D&S Diversified Technologies LLP

Headmaster LLP

Idaho Residential Care Facility Administrator

Candidate Handbook

EFFECTIVE: April 2024

Version 1.0

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test		**(800) 393-8664 or (888) 401-0462**
Questions regarding: obtaining information on official regulations and guidelines for residential Care Facility Administrators • certification • renewals • Registry		**(208) 334-3233**

D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP PO Box 6609 Helena, MT 59604 Email: idaho@hdmaster.com Web Site: www.hdmaster.com	*Monday through Friday* 6:00AM – 6:00PM Mountain Standard Time (MST) 5:00AM – 5:00PM Pacific Standard Time (PST) Idaho TMU© Webpage: idfa.tmutest.com	Phone #: (800) 393-8664 or (888) 401-0462 Fax #: (406) 442-3357
Idaho Bureau of Licensure (IBOL) 700 West State St. Boise, ID 83702 Web Site: www.IBOL.idaho.gov	*Monday through Friday* 8:00AM – 5:00PM Mountain Standard Time (MST)	Phone #: (208) 334-3233

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Introduction

The purpose of the Residential Care Facility Administrator (Facility Administrator) competency evaluation program is to ensure that candidates seeking to be Facility Administrators in Idaho understand the State standards and demonstrate entry-level knowledge sufficient to perform the job.

This handbook describes the process of taking the Facility Administrator competency test and is designed to help prepare candidates for it. The test is a 100-question multiple-choice knowledge test. To be licensed as a facility administrator in Idaho, candidates must pass the knowledge test and meet all requirements of the Idaho Bureau of Licensure (IBOL).

Idaho has approved D&S Diversified Technologies-Headmaster, LLP to provide tests and scoring services for facility administrator testing. For questions not answered in this handbook, please contact Headmaster at (800)393-8664 or (888)401-0462 during regular business hours 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays, or go to Headmaster's Idaho facility administrator webpage at www.hdmaster.com. The information in this handbook will help you prepare for your examination and should be kept for future reference.

Americans with Disabilities Act (ADA)

ADA Compliance

The Idaho Bureau of Licensure and D&SDT-HEADMASTER provides reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the nurse aide 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 examination. D&SDT-HEADMASTER must approve accommodations in advance of examination. The request for accommodations can be found on the D&SDT-HEADMASTER webpage by clicking on the PDF Fillable ADA Accommodation Form 1404. Fill out the ADA Request and attach the required documentation found on the second page of the request form to an email to idaho@hdmaster.com to be reviewed for accommodation.
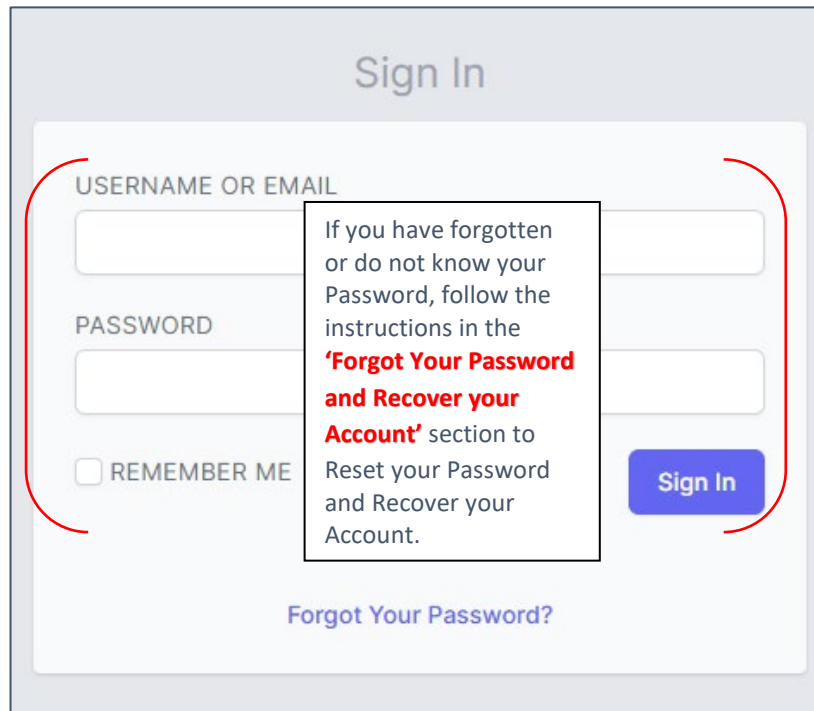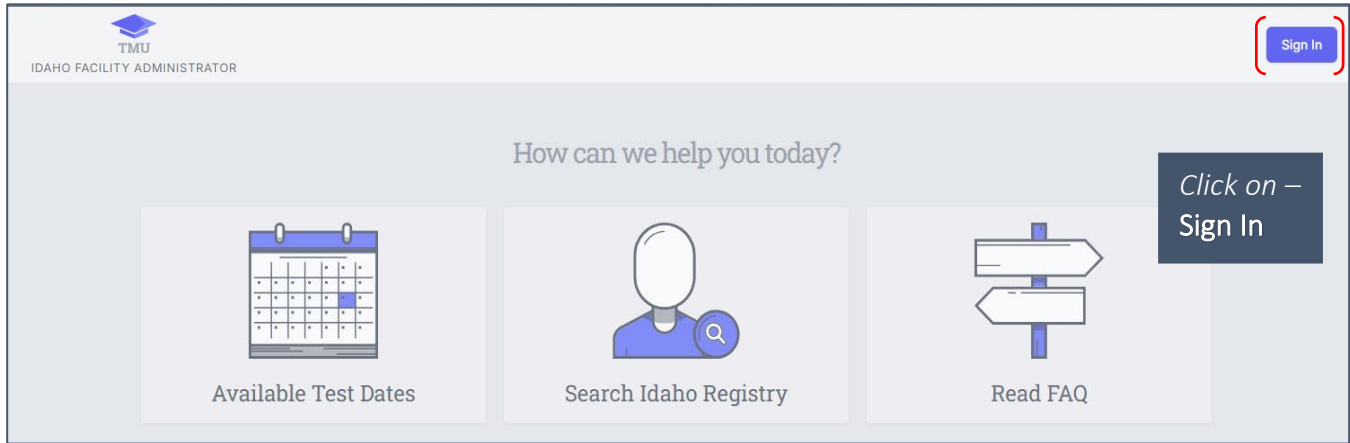
ADA request forms submitted without supporting documentation of a diagnosed disability will not be accepted or reviewed.

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

The Idaho Facility Administrator Certification Competency Exam

Idaho TMU© Home Page

This is the Idaho Facility Administrator TMU© main page idfa.tmutest.com

Click on –
Sign In

How can we help you today?

Available Test Dates   Search Idaho Registry   Read FAQ

Sign In

USERNAME OR EMAIL

PASSWORD

☐ REMEMBER ME

Sign In

Forgot Your Password?

If you have forgotten or do not know your Password, follow the instructions in the **'Forgot Your Password and Recover your Account'** section to Reset your Password and Recover your Account.

Enter your-
Username
or **Email**
and **Password**

Click on –
Sign In

Testing Fee

Exam Description	Price
Knowledge Exam or Retake Testing Fee	**$100**

Completing your Idaho Facility Administrator Testing Application

Your initial registration will be done via an online application in D&SDT-HEADMASTER's TestMaster Universe (TMU©) software. Once your fingerprint application has been cleared and you have completed an approved course of study, you will apply online using our Test Application Form 1101. Securely processed Visa or MasterCard credit card or debit card information is required when submitting the 1101.

Once IBOL has released you, D&SDT-HEADMASTER staff will approve your application and contact you to schedule your exam. Upon application approval, your TMU© log-in credentials will be sent to you via email and text message.

IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password and complete your demographic information.

- It is highly recommended that you sign in to your TMU© account, update your password, and complete your demographic information when you receive your confirmation email from TMU© (check your junk/spam mail) that your account has been created.

If you do not know your Email or Username and Password, enter your email address and click "Forgot Your Password?" You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see instructions under 'Forgot your Password and Recover your Account'). If you cannot sign in for any reason, contact D&SDT-HEADMASTER during regular business hours, 6:00AM to 6:00PM MST/5:00AM to 5:00PM PST, Monday through Friday, excluding holidays, at (888)401-0462.

*S*creen you will see the first time you sign in to your TMU© account with the **demographic information you need to enter to complete your account:**

D&S Diversified Technologies LLP
Headmaster LLP

Forgot Password and Recover Account

If you do not remember your password, follow the 'Forgot Your Password and Recover Your Account' screenshots below to reset your password and recover your account:

You will get the message that you have been emailed your password reset link.

This is what the email will look like (check your junk/spam folder for the email):
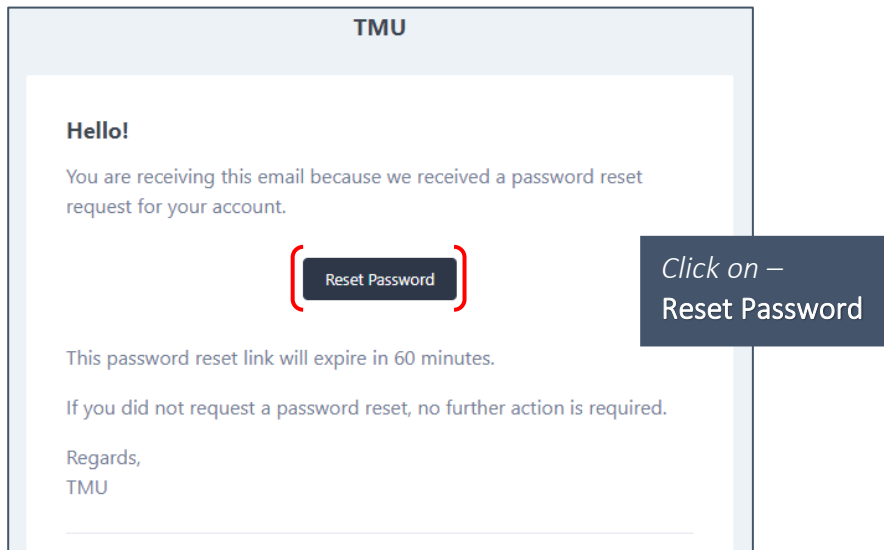
Note: If you do not reset your password right away, the link expires in 60 minutes, and you will need to request a new link after that time.

Reset Your Password

E-MAIL ADDRESS

sample@sampleemail.com

PASSWORD

CONFIRM PASSWORD

Reset Password

Type in your Password and Confirm Password, then click on – Reset Password

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

TMU
IDAHO FACILITY ADMINISTRATOR

Tests   Trainings   Downloads   Profile

Best

✓ Logged in as Student Best Student ✕

Welcome, Best!

Testing

Your Profile

Your Certifications
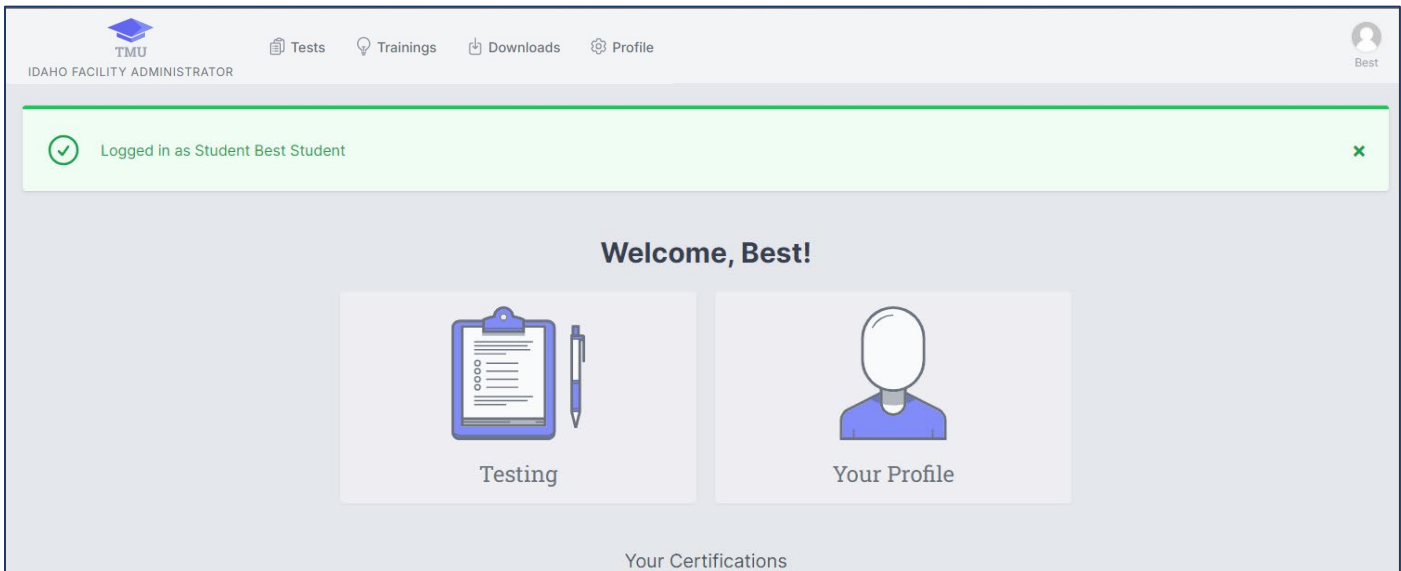
Scheduling an Idaho Facility Administrator Exam

Once IBOL has released you, D&SDT-HEADMASTER staff will approve your application and contact you to schedule your exam.

To reschedule your test date, sign in to the Idaho TMU© webpage at **idfa.tmutest.com** with your email and password. You must pay the testing fees (see instructions under 'Self-Pay of Testing Fees'). Upon release from IBOL, D&SDT-HEADMASTER will contact you to schedule your exam.

Self-Pay of Testing Fees in TMU©

Testing fees must be paid before you can schedule a test date. Securely processed Visa or MasterCard credit card or debit card information is required when paying testing fees online.

> Under **Scheduling**, click on the box to the left of **Exam** to select the test component – a checkmark will appear in the box.
>
> Then click on-
> **Add Selected Items to Cart**

> You will get a message that the Knowledge test has been added to your cart and the **Knowledge Amount**
>
> click on-
> **Pay with Credit Card**

Home > Prepay
Prepay to Schedule

What You're Paying For

DESCRIPTION	COST
Facility Administrator	100.00
Total:	100.00

Pay with a Card

Enter the Credit Card information and then click on- **Submit Payment**

You will receive a receipt of the transaction.

CARDHOLDER NAME

CARD NUMBER

EXP MONTH
Select Month

EXP YEAR
Select a year

SECURITY CODE

CARDHOLDER ADDRESS

CITY

STATE
Select State

ZIP CODE

Submit Payment

Once your testing fees are paid, you can call and schedule a test site and date. Please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

Test Confirmation Notice

Candidates can view, verify, and print their test confirmation notice any time after scheduling by logging into their TMU© account at **idfa.tmutest.com** and clicking the "Test Confirmation Page".   Your test confirmation notice is not required for exam admission.

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

Note: Failure to adhere to the information in the candidate handbook could result in No Show status for your test event.

It is important you read this letter!

Test Confirmation Letter

Scheduled Test Confirmation - Idaho Facility Administrator Facility Administrator

Get Map | Print Page

Test Date:	04/23/2024
Test Time:	12:00 PM MDT
Test Exam:	Knowledge - Facility Administrator
Test Site:	Idaho State University (TS)
	1001 S. 8th St.
	Pocatello, ID 83209

Sample Candidate
1000 Address
Pocatello, ID 83209

Click on-
Print *to print your confirmation letter.*

Click on-
Get Map *to get directions to the test site.*

TESTING BEGINS AT **12:00 PM MDT, 04/23/2024: YOU MUST BE AT THE TEST SITE 20 MINUTES BEFORE YOUR EXAM START TIME FOR CHECK-IN.**

- If you are not at the test site 20 minutes before your exam start time, you will not be allowed to test and will be a NO SHOW for the event. Please see further information in the Idaho Facility Administrator Candidate Handbook.
- Please review the ID requirements found in the Idaho Facility Administrator Candidate Handbook.
- If you cannot access your account, go to https://idfa.tmutest.com, click Forgot Password, enter your Email, click 'Send Reset Password Link', and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

Refer to the **Idaho Facility Administrator Knowledge Exam** section of the Idaho Facility Administrator Candidate Handbook regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information before your testing date.

Idaho Facility Administrator Candidate Handbook

If you have any questions regarding your test scheduling, call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

Checking/Viewing your Notifications in TMU©

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test event and other information. See the screenshots that follow:
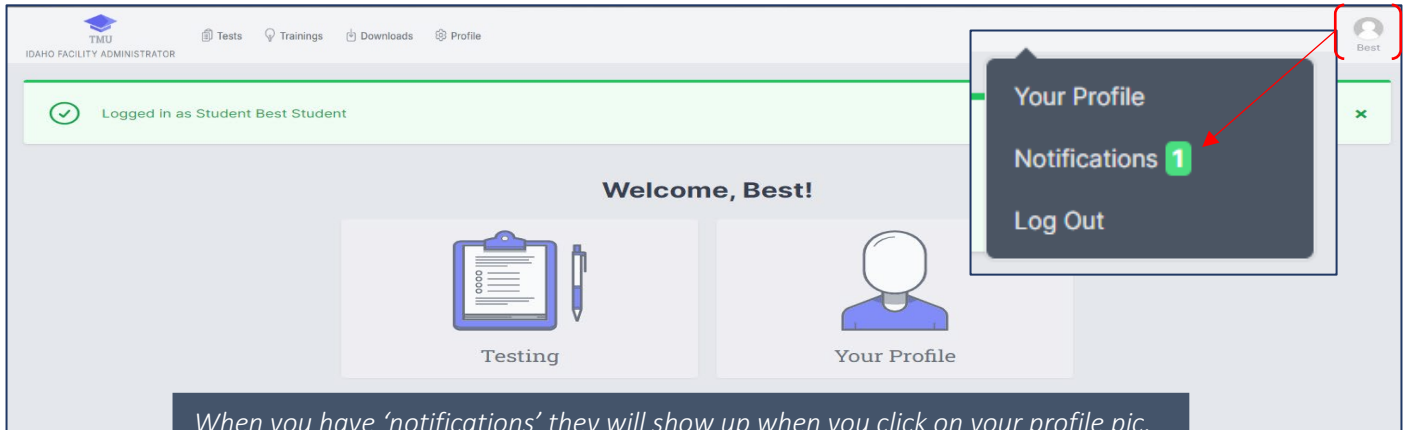
When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

Click on- Your Profile Pic *to open your profile and notifications.*

Click on- Notifications *to view all of your notifications.*

Notification example when scheduled into a test event:
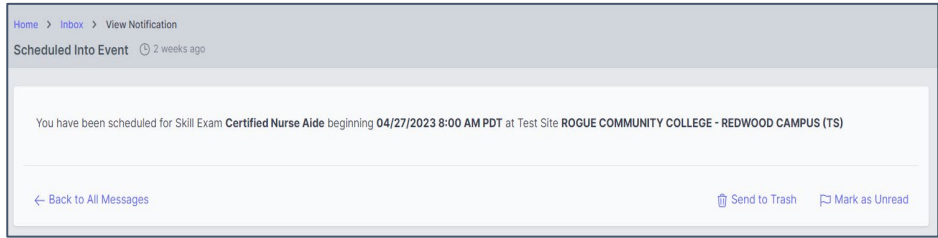
Exam Check-In

You must arrive at your confirmed test site 20 to 30 minutes before your exam starts.
- Testing __begins__ promptly at the start time noted.
- You must arrive at the event at least 20 minutes before the start time to allow time to check in with the Knowledge Test Proctor.
    - *For example*, if your test starts at 8:00 a.m., you must be at the test site for check-in no later than 7:40 a.m.

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

Testing Attire

There is no mandated testing attire.

Identification

You must present your **US government-issued, signed, non-expired, photo-bearing form of ID**. Photocopies or screenshots are not acceptable. Examples of the forms of accepted identification:

- Driver's License *(non-expired from any state is acceptable)*
- State-issued Identification Card *(non-expired from any state is acceptable)*
- US Passport *(Passport Cards are not acceptable)*
  - ➢ *Exception: A signed Foreign Passport with a non-expired US VISA inside is acceptable*
- Military Identification Card *(that meets all identification requirements)*
- Alien Registration Card *(that meets all identification requirements – may contain a fingerprint in place of a signature)*
- Tribal Identification Card *(that meets all identification requirements)*
- Work Authorization Card (*that meets all identification requirements – may contain a fingerprint in place of a signature)*

The **FIRST** and **LAST** names printed on your United States (US) government-issued, signed, non-expired photo-bearing form of identification presented to the Knowledge Test Proctor during check-in at your test event **_MUST EXACTLY MATCH_** the FIRST and LAST names that were entered in your TMU© account in the Idaho Facility Administrator TMU© database. You may call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 6:00AM to 6:00PM MST/5:00AM to 5:00PM PST, Monday through Friday, excluding holidays, to confirm that your name of record matches your identification, or sign in to your TMU© account **idfa.tmutest.com**, using your Email or Username and Password, to check or change your demographic information.

Please note:
- **You will not be admitted for testing if you do not present proper/valid identification**.

  - Be sure your identification is not expired.
  - Check to ensure that the FIRST and LAST printed names on your identification documents match your current name of record in your TMU© account.
  - A driver's license or state-issued ID card with a hole punched in it is <u>NOT VALID</u> and will not be accepted as an acceptable form of ID.

- In cases where names do not match, your ID is not proper/valid or has a hole punched in it, you will not be allowed to test and will be considered a no-show. You will forfeit your testing fees and must pay for another exam date.

Instructions for the Knowledge Exam

Written test instructions for the knowledge exam will be provided in the waiting area when you check in for your test. PDF versions are available anytime from your smartphone via the TMU© knowledge test instructions link under the 'Candidates' column on D&SDT-HEADMASTER's Idaho Facility Administrator webpage.

These instructions detail the process and what you can expect during your exam. For on-site test events, please read through the instructions *before* entering the knowledge test room. During testing, the instructions will be left in the waiting area and between the knowledge test workstations for you to refer to throughout your time at the test site. The Knowledge Test Proctor will ask you questions about the instructions you read when you enter the knowledge test room.

The **Knowledge Exam Instructions** are also available under the **'DOWNLOADS'** tab in your TMU© account. *For instructions, refer to the 'Accessing the Candidate Handbook and Testing Instructions in your TMU© Account' section of this handbook.

Testing Policies

The following policies are observed at all test sites—

- **You will need your TMU© Username or Email and Password to sign in to your knowledge test.**
  - Make sure you have signed in to your TMU© account using your Email or Username and Password at idfa.tmutest.com before your test date to complete/verify your demographic information.
  - If you do not remember your Password, click 'Forgot my Password' (see instructions under 'Forgot Password and Recover Account').
  - If you have not signed in and completed/verified your demographics 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*.
- 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 20-30 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 may not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you do not bring a valid 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, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- If you are a NO SHOW for your exam day, any test fees paid will NOT be refunded. You must re-pay your testing fees to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smartwatches, fitness monitors, electronic recording devices, Bluetooth-connected devices, and personal items (such as water bottles, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. The testing team will inform you of the designated area to place your personal items and electronic devices and you are to 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.
- Anyone caught using any electronic recording device during testing will be removed from the testing room, have their test scored as a failed attempt, forfeit all testing fees, and be reported to the Idaho Bureau of Licensure (IBOL). They will not be permitted to test for six months. You may, however, use personal devices during your free time at an on-site event while in the waiting area.
- Test sites and Proctors are not responsible for the candidate's personal belongings at the test site.
- You may not take notes or other materials from the testing room.

- You are not permitted to eat, drink, or smoke (e-cigarettes or vape) during the exam.

- You are not allowed to leave the testing room once the exam has begun *for any reason*. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.

- If you are discovered causing a disturbance or engaging in misconduct, are visibly impaired, or trying to take notes or testing materials from the testing room, you will be dismissed from the exam, your test will be scored as a failed attempt, and you will be reported to IBOL.

- No visitors, guests, pets (including companion animals), or children are allowed.
  - Service animals with an approved ADA accommodation in place are allowed.

- After check-in and ID verification, the knowledge test will be administered to candidates. Candidates are free to leave the test site after they finish their Facility Administrator knowledge exam.

- **Please review this Idaho Facility Administrator handbook before your test day for any updates to testing and/or policies.**

Accessing the Candidate Handbook and Testing Instructions in your TMU© Account

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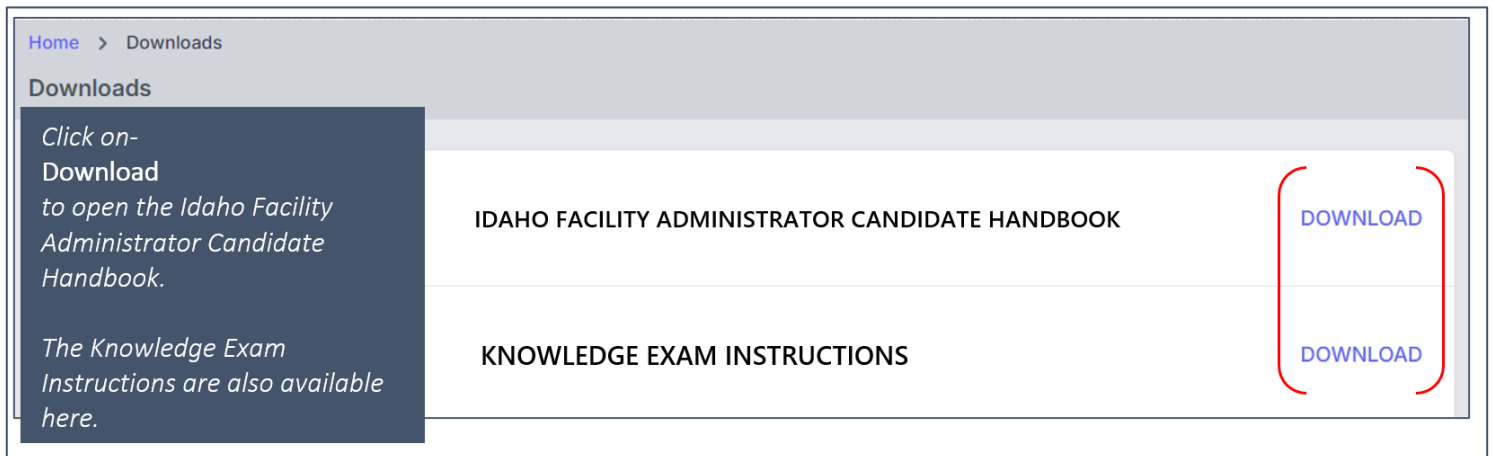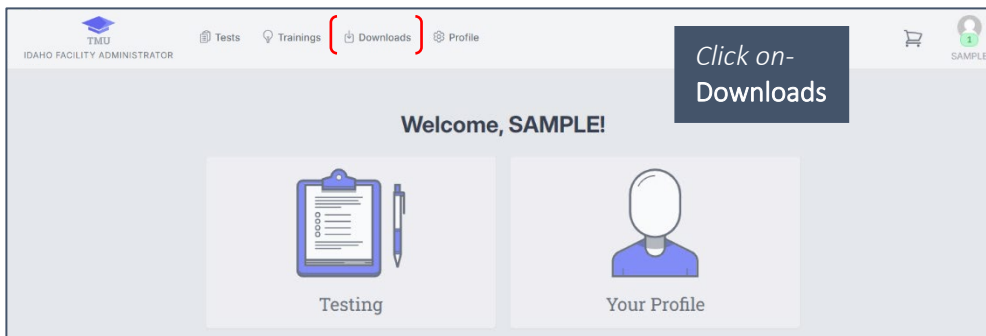
Security

If you refuse to follow directions, use abusive language, are visibly impaired, or disrupt the examination environment, your test will be stopped and scored as a failed attempt. You will be dismissed from the testing room, forfeit any testing fees paid, and a report of your behavior will be provided to IBOL. You will not be allowed to retest without IBOL approval.

Anyone who removes or tries to remove test material, takes notes or information from the test site will be reported to IBOL and is subject to prosecution to the full extent of the law. Your test will be scored as a failed attempt and you will forfeit any testing fees paid. You will not be allowed to retest without IBOL approval.

If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices such as cell phones, smart watches, Bluetooth-connected devices, or navigating to other browsers/sites during either component of the 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. A report of your behavior will be provided to IBOL, and you will not be allowed to retest without IBOL approval.

Reschedules

All candidates may reschedule until **one (1) full business day** preceding a scheduled test day, **excluding** Saturdays, Sundays, and holidays.

If you must reschedule your exam date, please do so as soon as possible. You may call D&SDT-HEADMASTER at (888)401-0462 during regular business hours (6:00AM to 6:00PM MST/5:00AM to 5:00PM PST, Monday through Friday, excluding holidays).

- **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 6:00AM to 6:00PM MST/5:00AM to 5:00PM PST, Monday through Friday, excluding holidays.

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

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

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the Idaho Facility Administrator certification test at all.

Scheduled in a Test Event

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

   Example: If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to request a refund by the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER's regular business hours are Monday through Friday, 6:00AM to 6:00PM, MST, excluding Saturdays, Sundays, and 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 paying the original testing fees with HEADMASTER. Requests for refunds made after 30 days will not be issued.

Not Scheduled in a Test Event

1) Refund requests must be made within thirty (30) days of original payment of testing fees with HEADMASTER. Any requests for refunds made beyond 30 days of the original payment of testing fees with HEADMASTER will not be issued.

2) To request a refund for testing fees paid, you must fill out and submit the [Refund Request Fillable Form 1405](#) on D&SDT-HEADMASTER's main webpage at www.hdmaster.com. No phone calls will be accepted.

3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

Unforeseen Circumstances Policy

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

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

If D&SDT-HEADMASTER is unable to reach you via phone call or email with the information in your 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 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, Sundays, and holidays, OR if you are turned away for lack of proper identification or any other reason to deem you ineligible to test, you will be considered a **NO SHOW.** You will forfeit all fees paid and must sign in to your TMU© account to repay or submit a new testing fee to schedule yourself into a new test event.

These fees partially offset D&SDT-HEADMASTER costs incurred for services requested and resulting work that is performed. If a reschedule or refund request is not received at least one full business day before a scheduled test event, excluding Saturdays, Sundays, and Holidays (see examples under Reschedules and Refunds of Testing Fees Paid), a NO SHOW status will exist. You will forfeit your testing fees and must repay the full testing fee to secure a new test event.

No Show Exceptions

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

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

- **Weather or road condition-related issue:** D&SDT-HEADMASTER must be contacted within one business day via phone, fax, or email, and a road report, weather report, or other appropriate documentation must be submitted within three (3) business days of the exam date. If we do not receive proof within the 3-business-day time frame, you will have to pay as though you were a No-Show.

- **Medical emergency or illness**: D&SDT-HEADMASTER must be contacted within one business day via phone, 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, fax, or email, and an obituary for immediate family must 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. (Immediate family is parent, grand and great-grandparent, sibling, children, spouse, or significant other.)

Exam Results

After you have completed the Knowledge Exam, your test results will be officially scored by D&SDT-HEADMASTER scoring teams. You may securely access your *preliminary results* in your TMU© account at **idfa.tmutest.com**. Your **'official results'** will be provided to you from IBOL.

Note: D&SDT-HEADMASTER does not send postal mail letters or email test results to candidates.

Test Attempts

You have **unlimited attempts** to pass the Idaho Facility Administrator knowledge exam.

The Knowledge Exam

The Knowledge Test Proctor will give instructions for taking the knowledge exam. You will have a maximum of **ninety (90) minutes** to complete the **100-question** knowledge exam. You will be told when fifteen 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 portion of the exam.

Electronic TMU© testing using Internet-connected computers is utilized at all sites in Idaho at on-site test events. Your exam will be displayed on a computer screen for you to read and key/tap or click on your answers.

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 is subject to prosecution and will be reported to the Idaho Bureau of Licensure (IBOL).

Note: You must know your Email or Username and Password to take the electronic TMU© knowledge exam. Please see the information under **'Forgot Password and Recover 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 test.*

Knowledge Exam Content

The Knowledge Exam consists of 100 multiple-choice questions. Questions are selected from subject areas based on the Idaho Bureau of Licensure (IBOL) approved Idaho test plan and include questions from all the required categories as defined in OBRA regulations. The subject areas and number of questions from each subject area are as follows:

SUBJECT AREA	NUMBER OF QUESTIONS
Resident Care Management	36
Human Resource Management	19
Organizational Management	25
Physical Environment Management	10
Business/Fiscal Management	10

Knowledge Exam Vocabulary List

abbreviations	arteriosclerosis	care plan
abbreviations HVAC	arthritis	cash flow
abuse	assessment	cause of disability
access to capital	assets	CEU
access to records	assistance with medications	chain of command
accessibility	at will and just cause	change in sensory perception
accident reporting	autocratic leader	charting error
accounting	availability	chronic disease
accounts receivable	baby boomer expectations	cleaning
accreditation	background checks	cleaning floors
activities of daily living	balance sheet	climate control
acuity	behavior	closets
addressing behaviors in NSA	behavior management	common assisted living payment
addressing staff problems	behavior management intervention	community-based services
ADL's	behavior management plan	compensation
administrator availability	behavior management records	complaint procedures
administrator on site	behavior modifying medication	compliance
administrator's responsibilities	behavior plans	components of a marketing program
administrator's role	behavior updates	conflict
admission	benefits	congestive heart failure
admission/discharge	blood sugar	constipation
admitting	bloodborne pathogens	constraint to quality
adult care	bowel blockage	contact precautions
adult day care	budget	continuing education
advance directives	budget variance	continuing training
advocate	budgeting	contracts
age discrimination	building codes	controlled substances
aging	building standards	controlling manager
aging in place	calculations	cooking temperature
airborne precautions	call system	core issue
Alzheimer's	capital expenses	corrective action
appeal discharge notice	care	CPA
appropriate admissions		

garbage cans	insulin pen	medical abbreviation
garnishment	insurance	medical emergency notification
gastric ulcer	interim care plan	Medicare
geriatric	internal controls	Medicare part B
goals	intervention	medication
guardian	interview questions	medication assistance
hand washing	investigation policies	medication certification training
handle and store linens	job application	medication disposal
HCBS	job description	medication error
health record	labor	Medication Policies-controlled substances
hearing loss	labor law	medication record
high blood pressure	labor posters	mental health
HIPAA	largest organ	mental illness
hiring	leadership	menu
history and physical	liabilities	mimic angina
home health visit	license	misappropriation
hospice	licensed beds	mission statement
hourly adult care	licensed registered nurse	mistreatment
IADL	Life Safety Code	mobility
Idaho Department of Health and Welfare criminal history	liquidity	model of care
immune system	living will	most common core issue
improve occupancy	loans	moving in
incident	loss of elasticity of lung tissue	MRSA
incident reports	LPN	MSDS
incident trending	maintaining resident records	multi-dose
income	maintenance	multiple electrical adapters
income statement	maladaptive behaviors	multiple facility administrator
incontinence	malnutrition	musculoskeletal
infection control	managed risk agreement	narcotic
infections	management	neglect
infectious disease	marketing	negligence
inflamed air passages	meal refusal	negotiated service agreement
informal leader	meals	negotiations
innovative administrator	measuring financial performance	nervous system
insomnia	medi-set	
inspections	Medicaid	

nervous system disease	performance appraisal	quality improvement
net income	performance evaluation	quality of life
net profit	performance reviews	RALF survey
net worth	personal electric heaters	reasonable accommodations
newly hired staff	personnel	records
non-profit	pest control	records retention
notice of rate increase	physical	redetermination
NSA	physical restraint	refrigerator temperatures
nurse availability	plan of care	refusal
nursing assistant	plan of correction	remodeling
nutrient	planning	renal disease
nutritional deficiency	policies	reportable disease
odors	possible causes of behaviors	reportable events
operate without licensed administrator	postural changes	reportable incident
operation	power of attorney	reporting
orders	PPE	reporting fires
organizational chart	preparedness plan	reporting reportable diseases
orientation	pressure injury	representative payee
OSHA	pressure sore	reproductive system
OSHA 300 log	prevent transfer of infection	required personnel
OSHA 300 log form	preventative maintenance	required presence
osteoporosis	pricing	requirements
OTC	private pay	resident assessment
outdated medication	PRN medication	resident care
outside services	PRN medications	resident centered care
pacemaker	profit	resident charges
pain from ulcers	profit and loss	resident contract
Parkinson's disease	prohibited extension cords	resident decision making
part A	promotion	resident fees
part B	proper boundaries	resident funds
part D	provisional license	resident liability
participative management	psychiatric disorders	resident needs
paying for care	psychological disorder	resident participation in fire drills
payment source	psychosocial adjustment	resident records
payor source	psychotropic medication	resident retained
payroll exemptions	punch list	resident rights

resident room square footage	skilled nursing facility	toxic chemicals
resident services	skin changes	TPN
resident smoking policies	sleeping accommodations	tracheotomy care
residents working	smoking	training hours
resolution of deficiency	snacks	training requirements
responsible compliance person	social security checks	UAI
restraint	soiled clothing	UAP supervision
retained admission policies	specialized training requirements	UAP's personnel records
revenue	stable	unemployment
rights	staff	unemployment insurance
rights of medication administration	staff training	uniform assessment
RN responsibilities	stage IV pressure sore	unused medication
RN visits	standard precautions	urinary problems
room temperatures	state rules	UTI
route	status quo	vacation and sick leave
safety	sterile dressings	vaccine
sanitation	stored chemicals	variance
scope of citation	strategic planning	vertical opening
scope of practice	sub-lingual medication	violations
secure environment	substantial compliance	vision impairment
self-administration	substantial evening meal	vision statement
self-direction	substitution	volunteers
self evacuating	supra-pubic catheter	wage garnishment
self-medicating	survey	wages
service plan	survey availability	washable surfaces
sexual harassment	survey cycle	water temperatures
sexual offender registry	SUTA	water test
sharps container	taxes withheld	weight loss
sharps disposal	TBI	window sill height
short-term acute episode	temporary services	windows
showers per resident	termination of the admission agreement	withholding
side rails	terminations	work performance
signed menu	therapeutic diet	worker's compensation
six rights	toilets per resident	written menu
		written records tracking controlled substances

Notes: