



D&S Diversified Technologies LLP

Headmaster LLP

Arizona Assisted Living Facility Caregiver Medication Management Candidate Handbook

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Version 9

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Contact Information

<p>Questions regarding: testing process • test scheduling • eligibility to test • the Assisted Living Facility Caregiver/Manager Registry</p> <p style="text-align: right;">..... (800) 393-8664</p>		
<p>Questions regarding: Assisted Living Facility Caregiver Completion of Course</p> <p style="text-align: right;">..... (602) 364-2374</p>		
<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 (MT)</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@aznciaboard.us Web Site: http://www.aznciaboard.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 Arizona Assisted Living Facility Caregiver Medication Management competency evaluation program aims to ensure that candidates seeking to be Assisted Living Facility Caregivers in Arizona understand the state standards and demonstrate entry-level knowledge sufficient to perform the job of an Assisted Living Facility Caregiver.

This handbook describes the process of taking the Arizona Assisted Living Facility Caregiver Medication Management competency test and is designed to help prepare candidates for testing. The test is a 63-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) to successfully complete the Arizona Assisted Living Facility Caregiver course.

The Arizona NCIA/ALFM Board of Examiners has approved Headmaster LLP to provide knowledge tests and scoring services for the Assisted Living Facility Caregiver Medication Management 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 Caregiver](#) 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 Caregiver 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.

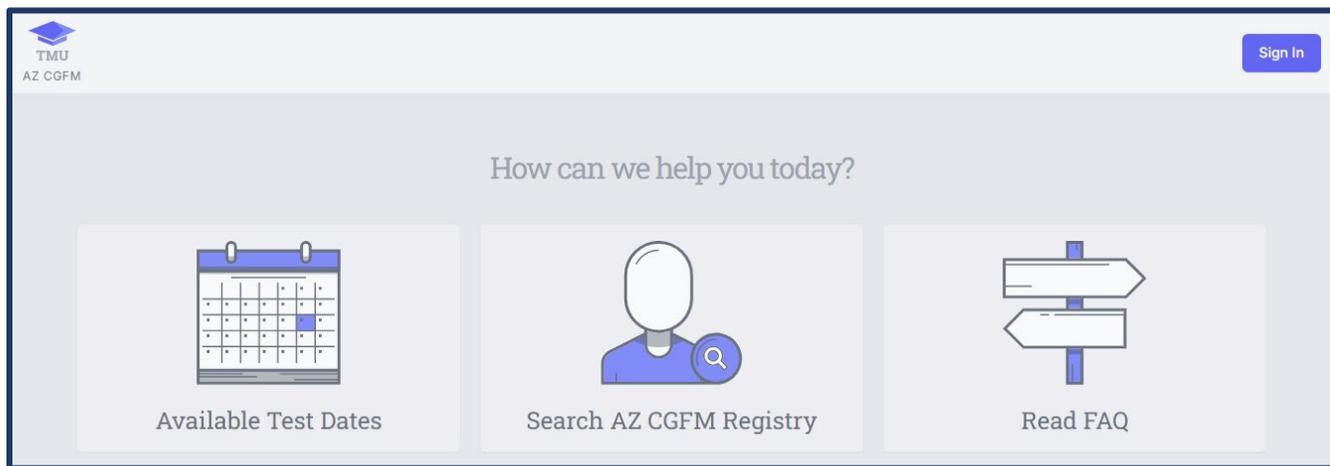
The Arizona Assisted Living Facility Caregiver Medication Management Exam

Payment Information

Exam Description	Price
Knowledge Exam or Retake	\$65

Arizona Assisted Living Caregiver/Facility Manager TMU©

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



Complete your Account in TMU©

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

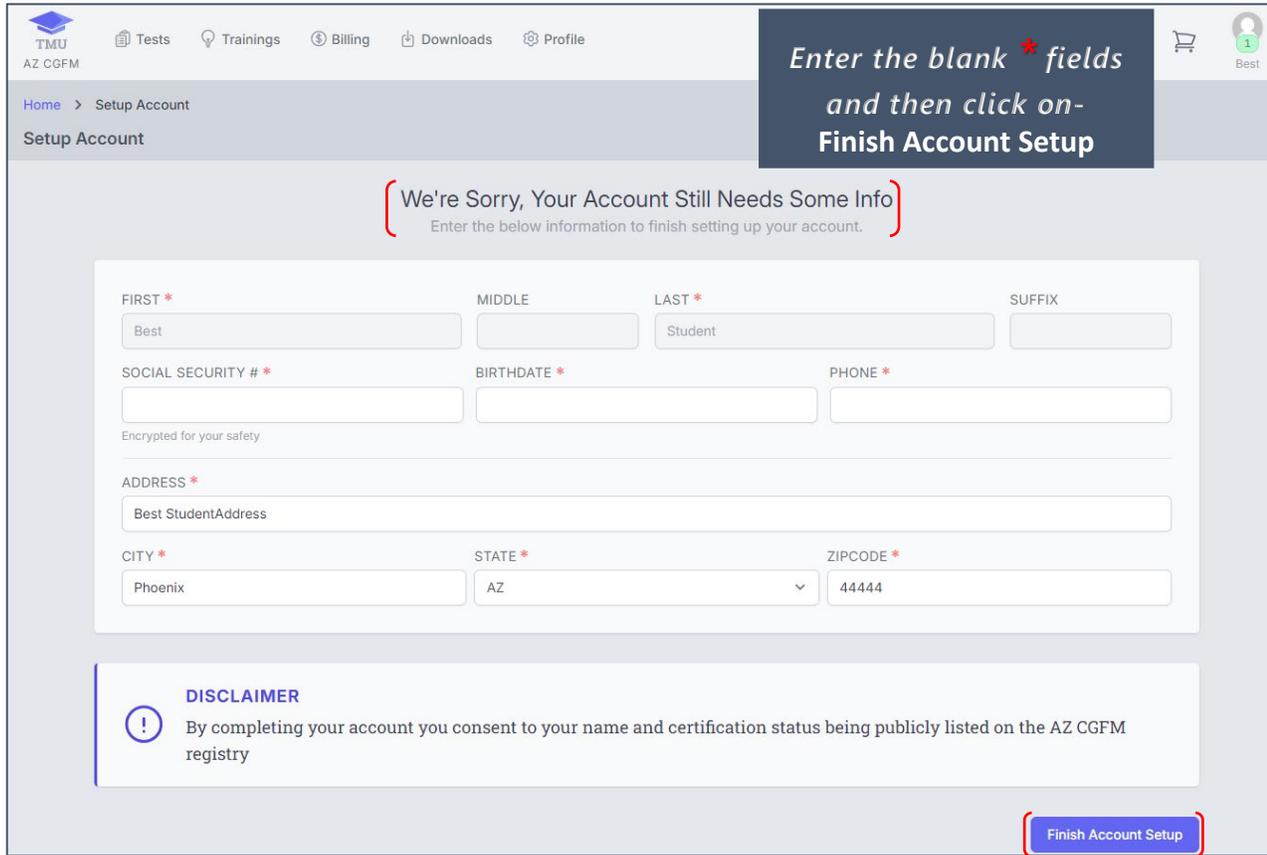
IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password and complete the missing demographic information prior to testing. Failure to do so may result in you being turned away from testing. You will be a no-show status for your event and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

Arizona Assisted Living Facility Caregiver Medication Management Candidate Handbook

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

SOCIAL SECURITY # * BIRTHDATE * PHONE *

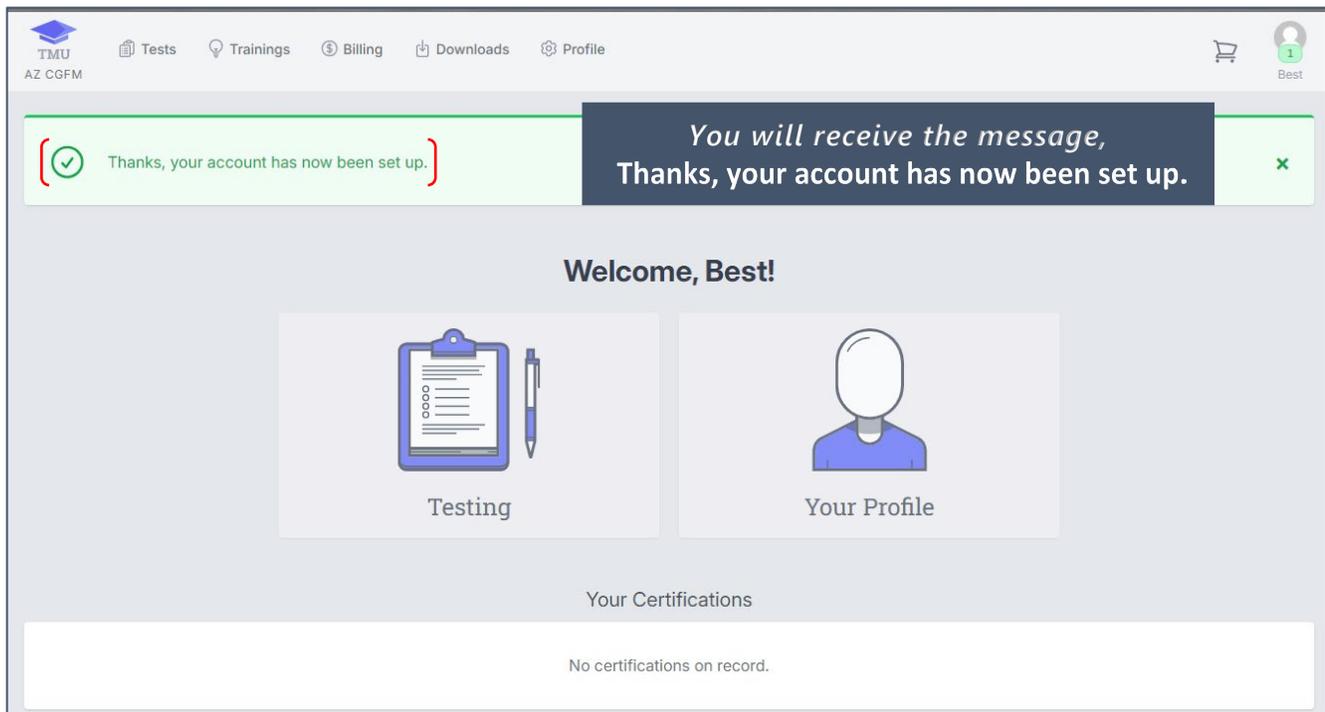
Encrypted for your safety

ADDRESS *

CITY * STATE * ZIPCODE *

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

Finish Account Setup



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

Welcome, Best!

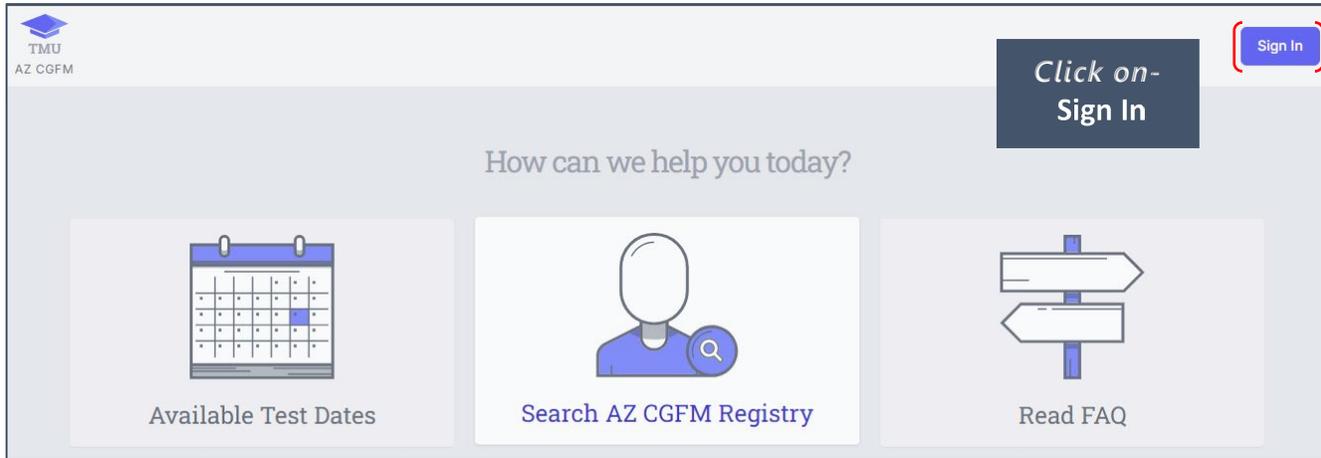
Testing Your Profile

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.

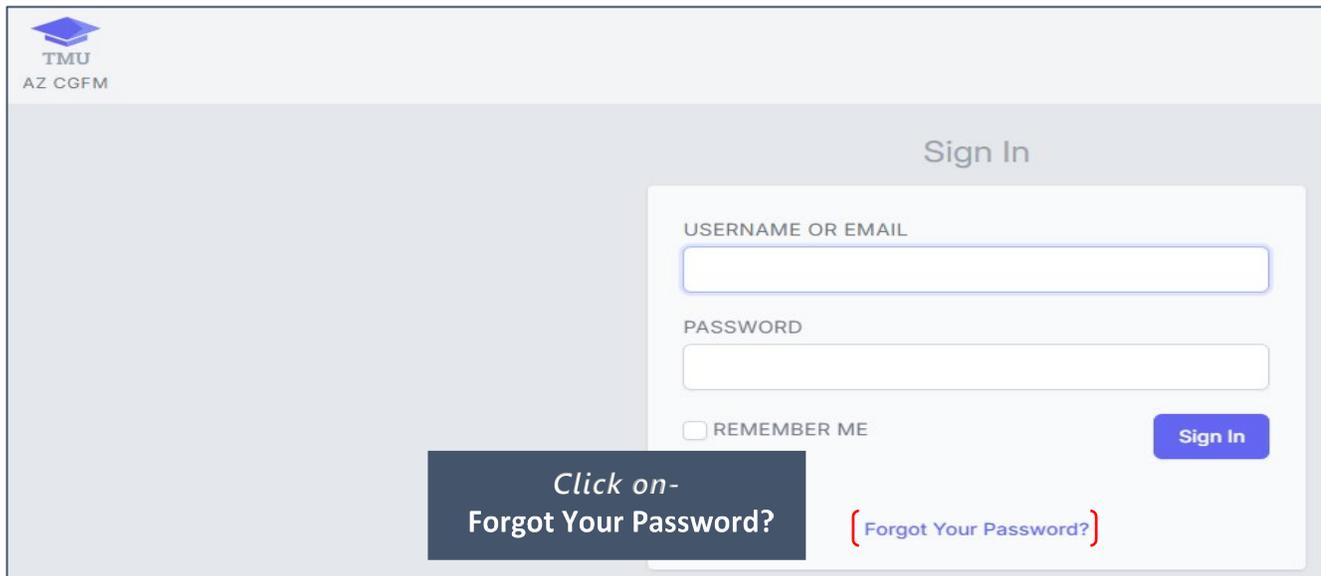


TMU AZ CGFM

Click on- Sign In

How can we help you today?

- Available Test Dates
- Search AZ CGFM Registry
- Read FAQ



TMU AZ CGFM

Sign In

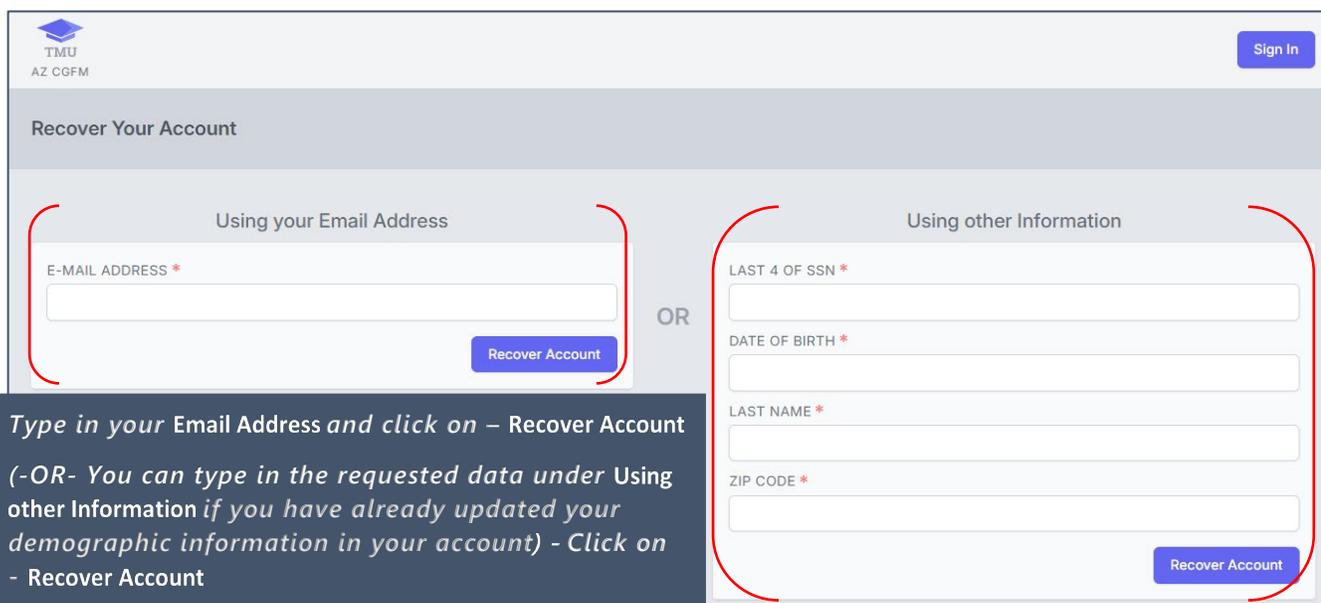
USERNAME OR EMAIL

PASSWORD

REMEMBER ME

Sign In

Click on- Forgot Your Password? (Forgot Your Password?)



TMU AZ CGFM

Recover Your Account

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

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 *

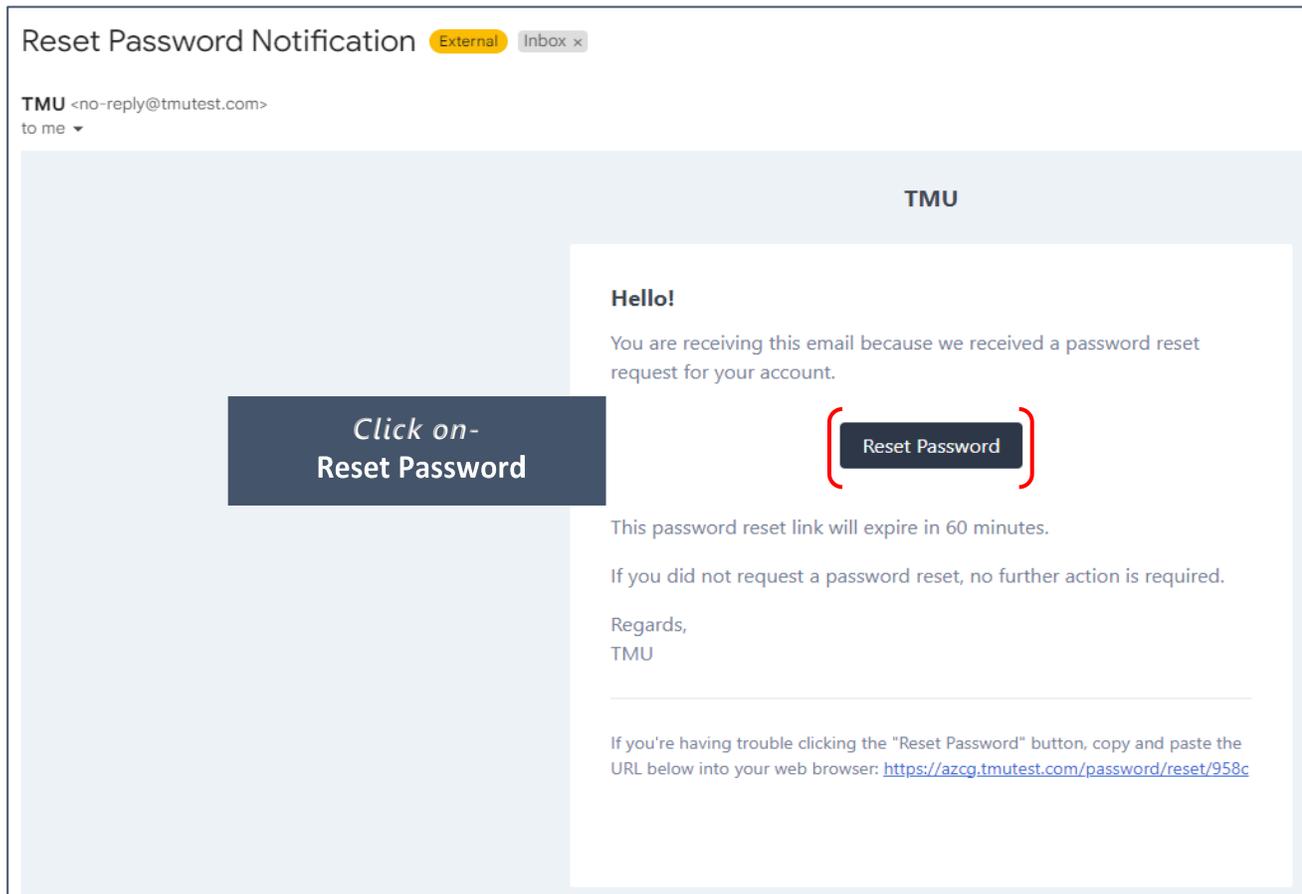
DATE OF BIRTH *

LAST NAME *

ZIP CODE *

Recover Account

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



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

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:

Tests Trainings Billing Downloads Profile Shopping Cart Best

Welcome, Best!



Testing



Your Profile

Your Certifications

No certifications on record.

Scheduling an Arizona Assisted Living Caregiver Medication Management Exam

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

Assisted Living Facility Caregiver Medication Management 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 Caregiver TMU© 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 Caregiver 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.

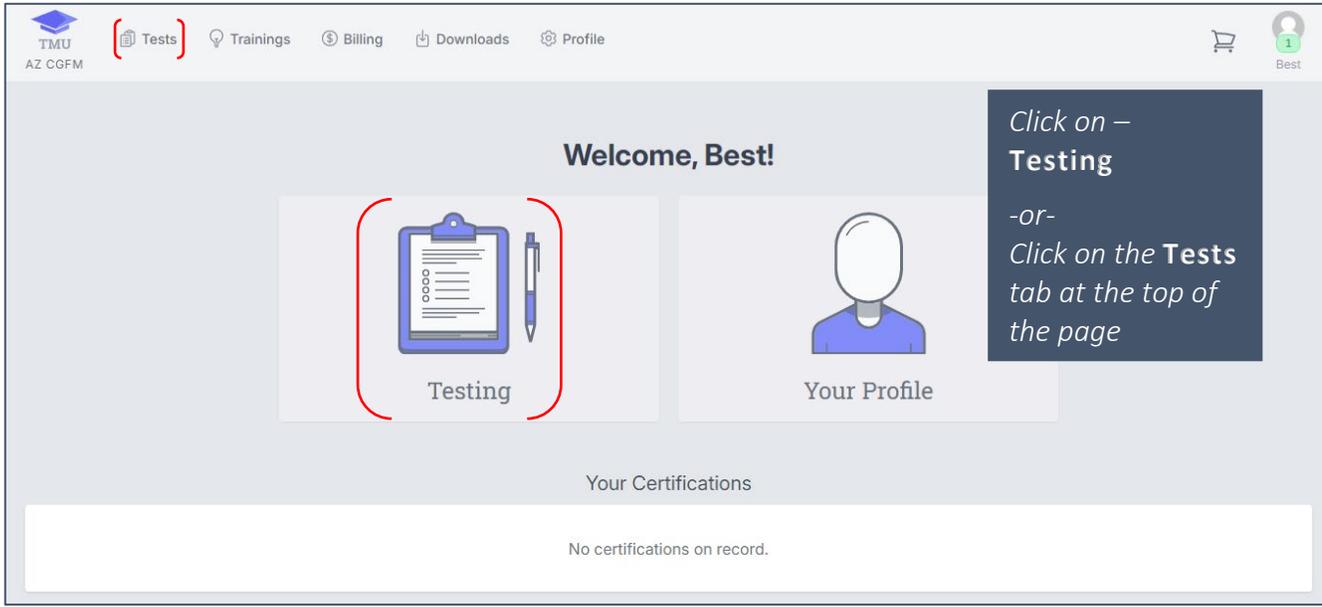
Self-Pay of Testing Fees

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 can 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 Caregiver Medication Management Candidate Handbook



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

Welcome, Best!

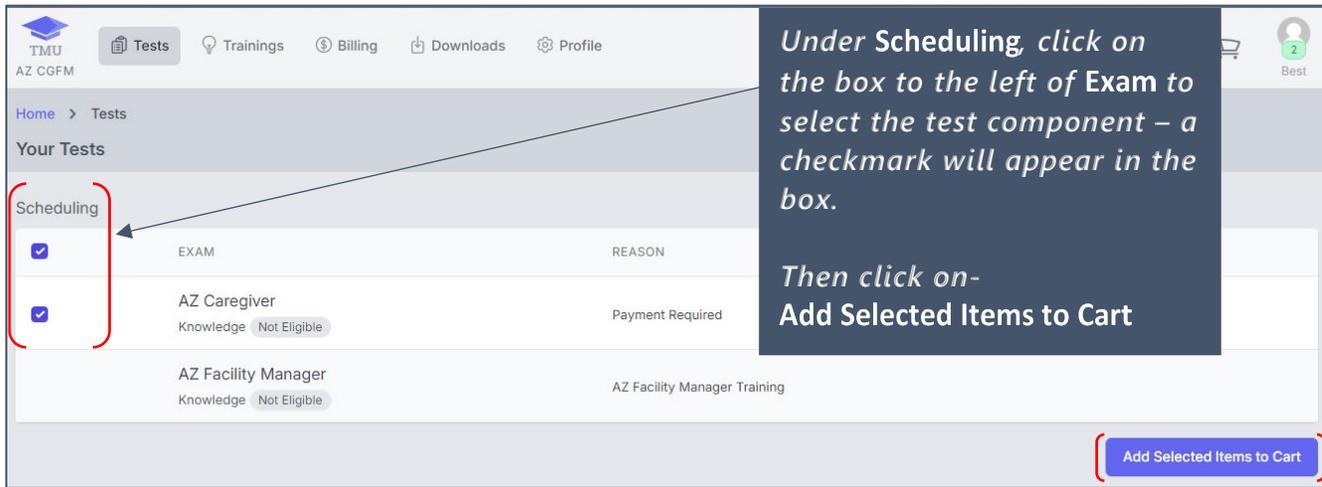

Testing


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

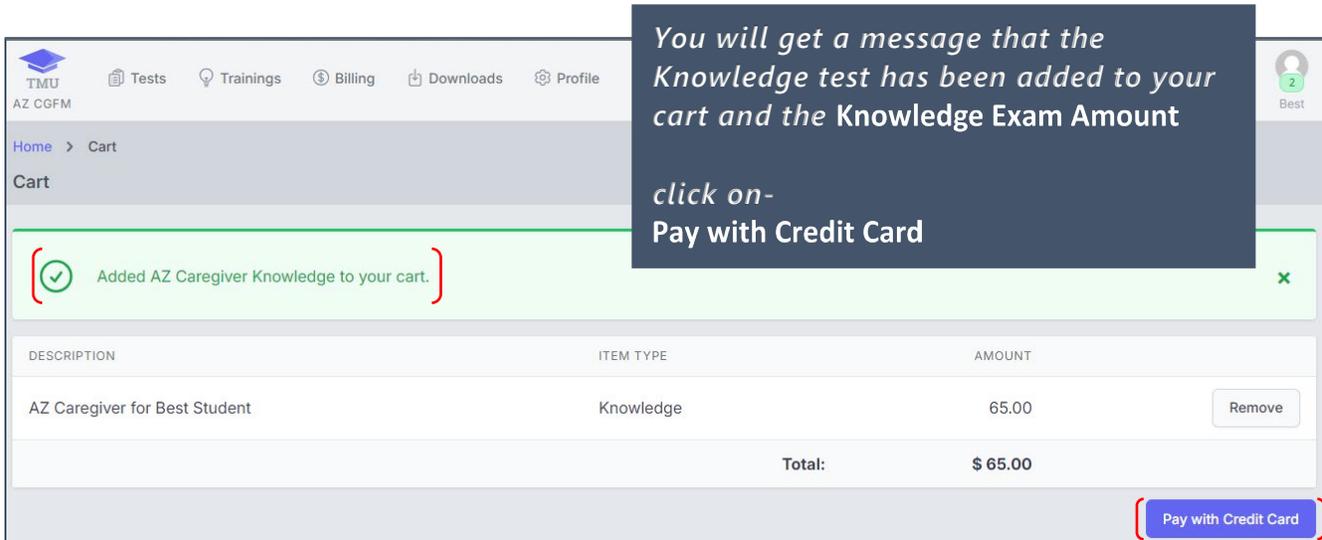
Scheduling

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

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 Caregiver Knowledge to your cart. ✕

DESCRIPTION	ITEM TYPE	AMOUNT	
AZ Caregiver for Best Student	Knowledge	65.00	Remove
Total:		\$ 65.00	

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**

Pay with Credit Card

(What You're Paying For)

DESCRIPTION	COST
AZ Caregiver for Best Student	65.00
Total:	\$ 65.00

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 Submit Payment

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 Account in TMU®**’ 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.

Arizona Assisted Living Facility Caregiver Medication Management Candidate Handbook

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

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

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

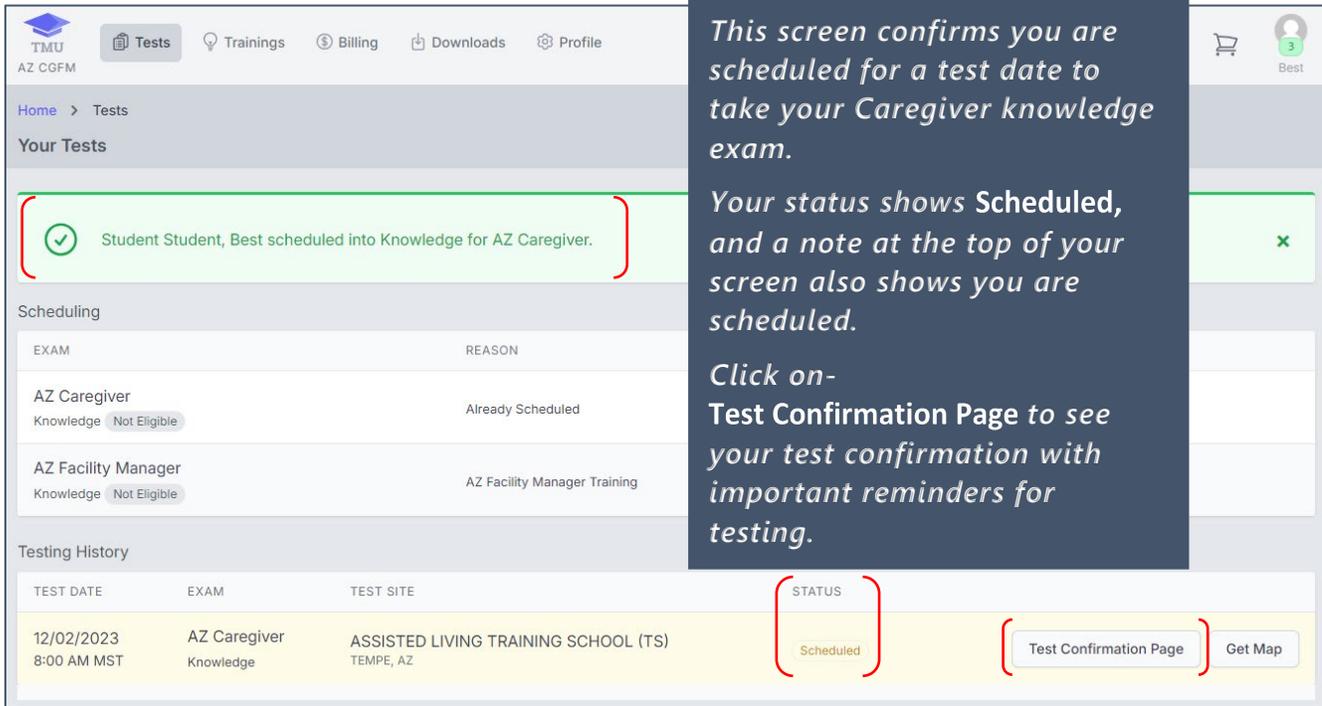
TEST DATE	TEST SITE	SCHEDULING FOR
12/01/2023 1:00 PM MST	LIFEWORk EDUCATION MESA CAMPUS DOBSON ROAD (TS) MESA, AZ	K AZ Caregiver Schedule
12/02/2023 3:00 PM MST	PIMA COMMUNITY COLLEGE - DESERT VISTA CAMPUS (TUCSON) (TS) TUCSON, AZ	K AZ Caregiver Schedule
12/02/2023 7:00 AM MST	LIFEWORk EDUCATION MESA CAMPUS DOBSON ROAD (TS) MESA, AZ	K AZ Caregiver Schedule
12/02/2023 7:00 AM MST	ASSISTED LIVING TRAINING SCHOOL (TS) TEMPE, AZ	K AZ Caregiver Schedule
12/02/2023 8:00 AM MST	ASSISTED LIVING TRAINING SCHOOL (TS) TEMPE, AZ	K AZ Caregiver Schedule

azcg.tmutest.com says

Schedule into this Event on 12/02/2023 for AZ Caregiver Knowledge .
 Are you sure?

OK Cancel

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



This screen confirms you are scheduled for a test date to take your Caregiver 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.

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

TEST DATE	EXAM	TEST SITE	STATUS
12/02/2023 8:00 AM MST	AZ Caregiver Knowledge	ASSISTED LIVING TRAINING SCHOOL (TS) TEMPE, AZ	Scheduled

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 Caregiver

Get Map
Print Page

Test Date:	12/02/2023
Test Time:	8:00 AM MST
Test Exam:	Knowledge - AZ Caregiver
Test Site:	ASSISTED LIVING TRAINING SCHOOL (TS) Test Site Address City, State, ZIP

Best Student
Best StudentAddress
Phoenix, AZ 44444

- TESTING BEGINS AT 8:00 AM 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](#)

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

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

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. Prior to 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.

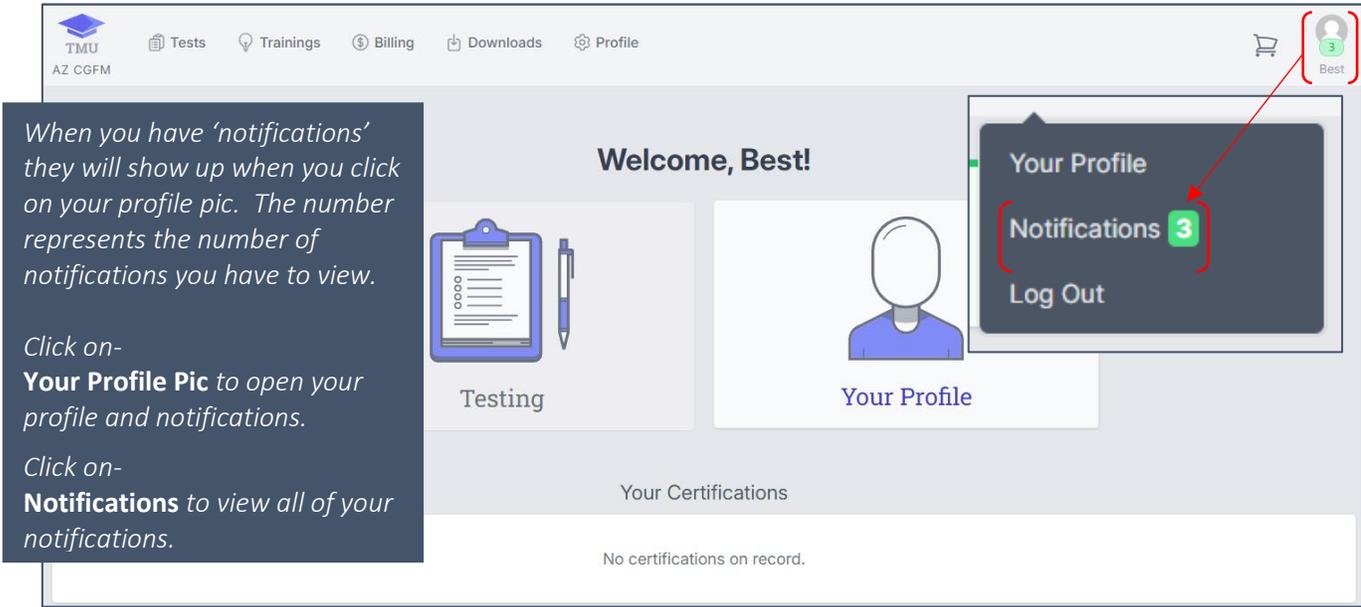
D&SDT-Headmaster **does not send** postal mail test confirmation letters to candidates.

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.

See the screenshots on the next page.

Arizona Assisted Living Facility Caregiver Medication Management Candidate Handbook



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.

Welcome, Best!

Testing

Your Profile

Your Certifications

No certifications on record.

Your Profile

Notifications 3

Log Out

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	🕒 2 hours ago	You were scheduled into a Test Event	VIEW
<input type="checkbox"/>	Training Passed	🕒 3 hours ago	Training Passed - AZ Caregiver 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 🕒 2 hours ago

You have been scheduled for Knowledge Exam **AZ Caregiver** beginning **12/02/2023 8:00 AM MST** at Test Site **ASSISTED LIVING TRAINING SCHOOL (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—

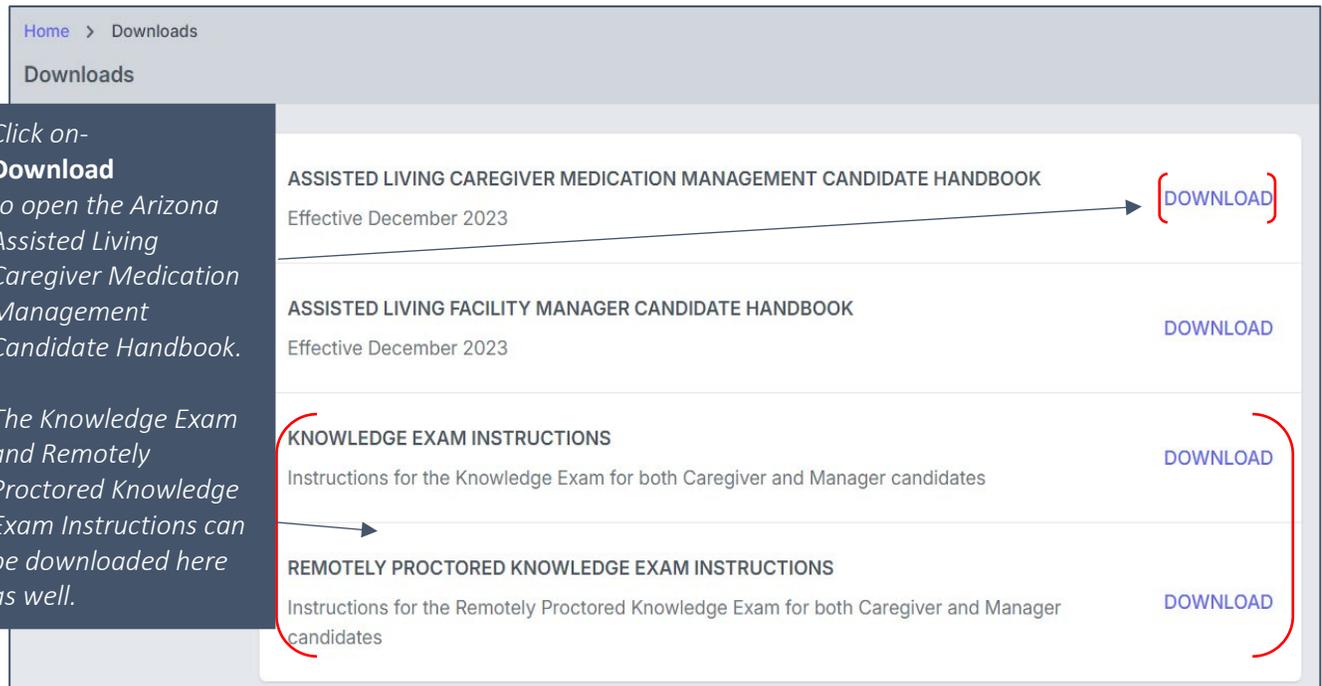
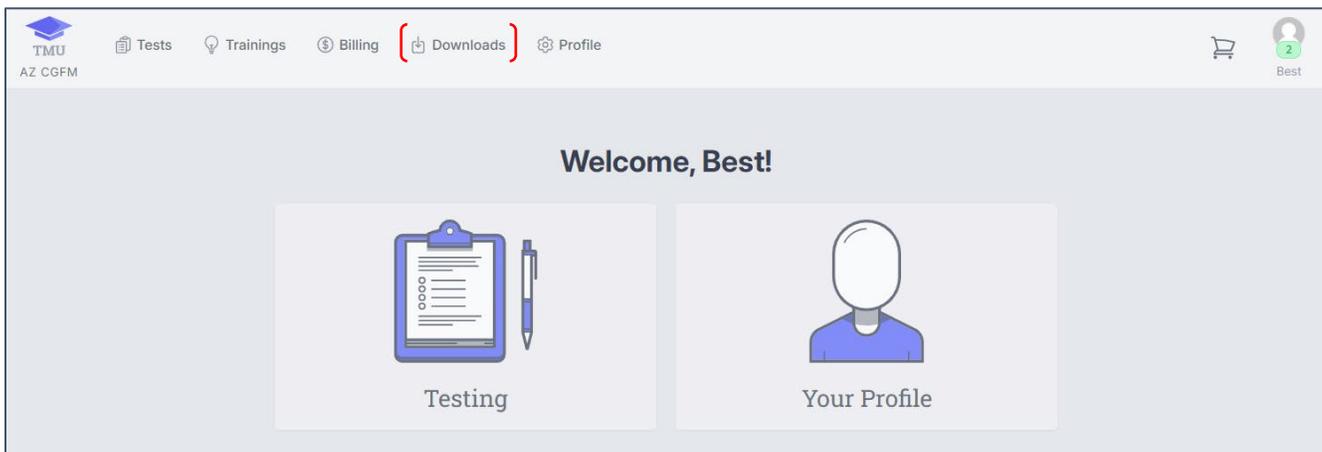
- For on-site testing, plan to be at the test site for up to four (4 hours).
- Make sure you have signed in to your TMU© account at azcg.tmutest.com before your test date to update your password and complete your demographic information. Refer to this handbook's '**Complete Your Account in TMU©**' section 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 Caregiver 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.

Arizona Assisted Living Facility Caregiver Medication Management Candidate Handbook

- **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 this handbook's '**Reschedule/Schedule a Test Event**' and '**No-Show Exceptions**' sections.
 → 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 Caregiver Medication Management Candidate Handbook before your test day for any testing and/or policy updates.**
- 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 can 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 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 before 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 Caregiver Medication Management 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 Caregiver 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 Caregiver 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.)

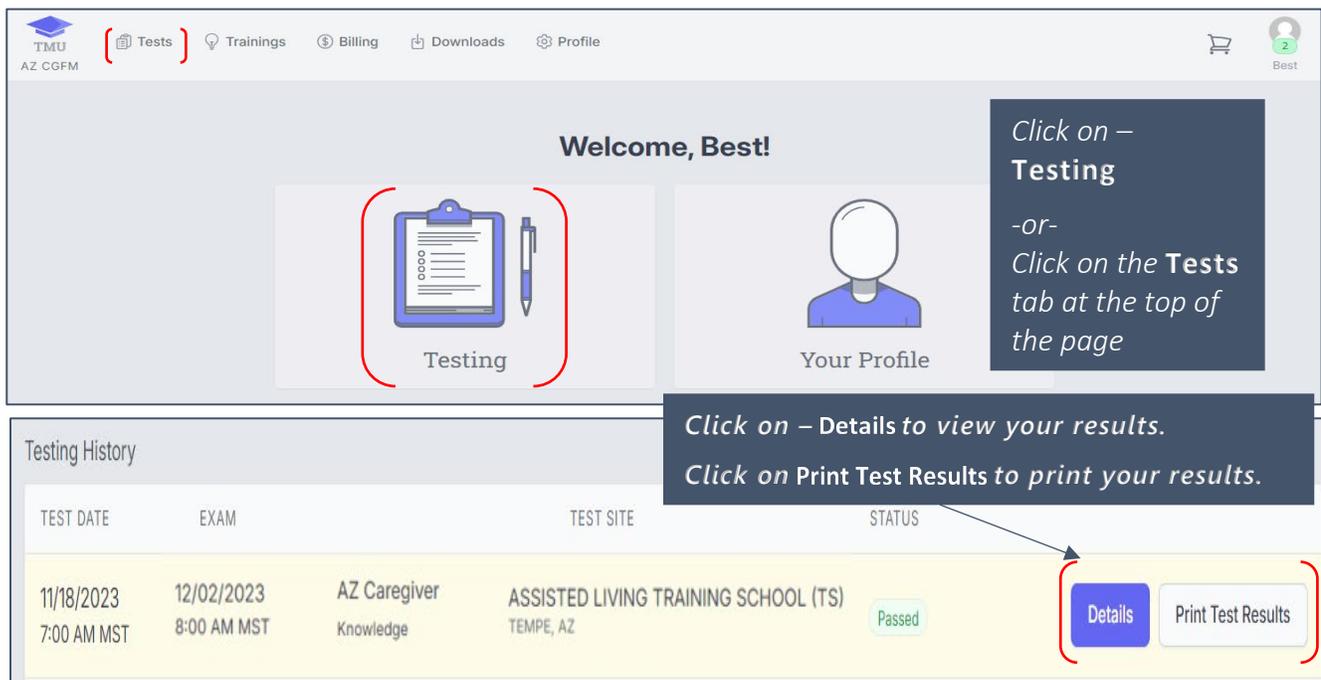
- **Remotely proctored knowledge exam testing issues:** D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and other appropriate documentation showing your name and the provider of service name must be submitted **within three (3) business days** of the exam date. 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 below.)



The screenshot shows the TMU AZ CGFM user interface. At the top, there is a navigation bar with links for Tests, Trainings, Billing, Downloads, and Profile. The main content area is titled 'Welcome, Best!' and features two primary buttons: 'Testing' (with a clipboard icon) and 'Your Profile' (with a person icon). A callout box on the right instructs the user to 'Click on - Testing -or- Click on the Tests tab at the top of the page'. Below this, a 'Testing History' table is displayed with columns for Test Date, Exam, Test Site, and Status. A callout box points to the 'Details' and 'Print Test Results' buttons in the 'Status' column of the table, with instructions: 'Click on - Details to view your results. Click on Print Test Results to print your results.' The table shows a test taken on 12/02/2023 at 8:00 AM MST at the ASSISTED LIVING TRAINING SCHOOL (TS) in TEMPE, AZ, with a 'Passed' status.

TEST DATE	EXAM	TEST SITE	STATUS
11/18/2023 7:00 AM MST	12/02/2023 8:00 AM MST	AZ Caregiver Knowledge	ASSISTED LIVING TRAINING SCHOOL (TS) TEMPE, AZ Passed

Sample test results:

Knowledge Test Detail

You have **failed** the knowledge portion of the AZ Caregiver exam.
 Your overall knowledge test score is 60.32%.
 You must have an overall score of 75% or better to pass.

Best Student		 Test Actions ▾
AZ Caregiver Test		  Print Results
TEST EVENT	01/11/2025 2:00 PM MST	  Get Directions
TEST SITE	EAST VALLEY NURSING ACADEMY (TS)	

Scoring & Performance

Test Status	Score	Total correct	Total Answered
Failed	60.32%	38 / 63	63

Performance by Subject

Six Rights	57%
Medication Administration	57%
Medication Effects	71%
Documentation	57%
Error Reporting	71%
Controlled Substances	43%
Terminology	43%
State Regulations	86%
Safety	57%

25 Missed Vocabulary Words

missing documentation, countable medication, blood glucose, inflammation, controlled substances, hormone, six rights, anti-coagulants, pharmacy label, standard precautions, countable medication, insulin, hs, insulin, controlled medication, OTC, documentation, six rights, qod, shaving, standard precautions, shearing of skin, ethics, skin integrity, digestion

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 CAREGIVER EXAM RESULTS REPORT

Best Student
1000 Arizona Drive
Phoenix, AZ 85007

IMPORTANT TEST RESULTS

TEST DATE: Saturday, January 11, 2025

Dear

You have **failed** the knowledge portion of the AZ Caregiver exam.
 Your overall knowledge test score is 60.32%.
 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

Six Rights	57%
Medication Administration	57%
Medication Effects	71%
Documentation	57%
Error Reporting	71%
Controlled Substances	43%
Terminology	43%
State Regulations	86%
Safety	57%

Vocabulary words to study: missing documentation, countable medication, blood glucose, inflammation, controlled substances, hormone, six rights, anti-coagulants, pharmacy label, standard precautions, countable medication, insulin, hs, insulin, controlled medication, OTC, documentation, six rights, qod, shaving, standard precautions, shearing of skin, ethics, skin integrity, digestion

Test Attempts

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

If you fail the knowledge exam three times, you must complete a new Arizona NCIA/ALFM Board of Examiners approved training program to become eligible to further attempt Arizona assisted living facility caregiver examinations.

Retaking the Assisted Living Caregiver Medication Management 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'**.)

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 Mountain Time Monday through Friday, 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 Caregiver 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 Caregiver is demonstrated by examination of minimum caregiver 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 Caregiver course.

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

TMU
AZ CGFM

Sign In

How can we help you today?

Click on –
Search AZ CGFM Registry

Available Test Dates

Search AZ CGFM Registry

Read FAQ

TMU
AZ CGFM

Sign In

Home > Search

AZ CGFM Registry Search

You can search by Name, SSN, or Registration Number

Click on –
Search

SEARCH BY * LOOK FOR *

Name Smith, John Search

Search using the form above

Name
SSN
Registration Number

Home > Search

AZ CGFM Registry Search

SEARCH BY * LOOK FOR *

Name Student, Best [Search](#)

Found 1 matching results

Student, Best
SCOTTSDALE, AZ 85250

✓ Has **Active** Certifications

✓ No history of misconduct

Detail View

Click on –
Detail View

AZ CGFM Registry Details

Print This Page

Student, Best

✓ No history of misconduct

Certification History

CERTIFICATION	STATUS	ISSUED	EXPIRES
AZ Caregiver AZCG00000	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 Caregiver Medication Management 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 Caregiver 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 Caregiver 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 Medication Management 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 63-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 in TMU©**’ to sign in to your TMU© account.

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

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 63 multiple-choice questions on medication management. Questions are selected from subject areas based on the Arizona Assisted Living Facility Caregiver Medication Management test plan and include questions from all the required categories as defined in the Arizona NCIA/ALFM Board of Examiners regulations.

Knowledge Exam Subject Areas

SUBJECT AREA	NUMBER OF QUESTIONS
Controlled Substances	7
Documentation	7
Error Reporting	9
Medication Administration	11
Medication Effects	4
Safety	7
Six Rights	7
State Regulations	4
Terminology	7

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.

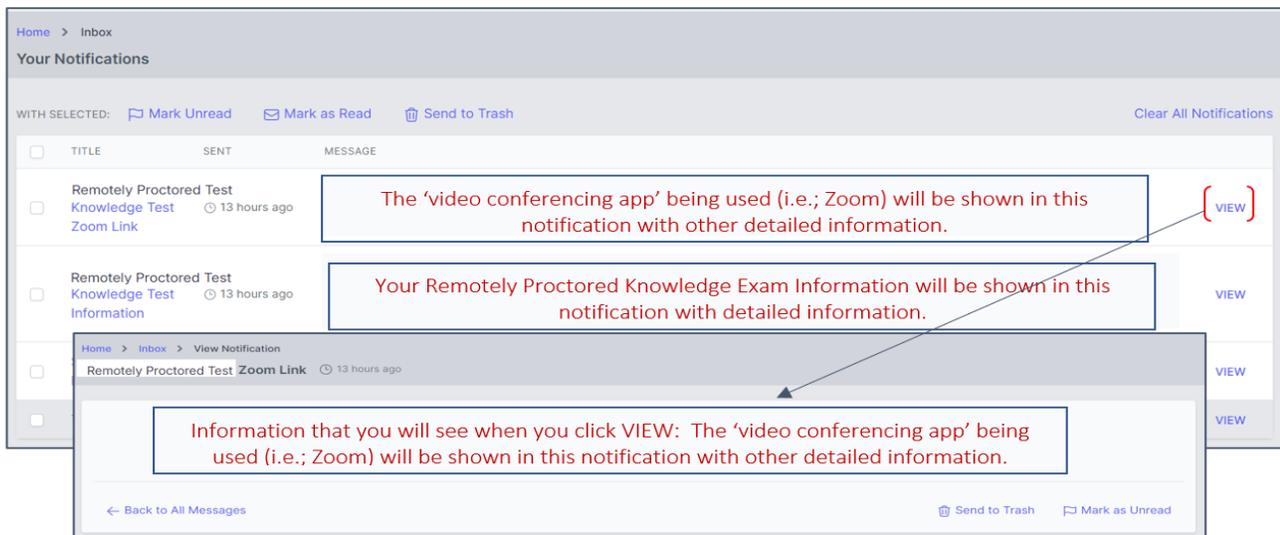
Scheduling a Remotely Proctored Knowledge Exam

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.

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.

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 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.*

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- 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.

Knowledge Exam Vocabulary Words

abandonment
abdominal thrust
absorption
abuse
ac
acetaminophen
administration
admission
adverse effect
aging process
allergic reactions
Alzheimer’s
analgesic
anaphylaxis
anemia
antacid
antibiotic
anti-coagulants
anticonvulsants
anti-emetic
antigout
antihistamines
antihypertensives
anti-inflammatory

antipsychotic
antitussive
appropriate response
arthritis
artificial tear application
aspiration
aspirin
assessment
asthma
B.M.
bacterial infections
bid
blindness
blood clot
blood clotting
blood glucose
blood pressure
blood sample
blood sugar
body mechanics
bowel program
broad spectrum
caregiver’s role

central nervous system
cholesterol
chronic pain
circulation
classification
communicable disease
communication
confidentiality
confused resident
congestive heart failure
constipation
contributing factors
controlled medication
controlled substances
converting measures
coronary artery disease
countable medication
cross-checking
crushing
DC'd
decongestants
dehydration

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delegation
dementia
depression
diabetes
diastolic
digestion
digestive system
digoxin
discharging resident
discontinued medication
discrepancy
disposal
diuretic
documentation
dose
drug clearance
drug loss
dying
ear drops
effects
electrolyte
enteric
ethics
excretion
expiration date
eye dropper
eye medication
faxed order
feeding
fever
fingerstick
fire
generic name
glucometer

glucose
gout
grieving process
gtt
habit forming
haloperidol
hand tremors
hand washing
herbal medications
high blood pressure
hormone
hs
hyperglycemia
hypertension
hypoglycemia
hypotension
hypothyroidism
ice bag
infection
infection control
infections
inflammation
inhalant medication
injections
insulin
insulin administration
insulin classification
insulin injections
insulin measurement
insulin shock
integumentary
integumentary system
interpersonal skills
itching
labeling

lancet
laxative
licensed provider order
liquid medications
low blood sugar
macular degeneration
MAR
medication administration
medication categories
medication effect
medication error
medication label
medication occurrence
medication order
medication package
medication reference
medication resource
medication sheet
medication storage
metabolic
mg
missing documentation
missing medication
muscle pain
muscle relaxant
nasal medication
needles
non-narcotic
non-verbal communication
nose drops
NSAID

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observation
ointment
ophthalmic
optic
oral medication
osteoporosis
OTC
otic
p.o.
parenteral
Parkinson's Disease
pathogen
pc
perineal care
personal care
pharmacy label
pleurisy
post mortem care
PPE
prednisone
prescription
pressure ulcers
preventing injury
privacy
PRN
psoriasis
pulse
q am
q2h
qd
qid
qod

quality control
radial
radial pulse
RDA
rectal
rectal medication
refusal
relaxant
reporting
reposition
resident
independence
resident rights
resident's families
respirations
respiratory
medications
responsibility
restraints
right resident
risk factors
role and responsibility
route
safety
scabies
seizures
sharps disposal
shaving
shearing of skin
side effect
six rights
skin
skin integrity

sliding scale
standard precautions
stat order
subcutaneous tissue
subjective information
sublingual
suicide
suppository
suspensions
symptoms
syringes
systolic
tablet disposal
temperature
tid
topical
toxic
TPR
trade name
transcription
transdermal patch
transfers
tub bath
Type I diabetes
Type II diabetes
urethral
urinary tract infection
vital signs
vitamins
wearing gloves
wheelchair safety
wrong dose

