D&S Diversified Technologies LLP

Headmaster LLP

Arizona Assisted Living Facility Manager

CANDIDATE HANDBOOK

February 1st, 2026

VERSION 10

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D&S Diversified Technologies (D&S DT) – Headmaster

Email: arizona@hdmaster.com

Arizona CGFM TMU©: azcg.tmutest.com

Website: www.hdmaster.com

(800) 393-8664 | (888)401-0462

HEADMASTER

TMU©

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test • name and address changes • the Assisted Living Facility Caregiver/Manager Registry ..... **(800) 393-8664**

Questions regarding: Assisted Living Facility Manager Completion of Course ..... **(602) 364-2374**

D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP PO Box 6609 Helena, MT 59604-6609 Email: arizona@hdmaster.com Website: www.hdmaster.com	*Monday through Friday* *6:00AM – 5:00PM* *Mountain Time Zone* Arizona Caregiver/Facility Manager TMU© Webpage: **azcg.tmutest.com**	Phone #: (800) 393-8664 Phone #: (800) 401-0462 Fax #: (406) 442-3357
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@azncia board.us Website: http://www.azncia board.us/	*Monday through Friday* *8:00AM –5:00PM* *Local Time*	Phone #: (602) 364-2374

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INTRODUCTION

The Arizona Assisted Living Facility Manager competency evaluation program ensures that candidates seeking to become Assisted Living Facility Managers in Arizona understand state standards and demonstrate entry-level knowledge sufficient to perform the job.

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

The Arizona NCIA/ALFM Board of Examiners has approved HEADMASTER, LLP to provide knowledge tests and scoring services for the Assisted Living Facility Manager knowledge test. For questions not answered in this handbook, please contact D&S Diversified Technologies (D&SDT)-HEADMASTER at (800) 393-8664 or the Arizona Assisted Living Facility Manager web page 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 assisted living facility manager certification examination. 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 the examination. D&SDT-HEADMASTER must approve accommodations in advance of the examination. Complete the ADA Accommodation Request Application found on the Arizona Caregiver and Manager TMU© main page under 'APPLICATIONS' to be reviewed for accommodation.

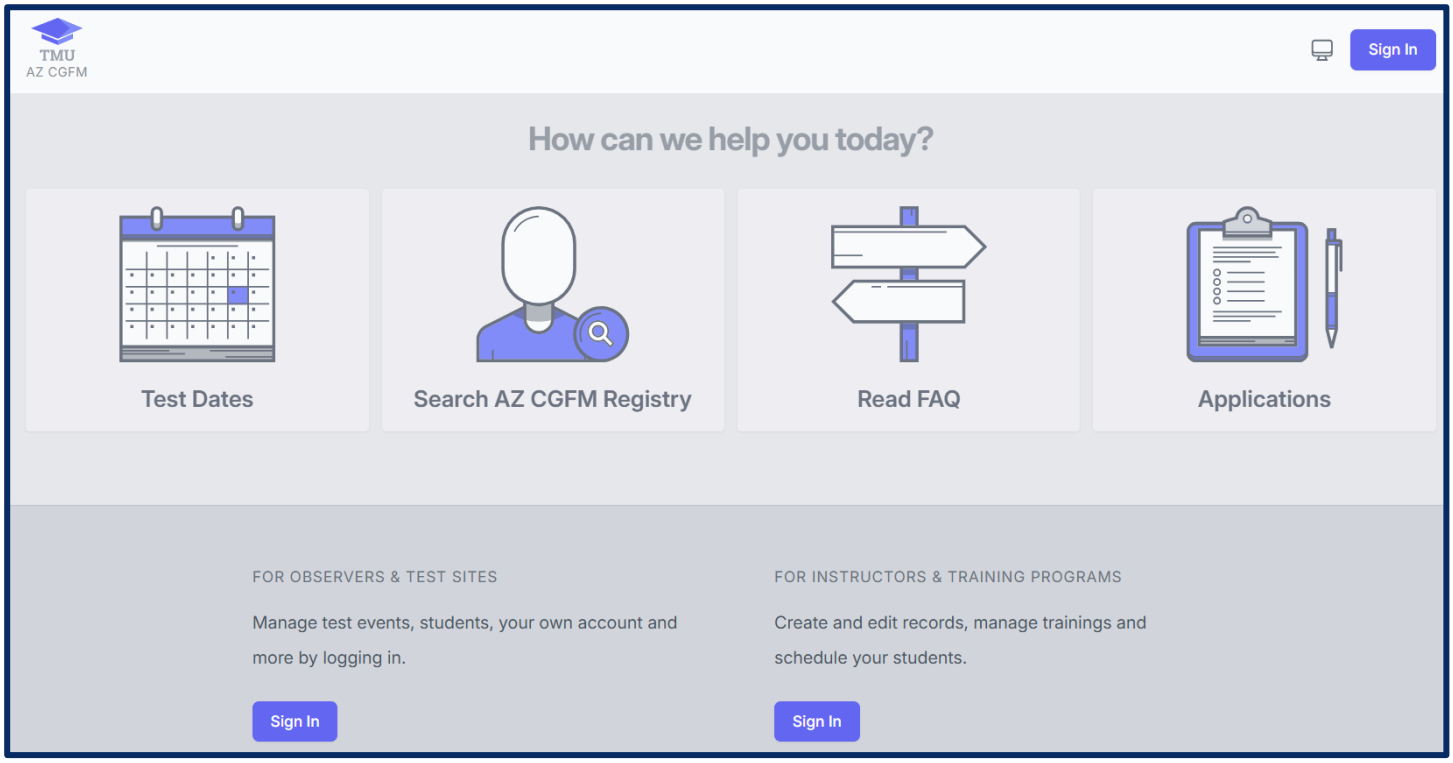
ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT-HEADMASTER will email you if any additional documentation or information is required, using the email address associated with your TMU© account.

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

ARIZONA ASSISTED LIVING FACILITY CAREGIVER/FACILITY MANAGER TESTMASTER UNIVERSE© (TMU©)

Arizona CGFM TMU© Home Page

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



→ *Click on 'Test Dates' to see the calendar of available test events and their location*

→ *Click 'Search AZ CGFM Registry' to search the Registry*

→ *Click on 'Read FAQ' for frequently asked questions*

→ *Click on 'Applications' for frequently used applications*

Complete your TMU© Account

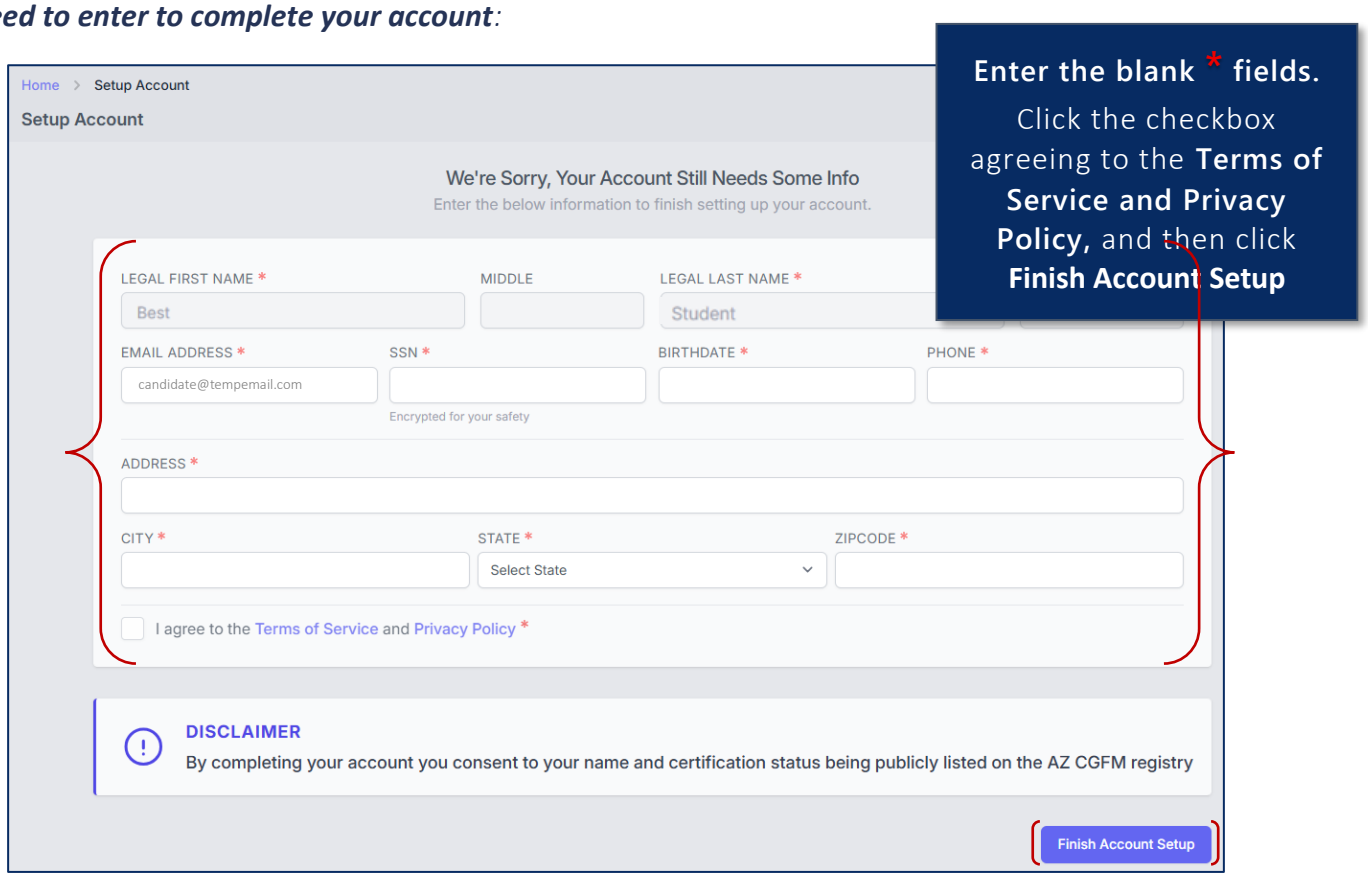
Your training program will enter your initial registration information in D&SDT-HEADMASTER's Arizona CGFM TestMaster Universe (TMU©) software.

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 denial of access to testing. You will be marked as a no-show for your event and will forfeit your testing fees.

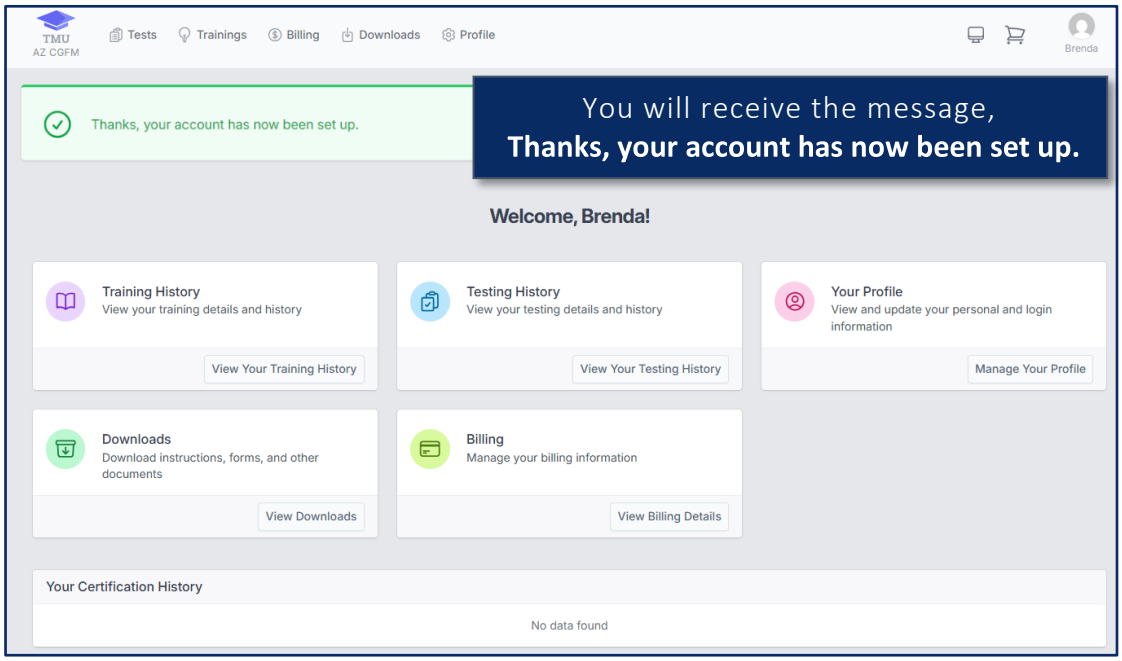
- Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your account, update your password, and complete your demographic information. **This must be done before scheduling a test event**

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

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



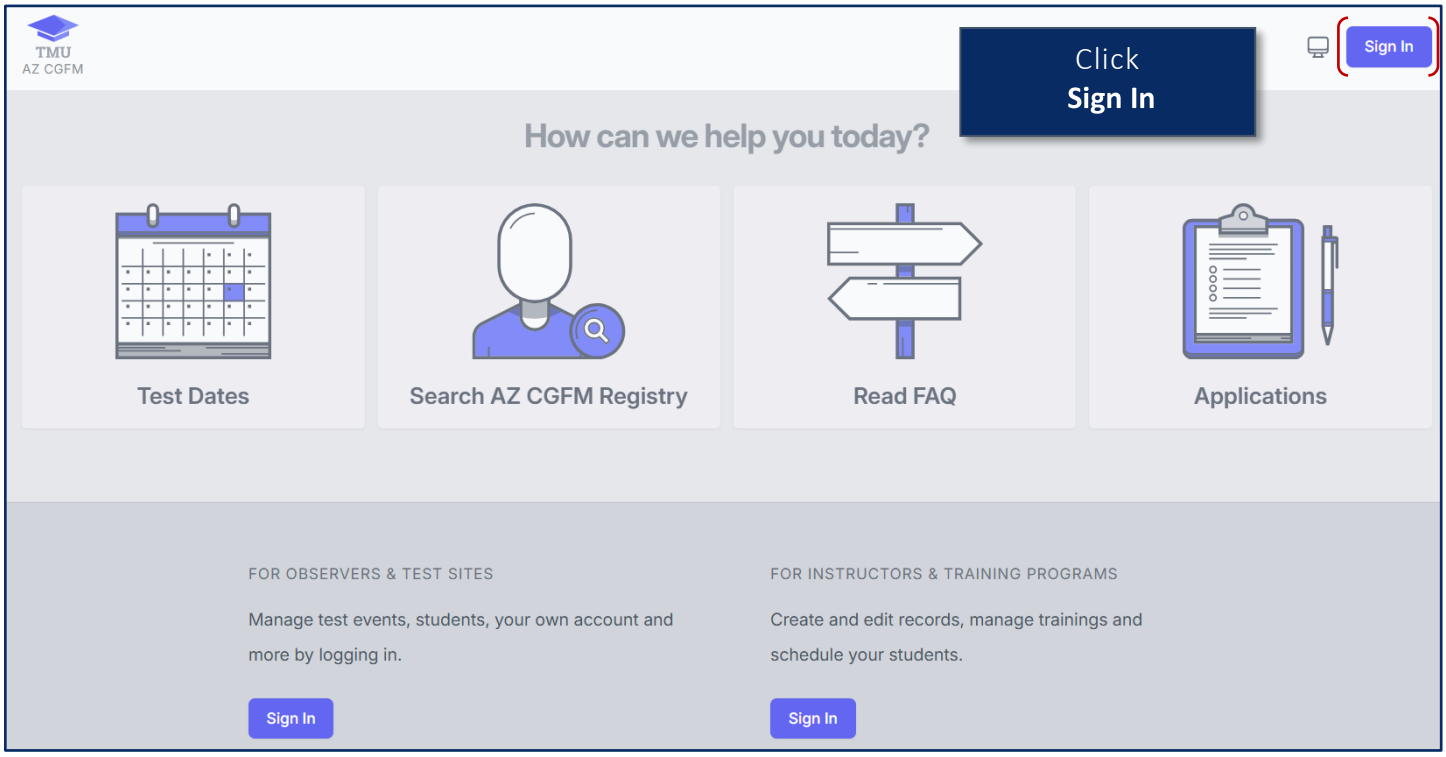
This is the candidate's home page:

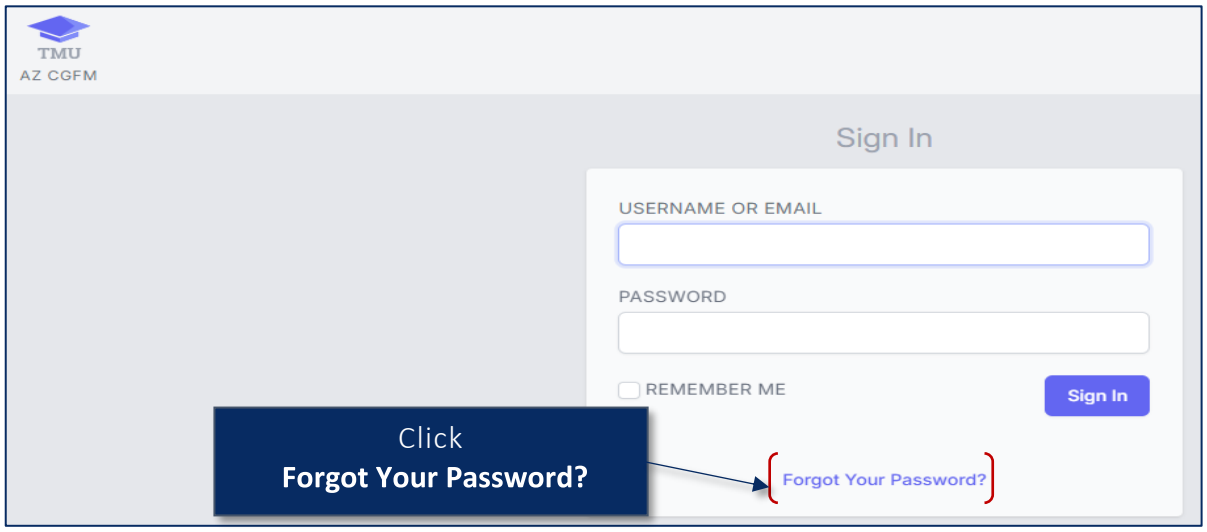


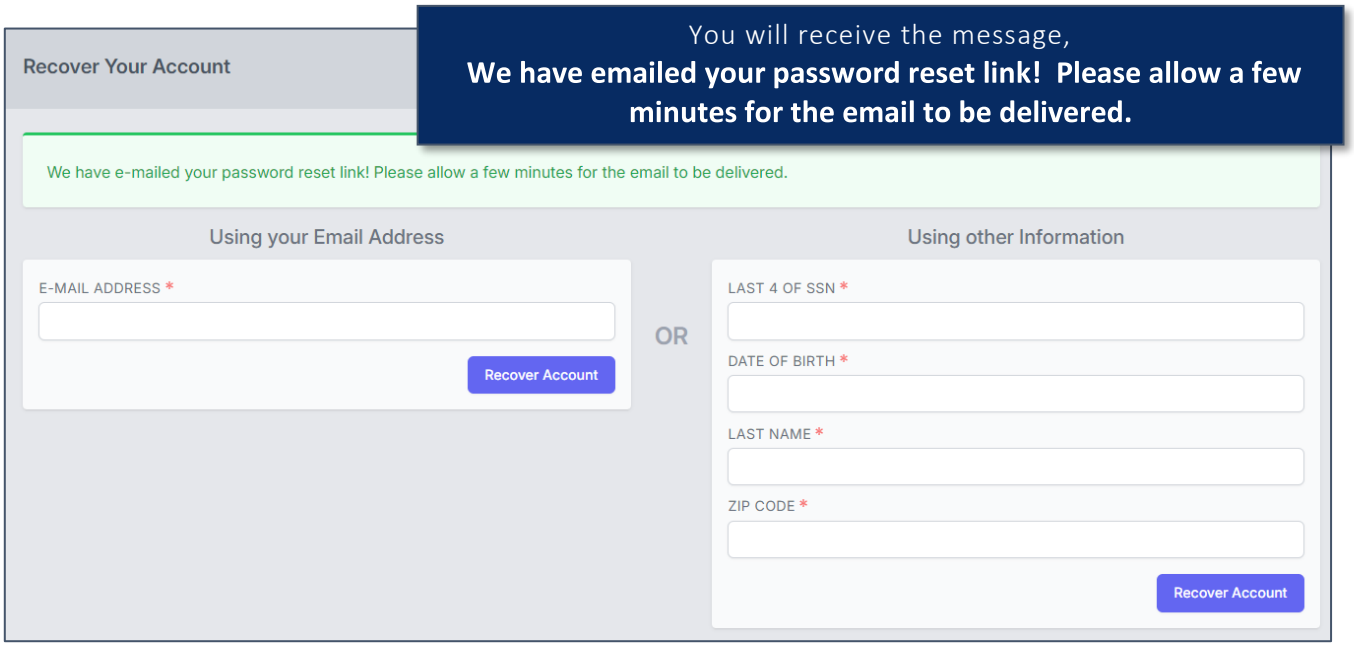
Forgot your Password and Recover your Account

If you do not remember your password, follow the instructions with screenshots in this section.

Go to **azcg.tmutest.com**.





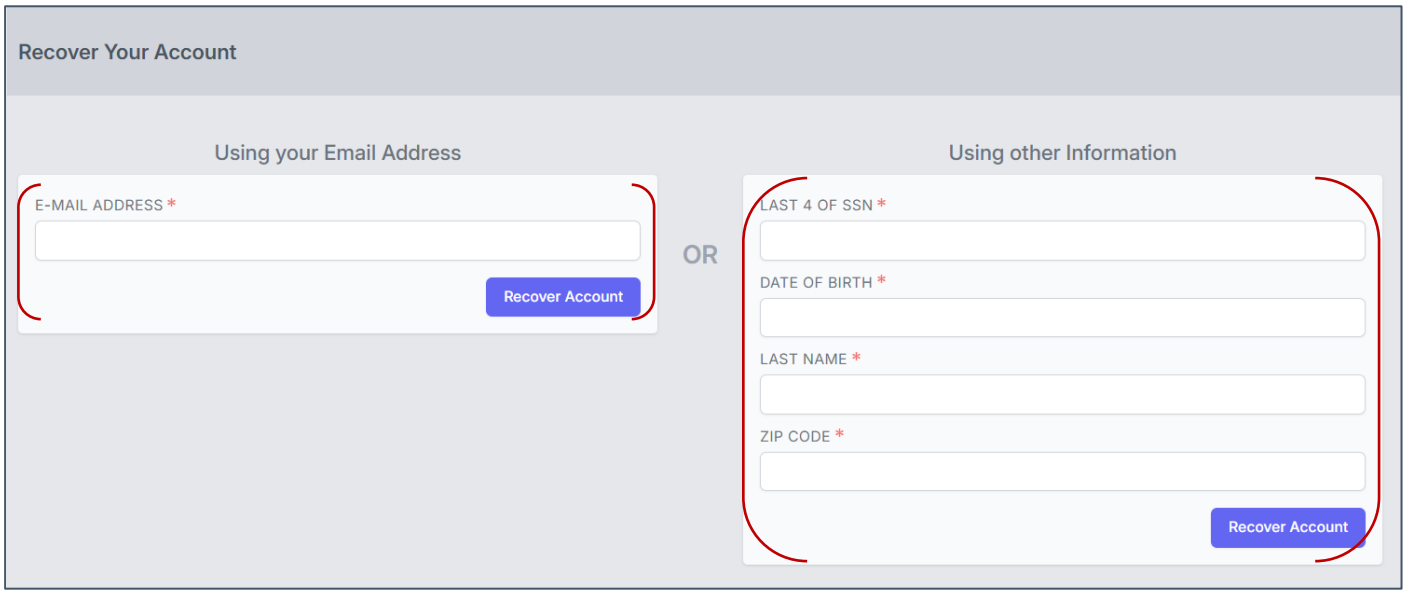


You will receive the message,
We have emailed your password reset link! Please allow a few minutes for the email to be delivered.

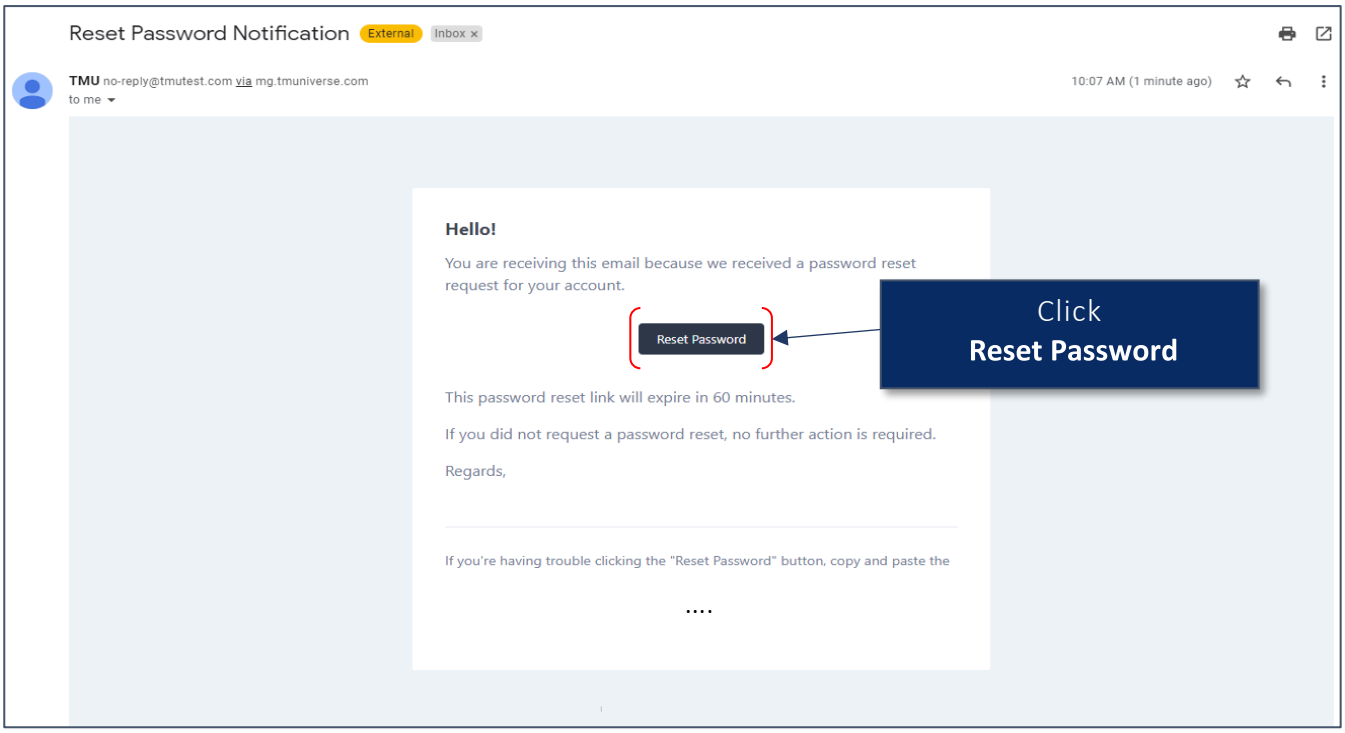
Type in your Email Address
Click **Recover Account**

- An email with the reset link will be sent to you.
- Click on the reset link in your email to reset your password.

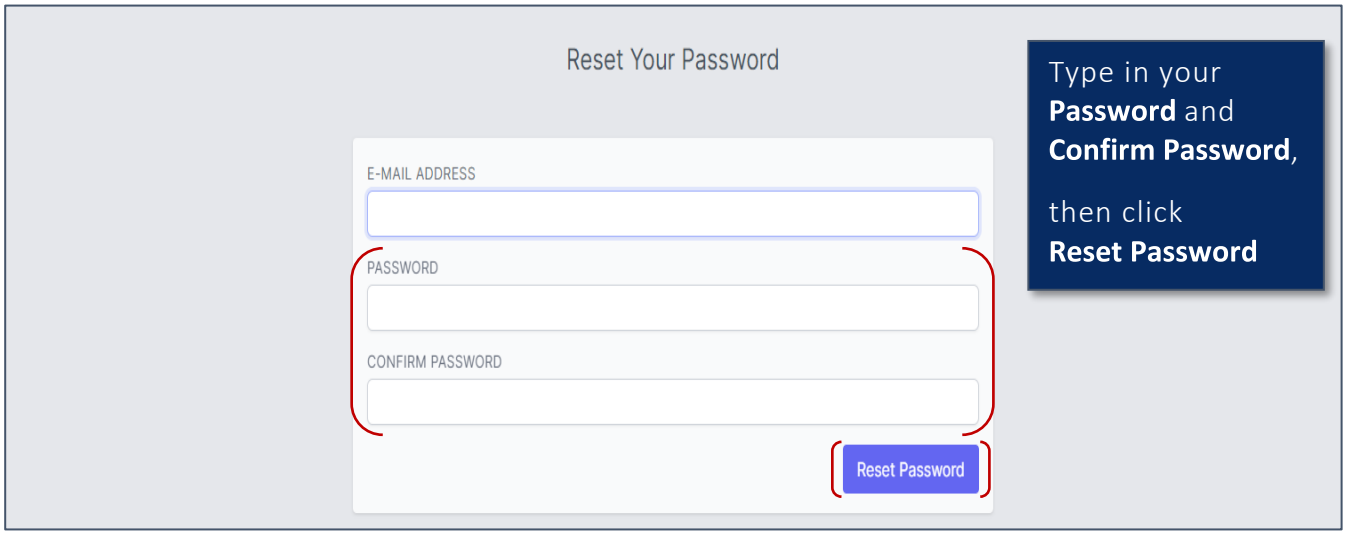
(-OR- You can type in the requested data under **Using other Information** if you have already updated your demographic information in your account)
Click **Recover Account**



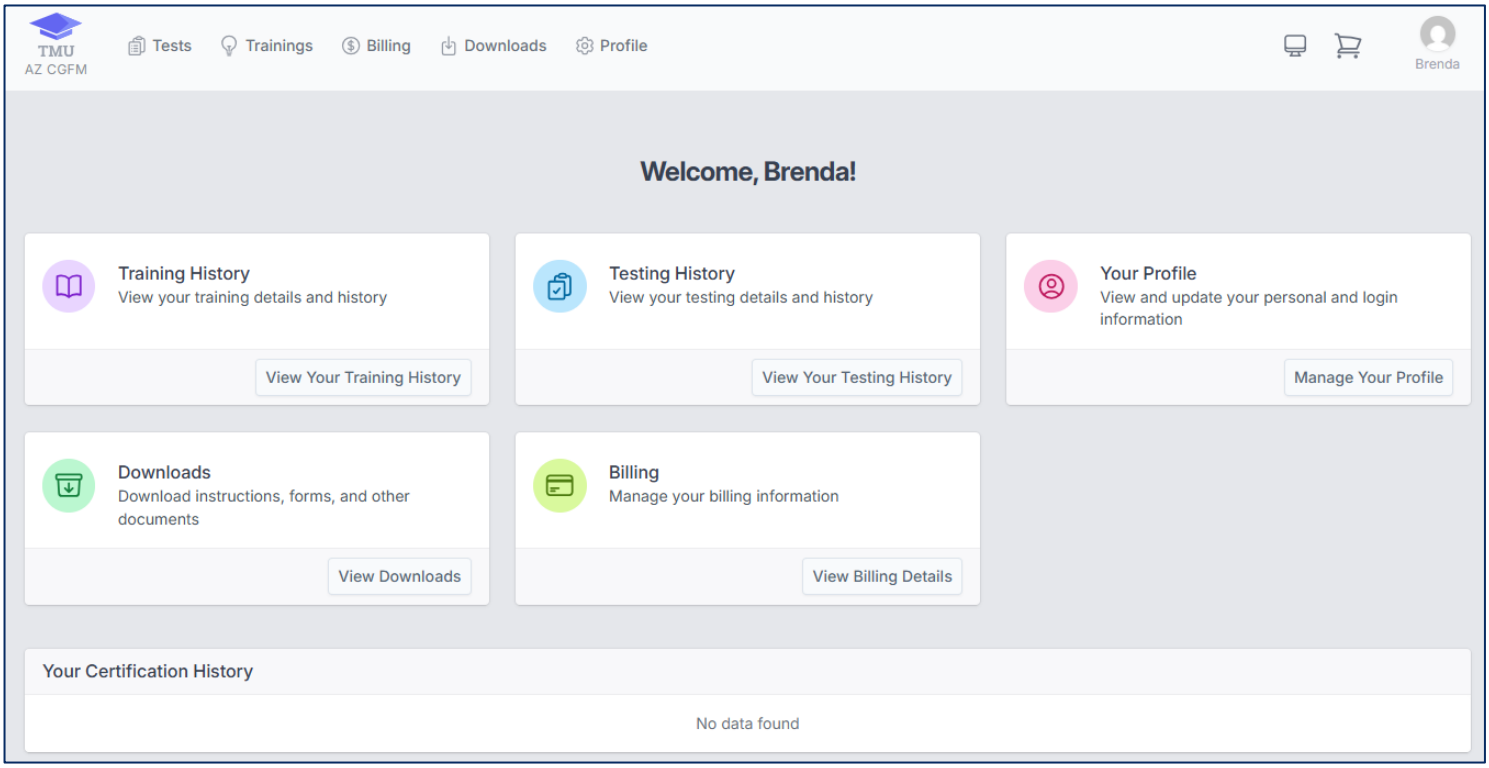
This is what the email will look like (check your junk/spam folder for the email):



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



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



THE ARIZONA ASSISTED LIVING FACILITY MANAGER EXAM

Payment Information

Exam Description	Price
Knowledge Exam *-or- Knowledge Retake*	**$125.00**

Schedule an Arizona Assisted Living Facility Manager Exam

Assisted Living Facility Manager Program Candidates

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

Once your completed record is in the D&SDT-HEADMASTER TestMaster Universe© (TMU©) database, you may pay your testing fees and schedule your exam date online at the Arizona CGFM TMU© web page using your email and password (see instructions under **Forgot your Password and Recover your Account**, **Self-Pay of Testing Fees**, and **Schedule/Reschedule a Test Event**). Securely processed Visa or MasterCard credit/debit card information is required when scheduling online. You can schedule and/or reschedule your test event up to the business day before your chosen test date, and receive your test confirmation notification online or on-screen while you are logged in.

You may log in with any Internet-connected device. To schedule or reschedule your test date, sign in to the Arizona CGFM TMU© web page with your email and password.

If you cannot schedule/reschedule online, please call D&SDT-HEADMASTER at (800) 393-8664 during regular business hours, 6:00AM to 5:00PM, Mountain Time (MT), Monday through Friday, excluding holidays, for assistance.

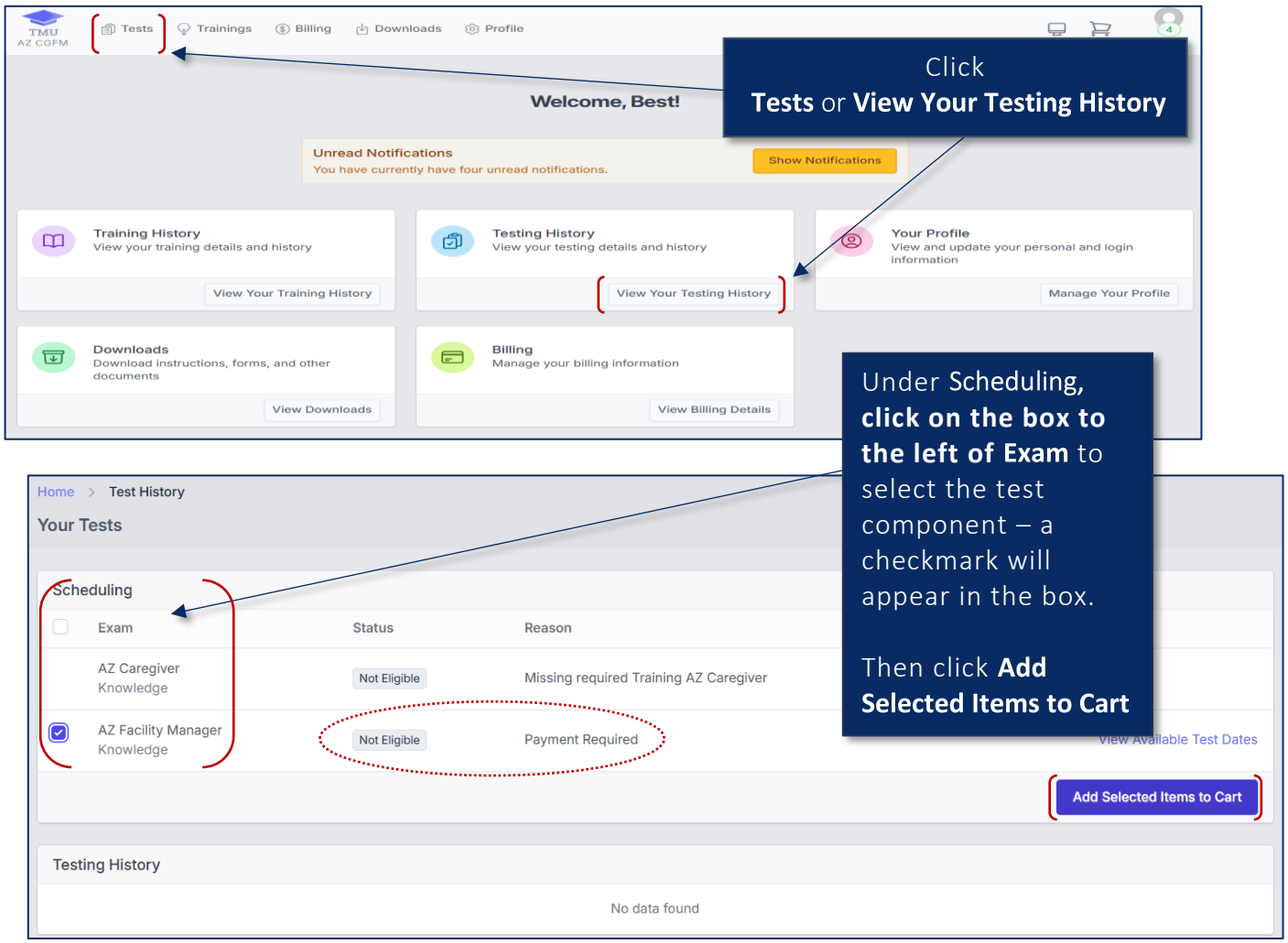
Remotely Proctored Knowledge Exam Option

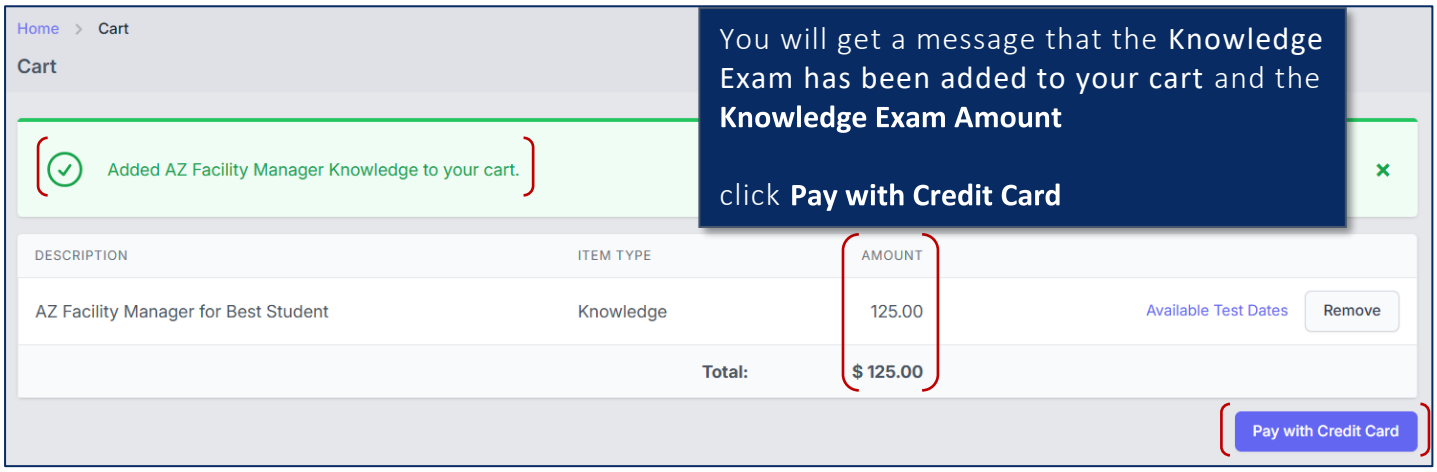
Please see the **Remotely Proctored Knowledge Exam Option** under the Knowledge Exam section if you are interested in taking your knowledge exam with a remote proctor from your home, etc.

Self-Pay of Testing Fees in TMU©

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 notifying you that you are eligible to schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor whether the training program has already prepaid for it.

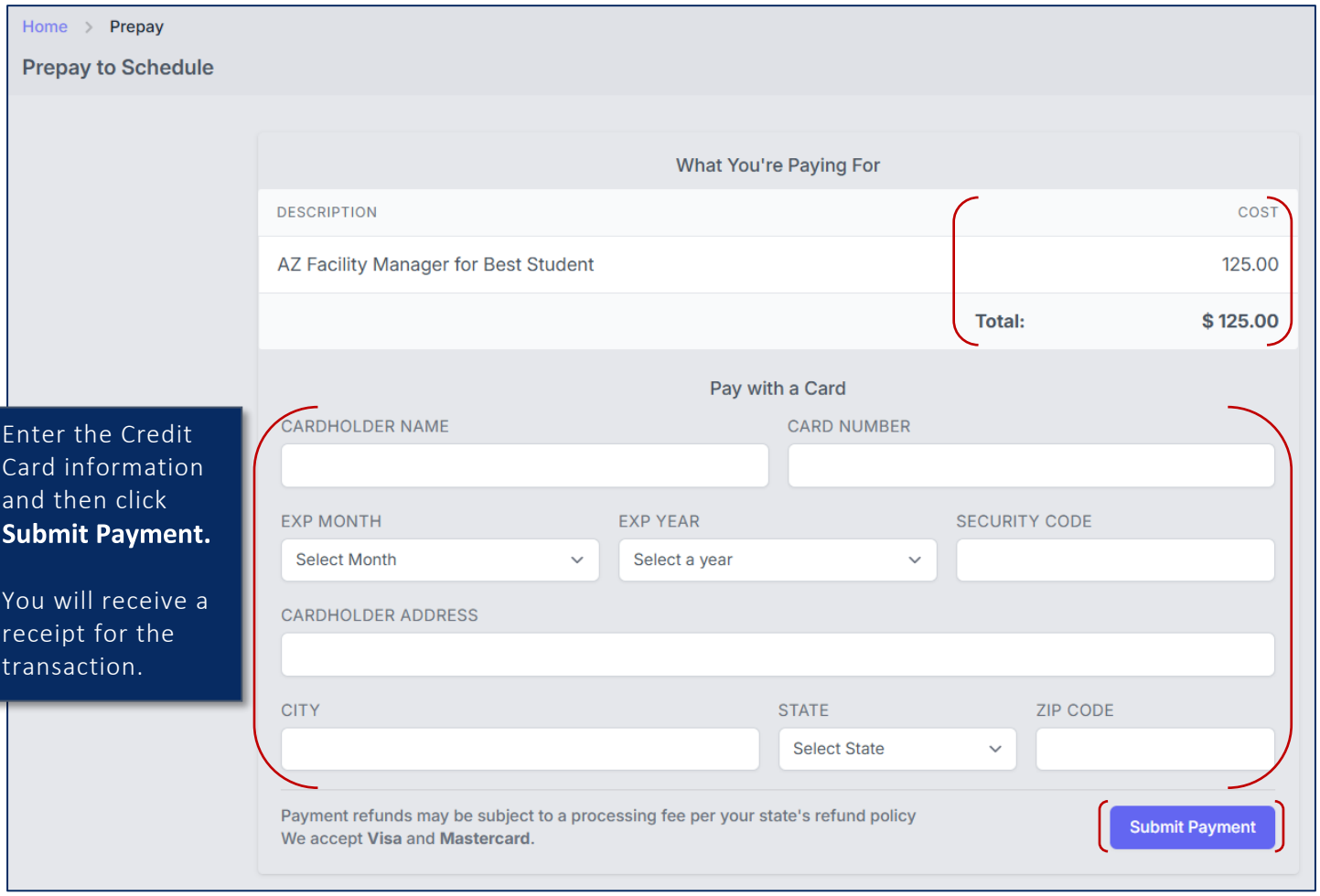
Securely processed Visa or MasterCard credit/debit card information is required to pay testing fees online.





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

click **Pay with Credit Card**



Enter the Credit Card information and then click **Submit Payment.**

You will receive a receipt for the transaction.

For special circumstances only: You may also pay your testing fees by money order or cashier's check using a paper Payment Form. Please email arizona@hdmaster.com to request a Candidate Payment Form.

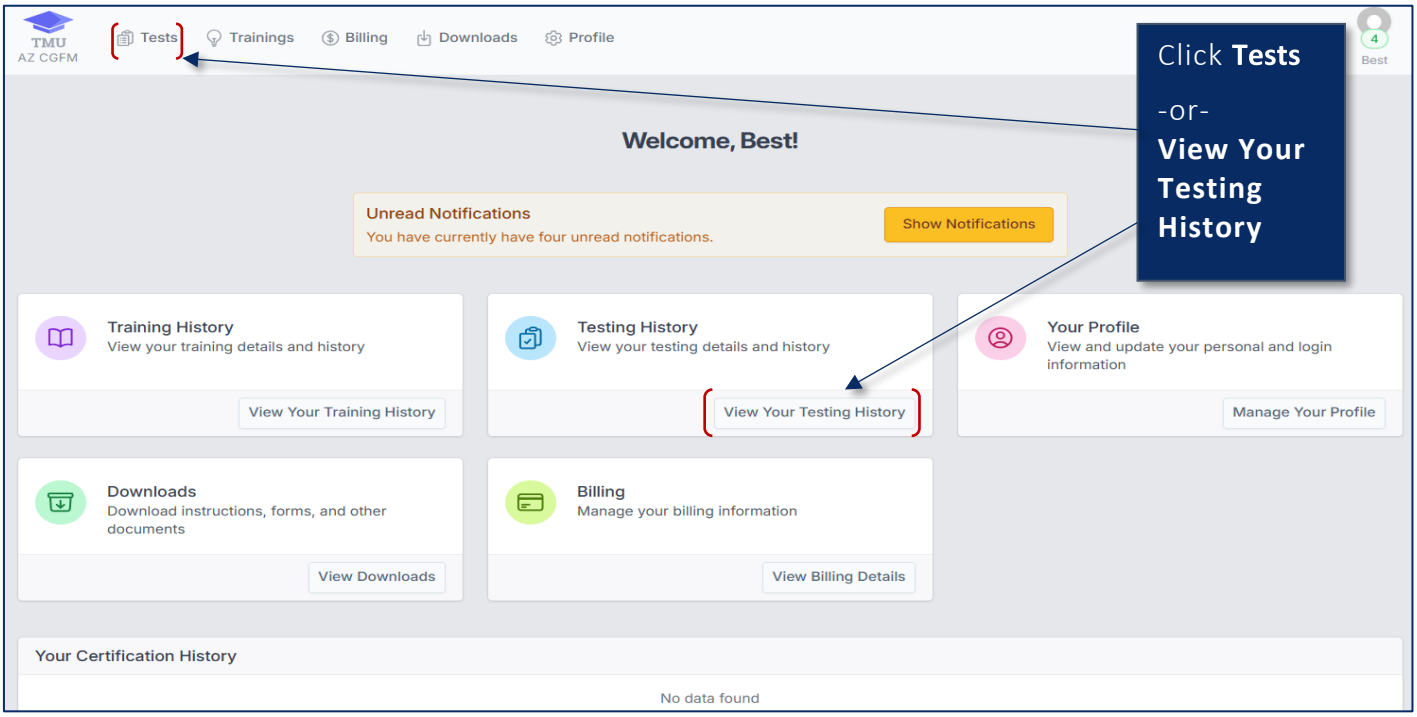
You will receive an email and a text message containing your Username and Password once your payment is processed. Please refer to the instructions in the **Complete Your TMU© Account** section. Call us immediately if you

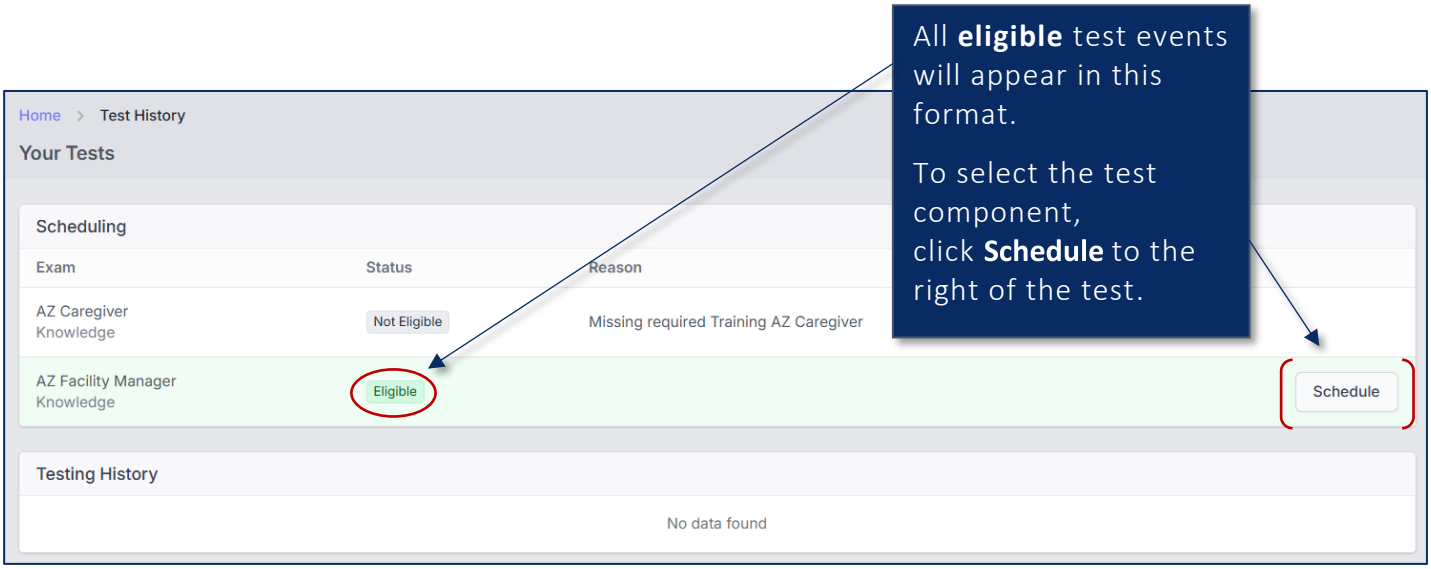
do not receive an email or text message from D&SDT-HEADMASTER within five business days of sending/submitting your Candidate Payment Form 1402. If it's after business hours, leave us a message at (800) 393-8664.

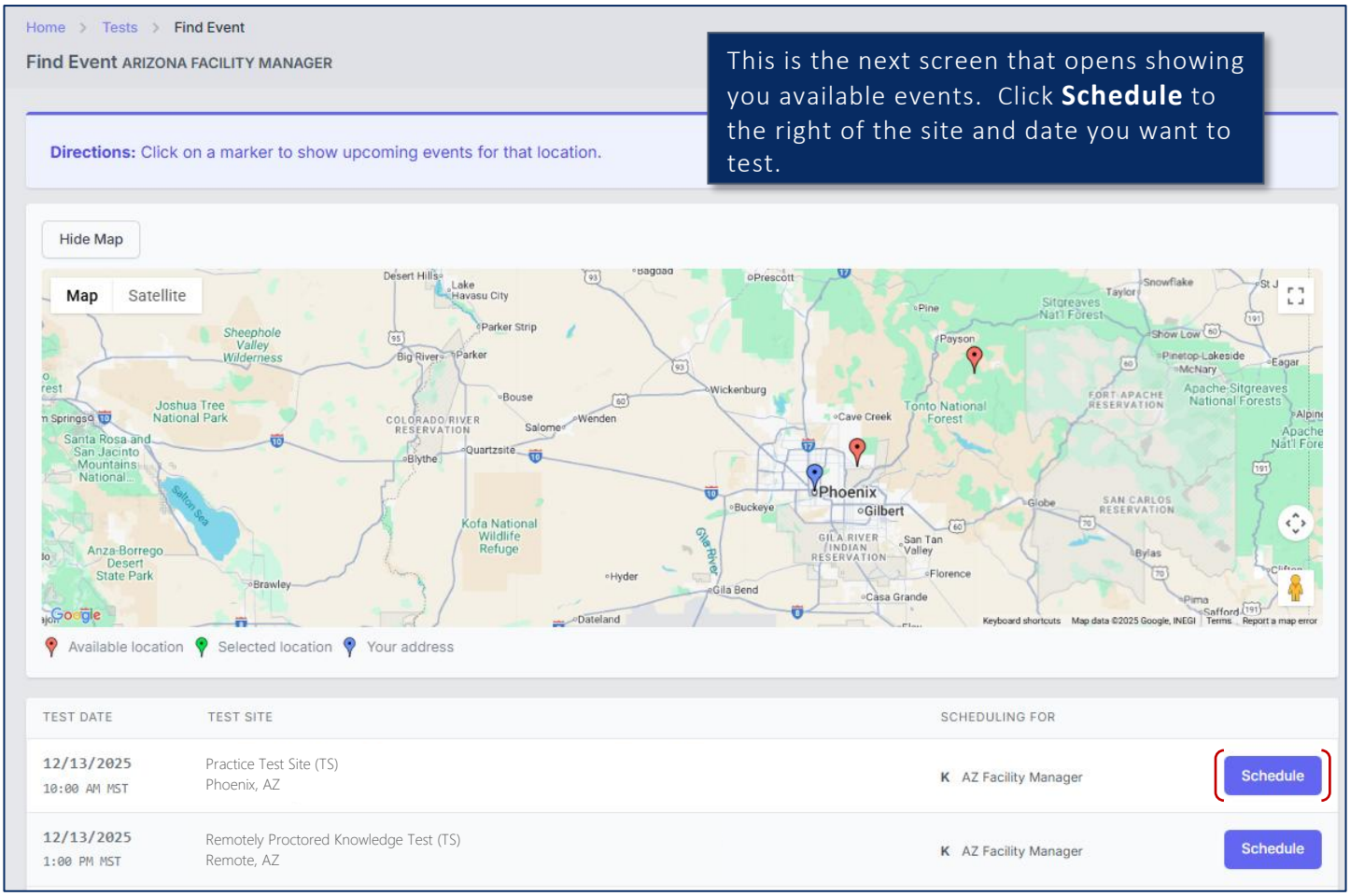
Note: *Candidate Payment Form 1402s with missing or incomplete information, payment, or signatures will not be processed and will be shredded.* If a money order or cashier's check is sent with the form, it will be mailed back to the candidate.

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

Schedule / Reschedule a Test Event

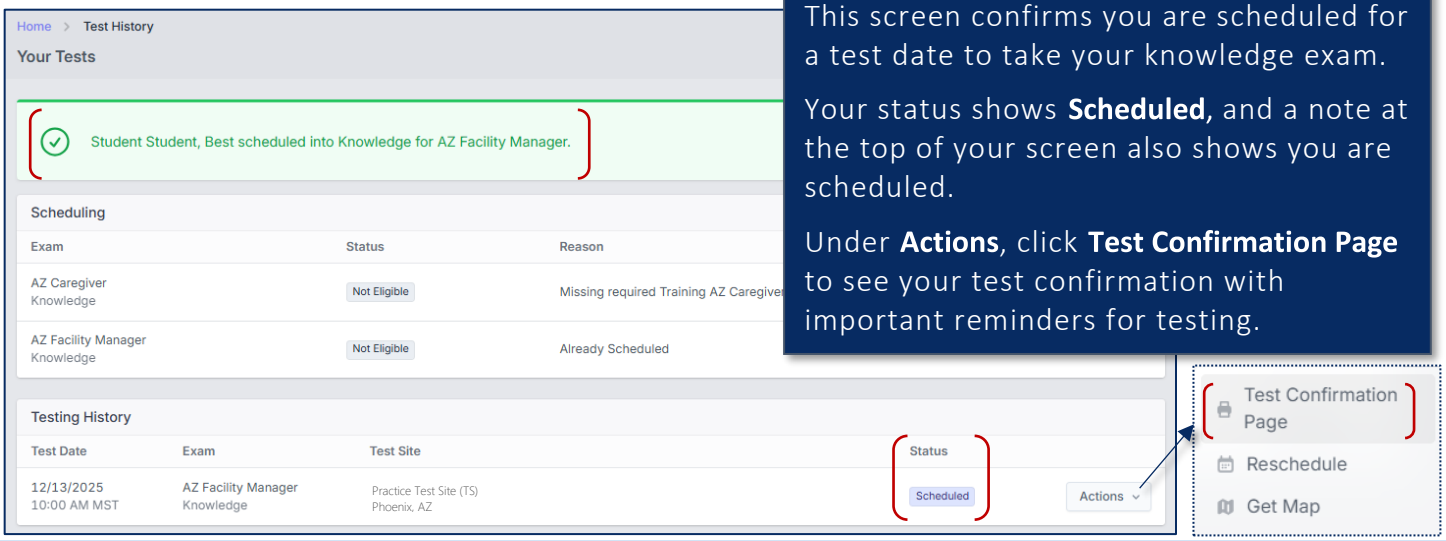






This is the next screen that opens showing you available events. Click **Schedule** to the right of the site and date you want to test.

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



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

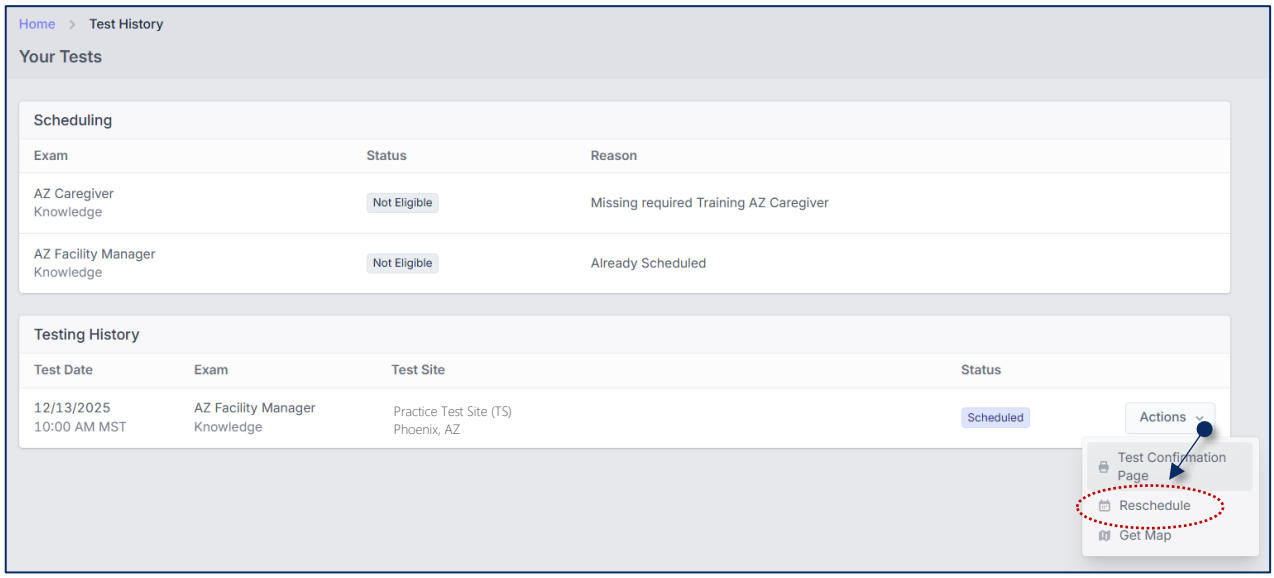
Your status shows **Scheduled**, and a note at the top of your screen also shows you are scheduled.

Under **Actions**, click **Test Confirmation Page** to see your test confirmation with important reminders for testing.

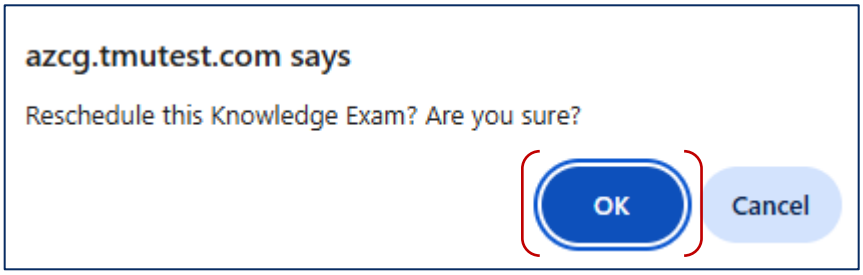
RESCHEDULE A TEST EVENT SCREENSHOTS

You may reschedule an exam date online in your TMU© account at **azcg.tmutest.com** up until one (1) business day, excluding Saturdays, Sundays, and Holidays, before your scheduled exam date.

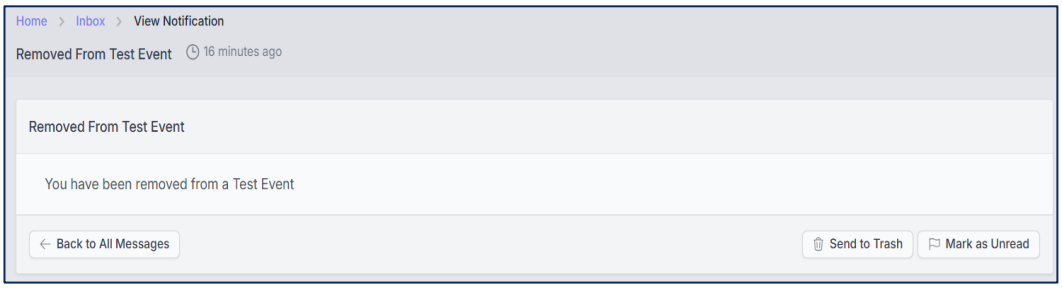
If you need to reschedule your test date, click **Reschedule** under **Actions** to select a new date.



Click **OK** to confirm you wish to 'RESCHEDULE' from the event. You will then be able to select another available test date.



The following message will be in your notifications.



If you have any questions regarding your test scheduling, call D&SDT-HEADMASTER at (800) 393-8664 during regular business hours, 6:00AM to 5:00PM, MT, Monday through Friday, excluding holidays.

Test Confirmation Letter

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

The body of the test confirmation letter will refer you to read the Arizona Assisted Living Facility Manager candidate handbook, as it will give you 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.

It is important you read this letter!

Test Confirmation Letter

Scheduled Test Confirmation - AZ CGFM AZ Facility Manager

Get Map | Print Page

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

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

Test Date:	12/13/2025
Test Time:	10:00 AM MST
Test Exam:	Knowledge - AZ Facility Manager
Test Site:	Practice Test Site Test Site Address Phoenix, AZ

Sample Candidate
Best Student Address
Phoenix, AZ

TESTING BEGINS AT **10:00 AM MST** ON **12/13/2025**:

- ***FOR SKILLS TESTING AND/OR ON-SITE KNOWLEDGE EXAM CANDIDATES:*** You **MUST** be at your confirmed test site location waiting area/room **20 minutes in advance** of your scheduled exam start time, **10:00 AM MST**, to check in.
  - *Testing **begins** promptly at the start time noted on this test confirmation.*
- ***FOR REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES:*** You **MUST** be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **20 minutes in advance** of **10:00 AM MST** for the check-in process with the remote test proctor. Please see the **Remotely Proctored Knowledge Exam section** of the **Candidate Handbook** for detailed information.

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*

Driving Dir
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The detailed instructions included under Driving Directions are shown as an example. Other information that may be provided, such as landmarks to look for, parking, building numbers, entrances, floor numbers, etc., will also be included under driving directions.
A map of the facility/campus may also be included.

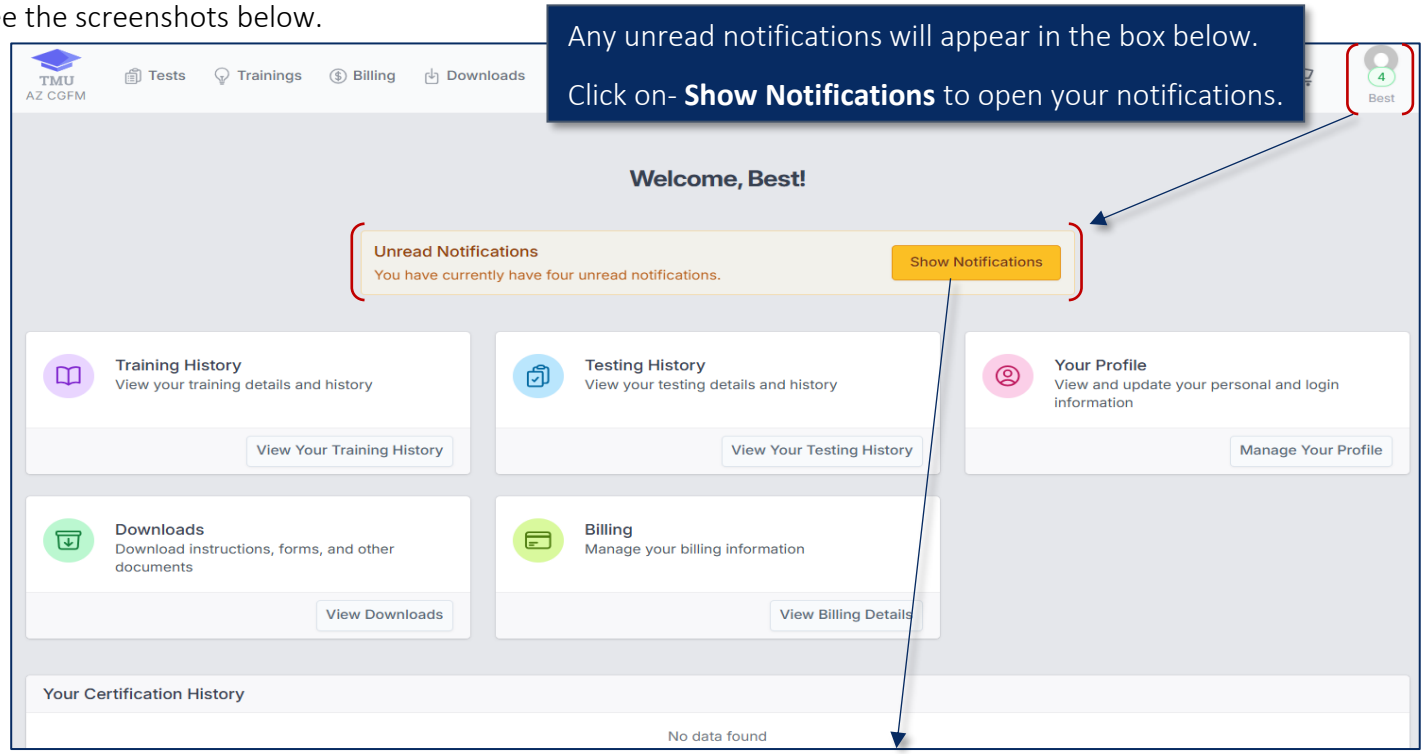
Note: Candidates who self-schedule online or are scheduled by their training programs will receive their test confirmation at the time they are scheduled.

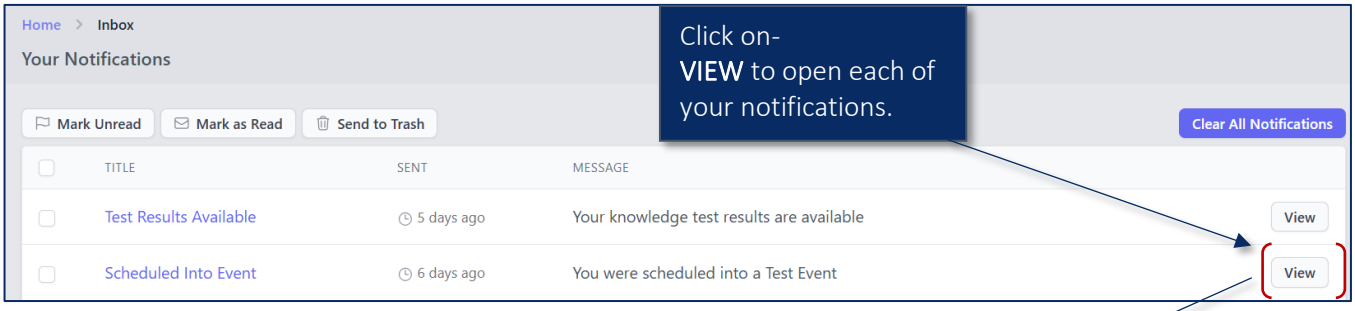
D&SDT-HEADMASTER does not send postal mail test confirmation letters to candidates.

View your Notifications in TMU©

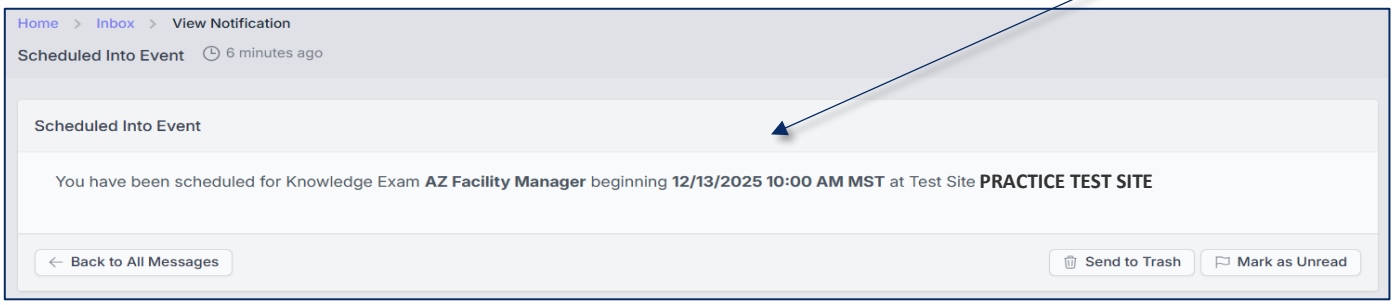
Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test events and other information.

See the screenshots below.





Notification example when scheduled into a test event:



Please see the notification example below if you are scheduled for a Remotely Proctored Knowledge Exam.

Notification example if scheduled for a Remotely Proctored Knowledge Exam Retake, showing the type of information received when the Zoom or Google Meet invite is sent:

Remotely Proctored Exam INSTRUCTIONS | 2 days ago | 📢 PLEASE READ THIS ENTIRE MESSAGE CAREFULLY Hello, Please read this entire email carefully to ensure you are aware of all instructions and important details. YOU ARE RESPONSIBLE FOR FOLLOWING ALL INSTRUCTIONS PROVIDED BELOW. ⚠️ FAILURE TO FOLLOW INS... | View

Home > Inbox > View Notification

Remotely Proctored Exam INSTRUCTIONS 2 days ago

Remotely Proctored Exam INSTRUCTIONS

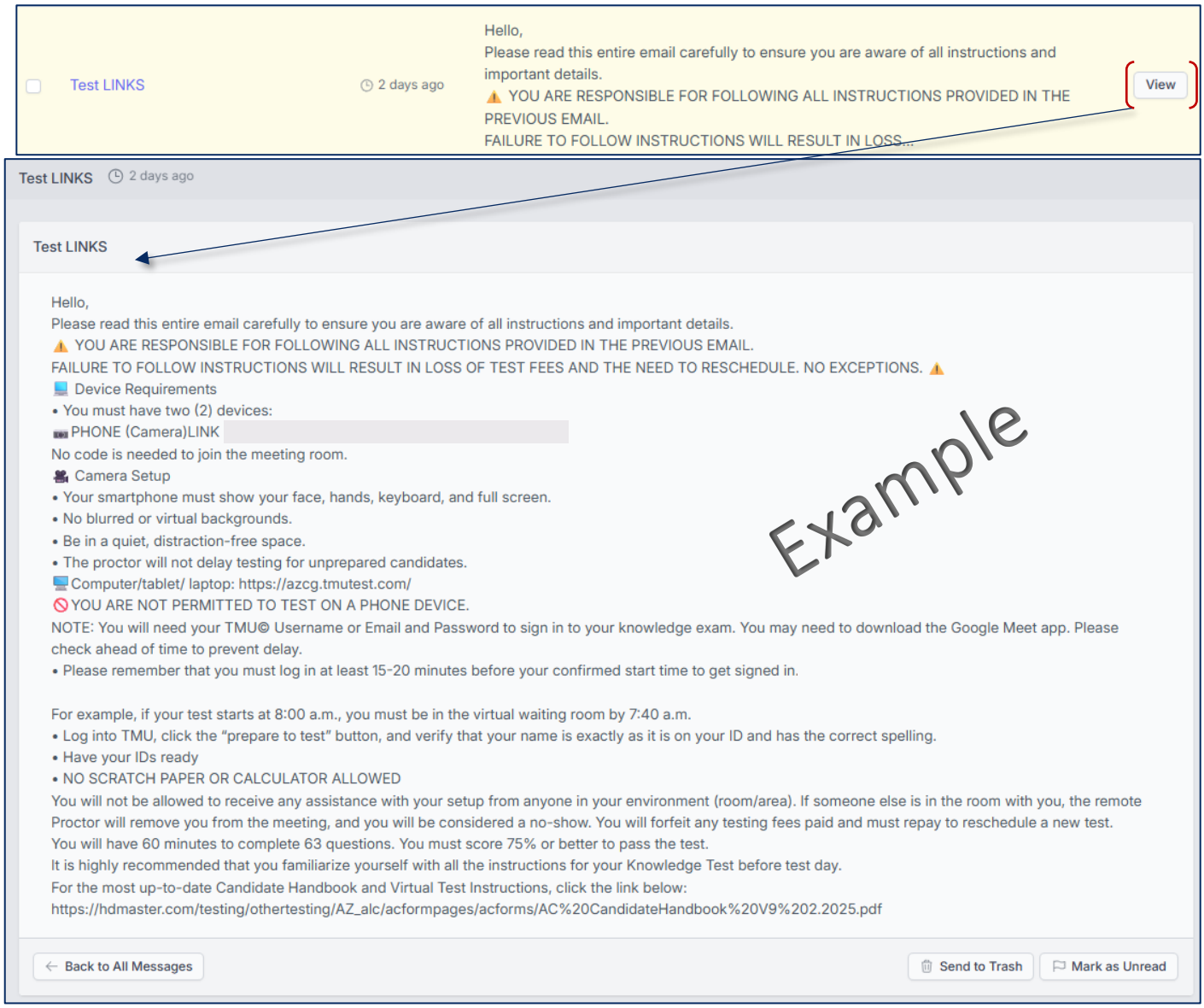
📢 PLEASE READ THIS ENTIRE MESSAGE CAREFULLY
Hello,
Please read this entire email carefully to ensure you are aware of all instructions and important details.
YOU ARE RESPONSIBLE FOR FOLLOWING ALL INSTRUCTIONS PROVIDED BELOW.
⚠️ FAILURE TO FOLLOW INSTRUCTIONS WILL RESULT IN LOSS OF TEST FEES AND THE NEED TO RESCHEDULE. NO EXCEPTIONS.
A second email will be sent titled "Test LINKS" that includes the links to access the Google Meet Room and the TMU exam.
It is recommended that you review your candidate handbook and review the requirements for knowledge testing.
📝 IMPORTANT: VERIFY YOUR NAME IN TMU
• Before your test, log into your TMU account and verify your name is spelled correctly and matches exactly as it appears on your government-issued ID.
• If your name does not match, it must be corrected before test time.
🚫 You will not be permitted to test if your name does not match. Fees will not be refunded.
The FIRST and LAST names listed on the ID presented to the RN Test Observer during check-in at your test event MUST MATCH THE FIRST AND LAST NAMES entered in the WI nurse aide database by your training program. You may call D&SDT-HEADMASTER at (888)401-0462 to confirm that your name of record matches your non-foreign government-issued ID
💻 PREPARING FOR TEST DAY
Your test will be monitored through a virtual meeting platform (Google Meet). Please download the app in advance to avoid delays.
📷 Critical Camera Setup Requirement
Your smartphone camera must be positioned so the proctor can clearly see:
• Your face
• Your hands
• Your full computer/laptop/tablet screen
• Your keyboard and mouse (if used)
⚠️ This is mandatory. If your face, hands, and screen are not fully visible, you will not be allowed to test.

🚫 No blurred or virtual backgrounds are permitted.
Testers who are unprepared will not be accommodated, and the proctor will proceed with other candidates.
⚙️ Technology Requirements
• Updated version of Google Chrome (Internet Explorer not supported)
• Reliable internet (Wi-Fi) connection
• Personal computer, tablet, or laptop to access TMU and take the exam
• Smartphone with Zoom or Google Meet app installed
• Distraction-free and interruption-free testing area
• Your TMU email, username, and password
Audio Testers ONLY
• If you scheduled and paid for an AUDIO test, you must use wired (plug-in) earbuds/headphones.
• Bluetooth devices are not permitted.
• All other testers: earbuds/headphones are not permitted.
⏳ BEFORE TEST DAY
• Confirm you can log into TMU on your testing device
• Review the Candidate Handbook & Virtual Test Instruction Sheet
• Download Google Meet if required
🕒 ON TEST DAY
Be Ready
• Have your required, unexpired government-issued photo ID with signature.
o Foreign IDs are not accepted.

• Log into TMU and click "Prepare for Test."
• Your first and last name must match your ID exactly (spelled correctly). If not, you will not be permitted to take the test, and no refund will be issued.
• Be on time. Late arrivals will not be admitted, and fees will not be refunded.
• Ensure your computer and phone are fully charged.
Conduct Rules
• No one may assist you with setup or be present in your testing area.
• If anyone enters the room, you will be removed and marked a no-show. Fees will be forfeited.
• The video connection must remain active for the entire exam.
• If disconnected, you must reconnect immediately. (I will call/text you one time if this happens.)
• Your microphone must remain unmuted so the proctor can monitor for distractions.
• If cheating or non-compliance is suspected, your test will be stopped and marked failed.
Joining the Google Meet Room
• Log in 20 minutes before your scheduled start time for check-in.
• You will be denied entry if you are more than 10 minutes late.
o Example: Test at 8:00 AM → must be in the waiting room by 7:40 AM.
• Stay in the waiting room until admitted by the proctor.
• Log into TMU, click "Prepare for Testing," and confirm your name and contact information.
🚫 PROHIBITED ITEMS
• No notes, books, additional devices, or other resources are allowed.
• You may not leave your testing area once the test begins.
📊 TEST RESULTS
• Results are not immediate.
• Official results will be posted to your TMU account by 6:00 PM the business day following your test event.

Example

← Back to All Messages | Send to Trash | Mark as Unread



Test Day

Exam Check-In

You <u>must</u> arrive at your confirmed test site's waiting area/room *<u>20 minutes before</u>* your scheduled exam start time.

- Testing **<u>begins</u>** promptly at the start time noted on your test confirmation.
- You need to ensure you are at the event in the waiting area/room ***<u>20 minutes before the start time</u>*** to allow time to get checked in with the RN Test Observer.
  - *For example*, if your test starts at 8:00AM, you **<u>must</u> be at the test site waiting area/room for check-in by 7:40AM**.

Note: If you arrive late, you will not be permitted to take the test.

If you are scheduled for a remotely proctored knowledge exam retake, please see procedures/policies under **Remotely Proctored Knowledge Exam Option** in the Knowledge Exam section.

Testing Attire

The following testing attire is to be followed at all test events to maintain a consistent, professional environment for testing:

- Non-revealing clothing
- Closed-toed shoes only (no slippers or sandals)
- No pajamas, yoga pants, or torn pants of any kind
- Smartwatches, smart glasses, fitness monitors, or any other Bluetooth-connected devices are not allowed.
  - ***If the RN Test Observer or Knowledge Test Proctor has any inclination that you are wearing Bluetooth-connected smart glasses, you will be asked to show the glasses to them for examination.***

Identification

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

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

Examples of the forms of U.S. government-issued, acceptable photo IDs are:

- **State-issued Driver's License** *(Arizona Driver's License must be issued after January 1, 1997)*
  - *You may use the letter issued by the Department of Motor Vehicles (DMV) that you receive when you apply for or renew your driver's license while waiting to receive your new license.*
- **State-issued Identification Card** *(Arizona Driver's License must be issued after January 1, 1997)*
- **U.S. Passport** (Foreign Passports and Passport Cards *are not* acceptable)
  - *Exception: A foreign passport with a U.S. visa within the passport is acceptable.*
- **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 has not expired.*
- **Tribal Identification Card** *(must contain a photo and be issued by a federally recognized Tribal Nation/Indian Tribe)*

The **FIRST** and **LAST** names **listed on your identification presented** to the RN Test Observer during check-in at your test event **MUST EXACTLY MATCH** the FIRST and LAST names entered in your TMU© account. You may call D&SDT-HEADMASTER at (800) 393-8664 during regular business hours, 6:00AM to 5:00PM MT, Monday through Friday, excluding holidays, to confirm that your name of record matches your U.S. government-issued photo-bearing form of identification, or sign in to your TMU© account to check or change your demographic information. See more information under **Demographic Updates / Changes / Corrections**.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification**.
  - Check to ensure that the FIRST and LAST printed names on your identification card match the current name on record in your TMU© account.
- 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.
- A school ID ***is not*** an acceptable form of ID.
- In cases where names do not match, your ID is not proper/valid, or it has a hole punched in it, this is considered a no-show status, and you will have to reschedule and pay for another test and 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 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 Exams

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

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

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

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** well before your test date to update your password and complete your demographic information. Refer to this handbook's **Complete Your TMU© Account** section for instructions and information.
    - **If you have not signed in and completed/updated your TMU© account when you arrive for your test, you may not be admitted to the exam, and any exam fees paid *will NOT be refunded*.**
- Testing begins promptly at the start time noted on your confirmation. You **must** be in the test site waiting area/room **to check in 20 minutes before your scheduled start time**. If your test start time is 8:00AM, you must be in the test site waiting area/room **by 7:40AM**. If you arrive late to your confirmed exam, you will not be admitted. Any exam fees paid *will NOT be refunded*.
- If you do not bring a valid and appropriate U.S. government-issued photo-bearing form of identification, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
    - If the **FIRST** and **LAST** printed names listed on your ID presented to the RN Test Observer during check-in at your test event **DO NOT MATCH** the FIRST and LAST names that were entered in the Arizona CGFM 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*.

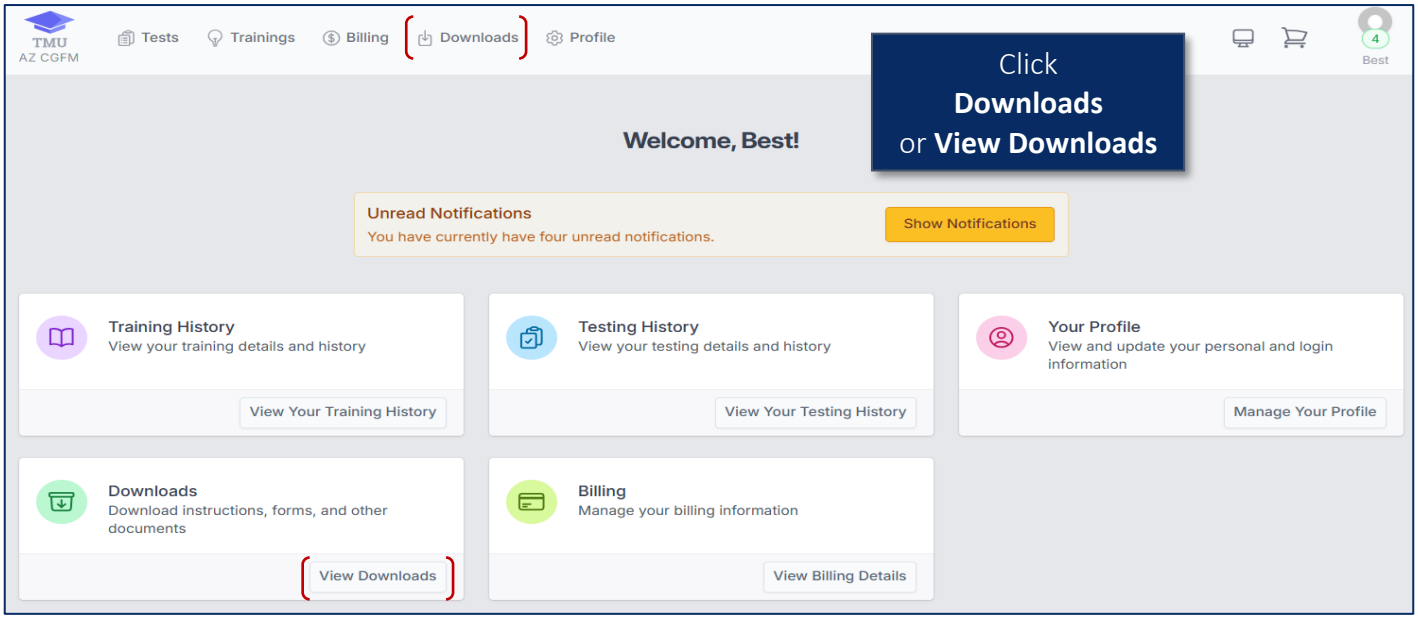
- If you do not show up for your exam day, or are considered a NO-SHOW STATUS *(see details in this handbook's* **No-Show Status** *section)* for any reason, any test fees paid will NOT be refunded. You must repay your testing fees online in your TMU© account using your Email or Username and Password to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smartwatches, fitness monitors, electronic recording devices, Bluetooth-connected devices (including smart glasses), and personal items (such as water bottles, purses, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. The testing team will inform you of the designated area for placing your personal items and electronic devices, and you will collect them when you complete your test(s).
    - All electronic devices must be **turned off**, including smartwatches, fitness monitors, and Bluetooth-connected devices (which include smart glasses), which must be removed from your wrist or body. ***If the RN Test Observer or Knowledge Test Proctor has any inclination that you are wearing Bluetooth-connected smart glasses, you will be asked to show the glasses to them for examination.***
    - 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 the knowledge exam will be dismissed from the exam and testing room(s), your test will be scored as a failed attempt, you will forfeit all testing fees, and you will be reported to your training program and not permitted to test for six months. You may, however, use personal devices in the waiting area during your free time. Please refer to the **Security** section of this handbook for detailed information.
- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
- **LANGUAGE TRANSLATION DICTIONARIES:** Per the Arizona State Board of Nursing, translation dictionaries (either paper format or electronic), translating devices, or non-approved language translators **are not allowed.**
- **SCRATCH PAPER AND CALCULATORS:** Per the Arizona State Board of Nursing, 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, or smoke (e-cigarettes or vape) during the exam.
- You are not allowed to leave the testing room (knowledge test room or skills lab) 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, from home, etc., please refer to this handbook's **Remotely Proctored Knowledge Exam Option** section.
- Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the Arizona NCIA/ALFM Board of Examiners. Please refer to the **Security** section of this handbook for detailed information.
- Test sites, RN Test Observers and Knowledge Test Proctors are not responsible for the candidate's personal belongings at the test site.

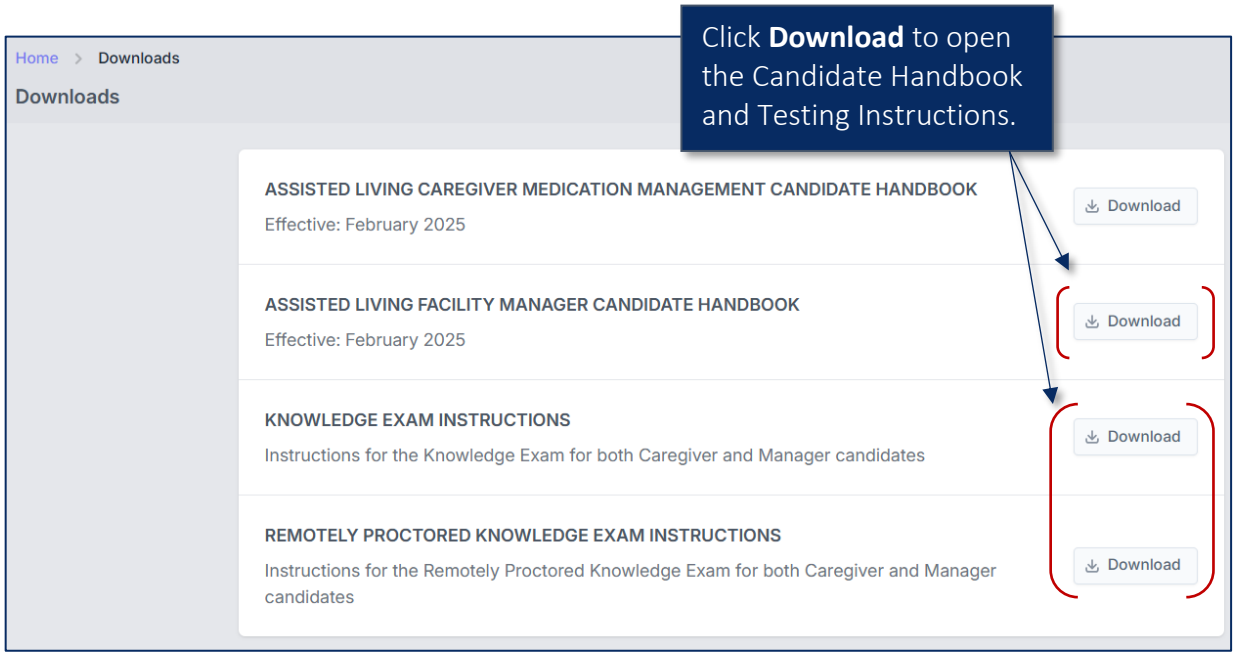
- No visitors, guests, pets (including companion and emotional support animals), or children are allowed.
  - Service animals (a dog that has been individually trained to perform specific tasks for people with disabilities) are allowed. We encourage you to contact D&SDT-HEADMASTER at (800) 393-8664 or via email at arizona@hdmaster.com once you have scheduled a test date, so that we can notify the testing team.
  - If you attend your event with guests, pets (including companion or emotional support animals), or children of any age, you will not be permitted to test and will forfeit all testing fees paid.
- **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 refer to the handbook's **Reschedule Policy** and **No-Show Exceptions** sections.

  → *Reschedules will not be granted less than one (1) full business day before a scheduled test date.*
- **Please review this Arizona Assisted Living Facility Manager Candidate Handbook before your test day for any testing and/or policy updates.**
- The Candidate Handbook and testing instructions can also be accessed within your TMU© account under your 'DOWNLOADS' tab.

Access the Candidate Handbook and Testing Instructions





Security

Behavioral misconduct or unlawful acts by test candidates are strictly prohibited at any stage of the competency evaluation. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the Arizona NCIA/ALFM Board of Examiners.

You will be asked to leave the test site, your test will be stopped and scored as a failed attempt, and you will forfeit any testing fees if you, which may include, but are not limited to, the following circumstances:

- Are caught cheating
- Refuse to follow directions
- Use abusive language or threaten others
- Disrupt the examination environment
- Are visibly impaired
- Engage in unprofessional or aggressive behavior
- Attempt to remove test material, take notes, or copy information
- Give or receive unauthorized help during testing, including using electronic devices (e.g., cell phones, smartwatches, smart glasses, etc.) or navigating to other browsers during your exam

A report of your behavior will be sent to your training program and Board of Examiners, and you are subject to legal prosecution to the fullest extent of the law. You may not be eligible to retake the test for at least 6 months and may require the Board of Examiners' approval.

Reschedule Policy

All candidates may reschedule online at no cost at **azcg.tmutest.com** up to one (1) business day before the scheduled test date, excluding Saturdays, Sundays, and holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date online by signing in to your TMU© account at **azcg.tmutest.com**. (See instructions 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 by the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open 6:00AM to 5:00PM MT, Monday through Friday, excluding holidays.
- Please see the **Reschedule a Test Event Screenshots** for a visual of rescheduling an exam date.

The scheduled test date is on a:	Reschedule before 5:00PM MT 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 fewer than one full business day before the 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 indicates you are not interested in taking the Arizona Assisted Living Facility Manager Exam.

Scheduled in a Test Event

1) If you are scheduled for a test event, you can request a refund of the testing fees paid by filling out and submitting the **CANDIDATE-Refund Request Fillable Form** on D&SDT-HEADMASTER's main web page 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 Saturday, Sunday, or Monday, you would need to request a refund by the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open until 5:00PM MT, Monday through Friday, excluding holidays.
2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.
3) Refund requests must be made within thirty (30) days of payment of the original testing fees with HEADMASTER. Requests for refunds submitted more than 30 days after the original payment of testing fees with HEADMASTER will not be approved.

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. Requests for refunds submitted more than 30 days after the original payment of testing fees with HEADMASTER will not be approved.
2) To request a refund for testing fees paid, you must fill out and submit the **CANDIDATE-Refund Request Fillable Form** on D&SDT-HEADMASTER's main web page 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 canceled due to weather or other unforeseen circumstances, 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 call 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

See more information under **No-Show Exceptions**.

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, not arriving on time to the test site 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 sign in to your TMU© account to repay or submit a new testing fee to schedule a new test event.

These fees partially offset D&SDT-HEADMASTER's costs incurred for services requested and the resulting work that is performed. If a reschedule or refund request is not made or received before the one (1) full business day preceding a scheduled test event, excluding Saturdays, Sundays, and holidays (see examples under **Reschedule Policy** 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 for any test component for any of the following reasons, a free reschedule will be authorized to the remitter of record, provided **the required documentation is received within the appropriate time frames outlined below:**

⇒ Complete, upload the required documentation, and submit (within the required time frames outlined below) the **No Show Exception Form** available on the Arizona CGFM TMU© main page under 'APPLICATIONS', or click this link:

https://azcg.tmutest.com/apply/7

- **Car breakdown or accident**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. A tow bill, police report, or other appropriate documentation showing your name and the provider of the service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Weather or road condition-related issue**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. 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 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Medical emergency or illness**: D&SDT-HEADMASTER must be contacted via phone, fax, or email within one business day. A doctor's note showing your name and the provider of the service name, or 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 3 business days, your no-show status will stand, and you will be required to repay your testing fee.

- **Death in the family**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. An immediate family obituary or letter on your behalf from the funeral home showing your name must only be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within 7 business days, your no-show status will stand, and you will be required to repay your testing fee. (The immediate family includes the parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

- **Remotely proctored testing issues:** D&SDT-HEADMASTER must be contacted via phone, fax, or email within one business day. Appropriate documentation showing your name and the provider of the service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, your no-show status will stand, and you will be required to repay your testing fee.
  - **Internet outage or issue:** Documentation showing your name and the Internet provider showing outage date and times.
  - **Computer or cell phone issue:** If the computer or cell phone fails to work, documentation from a computer repair technician/shop or other appropriate documentation showing your name and the provider of the service is required.

Candidate Feedback – Exit Survey

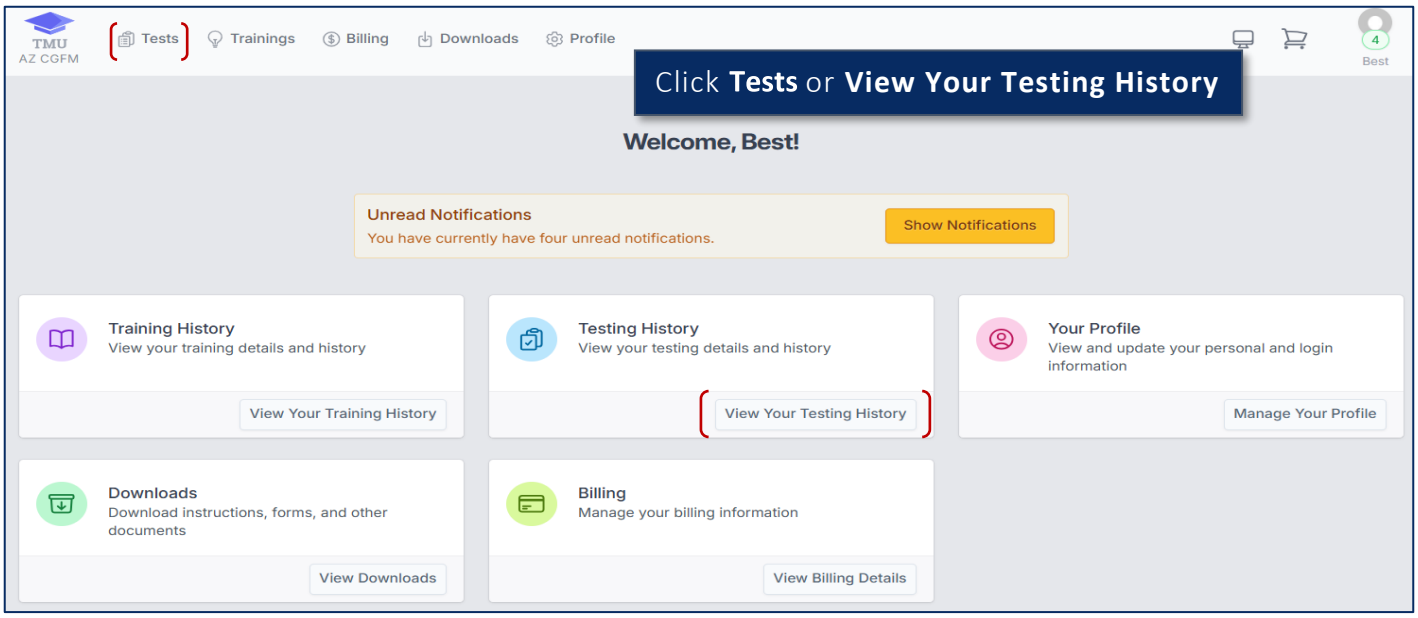
Candidates can complete an exit survey via a link when checking their test results in their TMU© account. The survey is confidential and will not affect the outcome of any test. You are encouraged to complete the survey with honest feedback on the examination process to help improve it.

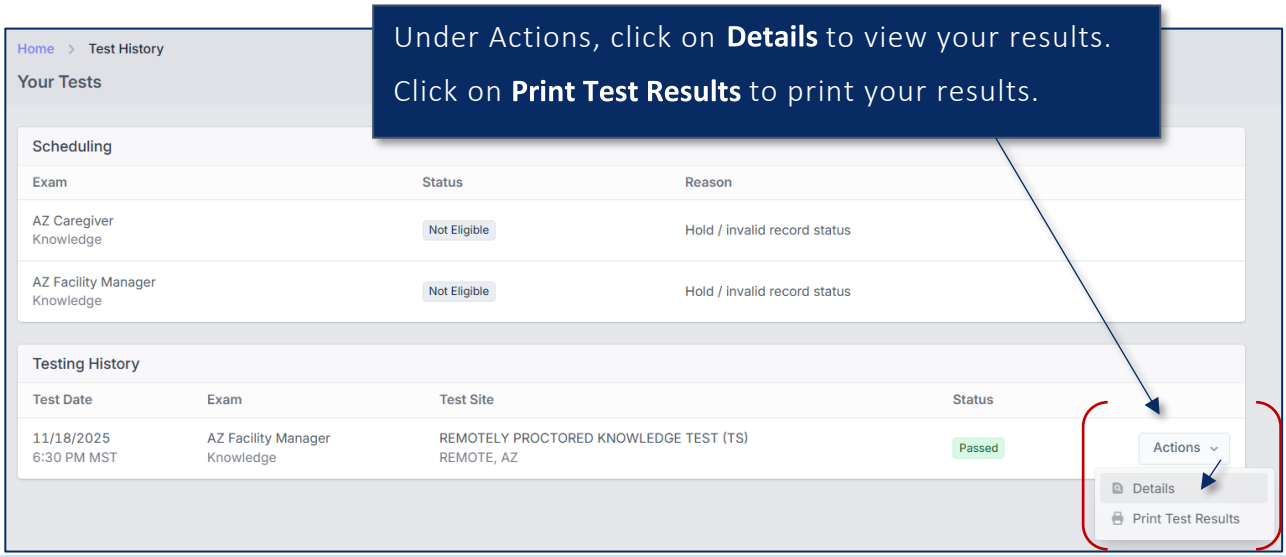
Test Results

After you have completed the Knowledge Exam, your test results will be officially scored and double-checked by D&SDT-HEADMASTER scoring teams. Official test results will be available after 5:00PM (MT) on the business day after your test event by signing in to your TMU© account. D&SDT-HEADMASTER cannot release test results over the phone.

Note: *D&SDT-HEADMASTER does not send postal mail test results letters.*

Sign in to your TMU© account at **azcg.tmutest.com** to view your test results. The screenshots on the following pages show an example of test results.





Knowledge Test Results Example:

← Back

Print

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

AZ CGFM AZ FACILITY MANAGER EXAM RESULTS REPORT

Example

IMPORTANT TEST RESULTS

TEST DATE: Tuesday, November 18, 2025

Dear Stephen,

You have **passed** the knowledge portion of the AZ Facility Manager exam.
Your overall knowledge test score is 82.00%.

A passing score **does not** imply certification. You must verify on the registry.

Any weaknesses indicated in your test results are listed below:

Knowledge Exam Results By Subject Area

Resident Services Management	71%
Personnel Management	100%
Medication Management	90%
Physical Environment Management	75%
Financial Management	75%
Legal Management	83%

Vocabulary words to study: files, safety, chronic disease, infection, behavior, care, unused medication, form to establish exemptions, admission

Test Attempts

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

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

Retaking the Assisted Living Facility Manager Exam

In the event that you fail the knowledge examination, when you want to apply for a retest, you will need to pay before you can schedule a new exam date.

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

You will need to pay with a Visa or MasterCard credit/debit card before you can schedule.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (800) 393-8664 during regular business hours, 6:00AM to 5:00PM MT, Monday through Friday, excluding holidays. We can assist you in scheduling a test or retest date, provided your fees have been paid.

Test Review Requests

You may request a review of your test results or dispute any other testing condition. The purpose of this review process is to ensure fairness and accuracy in the evaluation of your test.

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT-HEADMASTER at (800) 393-8664 during regular business hours, Monday through Friday, 6:00AM to 5:00PM MT, excluding holidays, and discuss the test outcome you are questioning before committing to sending the $25 test review request deposit fee. 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. To request a review, complete the **Test Review Request and Payment Application**, available on the Arizona CGFM TMU© main page under 'APPLICATIONS' (before you log in to your account) at **azcg.tmutest.com**. 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 certification as an assisted living facility manager in Arizona is demonstrated by examination of minimum facility manager knowledge, the likely outcome of your review will determine who pays for any retests that may be granted. If, after investigation, the review finding is in your favor, you will be refunded the $25 test review deposit. If the findings of the review are *not in your favor*, the $25 test review deposit will stand, and the fee is non-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.

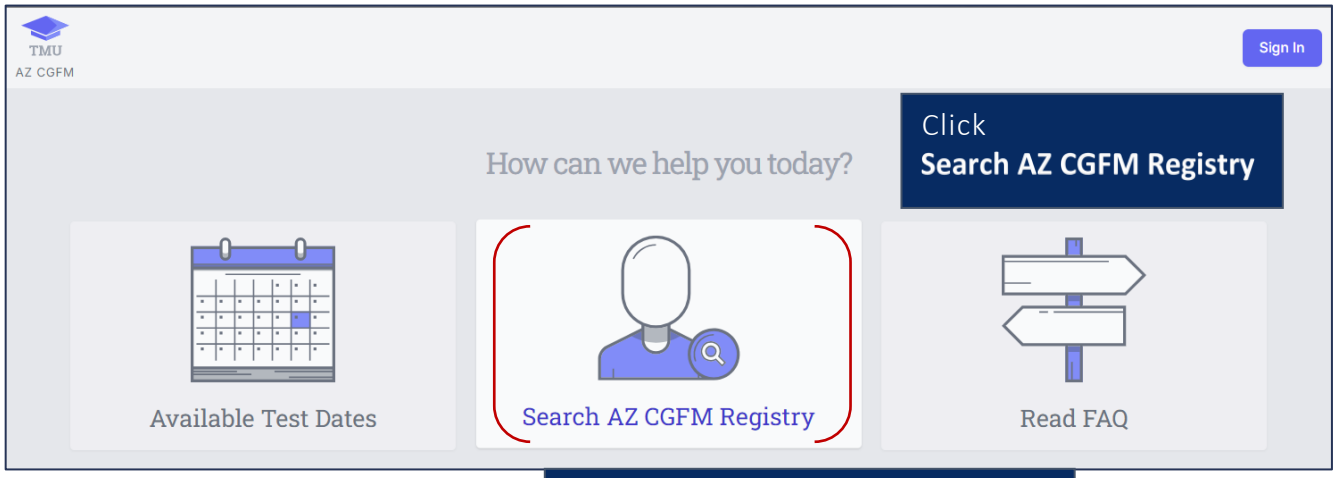
After a candidate turns 18, D&SDT-HEADMASTER will discuss test results or test disputes only with the candidate. D&SDT-HEADMASTER will not review test results or disputes with instructors/training programs, family members, or anyone else on behalf of the candidate once the candidate is 18.

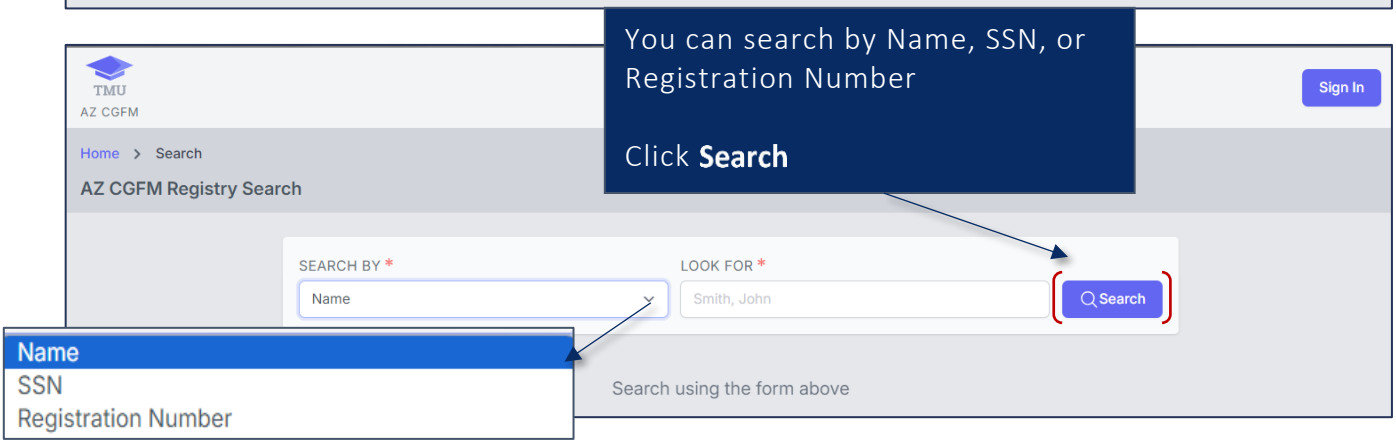
D&SDT-HEADMASTER will complete your review request within 10 business days of receiving it in the required timeframe. The final determination of the review results will be sent to the email address listed in your TMU© account, as well as a notification to the Arizona NCIA/ALFM Board of Examiners.

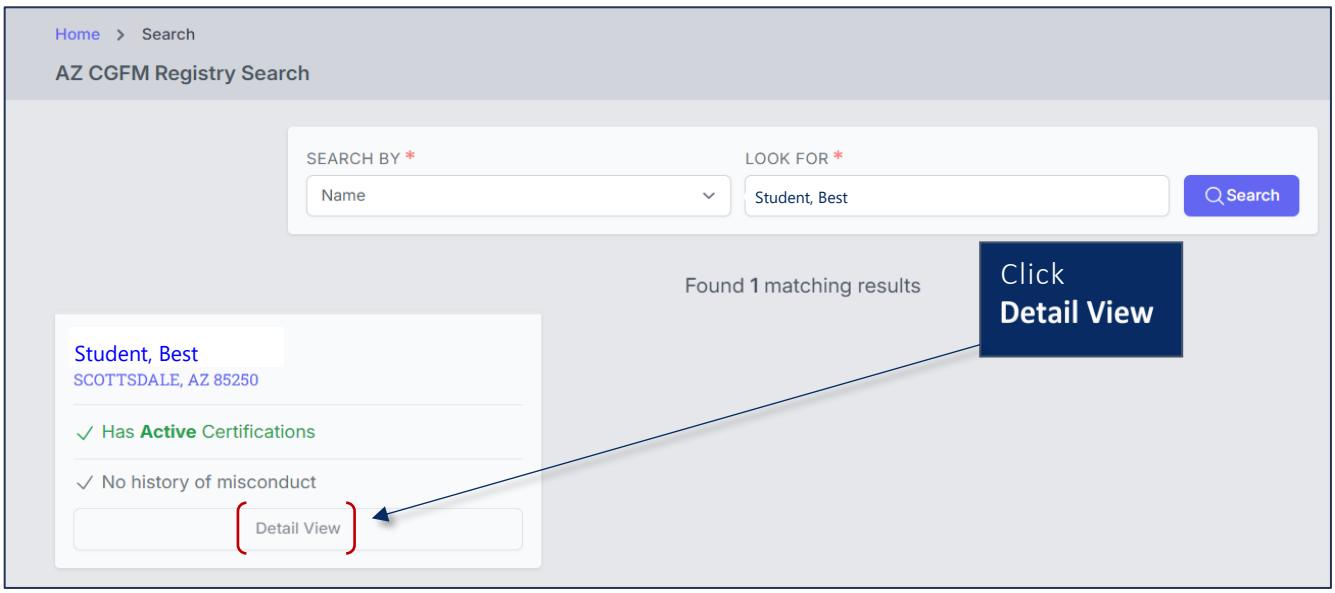
ASSISTED LIVING FACILITY CAREGIVER AND MANAGER REGISTRY

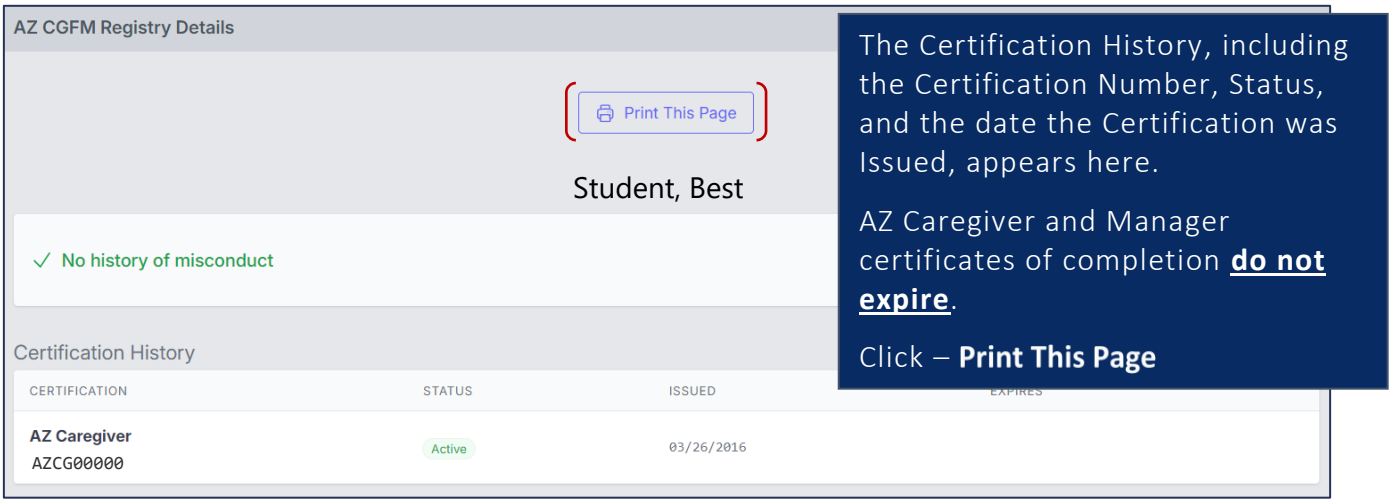
After you have successfully passed the knowledge exam, your name will be placed on the Arizona Assisted Living Facility Caregiver and Manager Registry for prospective employers, etc., to verify that you have passed an Arizona Assisted Living Facility Manager course.

The Assisted Living Facility Caregiver and Manager Registry is available at **azcg.tmutest.com**.









Certificate of Completion

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

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

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

THE FACILITY MANAGER KNOWLEDGE EXAM

Knowledge Exam Content

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

Subject Areas

Subject Area	Number of Questions	Subject Area	Number of Questions
Financial Management	4	Personnel Management	8
Legal Management	6	Physical Environment Management	8
Medication Management	10	Resident Services Management	14

Knowledge Exam Information

You will have **sixty (60) minutes to complete the 50-question exam.** The multiple-choice questions will be presented to you, one at a time, on the computer screen to select answers A, B, C, or D. You can navigate through the exam questions with the previous and next buttons. 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 score of 75% or better to pass the knowledge portion of the exam.

All test sites in Arizona utilize electronic TMU© testing using Internet-connected computers. The knowledge exam portion of your exam will be displayed on a computer screen for you to read and to type or click 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 TMU© Account** to sign in to your TMU© account.

- The Knowledge Test Proctor will provide you with a code at the test event to start your exam.

TRANSLATION DICTIONARIES: Per the Arizona NCIA/ALFM Board of Examiners, translators, translation dictionaries, or non-approved language translators are **not allowed** during testing.

SCRATCH PAPER AND BASIC CALCULATOR: Per the Arizona NCIA/ALFM Board of Examiners, scratch paper and calculators are **not allowed** during testing.

When you leave the testing room, you must leave all test materials in it. Anyone who takes or tries to take materials, notes, or information from the room is subject to prosecution and will be reported to their training program and the Arizona NCIA/ALFM Board of Examiners. Please refer to the **Security** section for details.

Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor 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/tablet to access the 'video conferencing app' (for example, Zoom, etc.) that you **must download**.
  - An email will be sent to you and your notifications (in your TMU© account) with information about the 'video conferencing app' (for example, Zoom, etc.) **you must 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/tablet 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.
- **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 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.
- 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.

Schedule a Remotely Proctored Knowledge Exam

You will need to sign in to your TMU© account using your Username or Email and Password and follow the instructions to **Schedule / Reschedule a Test Event**. Please ensure you have met the **Remotely Proctored Knowledge Exam Candidate Requirements** listed above before scheduling a remotely proctored knowledge exam retake.

- The test site location for a remotely proctored knowledge exam will be '**Remotely Proctored Knowledge Test**'.
- 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 **Schedule / Reschedule a Test Event**, **Test Confirmation Letter**, and the **View your TMU© Notifications** section for information to access your test confirmation).
- 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 **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.

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 (e.g., Zoom waiting room) **20 minutes in advance** of the start time listed on your test confirmation to complete the check-in process with the remote test proctor. The remote test proctor will allow you access to the test event. If you are not signed into the remotely proctored exam waiting room 20 minutes in advance of the start time listed on your test confirmation, you will not be allowed to test, considered a No Show, forfeit your testing fees paid, and have to pay for another test date.

- You must show your **mandatory identification** to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see this handbook's **Identification** section for specifics.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- 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/tablet 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

All **Testing Policies** and **Security** measures are followed during the remotely proctored knowledge exam. 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 reschedule 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 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/tablet 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 an isolated, secure room/area that is free of distractions and interruptions, just as *you would if you were sitting in the knowledge test room at a test site.*
- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored testing issues under the **No-Show Exceptions** section.
- **TRANSLATION DICTIONARIES:** Per the Arizona NCIA/ALFM Board of Examiners, translators, translation dictionaries, or non-approved language translators are **not allowed** during testing.
- **SCRATCH PAPER AND BASIC CALCULATOR:** Per the Arizona NCIA/ALFM Board of Examiners, scratch paper and calculators are **not allowed** during testing.

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 LIST

abandonment
abuse
accessibility
accounting
addressing behaviors in service plan
addressing staff problems
administrator's responsibility
administrator's role
admission
advance directives
advocate
age discrimination
aging
ALF survey
Alzheimer's
approach to staff
arteriosclerosis
arthritis
assessment
assets
at will and just cause
balance sheet
balancing books
behavior

benefits
blood sugar
Board order
body mechanics
body temperature
budget
calculations
care
care models
care plan
chronic disease
cleaning
communication
compensation
components of marketing program
confidentiality
conflict
congestive heart failure
controlled substances
cooking temperature
core issue
corrective action
court appointees
CQI

current asset
debits and credits
decubitus ulcer
delegating
delinquent
democratic management
dependency
diabetes
disagreement
discharge
discipline
discrimination
diseases
documentation
dose
dying
efficiency
egress
emergencies
emergency notification
emergency preparedness plan
emergency procedure
emergency transfer
employees
epidemic
ethics
evacuation
evaluating behavior
expected income
exploitation
facility expense
facility finances
facility license
fair labor standards
falls
FICA
files
financial
fines
fire
first impression
five rights
fixed cost
FMLA

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

management
marketing
meal refusal
measuring financial performance
Medicaid
medical records
medical terminology
Medicare
medication
medication administration process
medication assistance
medication categories
medication disposal
medication occurrence
medication policies
medication record
medication sheet
mental health
mental illness
menu
misappropriation
mission statement
mistreatment
mobility
models of care
MSDS
musculoskeletal
neglect
negligence
nervous system
net
notice of rate increase
nutrient
obtaining medications
ombudsman
operation
orders
orientation
OSHA
osteoporosis
outside services
over-the-counter medication
overtime
pacemaker

Parkinson's disease
paying for care
payroll exemptions
performance
personnel file
pest control
possible causes of behaviors
postural changes
power of attorney
pressure sore
privacy
PRN
problem solving
profit
profit and loss
promotion
psychiatric disorders in later life
psychological disorder
psychosocial adjustment
purpose of training
quality control
quality improvement
quality of life
reasonable accommodations
records
refusal
regulations
reporting
representative payee
reproductive system
resident care
resident care management
resident-centered care
resident contract
resident emergency
resident fees
resident independence
resident needs
resident records
resident rights
resident room square footage
resident smoking policies
resident's families
responsible compliance person

restraint
retaliation
revenue
rights
rights of medication administration
safety
satisfaction survey
service plan
sexual harassment
showers per resident
side effect
signed menu
skin changes
sliding scale
snacks
staff training
stage IV pressure sore
stored chemicals
strategic planning

substitution
survey
taxes withheld
TBI
terminations
toilets per resident
training requirements
unemployment insurance
uniform assessment
unused medication
UTI
violent behavior
wages
water test
weight
withholding
work performance
worker's compensation

Notes: