Sign In' button. A dark blue banner contains the text 'Click on - Search AZ CGFM Registry'. Below this is the heading 'How can we help you today?'. There are three main navigation options: 'Available Test Dates' with a calendar icon, 'Search AZ CGFM Registry' with a person and magnifying glass icon (highlighted with a red bracket), and 'Read FAQ' with a signpost icon.



The image shows the search page of the AZ CGFM Registry. At the top left is the TMU AZ CGFM logo. At the top right is a 'Sign In' button. A dark blue banner contains the text 'You can search by Name, SSN, or Registration Number' and 'Click on - Search'. Below this is a search form with two fields: 'SEARCH BY *' with a dropdown menu set to 'Name', and 'LOOK FOR *' with the text 'Smith, John'. A blue 'Q Search' button is to the right of the second field (highlighted with a red bracket). Below the form is the text 'Search using the form above'.



A dropdown menu is shown with the following options: 'Name' (highlighted in blue), 'SSN', and 'Registration Number'.



The image shows the search results page. At the top left is the TMU AZ CGFM logo. At the top right is a 'Sign In' button. A dark blue banner contains the text 'Click on - Detail View'. Below this is a search form with two fields: 'SEARCH BY *' with a dropdown menu set to 'Name', and 'LOOK FOR *' with the text 'Student, Best'. A blue 'Q Search' button is to the right of the second field. Below the form is the text 'Found 1 matching results'. A search result card is shown with the following information: 'Student, Best' (highlighted in blue), 'SCOTTSDALE, AZ 85250', '✓ Has Active Certifications', and '✓ No history of misconduct'. A 'Detail View' button is at the bottom of the card (highlighted with a red bracket).

AZ CGFM Registry Details

Print This Page

Student, Best

✓ No history of misconduct

Certification History

CERTIFICATION	STATUS	ISSUED	EXPIRES
AZ Caregiver AZFM00000	Active	03/26/2016	

The Certification History with Certification Number, Status and when the Certification was Issued shows up here.

AZ Caregiver and Manager certificates of completion do not expire.

Click on – Print This Page

Certificate of Completion

Once candidates successfully pass their Assisted Living Facility Manager Exam, Training Programs are required to print Certificates of Completion from the Registry for their candidates as proof for employment that their candidates have successfully completed an Arizona Assisted Living Facility Manager course.

Please contact your training program after you pass your exam and request your Certificate of Completion.

Your Certificate of Completion from your Training Program is proof for employment that you have successfully completed an Arizona Assisted Living Facility Manager course. Please direct any prospective employer requests to the Assisted Living Facility Caregiver and Manager Registry at azcg.tmutest.com, or they may call D&SDT-Headmaster at (800)393-8664.

The Facility Manager Knowledge Exam

You may be required to re-present your ID when you enter the knowledge test room. Please keep your ID with you during the entire exam day.

The Knowledge Test Proctor will provide instructions for taking the Knowledge Exam.

You will have a maximum of **sixty (60) minutes** to complete the 50- question Knowledge Exam. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Exam (such as “What does this question mean?”).

You must have a 75% or better score to pass the knowledge portion of the exam.

Electronic testing using TMU© internet-connected computers is utilized at all sites in Arizona. The knowledge exam portion of your exam will be displayed on a computer screen for you to read and key/tap or click in your answers.

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge exam. Please see the information under **‘Complete Your Account’** to sign in to your TMU© account.

NOTE: *The Knowledge Test Proctor will provide you a code at the test event to start your test.*

Per the Arizona NCIA Board of Examiners, translation dictionaries (either paper format or electronic), translating devices or non-approved language translators *are not allowed*. Scratch paper is also *not allowed* during testing.

All test materials must be left in the testing room. Anyone who removes or tries to remove materials, notes or information from the testing room is subject to prosecution and will be reported to their training program.

Knowledge Exam Content

The Knowledge Exam consists of 50 facility manager multiple-choice questions. Questions are selected from subject areas based on the Arizona Assisted Living Facility Manager test plan and include questions from all the required categories as defined in the Arizona NCIA/ALFM Board of Examiners regulations. The subject areas are as follows:

Knowledge Exam Subject Areas

SUBJECT AREA	NUMBER OF QUESTIONS
Financial Management	4
Legal Management	6
Medication Management	10
Personnel Management	8
Physical Environment Management	8
Resident Services Management	14

Remotely Proctored Knowledge Exam Option

You will have the option to take the knowledge exam remotely from your home, etc.

Remotely Proctored Knowledge Exam Candidate Requirements

Candidates must have:

- An updated version of Google Chrome as your Internet browser.
 - **TMU© does not support Internet Explorer.**
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam. The remote Proctor will provide you with a ‘code’ to start your test.**

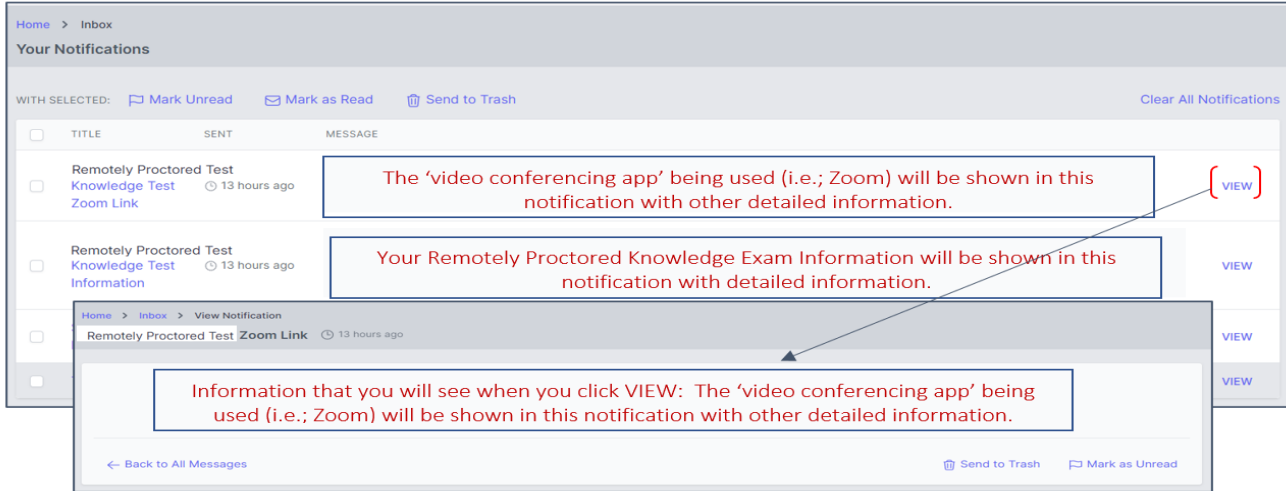
- A smartphone to access the ‘video conferencing app’ (for example, Zoom, etc.) that you **must download**.
 - An email will be emailed to you and in your notifications (in your TMU© account) with information about the ‘video conferencing app’ (for example, Zoom, etc.) you will need to download before test day.
 - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU© account), a reminder with the password-protected link to join the test event.
- During your test, your smartphone must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
- **IMPORTANT NOTE:** On testing day, you will not be allowed to receive any assistance with your setup from anyone in your environment (room/area).
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and any other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test. You are not allowed to use video filters such as a background or blurring your screen.
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Scheduling a Remotely Proctored Knowledge Exam

You will need to sign in to your TMU© account using your Email or Username and Password and then follow the instructions to ‘**Scheduling/Rescheduling a Test Event**’. Please make sure you have met the ‘**Remotely Proctored Knowledge Exam Candidate Requirements**’ listed before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be ‘**Remotely Proctored Knowledge Test Site**’.
- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU© account for you to view (see the ‘**Test Confirmation Letter**’ and the ‘**Check/View your TMU© Notifications**’ sections for information.)
- Instructions and the link to download the ‘video conferencing app’ (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
 - Remember, for this information, check your ‘**NOTIFICATIONS**’ under your profile pic in your TMU© account. Please refer to the ‘**Check/View your TMU© Notifications**’ section.

Example of what a notification regarding your remotely proctored knowledge exam will entail:



Remotely Proctored Knowledge Exam Instructions

It is important that you read the Remotely Proctored Knowledge Exam Instructions before signing in to your remotely proctored knowledge exam. Please see the instructions for the Remotely Proctored Knowledge Link Exam under **'Access the Candidate Handbook and Testing Instructions'**.

Remotely Proctored Knowledge Exam Check-In

You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) for the check-in process with the remote test proctor **at least 10 minutes before** the start time listed on your test confirmation. If you are not signed into the remotely proctored exam waiting room prior (**at least 10 minutes**) to the time listed on your test confirmation, you will not be allowed to test, considered a no-show status, forfeit your testing fees paid, and have to pay for another test date.

- You must show your mandatory forms of identification to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see the **'Identification'** section for specifics.
- You must show your surroundings/entire room to the remote Proctor during check-in before starting your remotely proctored knowledge exam.
 - Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- Then, you must position your smartphone so the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
 - *You may not use a video filter such as a background or blurring your screen.*
- **NOTE:** On testing day, you will not be allowed to receive any assistance with your setup from anyone in your environment (room/area).
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Remotely Proctored Knowledge Exam Policies

During the remotely proctored knowledge exam, all **'Testing Policies'** and **'Security'** measures are followed. Please refer to those sections for information.

- On testing day, you **will not be allowed to receive any assistance with your setup** from anyone in your environment (room/area). **If someone else is in the room with you, the remote Proctor will remove you from the meeting, and you will be considered a no-show status.** You will forfeit any testing fees paid and must repay to schedule a new test.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and any other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- During your test, your smartphone must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
 - *You may not use a video filter such as a background or blurring your screen*
- The 'video conferencing app' (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
- If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.
- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** *You need to test in a distraction and interruption-free area just like you would if you were sitting in the knowledge test room at a test site.*
- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored testing issues under the **'No-Show Exceptions'** section.
- Per the Arizona NCIA/ALFM Board of Examiners, translators, translation dictionaries, or non-approved language translators are **not allowed** during testing. Scratch paper and calculators are also **not allowed**.

Failure to adhere to any of these remote testing conditions/policies will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Please call D&SDT-HEADMASTER at (800)393-8664 if you have any questions or concerns or need assistance scheduling a remotely proctored knowledge exam.

Knowledge Exam Vocabulary Words

abandonment
abuse
accessibility
accounting
addressing behaviors in service plan

addressing staff problems
administrator's responsibility
administrator's role
admission

advance directives
advocate
age discrimination
aging
ALF survey
Alzheimer's

approach to staff
arteriosclerosis
arthritis
assessment
assets
at will and just cause
balance sheet
balancing books
behavior
benefits
blood sugar
Board order
body mechanics
body temperature
budget
calculations
care
care models
care plan
chronic disease
cleaning
communication
compensation
components of marketing program
confidentiality
conflict
congestive heart failure
controlled substances
cooking temperature
core issue
corrective action
court appointees
CQI
current asset
debits and credits
decubitus ulcer
delegating
delinquent
democratic management
dependency

diabetes
diet manual
direct mail
disagreement
discharge
discipline
discrimination
diseases
documentation
dose
dying
effective administration
efficiency
egress
emergencies
emergency notification
emergency preparedness plan
emergency procedure
emergency transfer
employees
epidemic
ethics
evacuation
evaluating behavior
expected income
exploitation
facility expense
facility finances
facility license
fair labor standards
falls
FICA
files
financial
fines
fire
first impression
five rights
fixed cost
FMLA

food
food safety
form to establish exemptions
fraud
frayed cord
FUTA
grieving
guardian
handle and store linens
health-care team
Hepatitis B
HIPAA
hiring
hormone
hospice
hugging
HVAC
hyperglycemia
hypoglycemia
identity loss
IDR
income
infection
insomnia
inspections
insulin administration
insurance
intake
interpersonal skills
interview questions
investigation
isolation precautions
job description
labor
labor law
leadership
legal defense
liabilities
license
liquid administration
liquidity

living will
lockout/tagout
maintaining resident records
management
marketing
meal refusal
measuring financial performance
Medicaid
medical records
medical terminology
Medicare
medication
medication administration process
medication assistance
medication categories
medication disposal
medication occurrence
medication policies
medication record
medication sheet
mental health
mental illness
misappropriation
mission statement
mistreatment
mobility
models of care
MSDS
musculoskeletal
neglect
negligence
nervous system
net
notice of rate increase
nutrient
obtaining medications
ombudsman
operation
orders

orientation
OSHA
osteoporosis
outside services
over-the-counter medication
overtime
pacemaker
Parkinson's disease
paying for care
payroll exemptions
performance
personnel file
pest control
possible causes of behaviors
postural changes
power of attorney
pressure sore
privacy
PRN
problem solving
profit
profit and loss
promotion
psychiatric disorders in later life
psychological disorder
psychosocial adjustment
purpose of training
quality control
quality improvement
quality of life
reasonable accommodations
records
refusal
regulations
reporting
representative payee
reproductive system

resident care
resident care management
resident centered care
resident contract
resident emergency
resident fees
resident independence
resident needs
resident records
resident rights
resident room square footage
resident smoking policies
resident's families
responsible compliance person
restraint
retaliation
revenue
rights
rights of medication administration
safety
satisfaction survey
service plan
sexual harassment
showers per resident
side effect
signed menu
skin changes
sliding scale
snacks
staff training
stage IV pressure sore
stored chemicals
strategic planning
substitution
survey
taxes withheld
TBI

