Massachusetts Medication Aide
CANDIDATE HANDBOOK

D&S DIVERSIFIED TECHNOLOGIES
(D&SDT)
TMU©

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CONTACT INFORMATION

QUESTIONS REGARDING:	**CONTACT:**	**HOURS AND PHONE NUMBERS:**
• testing process • test scheduling • eligibility to test	**D&S Diversified Technologies (D&SDT)** 333 Oakland Avenue Findlay, OH 45840 Email: massachusetts@hdmaster.com Website: hdmaster.com Massachusetts MA TMU Website: mc.tmutest.com	Monday through Friday 8:00AM to 7:00PM Eastern Time **Phone: (800) 393-8664** Fax: (406) 442-3357
QUESTIONS REGARDING: • Medication Aide Registry • verification of current medication aide certification • renewal • reciprocity • equivalency information • registry demographic updates • obtaining information on official regulations and guidelines for medication aides	**CONTACT:** **Massachusetts Department of Public Health (DPH)** Nurse Aide Registry 67 Forest Street Marlborough, MA 01752 Email: nars@mass.gov Massachusetts Nurse Aide Website: https://www.mass.gov/nurse-aide-registry-program	**HOURS AND PHONE NUMBERS:** Monday through Friday 8:00AM to 5:00PM Eastern Time **Phone: (617) 753-8144**

ABOUT THE MEDICATION AIDE CANDIDATE HANDBOOK

This handbook explains Massachusetts' Medication Aide examination process, including testing, registry services, and certification renewal, and is designed to help you prepare for the Massachusetts Department of Public Health (DPH)- approved Medication Aide Examination, administered by DPH's approved test vendor, D&S Diversified Technologies (D&SDT).

For testing or scoring, call D&SDT toll-free at (800) 393-8664. For registry questions, call (617) 753-8144 or email nars@mass.gov. Or you can visit the NARS website at https://www.mass.gov/nurse-aide-registry-program.

Need help? Contact D&SDT:

- Email: massachusetts@hdmaster.com
- Call: (800) 393-8664, Monday–Friday, 8:00AM to 7:00PM ET (excluding holidays).
- Visit the Massachusetts Medication Aide website: hdmaster.com
- Visit the Massachusetts Medication Aide TMU: mc.tmutest.com

INTRODUCTION – MEDICATION AIDE REGULATION

A Medication Aide Competency Evaluation program provides specific standards for medication aide-related knowledge. This program aims to ensure that candidates seeking to be medication aides understand these standards and can competently and safely perform the job of an entry-level medication aide.

Eligibility:

- A certified nurse aide (CNA) with a current certification.
- Currently employed by a long-term care facility.
- At least 18 years of age.
- A high school graduate or holder of a general education development (GED) certification.

TEST ACCOMMODATIONS: AMERICANS WITH DISABILITIES ACT (ADA)

ADA Compliance

D&SDT certifies that it complies with the provisions of the Americans with Disabilities Act (42 U.S.C. 12101 et seq.). A medication aide candidate with a disability may request special testing arrangements. This request should be made as soon as it is known that a special accommodation will be needed and **before** a candidate applies for testing.

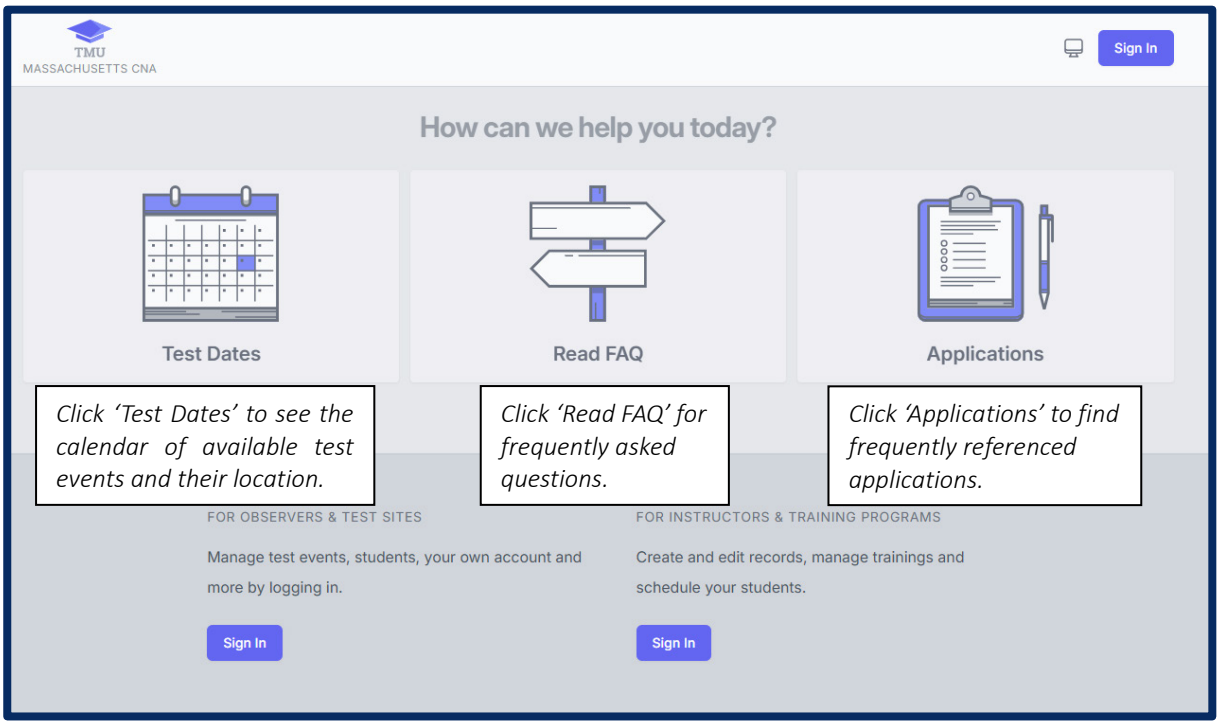
D&SDT and DPH provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the Massachusetts Medication Aide examination.

- D&SDT and DPH must approve accommodations and cannot change the examination in any way.
- Submit the **ADA Accommodation Request Application**, located on the Massachusetts TMU main page under 'APPLICATIONS', for review and approval by D&SDT and DPH **in advance** of your NA examination.
- Submit all required supporting documentation of your diagnosed disability with your request. We will only review applications with the required supporting documentation.
- D&SDT will email you if additional or updated documentation or information is required, using the email address in your TMU account.
- When scheduling your exam, please ensure that you or your training program has submitted the ADA Accommodation Request Application well in advance to avoid delaying testing with your classmates.

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 at (800) 393-8664.

Massachusetts TMU Home Page

The Massachusetts TMU main page URL is: **mc.tmutest.com**



Forgot your Password and Recover your Account

If this is your first time logging in to TMU, or you have forgotten your password, follow the instructions below.

1) Go to the Massachusetts TMU main page, **mc.tmutest.com**.
2) Click 'Sign In'.
3) Click 'Forgot Your Password?' on the pop-up.
4) On the 'Recover Account' screen, using your email option, type in your Email Address.
5) Click 'Recover Account'.
6) A 'Reset Password Notification' email with the reset link will be sent to you.
7) Click on the reset link in your email to reset your password.
8) Please check your junk/spam folders for this email.
9) If you have already updated your demographic information in your account, as another option besides using your email, you can type in the requested data (Social Security Number, Date of Birth, Last Name, and Zip Code) under 'Using other Information'.
10) Click 'Recover Account'.

11) Under either option, you will receive the message, "We have emailed your password reset link! Please allow a few minutes for the email to be delivered."

12) Once you open the email, click 'Reset Password'.

13) 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.

14) A TMU screen will pop up: type in your 'Password' and retype it in 'Confirm Password'.

15) Then click 'Reset Password'.

16) One of two screens will appear. If this is your first time logging in, you will see the Setup Account screen with a message asking you to complete your demographic information. If you have already completed your demographic information, the candidate home screen will appear.

Complete your TMU Profile

Your training program will enter your initial registration information in D&SDT's Massachusetts TestMaster Universe (TMU) software.

- After your information is entered, you will receive an email from TMU confirming that your account has been created (check your junk/spam folder).
- Open your email and sign in to your account at **mc.tmutest.com**.
- The first time you sign in to your account, you will need to:
    - Update your password and complete your demographic information, including making sure your LEGAL FIRST AND LAST NAMES *exactly match* the FIRST and LAST names on your government-issued ID
        - ♦ Complete all required fields that are marked with an asterisk*;
        - ♦ Check the box next to "I agree to the Terms and Privacy Policy*"; and
        - ♦ Select Finish Account Setup.
- Complete this information **before you schedule to take your exam!**
- **Failure to do so may result in you being turned away from testing, marked as a NO SHOW STATUS for your test event, and forfeiting your testing fees!**
- After you finish your account setup, you will receive the message: "Thanks, your account has now been set up."

If you forgot your password or need to recover your account:
Enter your email address in the 'Sign In' menu box. Select "Forgot Your Password?" You will receive an email. Follow the instructions in the email to reset your password to recover your account.

PAYMENT INFORMATION AND TEST ELIGIBILITY

Payment Information

Candidates and facilities can pay testing fees online through TMU.

- Securely processed MasterCard or Visa credit/debit cards are accepted by candidates and facilities.
- Money Orders, Cashier's Checks, and Facility Checks are accepted on behalf of candidates (**made payable to D&SDT**). Personal checks and cash ARE NOT accepted from candidates.

Before you schedule your exam:

- Ask your program instructor if you will be **self-paying** or if your training program has **pre-paid** your fee.
- If you are **pre-paid**, you do not need to submit a payment and may schedule your exam.
- If **self-pay**, review the instructions in *Self-Pay Instructions* and submit the online fee to be able to proceed with scheduling your exam.

Fees:

- Knowledge Exam or Knowledge Exam Retake: **$90**

Test Eligibility

Your training program will enter your initial TMU registration information online. You must log in to **mc.tmutest.com** and complete your demographic information. When completing your demographic information, make sure that your name in TMU matches your ID exactly. Your ID must be a US government-issued, signed, unexpired, photo-bearing ID. If you discover your ID name doesn't match your name as listed in your TMU account, please call D&SDT at (800) 393-8664. See the instructions under **Complete your TMU Profile**.

Once your record is completed in TMU and you have verified that all information is correct, you may schedule your exam date online at the Massachusetts TMU webpage at **mc.tmutest.com** using your email and password (see instructions under **Steps to Schedule or Reschedule a Test Event**). If you do not know your username and password, enter your email and click 'Forgot Your Password?' (See instructions under **Forgot your Password and Recover your Account**.) This will allow you to reset your password and then log in. If you cannot log in, contact D&SDT at (800) 393-8664 during regular business hours, 8:00AM to 7:00PM ET, Monday through Friday, excluding holidays.

Time Frame for Testing from Training Program Completion

You must successfully complete and pass the test within one year of finishing an approved training program. During this one-year period, candidates may take the knowledge exam unlimited times. Should one year elapse, you are required to complete another DPH-approved training program in order to be eligible for further testing.

NOTE: If you fail the knowledge exam three times, you will be placed on a 21-day hold after your failed 3rd attempt and after each attempt you fail after that.

If you have questions regarding your test scheduling, call D&SDT at (800) 393-8664.

Self-Pay Instructions

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

Once you complete your training program, your training record will include completion hours and the date, and you will receive an email and text message stating that you are eligible to schedule a test date.

Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already prepaid for your test. Securely processed Visa or MasterCard credit/debit card information is required when paying testing fees online.

Follow the instructions to self-pay your testing fees:

1) On your candidate home page, click on 'Tests' or 'View Your Testing History'.

2) On the 'Your Tests' screen, under 'Scheduling', click on the box to the left of Exam' to select the test component – a checkmark will appear in the box.

3) Then click 'Add Selected Items to Cart'.

4) On the 'Cart' screen, you will get a message that the "Knowledge test has been added to your cart" along with the 'Knowledge Amount'.

5) Click 'Pay with Credit Card'.

6) On the 'Prepay to Schedule' screen, enter the Credit Card information and then click 'Submit Payment'.

7) You will receive a receipt for the transaction.

Once your testing fees are paid, you will be eligible to choose a test site and date.

For special circumstances only, you may also pay your testing fees with a money order or cashier's check via a paper payment form. Please email **massachusetts@hdmaster.com** to request a paper payment form.

Follow the instructions in the next section to schedule or reschedule a test event.

TEST EVENT OPTIONS, SCHEDULING, NOTIFICATIONS, RESCHEDULING POLICY AND UNFORESEEN CIRCUMSTANCES

After your exam fee is paid, you may schedule and/or reschedule up to one business day before a scheduled test. You may log in with any Internet-connected device.

Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home or elsewhere.

What You Will Need

- An updated version of Google Chrome as your Internet browser.

- A reliable Internet (Wi-Fi) connection.

- A personal computer/tablet/laptop to log into TMU to access the knowledge exam.

- You must download and install the Respondus LockDown Browser on the device (computer, etc.) you will be using to take your exam. For detailed guidance, refer to the **Respondus LockDown Browser Instructions**.

- 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) that you ***must download***.

    - An email will be sent to you and appear in your notifications (in your TMU account) with information about the 'video conferencing app' (for example, Zoom) you will need to download before test day.

    - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU account), a reminder with the password-protected link to join the test event.

Failure to meet these requirements may result in you not being allowed to test and forfeiting your testing fees.

Steps to Schedule or Reschedule a Test Event

Follow the instructions to schedule or reschedule a test event:

1) On your candidate home page, click on 'Tests' or 'View Your Testing History'.

2) On the Your Tests screen, under 'Scheduling – Tests', all eligible test events will appear with 'eligible' under the 'Status'.

3) To select a test component (knowledge), click 'Schedule' to the right of the test component you want to schedule.

4) The next screen to open will be the 'Find Event Certified Medication Aide'.

5) A map of upcoming events will open: You can click on a marker to show upcoming events for that location.

6) The test component(s) you can schedule will show under 'Test Date', 'Test Location', and 'Scheduling For' under the map.

7) Click 'Schedule' to the right of the site and date you want to test.

8) A pop-up will appear asking if you want to "Schedule into this Event on Date for Component. Are you sure?"

9) To confirm this is the site, date, and component (knowledge) you want to schedule, click 'OK'.

10) The Your Tests screen will open up with a message that says "Your Name scheduled into Component (Knowledge) for Certified Medication Aide."

11) Your Status will show you are 'Scheduled'.

12) Click ‘Actions’ and select ‘Test Confirmation Page’ from the drop-down list to see your test confirmation with important reminders for testing.

Steps to 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 in **Steps to Schedule or Reschedule a Test Event**.

Please ensure you have met the **What You Will Need** items listed above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be ‘Remotely Proctored Test’.

- Review the **Steps to Schedule or Reschedule a Test Event.** 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 (refer to the **Test Confirmation** and **Notifications** sections for information on how to access your test confirmation and notifications).

- After scheduling your exam, the Respondus LockDown Browser will be available for download, installation, and testing. For detailed guidance, refer to the **Respondus LockDown Browser Instructions**.

- 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 included in your notifications.

- Remember, for this information, check your ‘NOTIFICATIONS’ in your TMU account. Please refer to the View your TMU Notifications section.

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

Respondus LockDown Browser

After scheduling your exam, the Respondus LockDown Browser will be available for download, installation, and testing. For detailed guidance, refer to the **Respondus LockDown Browser Instructions**.

Ensure that the Respondus LockDown Browser is fully installed and operational prior to joining the “video conferencing’ app on testing day.

Instructions for the Remotely Proctored Knowledge Exam can be found within your TMU account under the **Resources** section.

These instructions provide step-by-step procedures for downloading and uninstalling the necessary software. It is essential to review all instructions thoroughly before your remotely proctored knowledge exam.

Notifications

Remember to check your TMU account notifications for important updates about your selected test events and other information.

Follow these instructions to view your notifications:

1) On your candidate home page, you will see any unread notifications in a box on the screen or under your profile picture in the upper right of your screen.

2) Click 'Show Notifications' to open your notifications.

3) The 'Your Notifications' screen will open.

4) Click 'VIEW' to the right of each notification to open each of your notifications.

Test Confirmation

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

The body of the test confirmation letter will direct you to review the Candidate Handbook for specific instructions on arrival time, ID requirements, testing attire, testing policies and procedures, and what to expect.

Failure to read the Candidate Handbook could result in a no-show status for your test event if you do not adhere to testing policies.

Follow these instructions to view and print your test confirmation:

1) Once you are scheduled for a test event, the Your Tests screen will open up.

2) Click 'Actions' and select 'Test Confirmation Page' from the drop-down list to see your test confirmation with important reminders for testing.

3) Your test confirmation letter will open up - click 'Print Page' to print your confirmation letter.

4) Click 'Get Map' to get Google Maps directions to the test site.

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

Rescheduling Policy

You may reschedule your test event online, at no additional cost, up to **one (1) business day** before the scheduled test event. You can do so in your TMU account at **mc.tmutest.com**.

For example, to reschedule at no additional cost:

- If the scheduled test is on Monday, you must reschedule by 7:00 PM (ET) the previous Thursday.
- If the scheduled test is on Tuesday, you must reschedule by 7:00 PM (ET) the previous Friday.

- If the scheduled test is on Wednesday, you must reschedule by 7:00 PM (ET) the previous Monday.
- If the scheduled test is on Thursday, you must reschedule by 7:00 PM (ET) the previous Tuesday.
- If the scheduled test is on Friday, you must reschedule by 7:00 PM (ET) the previous Wednesday.
- If the scheduled test is on Saturday/Sunday, you must reschedule by 7:00 PM (ET) the previous Thursday.

Reschedule a Test Event

1) On the 'Your Tests' screen, click 'Actions' and select 'Reschedule' from the drop-down list to select an alternative test date.

2) A pop-up will appear asking if you want to "Reschedule this Knowledge Exam". Are you sure?"

3) To confirm this is the site, date, and component (knowledge) you want to reschedule, click 'OK'.

4) You will be taken back to the Your Tests screen with eligible test dates you can reschedule for.

Unforeseen Circumstances Policy

If a scheduled exam test event is canceled by D&SDT due to weather or other unforeseen circumstances, D&SDT staff will make every effort to contact you using the phone number and email address listed in your TMU account to reschedule your test date, at no charge, to a mutually agreed-upon new test date.

Therefore, keep your contact information up to date in case you need to be contacted!

If D&SDT is unable to reach you by phone or email, you will be removed from the test event, and D&SDT will not reschedule you until you contact us.

YOU become responsible if D&SDT has attempted to contact you and left you a voice message or email at the phone number or email in your record, and:

- You did not call D&SDT back in a timely manner
- Your phone number was disconnected/or your voicemail was full
- You did not check your messages in a timely manner
- You did not check your email or reply to our email in a timely manner, or
- Your email is invalid, or you are unable to access your email for any reason.

See more information under **NO-SHOW EXCEPTIONS**.

EXAM DAY

Testing Attire

Onsite Exams

The following testing attire applies to the onsite, in-person knowledge exam and will be followed at testing sites:

- You must be in full clinical attire (scrub top and scrub bottom).
- Scrubs and shoes can be any color/design.
- No open-toed shoes are allowed.
- Long hair must be pulled back.

- Wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), is not allowed.

POLICY: You will not be admitted for testing if you are not wearing scrubs and appropriate shoes, and your long hair is not pulled back. You will be marked as a NO-SHOW status. You will forfeit any testing fees paid without a refund.

Remotely Proctored Knowledge Exams

For remotely proctored knowledge testing, you must wear appropriate clothing, such as a non-revealing shirt/sweater and pants, sweatpants, shorts, or leggings.

- Wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), is not allowed.
    - The exception is the smartphone you may be testing with.

POLICY: You will not be admitted to the test if you are not wearing appropriate clothing as shown above. You will be marked as a NO-SHOW status. You will forfeit any testing fees paid without a refund.

Identification Required for all Testing

At check-in, you must present an original U.S. Government-issued, photo-bearing, *signed, and non-expired form of identification to your proctor**.** The following are <u>not accepted</u>: photocopies, images, faxes, emails, screenshots, electronic or digitally stored forms of identification (for example, Apple or Google Wallet).

Accepted Forms of Identification (ID)

- **State-issued Driver's License** *(non-expired from any state is acceptable)*
    - You may use the original letter with photo, expiration date, and signature issued by the Department of Motor Vehicles (DMV) that you received when you applied for or renewed your driver's license while waiting to receive your new license.
- **State-issued Identification Card** *(non-expired from any state is acceptable)*
- **Signed U.S. Passport** *(Foreign Passports and Passport Cards are not acceptable.)*
    - Exception: A signed foreign passport with a U.S. VISA within the passport is acceptable (the VISA does not have a signature).
- **Permanent Resident Card (Green Card or Alien Registration Card) / Employment-Work Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)**
    - *Accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to the present day. If issued before January 1, 2023, it may contain a fingerprint instead of a signature.
- **U.S. Military Identification Card**
    - *Accepted without a signature or fingerprint, but will have a barcode or may contain a fingerprint in place of a signature.
- **Tribal Identification Card**
    - A signed photo ID with an expiration date (not expired) issued by a federally recognized Tribal Nation/Indian Tribe.

Ensure your Names Match

The FIRST and LAST names on your ID **must exactly match** the FIRST and LAST names entered in your TMU account and database. Before your test date:

- Confirm that your name on your test event record matches your U.S. government-issued ID.
- You may call D&SDT at (800) 393-8664 or sign in to your TMU account at **mc.tmutest.com** to review and update your demographic information.
- If you need to update or correct your name:
  - Complete the **Demographic Change/Correction Request Form**
  - The form is located under 'APPLICATIONS' on the TMU main web page (before you log in to your account.

POLICY: You will not be admitted for testing and will be considered a NO-SHOW STATUS if:

- You do not present an acceptable ID at check-in that is not expired.
- If your FIRST and LAST names on your ID document do not match the name on your TMU record; or
- There is a hole punched in your driver's license or state-issued ID card; the document will NOT be valid and will not be accepted.
- Without acceptable documentation, you will be considered a NO SHOW STATUS and will forfeit any fees paid without a refund.

Onsite Exam Check-In

You must arrive at your test location's waiting area at least 20 minutes before your test is scheduled to begin. No one will be admitted after the 20-minute cutoff. This allows time to check in with the RN Test Observer.

- Testing **begins** promptly at the start time noted on your test confirmation.

POLICY: If you arrive late, you will not be permitted to take the exam and will forfeit any fees paid without a refund.

Written test instructions will be provided outlining the on-site test process and what to expect during your knowledge exam. The instructions will be located in the testing room's waiting area at check-in and will be available during your exam for your reference.

These instructions are located in your TMU account under Resources.

The RN Test Observer will ask you questions about the instructions. It is important that you read the instructions **before** entering the onsite exam room(s).

Remotely Proctored Knowledge Exam Check-In

You must be connected to the remotely proctored exam link (for example, Zoom, etc., waiting room) **at least 20 minutes before your test is scheduled to begin**, as 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.

- **Allow time to log in to ensure you meet the 20-minute requirement.**
- **No one will be admitted to the test after the 20-minute cutoff.**
- **Anyone attempting to sign in to the remotely proctored exam link after that time will be considered a no-show and will forfeit their testing fees.**

Additional requirements:

- Before joining the 'video conferencing' app, you need to have the Respondus LockDown Browser ready for testing. (Downloaded, installed, and ready to test. For assistance, view the **Respondus LockDown Browser Instructions**.)
- At check-in, you must have your smartphone or tablet positioned so the Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer, tablet, or laptop.
- You will be required to **show the entire room** and surroundings to the remote Proctor before starting your remotely proctored knowledge exam.

If you experience technical difficulties, please take screenshots and submit them to D&SDT with an explanation at **massachusetts@hdmaster.com**. Please refer to the **No-Show Policy**.

POLICY: Failure to adhere to any of the remote testing conditions will require the remote proctor to stop your exam, which will be scored as a failed attempt.

Remotely Proctored Knowledge Exam instructions are located in your TMU account under Resources.

- The instructions outline the process and what to expect during your exam. It is important that you read the instructions **before** signing in to your remotely proctored knowledge exam.

Testing Policies for Onsite and Remotely Proctored Exams

Review the online Candidate Handbook before your test day for any updates to testing and policies.

Access the document in your TMU account under the 'Resources' tab or on the Massachusetts page on the D&SDT website at **hdmaster.com**.

- Plan to be at the on-site test site for four to five hours.
- 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 to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), 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 upon completing your test. Test Sites and Testing Teams are not responsible for your personal belongings at the test site.
- All electronic devices must be **turned off and removed from your body**, including wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.).
- Anyone caught using any electronic recording device during the knowledge exam will be dismissed from the exam and testing room; 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 the Massachusetts Department of Public Health. Please refer to the **Security** section of this handbook.

- Behavioral misconduct or unlawful acts by test candidates are strictly prohibited. Such actions may result in dismissal from the test site, denial of testing privileges, and reporting to your training program and the Massachusetts Department of Public Health. Review the **Security** section of this handbook.

- You are not allowed to leave the testing room (on-site knowledge test room or remotely proctored knowledge exam) 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. Any test fees paid will not be refunded.

- 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.

- For on-site testing:
  - You may use personal devices in the on-site waiting area during your free time.
  - You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.

- No visitors, guests, pets (including companion and emotional support animals), or children are allowed at the test location. 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.
  - Service animals (a dog that has been individually trained to perform specific tasks for people with disabilities) are allowed. Contact D&SDT at (800) 393-8664 or via email at **massachusetts@hdmaster.com** after you schedule a test date so the testing team can be notified.

- You may not test if you are ill or sick. Call D&SDT at (800) 393-8664 immediately to reschedule.
  - Review the **Rescheduling Policy** and **No-Show Exceptions** sections.
  - Reschedules will not be granted less than one full business day before a scheduled test date.

- **LANGUAGE TRANSLATION DICTIONARIES:** You may use a foreign word-for-word translation dictionary during your test, provided it contains no definitions or handwritten notes. You must present the dictionary to the RN Test Observer and Knowledge Test Proctor or remote Proctor for inspection during check-in. Please note that electronic dictionaries and unapproved language translators are strictly prohibited.

- **SCRATCH PAPER AND CALCULATORS:** If needed, you may do math calculations on scratch paper or with the basic calculator provided by the KTP.

Remotely Proctored Knowledge Exam Policies

On Exam Day

- Before joining the 'video conferencing' app, you need to have the Respondus LockDown Browser ready for testing (downloaded, installed, and ready to test). For assistance, view the **Respondus LockDown Browser Instructions**.)

- 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 will be required to show the entire room and surroundings to the remote Proctor 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 surroundings/entire room at any time during your test.

- You may not use a video filter, such as a background or blurring your screen.

- On testing day, you cannot have any assistance with your computer 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. You will be marked as a NO SHOW STATUS; you will forfeit any fees paid You will be marked as a NO SHOW STATUS; you will forfeit any fees paid and must reschedule your test.

- You must be alone (by yourself during the entire time while testing). You must test in an isolated, secure room/area free of distractions and interruptions, and free of any other people, children, or pets, just as you would 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.

- If the 'video conferencing app' 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.

- Review the information on remotely proctored testing issues under the No-Show Exceptions section.

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

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 Massachusetts Department of Public Health (DPH).

Reportable misconduct includes, but is not limited to, the following:

- Cheating
- Refusing to follow directions
- Using abusive language or threatening others
- Disrupting the examination environment
- Visibly impaired
- Engaging in unprofessional or aggressive behavior
- Attempting to remove test material, take notes, or copy information
- Giving or receiving unauthorized help during testing, including using wearable technology, such as Bluetooth-connected devices (smartwatches, smart glasses, rings, activity trackers, etc.), or navigating to other browsers during your exam.

POLICY: If you commit one of these acts, 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.

A report of your behavior will be sent to your training program and DPH, and you are subject to legal prosecution to the fullest extent of the law. You may not be allowed to retest for at least 6 months and may require DPH permission to retake the test.

NO-SHOW STATUS / REFUND OF TESTING FEES PAID

No-Show Status

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

Keep in mind that the fees partially offset D&SDT costs incurred for services requested and the resulting work performed. Therefore, it is important to reschedule your exam at least one full business day before a scheduled test event, excluding Saturdays, Sundays, and holidays, to avoid being a NO-SHOW STATUS.

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, test fees will be refunded to the remitter of record, or a free reschedule will be authorized, provided **you submit the required documentation within the time frames outlined below.**

Complete the **No Show Exception Form** available on the Massachusetts TMU main page under 'APPLICATIONS', upload required documentation, and submit within the required time frame outlined below:

- **Car breakdown or accident**: D&SDT must be contacted within one business day via phone call, fax, or email. A tow bill, police report, or other appropriate documentation showing your name and the provider of service's name must be submitted within **three (3) business days** of the exam date. If we do not receive documented 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 must be contacted within one business day via phone, fax, or email. 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 documented 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 must be contacted within one business day via phone, fax, or email. A doctor's note on their letterhead or other appropriate documentation showing your name and the provider of service's name must be submitted within **three (3) business days** of the missed exam date. If we do not receive documented 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 must be contacted within one business day via phone call, fax, or email, and an obituary or letter on your behalf from the funeral home for immediate family must be submitted within **seven (7) business days** from a missed exam date. If we do not receive documented proof within 7 business days, your no-show status will stand, and you will be required to repay your testing fee. (Immediate family includes parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

- **Remotely proctored testing issues:** D&SDT must be contacted within one business day via phone, fax, or email, and appropriate documentation showing your name and the provider of the service's name must be submitted within **three (3) business days** of the exam date. If we do not receive documented 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 service provider's name, showing the outage date and times.
  - **Computer or cell phone issue**: If the computer or cell phone fails to work for any reason, documentation showing your name and the provider of the service's name from a computer repair technician/shop or other appropriate documentation.

Refund of Testing Fees Paid

If you change your mind and do not wish to test or cannot schedule a test date before your training expiration date, you may request a refund of the testing fees paid. **Refund requests made within 30 days of initial payment of testing fees qualify for a full refund of any testing fees paid, *minus a $35 refund processing fee*.**

If you are Scheduled in a Test Event

A refund request for testing fees paid must be made in writing by filling out and submitting the **CANDIDATE-Refund Request Form** on D&SDT's main webpage at **hdmaster.com** at least **one (1) full business day** before your scheduled test event (excluding Saturdays, Sundays, and Holidays). Refund requests must be made within **thirty (30) days of the original payment of testing fees with D&SDT, minus a $35 refund processing fee**. Refund requests made more than 30 days after the original payment of testing fees with D&SDT ***will not be issued***. No phone calls will be accepted.

Example: If you are scheduled to take the exam on Saturday, Sunday, or Monday, you must request a refund by the close of business on Thursday before your scheduled exam. D&SDT's regular business hours are Monday through Friday, 8:00AM to 7:00PM ET, excluding Saturdays, Sundays, and Holidays.

- If the scheduled test is on Monday, you must reschedule by 7:00 PM (ET) the previous Thursday.
- If the scheduled test is on Tuesday, you must reschedule by 7:00 PM (ET)) the previous Friday.
- If the scheduled test is on Wednesday, you must reschedule by 7:00 PM (ET) the previous Monday.
- If the scheduled test is on Thursday, you must reschedule by 7:00 PM (ET) the previous Tuesday.
- If the scheduled test is on Friday, you must reschedule by 7:00 PM (ET) the previous Wednesday.
- If the scheduled test is Saturday/Sunday, you must reschedule by 7:00 PM (ET) the previous Thursday.

If you are Not Scheduled in a Test Event

You must submit a refund request for testing fees paid in writing by completing and submitting the **CANDIDATE-Refund Request Form.** You must submit refund requests **within thirty (30) days of the original payment of testing**

fees to D&SDT, minus a $35 refund processing fee. Refund requests made more than 30 days after the original payment of testing fees to D&SDT ***will not be issued***.

EXAM RESULTS

After you have completed the Knowledge Exam, your test results will be officially scored and double-checked by a D&SDT scoring team.

Official test results will be available after 7:00PM Eastern Time on the day tests are scored. D&SDT does not send postal mail letters or email test results to candidates.

You must successfully complete and pass the test within one year of finishing an approved training program. During this one-year period, you may take the knowledge test unlimited times. However, should you fail the exam on your 3rd attempt, you will be placed on a 21-day hold before you can retest. This also applies to any failed attempt after the 3rd attempt. Should one year elapse without successful completion, you will be required to complete another DPH-approved training program in order to be eligible for further testing.

Instructions to view your test results:

1) Sign in to your TMU account at **mc.tmutest.com**.

2) On your candidate home screen, click 'Tests' or 'View Your Testing History'.

3) The 'Your Tests' screen with your scheduled test events will appear.

4) Under Actions, click the drop-down and select 'Details' to view your results.

5) Or, click 'Print Test Results' to print your results.

6) You will also have the opportunity to complete the anonymous Exit Survey by clicking 'Please take our satisfaction survey'.

7) Your test details with detailed diagnostics will appear to help you prepare for a retake, if needed.

8) For the knowledge exam, you will receive your percentage for each subject area and a list of missed vocabulary words.

9) With the test details open, under the 'Test Actions' drop-down menu, click 'Print Results' to get a hard copy of your results.

10) You can also click the 'Printer Icon' next to 'Test Actions' to print your results letter.

Candidate Feedback – Exit Survey

Candidates can complete an exit survey via a link when they check 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 REVIEW REQUESTS

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

Please read BEFORE you fill out the Test Review Request:

- Call D&SDT at (800) 393-8664 during regular business hours, 8:00AM to 7:00PM ET, Monday through Friday, excluding holidays, to discuss the test outcome you are questioning before committing to paying the $25 non-refundable test review request deposit.
- After you learn the details about the scoring of your test, you may better understand the scoring process and learn how to prepare more effectively for subsequent exam attempts.
- If, after discussing your concerns with D&SDT staff, you still have concerns about your testing process that affected the outcome of your exam, you may submit a Test Review Request.

To request a review:

- Complete the **Test Review Request and Payment Application**, available on the Massachusetts TMU main page under 'APPLICATIONS' (before logging in to your account) at **mc.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.
- **There is a $25 non-refundable test review deposit fee.**
- D&SDT will review your detailed recollection and knowledge test markings, in addition to reviewing markings and notations recorded by the RN Test Observer at the time of your test. We will interview the RN Test Observer about the facts detailed in your dispute documentation. D&SDT will recheck the scoring of your test and may contact you for any additional information about the test event.
- D&SDT will complete your review request **within ten business days of receiving it,** within the required timeframe. The final determination of the review results will be sent to the email address listed in your TMU account, along with a notification to the Massachusetts Department of Public Health (DPH).
- The 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 review findings are *not in your favor*, the $25 test review deposit will remain, and the fee is non-refundable.

D&SDT will discuss test results or test disputes only with the candidate. D&SDT will not review test results or disputes with instructors, training programs, family members, or anyone else on behalf of the candidate.

THE KNOWLEDGE EXAM

Knowledge Exam Content

The Knowledge Exam consists of 85 multiple-choice questions. **A passing score of 80% is required**. Questions are selected from subject areas in accordance with the approved DPH test plan and include all required categories defined in Federal regulations. The number of questions in each subject area is as follows.

Subject Areas

CMA in Healthcare [10]	Medication Fundamentals [20]
Dosage Calculation [5]	Safe Handling of Unused Medications [2]
Medication Administration Skills [25]	Safe Medication Principles [10]
Medication Errors [8]	Side Effects vs Adverse Effects [5]

Knowledge Exam Information

The Knowledge Test Proctor will provide instructions for taking the Knowledge Exam. You will have **two hours** to complete the **85-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 can watch the time remaining on your knowledge exam, and the KTP will announce when 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 **80%** or better to pass the knowledge portion of the exam.

All test sites in Massachusetts utilize electronic TMU testing using Internet-connected computers. The knowledge exam will be displayed on a computer screen for you to read and key in 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 Profile** 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.

KNOWLEDGE EXAM VOCABULARY LIST

adverse reactions
aging effects
basic pharmacology
Buccal
chain of command
complete medication pass
counting medications
crushing medications
documentation
dosage
dosage calculation
dropped medications
holding medications
infection control
inhalation medications
inhaler medication

legal and ethical standards
liquid medication
MAR
medication administration
medication by body systems
medication categories
medication classes
medication disposal
medication forms
medication frequency
medication guide
medication integrity
medication names
medication orders

medication packaging and labels
medication refusal
medication routes
medication storage
nasal medication
ophthalmic medications
oral medications
otic medication
post medication monitoring
preparing for medication pass
preventing medication errors
prioritization
privacy and confidentiality

reporting changes
resident rights
role and responsibility
safe handling
safety checks

scope of practice
side effects
six rights of medication administration
splitting medication

sublingual medications
terminology and abbreviations
topical medication
transdermal patches