D&S Diversified Technologies LLP

Headmaster LLP

Arizona LPN/RN Refresher Candidate Handbook

Version 4 | Updated: September 10, 2021

UPDATES 9-10-2021: Virtual Testing Procedure Instructions updated. (Pages 8-9)

Contact Information

Questions regarding testing process, test scheduling and eligibility to test: (800) 393-8664
Questions: See below contact information:

Headmaster, LLP PO Box 6609 Helena, MT 59604-6609 Email: hdmaster@hdmaster.com Web Site: www.hdmaster.com	*Monday through Friday* *8:00AM – 6:00PM (MST)*	Phone #: (800) 393-8664 Fax #: (406) 442-3357
Linda Rose – Executive Director Email: Lrose2000@cox.net Web Site: www.msrnrefresher.com	*Monday through Friday* *10:00AM – 7:00PM*	Phone #: (480) 628-0937

Table of Contents

Introduction

The purpose of an Arizona LPN/RN Refresher program is to prepare candidates to deliver safe, comprehensive nursing care for individuals who are seeking to re-activate their license, and as a preparation for graduate nursing students to pass their NCLEX exam.

This handbook describes the process of taking the Arizona LPN/RN Refresher course medication examination and is designed to help prepare candidates for testing.

The test consists of multiple-choice knowledge and calculation questions. RN Exam candidates must be registered, complete at least four modules of their on-line self- study program, in order to schedule and pass the exam to successfully complete their refresher requirement. LPN students must have completed Unit 9, in the CoursePoint Fundamentals textbook. All students will notify the Executive Director when they feel adequately prepared to become registered for this exam. MedStar Academy, Inc., will pay for the exam the first time the exam is taken. Each student has three attempts to pass this exam. Should the student need an additional attempt the fee will be paid by the student. The fee for this exam is $30.00.

MedStar Academy, Inc., has approved D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP to provide tests and scoring services for LPN/RN Refresher program unit testing. For questions not answered in this handbook, please contact Linda Rose, Executive Nursing Director at (480)628-0937 or D&SDT-Headmaster at (800)393-8664 or go to https://re.tmuniverse.com.

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 Linda Rose, Executive Director, in advance of examination. The request for ADA Accommodation Form 1404RE is available on the LPN/RN Refresher Training Program page of the D&SDT-Headmaster website under the Candidate Forms column.

This form must be submitted to Linda Rose, Executive Director, with the required documentation listed on the second page of the ADA application in order to be reviewed for a special accommodation.

The LPN/RN Refresher Exam

Payment Information

| Exam Description	Price
Knowledge and Calculation Exam	$30

Schedule an Exam

In order to schedule an examination date, candidates must have successfully completed the first four required modules and completely reviewed the textbook Clinical Calculations Made Easy, 6th Edition. You may take the Arizona LPN/RN Refresher exam via a virtual testing option or at a regional (open) test site on a date as listed in TMU©. Do not attempt this exam until you have reviewed the previously mentioned materials.

- Your instructor/training program will enter your initial registration information in D&SDT-Headmaster's TestMaster Universe (TMU©) software. You must login to TMU© at https://re.tmuniverse.com using your secure email or username and password and complete your demographic information. If you do not know your username and/or password, enter your email address of record 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 below). If you are unable to login for any reason, contact D&SDT-Headmaster by calling (800)393-8664.
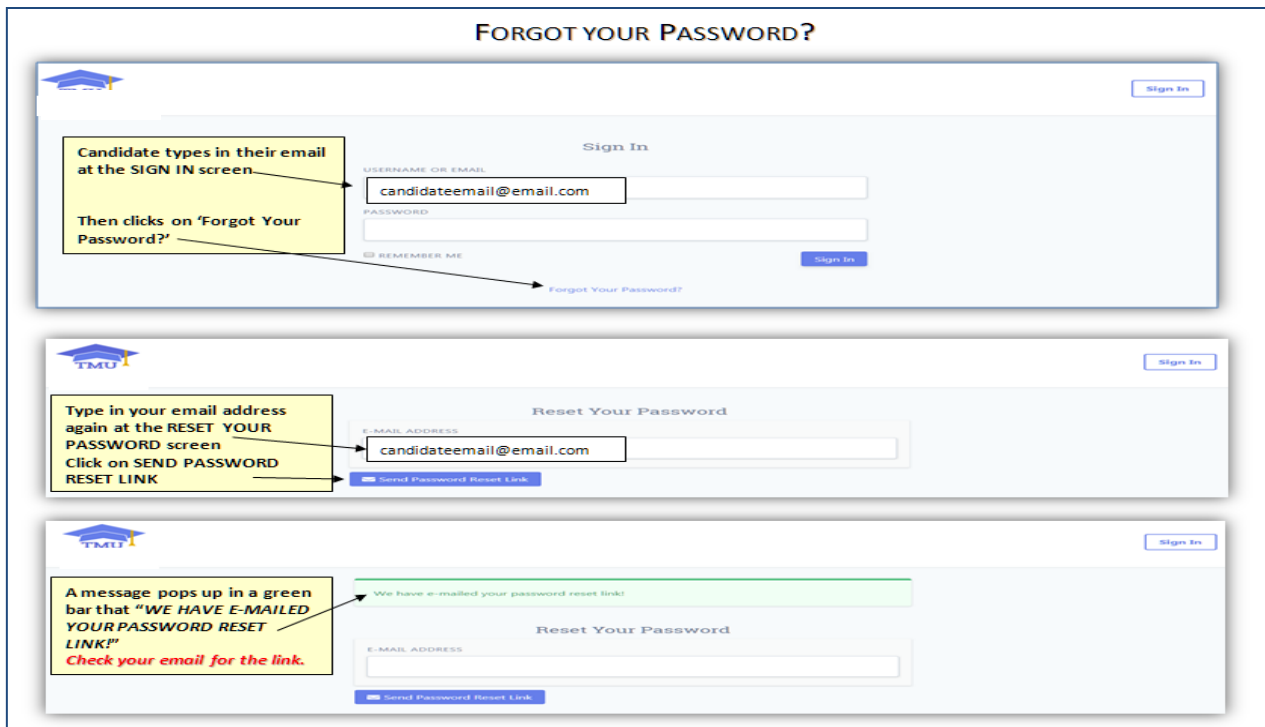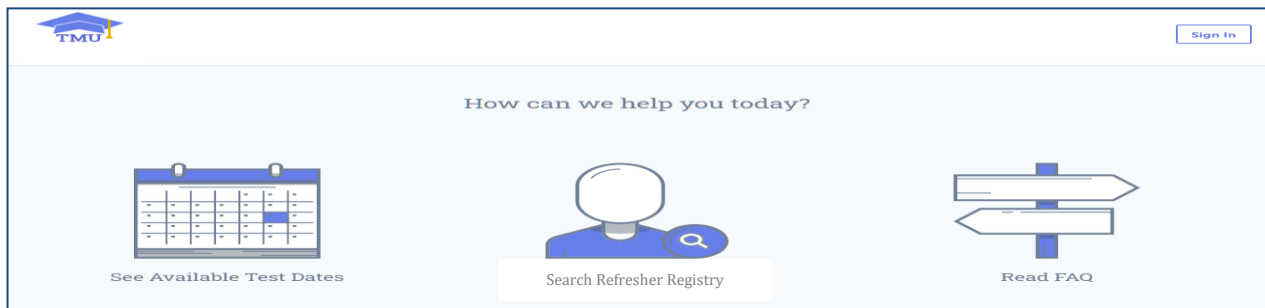
Once signed in, complete the following information to complete your record and click "Finish Account Setup":

The test proctor at your test event must verify the name entered into TMU© against the identification you will present when you sign in at a test event. If they don't exactly match you will not be permitted to test. 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 TMU©, please call D&SDT-Headmaster at (800)393-8664. Once your instructor or training program enters the date you successfully complete the four modules into TMU©, you may schedule your exam date online at https://re.tmuniverse.com.
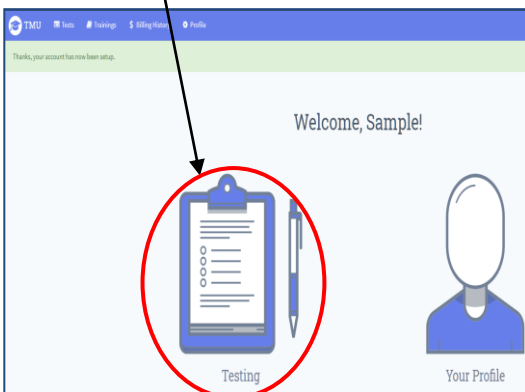
Click on "Testing"

Choose the exam you will be taking and "Add to Cart" to pay testing fees:
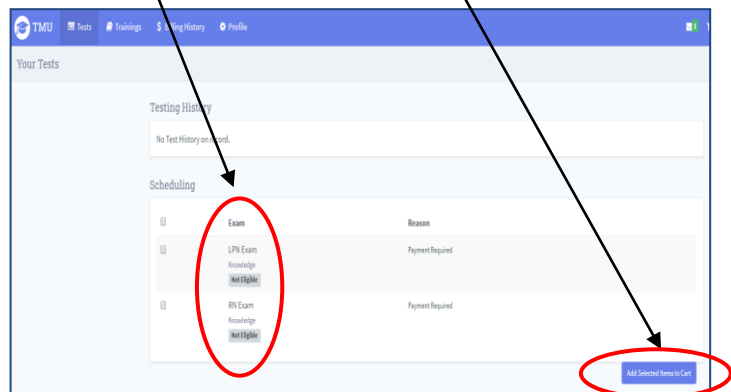
Click on "Pay with Credit Card" and enter the required information and "Submit Payment":
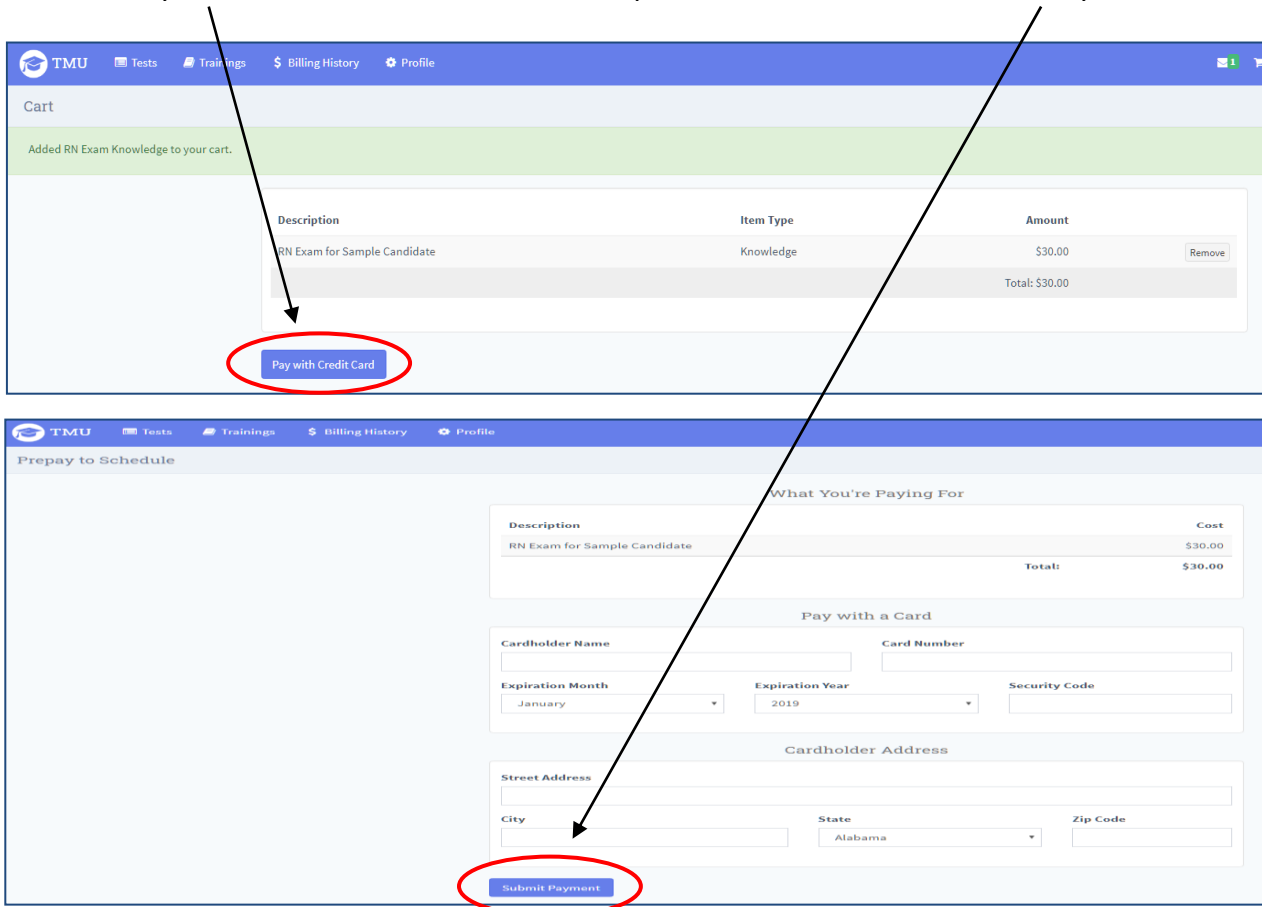
Test events that are available to schedule into can be viewed on the calendar of events on the home screen at https://re.tmuniverse.com, click on "See Available Test Dates":
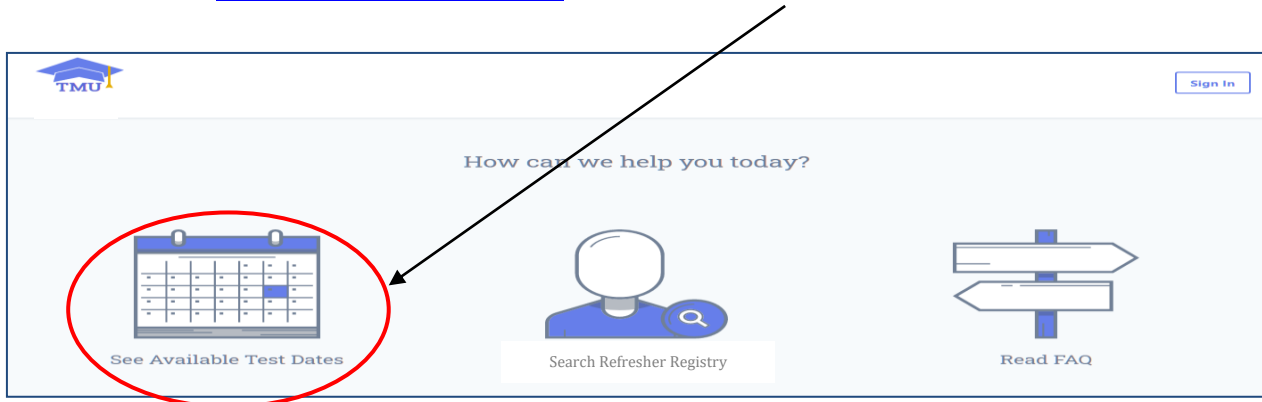
Once your fees are paid, click on "Schedule" to select a test event:
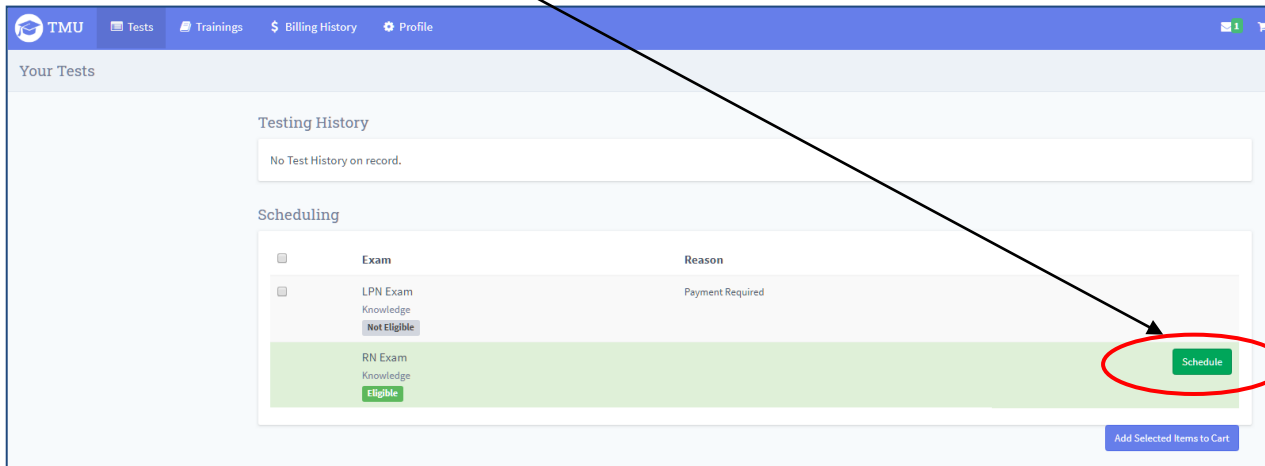
Test events available to schedule yourself at will be listed, click on "Schedule" to schedule yourself into the test event you want:
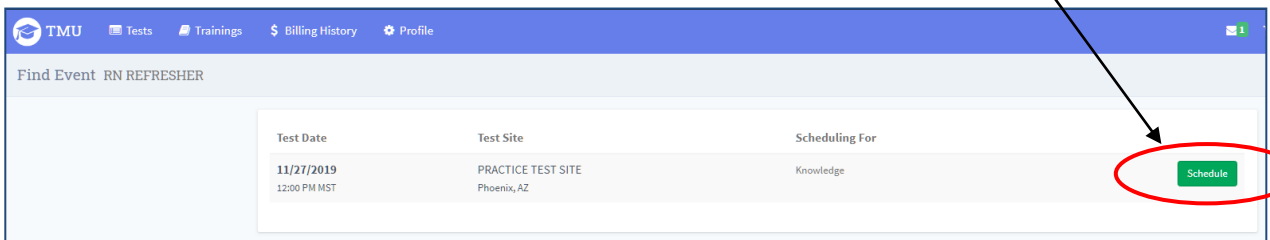
Your status will show you are "scheduled". You will need to click on "Test Confirmation Page" to get your test notification, which will provide you with important details regarding your test event:
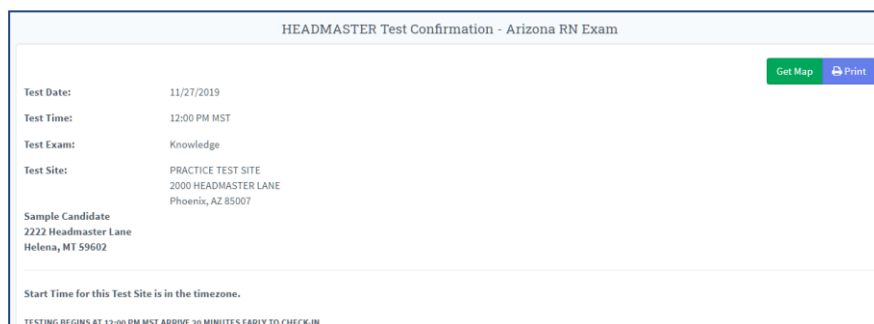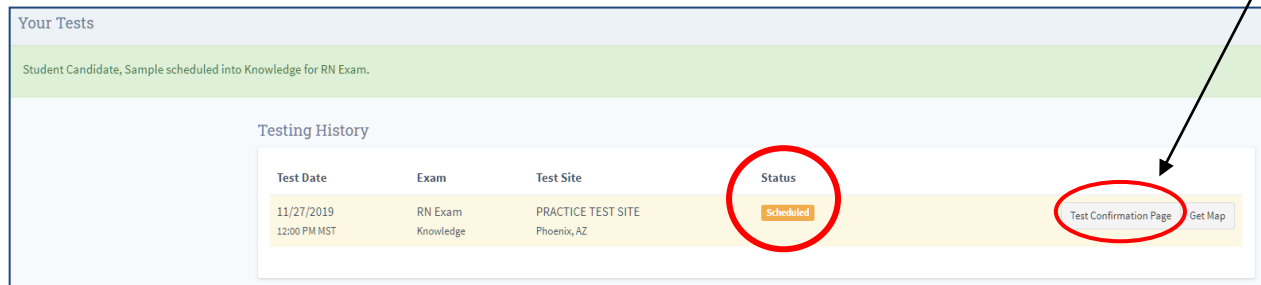
You must schedule a test **within six months from starting a refresher program.**

D&SDT-HEADMASTER does not send postal mail test confirmation letters to candidates. You will need to sign in to TMU© to verify your status.

Exam Check-In

You should arrive at your confirmed test site between 10 to 15 minutes before your exam is scheduled to start. (*For example*: if your test start time is shown as 8:00AM – you need to be at the test site for check-in no later than 7:50AM.)   See instructions under '**Virtual Testing Procedure'** pages 7-8 for virtual testing check-in time frames.

Testing Attire

Testing attire for test events is business casual.

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 January 1, 1997 and later)*
- State issued Identification Card *(Arizona State ID must be issued January 1, 1997 and later)*
- US Passport (Foreign Passports *are not* acceptable unless they contain a US Visa)
- Military Identification Card (that meets all identification requirements)
- Alien Registration Card
- Tribal Identification Card (that meets all identification requirements)
- Work Authorization Card

*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 must pay for another exam date.*

The **FIRST** and **LAST** names listed on the ID presented to the RN Test Observer/Knowledge Test Proctor during sign-in at your test event, both virtual and on-site, **MUST EXACTLY MATCH** the FIRST and LAST names that were entered in the TMU© 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 sign in to your record in TMU© at https://re.tmuniverse.com to verify or change your demographic information.

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 must pay for another exam date.

Instructions for Testing at an On-Site Test Site

You will be given a calculator, and scratch paper to perform your calculations. The scratch paper will be left with the proctor when you have completed the exam. Failure to leave the scratch paper with the test proctor will be an automatic failure. **There will be no further opportunity for testing at that time**. This is a secure environment and all exam papers are secured post testing. The result of this failure will be reported to MedStar Academy, Inc., and considered cheating.

Virtual Testing Procedure

You will need two reliable internet-connected devices (a cell phone with a camera and a tablet/laptop/desktop) to take your virtual Knowledge Exam.

You will be emailed a notification from D&SDT-Headmaster the day prior or day of testing with a Google Meeting link. You will need to be signed in to the Google Meeting 10 minutes prior to your test start time. The Knowledge Test Proctor will allow you access to the meeting.

When you join the meeting, the Knowledge Test Proctor (KTP) will check your US Government issued, photo bearing form of identification. The KTP will need to be shown your scratch paper and basic calculator (both front and back) and the surroundings and area around your computer before you set up your cell phone where the KTP can clearly see you and your computer screen.

You will be allowed to have scratch paper and a basic calculator during your virtual exam. Failure to show both sides of the scratch paper and basic calculator, or failure to tear up the scratch paper within view of the test proctor will be an automatic failure. **There will be no further opportunity for testing at that time**. This is a secure virtual testing environment and all testing and security policies stated in this handbook will be followed. The result of this failure will be considered cheating and reported to MedStar Academy, Inc., Linda Rose, Executive Director.

Instructions for Virtual Testing

You will be read the following directions by the test proctor:

You are not allowed to leave the virtual knowledge test until finished with your test. Please remember to use the restroom before signing into your virtual knowledge test.

With the exception of the cell phone and tablet/laptop/desktop you are using for your virtual knowledge test, all other electronic and Blue-tooth connected devices (cell phones, smart watches, fitness monitors, tablets/laptops/desktops, etc.) usage is not allowed and these items are not allowed in the testing area or allowed to be near or on your person (in pocket, on wrist, etc.) during testing. Anyone using any other electronic or Blue-tooth connected device of any kind during testing (texting, Google searching, email, etc.) or navigating away from the virtual knowledge test during testing, will have their test stopped, will forfeit all testing fees, will have their test scored as a failed test and **there will be no further opportunity for testing at that time**. This is a secure virtual testing environment and all testing and security policies stated in

this handbook will be followed. The result of this failure will be considered cheating and reported to MedStar Academy, Inc., Linda Rose, Executive Director.

Your video must remain on for the duration of testing. If, at any time, the video disconnects and you do not rejoin right away, you will have your test stopped, you will forfeit all testing fees, and will have your test scored as a failed test and **there will be no further opportunity for testing at that time.** This is a secure virtual testing environment and all testing and security policies stated in this handbook will be followed. The result of failure will be reported to MedStar Academy, Inc., Linda Rose, Executive Director.

There are 11 questions on your knowledge test. The questions will be presented to you on the screen one at a time. You are able to navigate through the test questions with the previous and next buttons.

You will have a maximum of 30 minutes to complete the knowledge test. Please refer to the time at the top of the screen for time remaining.

If needed, you may do math calculations on a piece of scratch paper. You may also use a basic calculator. You will be asked to show both sides of the scratch paper and the basic calculator to the Knowledge Test Proctor (KTP) *before* starting your test. At the end of your test, you will be asked to show both sides of the scratch paper to the KTP *again*. You will then be asked to mute your phone before tearing up the scratch paper in view of the (KTP).

If you have any issues with the computer, please let the KTP know.

When you are finished with your exam, you will click the Stop Exam button. If you have any remaining questions, you will be notified via a pop-up and will be able to go back to answer any remaining questions, provided there is time remaining. Do you have any questions?

Testing Policies for Testing at an On-Site Test Site

The following policies are observed at on-site test sites—

- Plan to be at the test site up to one hour.
- If you arrive late for your confirmed exam (you need to be at the test site to check in at least 10 to 15 minutes before your scheduled start time – *for example;* if your test start time is 8:00AM, you need to be at the test site by 7:50AM at the latest), you will not be admitted to the exam and any exam fees paid by MedStar Academy, Inc., will be charged to you and due before your Certificate of Completion is issued at the end of your program completion.
- 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 by MedStar Academy, Inc., will be charged to you and due before your Certificate of Completion is issued at the completion of your program.

- 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*. Any fees paid by MedStar Academy, Inc will be charged directly to you and payable before the completion of your program.

- If you NO SHOW for your exam day, any test fees previously paid by MedStar Academy, Inc. will be charged to your account and payable before the completion of your program.

- 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 test 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 or aide of any type during testing will be asked to leave (expelled from the test event), your test will be scored as a failure, all testing fees forfeited will be charged to you personally and due before an issuance of program completion. **There will be no further opportunity for testing at that time**. The result of this failure will be considered cheating and reported to MedStar Academy, Inc., Linda Rose, Executive Director.

- 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 started *for any reason*. If you do leave during your exam event, you will not be allowed back into the testing room to finish your exam. Your test will be scored as a failed 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 MedStar Academy, Inc. **There will be no further opportunity for testing at that time**.

- No visitors, guests, pets (including companion animals) or children are allowed.

- You may not test if you have any type of physical limitation (excluding pre-arranged ADA's). Example: you are visibly sick. Call D&SDT-Headmaster immediately if you are on doctor's orders. You must fax a doctor's order **3 business days prior to** your scheduled exam to qualify for a free reschedule.

- Test facilities and D&SDT-Headmaster RN Exam Observers/Knowledge Exam Proctors are not responsible for candidate's personal belongings at the test site.

- Check the Candidate Handbook on D&SDT-Headmaster's LPN/RN Refresher webpage prior to your test date for any policy and testing updates.

Security

These are secure virtual and on-site testing environments and all testing and security policies stated in this handbook will be followed. If any of the following (see list below) is committed, your exam will be stopped and scored as a failure. You will be dismissed from the testing room or virtual test. Any exam fees paid by MedStar Academy, Inc., will be charged directly to you and due before the completion of your course, and a report of your behavior will be given to MedStar Academy, Inc. **There will be no further opportunity for testing at that time**.

- If you refuse to follow directions, use abusive language or disrupt the examination environment-

- Anyone who removes or tries to remove exam material or takes notes or information from the test site, or virtual test, is also subject to prosecution to the full extent of the law-

- If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices or test aides such as cell phones, smart watches, navigating to other sites or browsers, etc.)-

Reschedules

All candidates are entitled to *one* staff assisted free reschedule any time up until **one (1) business day** preceding a scheduled exam day, **excluding** Saturdays, Sundays and Holidays. Additional staff assisted reschedules are subject to a $35 fee that must be paid in full prior to a reschedule taking place. This fee is paid by the student.

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

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

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

Refund of Testing Fees Paid

Testing fees paid are **non-refundable**.

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 that makes you ineligible to test, you will be considered a **NO SHOW.** All fees paid by MedStar Academy, Inc., will be charged to the student, and the student must submit a new testing fee to schedule 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 Reschedules), a NO SHOW status will exist. You will forfeit your testing fees. If the fee was paid for paid by MedStar Academy, Inc., you will be charged for the fee paid by MedStar Academy, Inc. The candidate must pay 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 the Knowledge/Calculation Exam 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**: 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.)

- **Virtual testing issues:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and appropriate documentation (see below) 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:* Documentation from Internet provider showing outage date and times.
    - *Computer (tablet-laptop-desktop) and/or Cell Phone Issue(s):* If your computer and/or cell phone fails to work for any reason, documentation from a computer and/or cell phone repair technician/shop or other appropriate documentation showing dates.
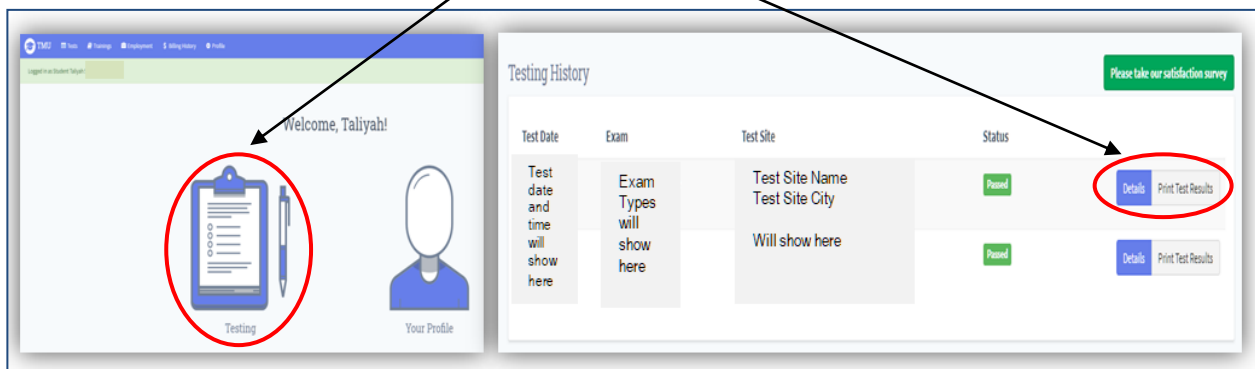
Exam Results

After you have completed your Knowledge/Calculation Exam, your test results will be officially scored and double checked by scoring staff in D&SDT-Headmaster's Helena, Montana office. Once the scoring process is complete, you will receive an email and/or text message letting you know your test results are available. You may securely access your results in your own record in TMU© at https://re.tmuniverse.com. Official test results are available to you after 6:00PM Mountain Standard time (excluding Saturdays, Sundays and Holidays) typically one business day after a TMU© electronic exam date (test site or virtual).

Your test results can be printed from TMU© any time after your test has been officially scored.

HEADMASTER does not send postal mail test result letters to candidates.

To view your exam results when they are available, sign in to your record in TMU© at https://re.tmuniverse.com, click on Testing and Details to open your results:

Exam Attempts

You have **three attempts** to pass the Knowledge/Calculation Exam.

Retaking the Arizona LPN/RN Refresher Exam

If your test results show that you failed the Knowledge/Calculation Exam, and if you want to apply for a retest, you will need to repay before you can schedule another exam date.

- You may secure a new test date by signing in to your TMU© record at https://re.tmuniverse.com. Follow the directions for **'Scheduling an Exam'** found on pages 3-7.

If you need assistance scheduling your re-test, please call D&SDT-Headmaster at (800)393-8664. We can assist you in scheduling a test or re-test date if your test fee has been paid.

Exam Review Requests

Please contact Linda Rose, Executive Nursing Director at (480)628-0937, 10:00AM to 7:00PM Arizona time, Monday through Friday; or 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. 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.

The Knowledge/Calculation Exam

You will be required to re-present your ID when you enter the knowledge test room or virtual test (see **'Virtual Testing Procedures'** on pages 7-8).

The RN Test Observer (Test Proctor) will hand out materials and give instructions for taking the exam see **'Virtual Testing Procedures'** on pages 7-8 for virtual testing procedures. You will have a maximum of thirty (30) minutes to complete the 11-question exam. 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 100% to pass the exam.**

Translation dictionaries are not allowed during testing.

All test materials must be left in the testing room. Anyone who takes or tries to take materials, notes or information from the testing room, or virtual test, is subject to prosecution and your exam will be stopped and scored as a failure. You will be dismissed from the testing room or virtual test. Any exam fees paid by MedStar Academy, Inc., will be charged directly to you and due before the completion of your course, and a report of your behavior will be given to MedStar Academy, Inc. **There will be no further opportunity for testing at that time**.

Knowledge/Calculation Exam Content

The Knowledge/Calculation Exam consists of 11 multiple-choice questions. Questions are selected from subject areas based on the approved LPN/RN Refresher test plan. The subject areas and number of questions from each area are as follows:

Calculations	5
Medication Knowledge	6

Knowledge/Calculation Exam Vocabulary List to Study

dimensional analysis	right time	IV pumps
right drug	gtt mL	IV tubing
medication errors	drop factor	one-factor medication
liquid medication	reconstitution	medication administration
six rights	heparin	vaccine injection

Notes: