D&S Diversified Technologies LLP

Headmaster LLP

Massachusetts MAP Testing Candidate Handbook

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Version 18

Update Effective May 23, 2025

The following information has been updated:

The Demographic Changes Policy time frame has been updated.

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test ..... **(888) 734-6211**

Questions regarding: certification • renewal • Registry ..... **(888) 734-6211**

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Introduction

This handbook describes the process of taking the Medication Administration Program (MAP) Certification test. A candidate qualifies to take the test after successfully completing an approved MAP training program. The purpose of the test is to ensure that candidates seeking to be MAP Certified staff are prepared to administer medications safely as regulated by the Massachusetts Department of Public Health.

Massachusetts has approved D&S Diversified Technologies, LLP (D&SDT) to provide tests and scoring services for MAP testing and registry services. For questions not answered in this handbook, please contact D&SDT toll-free at (888)734-6211 or go to D&SDT's MAP webpage at:
http://hdmaster.com/testing/othertesting/massachusetts_cma/MA_CMA_Home.htm

There are two components to the MAP Certification test. Candidates must pass the two test components, knowledge and medication administration, to be listed as certified on the Massachusetts MAP registry.

The information in this handbook will help you prepare for your test.

Americans with Disabilities Act (ADA)

ADA Compliance

The Massachusetts Department of Public Health and D&SDT provide reasonable accommodations for candidates with a qualified disability or limitations that may affect their ability to take any portion of the MAP test. 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 must approve accommodations before testing. If you wish to receive accommodations, inform your MAP trainer and complete the ADA Accommodation Request Application found on the MAP TMU© main page under 'APPLICATIONS' to be reviewed for accommodation. Your ADA Accommodation Request Application must be submitted at least **fourteen business days** before your test date for the portion of the test for which you request an accommodation to be reviewed for a special accommodation.

ADA request forms submitted without supporting documentation of a diagnosed disability will not be accepted or reviewed.

Please notify D&SDT at (888)734-6211 of the need to reschedule as soon as you become aware and no less than two business days before a scheduled accommodated test.

Policy for MAP Testing Utilizing American Sign Language (ASL) Interpreters

ASL interpreters are requested through the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH).

The following guidelines are for MAP testing utilizing ASL interpreting services.

- D&SDT must submit requests for service to the MCDHH at a **minimum of two weeks before** the test date.
- Interpreter services are not guaranteed on any given test date. If D&SDT is made aware that an interpreter is unavailable for a requested date, the candidate will be notified as soon as possible.
- The ASL interpreter may translate the instructions given by the proctor/tester at the beginning of the testing session into ASL.

- The ASL interpreter does not need to share what communication occurs between the candidate and the ASL interpreter with either the knowledge test proctor or the MAP tester. The ASL interpreter is covered by the code of conduct rules through MCDHH.
- If the interpreter is late or does not show up for the test, the candidate can choose to take the test without the interpreter, with no risk to the candidate if they get a failing score on the attempt.
- If the interpreter arrives late after the candidate has already chosen to take the test without the interpreter, the interpreter is not permitted to join the candidate after the start time listed on the job order.
    - Sign language interpreters will be given the Zoom link to connect to the same testing event as the candidate.

Additional Testing Time Granted for ASL-Approved Test Candidates

Additional test time is typically granted for ASL-approved test candidates.

Knowledge Exam

- Thirty additional minutes for the knowledge exam.
    - The candidate is allowed to have all questions interpreted, but the maximum time for testing is one hour and forty-five minutes.
    - The sign language interpreter will log into the same TMU© account so that the questions are accessible.
    - The candidate will mark their own answers in their own test.

Medication Administration Test

- Ten additional minutes for the medication administration test.
    - The maximum time for the medication administration testing is twenty minutes (normal testing time of ten minutes plus an additional ten minutes).

The MAP Remotely Proctored Test Scheduling

Payment Information

Test Description	Price
Knowledge Exam or Retake	$55
Medication Administration Test or Retake	$100

Funding

DDS/DMH/DCF/MassAbility will only pay for three knowledge and three medication administrations for an employee. Candidates are allowed only one funding source and do not get six funding attempts from each agency.

Completing your Account in TMU©

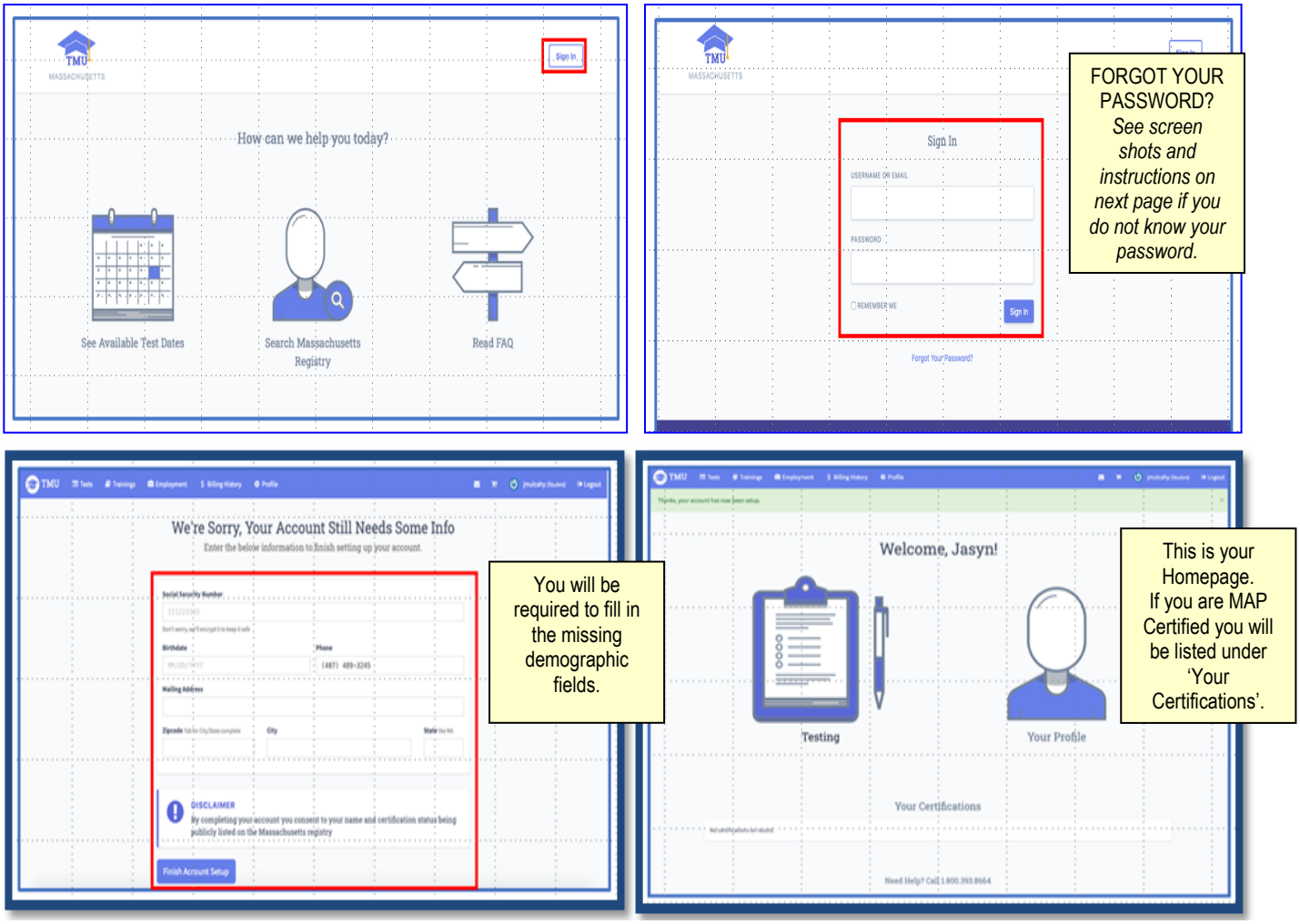
Your initial registration information will be entered in D&SDT-Headmaster's TestMaster Universe (TMU©) software.

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

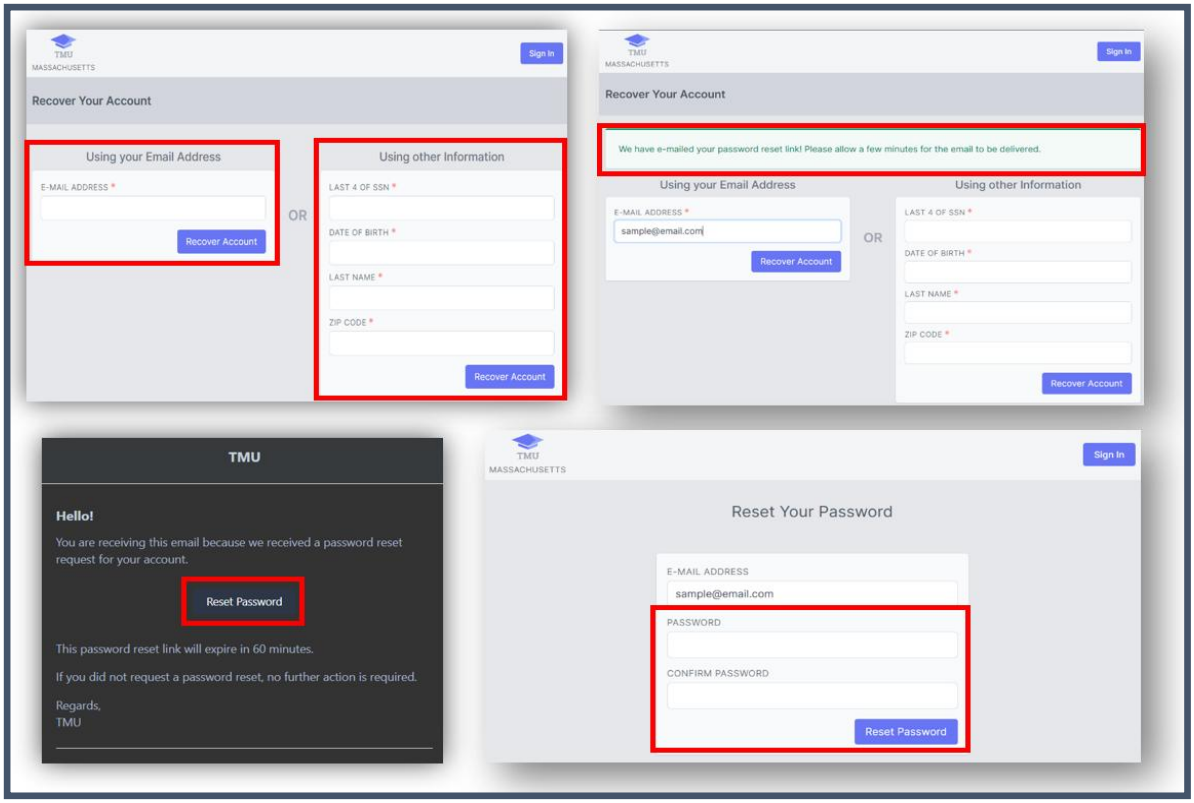
- Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your account, update your password, and complete your demographic information. **This must be done before scheduling a test event**.

If you do not know your Email or Username and Password, enter your email address and click "Forgot Your Password?" You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see instructions under 'Forgot your Password and Recover your Account'). If you cannot sign in for any reason, contact D&SDT-Headmaster at (888)734-6211.

Instructions for completing your account:



Forgot your Password and Recover your Account Directions

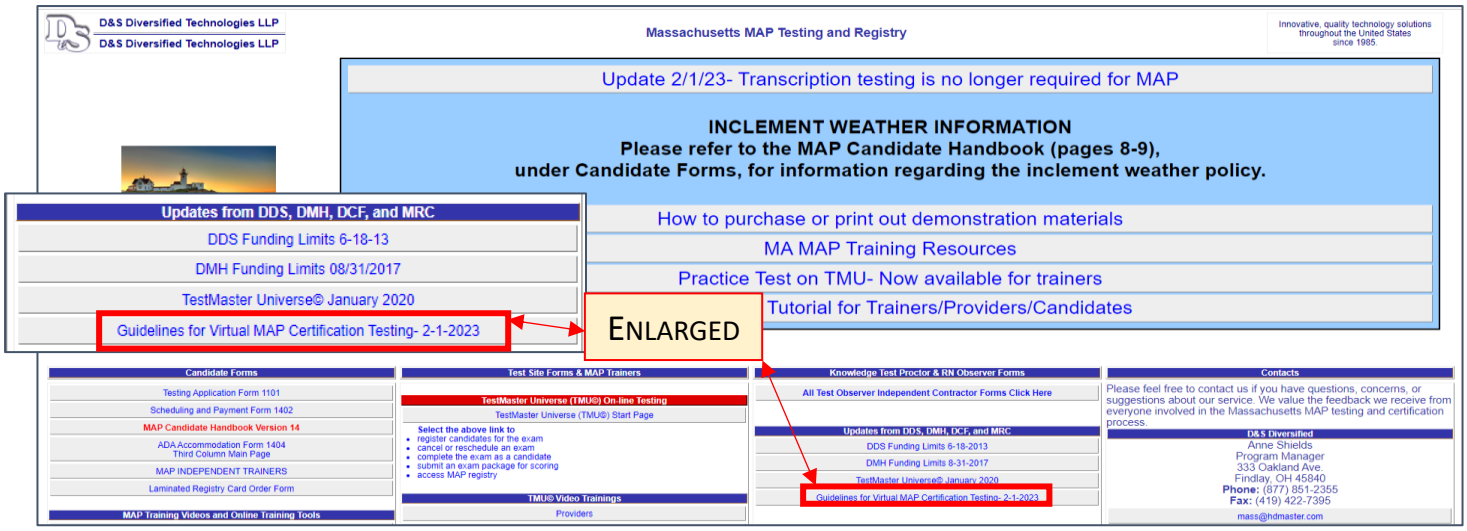


Schedule a Remotely Proctored Test

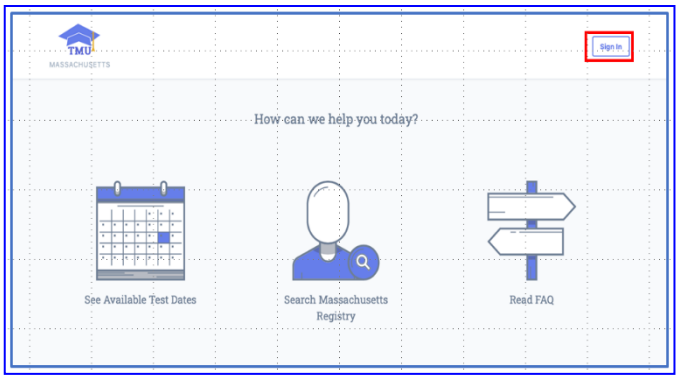
All testing is done with remote proctors.

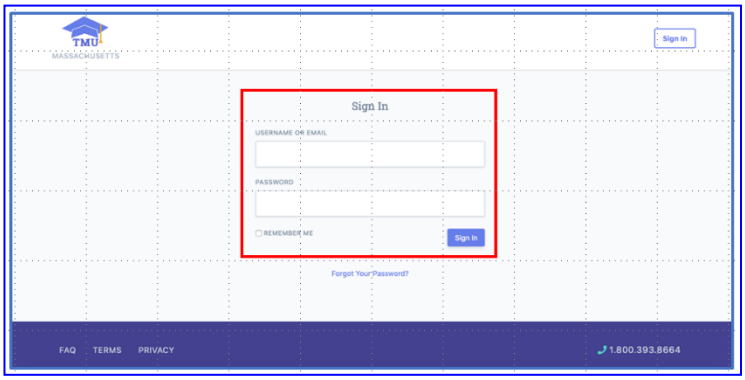
Please view the following presentation with information on what you need to know to schedule a remotely proctored test: [Guidelines for Remotely Proctored Certification Testing]

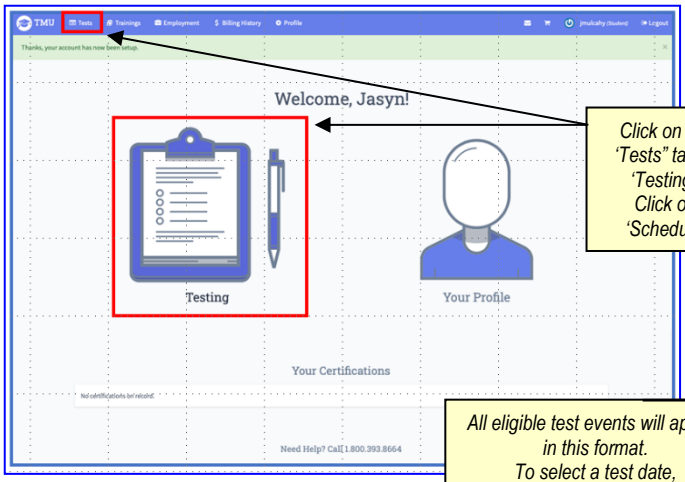
The guidelines for remotely proctored certification testing link can also be found on D&SDT's MAP webpage at www.hdmaster.com. Click on Massachusetts MAP and then on 'Guidelines for Remotely Proctored MAP Certification Testing 2-1-2023'.

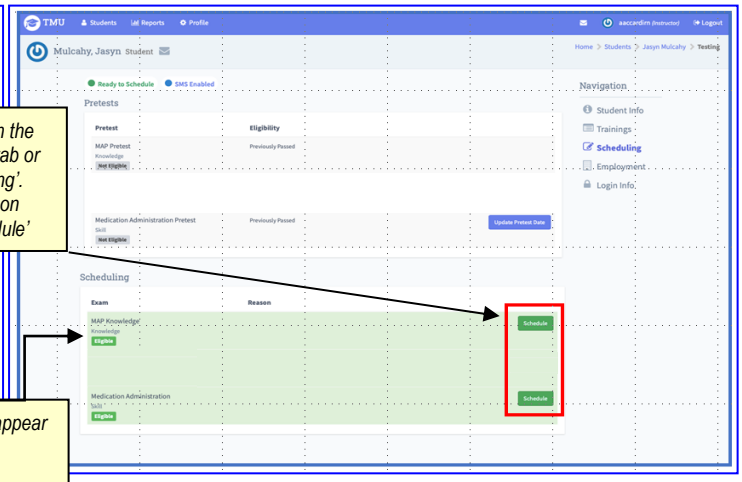


Directions for Scheduling a Remotely Proctored Test Event



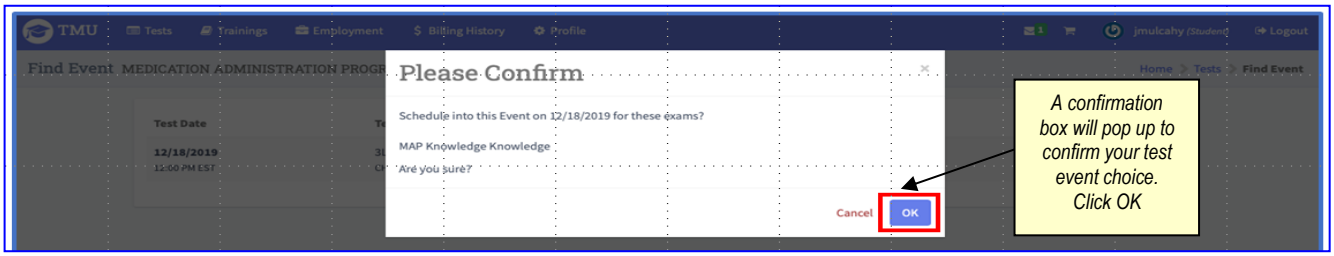




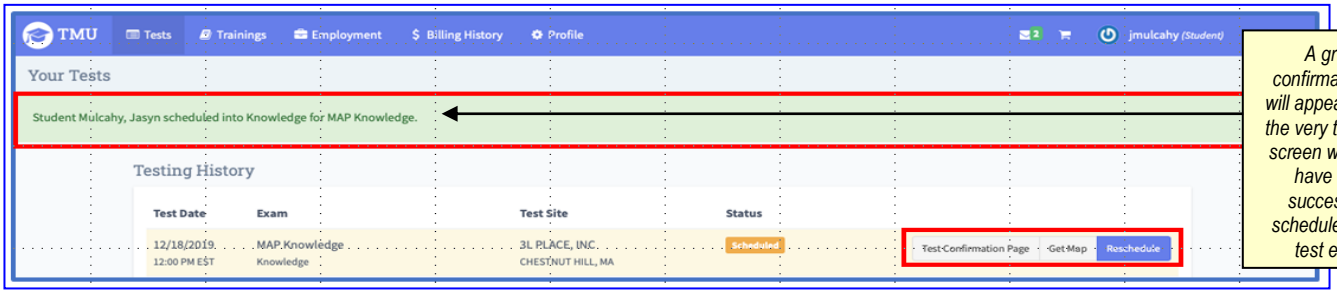


Click on the 'Tests" tab or 'Testing'. Click on 'Schedule'

All eligible test events will appear in this format. To select a test date, click 'Schedule' next to the corresponding desired test event.



A confirmation box will pop up to confirm your test event choice. Click OK

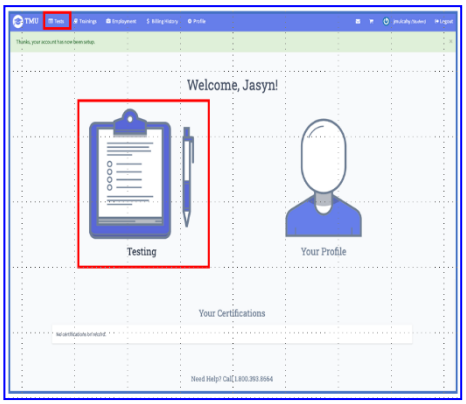


A green confirmation bar will appear across the very top of the screen when you have been successfully scheduled into a test event.

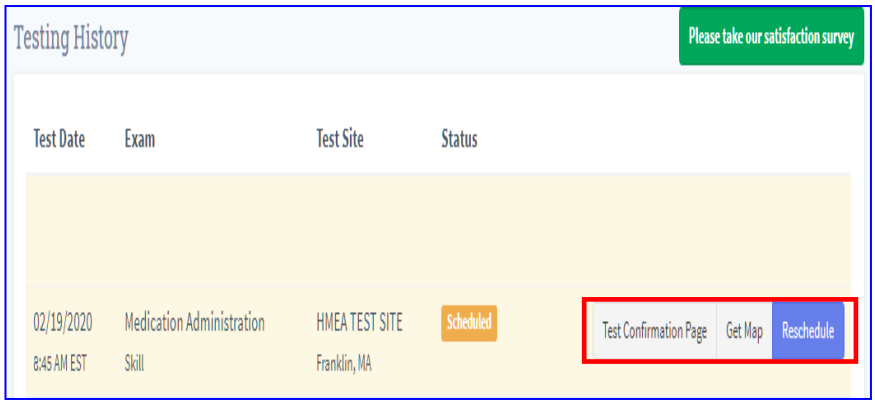
Accessing Your Test Confirmation Page

You can access your test confirmation page at any time.

Click on Testing:



Click on Test Confirmation Page to open your test confirmation letter:

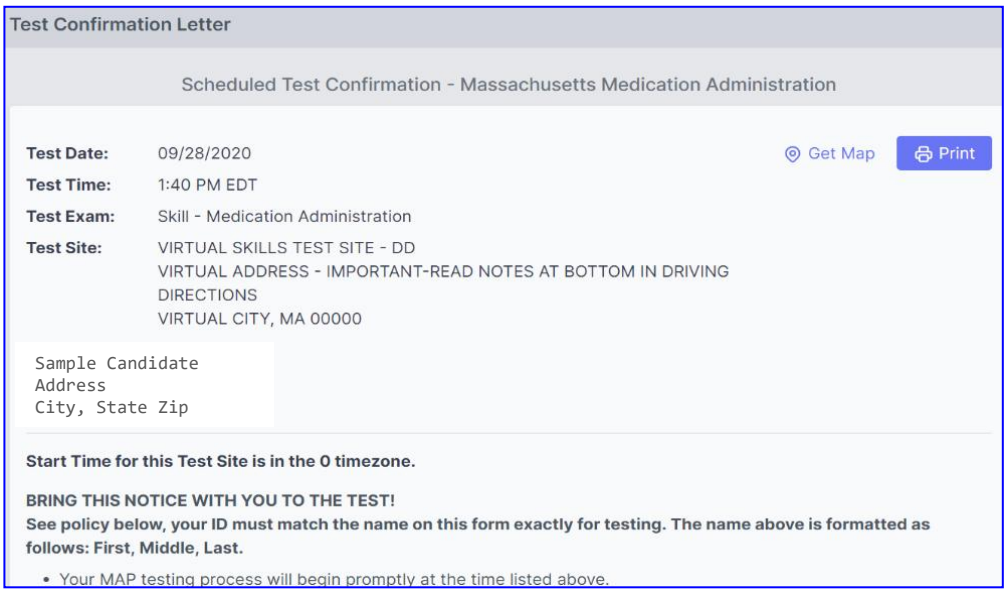


- **Sponsored** not scheduled into a test by their MAP trainer or provider will be able to schedule/reschedule themselves into a DDS/DMH/DCF/MassAbility funded/sponsored MAP remotely proctored test, which can be found on the calendar of events when signed into your TMU© account.
- **Non-sponsored candidates** (candidates not employed by a DDS/DMH/DCF/MassAbility provider) will be able to schedule/reschedule themselves into a self-pay MAP remotely proctored test, which can be found on the calendar of events when signed into your TMU© account.

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

If you need assistance accessing your test confirmation page or have any questions regarding the test schedule or scheduling/rescheduling your test, call D&SDT at (888)734-6211.

Test Confirmation Page Example



Test Confirmation Letter

Scheduled Test Confirmation - Massachusetts Medication Administration

Test Date: 09/28/2020
Test Time: 1:40 PM EDT
Test Exam: Skill - Medication Administration
Test Site: VIRTUAL SKILLS TEST SITE - DD
VIRTUAL ADDRESS - IMPORTANT-READ NOTES AT BOTTOM IN DRIVING DIRECTIONS
VIRTUAL CITY, MA 00000

Get Map
Print

Sample Candidate
Address
City, State Zip

Start Time for this Test Site is in the 0 timezone.

BRING THIS NOTICE WITH YOU TO THE TEST!
See policy below, your ID must match the name on this form exactly for testing. The name above is formatted as follows: First, Middle, Last.

- Your MAP testing process will begin promptly at the time listed above.

Remotely Proctored Testing Information

Remotely Proctored Testing Platform

- The remotely proctored testing is administered with a 'video conferencing app' (e.g., Zoom).

Remotely Proctored Knowledge Exam Candidate Requirements

Candidates must have the following:

- You must have an updated version of Google Chrome as your Internet browser.
  - ***TMU© does not support Internet Explorer*** *and, if used, will result in failing test scores.*
- A reliable Internet (Wi-Fi) connection.
- A personal computer, tablet, or laptop to log in to TMU© to access the knowledge test.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam**
- A smartphone to access the 'video conferencing app' (for example, Zoom) that you **must download**.
  - An email will be sent to you and in your notifications (in your TMU© account) with information about the 'video conferencing app' (for example, Zoom, etc.) **you will need to download *before* test day**.
  - The night before your scheduled remotely proctored knowledge exam, you will receive an email, along with a notification in your TMU© account, containing a reminder with a password-protected link to join the test event.
- During your test, your smartphone must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
- 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 any other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- The 'video conferencing app' link (for example, Zoom, etc.) 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 be subject to being exited from the test by the remote tester/proctor, you will be considered a no-show, will owe a $45 no-show fee and your test will be scored as a failed attempt. If you are a self-pay candidate, you will forfeit your testing fees and have to repay for another test date.

Scheduling a Remotely Proctored Knowledge Exam

You must 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' above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be '**Remotely Proctored Knowledge Testing Site**'.
- Once scheduled, a test confirmation will be sent via email and/or text, and a notification will be generated in your TMU© account for you to view (see this handbook's 'Test Confirmation Letter' section for information to access your test confirmation.)

- Instructions and a link to download the video conferencing app (for example, Zoom) will be emailed to you, along with the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, and in your notifications.
    - For this information, remember to check your 'NOTIFICATIONS' under your profile pic in your TMU© account.

Remotely Proctored Knowledge Exam Check-In

You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) **at least 10 minutes before** the start time listed on your test confirmation for the check-in process with the remote test proctor. If you are not signed into the remotely proctored exam waiting room *at least 10 minutes* before the time listed on your test confirmation, you will not be allowed to test, will owe a $45 no-show fee, and will not be allowed to test. If you are a self-pay candidate, you will forfeit your testing fees and will have to pay for another test date. You are not allowed to leave once the check-in process has taken place. If you do leave for any reason, you will not be allowed back into the testing area and will be considered a no-show, and forfeit your testing fees paid. You will also be required to pay for another test date.

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

Scheduling a Remotely Proctored Skills Test

Candidates cannot schedule their own med administration skills test date. The trainer or point of contact for the facility must call D&SDT and speak with a member of the MAP team.

Before calling D&SDT, please be sure the file is ready to schedule and that the candidate and the trainer have reviewed the test calendar.

The test site location will be listed as '**Remotely Proctored Skills Testing Site**'.

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.

- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and any other people, children, or pets.

- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- During your test, your smartphone must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
    - *You may not use a video filter, such as a background or blurring your screen*
- The 'video conferencing app' (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
    - If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.
- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** *You need to test in an isolated, secure room or area that is distraction and interruption-free, just like you would if you were sitting in the knowledge test room at a test site.*
- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored testing issues under the 'No-Show Exceptions' section.

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.

Remotely Proctored Skills Test Check-In

You must be signed in to the remotely proctored link (for example, Zoom waiting room) for the check-in process with the remote tester/proctor prior (**10 minutes**) to the start time listed on your test confirmation. If you are not signed into the remotely proctored waiting room link prior to (at least 10 minutes) the time listed on your test confirmation, you will not be allowed to test, you will be considered a no-show, will owe a $45 no-show fee, and will not be allowed to test. If you are a self-pay candidate, you will forfeit your testing fees and will have to pay for another test date. You are not allowed to leave once the check-in process has taken place. If you do leave for any reason, you will not be allowed back into the testing area.

Testing Attire

- No wristwatches of any kind, smartwatches, fitness monitors, or Bluetooth-connected devices are allowed.
- For testing security, coats or hooded apparel covering one's head are not allowed in the remote or on-site testing rooms.
- A candidate with long hair will be asked to pull their hair back by the remote tester/proctor to ensure that no Bluetooth-connected devices are being used.

Identification

You must show the remote tester/proctor a **UNITED STATES OF AMERICA (US) GOVERNMENT-ISSUED, NON-EXPIRED, *SIGNED/FINGERPRINT, PHOTO-BEARING FORM OF IDENTIFICATION**.

NOTE: Only original forms of identification are allowed. Photocopies, faxes, emails, screenshots, and electronic or digitally stored forms (for example – Apple or Google Wallet, etc.) of identification ***will not be accepted***.
Examples of the types of IDs that are acceptable are:

- Driver's License
- State-issued Identification Card
- Signed U.S. Passport (Foreign Passports and Passport Cards *are not* acceptable)
  - *Exception: A signed foreign passport with a US VISA within the passport is acceptable (the VISA does not have a signature)*
- Permanent Resident Card (Green Card or Alien Registration Card) / Employment 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 bar code or may contain a fingerprint in place of a signature*
- Handgun Carry Permit

The **FIRST** and **LAST** names listed on your ID presented to the remote tester/proctor during the remotely proctored check-in at your test event **MUST MATCH THE FIRST AND LAST NAMES** entered in the Massachusetts MAP TMU© database by your instructor/training program. The full name must match exactly, word for word. For example, this means including the suffix when applicable. You may call D&SDT-Headmaster at (888)734-6211 well in advance of your test date during regular business hours, 8:00AM to 7:00PM ET Monday through Friday, excluding holidays, to confirm that your name of record matches your acceptable ID, or sign in to your record in TMU© (ma.tmutest.com), using your Email or Username and Password, to check or change some of your demographic information.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification**.
  - Be sure your US government-issued photo-bearing ID is an acceptable form of identification that is not expired and is *signed.
  - Check to be positive that both your FIRST and LAST printed names on your identification match your current name of record in TMU©.
    - The full name must match exactly, word for word. This means including the suffix when applicable.

If the FIRST and LAST printed names on your US government-issued photo ID do not match your current name of record in your TMU© account or your ID is not proper/valid, you will not be admitted to take your remotely proctored exam. You will be considered a no-show. You will forfeit your testing fees and have to pay for another test date.

- Any name change that needs to be made (due to marriage, divorce, spelling corrections, etc.) must have documentation submitted to D&SDT via the DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM in the MAP TMU© under Applications (before you log into our TMU© account) at ma.tmutest.com one business day (excluding Saturdays, Sundays and Holidays), before your scheduled test.
  - **NOTE:** *Name changes or corrections will not be allowed less than one business day before your test.*

Testing Policies

The following policies are observed at each remotely proctored test event—

- Sign in to your TMU© account at ma.tmutest.com well in advance of your test date to update your password and complete your demographic information. Refer to this handbook's 'Complete Your Account in TMU©' section for instructions and information.
  - If you have not signed in and completed/updated your TMU© account when you check in to your remotely proctored test, you may not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- **If you attempt to sign in to your remotely proctored test event late, you will not be admitted, considered a no-show,** and any test fees paid *will NOT be refunded*.
- If you do not present a valid US government-issued, non-expired, signed/fingerprinted photo ID, you will not be admitted, considered a no-show, and any test fees paid *will NOT be refunded*.
- If the FIRST and LAST printed names, and any suffix if applicable, on your US government-issued ID do not exactly match the FIRST and LAST names and suffix in your current record, you will not be admitted and will be considered a No-Show. Any test fees paid *will NOT be refunded*.
- If you do not conform to all testing policies for all components of the MAP test, you will not be admitted or will be asked to leave (expelled from) the test, considered a no-show, and any test fees paid *will NOT be refunded*.
- If you NO-SHOW for any portion of the MAP test, un-sponsored candidates will forfeit any test fees paid. Test fees *will NOT be refunded*. You must reapply for a new test date and prepay all required testing fees for the component(s) of the MAP test missed. Sponsored candidates must pay a $45 no-show fee before scheduling a new test date. If state funding is still available, employment must be verified. If state funding is exhausted, the candidate will incur test fees.
- Wristwatches or smartwatches ***are not allowed*** to be on or near you in any testing area.
- Paper or hardback word-for-word only language translation dictionaries are allowed during testing. Before you start your test, you must show the word-for-word translation dictionary to the remote tester/proctor. The best time to make the remote tester/proctor aware is during the check-in process at the very beginning. No documentation or writing can be in the translation dictionary. If there is, the translation dictionary will not be allowed. Translators, electronic translation dictionaries, or dictionaries with definitions or non-approved language translators are not allowed during testing.
- You may not take notes or materials from the Remotely Proctored testing room.
- You are not permitted to eat, drink, smoke, use e-cigarettes, or vape during the remotely proctored test.
- You are not allowed to leave the remotely proctored testing room once any component of the test has begun ***for any reason***. If you do leave during your remotely proctored test, you will not be allowed back into the remotely proctored testing room to finish your test.
- If you are discovered causing a disturbance, engaging in misconduct, or being visibly impaired, or if you try to take notes or testing materials from the remotely proctored testing room, you will be dismissed from the test and reported to your training program, DDS, DMH, DCF, or MassAbility.
- No visitors, instructors, guests, pets (including companion animals), or children are allowed to be present while taking your remotely proctored test. If visitors, guests, pets, or children are at your remotely proctored test, you will not be admitted into the remotely proctored test, which is considered a No-Show, and any test fees paid *will NOT be refunded*.
  - Service animals with an approved ADA accommodation in place are allowed.
- If you have any physical limitations (excluding pre-arranged ADAs) that would prevent you from demonstrating your competency to perform your duties as a MAP-certified staff person, we strongly recommend that you reschedule your remotely proctored test until you no longer have any limitations (s). If you decide to continue

with your scheduled remotely proctored test while under limitation(s), you will not be given a free reschedule for testing due to any issue arising from the limitation(s). (Examples: cast, arm/leg braces, crutches, etc.) Call D&SDT at (888)734-6211 immediately if you are on medical restrictions/limitations to reschedule.

NOTE: Please see this handbook's 'Reschedules' and 'No-Show Exceptions' sections.

→ *Rescheduling will not be granted less than two (2) full business days prior to a scheduled test date.*

Inappropriate Behavior Policy

Inappropriate behavior is not tolerated at any test event, whether remotely proctored or in-person. You must be logged in and ready to test before the time listed on your test confirmation. You are also expected to act in a professional manner and show respect to the other individuals testing and the test observer overseeing the event. If you refuse to follow directions, use abusive language, or disrupt the examination environment, your test will be stopped and scored as a failure. You will be dismissed from the test event and will forfeit any testing fees paid. A report of your behavior will be given to your sponsoring employer and the Massachusetts Department of Developmental Services (DDS), the Department of Mental Health (DMH), the Department of Children and Family (DCF), or MassAbility (formerly the Massachusetts Rehabilitation Commission-MRC).

Inclement Weather and Unforeseen Circumstances Policy

If a test is canceled due to weather or other unforeseen circumstances, you will be notified via email and/or text message through the TMU© software. If you are uncertain about testing due to overnight weather, please be diligent about checking your email and/or text messages for any cancellations prior to leaving home or work for your skill testing location.

Note: Remotely proctored testing will be affected only if you travel to your business place to utilize the computer and internet services.

- Testing will proceed as scheduled if the test site is open and the on-site remote tester/proctor (for Med Administration) can travel to the site.
- If you have severe weather that occurs in your area within 24 hours prior to testing and are unable to travel to the test site as a result, you must notify D&SDT via phone call at (888)734-6211 *prior to* your scheduled test date.
  - You will be required to submit documentation within **five business days** of the missed test date regarding the severe weather in your area (e.g., a screenshot from a news station or webpage, a statement from the MassDOT website, or your local police department, etc.) for review to determine if the $45 No-Show fee will be waived.
- If you do not attend your test due to weather-related issues (e.g., extended power outage, your roof falling in due to heavy snow or trees falling, etc.), you will be required to submit documentation within **five business days of the missed test date** regarding the weather-related issue. Examples of appropriate documentation would be a claim form from your insurance company, a copy of a repair bill or estimate, a printout of power outage areas from the power provider, etc.

Note: D&SDT will review all exceptional weather events in collaboration with DDS, DMH, DCF, or MassAbility for possible cancellations, rescheduling modifications, and/or allowances.

Security

If you refuse to follow directions, are found to be cheating, use abusive language, disrupt the remotely proctored test environment, or are visibly impaired, your test will be stopped and scored as a failed attempt. You will be dismissed from the remotely proctored testing room and will forfeit any testing fees paid. A report of your behavior will be given to DDS, DMH, DCF, or MassAbility.

You will not be allowed to test for a minimum of six months. To be eligible to test again, you must obtain permission from DDS, DMH, DCF, or MassAbility.

Anyone who removes or tries to take notes or information during the remotely proctored test will be reported to DDS, DMH, DCF, or MassAbility and is subject to prosecution to the full extent of the law by D&SDT. Your test will be scored as a failed attempt, and you will forfeit any testing fees that have been paid. You will not be allowed to retest for a minimum period of six (6) months. You will need permission from DDS, DMH, DCF, or MassAbility to be eligible to test again.

If you give or receive help from anyone during remotely proctored testing (which also includes the use of any other electronic recording devices or aides such as cell phones or smart watches, other than the two devices you are taking your tests on or navigating to other browsers), your remote proctored test will be stopped and scored as a failed attempt. You will be dismissed from the remotely proctored testing room and will forfeit any testing fees paid. You will be reported to DDS, DMH, DCF, or MassAbility. You must obtain permission from DDS, DMH, DCF, or MassAbility to be eligible to test again.

Reschedule / Refund Request / No-Show Policies

Reschedules

All candidates are entitled to *one* staff-assisted free reschedule during each three-attempt testing cycle, any time up until two business days preceding a scheduled test day, excluding Saturdays, Sundays, and Holidays. Additional reschedules are subject to a $35 fee for each rescheduled component. The reschedule fee must be paid in full before a test component is rescheduled.

- Example: If you are scheduled into any component of your test on a Saturday, Sunday, or Monday, you would need to reschedule by the close of business (D&SDT is open until 7:00PM Eastern time Monday through Friday) the Wednesday before your scheduled test. The Thursday and Friday before a scheduled test on a Saturday, Sunday, or Monday are considered the two business days before your scheduled test. A reschedule would not be granted if D&SDT was notified on Thursday or Friday.

MAP RESCHEDULE AND REFUND REQUEST CHART

The scheduled test date is on a:	**Last day you can reschedule by close of business:**
Monday	The prior Wednesday
Tuesday	The prior Thursday
Wednesday	The prior Friday
Thursday	The prior Monday
Friday	The prior Tuesday
Saturday	The prior Wednesday
Sunday	The prior Wednesday

Note: *Reschedules will not be granted less than two full business days prior to a scheduled test date. You will be considered a no-show and will forfeit any testing fees paid. A $45 no-show fee will be owed and must be paid in full prior to scheduling a new test date.*

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test. Requesting a refund means you are not interested in taking the MAP test.

SPONSORED AND NON-SPONSORED CANDIDATES SCHEDULED FOR A TEST

1) If you are scheduled for a test, a refund request of testing fees paid must be made by filling out and submitting the Refund Request Form on D&SDT's main webpage at www.hdmaster.com at least two full business days prior to your scheduled test (excluding Saturdays, Sundays, and Holidays). No phone calls are accepted.
    - Example: If you are scheduled to take your test on a Saturday, Sunday, or Monday, you would need to submit the Refund Request Form by the close of business (D&SDT is open until 7:00PM Eastern time Monday-Friday, excluding Holidays) the Wednesday before your scheduled test. The Thursday and Friday before a scheduled test date on a Saturday, Sunday, or Monday are considered the two full business days before your scheduled test, and a refund request would not be granted on Friday prior to your scheduled test day.
2) Refund requests for a non-sponsored test 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 for a sponsored test not made within the required time frame will be assessed a $45 No-Show fee that must be paid before being allowed to schedule a new test date.
4) Refund requests must be made within thirty days of paying testing fees with D&SDT. Requests for refunds made after 30 days will not be issued.

NON-SPONSORED CANDIDATES WHO ARE NOT SCHEDULED FOR A TEST

1) Refund requests must be made within thirty days of paying testing fees with D&SDT. Requests for refunds made after 30 days will not be considered.
2) Refund requests must be made by filling out and submitting the Refund Request Form on D&SDT's main webpage at www.hdmaster.com. No phone calls are 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.

Sponsored Candidates who are not scheduled in a Test Event

1) Refund requests must be made within thirty days of paying testing fees with D&SDT. Requests for refunds made after 30 days will not be considered.
2) Refund requests must be made by filling out and submitting the Refund Request Form on D&SDT's main webpage at www.hdmaster.com. No phone calls are accepted.
3) Refund requests not made within the required time frame will be charged a $45 No-Show fee, which must be paid before a new test date can be scheduled.

No-Shows

If you are scheduled for your remotely proctored test and do not sign in before the time listed on your confirmation email to be checked in by the remote tester/proctor or do not show up without notifying D&SDT at least **two full business days** prior to your scheduled test, **excluding** Saturdays, Sundays, and Holidays, or if you are turned away for lack of proper identification or any other reason that makes you ineligible to test, you will be considered a **NO-SHOW.** You will forfeit all fees paid and must submit a new testing fee to schedule yourself for a new test.

If a reschedule or refund request of testing fees paid is not received before the two full business days preceding a scheduled test, excluding Saturdays, Sundays, and Holidays (see examples under Reschedules and Refund of Testing Fees Paid), a NO-SHOW status will exist, and you will forfeit your testing fees. You must repay the full testing fee to secure a new test.

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 candidate of record, provided **the required documentation is received within the designated time frames outlined below and approved by the MA Program Manager:**

- **Car breakdown or accident**: D&SDT must be contacted within two business days of the missed test via phone call, fax, or email, and a tow bill, police report, or other appropriate documentation showing your name and the provider of service name (a car repair bill is not acceptable) must be submitted within **three business days** of the missed test date. If D&SDT does not receive proof within the 3-business day time frame, you will have to pay as though you were a no-show.
- **Medical emergency or illness**: D&SDT must be contacted within two business days of the missed test via phone call, fax, or email, and a signed doctor's note showing your name and the provider of service name (or be on the provider's letterhead showing seen by a doctor on or before your test date) must be submitted within **three business days** of the missed test date. If D&SDT does not receive proof within the 3-business day time frame, you will have to pay as though you were a no-show. Both names must be referenced on the signed doctor's note for the following situations.
    - If the doctor saw your dependent child.
    - If you are the guardian or medical power of attorney for the person seen by the doctor.

- **Death in the family**: D&SDT must be contacted within two business days of the missed test via phone call, fax, or email, and an obituary or letter showing your name and the provider of service name submitted on your behalf from the funeral home for immediate family only must be submitted within **seven business days** from a missed test date. If D&SDT does not receive proof within the 7-business day time frame, you will have to pay as though you were a no-show. (Immediate family means parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

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

Candidate Feedback – Exit Survey

You will receive an email and/or text once your test is officially scored. This notice will give you a link to complete an exit survey. A link is also available when you sign in to your TMU© account to see your test results. The exit survey is confidential and will not affect the outcome of any test. You are encouraged to complete the exit survey questions with honest feedback regarding your test experience to help improve the testing process.

Test Results

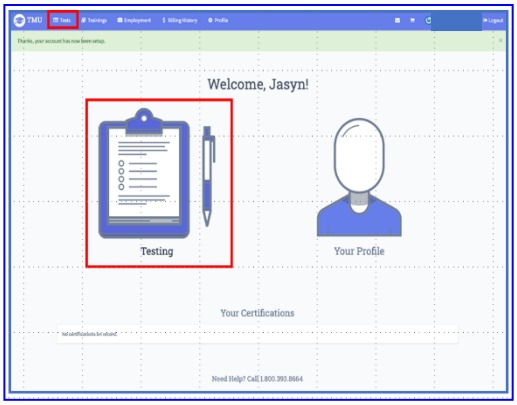
After completing your MAP test, your test will be officially scored and double-checked by D&SDT scoring teams. Once the scoring process is complete, you will receive an email and/or text letting you know your test results are available. You may securely access your results in your TMU© account at ma.tmutest.com. Official test results are available to you after 7:00PM Eastern Time (excluding Saturdays, Sundays, and Holidays) the next business day.

When you pass both components of the MAP test, you will be listed on the Massachusetts MAP Registry as certified.

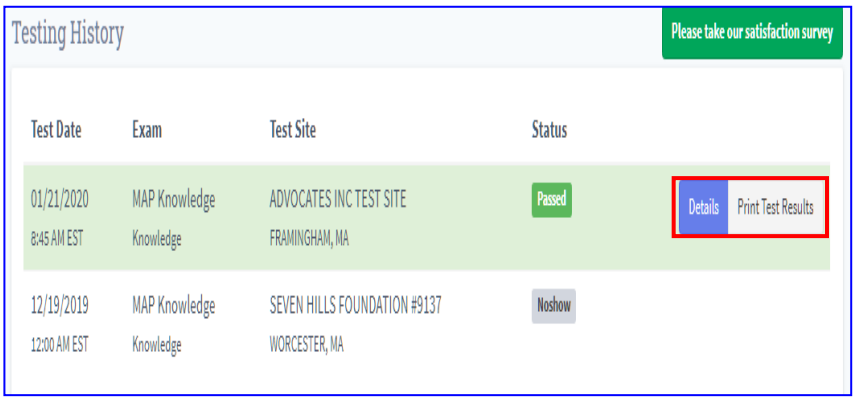
D&SDT does not send postal mail test result letters to candidates.

To view your test results, sign in to your record in TMU© at ma.tmutest.com and:

Click on Testing:



Click on Details to open your results:



Test Attempts

You have **three attempts** to pass any combination of the knowledge and medication administration test components. Once you receive three failed scores (any combination), you must successfully complete a remedial training by your trainer of record (if offered) or a trainer employed within your facility (if offered), or you must complete the full MAP training program again.

- If you complete a remedial training program after three failed scores (any combination), you will only retest on the component that you previously failed. Your three-month window is not extended in this option. Your original training expiration will stand.
- If you complete a new MAP training program after three failed scores (any combination), you will have to retest on all three components, even if you passed a component under your previous training. You will obtain a new three-month window for testing.

Retaking Components of the MAP Test

If your test results show that you failed a component of the MAP test, you may apply to retake it. To secure a new test date, you will need to adhere to the guidelines below.

Retaking the Knowledge Exam

If you fail your Knowledge Exam Component:

DDS/DMH/DCF/MassAbility Sponsored Candidates

- If you are a DDS/DMH/DCF/MassAbility sponsored candidate, and you fail your KNOWLEDGE TEST component, you may secure a new test date by signing into TMU© after 6:00PM Eastern Time the business day after your test event and selecting a new date and time under the Testing tab.

Non-Sponsored Candidates

- If you are a non-sponsored candidate and you fail your KNOWLEDGE TEST component, you may secure a new test date by signing into your TMU© account after 6:00PM Eastern Time the business day after your test, select the Knowledge Test component, pay the correct fee with a credit/debit card (VISA or MasterCard only) and then select a new test date and time under the Testing tab.

Retaking the Medication Administration Demonstration Component

If you fail a Medication Administration Demonstration Component:

DDS/DMH/DCF/MassAbility Sponsored Candidates

- After your employment has been re-verified, you may secure a new test date by following the instructions under Remotely Proctored Testing Information.

Non-Sponsored Candidates

- You may secure a new remotely proctored test date by following the instructions under Remotely Proctored Testing Information.

Test Review Requests

You may request a review of your test results or dispute any other condition of your remotely proctored testing. 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 at (888)734-6211 during regular business hours, Monday through Friday, 8:00AM to 7:00PM ET, excluding Saturdays, Sundays, and 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 remotely proctored test, you will often understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT 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, with a detailed step-by-step explanation of the steps you demonstrated but believe you were not credited with during your remotely proctored test, available on the Massachusetts MAP TMU© main page under APPLICATIONS (before you log in to your account) at ma.tmutest.com. Test Review Requests must be received **within three (3) business days** from the official scoring of your remotely proctored test (excluding Saturdays, Sundays, and holidays). Late requests will be denied and will not be considered.

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 will re-check the scoring of your remotely proctored test and may contact you and/or the tester/proctor for any additional recollection of your test(s).

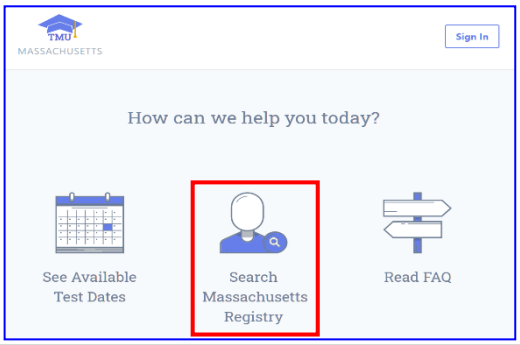
Note: D&SDT will not review test results or disputes with family members or anyone else (providers/trainers, programs, etc.) on behalf of the candidate.

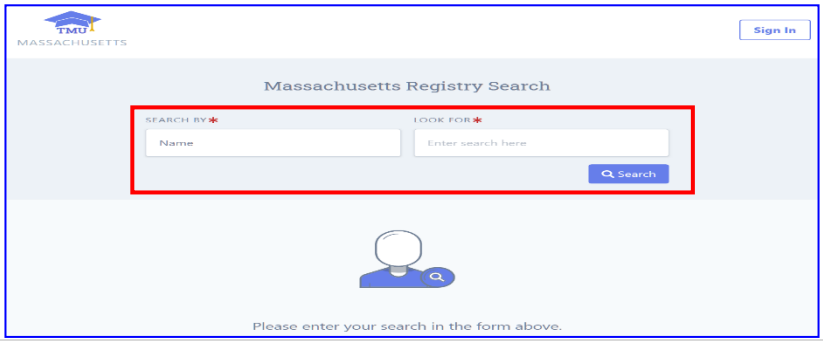
D&SDT will complete your review request within ten business days of receiving your timely review request and will email the review results to your email address.

If you decide to schedule and pay for another test component while waiting for the review outcome, and you successfully pass the component previously failed, and your review outcome is in your favor, the test review fee *plus* the additional test component fee you paid will be refunded.

MAP Registry

The Massachusetts MAP Registry contains all MAP-certified staff in Massachusetts. The MAP Registry can be accessed at ma.tmutest.com.





Certification

Your certification is valid for a two-year period. You must recertify within 90 days of your expiration date. Your certification will lapse if you do not recertify within the 90-day recertification period. You are eligible to recertify for up to one year from when your certification expires. However, you will no longer be eligible to administer medications. For questions regarding your MAP certification status, go to the MAP webpage at:

http://hdmaster.com/testing/othertesting/massachusetts_cma/MA_CMA_Home.htm

You can also contact the MAP Registry staff Monday through Friday, 8:00AM to 7:00PM ET, by phone at (888)734-6211 or by fax at (419)422-7395.

Re-Certification Process

Recertifications can be done through D&SDT or in-house. If a recertification is scheduled through D&SDT, the entire recertification process must be completed through D&SDT. Once the process begins, an in-house recertification is not allowed. Vice versa, if an in-house re-certification is completed first, the process must be completed through the in-house re-certification.

The Knowledge Exam Component

The purpose of the knowledge component is to test your understanding of all job duties detailed in the approved Massachusetts MAP curriculum, 'Responsibilities in Action' (RIA), as they relate to medication management.

You should have received information during your MAP training explaining that it is to your advantage to spend time on your own reading RIA from cover to cover, as well as taking the pretest over and over. The pretest is available by signing into your TMU© account at ma.tmutest.com.

The knowledge test component is administered electronically via TMU©. The test will be displayed on a computer screen for you to read and key in your answers.

You will have a maximum of 75 minutes to complete the test. You will be told when 15 minutes remain. You may not ask questions about the content of the test, such as "What does this question mean?"

You must have a score of 80% or better to pass the knowledge test component of the MAP test.

Knowledge Exam Content

The Knowledge Test consists of 50 multiple-choice questions. Questions are selected from RIA subject areas. The subject areas and number of questions from each area are listed below:

Subject Area	Number of Questions		Subject Area	Number of Questions
Unit 1: Introduction and Working in a MAP Registered Program	5		Unit 6: Recording Information	5
Unit 2: Observing and Reporting	6		Unit 7: Administering Medication	10
Unit 3: Medications	4		Unit 8: Chain of Custody	7
Unit 4: Interacting with Health Care Provider	3		Unit 9: Medication Occurrences and Appendix	4
Unit 5: Obtaining, Storing and Securing Medication	6			

The Skill Test Component

The Remotely Proctored Medication Administration Demonstration Component

The purpose of the medication administration component is for you to demonstrate that you can administer medication safely, as outlined in RIA Unit 7.

The medication administration demonstration occurs remotely, one-on-one, with you and the certified test observer.

- For testing purposes, your hands are considered washed, and the medication is double-locked.
- You have a maximum of **10 minutes** to complete your medication administration demonstration.
- Listen carefully to all instructions read by the tester. You may ask to have any of them repeated at any time.
- You are read a scenario immediately before you demonstrate. The scenario includes the name of the person and the date and time you are administering the medication. Based on the scenario, you must determine the correct countable medication to administer. You are given a copy of the scenario for reference.
- You are asked if you have any questions. Once the test begins, further questions are not allowed.
- After listening to the scenario, use the medication book provided to locate the right person's medication sheet and determine what medication to remove from the medication box.
- If you believe you made a mistake during the medication administration demonstration, tell the tester. For a correction to be accepted, you must re-demonstrate or correct **any step** or **steps** you believe you performed incorrectly at **any time** during your allotted 10 minutes or until you tell the tester you are finished.
- No corrections are accepted after the medication has been administered or after documentation has been completed.
- Documentation must be legible.
- **You must demonstrate (show) and verbalize what you are doing to receive credit.**

- A passing test score is achieved when all **BOLDED** 'Key Steps' are successfully demonstrated and verbalized, and no more than two 'non-key steps' are missed.
- A failing score is achieved when one single **BOLDED** 'Key Step' is not successfully demonstrated and verbalized or when any combination of three 'non-key steps' is missed.

Medication Administration Demonstration Checklist used by the Tester

1) **Candidate locates the correct person in the medication book.**
2) **Candidate identifies the correct medication on the medication sheet.**
3) **Candidate identifies the correct medication from the medication box.**
4) **Candidate confirms there is an order from the Health Care Provider (HCP) for the medication to be administered.**
5) **Candidate demonstrates (shows) and verbalizes Check #1 by comparing the pharmacy label and the medication sheet.**
6) **Candidate pours the correct number of tablets.**
7) **Candidate demonstrates (shows) and verbalizes Check #2 by comparing the pharmacy label and the medication sheet.**
8) **Candidate gives only the right medication.**
9) **Candidate gives the right dose of medication.**
10) **Documentation Med Sheet: Candidate initials the correct medication sheet under the right date after administering medication.**
11) **Documentation Med Sheet: Candidate initials the correct medication sheet across from the right time after administering medication.**
12) **Documentation Med Sheet: Candidate initials the correct medication sheet across from the right medication after administering the medication.**
13) Documentation Count Book: Candidate records the appropriate date on the correct page in the count book. Acceptable date format includes "year" or "yr" or the actual current year.
14) Documentation Count Book: Candidate records the right time on the correct page in the count book.
15) Documentation Count Book: Candidate records the right route on the correct page in the count book.
16) Documentation Count Book: Candidate records the right number of tablets on hand on the correct page in the count book.
17) Documentation Count Book: Candidate records the right number of tablets used on the correct page in the count book.
18) Documentation Count Book: Candidate records the right number of tablets remaining on the correct page in the count book.
19) Documentation Count Book: The candidate signs their name on the correct page in the count book.
20) **Candidate secures all medication(s).**

Medication Administration Remote On-Site Proctor Guidelines

These requirements need to be followed by approved Med Administration Remote On-Site Proctors:

1. Be ready to test and log into the Zoom session 10 minutes before the test starts.
2. Provide all **six scenarios** in your testing kit as outlined on **mapmass.com**.
3. Ensure the test area is large enough to contain all testing materials yet confined enough so the remote test observer can see the entire area.

4. Remind the candidate to speak loudly and clearly during the remotely proctored test event.
5. Confirm with the remote test observer that the med sheet is up to date with the appropriate initials and that the blister pack count matches the appropriate count page.
6. Take and send pictures of the blister pack, medicine cup, count page, and med sheet.
7. **Abide by the NO-SHOW policy listed below.**

Med Administration Remote On-Site Proctor No-Show Policy

Exceptions to the NO-SHOW status exist. If you are a NO-SHOW for a test event for any of the following reasons, the candidate of record will be authorized to reschedule free of charge. The Provider will not be required to pay the candidate's NO-SHOW fee, provided the required documentation is received within the designated time frames outlined and approved by the Massachusetts MAP Program Manager. All emails need to be sent to **mass@hdmaster.com.**

- **Car breakdown or accident**: D&SDT must be contacted within two business days of the missed test via phone, fax, or email, and a tow bill, police report, or other appropriate documentation (a car repair bill is not acceptable) must be submitted within **three business days** of the missed test date. If D&SDT does not receive proof within 3 business days, ***the Provider will be responsible for the candidate's NO-SHOW fee.***

- **Medical emergency or illness**: D&SDT must be contacted within two business days of the missed test via phone call, fax, or email, and a signed doctor's note (showing seen by a doctor on or before your test date) must be submitted within **three business days** of the missed test date. If D&SDT does not receive proof within 3 business days, ***the Provider will be responsible for the candidate's NO-SHOW fee.*** Both names must be referenced on the signed doctor's note for the following situations.
  - If the doctor saw your dependent child.
  - If you are the guardian or medical power of attorney for the person seen by the doctor.

- **Death in the family**: D&SDT must be contacted within two business days of the missed test via phone call, fax, or email, and an obituary or letter submitted on your behalf from the funeral home for immediate family only must be submitted within **seven business days** from a missed test date. If D&SDT does not receive proof within 7 business days, ***the Provider will be responsible for the candidate's NO-SHOW fee.*** (Immediate family means parent, grand and great-grandparent, sibling, children, spouse, or significant other.)

- **Remotely proctored on-site testing issues:** D&SDT must be contacted within two business days via phone, fax, or email, and appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 3 business days, ***the Provider will be responsible for the candidate's NO-SHOW fee.***
  - **Internet outage or issue:** Documentation from the Internet provider showing outage date and times.
  - **Computer issue:** If the computer fails to work, documentation from a computer repair technician/shop or other appropriate documentation is required.

1. When the Med Administration Remote On-site Proctor is at fault in these instances, they will be considered a **NO-SHOW** for the test event, and **the Provider, *not the candidate*, is responsible for paying the candidate's NO-SHOW fee**.

2. **The Provider is responsible** for any Med Administration Remote On-Site Proctor job responsibilities that hinder the Med Administration Remote On-Site Proctor from being able to administer a candidate's Med Administration test.
   - Even though the candidate was at the facility for the scheduled test event, the candidate will be marked as a NO-SHOW for the event, and a NO-SHOW fee will be added to their account.

3. **Payment** of the **candidate's NO-SHOW fee** can be made via:
   - The Provider's account in TMU©, or
   - The **Facility Payment Form 1402** (←click link)

If you need to reschedule your test event, please do so at least two full business days before the scheduled test date.

Knowledge Test Vocabulary List

abbreviation
acceptable codes
accuracy check
administration
adverse response
allergies
amount
anaphylactic
anaphylactic reaction
authorized prescriber
brand name medication
calculation
chain of custody
communication
confidentiality
controlled medications
count book
count sheet
countable controlled medication
critical medication-related task
data collection
day program medication and residential staff responsibilities
dietary supplements
discontinue medication/treatment
disposal
documentation
documentation error
documentation quick guide
dose
emergency contact list
emergency room visit
exhausting current supply
fax and email orders
five rights of medication administration
frequency
generic name medication
HCP order
HCP visit
healthcare provider order
healthcare provider visit
health-related questions
hotline medication occurrence
late entry documentation
leave of absence (LOA)
liquid medication
MAP
MAP certification
MAP consultant
MAP recertification
measuring devices
medication administration process
medication administration sheet
medication categories
medication disposal
medication information sheet
medication interaction
medication key security
medication not administered
medication occurrence
medication occurrence report (MOR)
medication ordering and receiving
medication ordering and receiving log
medication outcome
medication recall
medication reconciliation
medication record
medication refill
medication refusal
medication release document
medication security
medication sheet
medication storage
medication supply
medication supply discrepancy
mindfulness
objective information
objective observation
objective reporting
observation
observing and reporting
obtaining medication
off-site medication administration
over-the-counter (OTC) medication
parameters
pharmacy label
post
prescription
preventing MORs
principles of medication administration
PRN medication

protocol	shoulder-to-shoulder count	telephone health care provider order
regularly scheduled medication	side effect	transcribe
reporting	special instructions	transcription
respecting a person's rights	specialized training	transporting medication
responsibilities	strength	verify
responsibilities in action	subjective information	when not to administer medication
rights	support plan	when to request a medication refill
route	supporting abilities	wrong dose
sample medication	telehealth/telephone HCP order	wrong medication
sensitivity to medication		

Notes: