



D&S Diversified Technologies LLP

Headmaster LLP

Arizona Assisted Living Facility Manager Candidate Handbook

EFFECTIVE: February 1, 2023

Version 7

EFFECTIVE February 1, 2023: The Knowledge Test time is decreasing from 90 minutes to **60 minutes.**

Arizona Assisted Living Facility Manager Candidate Handbook

This page intentionally left blank.

Arizona Assisted Living Facility Manager Candidate Handbook

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test • the Assisted Living Facility Caregiver/Manager Registry (800) 393-8664		
Questions regarding: Assisted Living Facility Manager Completion of Course (602) 364-2374		
<i>D&SDT-Headmaster, LLP</i> PO Box 6609 Helena, MT 59604-6609 Email: arizona@hdmaster.com Web Site: www.hdmaster.com	<i>Monday through Friday</i> 6:00AM – 6:00PM (MST)	Phone #: (800) 393-8664
<i>Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers (NCIA/ALFM)</i> 1740 W. Adams Street, Suite 2490 Phoenix, AZ 85007 Email: information@aznciaboard.us Web Site: http://www.aznciaboard.us/	<i>Monday through Friday</i> 8:00AM – 5:00PM	Phone #: (602) 364-2374

Table of Contents

INTRODUCTION	1
AMERICANS WITH DISABILITIES ACT (ADA)	1
ADA COMPLIANCE	1
THE ARIZONA ASSISTED LIVING FACILITY MANAGER EXAM.....	2
PAYMENT INFORMATION	2
SCHEDULE AN EXAM	2
<i>Assisted Living Facility Manager Program Candidates.....</i>	<i>2</i>
TEST CONFIRMATION	3
EXAM CHECK-IN.....	4
TESTING ATTIRE	4
IDENTIFICATION.....	4
INSTRUCTIONS FOR THE KNOWLEDGE TEST	5
TESTING POLICIES.....	5
SECURITY	6
RESCHEDULES	6
REFUND OF TESTING FEES PAID.....	7
<i>Scheduled in a Test Event</i>	<i>7</i>
<i>Not Scheduled in a Test Event</i>	<i>7</i>
UNFORESEEN CIRCUMSTANCES POLICY	8
INCLEMENT WEATHER POLICY.....	8
NO SHOWS	8
<i>No Show Exceptions</i>	<i>9</i>
TEST RESULTS	9

Arizona Assisted Living Facility Manager Candidate Handbook

TEST ATTEMPTS	10
RETAKING THE ASSISTED LIVING MANAGER TEST	11
TEST REVIEW REQUESTS	11
ASSISTED LIVING FACILITY CAREGIVER AND MANAGER REGISTRY	12
CERTIFICATE OF COMPLETION	13
THE KNOWLEDGE EXAM	13
KNOWLEDGE TEST CONTENT	13
KNOWLEDGE TEST VOCABULARY LIST	14
NOTES:	16

Arizona Assisted Living Facility Manager Candidate Handbook

Introduction

The purpose of the Arizona Assisted Living Facility Manager competency evaluation program is to ensure candidates seeking to be Assisted Living Facility Managers in Arizona understand the State standards and demonstrate entry level knowledge sufficient to perform the job of an Assisted Living Facility Manager.

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

The Arizona NCIA/ALFM Board of Examiners has approved Headmaster, LLP to provide knowledge tests and scoring services for the Assisted Living Facility Manager knowledge test. For questions not answered in this handbook please contact D&S Diversified Technologies (D&SDT)-Headmaster at (800)393-8664 or go to the [Arizona Assisted Living Facility Manager](#) webpage at www.hdmaster.com.

The information in this handbook will help you prepare for your examination and should be kept for future reference.

Americans with Disabilities Act (ADA)

ADA Compliance

The Arizona NCIA/ALFM Board of Examiners and D&SDT-Headmaster provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the ALF Manager exam. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for examination. Accommodations must be approved by D&SDT-Headmaster in advance of examination. The request for accommodations can be found on the [D&SDT-HEADMASTER webpage](#) or by clicking on this link: [ADA Accommodation Form 1404](#). This form must be submitted to D&SDT-Headmaster with required documentation listed on the second page of the ADA application in order 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 allow additional time for your request to be approved. If you have any questions regarding the ADA review process or specific required documentation, please call D&SDT-Headmaster at (800)393-8664.

Arizona Assisted Living Facility Manager Candidate Handbook

The Arizona Assisted Living Facility Manager Exam

Payment Information

Exam Description	Price
Knowledge Test or Retake	\$125

Schedule an Exam

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

Assisted Living Facility Manager Program Candidates

Your training program will enter your initial training information into the WebETest© database. Your training program/instructor will verify the name entered into WebETest© against the identification you will present when you sign in at a test event. **Your ID must be a US government issued, photo bearing ID.** You should receive a verification form during your training to sign, attesting to the fact that there is an exact match. If you discover your ID name doesn't match your name as listed in WebETest©, please call D&SDT-Headmaster at (800)393-8664.

Once your instructor or training program enters the date you successfully complete training into WebETest©, you may schedule your exam date online at D&SDT-Headmaster's Arizona Assisted Living Facility Manager webpage by clicking on [Schedule/Reschedule](#), under "Candidate Forms" on the [Arizona Assisted Living Facility Manager](#) webpage, with your secure Test ID# and Pin# provided to you by your training program or from D&SDT-Headmaster at (800)393-8664.

Securely processed Visa or MasterCard credit card or debit card information is required when scheduling online. After paying, you will be able to schedule and/or reschedule up to 1 full business day prior to a scheduled test date of your choice and receive your test confirmation notification online or on the screen while you are logged in. You may login with any Internet connected device.

To change or reschedule your test date, click on [Schedule/Re-Schedule](#) under the "Candidate Forms" column, and log in with your secure Test ID# and Pin# to update no less than 1 full business day before your scheduled test date. If you are unable to schedule/reschedule on-line, please call D&SDT-Headmaster at (800)393-8664 for assistance.

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

Arizona Assisted Living Facility Manager Candidate Handbook

You may also schedule a test date by filling out and submitting D&SDT-Headmaster's fillable/submittable Candidate [Payment Form 1402AF](#), with your payment (Visa or MasterCard credit/debit card only).

- If paying with a money order or cashier's check – made payable to **HEADMASTER**, the fillable/submittable Candidate Payment Form 1402 can be downloaded and printed and mailed with your payment to D&SDT-Headmaster at P.O. Box 6609, Helena, MT 59604.
- If you fax, (406)442-3357, your Candidate Payment Form 1402, a credit/debit card payment is required and a \$15 Priority Fax Service fee applies.

When you submit a Candidate Payment Form 1402, once processed, you will be sent an email with instructions on how to log in to your record, pay the testing fee and schedule into a test date. If you do not receive an email from D&SDT-Headmaster within 5 business days of sending/submitting your Candidate Payment Form 1402, call us immediately. If after business hours, leave us a message on the answering machine at (800)393-8664.

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

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already scheduled your test. [Regional test seats](#) are open to all candidates. Regional test dates are posted on the Arizona Manager webpage by clicking on the "Three Month Test Schedule" or "Printer Friendly Test Schedule" under the Candidate Forms column. Be sure to read the important notes at the top of the first calendar.

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

Test Confirmation

Your test confirmation will provide you with important information regarding where you are scheduled to test (date, time and address).

You can view your [confirmation notice](#) any time by logging into your WebETest© account with your secure Test ID# and Pin#. You should have received your Test ID# and Pin# from your training program, or you may call D&SDT-Headmaster at (800)393-8664 during regular business hours, Monday through Friday, 6:00AM to 6:00PM MST, excluding Holidays.

Please review the Arizona Assisted Living Manager Candidate Handbook for specific instructions on time to arrive at test event, ID requirements, testing attire, testing policies and procedures, what to expect, etc.

Note: Failure to read the candidate handbook could result in No Show for your test event for not adhering to the policies of testing, etc.

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

Arizona Assisted Living Facility Manager Candidate Handbook

Exam Check-In

You need to arrive at your confirmed test site between 20 to 30 minutes before your exam is scheduled to start. (For example: if your test start time is 8:00AM – you need to be at the test site for check-in no later than 7:30 to 7:40AM.)

- Testing **begins** promptly at the start time noted.
- You need to make sure you are at the event well before the start time to allow time to get signed in with the RN Test Observer.

Note: If you arrive late, you will not be allowed to test.

Testing Attire

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

Identification

You must bring a **US GOVERNMENT ISSUED, PHOTO-BEARING FORM OF IDENTIFICATION**. Examples of the forms of US government issued, photo ID's that are acceptable are:

- Driver's License (*Arizona Driver's License must be issued after January 1, 1997*)
- State issued Identification Card (*Arizona State ID must be issued after January 1, 1997*)
- US Passport (*Exception: Foreign Passports with a US VISA included are acceptable*)
- US Passport Card
- Military Identification Card (that meets all requirements)
- Alien Registration Card (that meets all requirements; **NOTE:** a fingerprint may be in place of a signature)
- Tribal Identification Card (that meets all requirements)
- Work Authorization Card (that meets all requirements)

The **FIRST** and **LAST** names listed on the ID presented to the RN Test Observer during sign-in at your test event ***MUST EXACTLY MATCH*** the FIRST and LAST names that were entered in the Arizona assisted living manager database by your training program. You may call D&SDT-Headmaster at (800)393-8664 during regular business hours, Monday through Friday, 6:00AM to 6:00PM MST, excluding Holidays, to confirm that your name of record matches your US government issued ID, or log in to the [Arizona Assisted Living Facility Manager](#) webpage using your secure Test ID# and Pin# to check on or change your demographic information.

Name Changes: Any name changes that need to be made (due to marriage, divorce, legal name change, etc.) must have legal documentation submitted to D&SDT-Headmaster **at least 2 full business days** before your scheduled exam date.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification.**
 - Check to be positive that both your FIRST and LAST printed names on your photo match your current name of record in WebETest®.
 - A driver's license or state-issued ID card that has a hole punched in it is **NOT VALID** and will not be accepted as an acceptable form of ID.
- In cases where names do not match or your ID is not proper/valid, you will be considered a NO SHOW and you will forfeit your testing fees and have to pay for another exam date.

Arizona Assisted Living Facility Manager Candidate Handbook

Instructions for the Knowledge Test

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

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

These instructions are also available on the Arizona Manager webpage under the “Proctor Forms” column, [Knowledge Test Instructions](#) for you to review in advance of your test date.

Testing Policies

The following policies are observed at each test site—

- Plan to be at the test site up to four (4 hours).
- If you arrive late for your confirmed exam (you need to be at the test site to **check in at least 20 to 30 minutes before your scheduled start time** – if your test start time is 8:00AM, you need to be at the test site **by 7:40AM at the latest**), you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you do not bring valid and appropriate US government issued, photo ID, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
 - If the FIRST and LAST printed names on your ID do not match your current name of record, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*. You must re-pay your testing fees online in your own record using your Test ID# and Pin# or submit Form 1402AF (Candidate Payment Form) to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices and personal items (such as water bottles, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. You will be informed by the testing team of the designated area to place your personal items and electronic devices and you are to collect these items when you complete your test(s).
 - All electronic devices must be turned off.
 - Smart watches, fitness monitors and Bluetooth-connected devices must be removed from your wrist/body.
- Anyone caught using any type of electronic recording device during testing will be dismissed from the exam, forfeit all testing fees, reported to your training program and will not be permitted to test for 6 months. You may, however, use personal devices during your free time in the waiting area.
- You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.
- No translation dictionaries are allowed, either paper format or electronic.

Arizona Assisted Living Facility Manager Candidate Handbook

- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, smoke, use e-cigarettes or vape during the exam.
- You are not allowed to leave the testing room (knowledge test room) once the exam has begun **for any reason**. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct or try to take any notes or testing materials from the testing room, you will be dismissed from the exam and reported to your training program.
- Test sites, RN Test Observers and Knowledge Test Proctors are not responsible for candidate personal belongings at the test site.
- No visitors, guests, pets (including companion animals) or children are allowed.
 - Service animals with an approved ADA accommodation in place are allowed.
- ***Please refer to this Arizona Assisted Living Facility Caregiver Manager Candidate Handbook before your test day for any updates to testing and/or policies.***

Security

If you refuse to follow directions, use abusive language or disrupt the examination environment, your test will be stopped and scored as a failed test. You will be dismissed from the testing room and will forfeit any testing fees paid and a report of your behavior will be given to your training program. You will not be allowed to retest for a minimum period of six (6) months.

Anyone who removes or tries to remove test material or takes notes or information from the test site will be reported to their training program and is subject to prosecution to the full extent of the law. Your test will be scored as a failed test and you will forfeit any testing fees paid. You will not be allowed to retest for a minimum period of six (6) months. You will need to obtain permission from your training program in order to be eligible to test again.

If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices such as cell phones, smart watches, or navigating to other browsers/sites during an electronic exam, etc.), your test will be stopped, you will be dismissed from the testing room and your test will be scored as a failed test. You will forfeit any testing fees paid. You will be reported to your training program and you will need to obtain permission from your training program in order to be eligible to test again.

Reschedules

All candidates are able to reschedule online in their record using their Test ID# and Pin# any time up until **one (1) full business day** preceding a scheduled test day, **excluding** Saturdays, Sundays and Holidays.

If you must reschedule your exam date, please do so as soon as possible or at the latest one full business day before your scheduled test date (excluding Saturdays, Sundays and Holidays). You may reschedule an exam date online with your secure Test ID# and Pin#.

- Example: If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to reschedule the Thursday before your scheduled exam.

Arizona Assisted Living Facility Manager Candidate Handbook

Scheduled test date is on a:	Reschedule the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

Note: Reschedules will not be granted less than one (1) full business day prior to a scheduled test date.

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the Arizona Assisted Living Caregiver test at all.

Scheduled in a Test Event

- 1) If you are scheduled in a test event, a refund request of testing fees paid must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT-Headmaster's main webpage at www.hdmaster.com at least **one (1) full business day** prior to your scheduled test event (excluding Saturdays, Sundays and Holidays). No phone calls will be accepted.

Example: If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to request a refund by filling out and submitting the Refund Request Fillable Form on the D&SDT-Headmaster main webpage at www.hdmaster.com by close of business the Thursday before your scheduled exam. D&SDT-Headmaster is open until 6:00PM Mountain time.

- 2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund fee.
- 3) Refund requests must be made within thirty (30) days of payment of original testing fees with Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with Headmaster will not be issued.

Not Scheduled in a Test Event

- 1) Refund requests must be made within thirty (30) days of original payment of testing fees with Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with Headmaster will not be issued.
- 2) A refund request of testing fees paid must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT-Headmaster's main webpage at www.hdmaster.com. No phone calls will be accepted.
- 3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund fee.

Arizona Assisted Living Facility Manager Candidate Handbook

Unforeseen Circumstances Policy

If an exam date is cancelled due to an unforeseen circumstance, D&SDT-Headmaster staff will make every effort to contact you using the contact information (phone number/email) we have on file to reschedule you, for no charge, to a mutually agreed upon new test date.

Therefore, you must keep your contact information up to date in case we need to contact you (**see examples below for reasons we may not be able to contact you that you are responsible for.*)

If D&SDT-Headmaster is unable to reach you via phone call or email with the information in your record (**see examples below*) in the event of an unforeseen circumstance for a test event you are scheduled in to, you will be taken out of the test event and D&SDT-Headmaster will not reschedule you until we hear back from you.

NOTE: The **examples* listed below are your responsibility to check and/or keep updated.

- If D&SDT-Headmaster leaves you a message or emails you at the phone number or email in your record and:
 - you do not call us back in a timely manner,
 - your phone number is disconnected/mail box is full,
 - you do not check your messages in a timely manner,
 - you do not check your email or reply to our email in a timely manner,
 - your email is invalid or you are unable to access your email for any reason.

Inclement Weather Policy

In the event of inclement weather, you will be expected to attend your schedule exam date unless:

- The county you reside in or the county of the testing site is placed on a weather or other emergency.
- The test site closes.
- The test observer cancels the test event.
- There is an accident due to weather or other cause on your route to the test site, in which case:
 - Documentation from the Department of Transportation Services or a Police report is required within 3 business days of your scheduled exam day to qualify for a free reschedule.

If the above listed circumstances are not met, failure to attend your scheduled test date will result in a **NO SHOW** status and any exam fees paid *will NOT be refunded*.

No Shows

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

These fees partially offset D&SDT-Headmaster cost incurred for services requested and resulting work that is performed. If a reschedule or refund request is not received before the one (1) full business day preceding a scheduled test event, *excluding* Saturdays, Sundays, and Holidays (see examples under

Arizona Assisted Living Facility Manager Candidate Handbook

Reschedules and Refund of Testing Fees Paid), a NO SHOW status will exist and you will forfeit your testing fees and must repay the full testing fee to secure a new test event.

No Show Exceptions

Exceptions to the No Show status exist; if you are a No Show for any test component for any of the following reasons, a free reschedule will be authorized to the remitter of record providing **the required documentation is received within the appropriate time frames outlined below:**

- **Car breakdown or accident:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a tow bill, police report or other appropriate documentation 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.
- **Weather or road condition related issue:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a road report, weather report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.
- **Medical emergency or illness:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.
- **Death in the family:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and an obituary for **immediate family only** submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame you will have to pay as though you were a NO SHOW. (Immediate family includes parent, grand and great-grand parent, sibling, children, spouse or significant other.)

Test Results

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

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

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

To check your test results online, go to [Online Test Results](#) under the "Candidate Forms" column on the Arizona Manager webpage.

Arizona Assisted Living Facility Manager Candidate Handbook

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

Headmaster LLP
PO Box 6609
Helena, MT 59604-6609
Phone: (800)393-8664
Fax: (406)442-3357
Score Report Login

Directions
To receive your online score report you must complete the fields as indicated below using the **required formats**. If you are certain that you have completed the fields correctly, and you do not receive a score report, it is likely that your tests have not been scored. Electronic tests require 1 day for official scoring, while paper tests require 1 to 4 days depending on mail service. If you do not receive a score report, please return at a later date and submit your request.

Important Note: Scores will be available **after 6:00 PM mountain time** on the day they are scored. (electronic tests are scored the next business day and paper tests scored within 3-5 business days after testing.)

Required Login Fields

Please enter your **social security # or test ID** [000000000]

Please enter the **test date** [12/31/2012] (mm/dd/yyyy)

Please enter your **birthdate** [01/01/1970] (mm/dd/yyyy)

Submit Score Report Request

Copyright © 2011, D&S Diversified Technologies LLP, and Headmaster LLP, All rights reserved

Or, you may access your results at the Arizona Manager webpage at:

https://hdmaster.com/testing/othertesting/AZ_alm/AZ_ALM_Home.htm

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

D&S Diversified Technologies LLP
Headmaster LLP

Arizona Assisted Living Facility Manager

Important!

Candidate Forms

- Three Month Test Schedule
- Scheduling & Payment Form 1402
- 2016 Candidate Handbook
- ADA Accommodation 1404
- No SS# Affidavit
- Now Available**
- Schedule / Re-Schedule
- On-line Test RESULTS**

Training Programs

- Available now!**
- On-line Training Program Reports
- WebE Test @ On-line Testing**
- WebE Test @ Start Page**
- Test Site Forms**
- Test Site Agreement Form 1502

Proctor Forms

- Knowledge Test Proctor Application Form 1500
- Confidentiality/Nondisclosure Agreement Form 1501
- Test Observer/Knowledge Test Proctor Agreement Form 1505
- Knowledge Test Proctor Training Affidavit 1511AF
- Knowledge Test Instructions
- Electronic Knowledge Test Instructions

Contacts

Please feel free to contact us if you have questions, concerns, or suggestions about our service. We value the feedback we receive from everyone involved in the training, testing, and certification process.

Headmaster
Katie Gilbert
Program Manager
PO Box 6609
Helena, MT 59604-6609
Phone (800) 393-8664
Fax (406) 442-3357
hdmaster@hdmaster.com

Visitors
You will need a reader to view and print most of these documents. You may download it here.

Get Acrobat Reader

Test Attempts

You have **two attempts** to pass the knowledge exam. There is no expiration date on the time frame from completion of training to testing. **If you fail the knowledge exam two times, you must complete a new Arizona NCIA/ALFM Board of Examiners approved training program in order to become eligible to further attempt Arizona Assisted Living Facility Manager examinations.**

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

Arizona Assisted Living Facility Manager Candidate Handbook

Retaking the Assisted Living Manager Test

In the event that you fail the knowledge exam, when you want to apply for a retest, you will need to repay for your retake before you can schedule a new exam date:

You can schedule a test or re-test online at the Arizona Manager webpage with your secure Test ID# and Pin# by clicking on [Schedule/Reschedule](#).

You will need to pay with a VISA or MASTERCARD before you are able to schedule. Call D&SDT-Headmaster at (800)393-8664 if assistance is needed or to get your ID# and Pin#.

If you need assistance scheduling your re-test, please call D&SDT-Headmaster at (800)393-8664. We are able to assist you in scheduling a test or re-test date as long as your fees have been paid first.

Test Review Requests

You may request a review of your test results or dispute any other condition of your testing. **There is a \$25 test review deposit fee.** To request a review, you must submit the PDF fillable [Test Review Request and Payment Form 1403](#) available on D&SDT-Headmaster's main webpage at www.hdmaster.com (before you get to the Arizona ALF Manager webpage). Submit the Test Review Fee of \$25 (MasterCard, Visa or debit card) and a detailed explanation of why you feel your dispute is valid (upload with Form 1403) via the PDF fillable Test Review Request and Payment Form 1403 **within three (3) business days** from official scoring of your test (excluding Saturdays, Sundays and Holidays). Late requests will be returned and will not be considered.

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT-Headmaster at (800)393-8664 during regular business hours, Monday through Friday, 6:00AM to 6:00PM MST, excluding Holidays, and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit fee. Many times, once you have further details about the scoring of your test, you will understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-Headmaster staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

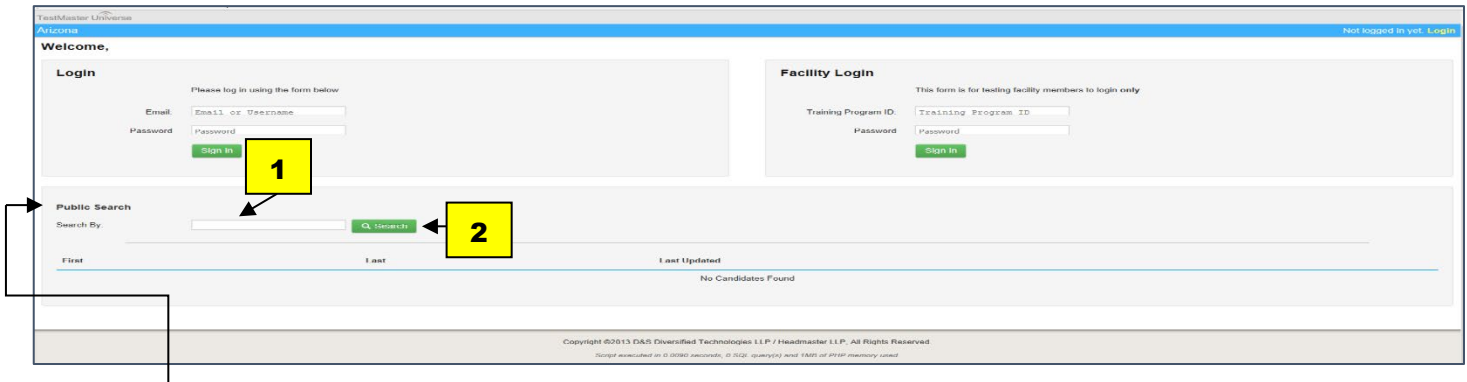
The likely outcome of your review will determine who pays for your re-test. If the results of the review are in your favor, D&SDT-Headmaster will pay your re-test fee. D&SDT-Headmaster will review your detailed recollection, your knowledge test markings and will re-check the scoring of your test and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

Arizona Assisted Living Facility Manager Candidate Handbook

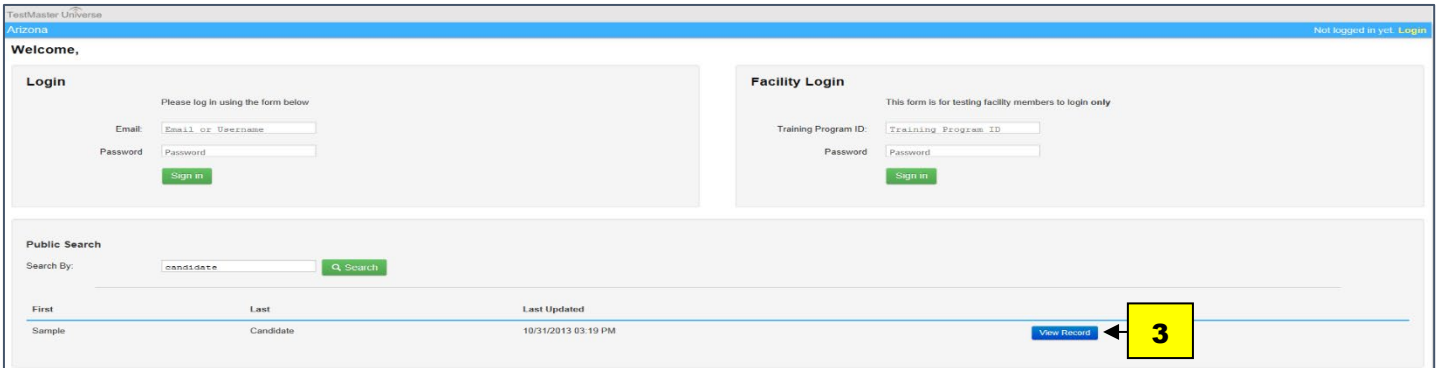
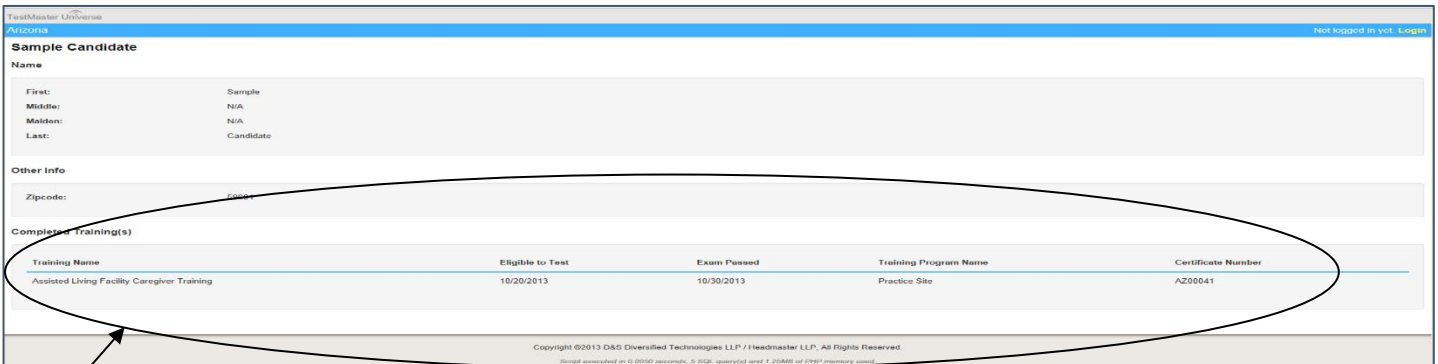
Assisted Living Facility Caregiver and Manager Registry

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

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



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

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

Arizona Assisted Living Facility Manager Candidate Handbook

Training Name – Assisted Living Facility Caregiver Training OR Assisted Living Facility Manager Training

Eligible to Test – this is the date the candidate was ELIGIBLE TO TEST (completed the course requirements)

Exam Passed – this date is the date the candidate passed the exam and is the **COMPLETION OF COURSE DATE**

Training Program Name – the name of the training program where the candidate completed their training

Certificate Number – the number that will be on the candidate's completion certificate

Certificate of Completion

Once candidates successfully pass their Assisted Living Facility Manager exam, Training Programs are required to print Certificates of Completion from the Registry for their candidates as proof for employment that their candidates have successfully completed an Arizona Assisted Living Facility Manager course. **Please contact your training program after you pass your exam and request your Certificate of Completion.**

Your Certificate of Completion from your Training Program is proof for employment that you have successfully completed an Arizona Assisted Living Facility Manager course. Please direct any prospective employer requests to the PUBLIC SEARCH on the Assisted Living Facility Caregiver and Manager Registry or they may call D&SDT-Headmaster at (800)393-8664.

The Knowledge Exam

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

The Knowledge Test Proctor will provide instructions for taking the Knowledge Test.

EFFECTIVE 2-1-2023: You will have a maximum of **sixty (60) minutes** (*decreasing from 90 minutes*) to complete the 50 question Knowledge Test. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Test (such as "What does this question mean?").

You must have a score of 75% or better to pass the knowledge portion of the exam.

Electronic testing called WebEtest© using Internet connected computers is utilized at all sites in Arizona. The Knowledge test portion of your exam will be displayed on a computer screen for you to read and key in your answers.

Per the Arizona NCIA/ALFM Board of Examiners, translation dictionaries are not allowed during testing. Scratch paper is also not allowed during testing.

All test materials must be left in the testing room. Anyone who removes or tries to remove materials, notes or information from the testing room is subject to prosecution and will be reported to their training program.

Knowledge Test Content

The Knowledge Test consists of 50 medication management multiple-choice questions. Questions are selected from subject areas based on the Arizona Assisted Living Facility Manager test plan and include

Arizona Assisted Living Facility Manager Candidate Handbook

questions from all the required categories as defined in the Arizona NCIA/ALFM Board of Examiners regulations. The subject areas are as follows:

SUBJECT AREA	NUMBER OF QUESTIONS
Financial Management	6
Legal Management	6
Medication Management	8
Personnel Management	8
Physical Environment Management	8
Resident Services Management	14

Knowledge Test Vocabulary List

abandonment	behavior	current asset
abuse	benefits	debits and credits
accessibility	blood sugar	decubitus ulcer
accounting	Board order	delegating
addressing behaviors in service plan	body mechanics	delinquent
addressing staff problems	body temperature	democratic management
administration	budget	dependency
administrator's responsibility	calculations	diabetes
administrator's role	care	diet manual
admission	care models	direct mail
advance directives	care plan	disagreement
advocate	CEU	discharge
age discrimination	chronic disease	discipline
aging	cleaning	discrimination
ALF survey	communication	diseases
Alzheimer's	compensation	documentation
approach to staff	components of marketing program	drug disposal
arteriosclerosis	confidentiality	dying
arthritis	conflict	effective administration
assessment	congestive heart failure	efficiency
assets	controlled substances	egress
at will and just cause	cooking temperature	emergencies
balance sheet	core issue	emergency notification
balancing books	corrective action	emergency preparedness plan
	court appointees	
	CQI	

Arizona Assisted Living Facility Manager Candidate Handbook

emergency procedure	HVAC	medication policies
emergency transfer	hyperglycemia	medication record
employees	hypoglycemia	medication sheet
epidemic	identity loss	mental health
ethics	IDR	mental illness
evacuation	income	misappropriation
evaluating behavior	infection	mission statement
Expected income	insomnia	mistreatment
exploitation	inspections	mobility
facility expense	insulin administration	models of care
facility finances	insurance	MSDS
facility license	intake	musculoskeletal
fair labor standards	interpersonal skills	neglect
falls	interview questions	negligence
faxed order	investigation	nervous system
FICA	isolation precautions	net
files	job description	notice of rate increase
financial	labor	nutrient
fines	labor law	obtaining medications
fire	leadership	ombudsman
first impression	legal defense	operation
five rights	liabilities	orders
fixed cost	license	orientation
FMLA	liquidity	OSHA
food	living will	osteoporosis
food safety	lockout/tagout	outside services
form to establish exemptions	maintaining resident records	over-the-counter medication
fraud	management	overtime
frayed cord	marketing	pacemaker
FUTA	meal refusal	Parkinson's disease
glucose levels	measuring financial performance	paying for care
grieving	Medicaid	payroll exemptions
guardian	medical records	performance
handle and store linens	medical terminology	personnel file
health-care team	Medicare	pest control
Hepatitis	medication	possible causes of behaviors
HIPAA	medication assistance	postural changes
hiring	medication categories	power of attorney
hormone	medication disposal	pressure sore
hospice	medication occurrence	privacy
hugging		

Arizona Assisted Living Facility Manager Candidate Handbook

PRN	resident contract	sliding scale
problem solving	resident emergency	snacks
profit	resident fees	staff training
profit and loss	resident independence	stage IV pressure sore
promotion	resident needs	stored chemicals
psychiatric disorders in later life	resident records	strategic planning
psychological disorder	resident rights	substitution
psychosocial adjustment	resident room square footage	survey
purpose of training	resident smoking policies	taxes withheld
quality control	resident's families	TBI
quality improvement	responsible compliance person	terminations
quality of life	restraint	toilets per resident
reasonable accommodations	retaliation	training requirements
records	revenue	unemployment insurance
refusal	rights	uniform assessment
regulations	safety	unused medication
reporting	satisfaction survey	UTI
representative payee	service plan	vacation and sick leave
reproductive system	sexual harassment	violent behavior
resident care	showers per resident	wages
resident care management	side effect	water test
resident centered care	signed menu	weight
	skin changes	withholding
		work performance
		worker's compensation

Notes:
