D&S Diversified Technologies LLP

Headmaster LLP

Arizona Assisted Living Facility Caregiver

Medication Management Candidate Handbook

EFFECTIVE: October 1, 2020

Version 5

Contact Information

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Table of Contents

INTRODUCTION **1**

AMERICANS WITH DISABILITIES ACT (ADA) **1**

ADA Compliance 1

THE ARIZONA ASSISTED LIVING FACILITY CAREGIVER MEDICATION MANAGEMENT EXAM **1**

Payment Information 1
Schedule an Exam 1
Assisted Living Facility Caregiver Program Candidates *2*
Exam Check-In 3
Testing Attire 3
Identification 3
Instructions for the Knowledge Test 4
Testing Policies 4
Inclement Weather Policy 5
Security 5
Reschedules 6
Refund of Testing Fees Paid 6
Scheduled in a Test Event *6*
Not Scheduled in a Test Event *7*
No Shows 7
No Show Exceptions *7*

Test Results 8
Test Attempts 9
Retaking the Assisted Living Caregiver Test 9
Test Review Requests 9
ASSISTED LIVING FACILITY CAREGIVER AND MANAGER REGISTRY 10
Certificate of Completion 11
THE MEDICATION MANAGEMENT KNOWLEDGE EXAM 11
Knowledge Test Content 12
KNOWLEDGE TEST VOCABULARY LIST 12
NOTES: 15

Arizona Assisted Living Facility Caregiver Candidate Handbook

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Introduction

The purpose of the Arizona Assisted Living Facility Caregiver Medication Management competency evaluation program is to ensure 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 Assisted Living Facility Caregiver Medication Management competency 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) for successful completion of 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 Headmaster at (800)393-8664 or go to the Arizona Assisted Living Facility Caregiver webpage at:
https://hdmaster.com/testing/othertesting/AZ_alc/AZ_ALC_Home.htm.
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

If you have a qualified disability, you may request special accommodations for examination. Accommodations must be approved by the Arizona NCIA/ALFM Board of Examiners in advance of examination. The request for ADA Accommodation Form 1404AC is available on the Arizona Caregiver webpage under the Candidate Forms column at:
https://hdmaster.com/testing/othertesting/AZ_alc/acformpages/acforms/Fillable%20ADARequestForm1404AC.pdf.
This form must be submitted to Headmaster with required documentation listed on the second page of the ADA application in order to be reviewed for a special accommodation.

The Arizona Assisted Living Facility Caregiver Medication Management Exam

Payment Information

Exam Description	Price
Knowledge Test or Retake	$65

Schedule an Exam

In order 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 Headmaster by their training program.

Assisted Living Facility Caregiver Program Candidates

Your training program will enter your initial training information into the WebETest© database. Your training program instructor/program will verify the name entered into WebETest© against the identification you will present when you sign in at a test event. Your ID must be a US government issued, photo bearing ID. You should receive a verification form during your training to sign, attesting to the fact that there is an exact match. If you discover your ID name doesn't match your name as listed in WebETest©, please call Headmaster at (800)393-8664. Once your instructor or training program enters the date you successfully complete training into WebETest©, you may schedule your exam date online at https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/login?StateAbbrv=AC&logtype=Schedule, with your secure Test ID# and Pin# provided to you by your training program or from Headmaster at (800)393-8664.

Securely processed Visa or MasterCard credit card or debit card information is required when scheduling online. After paying, you will be able to schedule and/or reschedule up to 1 full business day prior to 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 login with any Internet connected device.

To change or reschedule your test date, login to the Arizona Caregiver webpage at:
https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/login?StateAbbrv=AC&logtype=Schedule

Or click on Schedule/Re-Schedule under the "Candidate Forms" column at:
https://hdmaster.com/testing/othertesting/AZ_alc/AZ_ALC_Home.htm, and log in with your secure Test ID# and Pin# to update no less than 1 full business day before your scheduled test date. If you are unable to schedule/reschedule on-line, please call Headmaster at (800)393-8664 for assistance.

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

You may also schedule a test date by mailing to Headmaster a paper Scheduling and Payment Form 1402AC, https://hdmaster.com/testing/othertesting/AZ_alc/acformpages/acforms/1402AC.pdf, indicating your test date choices along with your payment made payable to Headmaster (money order, cashier's check, facility check, Visa or MasterCard). No personal checks or cash are accepted.

Complete your Scheduling and Payment Form 1402AC by including first and second date choices for your testing. Please keep in mind we need lead time to prepare and ship tests. Therefore, we cannot schedule you for a test date if we do not receive your form at least eight business days prior to your requested test date. Saturdays, Sundays and Holidays are not counted as business days. All Headmaster forms can be found on the Arizona Caregiver webpage at:

https://hdmaster.com/testing/othertesting/AZ_alc/AZ_ALC_Home.htm

Please note: Forms with missing information, payment or signatures will be returned to the candidate.

If you fax your Headmaster forms, a credit card payment is required and a $5 Priority Fax Service Fee applies. If we are able to schedule you to test within 8 business days of your requested test date a $15 Express Service Fee and/or a $39.50 Overnight Express Shipping Fee per candidate may apply. We do not accept personal checks or cash for testing fees. We accept Money Orders, Cashier's Checks, Facility Checks, MasterCard or Visa cards.

You can also view your confirmation notice any time by logging into your WebETest© account with your secure Test ID# and Pin#, at:
https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/login?StateAbbrv=AC&logtype=Schedule
You should have received your Test ID and PIN#'s from your training program, or you may call Headmaster at (800)393-8664.

HEADMASTER does not send postal mail test confirmation letters to candidates.

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already scheduled your test. Regional test seats are open to all candidates. Regional test dates are posted on the Arizona Caregiver webpage at:
https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/schedule?StateAbbrv=AC
Or click on the "Three Month Test Schedule" or "Printer Friendly Test Schedule" under the Candidate Forms column at: https://hdmaster.com/testing/othertesting/AZ_alc/AZ_ALC_Home.htm. Be sure to read the important notes at the top of the first calendar.

If you have any questions regarding your test scheduling, call Headmaster at (800)393-8664, Monday through Friday 8:00AM to 6:00PM Mountain Standard time.

When a candidate is scheduled by Headmaster, we will notify the candidate via email of their test date and time. If you do not receive an email from Headmaster within 5 business days of sending us your scheduling request and payment, call us immediately or if after business hours, leave us a message on the answering machine at (800)393-8664.

Exam Check-In

You need to arrive at your confirmed test site between 20 to 30 minutes before your exam is scheduled to start. (*For example*: If your test start time is 8:00AM – you need to be at the test site for check-in no later than 7:30 to 7:40AM.) If you arrive late, you will not be allowed to test.

Testing Attire

There is not a mandated dress code, however, please dress appropriately (no revealing clothing).

Identification

You must bring a **US GOVERNMENT ISSUED, PHOTO-BEARING FORM OF IDENTIFICATION**. Examples of the forms of US government issued, photo ID's that are acceptable 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 (Foreign Passports *are not* acceptable)
- Military Identification Card (that meets all requirements)
- Alien Registration Card (that meets all requirements)
- Tribal Identification Card (that meets all requirements)
- Work Authorization Card (that meets all requirements)

Please note: A driver's license or state-issued ID card that has a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID. You will not be admitted for testing and you will be considered a NO SHOW. You will forfeit your testing fees and have to pay for another exam date.

The **FIRST** and **LAST** names listed on the ID presented to the RN Test Observer during sign-in at your test event ***MUST EXACTLY MATCH*** the FIRST and LAST names that were entered in the AZ Assisted Living Caregiver database by your training program. You may call Headmaster at (800)393-8664 to confirm that your name of record matches your US government issued ID, or log in to the AZ Caregiver webpage at: https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/login?StateAbbrv=AC&logtype=Schedule using your secure Test ID# and PIN# to check on or change your demographic information.

It is recommended that you print out, read and bring your test confirmation notice with you on your test day, although it is not required for test admission**.**

Please note: You will not be admitted for testing if you do not bring proper ID, your ID is invalid (*see note above) or if your FIRST and LAST printed names on your US government issued photo ID do not match your current name of record. You will be considered a NO SHOW. You will forfeit your testing fees and have to pay for another exam date.

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

Instructions for the Knowledge Test

Test instructions for the knowledge test will be provided in written format in the waiting area when you sign-in for your test.

These instructions detail the process and what you can expect during your exam. Please read the instructions ***before*** entering the knowledge test 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 you questions about the instructions you read when you enter the knowledge test room.

Testing Policies

The following policies are observed at each test site—

- Plan to be at the test site up to four (4) hours as you may be rotated through the testing process depending on the number of candidates testing.
- 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 and any exam fees paid *will NOT be refunded*.
- If you do not bring 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 printed names on your ID do not match your current name of record, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*. You must re-pay your testing fees on-line in your own record using your ID and PIN# or submit Form 1402AC (Scheduling and Payment Form) to schedule another exam date.
- Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices and personal items (such as briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in the testing room. You will be informed by the testing team of the designated area to place your personal items and electronic devices and you are to collect these items when you complete your test(s).

- All electronic devices must be **turned off**. Any smart watches or fitness monitors must be removed from your wrist.
- Anyone caught using any type of electronic recording device during testing will be removed from the testing room(s), forfeit all testing fees 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.
- No translation dictionaries are allowed, either paper format or electronic.
- 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 discovered causing a disturbance of any kind, engaging in any kind of misconduct or try to take any notes or testing materials from the testing room, you will be dismissed from the exam and reported to your training program and the Arizona NCIA/ALFM Board of Examiners.
- Test sites, RN Test Observers and Knowledge Test Proctors are not responsible for candidate personal belongings at the test site.
- No visitors, guests, pets (including companion animals) or children are allowed.
- ***Please review this Arizona Assisted Living Facility Caregiver Medication Management Candidate Handbook before your test day for any updates to testing and/or policies.***

Inclement Weather Policy

If an exam date is cancelled due to weather or other unforeseen circumstances, Headmaster staff will make every effort to contact you using the contact information we have on file 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.

Security

If you refuse to follow directions, use abusive language or disrupt the examination environment, your test will be stopped and scored as a failure. You will be dismissed from the testing room and will forfeit any testing fees paid and a report of your behavior will be given to the Arizona NCIA/ALFM Board of Examiners. 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 the Arizona NCIA/ALFM Board of Examiners and is subject to prosecution to the full extent of the law. Your test will be scored as a test failure and you will forfeit any testing fees paid. You will not be allowed to retest for a minimum period of six (6) months. You will need to obtain permission from Arizona NCIA/ALFM Board of Examiners in order to be eligible 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 failure. You will forfeit any testing fees paid. You will be reported to the Arizona NCIA/ALFM Board of Examiners and you may need to obtain permission from the Arizona NCIA/ALFM Board of Examiners in order to be eligible to test again.

Reschedules

All candidates are entitled to *one* free reschedule any time up until **one (1) business day** preceding a scheduled test day, **excluding** Saturdays, Sundays and Holidays. Additional reschedules are subject to a $35 fee that must be paid in full prior to a reschedule taking place.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date online at:

https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/login?StateAbbrv=AC&logtype=Schedule.

- Example: If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to reschedule by close of business the Thursday before your scheduled exam. Headmaster is open until 6:00PM Mountain time. The Friday before a scheduled test date on a Saturday, Sunday or Monday is considered the business day before your scheduled exam and a reschedule would not be granted on the Friday.

Scheduled test date is on a:	**Reschedule by 6 pm Mountain Standard Time on 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

Please 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 Caregiver test at all.

Scheduled in a Test Event

1) If you are scheduled in a test event, a refund request of testing fees paid must be made in writing at least **one (1) full business day** prior to your scheduled test event (excluding Saturdays, Sundays and Holidays). We accept faxed, (406)442-3357, or emailed, hdmaster@hdmaster.com, requests for refunds. No phone calls will be accepted.

   Example: If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to request a refund by close of business the Thursday before your scheduled exam. Headmaster is open until 6:00PM Mountain time. The Friday before a scheduled test date on a Saturday, Sunday or Monday is considered the business day before your scheduled exam and a refund would not be granted on the Friday.

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 payment of testing fees with Headmaster. Any requests for refunds made beyond the 30 days of payment of testing fees with Headmaster will not be issued.

Not Scheduled in a Test Event

1) Refund requests must be made within thirty (30) days of payment of testing fees with Headmaster. Any requests for refunds made beyond the 30 days of payment of testing fees with Headmaster will not be issued.
2) Refund requests must be made in writing. We accept faxed, (406)442-3357, or emailed, hdmaster@hdmaster.com, requests for refunds. 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 fee.

No Shows

If you are scheduled for your exam and do not show up without notifying Headmaster at least one (1) full business day prior to your scheduled testing event, **excluding** Saturdays, Sunday, and Holidays, OR if you are turned away for lack of proper identification, or any other reason to deem you ineligible to test, you will be considered a **NO SHOW.** 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 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 and 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 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**: Headmaster must be contacted within one business day via phone call, fax or email and a tow bill or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3 business day time frame you will have to pay as though you were a No Show.

- **Medical emergency**: Headmaster must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within **three (3) business days** of the missed exam date**.** If we do not receive proof within the 3 business day time frame you will have to pay as though you were a No Show.

- **Death in the family**: Headmaster must be contacted within one business day via phone call, fax or email and an obituary for **immediate family only** submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7 business day time frame, you will have to pay as though you were a No Show. (Immediate family is parents, grand and great-grand parents, siblings, children, spouse or significant other.)

Test Results

After you have completed the Knowledge Test, your test results will be officially scored and double checked. Official test results are available to you, and can be printed, after 6:00PM Mountain Standard time the day tests are scored. See instructions to access your test results online.

You will be emailed your test results to the email in your record after your test has been officially scored. Your device must have an RTF reader to open emailed test results.

HEADMASTER does not send postal mail test result letters to candidates.

To check your test results online, go to https://www.dandsdiversifiedtech.com/AC/ACCNA_LoginResults.html:

1) Type in your social security number
2) Type in your test date
3) Type in your birth date
4) Click on Submit Score Report Request

Or, you may access your results at the Arizona Caregiver webpage at:
https://hdmaster.com/testing/othertesting/AZ_alc/AZ_ALC_Home.htm

Click on On-Line Test Results, which will link you to the same page as shown above.

Test Attempts

You have **three attempts** to pass the knowledge exam. There is no expiration date on the time frame from completion of training to testing. If you fail the knowledge exam three 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 caregiver examinations.

- An attempt means checking in for the competency evaluation and receiving the knowledge test booklet. If a candidate decides to not complete the test after receiving the knowledge test booklet the attempt will be scored as a failure.

Retaking the Assisted Living Caregiver Test

In the event that 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 on-line with your secure Test ID# and Pin# at:
https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/login?StateAbbrv=AC&logtype=Schedule
You will need to pay with a VISA or MASTERCARD before you are able to schedule. Call Headmaster at (800)393-8664 if assistance is needed or to get your ID# and Pin#.

You may schedule a re-test by completing the Scheduling and Payment Form 1402AC available by direct link at:
https://hdmaster.com/testing/othertesting/AZ_alc/acformpages/acforms/1402AC.pdf

Or on the Arizona Caregiver webpage at:
https://hdmaster.com/testing/othertesting/AZ_alc/AZ_ALC_Home.htm, click on the Scheduling and Payment Form 1402 under the "Candidate Forms" column.

- Fill out Exam types and Fee payment on a new Scheduling and Payment Form 1402AC and choose test dates from the Three Month Test Schedule (https://www.dandsdiversifiedtech.com/cgi-bin/CGIRegMaster/schedule?StateAbbrv=AC) and write them on the Scheduling and Payment Form 1402AC under Option 1 (Regional Test Site Schedule).
- You will need to submit your Scheduling and Payment Form 1402AC to Headmaster either by fax at (406)442-3357 ($5.00 extra fax fee applies), email at hdmaster@hdmaster.com (scan or image and attach) or mail to P.O. Box 6609, Helena, MT 59604.

If you need assistance scheduling your re-test, please call Headmaster at (800)393-8664. We are able to 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 condition of your testing. **There is a $25 test review deposit fee.** To request a review, you must submit the Scheduling and Payment Form 1402AC, check the Test Review Fee of $25 (cashier's check, money order, credit [Visa or MasterCard only] or debit card with expiration date) and a detailed explanation of why you feel your dispute is valid via email, fax or mail **within three (3) business days** from official scoring of your test (excluding Saturdays, Sundays and Holidays). Late requests will be returned and will not be considered.

Please call Headmaster at (800)393-8664 and discuss the test outcome you are questioning before committing to sending the $25 test review request deposit fee. Many times, once you have further details about the

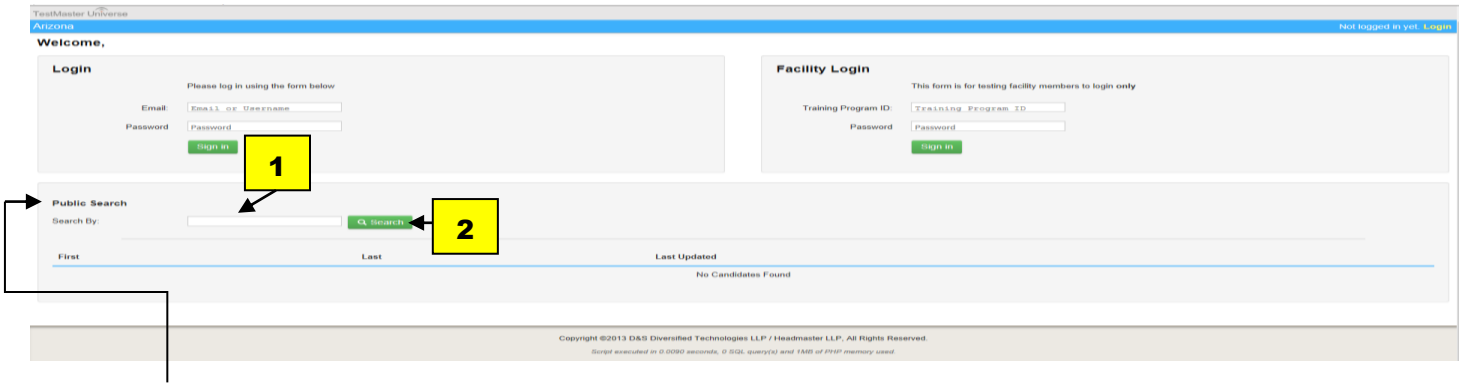
scoring of your test, you will understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with Headmaster staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

The likely outcome of your review will determine who pays for your re-test. If the results of the review are in your favor, Headmaster will pay your re-test fee. Headmaster will review your detailed recollection, your knowledge test markings and will re-check the scoring of your test and may contact you and/or the RN Test Observer for any additional recollection of your test. After a candidate reaches the age of 18, Headmaster will only discuss test results or test disputes with the candidate or the candidate's training program/instructor. Headmaster will not review test results or disputes with family members or anyone else on behalf of the candidate once the candidate is 18 years of age. Headmaster will complete your review request within 10 business days of the receipt of your timely review request and will email the review results to your email address and to the Arizona NCIA/ALFM Board of Examiners.

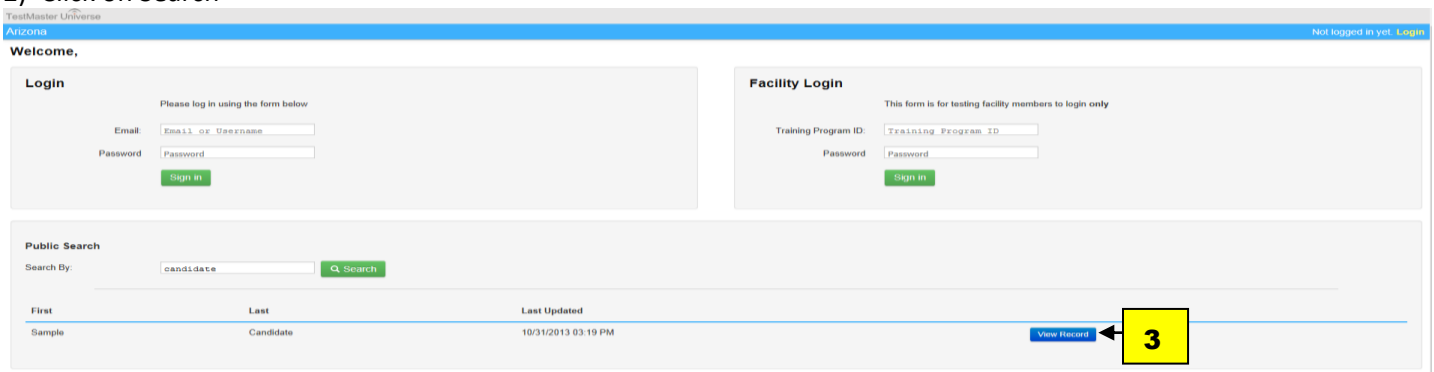
Assisted Living Facility Caregiver and Manager Registry

After you have successfully passed the Knowledge Test, 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.

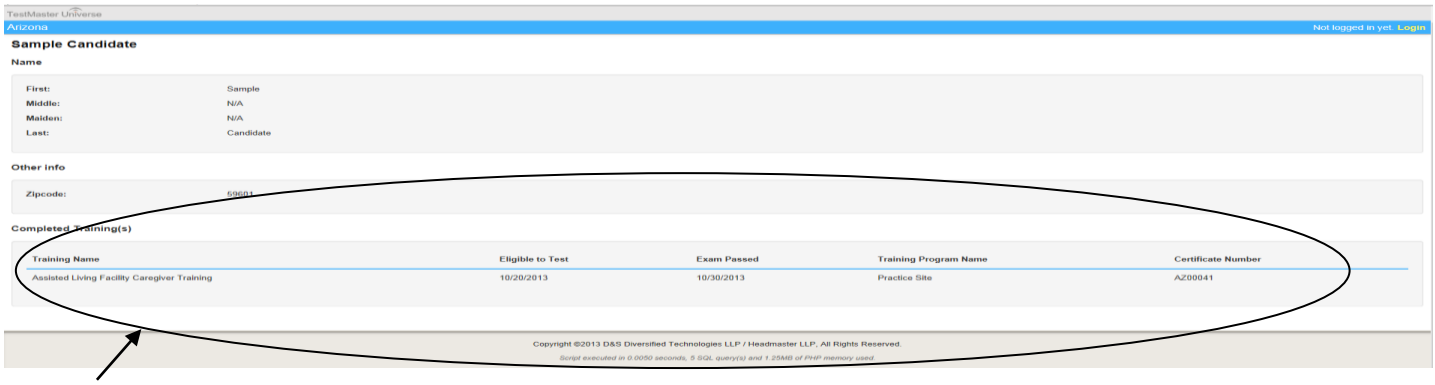
The Assisted Living Facility Caregiver and Manager Registry can be accessed at: https://az.tmuniverse.com under PUBLIC SEARCH, type in your last name and click SEARCH:



1) Under PUBLIC SEARCH - Type in the LAST NAME of the candidate you wish to verify has completed training
2) Click on Search



3) Click on VIEW RECORD



Completed training information is shown to verify the candidate has completed the required training.

Training Name – Assisted Living Facility Caregiver Training OR Assisted Living Facility Manager Training
Eligible to Test – this is the date the candidate was ELIGIBLE TO TEST (completed the course requirements)
Exam Passed – this date is the date the candidate passed the exam and is the ***COMPLETION OF COURSE DATE***
Training Program Name – the name of the training program where the candidate completed their training
Certificate Number – the number that will be on the candidate's completion certificate

Certificate of Completion

Once candidates successfully pass their Assisted Living Facility Caregiver 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 PUBLIC SEARCH on the Assisted Living Facility Caregiver and Manager Registry or they may call 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 hand out materials and give instructions for taking the Knowledge Test. You will have a maximum of ninety (90) minutes to complete the 63 question Knowledge Test. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Test (such as "What does this question mean?") For paper tests, fill in only one oval on the answer sheet for each question. Do not mark in the testing booklet. Marks in the test booklet will not be accepted as answers. Your answers must appear on the separate scan form answer sheet. **You must have a score of 75% or better to pass the knowledge portion of the exam.**

- For paper Knowledge tests, you must bring several sharpened Number 2 pencils with erasers. Do not bring or use ink pens.

Electronic testing called WebEtest© using Internet connected computers is utilized at several sites in Arizona. For electronic tests, the Knowledge test portion of your exam will be displayed on a computer screen for you to read and key in your answers. Testing online with WebEtest© allows next business day scoring of tests and eliminates examination material shipping time so test results are available days sooner than with traditional paper and pencil testing.

Per the Arizona NCIA/ALFM Board of Examiners, translation dictionaries are 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 the Arizona NCIA/ALFM Board of Examiners.

Knowledge Test Content

The Knowledge Test consists of 63 medication management multiple-choice questions. 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. The subject areas are as follows:

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

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Knowledge Test Vocabulary List

absorption	anemia	antipsychotic
abuse	antacid	antipsychotics
ac	antibiotic	antitussive
acetaminophen	anti-coagulants	arthritis
administration	anticonvulsants	artificial tear application
adverse effect	antiemetic	aspiration
allergic reactions	antigout	aspirin
analgesic	antihistamines	assessment
anaphylactic	antihypertensives	asthma
anaphylaxis	anti-inflammatory	B.M

- bacterial infections
- bid
- blood clot
- blood clotting
- blood glucose
- blood pressure
- blood sample
- blood sugar
- broad spectrum
- central nervous system
- central nervous system stimulants
- cholesterol
- chronic pain
- circulation
- classification
- communicable disease
- confidentiality
- congestive heart failure
- constipation
- contributing factors
- controlled medication
- controlled substances
- coronary artery disease
- countable medication
- cross checking
- crushing
- DC'd
- decongestants
- dehydration
- delegation
- depression
- diabetes
- digestion
- digestive system
- digoxin
- discontinued medication
- discrepancy
- disposal
- diuretic
- documentation
- dose
- drug clearance
- drug loss
- ear drops
- edema
- effects
- electrolyte
- enteric
- excretion
- expiration date
- eye dropper
- eye medication
- faxed order
- fever
- fingerstick
- generic name
- glucometer
- glucose levels
- glucose management
- gout
- gtt
- habit forming
- haloperidol
- hand washing
- herbal medications
- high blood pressure
- hormone
- hormones
- hs
- hyperglycemia
- hypertension
- hypoglycemia
- hypotension
- hypothyroidism
- infection control
- infections
- inflammation
- inhalant medication
- injection site
- injections
- insulin
- insulin administration
- insulin classification
- insulin injection sites
- insulin measurement
- insulin shock
- integumentary
- itching
- labeling
- lancet
- laxative
- licensed provider order
- liquid medications
- low blood sugar
- macular degeneration
- MAR
- medication administration
- medication administration process
- medication categories
- medication effect
- medication effects
- medication error
- medication label
- medication occurrence
- medication order
- medication package
- medication reference
- medication resource
- medication sheet
- medication storage
- metabolic
- metabolism
- mg
- missing documentation
- missing medication
- muscle pain
- muscle relaxant
- nasal medication

needles
non-narcotic
nose drops
NSAID
observation
ointment
opthalmic
opthalmic ointment
optic
oral medication
osteoporosis
OTC
OTC medications
otic
p.o
parenteral
Parkinson's Disease
pathogen
pc
pharmacy label
pleurisy
prednisone
prescription
prescription warnings
PRN
psoriasis
pulse
q am
q2h
qd
qid
qod

quality control
radial pulse
RDA
rectal medication
refusal
relaxant
reporting
resident rights
respirations
respiratory medications
responsibility
right resident
risk factors
role and responsibility
route
safety
scabies
sedatives
seizures
sharps disposal
side effect
side effects
six rights
skin patches
skin rashes
sliding scale
standard precautions
stat order
subcutaneous tissue
subjective information
sublingual
suppository

suspensions
symptoms
syringes
systolic
tablet disposal
temperature
tid
topical
toxic
TPR
trade name
transdermal patch
Type I diabetes
Type II diabetes
urinary tract infection
vitamins
wearing gloves
wrong dose

Notes: