D&S Diversified Technologies LLP

Headmaster LLP

ARKANSAS CMA/MA-C CANDIDATE HANDBOOK

October 2025

VERSION 6

UPDATES EFFECTIVE OCTOBER 1, 2025:
Updates to the Subject Areas, Number of Questions, and the Vocabulary Words.

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Arkansas TMU©: **ar.tmutest.com**

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D&S DIVERSIFIED TECHNOLOGIES

(D&SDT)

TMU©

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test ..... **(888) 401-0462**

Questions regarding: obtaining information on official regulations and guidelines for CMA/MA-C • CMA/MA-C certification • renewals • registry ..... **(501) 686-2700**

D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP PO Box 6609 Helena, MT 59604 Email: arkansas@hdmaster.com Website: www.hdmaster.com	*Monday through Friday* *7:00AM – 7:00PM* *Central Time (CT)* Arkansas CMA/MA-C TMU© Webpage: ar.tmutest.com	Phone #: (888) 401-0462 Fax #: (406) 442-3357
Arkansas State Board of Nursing (ASBN) 1123 S. University – Suite 800 Little Rock, AR 72204 Arkansas CMA/MA-C Website: https://www.healthy.arkansas.gov/programs-services/topics/asbn-medication-assistants-certified	*Monday through Friday* *8:00AM –4:30PM* *Central Time (CT)*	Phone #: (501) 686-2700

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INTRODUCTION

A certified medication assistant (CMA)/medication assistant-certified (MA-C) competency evaluation program ensures that candidates seeking to be CMA/MA-Cs understand the state standards and can competently and safely perform the job of an entry-level CMA/MA-C.

This handbook describes the certified medication assistant (CMA)/medication assistant-certified (MA-C) competency examination process and is designed to help prepare candidates for testing. CMA/MA-Cs are required to successfully complete an education program and pass a certification exam before being allowed to function in the role of a CMA/MA-C in a nursing home in Arkansas. Exam candidates must be registered, complete approved training, pass a multiple-choice knowledge test, and meet all other requirements of the Arkansas Board of Nursing (ASBN) for certification in Arkansas.

The Arkansas State Board of Nursing (ASBN) has approved D&S Diversified Technologies, LLP (D&SDT)-HEADMASTER, LLP to provide tests and scoring services for CMA/MA-C testing. For questions not answered in this handbook, please contact D&SDT-HEADMASTER at (888)401-0462 or go to D&SDT-HEADMASTER's Arkansas Medication Assistant Web Page or at www.hdmaster.com and click on 'Arkansas CMA/MA-C'. The information in this handbook will help you prepare for your examination.

AMERICANS WITH DISABILITIES ACT (ADA)

ADA Compliance

The Arkansas State Board of Nursing (ASBN) and D&SDT-HEADMASTER provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the CMA/MA-C competency examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for the examination. D&SDT-HEADMASTER must approve accommodations in advance of the examination. Complete the **ADA Accommodation Request Application** found on the Arkansas CMA/MA-C TMU© main page under 'APPLICATIONS' to be reviewed for accommodation.

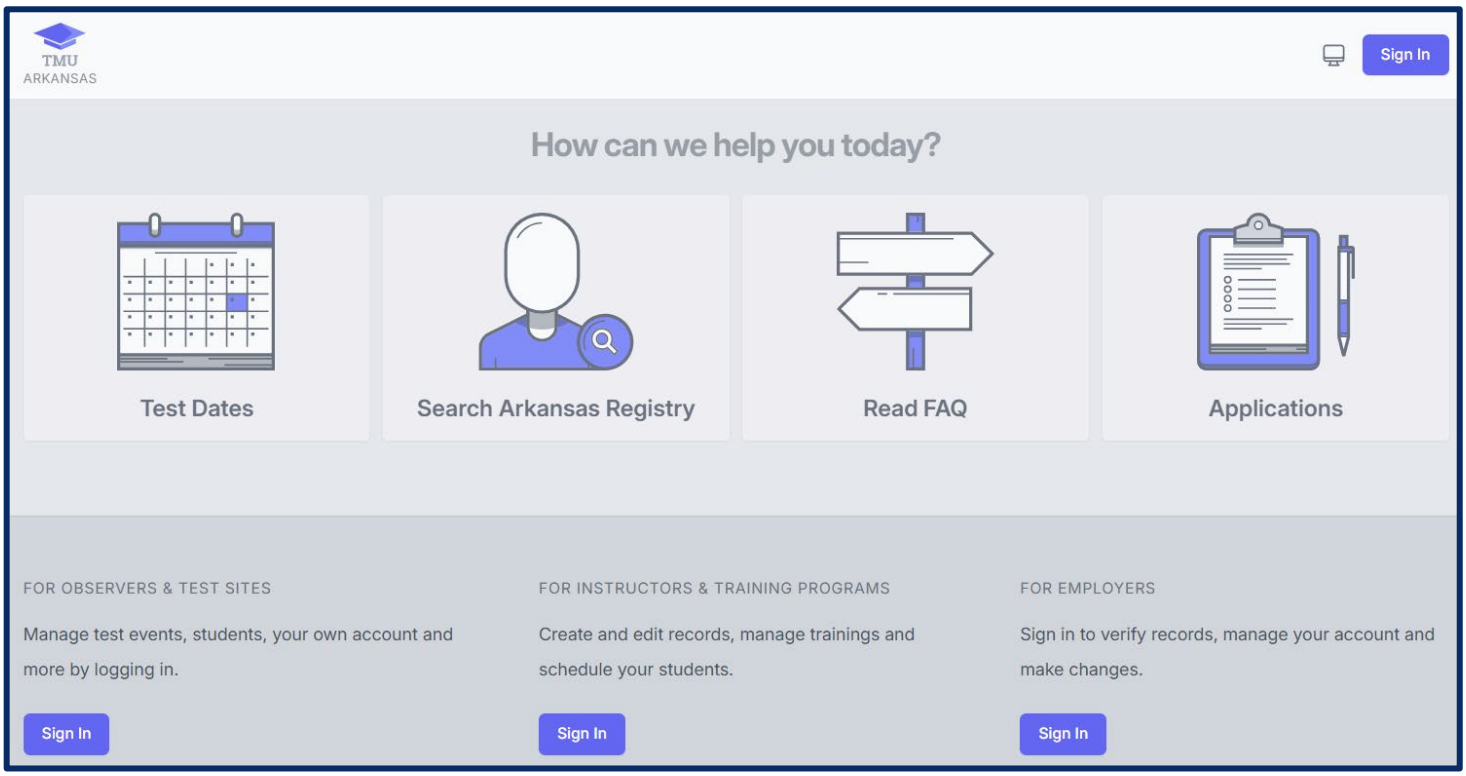
ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT-HEADMASTER will email you if further documentation or information is required using the email in your TMU© account.

Please allow additional time for your request to be approved. If you have questions regarding the ADA review process or specific required documentation, please call D&SDT-HEADMASTER at (888)401-0462.

ARKANSAS TESTMASTER UNIVERSE© (TMU©)

Arkansas TMU© Home Page

This is the Arkansas TMU© main page, **ar.tmutest.com**



→ *Click on 'Test Dates' to see the calendar of available test events and their location*

→ *Click on 'Read FAQ' for frequently asked questions*

→ *Click on 'Applications' for frequently used applications*

Verify your TMU© Account

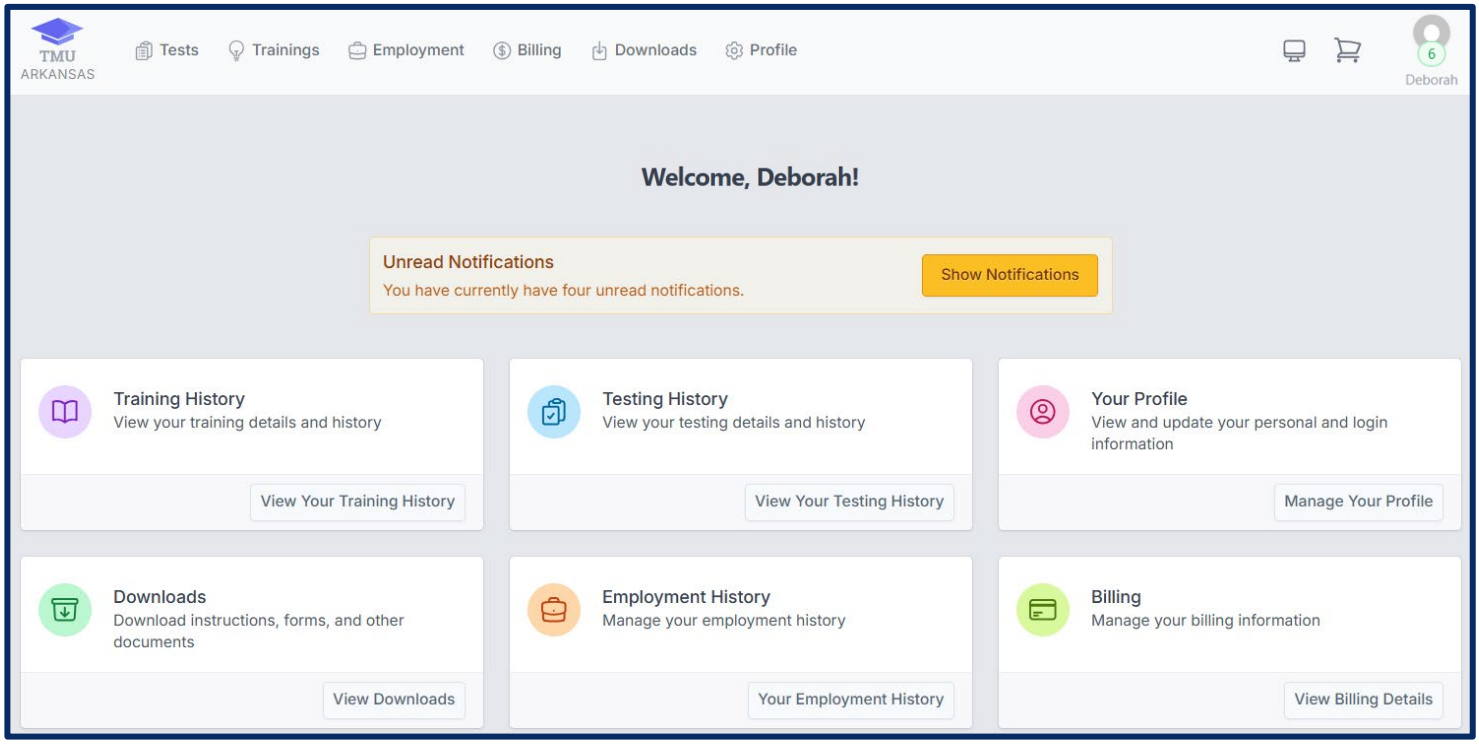
Your initial registration information will be entered in D&SDT-HEADMASTER's Arkansas TestMaster Universe (TMU©) software.

IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password, complete and verify your demographic information, and update your password if needed, *prior to testing*. Failure to do so may result in your being turned away from testing. You will be a no-show status for your event and forfeit your testing fees. You must notify your CMA/MA-C training program if your demographic information is incorrect.

- Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your CMA/MA-C training record has been created, you need to sign in to your account and verify your demographic information. Please notify your CMA/MA-C training program if your demographic information is incorrect. **This must be done before scheduling a test event.**

Candidate Home Page

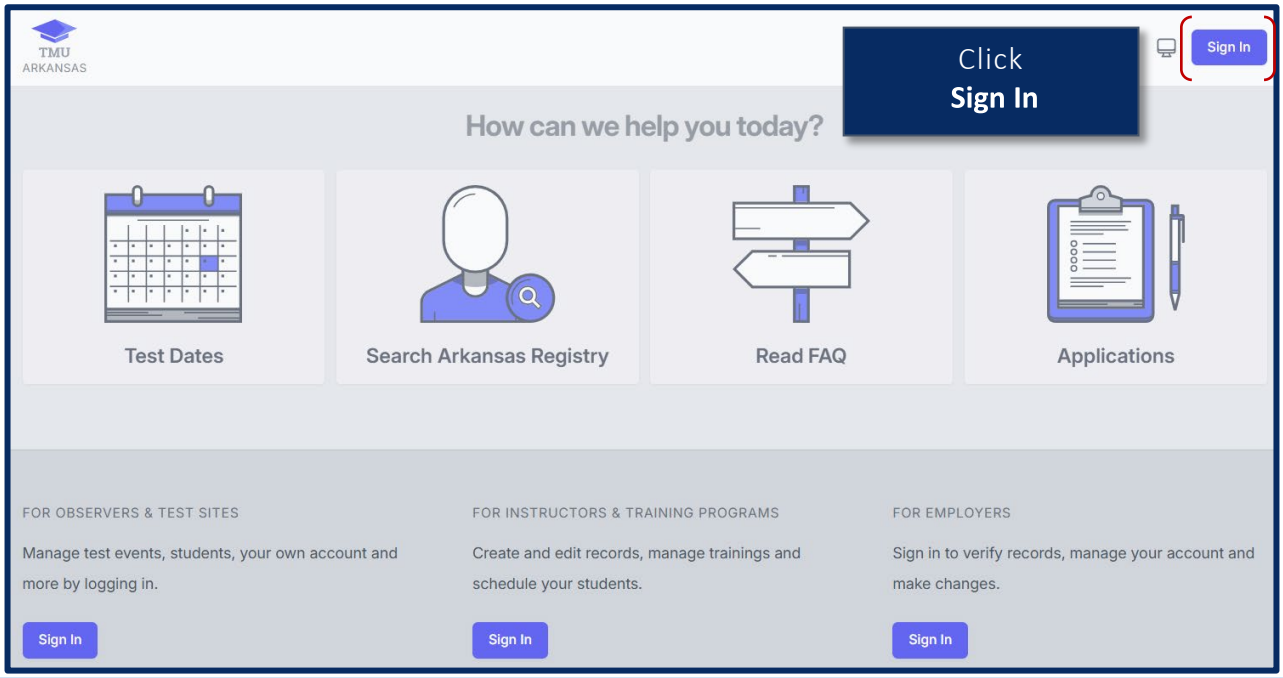
This is the candidate's home page:

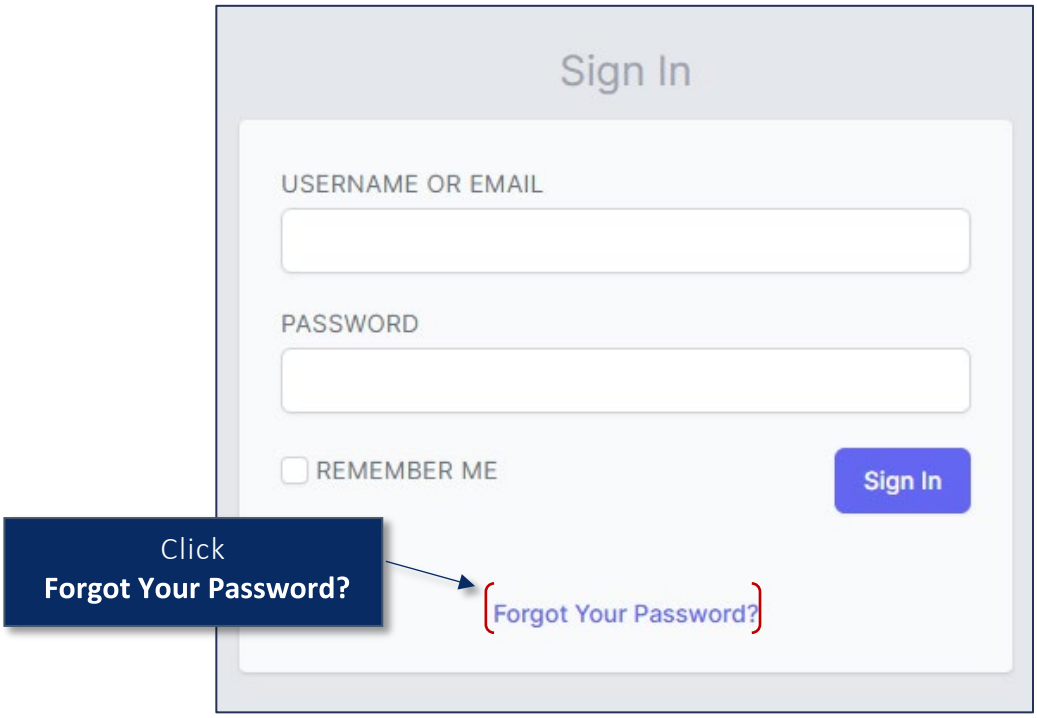


Forgot your Password and Recover your Account

If you do not remember your password, follow the instructions with screenshots in this section.

Go to **ar.tmutest.com**.

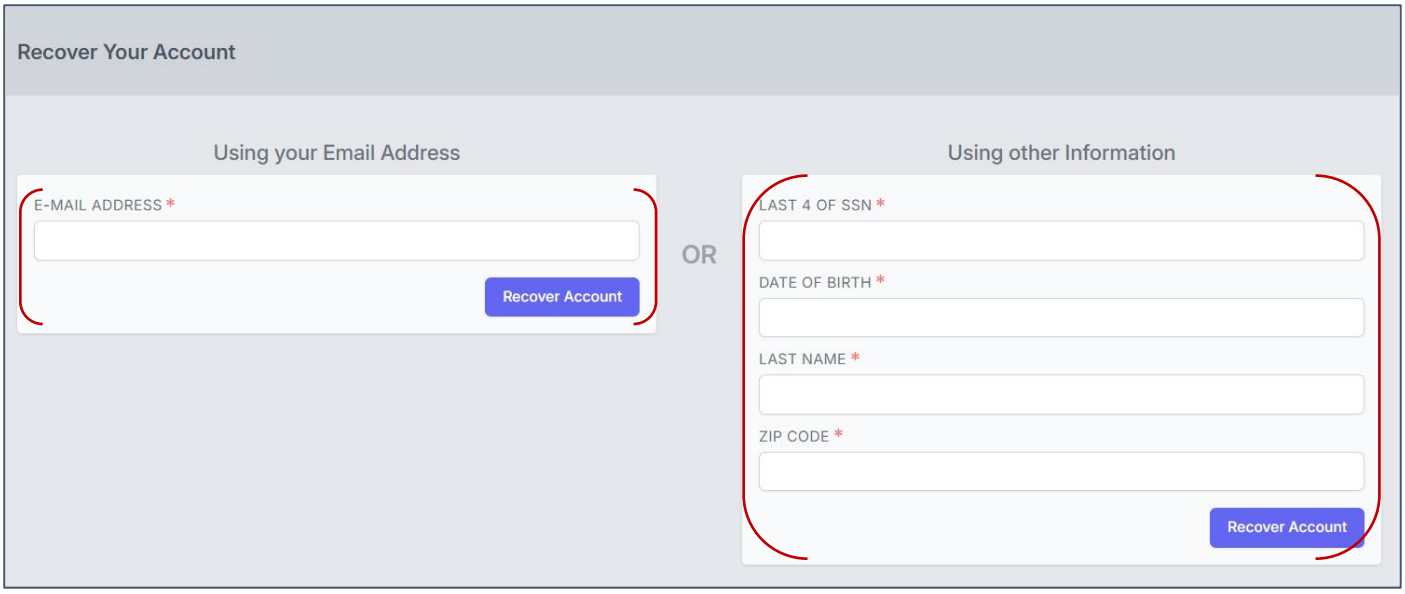


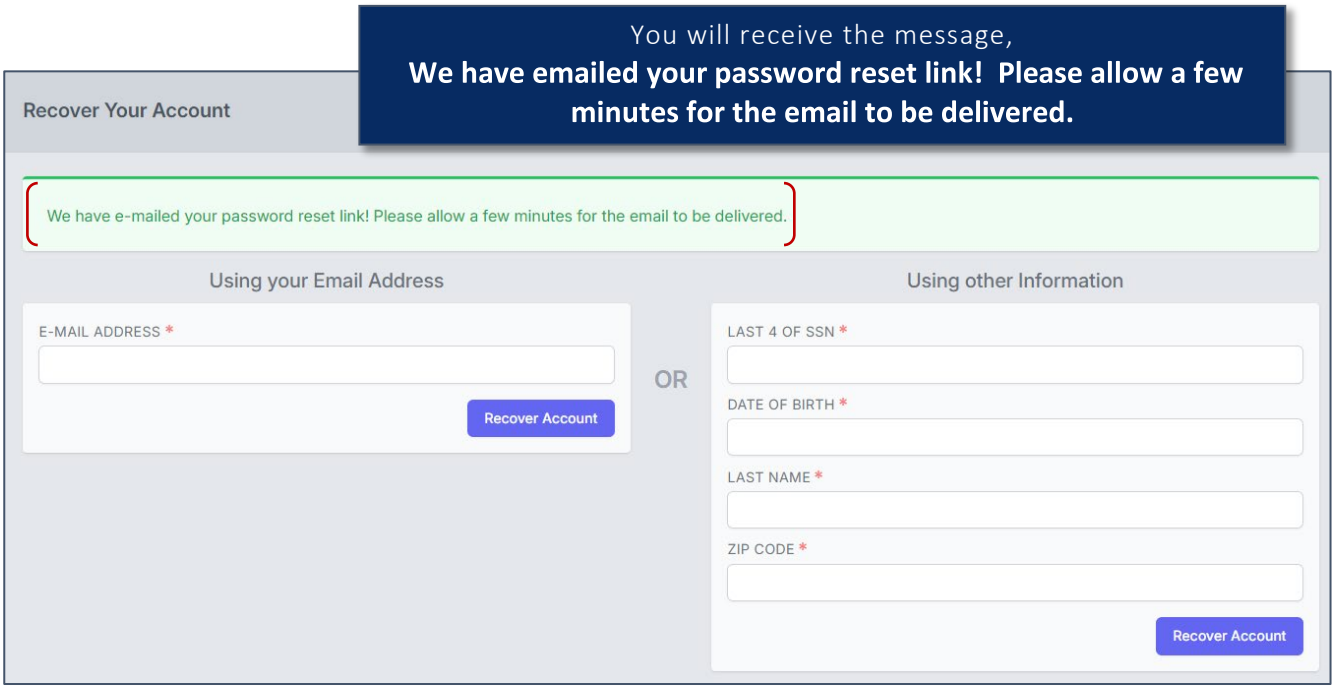


Type in your Email Address
Click **Recover Account**

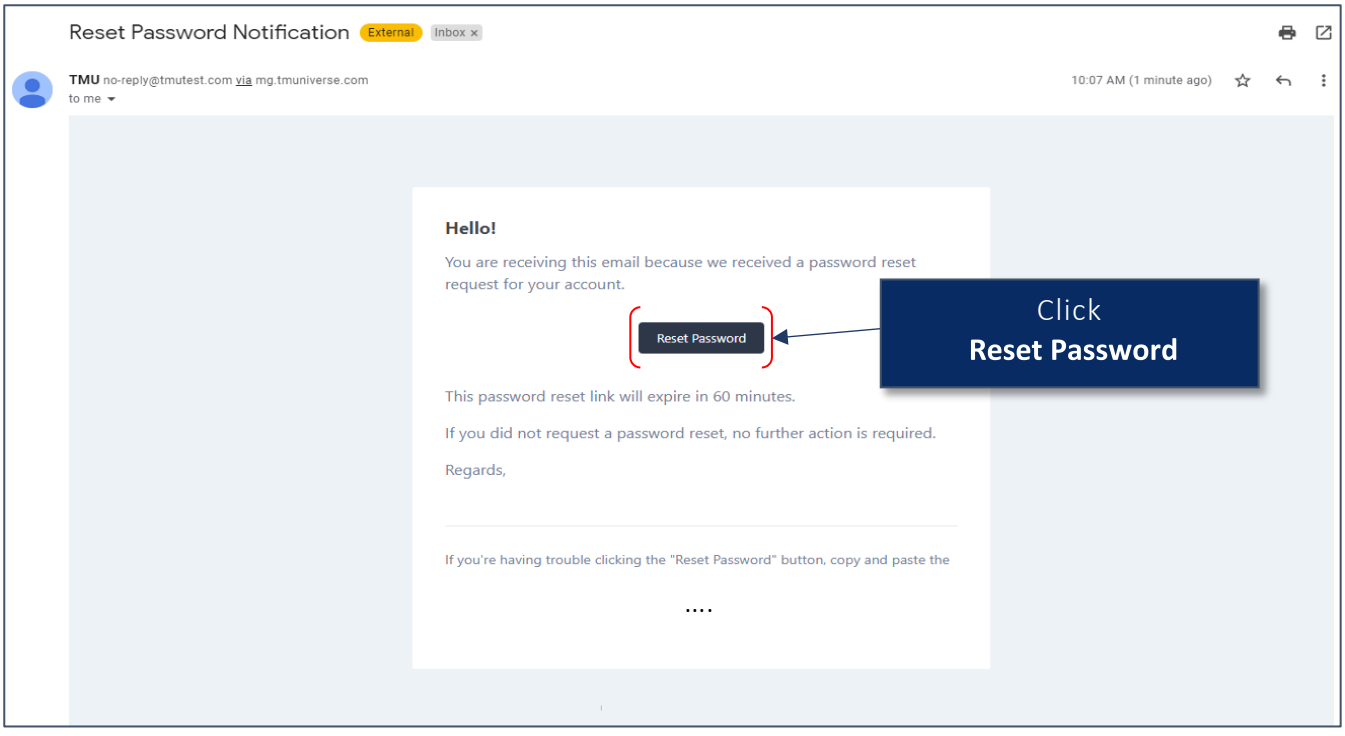
- An email with the reset link will be sent to you.
- Click on the reset link in your email to reset your password.

(-OR- You can type in the requested data under **Using other Information** if you have already updated your demographic information in your account)
Click **Recover Account**

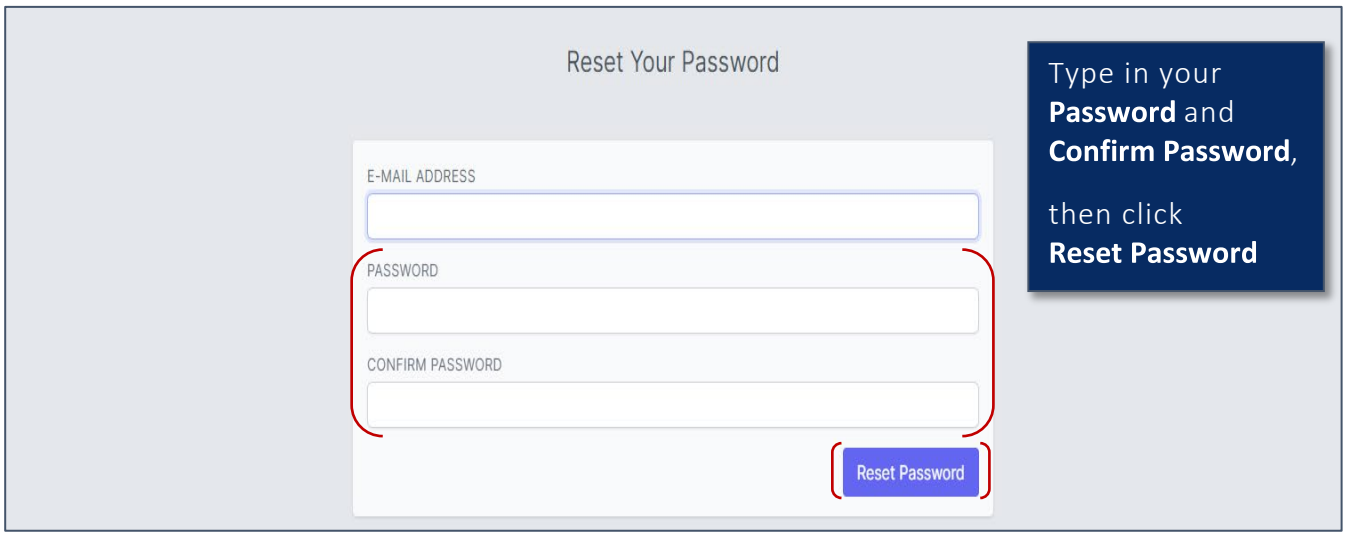




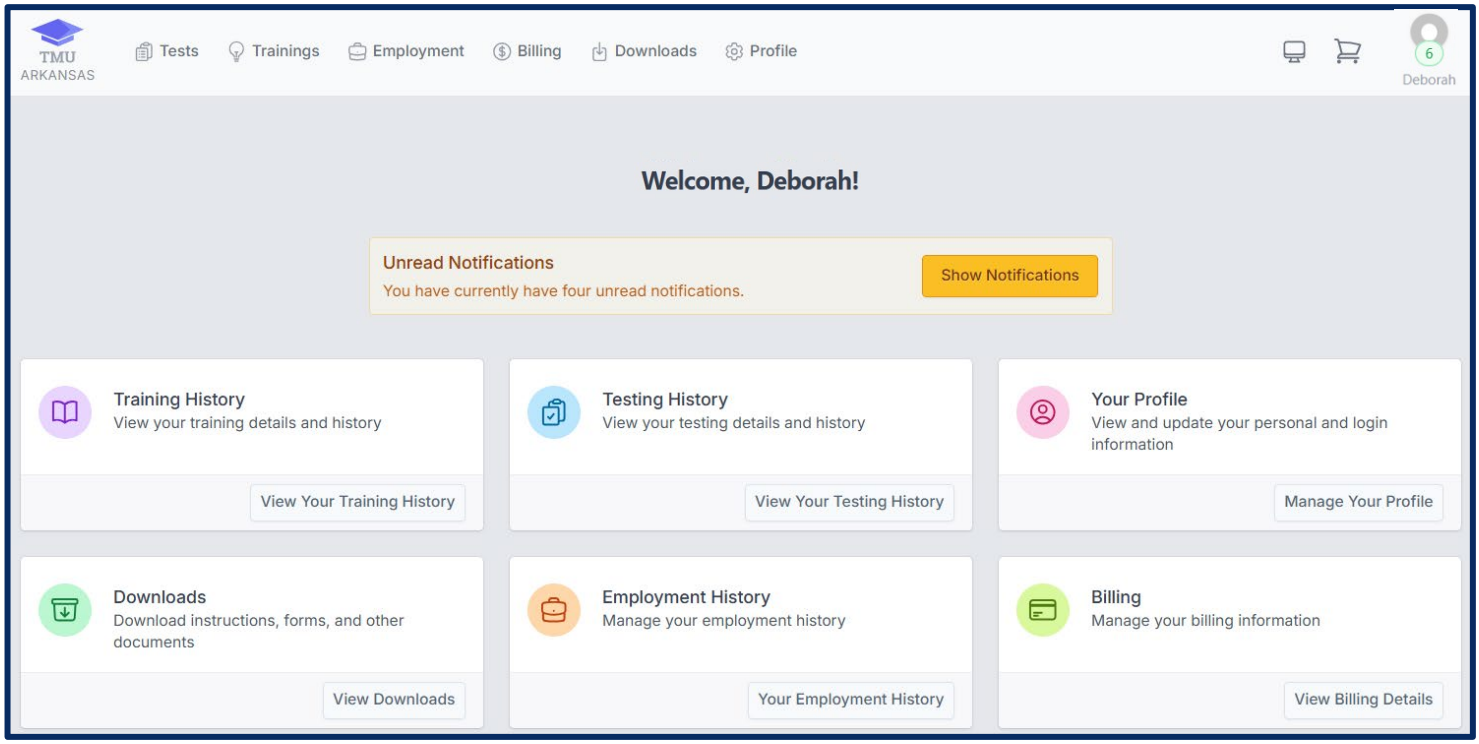
This is what the email will look like (check your junk/spam folder for the email):



Note: If you do not reset your password right away, the link will expire in 60 minutes, and you will need to request a new link after that time.



This is the home screen you will see once you have reset your password:



THE ARKANSAS CMA/MA-C COMPETENCY EXAM

Board Certification Application and Fee

The Arkansas State Board of Nursing CMA/MA-C application, along with the certification application fee of $35.00, needs to be submitted to the Arkansas State Board of Nursing once you have successfully passed the CMA/MA-C exam. After the Board has validated your program completion and verified success on the certification exam, they will issue your certification.

Testing Fee Payment Information

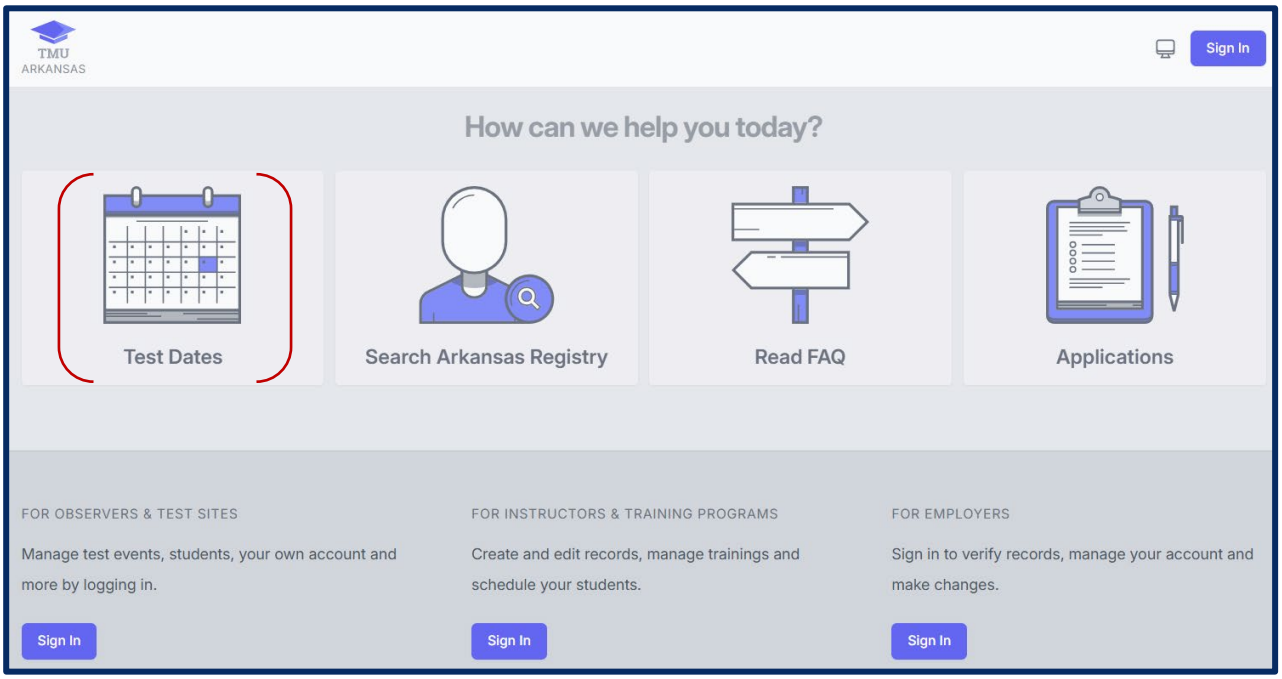
Testing fees can be paid through your TMU© account. Please see the 'Self-Pay of Testing Fees' section. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already prepaid for your test.

Exam Description	Price
Knowledge Exam *-or- Knowledge Exam Retake*	**$71.00**

View Available Exam Dates

Approved exam dates can be obtained:

- from your instructor
- or by visiting the Arkansas TMU© page at ar.tmutest.com to view the available examination dates in real time



Schedule an Arkansas CMA-MA-C Exam

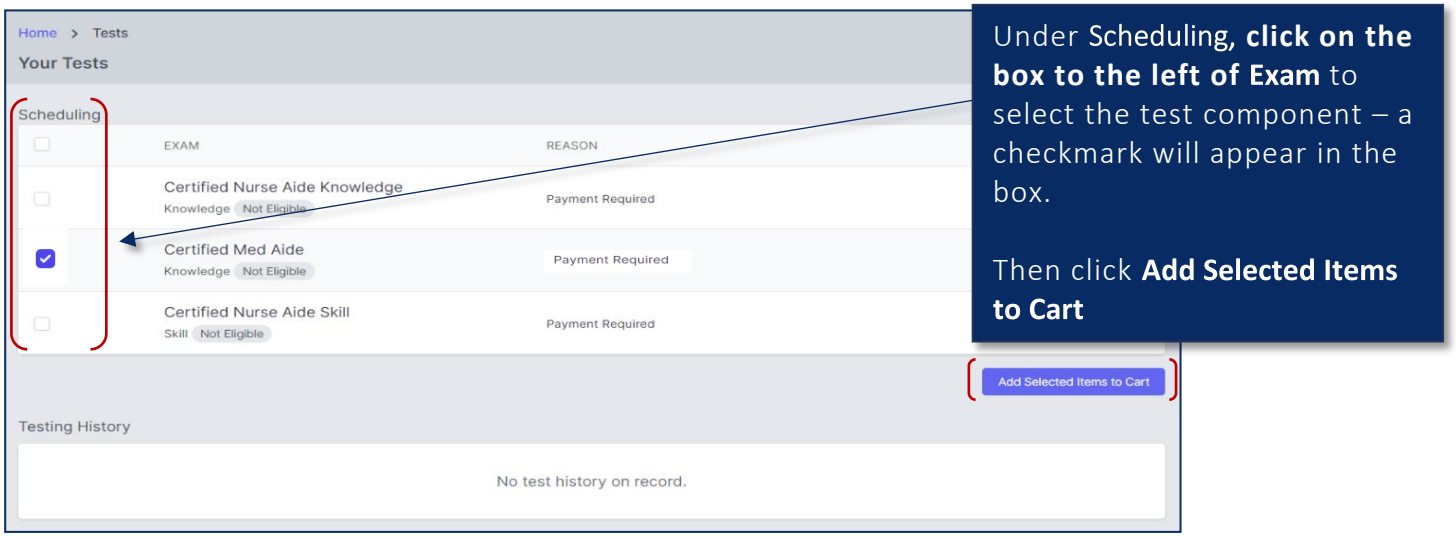
Once you have completed your program, your training record is complete in the D&SDT-HEADMASTER TestMaster Universe© (TMU©) database, and your testing fee has been paid (see instructions under 'Self-Pay of Testing Fees'), you may schedule your exam date online at the Arkansas TMU© webpage at ar.tmutest.com using your email and password (see instructions under 'Schedule / Reschedule a Test Event'). If you cannot sign in or schedule/reschedule online with your email, please call D&SDT-HEADMASTER for assistance at (888)401-0462 during regular business hours, 7:00AM to 7:00PM CT, Monday through Friday, excluding holidays.

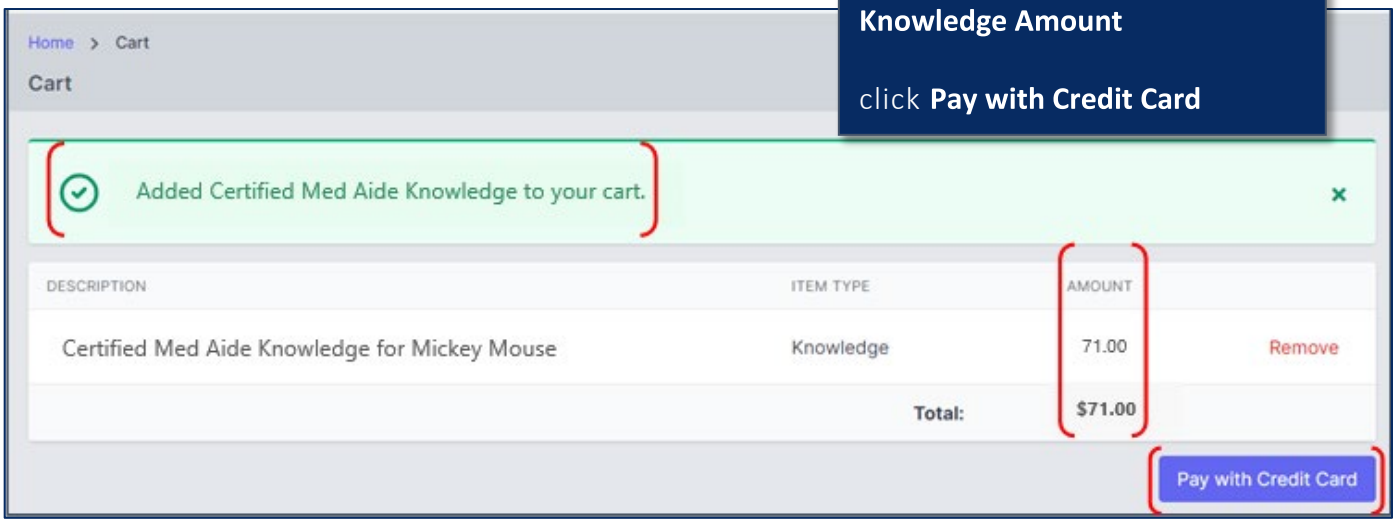
Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your TMU© account, update your password, and complete your demographic information. **This must be done *before scheduling* a test event. See instructions under 'Complete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

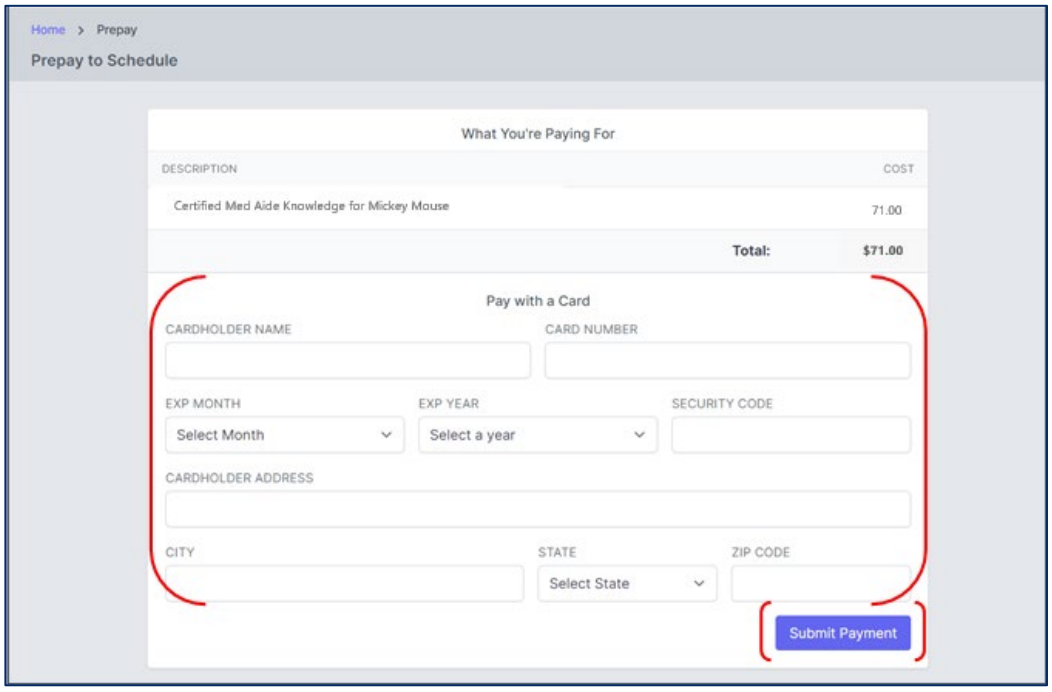
Self-Pay of Testing Fees in TMU©

Testing fees must be paid *before* you can schedule a test date. Once your training record is completed with your completion hours and date, you will receive an email and text message that you are eligible to schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already prepaid for your test.

Securely processed Visa or MasterCard credit/debit card information is required when paying testing fees online.





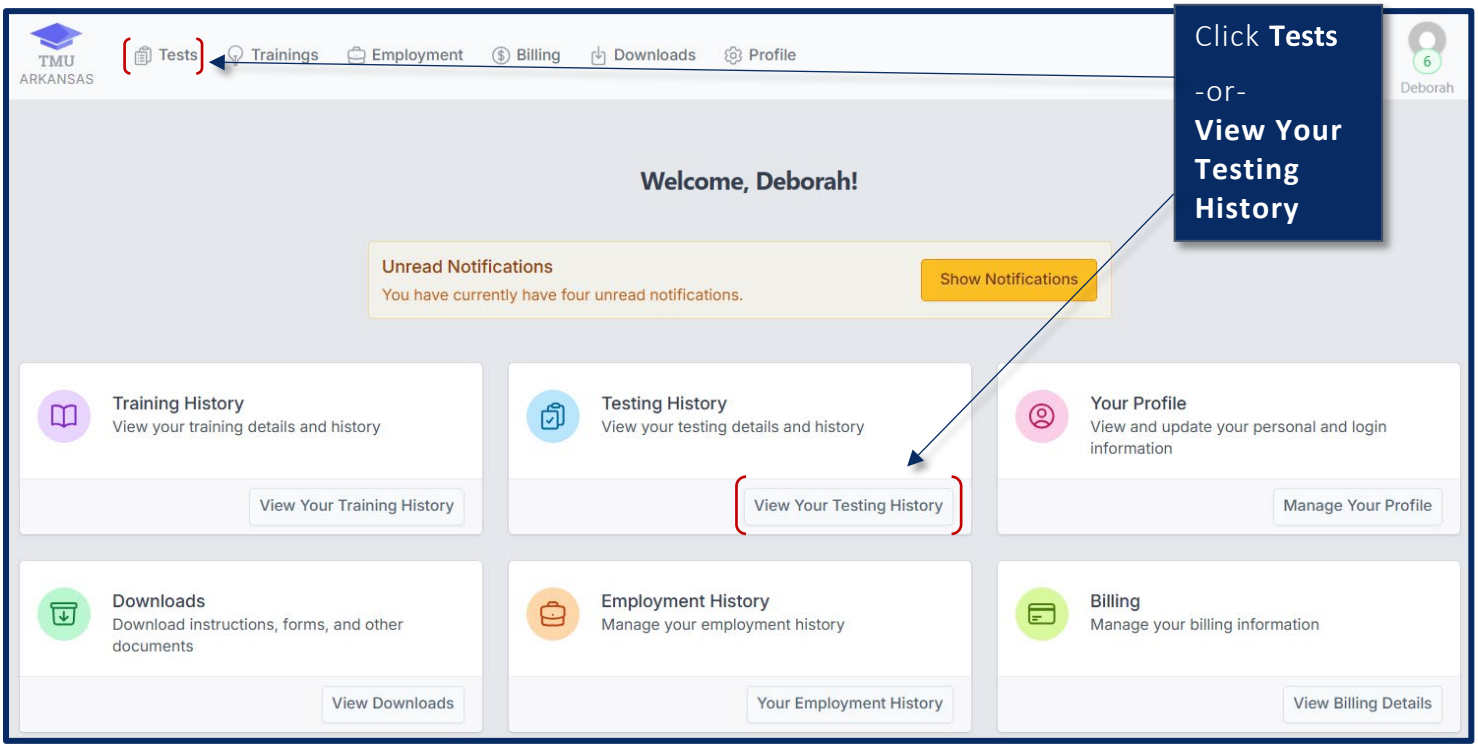


Enter the Credit Card information and then click **Submit Payment.**

You will receive a receipt of the transaction.

Once your testing fees are paid, you will be eligible to choose a test site and date. Follow the instructions in the next section to schedule or reschedule a test event.

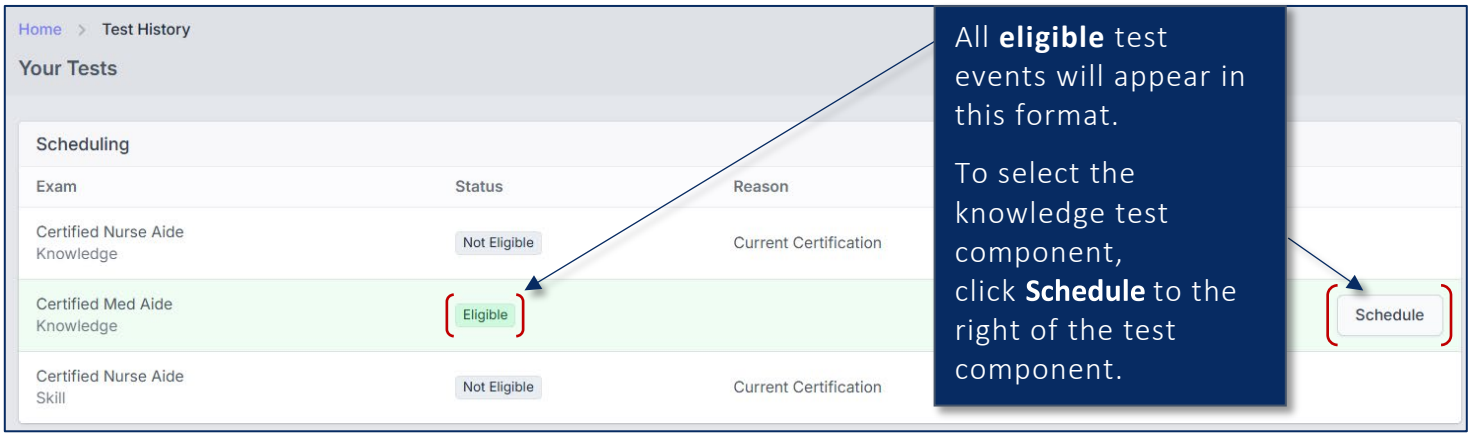
Schedule / Reschedule a Test Event

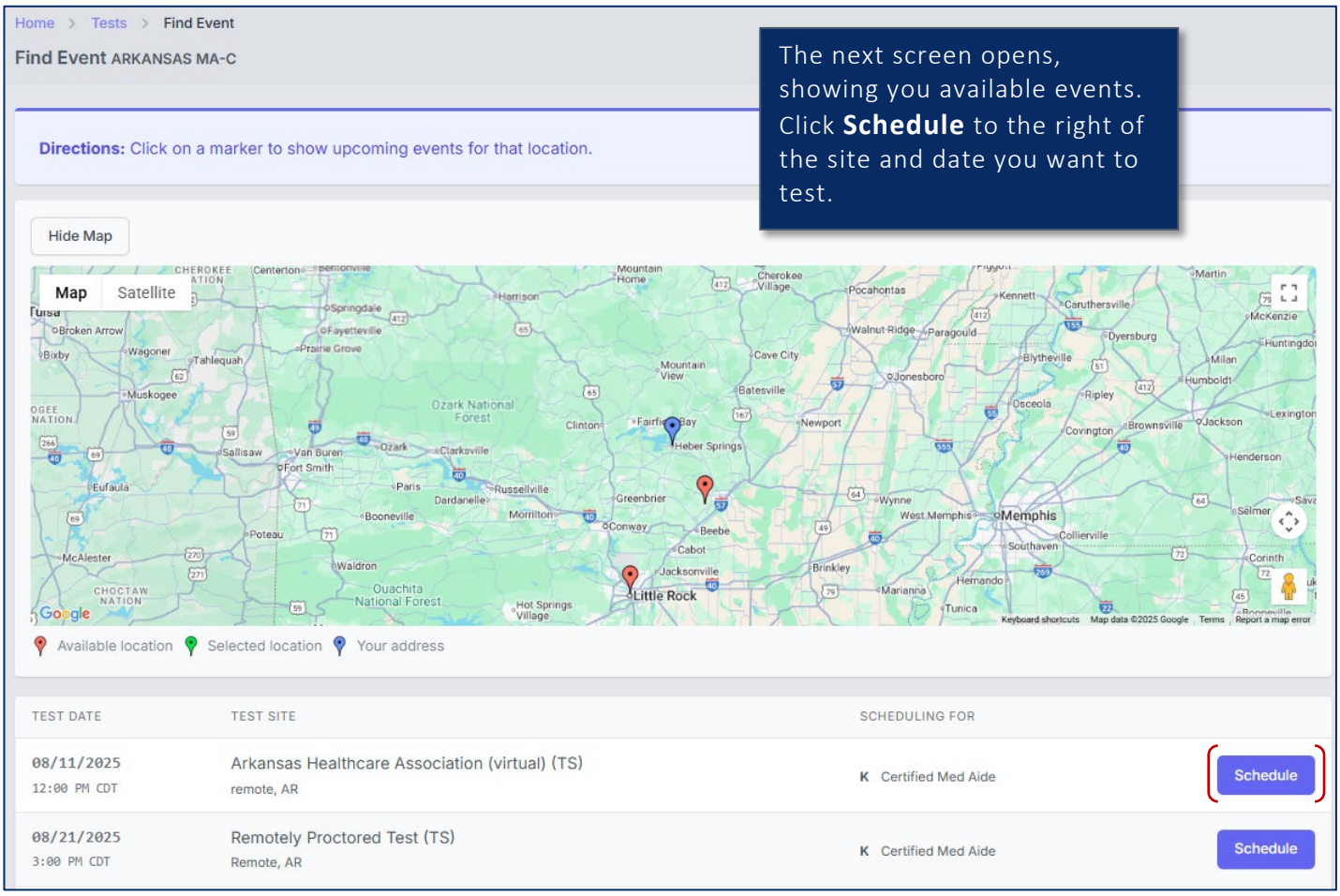


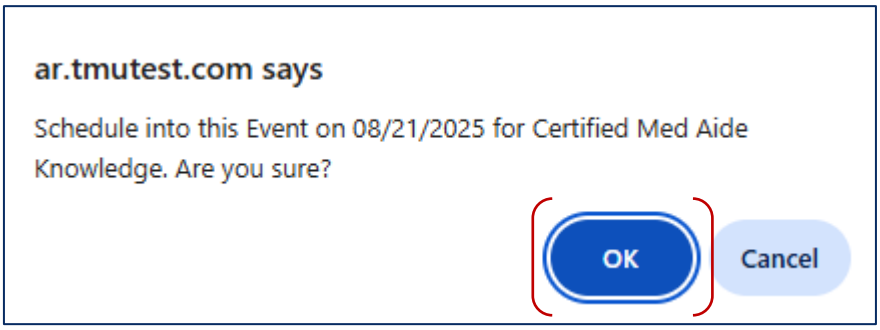
Click **Tests**

-or-

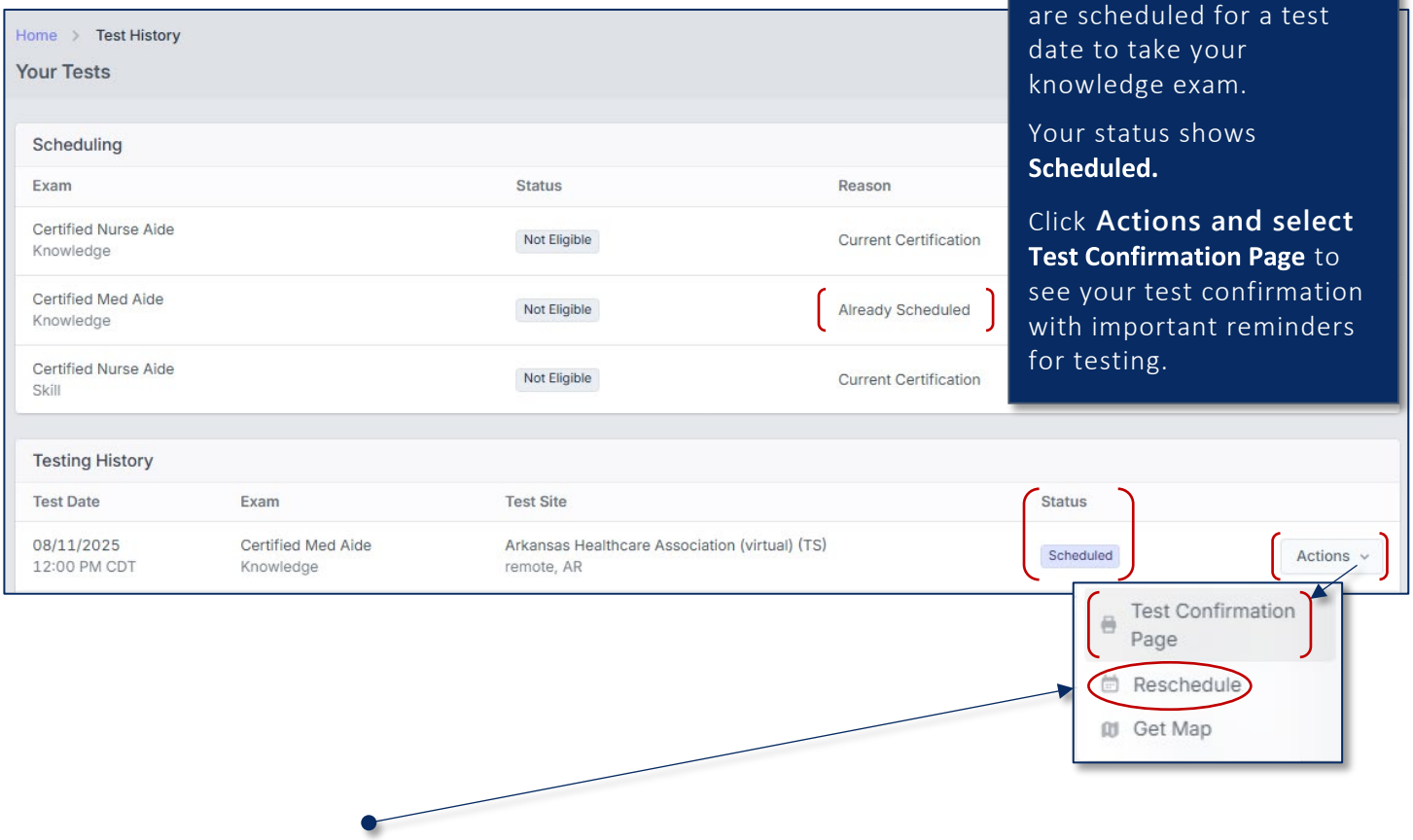
View Your Testing History


Home > Test History
Your Tests
Scheduling
Exam
Status
Reason
Certified Nurse Aide
Knowledge
Not Eligible
Current Certification
Certified Med Aide
Knowledge
Eligible
Schedule
Certified Nurse Aide
Skill
Not Eligible
Current Certification
All eligible test events will appear in this format.
To select the knowledge test component, click Schedule to the right of the test component.


Home > Tests > Find Event
Find Event ARKANSAS MA-C
Directions: Click on a marker to show upcoming events for that location.
Hide Map
Map
Satellite
Available location
Selected location
Your address
TEST DATE
TEST SITE
SCHEDULING FOR
08/11/2025
12:00 PM CDT
Arkansas Healthcare Association (virtual) (TS)
remote, AR
K Certified Med Aide
Schedule
08/21/2025
3:00 PM CDT
Remotely Proctored Test (TS)
Remote, AR
K Certified Med Aide
Schedule
The next screen opens, showing you available events. Click Schedule to the right of the site and date you want to test.



To confirm this is the site and date you want to schedule, click **OK**



This screen confirms you are scheduled for a test date to take your knowledge exam.

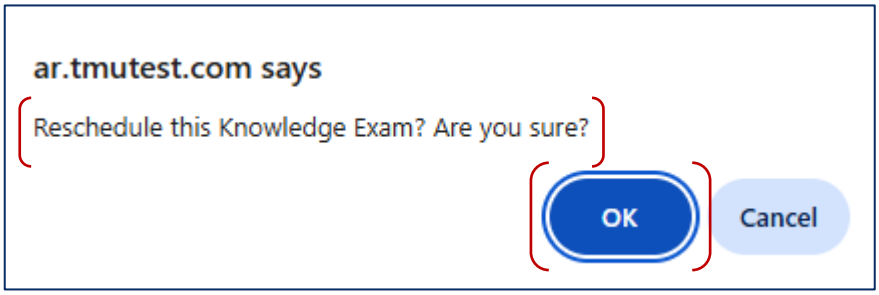
Your status shows **Scheduled.**

Click **Actions and select Test Confirmation Page** to see your test confirmation with important reminders for testing.

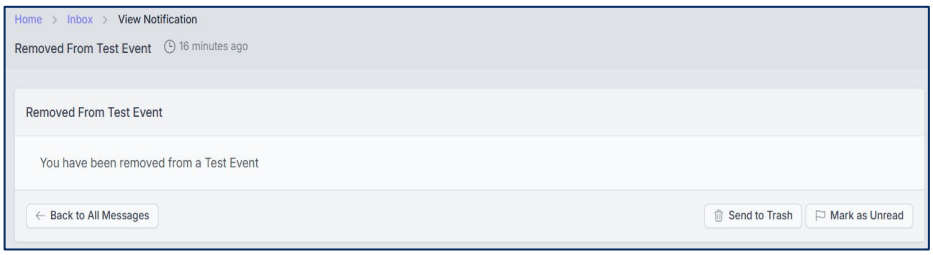
Reschedule a Test Event Screenshots

You may reschedule an exam date online in your TMU© account at ar.tmutest.com up until one (1) business day, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date.

- If you need to reschedule your test date, under **Actions**, click on **Reschedule** to select another test date.
- Click **OK** to confirm you wish to 'RESCHEDULE' from the event. You will then be able to select another available test date.



The following message will be in your notifications.



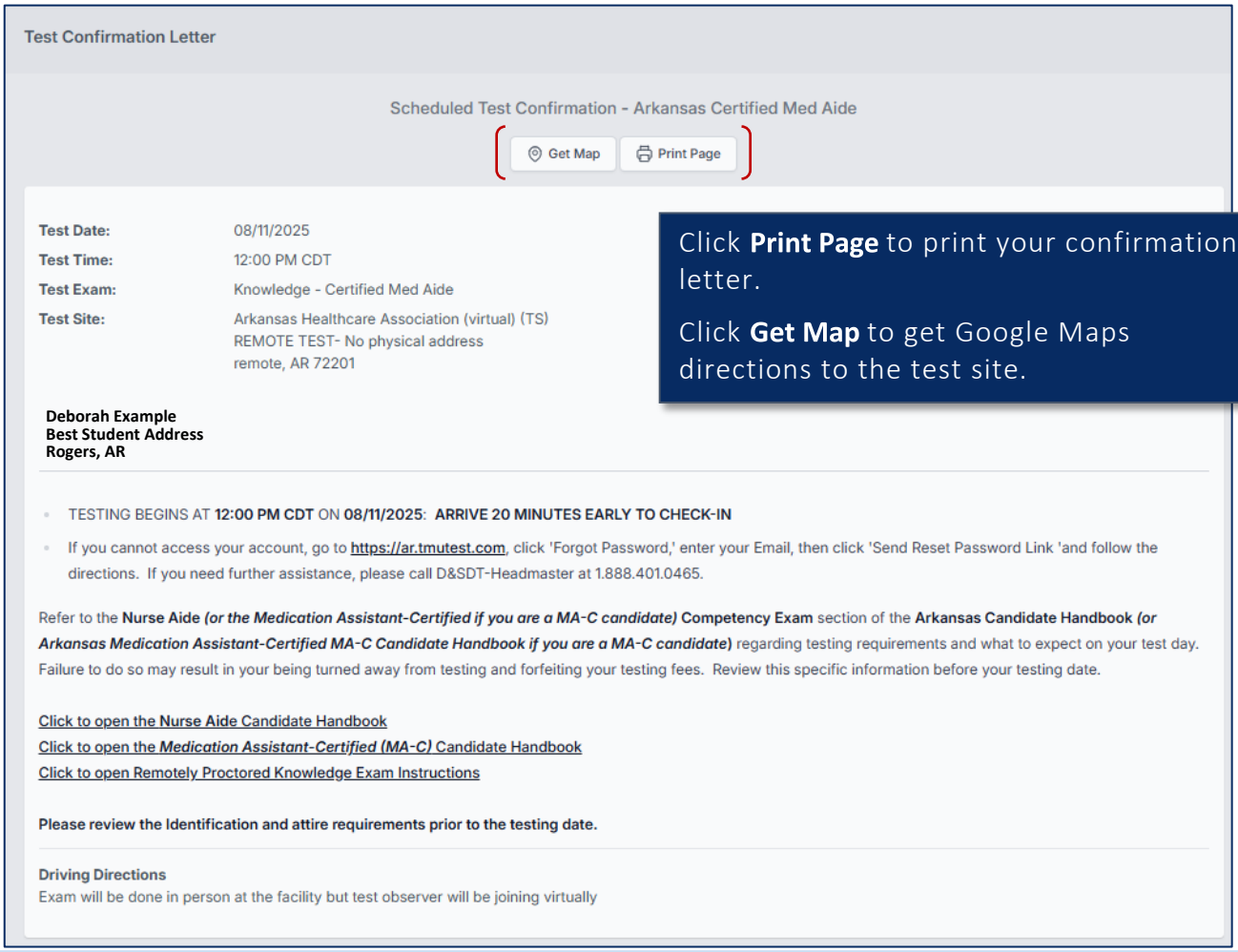
Test Confirmation Letter

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

The body of the test confirmation letter will refer you to read the Arkansas CMA/MA-C candidate handbook, as it will give you specific instructions on what time to arrive, ID requirements, dress code, etc.

Note: Failure to read the candidate handbook could result in a no-show status for your test event if you do not adhere to the testing policies, etc.

It is important that you read this letter!



Click **Print Page** to print your confirmation letter.

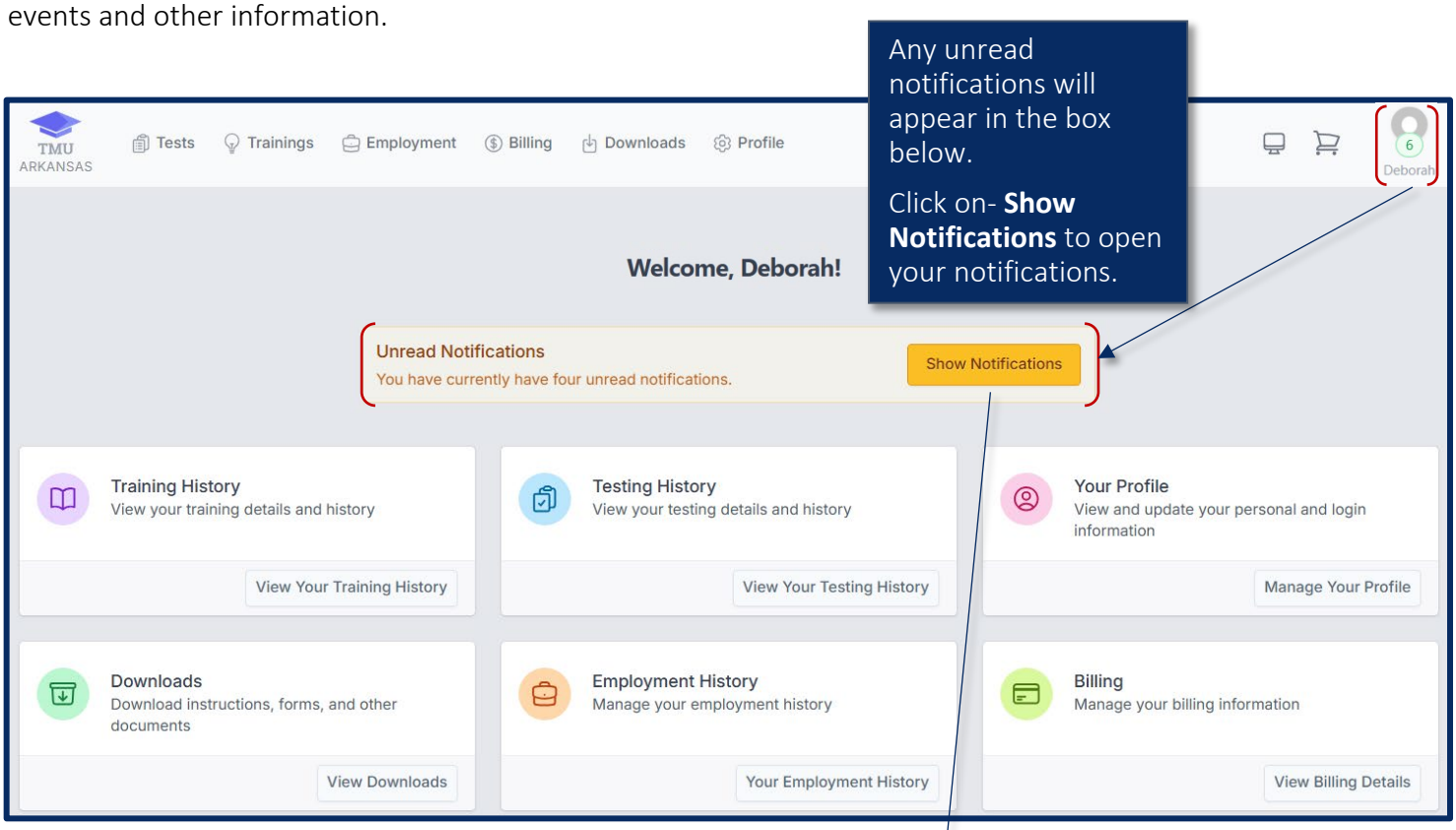
Click **Get Map** to get Google Maps directions to the test site.

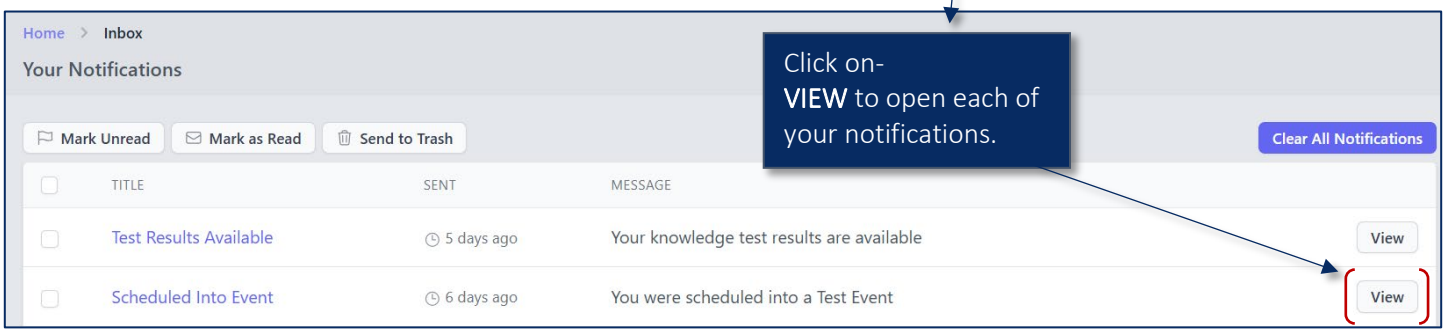
Please see the 'Remotely Proctored Knowledge Exam Option' under the Knowledge Exam section if you are interested in taking your knowledge exam with a remote proctor from your home, etc. If you have any questions regarding your test scheduling, call D&SDT-HEADMASTER at (888)401-0462, Monday through Friday, excluding holidays, 7:00AM to 7:00PM CT.

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

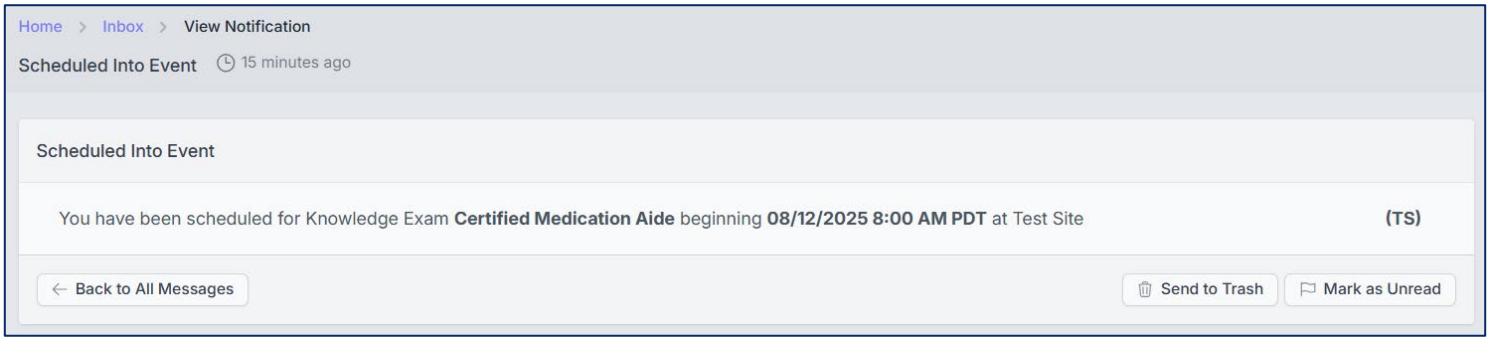
View your Notifications in TMU©

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test events and other information.

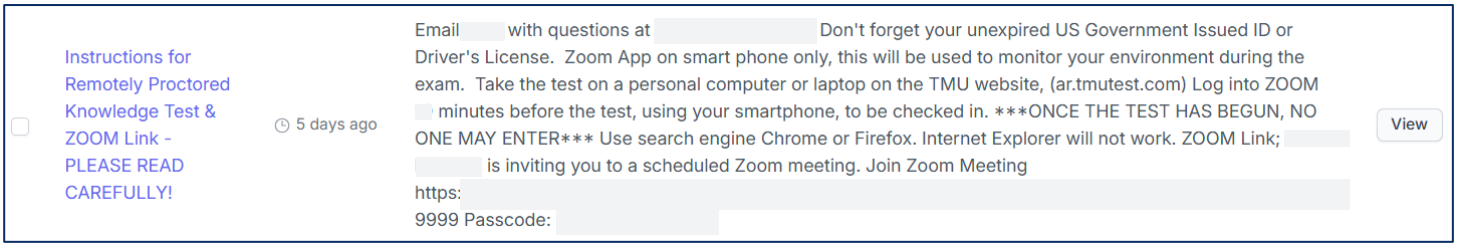




Notification example when scheduled into a test event:



Notification example if scheduled for a Remotely Proctored Knowledge Exam, showing the type of information received when the Zoom invite is sent:



Time Frame for Testing from Training Program Completion

1. Medication assistants completing the training program and seeking certification as a certified medication assistant (CMA)/medication assistant-certified (MA-C) shall sit for the examination **within 90 days** from the time of completion of the training program.

2. Medication assistants who fail the initial examination for certification as a CMA/MA-C will be eligible to retake the certification examination two times. The two retakes must be taken within six months of completion of the training program.

3. Medication assistants must pass the exam within six months of program completion, or they must retake the entire course.

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 and/or prepaid for your test. Regional test seats are open to all candidates. Regional test dates are posted on the Arkansas TMU© site.

If you have any questions regarding your test scheduling, call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 7:00AM to 7:00PM CT, Monday through Friday, excluding Holidays.

Test Day

Exam Check In

You must arrive at your confirmed test site 20 to 30 minutes before your exam is scheduled to start.

- Testing begins promptly at the start time noted.
- You need to ensure you are at the event ***at least 20 minutes before*** the start time to allow time to get checked in with the RN Test Observer.
  - *For example*, if your test starts at 8:00AM, you must be at the test site for check-in no later than 7:40AM.

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

Testing Attire

There is no mandated testing attire for CMA/MA-C competency testing.

Wear comfortable, appropriate clothing. You may wear nurse/medication assistant attire, such as scrubs, if you wish. You will not be allowed to test if you wear inappropriate or revealing clothing.

Smartwatches, fitness monitors, or Bluetooth-connected devices ***are not allowed***.

Identification

To test, you must bring a **United States (US) government-issued, *signed, non-expired photo-bearing form of identification.**

→ Only original IDs are accepted. Photocopies, faxes, images, or mobile or electronic/digital versions (for example, Apple or Google Wallet) of IDs **are not allowed**.

Examples of the forms of accepted US government-issued, *signed, non-expired photo identification are:

- **State-issued or other US Government-issued Driver's License** *(non-expired from any state is acceptable)*
  - *You may use the letter issued by the Department of Motor Vehicles (DMV) that you receive when you apply for or renew your driver's license while waiting to receive your new license.*
- **State-issued Identification Card** *(non-expired from any state is acceptable)*
- **Signed US Passport** (Foreign Passports and Passport Cards *are not* acceptable)
  - *Exception: A signed foreign passport with a US VISA is acceptable (the US VISA does not have a signature).*
- **Permanent Resident Card (Green Card or Alien Registration Card)/Employment Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)** *(*now accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to present day. If issued before January 1, 2023, may contain a fingerprint in place of a signature)*
- **Tribal Identification Card** *(a signed photo ID with an expiration date (not expired) issued by a federally recognized Tribal Nation/Indian Tribe)*
- **US Military Identification Card** *(*accepted without a signature or fingerprint, but will have a bar code or may contain a fingerprint in place of a signature*
- **Concealed Hand Gun Carry Permit** *(that meets all identification requirements)*

Identification Criteria = *United States (US) government-issued, *signed, unexpired photo-bearing form of identification.*

The **FIRST** and **LAST** names listed on the mandatory United States (US) government-issued, *signed, non-expired photo-bearing form of identification presented to the RN Test Observer during check-in at your test event ***MUST EXACTLY MATCH*** the FIRST and LAST names that were entered in the TMU© database. You may call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 7:00AM to 7:00PM CT, Monday through Friday, excluding holidays, to confirm that your TMU© account name of record matches your United States (US) government-issued *signed, non-expired photo-bearing form of identification, or sign in to your TMU© account to check or change your demographic information. See more information under 'Demographic Updates / Changes / Corrections'.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification**.
  - Be sure your identification is not expired.
  - Check to ensure that the FIRST and LAST printed names on your identification card match the current name on record in your TMU© account.
- A driver's license or state-issued ID card with a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- A school ID ***is not*** an acceptable form of ID.
- In cases where names do not match, your ID is not proper/valid, or it has a hole punched in it, this is considered a NO-SHOW status, and you will have to reschedule and pay for another test and date.

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

Registry name changes (marriage/divorce, etc.) must be verified with appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your name change documentation. The form is under 'Applications' on the Arkansas TMU© main web page (before you log in to your account), or click on this link: https://ar.tmutest.com/apply/11.

INSTRUCTIONS FOR THE KNOWLEDGE AND REMOTELY PROCTORED KNOWLEDGE EXAM

Test instructions for the knowledge exam will be provided in written format in the waiting area when you check in for your test. If you are taking a remotely proctored knowledge exam, the Remotely Proctored Knowledge Exam Instructions can be found in your TMU© account under the Downloads tab *(*see paragraph below)*.

These instructions detail the process and what you can expect during your exam. Please read the instructions ***before*** entering the knowledge exam 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 questions about the instructions you read when entering the testing room.

***The Knowledge and Remotely Proctored Knowledge Exam Instructions** are available under the **'DOWNLOADS'** tab in your TMU© account. Refer to the 'Access the Candidate Handbook and Testing Instructions' section of this handbook.

Testing Policies

The following policies are observed at each test site:

- Make sure you have signed in to your TMU© account at ar.tmutest.com before your test date to verify your demographic information. Refer to this handbook's 'Verify Your TMU© Account' section for instructions and information.
    - **If you have not signed in, verified your demographics, or updated your password if needed, in your TMU© account when you arrive for your test, you may not be admitted to the exam, and any exam fees paid *will NOT be refunded*.**
- Plan to be at the test site for up to three (3) hours. Please plan your day accordingly.
- Testing begins promptly at the start time noted on your confirmation. 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. Any exam fees paid *will NOT be refunded*.
    - **If you are scheduled for a remotely proctored knowledge exam, please see the check-in procedures/policies under 'Remotely Proctored Knowledge Exam Option' in the Knowledge Exam section.**
- If you do not bring a valid and appropriate United States (US) government-issued, *signed, non-expired photo-bearing form of identification, 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 in your TMU© account, you will not be admitted to the exam, you will be considered a No-Show status, and any exam fees paid *will NOT be refunded*.
- If you do not show up for your exam day, or are considered a NO-SHOW STATUS *(see details in this handbook's 'No-Show Status' section)* for any reason, any test fees paid *will NOT be refunded*.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smartwatches, fitness monitors, electronic recording devices, Bluetooth-connected devices, and personal items (such as water bottles, purses, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in the testing room. The testing team will inform you of the designated area to place your personal items and electronic devices, and you will collect these items when you complete your test.
    - All electronic devices must be **turned off**, including smartwatches, fitness monitors, and Bluetooth-connected devices, which must be removed from your wrist or body.
    - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under 'Remotely Proctored Knowledge Exam Option' in the Knowledge Exam section.
- Test sites, RN Test Observers, and Knowledge Test Proctors are not responsible for the candidate's personal belongings at the test site.
- Anyone caught using any electronic recording device during testing will be dismissed from the exam and testing room, your test will be scored as a failed attempt, you will forfeit all testing fees, and you will be reported to your medication assistant training program and the Arkansas State Board of Nursing (ASBN). You may, however, use personal devices during your free time in the waiting area. Please see this handbook's 'Security' section.
- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.

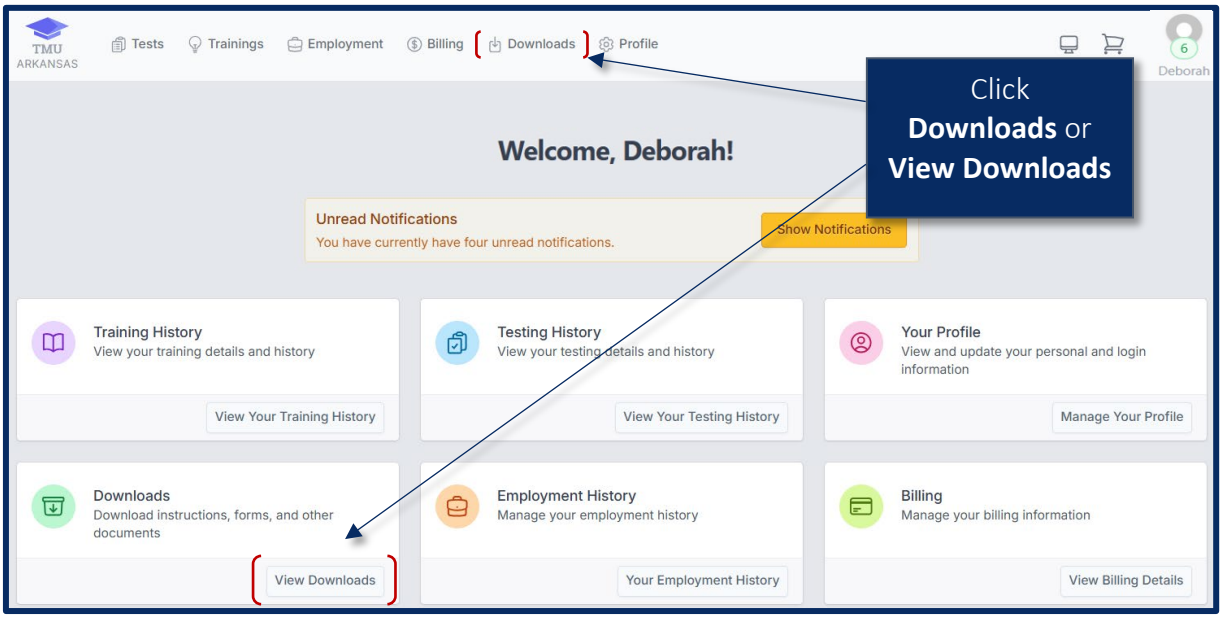
- No visitors, guests, pets (including companion animals), or children are allowed.
  - Service animals with an approved ADA accommodation in place are allowed.
  - If you show up at your event with guests, pets (including companion animals), or children of any age, you will not be allowed to test and will forfeit all testing fees paid.
- You are not permitted to eat, drink, or smoke (e-cigarettes or vape) during the exam.
- Once the exam has begun, you cannot leave the testing room (knowledge test room and remotely proctored knowledge exam) ***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.
- **LANGUAGE TRANSLATION DICTIONARIES:** Language translation dictionaries, devices, or non-approved language translators in any format ***are not allowed*** (both remotely proctored and on-site knowledge test events).
- **SCRATCH PAPER:** You may do math calculations on scratch paper provided by the KTP.
- You may not remove any notes or other materials from the testing room.
- If you are discovered causing a disturbance of any kind, engaging in any misconduct or unprofessional conduct or behaviors, visibly impaired, trying to take any notes or testing materials from the testing room, exhibit threatening, aggressive, or hostile behavior, or seek retribution, before, during, or immediately after your examination while on testing premises, you will be dismissed from the exam, your test will be scored as a failed attempt, you will forfeit all testing fees paid, and you will be reported to your medication assistant training program and the Arkansas State Board of Nursing (ASBN). Please see this handbook's 'Security' section.
- **You may not test if you are ill (sick).** Call D&SDT-HEADMASTER at (888)401-0462 immediately to reschedule *(see the **note** below)*. Please see this handbook's 'Reschedule a Test Event' and 'No-Show Exceptions' sections.

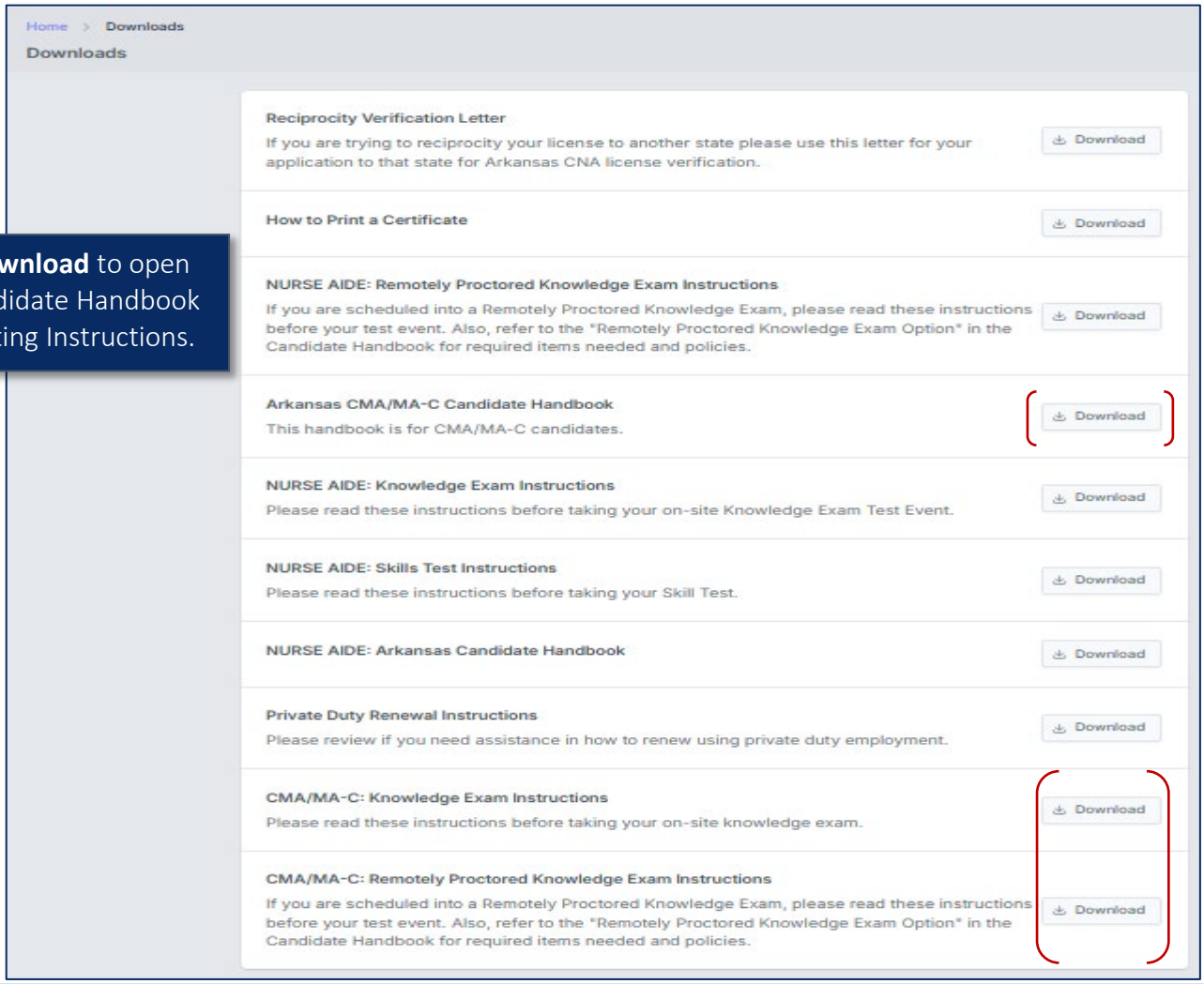
  NOTE: *Reschedules will not be granted less than one (1) full business day before a scheduled test date.*
- **Please review this Arkansas CMA/MA-C Candidate Handbook before your test day for any testing and/or policy updates.**
- The Candidate Handbook and testing instructions can also be accessed within your TMU© account under your 'Downloads' tab.

-continued on the next page-

Access the Candidate Handbook and Testing Instructions

The Candidate Handbook and Testing Instructions can also be accessed within your TMU© account under your 'Downloads' tab.





Security

If you are:

- caught cheating
- refuse to follow directions
- use abusive language
- disrupt the examination environment
- are visibly impaired
- engage in unprofessional behavior or conduct
- try to remove test material or take notes or information

You will be asked to leave the test site. Your test will be stopped and scored as a failed attempt. You will forfeit any testing fees paid. A report of your behavior will be given to your medication assistant training program and the Arkansas Board of Nursing (ASBN), and you are subject to prosecution to the fullest extent of the law. You will not be allowed to retest for a minimum period of six (6) months and may need to obtain permission from ASBN to be eligible to test again.

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

If you exhibit threatening, aggressive, or hostile behavior, or seek retribution, before, during, or immediately after your examination while on testing premises, you will be asked to leave the test site and removed from your test. If you have started your test, it will be scored as a failed attempt. You will forfeit any testing fees paid. You will be reported to your medication assistant training program and the ASBN, and you may need to obtain permission from ASBN to be eligible to test again.

Reschedule a Test Event

All candidates may reschedule for free online at **ar.tmutest.com** any time up until one (1) business day before a scheduled test day, excluding Saturdays, Sundays, and holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date online by signing in to your TMU© account at **ar.tmutest.com**. (See instructions under 'Schedule / Reschedule a Test Event').

- **Example:** If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to reschedule by the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open 7:00AM to 7:00PM CT, Monday through Friday, excluding holidays.
- Please see the 'Reschedule a Test Event Screenshots' section.

The scheduled test date is on a:	Reschedule before 7:00PM CT the previous:
Monday	**Thursday**
Tuesday	**Friday**
Wednesday	**Monday**
Thursday	**Tuesday**
Friday	**Wednesday**
Saturday	**Thursday**
Sunday	**Thursday**

Note: Reschedules will not be granted less than one full business day before 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 you are not interested in taking the Arkansas CMA/MA-C certification exam.

Scheduled in a Test Event

1) If you are scheduled for a test event, you can request a refund of the testing fees paid by filling out and submitting the **CANDIDATE-Refund Request Fillable Form** on D&SDT-HEADMASTER's main web page at hdmaster.com at least one (1) full business day before 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 the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open until 7:00PM CT, Monday through Friday, excluding holidays.
2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.
3) Refund requests must be made within thirty (30) days of payment of the original testing fees with D&SDT. Any requests for refunds made beyond 30 days of the original payment of testing fees with D&SDT *will not be issued*.

Not Scheduled in a Test Event

1) Refund requests must be made within thirty (30) days of the original payment of testing fees with D&SDT. Any requests for refunds made beyond 30 days of the original payment of testing fees with D&SDT *will not be issued*.
2) To request a refund for testing fees paid, you must fill out and submit the **CANDIDATE-Refund Request Fillable Form** on D&SDT-HEADMASTER's main web page at 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 processing fee.

Unforeseen Circumstances Policy

If an exam date is canceled due to weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will make every effort to contact you using the contact information (phone number/email) we have on file in your TMU© account 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 TMU© account (*see examples below) due to an unforeseen circumstance for a test event you are scheduled for, you will be removed from 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 TMU© account, and:
  - you do not call us back in a timely manner
  - your phone number is disconnected/your voice mailbox 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

See more information under 'No-Show Exceptions'.

No-Show Status

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

A NO-SHOW status will exist if a reschedule is not done or received before the one (1) full business day preceding a scheduled test event, excluding Saturdays, Sundays, and holidays (see examples under Reschedule a Test Event). 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, **provided the required documentation is received within the appropriate time frames outlined below.**

⇒ Complete, upload the required documentation, and submit (within the required time frames outlined below) the **No Show Exception Form** available on the Arkansas TMU© main page under 'APPLICATIONS', or click this link:

https://ar.tmutest.com/apply/17

- **Car breakdown or accident**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. A tow bill, police report, or other appropriate documentation showing your name and the provider of the service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame, you will have to pay as though you were a no-show.

- **Weather or road condition-related issue**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. 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 via phone, fax, or email within one business day. A doctor's note showing your name and the provider of the service name, or on the provider's letterhead, 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 via phone call, fax, or email within one business day. An immediate family obituary or letter on your behalf from the funeral home showing your name must only be 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. (The immediate family includes the parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

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

Candidate Feedback – Exit Survey

Candidates can complete an exit survey via a link when checking their test results in their TMU© account. The survey is confidential and will not affect the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

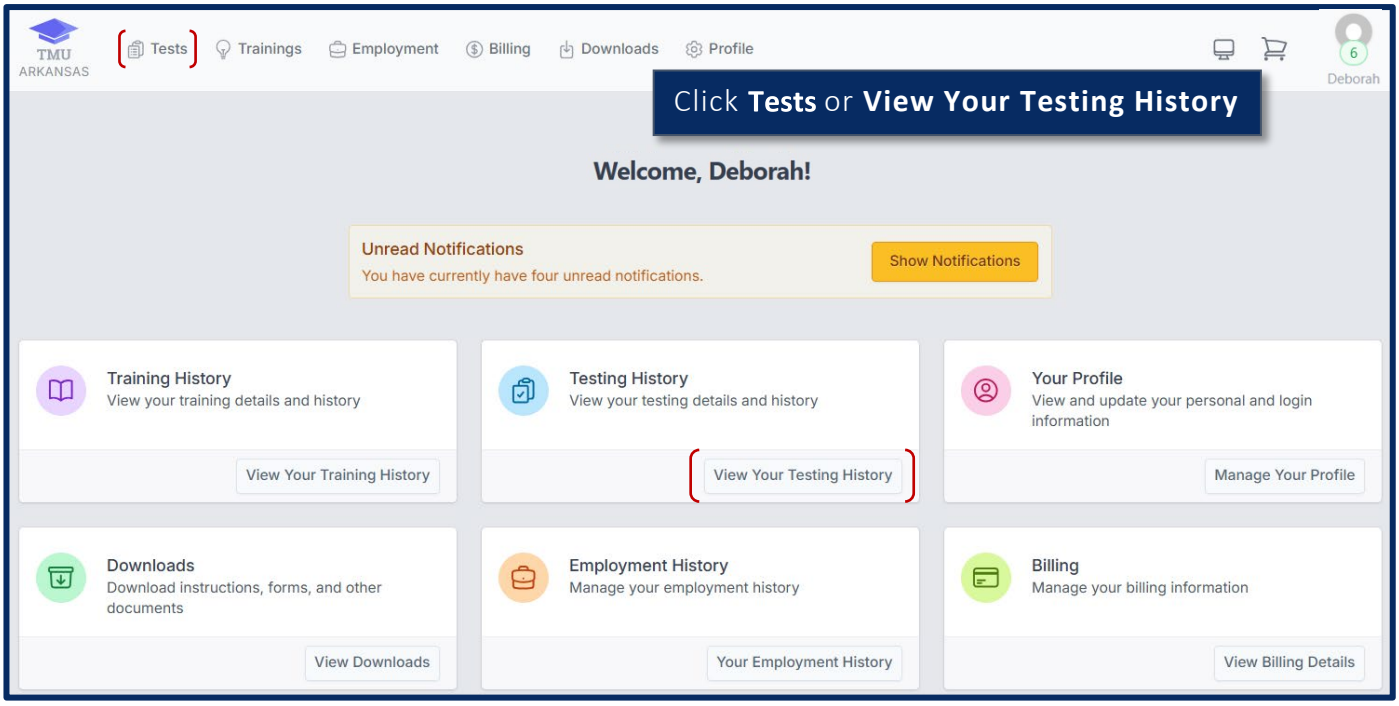
Exam Results

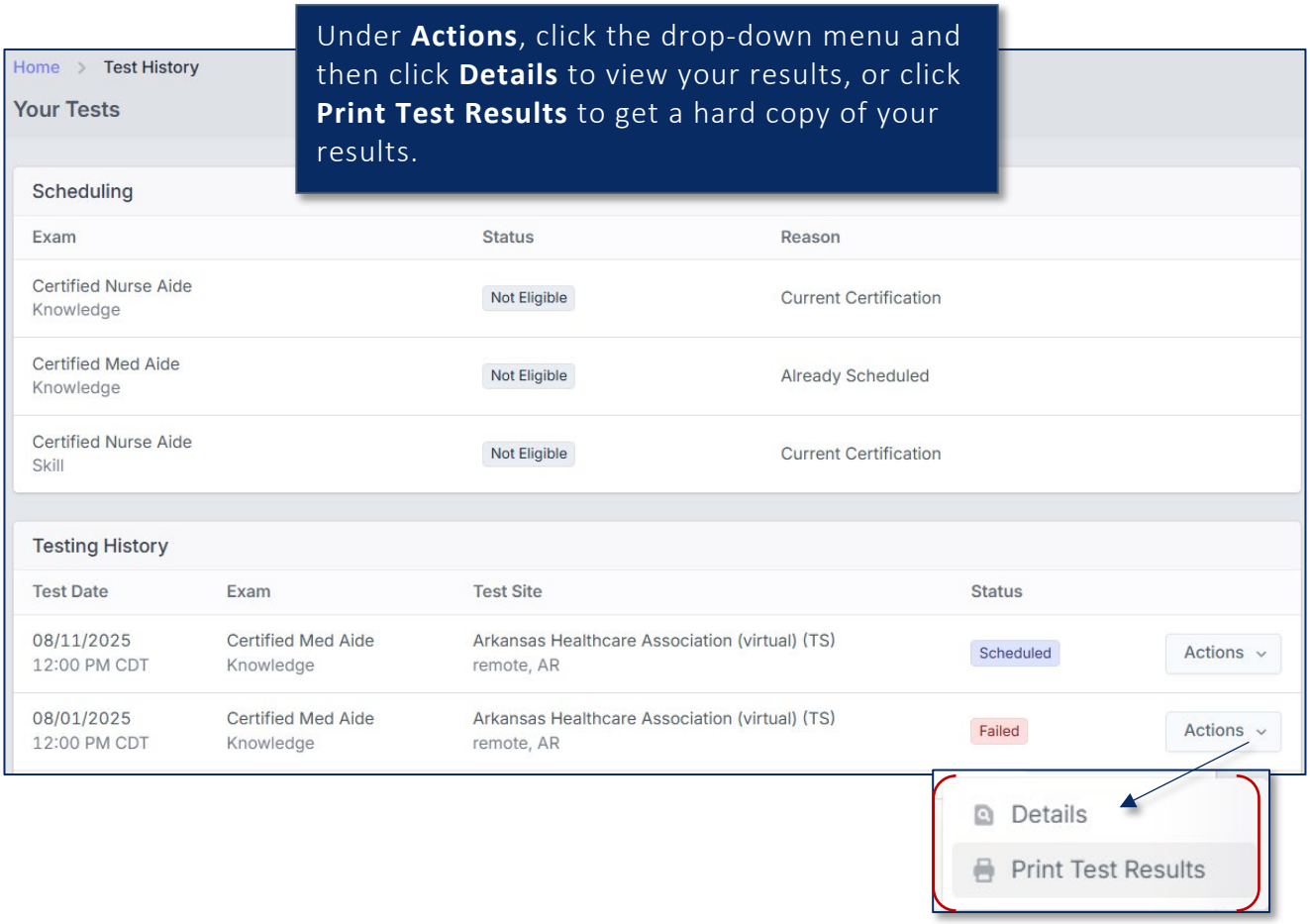
After you have completed the knowledge test component of the competency exam, your test will be submitted to D&SDT-HEADMASTER, and your test results will be officially scored and double-checked by D&SDT-HEADMASTER scoring teams. Unofficial test results will be available by signing in to your TMU© account after 7:00PM, CT, the business day after your test event.

Note: Your results are not official until the Arkansas State Board of Nursing has reviewed and issued the certification.

D&SDT-HEADMASTER does not send postal mail test results letters.

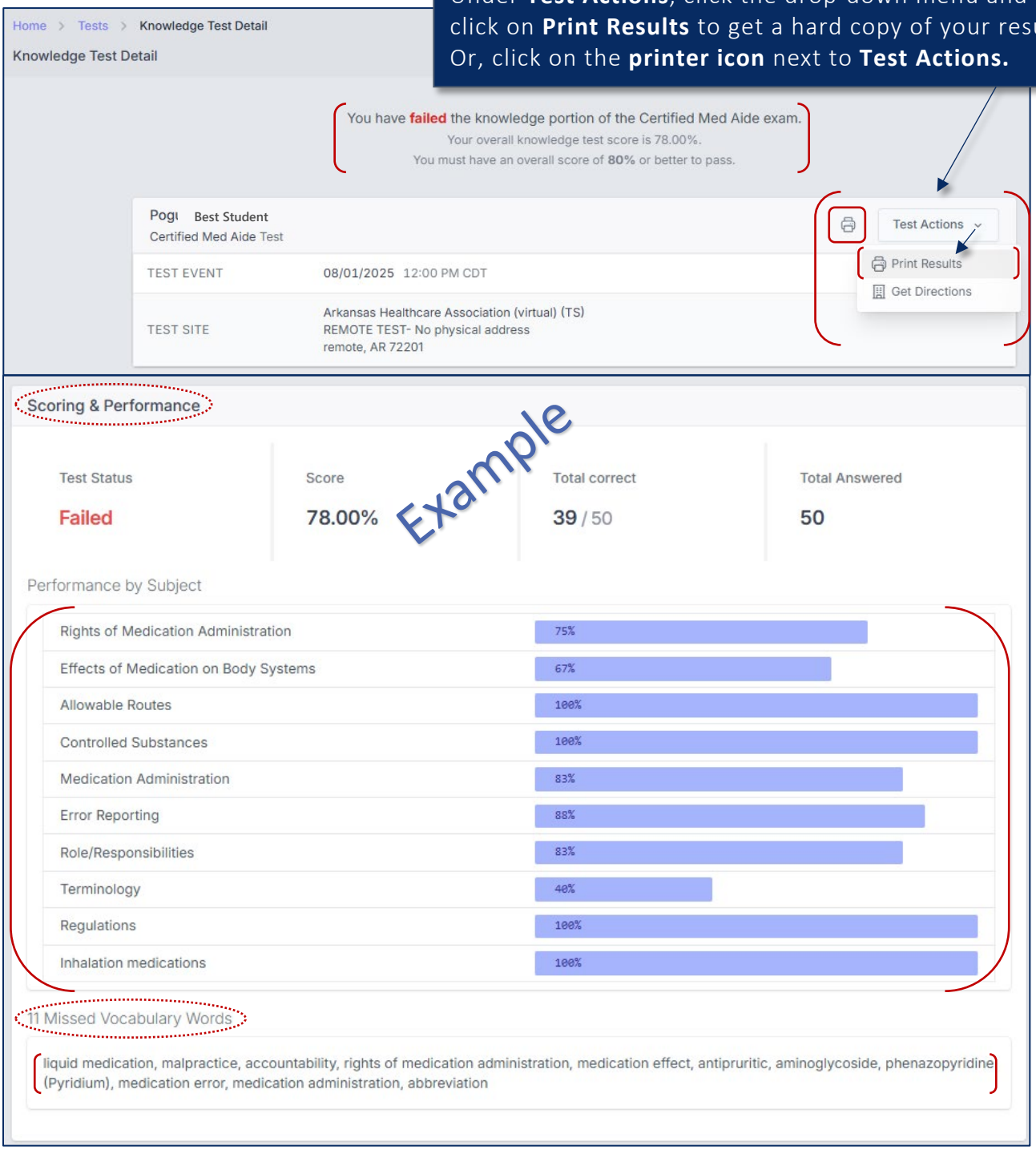
Sign in to your TMU© account at **ar.tmutest.com** to view your test results.





Knowledge Exam Test Results Example:

Under **Test Actions**, click the drop-down menu and then click on **Print Results** to get a hard copy of your results. Or, click on the **printer icon** next to **Test Actions.**



Test Attempts

Medication assistants completing the training program and seeking certification as a certified medication assistant (CMA)/medication assistant-certified (MA-C) shall sit for the examination **within 90 days** from the time of completion of the training program. If you fail the initial examination for certification as a CMA/MA-C, you will be eligible to retake the certification examination two times. The two retakes must be taken within six months of completion of the training program. If you do not complete testing within six months of completion of training, you must retrain to become eligible to further attempt the Arkansas CMA/MA-C examination.

Retaking the CMA/MA-C Exam

If your test results inform you that you failed the knowledge exam and want to apply for a retest, you will need to pay the testing fee. Once the testing fees for your retake are paid, you will be eligible to choose a test site and date.

You can schedule a test or re-test online by signing in to your TMU© account at ar.tmutest.com. Follow the instructions under 'Schedule / Reschedule a Test Event'.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 7:00AM to 7:00PM CT, Monday through Friday, excluding holidays. We can assist you in scheduling a test or retest date as long as your fees have been paid.

Test Review Requests

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

***PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST:** Please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, Monday through Friday, 7:00AM to 7:00PM CT, excluding Saturdays, Sundays, and holidays, and discuss the test outcome you are questioning before committing to sending the $25 test review request deposit fee. Once you have further details about the scoring of your test, you will often understand the scoring process and learn how to 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.

There is a $25 non-refundable test review deposit fee. To request a review, complete the **Test Review Request and Payment Application**, available on the Arkansas TMU© main page, under 'APPLICATIONS' (before you log in to your account) at ar.tmutest.com. Test Review Requests must be received **within three (3) business days from the official scoring of your test** (excluding Saturdays, Sundays, and holidays). Late requests will be denied and will not be considered.

Since one qualification for certification as a CMA/MA-C in Arkansas is demonstrated by examination of minimum medication assistant knowledge, the likely outcome of your review will determine who pays for any retests that may be granted. If, after investigation, the review finding is in your favor, you will be refunded the $25 test review deposit. If the findings of the review are *not in your favor*, the $25 test review deposit will stand, and the fee is non-refundable.

D&SDT-HEADMASTER will review your detailed recollection and your knowledge test markings, in addition to reviewing markings or notations recorded by the RN Test Observer at the time of your test. D&SDT-HEADMASTER will re-check the scoring of your test and may contact you and/or the RN Test Observer or KTP for any additional recollection of your test.

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

D&SDT-HEADMASTER will complete your review request within ten (10) business days of receiving it in a timely manner. D&SDT-HEADMASTER will send the review results to your email address and the Arkansas State Board of Nursing (ASBN).

THE KNOWLEDGE EXAM

Knowledge Exam Content

The knowledge exam consists of 55 multiple-choice questions. Questions are selected from subject areas based on the Arkansas State Board of Nursing (ASBN) approved Arkansas test plan and include questions from all the required categories as defined in the federal regulations. The subject areas and the number of questions from each subject area are shown below.

SUBJECT AREAS

SUBJECT AREAS	NUMBER OF QUESTIONS
Allowable Routes	2
Documentation	4
Effects of Medication on Body Systems	9
Error Reporting	4
Inhalation	2
Insulin Injection	4
Medication Administration	13
Role and Responsibility	6
Rights of Medication Administration	4
Regulations	2
Terminology	5

Knowledge Exam Information

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Exam. You will have **60 minutes** to complete the 55 **multiple-choice questions** Knowledge Exam. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Exam, such as "What does this question mean?"

You must have a score of 80% or better to pass the knowledge exam.

All Arkansas test sites utilize electronic TMU© testing using Internet-connected computers. The knowledge exam portion of your exam will be displayed on a computer screen for you to read and key/tap or click on your answers.

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge exam. Please see the information under 'Complete your TMU© Account' to sign in to your TMU© account.

- The Knowledge Test Proctor will provide you with a code at the test event to start your exam.

TRANSLATION DICTIONARIES
Language translation dictionaries, devices, or non-approved language translators in any format ***are not allowed***.

SCRATCH PAPER AND BASIC CALCULATOR
If needed, you may do math calculations on the scratch paper provided by the KTP. If you need a basic calculator, please let the KTP know, and one will be provided.

- *Any scratch paper and basic calculator must be left with the KTP when testing is done.*

When you leave the testing room, you must leave all test materials in it. Anyone who takes or tries to take materials, notes, or information from the room is subject to prosecution and will be reported to the Arkansas State Board of Nursing (ASBN).

Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home, etc.

Remotely Proctored Knowledge Exam Candidate Requirements

Candidates must have:

- An updated version of Google Chrome as your Internet browser.
  - ***TMU© does not support Internet Explorer.***
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam. The remote Proctor will provide you with a 'code' to start your test.**
- A smartphone to access the 'video conferencing app' (for example, Zoom, etc.) that you **must download**.
  - An email will be sent to you and in your notifications (in your TMU© account) with information about the 'video conferencing app' (for example, Zoom, etc.) you will need to download before test day.

  - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU© account), a reminder with the password-protected link to join the test event.
- During your test, your smartphone must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
- You may not use a video filter, such as a background or blurring your screen.
- **IMPORTANT NOTE:** On testing day, you *will not be allowed to receive any assistance with your setup* from anyone in your environment (room/area).
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Schedule a Remotely Proctored Knowledge Exam

You will need to sign in to your TMU© account using your Username or Email and Password and follow the instructions to 'Schedule / Reschedule a Test Event'. Please ensure you have met the 'Remotely Proctored Knowledge Exam Candidate Requirements' listed above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be '**Remotely Proctored Knowledge Testing Site**'.
- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU© account for you to view (see the 'Schedule / Reschedule a Test Event', 'Test Confirmation Letter', and the 'View your TMU© Notifications' section for information to access your test confirmation.)
- Instructions and the link to download the 'video conferencing app' (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
  - Remember, for this information, check your **'NOTIFICATIONS'** under your profile pic in your TMU© account. Please refer to the 'View your TMU© Notifications' section.

Please call D&SDT-HEADMASTER at (888)401-0462 if you have any questions or concerns or need assistance scheduling a remotely proctored knowledge exam.

Remotely Proctored Knowledge Exam Instructions

It is important that you read the Remotely Proctored Knowledge Exam Instructions before signing in to your remotely proctored knowledge exam. Please see the instructions for the Remotely Proctored Knowledge Exam under 'Access the Candidate Handbook and Testing Instructions'.

Remotely Proctored Knowledge Exam Check-In

You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) for the check-in process with the remote test proctor **at least 20 minutes before the start time** listed on your test confirmation. If you are not signed into the remotely proctored exam waiting room prior **to (at least 20 minutes)** the time listed on your test confirmation, you will not be allowed to test, considered a No-Show status, forfeit your testing fees paid, and have to pay for another test date.

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

Remotely Proctored Knowledge Exam Policies

All 'Testing Policies' and 'Security' measures are followed during the remotely proctored knowledge exam. Please refer to those sections for information.

- On testing day, you **will not be allowed to receive any assistance with your setup** from anyone in your environment (room/area). **If someone else is in the room with you, the remote Proctor will remove you from the meeting, and you will be considered a no-show status.** You will forfeit any testing fees paid and must repay to reschedule a new test.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- During your test, your smartphone must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
    - *You may not use a video filter, such as a background or blurring your screen.*
- The 'video conferencing app' (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
    - If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.

- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** *You need to test in an isolated, secure room/area that is distraction and interruption-free, just like you would if you were sitting in the knowledge test room at a test site.*
- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored testing issues under the 'No-Show Exceptions' section.
- **TRANSLATION DICTIONARIES:** Language translation dictionaries, devices, or non-approved language translators in any format ***are not allowed***.
- **SCRATCH PAPER AND BASIC CALCULATOR:** You may do math calculations on scratch paper or with a basic calculator, if needed. Before starting your exam, you will be asked to show the remote Proctor both sides of the scratch paper and the basic calculator.
  - At the end of your exam, you will be asked to show both sides of the scratch paper and the basic calculator to the remote Proctor ***again***. You will then be told you must tear up the scratch paper in view of the remote Proctor and to mute your phone before tearing up the scratch paper.

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

Knowledge Practice Test

D&SDT-HEADMASTER offers a free knowledge test question of the day and a ten-question online static practice test available on our website at www.hdmaster.com. Candidates may also purchase complete practice tests that are randomly generated, based on the state test plan. A mastery learning method is used, and each practice test taken will be unique. This means candidates must get the question they are attempting correct before they may move on to the next question. A first attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single or group purchase plans are available.

The following is a sample of the questions that you will find on the knowledge exam.

1. An order for Colace qd would require that you administer this medication to a resident:

(A) Once a week
(B) Every day
(C) On an empty stomach
(D) When the resident complains of constipation

2. If a resident refuses to take the medication you bring to him, you should:

(A) Make a mental note and plan to come back and try again later
(B) Try to get the resident to take his medication anyway
(C) Leave the medication on the resident's bedside stand and instruct him to take it later
(D) Document the refusal and report it to the supervising nurse

ANSWERS: 1-B | 2-D

KNOWLEDGE EXAM VOCABULARY LIST

abbreviation
abdomen
absorption
abuse
accountability
ACE inhibitors
administering medications
administration process
administration protocols
adverse effect
adverse reaction
alendronate (Fosamax)
allergic reaction
allowable routes
aminoglycoside
analgesic medications
anaphylactic reaction
anaphylaxis
antacids
anti-anxiety medications
anti-depressants
anti-viral medications
antianginals
antiarrhythmics
antiarthritics
antibiotic
anticoagulant
anticonvulsants
antidiabetic drugs
antidote
antigout medications
antihistamines
antihypertensives
antimicrobials
antipruritic
antipsychotic medication
antiseizure medications
antitussives
apical heart rate
Arkansas medication assistant
aspiration

aspirin
asthma
Ativan
authorized duties
benzodiazepines
beta blockers
BID
black box warnings
blood sugar
blood sugar values
body systems
broad-spectrum antibiotics
bronchodilators
bulk-forming laxative
cardiovascular drugs
changes of condition
checks
Cipro
Ciprofloxacin
classifications of medication
Clonidine
Colace
conduct unbecoming
continuing education
controlled medications
controlled substance
corticosteroids
crushing medications
cumulative effect
decongestant
delegation
diabetes
diabetic medications
digoxin (Lanoxin)
digoxin administration
diuretic medications
documentation
documentation error
dosage schedules
dose timing
drug dependence

drug interaction
drug metabolism
dysrhythmia
ear drops
effects of medications
electronic documentation
enteric-coated tablets
error reporting
excretion
extended-release medication
extrapyramidal symptoms (EPS)
eye medications
fasting
five rights
Flagyl
fluoxetine
fraud
glaucoma drops
glucose levels
hemoglobin measurement
herbal medications
HIPAA regulation
histamine
hyperglycemia
hypnotic
hypoglycemia
hypokalemia
idiosyncratic reaction
infection control
inflammation
inhalation medication
inhaler
injection site
injections
insulin
insulin expiration
iron supplements
lancets
lanoxin (Digoxin)
lantus
laxatives

levothyroxine sodium (Synthroid)
liquid administration
liquid medication
lithium (Eskalith; Lithobid)
lung disease
malpractice
measurement equivalents
measuring device
medical terminology
medication
medication administration
medication administration documentation
medication administration record
medication assistant role
medication allergies
medication categories
medication disposal
medication effect
medication error
medication error reporting
medication information
medication interaction
medication label
medication order
medication patches
medication refusal
medication routes
medication storage
medicine room
metered dose inhaler
missed dose
missed medication reporting
mixing insulin
nasal medications
nebulizer
needles
negligent

nitrofurantoin (Furadantine)
Nitroglycerin
nose drops
Novolin R
NPO
NSAIDS
Nurse Practice Act
Nursing Drug Reference manual
objective information
onset
ophthalmic
ophthalmic medication
optic
oral medications
osteoporosis medications
otic medication
over-the-counter medication
pain medication
pathogens
pediculicide
penicillin
pharmacokinetics
pharmacy label
phenazopyridine (Pyridium)
physiological effects
polyphagia
polyuria
positioning
prescription label
priority
PRN
prn medications
PRN order
psoriasis
psychotropic medications
recalling observations
rectal medication
rectal suppository
regulation
reporting

right drug
right medication
right time
rights of medication administration
role and responsibility
safety
safety checks
scabies
scope of practice
scored tablet
security
sedatives
sharps
side effects
six rights of medication administration
skin disorder
sliding scale
special instructions
State Board of Nursing
state regulation
statins
steroid inhaler
subcutaneous tissue
subcutaneously
sublingual
supplements
suppositories
suspensions
syringe units
Tetracyclines
topical medication
transdermal patches
types of orders
upper respiratory disorder
urinary/urinary system
vaginal medication
vitamins
warfarin (Coumadin)

Notes: