



D&S Diversified Technologies LLP

Headmaster LLP

Arizona Assisted Living Facility Manager Candidate Handbook

EFFECTIVE: September 1, 2020 / UPDATED: September 1, 2021

Version 6.1

September 1, 2021 Updates: The No Show Exceptions were updated to include more detailed information (page 8).



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Contact Information

<p>Questions regarding testing process, test scheduling and eligibility to test: (800) 393-8664</p> <p>Questions about the Assisted Living Facility Caregiver/Manager Registry: (800) 393-8664</p> <p>Questions about Assisted Living Facility Manager Completion of Course: (602) 364-2374</p>		
<p>Headmaster, LLP PO Box 6609 Helena, MT 59604-6609 Email: hdmaster@hdmaster.com Web Site: www.hdmaster.com</p>	<p><i>Monday through Friday</i> 8:00AM – 6:00PM (MST)</p>	<p>Phone #: (800) 393-8664 Fax #: (406) 442-3357</p>
<p>Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers (NCIA/ALFM) 1740 W. Adams Street, Suite 2490 Phoenix, AZ 85007 Email: information@aznciboard.us Web Site: http://www.aznciboard.us/</p>	<p><i>Monday through Friday</i> 8:00AM – 5:00PM</p>	<p>Phone #: (602) 364-2374</p>

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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

If you have a qualified disability, you may request special accommodations for examination. Accommodations must be approved by the Arizona NCIA/ALFM Board of Examiners in advance of examination. The request for [ADA Accommodation Form 1404AF](#) is available on the Arizona Manager webpage under the Candidate Forms column.

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.

The Arizona Assisted Living Facility Manager Exam

Payment Information

Exam Description	Price
Knowledge Test or Retake	\$125

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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 the "Candidate Forms" column 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.

You may also schedule a test date by mailing to Headmaster a paper [Scheduling and Payment Form 1402AF](#), indicating your test date choices along with your payment **made payable to Headmaster** (money order, cashier's check, facility check, Visa or MasterCard). No personal checks or cash are accepted.

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

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

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

You can also view your [confirmation notice](#) any time by logging into your WebETest© account with your secure Test ID# and Pin#. You should have received your Test ID and PIN#'s from your training program, or you may call D&SDT-Headmaster at (800)393-8664.

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

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already scheduled your test. [Regional test seats](#) are open to all candidates. Regional test dates are posted on the Arizona 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 8:00AM to 6:00PM Mountain Standard time.

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

Exam Check-In

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

Testing Attire

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

Identification

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

- Driver's License (*Arizona Driver's License must be issued after January 1, 1997*)
- State issued Identification Card (*Arizona State ID must be issued after January 1, 1997*)
- US Passport (Foreign Passports *are not* acceptable unless it includes a US Visa)
- Military Identification Card (that meets all requirements)
- Alien Registration Card (that meets all requirements)

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- Tribal Identification Card (that meets all requirements)
- Work Authorization Card (that meets all requirements)

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

The **FIRST** and **LAST** names listed on the ID presented to the RN Test Observer during sign-in at your test event **MUST EXACTLY MATCH** the FIRST and LAST names that were entered in the AZ Assisted Living Manager database by your training program. You may call D&SDT-Headmaster at (800)393-8664 to confirm that your name of record matches your US government issued ID, or log in to the [AZ Manager webpage](#) using your secure Test ID# and PIN# to check on or change your demographic information.

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

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

You 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.

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 as you may be rotated through the testing process depending on the number of candidates testing.

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- If you arrive late for your confirmed exam (you need to be at the test site to check in at least 20 to 30 minutes before your scheduled start time – if your test start time is 8:00AM, you need to be at the test site by 7:40AM at the latest), you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you do not bring valid and appropriate US government issued, photo ID, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- **If the FIRST and LAST printed names on your ID do not match your current name of record, you will not be admitted to the exam** and any exam fees paid *will NOT be refunded*.
- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*. You must re-pay your testing fees on-line in your own record using your ID and PIN# or submit Form 1402AF (Scheduling and Payment Form) to schedule another exam date.
- Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices and personal items (such as briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in the testing room. You will be informed by the testing team of the designated area to place your personal items and electronic devices and you are to collect these items when you complete your test(s).
- All electronic devices must be **turned off**. Any smart watches or fitness monitors must be removed from your wrist.
- Anyone caught using any type of electronic recording device during testing will be removed from the testing room(s), forfeit all testing fees, 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.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, smoke, use e-cigarettes or vape during the exam.
- You are not allowed to leave the testing room once the exam has begun **for any reason**. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct or try to take any notes or testing materials from the testing room, you will be dismissed from the exam and reported to your training program.
- Test sites, RN Test Observers and Knowledge Test Proctors are not responsible for candidate personal belongings at the test site.
- No visitors, guests, pets (including companion animals) or children are allowed.
- ***Please review this Arizona Assisted Living Facility Manager Candidate Handbook before your test day for any updates to testing and/or policies.***

Incident Weather and Unforeseen Circumstances Policy

If an exam date is cancelled due to weather or other unforeseen circumstances, D&SDT-Headmaster staff will make every effort to contact you using the contact information we have on file to reschedule you, for no charge, to a mutually agreed upon new test date. Therefore, you must keep

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your contact information up to date in case we need to contact you. See more information under No Show Exceptions.

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

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date at the Arizona Manager webpage by clicking on [Schedule/Reschedule](#) and logging in with your Social Security Number or Test ID and Pin#.

- Example: If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to reschedule by close of business the Thursday before your scheduled exam. D&SDT-Headmaster is open until 6:00PM Mountain time.

Scheduled test date is on a:	Reschedule by 6:00PM Mountain Standard Time on the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

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

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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 Manager 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

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, 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

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

No Show Exceptions

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

- **Car breakdown 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 parents, grand and great-grand parents, siblings, children, spouse or significant other.)

Test Results

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

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

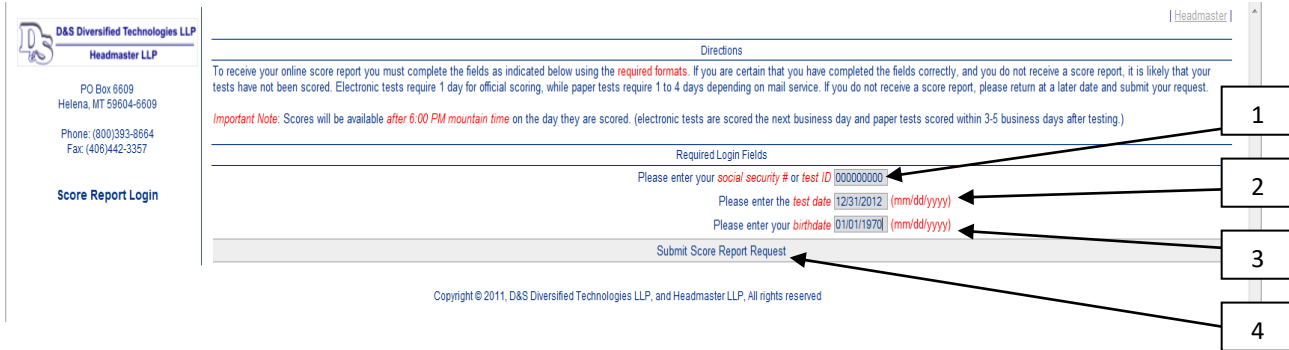
D&SDT-HEADMASTER does not send postal mail test result letters to candidates.

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

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- 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



The screenshot shows the 'Score Report Login' page. It includes a header with the company logo and name, contact information, and a 'Score Report Login' link. The main content area contains 'Directions' and 'Required Login Fields'. The fields are: 'Please enter your social security # or test ID' (with a masked input), 'Please enter the test date' (with a date picker), and 'Please enter your birthdate' (with a date picker). Below these fields is a 'Submit Score Report Request' button. Four numbered callouts (1-4) point to these elements respectively.

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.



The screenshot shows the 'Arizona Assisted Living Facility Manager' website. It features a navigation menu with sections: 'Candidate Forms', 'Training Programs', 'Proctor Forms', and 'Contacts'. In the 'Candidate Forms' section, the 'On-line Test RESULTS' link is highlighted with a red box and an arrow pointing to it from the text above.

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.

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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#.

You may also schedule a re-test by completing the [Scheduling and Payment Form 1402AF](#) available on the Arizona Manager webpage, click on the Scheduling and Payment Form 1402 under the "Candidate Forms" column.

- Fill out Exam types and Fee payment on a new Scheduling and Payment Form 1402AF and choose test dates from the [Three Month Test Schedule](#) and write them on the Scheduling and Payment Form 1402AF under Option 1 (Regional Test Site Schedule).
- You will need to submit your Scheduling and Payment Form 1402AF to Headmaster, along with your payment **made payable to Headmaster** (money order, cashier's check, facility check, Visa or MasterCard - no personal checks or cash are accepted), either by fax at (406)442-3357 (\$5.00 extra fax fee applies), email at hdmaster@hdmaster.com (scan or image and attach) or mail to P.O. Box 6609, Helena, MT 59604.

If you need assistance scheduling your re-test, please call 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 Assisted Living Facility 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.

NOTE: Please call D&SDT-Headmaster at (800)393-8664 during regular business hours, Monday through Friday, 8:00AM 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.

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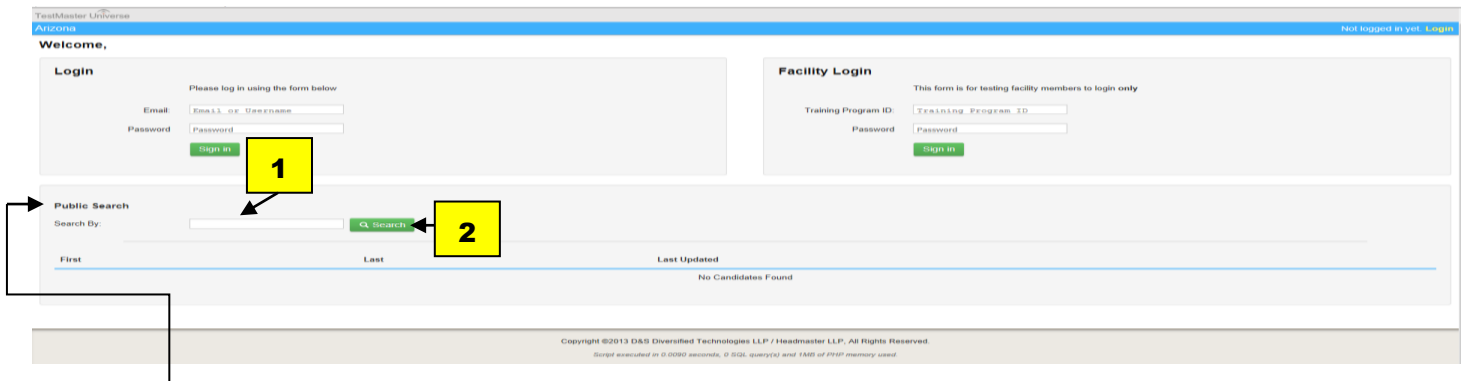
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The likely outcome of your review will determine who pays for your re-test. If the results of the review are in your favor, D&SDT-Headmaster will pay your re-test fee. D&SDT-Headmaster will review your detailed recollection, your knowledge test markings 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 recollection 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.

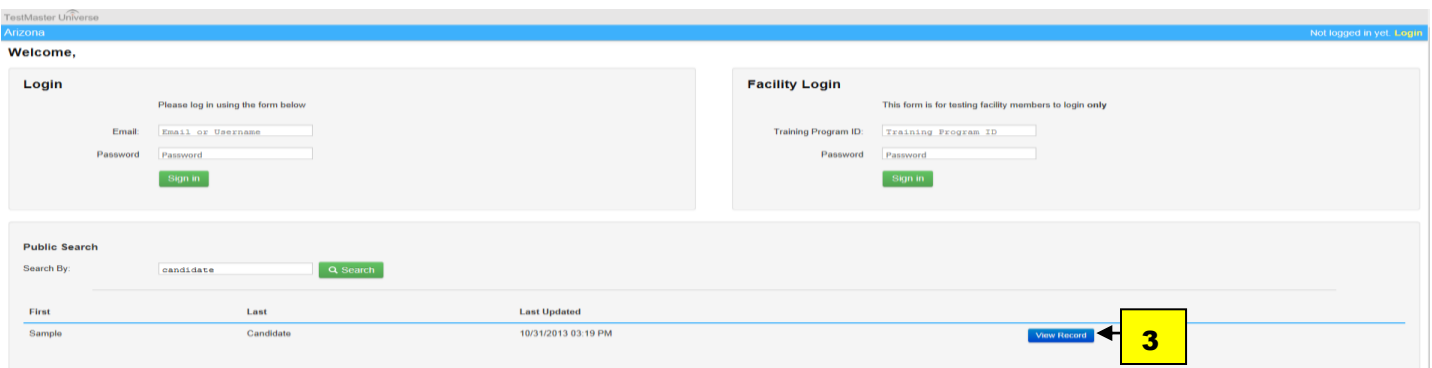
Assisted Living Facility Caregiver and Manager Registry

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:



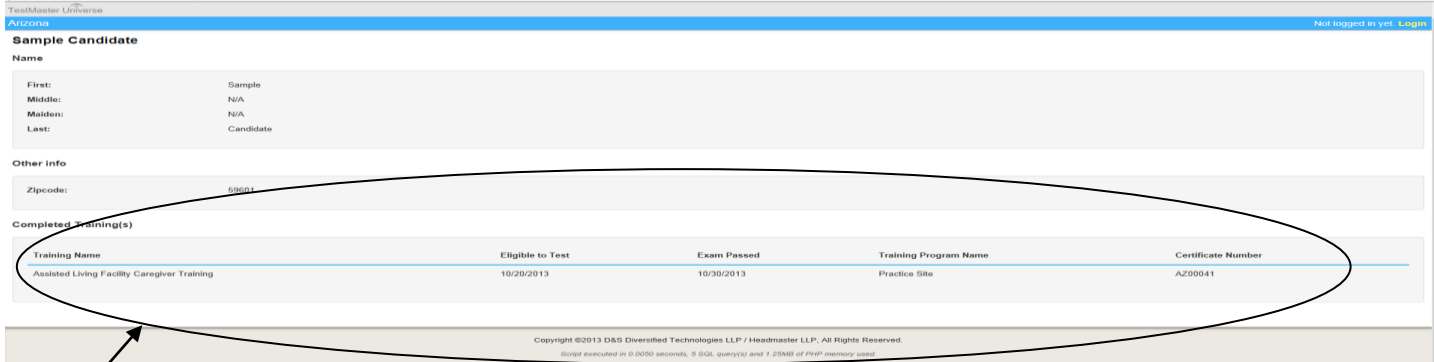
- 1) Under PUBLIC SEARCH - Type in the LAST NAME of the candidate you wish to verify has completed training
- 2) Click on Search



- 3) Click on VIEW RECORD

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TestMaster Universe
Arizona Not logged in yet. [Login](#)

Sample Candidate

Name

First:	Sample
Middle:	N/A
Maiden:	N/A
Last:	Candidate

Other Info

Zipcode: 85001

Completed Trainings

Training Name	Eligible to Test	Exam Passed	Training Program Name	Certificate Number
Assisted Living Facility Caregiver Training	10/20/2013	10/30/2013	Practice Site	AZ00041

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Script executed in 0.0050 seconds, 5 SQL queries and 1.25MB of PHP memory used.

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

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

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

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

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

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

Certificate of Completion

Once candidates successfully pass their Assisted Living Facility 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. You will have a maximum of ninety (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?”).

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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 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
abbreviations HVAC
abuse
accessibility
accounting
accounting methods
accounts receivable
addressing behaviors in service plan
addressing staff problems

administration
administrator's responsibility
administrator's role
admission
admission agreement
admission policies
admitting resident
advance directives

advocate
age discrimination
aging
aging in place
ALF survey
Alzheimer's
approach to staff
arteriosclerosis
arthritis

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assessment
assets
at will and just cause
balance sheet
balancing books
behavior
behavior management
benefits
blood sugar
Board order
body mechanics
body temperature
budget
budgeting
calculations
care
care models
care plan
CEU
chronic disease
cleaning
communication
compensation
components of marketing program
confidentiality
conflict
congestive heart failure
cooking temperature
corrective action
court appointees
CQI
current asset
debits and credits
decubitus ulcer
delegating
delegation

delinquent
democratic management style
dependency
diabetes
diet manual
direct mail
disagreement
discharge
discipline
discrimination
disease symptoms
diseases
documentation
documentation requirements
documenting changes to service plan
drug disposal
dying
effective administration
effective management
efficiency
egress
emergencies
emergency notification
emergency preparedness plan
emergency procedure
emergency transfer
emergency transfers
employee duties
employee recognition
empowering employees
epidemic
ethics
evacuation
evaluating behavior

management
expected income
exploitation
facility expense
facility finances
facility license
fair labor standards
falls
faxed order
FICA
files
financial
financial abuse
financial management
fines
fire
fire deaths
fire drills
fire sprinkler inspections
first impression
five rights
fixed cost
fixed costs
FMLA
food
food safety
form to establish exemptions
fraud
frayed cord
FUTA
glucose levels
grieving
guardian
handle and store linens
health-care team
Hepatitis

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HIPAA	management	obtaining medications
hiring	management style	ombudsman
hormone	marketing	operation
hospice	meal refusal	orders
hugging	measuring financial performance	orientation
hyperglycemia	Medicaid	OSHA
hypoglycemia	medical records	osteoporosis
identity loss	medical terminology	outside services
IDR	Medicare part B	over-the-counter medication
income	Medicare payments	overtime
income statement	medication	pacemaker
infection	medication assistance	Parkinson's disease
infection control	medication categories	paying for care
infection prevention	medication disposal	payroll exemptions
insomnia	medication occurrence	performance appraisal
inspections	medication policies	performance evaluation
insulin administration	medication record	personnel file
insurance	medication sheet	pest control
insurance options	mental health	possible causes of behaviors
intake	mental illness	postural changes
interpersonal skills	misappropriation	power of attorney
interview questions	mission statement	pressure sore
investigation	mistreatment	prevent transfer of infection
investigation policies	mobility	privacy
isolation precautions	models of care	PRN
job description	most common core issue	problem solving
labor	MSDS	profit
labor law	musculoskeletal	profit and loss
leadership	neglect	promotion
legal defense	negligence	psychiatric disorders in later life
liabilities	nervous system	psychological disorder
license	net income	psychosocial adjustment
liquidity	net profit	purpose of training
living will	net worth	quality control
lockout/tagout	notice of rate increase	quality improvement
maintaining resident records	nutrient	

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quality of life
reasonable accommodations
records
refusal
regulations
reportable events
reporting
representative payee
reproductive system
resident care
resident care management
resident centered care
resident contract
resident emergency
resident fees
resident independence
resident needs
resident records
resident right to privacy
resident rights
resident room square footage
resident smoking policies
resident's families
responsible compliance person

restraint
retaliation
revenue
rights
safety
satisfaction survey
service plan
sexual harassment
showers per resident
side effect
signed menu
skin changes
sliding scale
snacks
staff training
stage IV pressure sore
stored chemicals
strategic planning
substitution
survey
survey availability
taxes withheld
TBI
terminations
toilets per resident
training requirements

unemployment insurance
uniform assessment
unused medication
UTI
vacation and sick leave
violent behavior
wage garnishment
wages
water test
weight
weight loss
withholding
work performance
worker's compensation
written records tracking controlled substances

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Notes:
