



D&S Diversified Technologies LLP

Headmaster LLP

Massachusetts MAP Testing Candidate Handbook

TESTING EFFECTIVE: July 1, 2023

Version 16

Update Effective July 1, 2023

Price increase for the Knowledge Test or Retake from \$43 to \$55
and for the Medication Administration Test or Retake from \$96 to \$100.

Massachusetts MAP Testing Candidate Handbook

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test (888) 734-6211		
Questions regarding: certification • renewal • Registry (888) 734-6211		
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TABLE OF CONTENTS

INTRODUCTION	1
AMERICANS WITH DISABILITIES ACT (ADA)	1
ADA COMPLIANCE	1
POLICY FOR MAP TESTING UTILIZING AMERICAN SIGN LANGUAGE (ASL) INTERPRETERS.....	1
<i>Additional Testing Time Granted for ASL Approved Test Candidates.....</i>	<i>2</i>
Knowledge Test.....	2
Medication Administration Test	2
THE MAP VIRTUAL TEST SCHEDULING	2
PAYMENT INFORMATION	2
<i>Funding.....</i>	<i>3</i>
COMPLETING YOUR INITIAL LOGIN	3
<i>Forgot your Password and Recover your Account Directions.....</i>	<i>4</i>
SCHEDULE A VIRTUAL TEST.....	4
<i>Directions for Scheduling into a Virtual Test Event.....</i>	<i>5</i>
<i>Accessing Your Test Confirmation Page</i>	<i>6</i>
Test Confirmation Page Example.....	6
VIRTUAL TESTING INFORMATION	7
VIRTUAL TESTING PLATFORM.....	7
VIRTUAL KNOWLEDGE TEST CANDIDATE REQUIREMENTS.....	7
SCHEDULING A VIRTUAL KNOWLEDGE TEST	7
SCHEDULING A VIRTUAL SKILLS TEST.....	7
VIRTUAL SKILLS TEST	7
VIRTUAL TEST CHECK-IN	7
TESTING ATTIRE	8
IDENTIFICATION.....	8
TESTING POLICIES	9

Massachusetts MAP Testing Candidate Handbook

<i>Inappropriate Behavior Policy</i>	10
<i>Inclement Weather and Unforeseen Circumstances Policy</i>	10
SECURITY	11
RESCHEDULE / REFUND REQUEST / NO SHOW POLICIES	11
RESCHEDULES	11
<i>MAP RESCHEDULE AND REFUND REQUEST CHART</i>	11
REFUND OF TESTING FEES PAID	12
Sponsored and Non-Sponsored Candidates Scheduled into a Test	12
Non-Sponsored Candidates who are not scheduled in a Test	12
Sponsored Candidates who are not scheduled in a Test Event	12
NO SHOWS	13
<i>No Show Exceptions</i>	13
CANDIDATE FEEDBACK – EXIT SURVEY	14
TEST RESULTS	14
TEST ATTEMPTS	14
RETAKE COMPONENTS OF THE MAP TEST	15
<i>Retaking the Knowledge Test</i>	15
DDS/DMH/DCF/MRC Sponsored Candidates.....	15
Non-Sponsored Candidates	15
<i>Retaking the Medication Administration Demonstration Component</i>	15
DDS/DMH/DCF/MRC Sponsored Candidates.....	15
Non-Sponsored Candidates	15
TEST REVIEW REQUESTS	15
MAP REGISTRY.....	16
<i>Certification</i>	16
<i>Re-Certification Process</i>	16
THE KNOWLEDGE TEST COMPONENT	17
KNOWLEDGE TEST CONTENT.....	17
THE SKILL TEST COMPONENTS	17
THE VIRTUAL MEDICATION ADMINISTRATION DEMONSTRATION COMPONENT	17
<i>Medication Administration Demonstration Checklist used by the Tester</i>	18
KNOWLEDGE TEST VOCABULARY LIST	19

Massachusetts MAP Testing Candidate Handbook

Introduction

This handbook describes the process of taking the Medication Administration Program (MAP) Certification test. A candidate qualifies to take the test after successful completion of an approved MAP training program. The purpose of the test is to ensure that candidates seeking to be MAP Certified staff are prepared to safely administer medications as regulated by the Massachusetts Department of Public Health.

Massachusetts has approved D&S Diversified Technologies, LLP (D&SDT) to provide tests and scoring services for MAP testing and registry services. For question not answered in this handbook please contact D&SDT toll free at (888)734-6211 or go to D&SDT's MAP webpage at:

http://hdmaster.com/testing/othertesting/massachusetts_cma/MA_CMA_Home.htm

There are two components to the MAP Certification test. Candidates must pass the two test components; knowledge and medication administration, to be listed as certified on the Massachusetts MAP registry.

The information in this handbook will help you prepare for your test.

Americans with Disabilities Act (ADA)

ADA Compliance

The Massachusetts Department of Public Health and D&SDT provide reasonable accommodations for candidates with a qualified disability or limitations that may affect their ability to take any portion of the MAP test. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for examination. Accommodations must be approved in advance of testing by D&SDT. If you wish to receive accommodations, inform your MAP trainer and complete the ADA Accommodation Request Form 1404. The request for accommodations can be found on the [D&SDT-HEADMASTER webpage](#) or by clicking on this link: [ADA Accommodation Form 1404](#). This form must be filled out with required documentation listed on the second page of the ADA application attached and mailed to D&SDT at mass@hdmaster.com, at least **fourteen business days** prior to your test date for the portion of the test for which you are requesting an accommodation in order to be reviewed for a special accommodation.

ADA request forms submitted without supporting documentation of a diagnosed disability will not be accepted or reviewed.

Please allow additional time for your request to be approved. If you have any questions regarding the ADA review process or specific required documentation, please call D&SDT-Headmaster at (800)393-8664.

Please notify D&SDT at (888)734-6211 of the need to reschedule as soon as you become aware and no less than two business days before a scheduled accommodated test.

Policy for MAP Testing Utilizing American Sign Language (ASL) Interpreters

ASL interpreters are requested through the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH).

Massachusetts MAP Testing Candidate Handbook

The following guidelines are for MAP testing utilizing ASL interpreting services.

- D&SDT must submit requests for service to the MCDHH at a **minimum of two weeks before** the test date.
- Interpreter services are not guaranteed on any given test date. If D&SDT is made aware that an interpreter is not available for a requested date, the candidate will be notified as soon as possible.
- The ASL interpreter may translate into ASL instructions as given by the proctor/tester at the beginning of the testing session.
- The ASL interpreter does not need to share what communication occurs between the candidate and the ASL interpreter with either the knowledge test proctor or the MAP tester. The ASL interpreter is covered with the code of conduct rules through MCDHH.
- If the interpreter is late or does not show up for the test, the candidate can choose to take the test without the interpreter with no risk to the candidate if they get a failing score on the attempt.
- If the interpreter arrives late, after the candidate has already chosen to take the test without the interpreter, the interpreter is not permitted to join the candidate after the start time listed on the job order.
 - Sign language interpreters will be given the Zoom link to connect to the same testing event as the candidate.

Additional Testing Time Granted for ASL Approved Test Candidates

Additional test time is typically granted for ASL approved test candidates.

KNOWLEDGE TEST

- Thirty additional minutes for the knowledge test.
 - The candidate is allowed to have all questions interpreted, but the maximum time for testing is one hour and forty-five minutes.
 - The sign language interpreter will log into the same TMU© account so that the questions are accessible.
 - The candidate will mark their own answers in their own test.

MEDICATION ADMINISTRATION TEST

- Ten additional minutes for the medication administration test.
 - The maximum time for the medication administration testing is twenty minutes (normal testing time of ten minutes plus an additional ten minutes).

The MAP Virtual Test Scheduling

Payment Information

Effective July 1, 2023: Price increase for the Knowledge Test or Retake from \$43 to \$55 and for the Medication Administration Test or Retake from \$96 to \$100.

Test Description	Price
Knowledge Test or Retake	\$55
Medication Administration Test or Retake	\$100

Massachusetts MAP Testing Candidate Handbook

Funding

DDS/DMH/DCF/MRC will only pay for three knowledge and three medication administration for an employee. Candidates are allowed only one funding source and do not get six funding attempts from each agency.

Completing your Initial Login

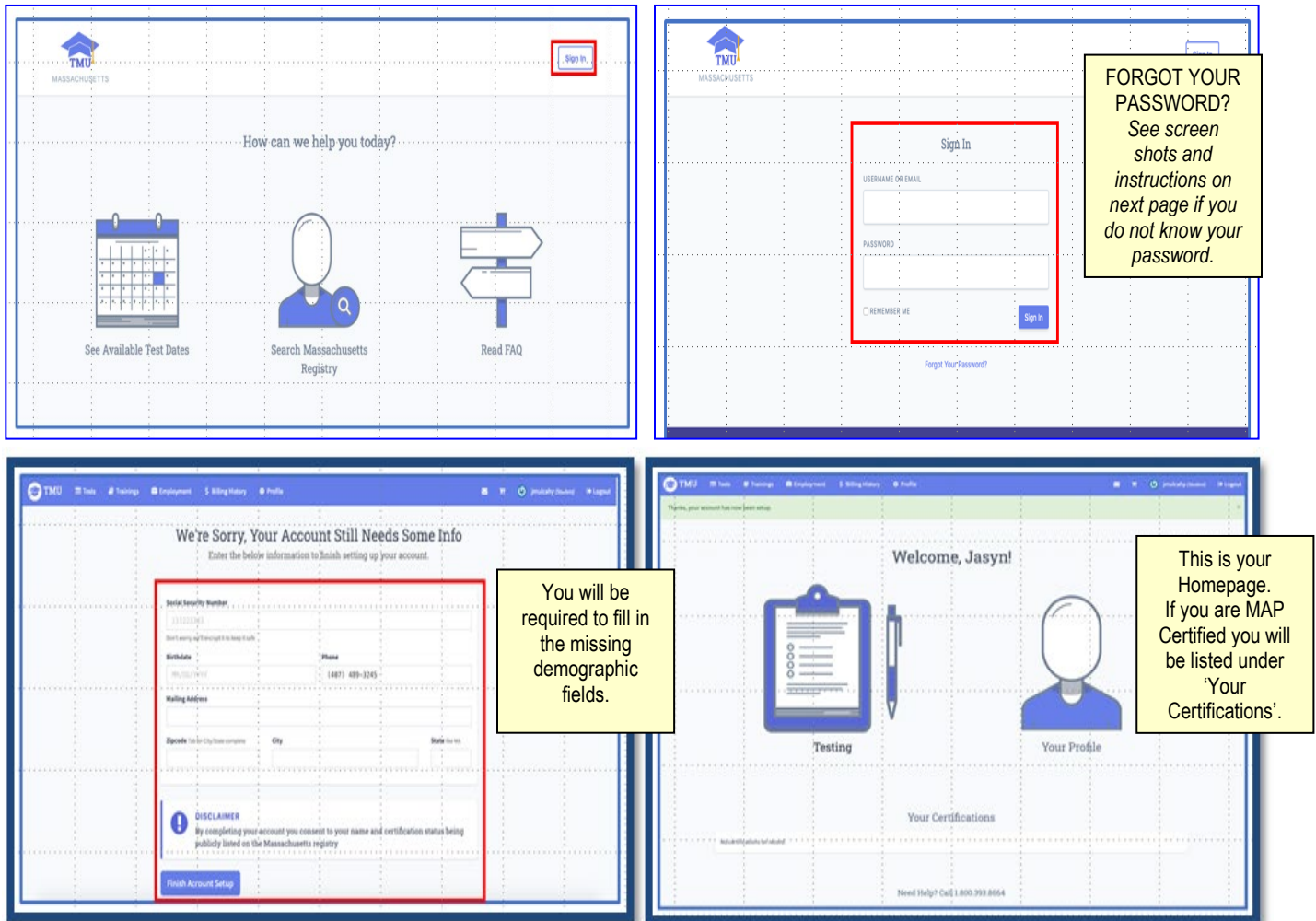
Your initial registration information will be entered in D&SDT-Headmaster's TestMaster Universe (TMU©) software.

IMPORTANT: Before you can test, you must sign in to the [Massachusetts MAP TMU© \(http://ma.tmuniverse.com\)](http://ma.tmuniverse.com) using your secure Email or Username and Password and complete your demographic information.

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

If you do not know your Email or Username and Password, enter your email address and click on "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 are unable to sign in for any reason, contact D&SDT-Headmaster at (888)734-6211.

Instructions for completing your record:



The screenshots illustrate the initial login and account setup process in the TMU© system:

- Top Left:** The TMU© homepage with navigation links: "See Available Test Dates", "Search Massachusetts Registry", and "Read FAQ". A "Sign In" button is highlighted in the top right corner.
- Top Right:** The "Sign In" login form with fields for "Username or Email" and "Password", a "Remember Me" checkbox, and a "Sign In" button. A "Forgot Your Password?" link is at the bottom. A yellow callout box states: "FORGOT YOUR PASSWORD? See screen shots and instructions on next page if you do not know your password."
- Bottom Left:** The "We're Sorry, Your Account Still Needs Some Info" page. It prompts the user to enter demographic information: Social Security Number, Birthdate, Phone, Mailing Address, Zipcode, City, and State. A "Finish Account Setup" button is at the bottom. A yellow callout box states: "You will be required to fill in the missing demographic fields."
- Bottom Right:** The "Welcome, Jasynt!" homepage after successful login. It shows a "Testing" button, a "Your Profile" button, and a "Your Certifications" section. A yellow callout box states: "This is your Homepage. If you are MAP Certified you will be listed under 'Your Certifications'."

Massachusetts MAP Testing Candidate Handbook

Forgot your Password and Recover your Account Directions

The image displays four screenshots of the TMU Massachusetts MAP Testing website interface:

- Recover Your Account (Top Left):** Shows two options: "Using your Email Address" and "Using other Information". The "Using your Email Address" option has a red box around the "E-MAIL ADDRESS" field and the "Recover Account" button. The "Using other Information" option has a red box around the "LAST 4 OF SSN", "DATE OF BIRTH", "LAST NAME", and "ZIP CODE" fields, and the "Recover Account" button.
- Recover Your Account (Top Right):** Shows a confirmation message: "We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered." Below it are the same input fields as the previous screenshot.
- Reset Password (Bottom Left):** A dark-themed email template with the text: "Hello! You are receiving this email because we received a password reset request for your account. This password reset link will expire in 60 minutes. If you did not request a password reset, no further action is required. Regards, TMU". A red box highlights the "Reset Password" button.
- Reset Your Password (Bottom Right):** Shows the "Reset Your Password" form with fields for "E-MAIL ADDRESS", "PASSWORD", and "CONFIRM PASSWORD". A red box highlights the "Reset Password" button.

Schedule a Virtual Test

All testing is being done virtually at this time.

Please view the following presentation with information on what you need to know to schedule a virtual test:

[Guidelines for Virtual Certification Testing](#)

The guidelines for virtual certification testing link can also be found on D&SDT's MAP webpage at: www.hdmaster.com, click on Massachusetts MAP, and then on 'Guidelines for Virtual MAP Certification Testing 2-1-2023'.

The image shows the "Massachusetts MAP Testing and Registry" website. A navigation menu is enlarged to show the following links:

- Updates from DDS, DMH, DCF, and MRC
 - DDS Funding Limits 6-18-13
 - DMH Funding Limits 08/31/2017
 - TestMaster Universe© January 2020
 - Guidelines for Virtual MAP Certification Testing- 2-1-2023** (highlighted with a red box)
- INCLEMENT WEATHER INFORMATION
 - Please refer to the MAP Candidate Handbook (pages 8-9), under Candidate Forms, for information regarding the inclement weather policy.
- How to purchase or print out demonstration materials
- MA MAP Training Resources
- Practice Test on TMU- Now available for trainers
- Tutorial for Trainers/Providers/Candidates

Below the navigation menu, there are several sections:

- Candidate Forms:** Testing Application Form 1101, Scheduling and Payment Form 1402, MAP Candidate Handbook Version 14, ADA Accommodation Form 1404, Third Column Main Page, MAP INDEPENDENT TRAINERS, Laminated Registry Card Order Form.
- Test Site Forms & MAP Trainers:** TestMaster Universe (TMU©) On-line Testing, TestMaster Universe (TMU©) Start Page, Select the above link to: register candidates for the exam, cancel or reschedule an exam, complete the exam as a candidate, submit an exam package for scoring, access MAP registry.
- Knowledge Test Proctor & RN Observer Forms:** All Test Observer Independent Contractor Forms Click Here, Updates from DDS, DMH, DCF, and MRC: DDS Funding Limits 6-18-2013, DMH Funding Limits 8-31-2017, TestMaster Universe© January 2020, **Guidelines for Virtual MAP Certification Testing- 2-1-2023** (highlighted with a red box).
- Providers:** TMU© Video Trainings.
- Contacts:** Please feel free to contact us if you have questions, concerns, or suggestions about our service. We value the feedback we receive from everyone involved in the Massachusetts MAP testing and certification process. D&S Diversified, Anne Shields, Program Manager, 333 Oakland Ave., Findlay, OH 45840, Phone: (877) 851-2355, Fax: (419) 422-7395, mass@hdmaster.com.

Massachusetts MAP Testing Candidate Handbook

Directions for Scheduling into a Virtual Test Event

Step 1: Login

How can we help you today?

See Available Test Dates | Search Massachusetts Registry | Read FAQ

Step 2: Welcome, Jasyn!

Click on the 'Tests' tab or 'Testing'. Click on 'Schedule'

Step 3: Scheduling

All eligible test events will appear in this format. To select a test date, click 'Schedule' next to the corresponding desired test event.

Exam	Reason	Schedule
MAP Knowledge Knowledge		Schedule
Medication Administration Test		Schedule

Step 4: Please Confirm

Schedule into this Event on 12/18/2019 for these exams?
MAP Knowledge Knowledge
Are you sure?

Cancel **OK**

A confirmation box will pop up to confirm your test event choice. Click OK

Step 5: Your Tests

Student Mulcahy, Jasyn scheduled into Knowledge for MAP Knowledge.

Testing History

Test Date	Exam	Test Site	Status
12/18/2019 12:00 PM EST	MAP Knowledge Knowledge	3L PLACE, INC. CHESTNUT HILL, MA	Scheduled

Test-Confirmation Page | Get-Map | Reschedule

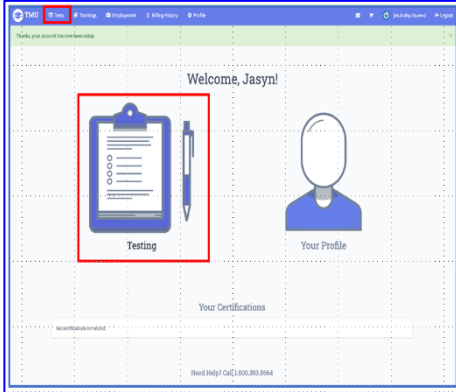
A green confirmation bar will appear across the very top of the screen when you have been successfully scheduled into a test event.

Massachusetts MAP Testing Candidate Handbook

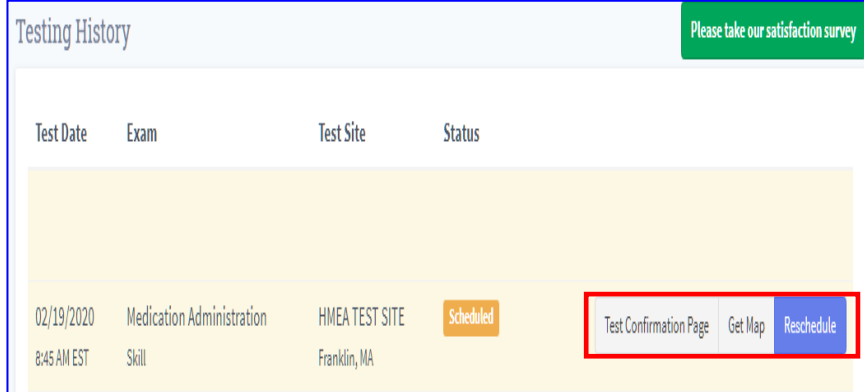
Accessing Your Test Confirmation Page

You can access your test confirmation page at any time.

Click on Testing:



Click on Test Confirmation Page to open your test confirmation letter:



- **Sponsored** not scheduled into a test by their MAP trainer or provider will be able to schedule/reschedule themselves into a DDS/DMH/DCF/MRC funded/sponsored MAP virtual test which can be found on the calendar of events when signed into TMU@.
- **Non-Sponsored candidates** (candidates not employed by a DDS/DMH/DCF/MRC provider) will be able to schedule/reschedule themselves into a self-pay MAP virtual test which can be found on the calendar of events when signed into TMU@.

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

If you need assistance accessing your test confirmation page or have any questions regarding the test schedule or scheduling/rescheduling your test, call D&SDT at (888)734-6211.

TEST CONFIRMATION PAGE EXAMPLE

Test Confirmation Letter

Scheduled Test Confirmation - Massachusetts Medication Administration

Test Date: 09/28/2020

Test Time: 1:40 PM EDT

Test Exam: Skill - Medication Administration

Test Site: VIRTUAL SKILLS TEST SITE - DD
VIRTUAL ADDRESS - IMPORTANT-READ NOTES AT BOTTOM IN DRIVING DIRECTIONS
VIRTUAL CITY, MA 00000

[Get Map](#) [Print](#)

Sample Candidate
Address
City, State Zip

Start Time for this Test Site is in the 0 timezone.

BRING THIS NOTICE WITH YOU TO THE TEST!
See policy below, your ID must match the name on this form exactly for testing. The name above is formatted as follows: First, Middle, Last.

- Your MAP testing process will begin promptly at the time listed above.

Massachusetts MAP Testing Candidate Handbook

Virtual Testing Information

Virtual Testing Platform

- The virtual testing video conferencing platform used by D&SDT is Zoom.

Virtual Knowledge Test Candidate Requirements

Candidates must have:

- You must have an updated version of Google Chrome as your Internet browser.
 - *Internet Explorer is not supported by TMU© and, if used, will result in failing test scores.*
- Wi-Fi
- A personal computer/tablet/laptop to log into TMU© to access the knowledge test.
- A smartphone to access the video conferencing platform (i.e.: Zoom).
- A quiet area to take the test alone.
- The video conferencing platform (i.e.: Zoom) link must be maintained during the entire knowledge test.
 - If the Zoom connection is lost, you must immediately reconnect or be subject to voided test results.

Scheduling a Virtual Knowledge Test

Candidates will sign in to TMU© and schedule a knowledge test date. (See instructions under Scheduling a Test Date.) A test confirmation will be sent by D&SDT via email and/or text message. (See instructions under Accessing your Test Confirmation.)

Instructions and a link to download the video conferencing platform (i.e.: Zoom), including a meeting ID and password, will be emailed to you. The test site location will list as “Virtual Knowledge Testing Site”.

Scheduling a Virtual Skills Test

Candidates cannot schedule their own med administration skills test date. The trainer or point of contact for the facility must call D&SDT and speak with a member of the MAP team.

Before calling D&SDT, please be sure the file is ready to schedule and that the candidate and the trainer have reviewed the test calendar.

The test site location will list as “Virtual Skills Testing Site”.

Virtual Skills Test

Candidate’s will enter the test 10 minutes prior to the test start time for a review of the instructions.

Virtual Test Check-In

For all components of the MAP test, you are required to be signed in to the virtual link for the sign in process with the tester/proctor **prior to the start time** listed on your test confirmation. If you are not signed in to your virtual exam prior to the start time listed on your test confirmation, you will be considered a ‘no show’, will owe a \$45 no show fee and will not be allowed to test. If you are a self-pay candidate, you will forfeit your testing fees and will have to pay for another test date. You are not allowed to leave once the sign in process has taken place. If you do leave for any reason, you will not be allowed back into the testing area.

Massachusetts MAP Testing Candidate Handbook

Testing Attire

- No wrist watches of any kind, smart watches or fitness monitors are allowed.
- For testing security, you are not allowed to have coats or hooded apparel covering your head during testing in the testing rooms.
- A candidate with long hair will be asked to pull their hair back by the tester/proctor to ensure that no blue tooth devices are being used.

Identification

You must show the virtual proctor a **UNITED STATES OF AMERICA (US) GOVERNMENT ISSUED, NON-EXPIRED, SIGNED/FINGERPRINT, PHOTO-BEARING FORM OF IDENTIFICATION**. Examples of the types of ID's that are acceptable are:

- Driver's License
- State issued Identification Card
- US Passport (Foreign Passports *are not* acceptable)
- Military Identification
- Handgun Carry Permit

The **FIRST** and **LAST** names listed on your ID presented to the Test Observer during virtual sign-in at your test event **MUST EXACTLY MATCH** the FIRST and LAST names that were entered in the Massachusetts MAP TMU© database by your instructor/training program. You may call D&SDT-Headmaster at (888)734-6211 well in advance of your test date during regular business hours, 8:00AM to 8:00PM EST Monday through Friday, excluding holidays, to confirm that your name of record matches your acceptable ID, or sign in to your record in TMU© (<http://ma.tmuniverse.com>), using your Email or Username and Password, to check or change some of your demographic information.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification.**
 - Be sure your US government issued, photo bearing acceptable form of identification is not expired and that it is signed.
 - Check to be positive that both your FIRST and LAST printed names on your identification match your current name of record in TMU©.

In the cases where your FIRST and LAST printed names on your US government issued photo ID do not match your current name of record or your ID is not proper/valid, you will not be admitted to take your virtual exam. You will be considered a NO SHOW. You will forfeit your testing fees and have to pay for another test date.

- Any name change that needs to be made (due to marriage, divorce, spelling corrections, etc.) must have documentation submitted to D&SDT via email (mass@hdmaster.com) or faxed to (419)422-7395 two business days, (excluding Saturdays, Sundays and Holidays), before your scheduled test.
 - **NOTE:** *Name changes or corrections will not be allowed less than two business days before your scheduled test.*

Massachusetts MAP Testing Candidate Handbook

Testing Policies

The following policies are observed at each virtual test event—

- Make sure you have signed in to your TMU© record at <http://ma.tmuniverse.com> well in advance (a few days before) your test date to update your password and complete your demographic information. Refer to the **'Complete Your Initial Sign In'** section of this handbook for instructions and information.
 - If you have not signed in and completed/updated your TMU© record when you sign in to your virtual test, you may not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- **If you attempt to sign in to your virtual test event late you will not be admitted**, considered a No Show and any test fees paid *will NOT be refunded*.
- If you do not present a valid US government issued, non-expired, signed/fingerprint photo ID, you will not be admitted, considered a No Show and any test fees paid *will NOT be refunded*.
- If the FIRST and LAST printed names on your US government issued ID do not exactly match the FIRST and LAST names in your current record, you will not be admitted, considered a No Show and any test fees paid *will NOT be refunded*.
- If you do not conform to all testing policies for all components of the MAP test, you will not be admitted, or will be asked to leave (expelled from) the test, considered a No Show and any test fees paid *will NOT be refunded*.
- If you NO SHOW for any portion of the MAP test, un-sponsored candidates will forfeit any test fees paid. Test fees *will NOT be refunded*. You must reapply for a new test date and prepay all required testing fees for the component(s) of the MAP test missed. Sponsored candidates will have to pay a \$45 no show fee before they can schedule a new test date. If state funding is still available, employment must be verified. If state funding is exhausted, test fees will be incurred by the candidate.
- No wrist watches are allowed to be on or be near you in any testing area.
- Paper or hard back word-for-word only language translation dictionaries are allowed during testing. You must show the word-for-word translation dictionary to the tester/proctor before you start your test. The best time to make the tester aware is during the check in process at the very beginning. No documentation or writing can be in the translation dictionary, if there is, the translation dictionary will not be allowed. Electronic translation dictionaries or dictionaries with definitions are not allowed during testing.
- You may not take any notes or other materials from the virtual testing room.
- You are not permitted to eat, drink, smoke, use e-cigarettes or vape during the virtual test.
- You are not allowed to leave the virtual testing room once any component of the test has begun **for any reason**. If you do leave during your virtual test, you will not be allowed back into the virtual testing room to finish your test.
- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct or if you try to take any notes or testing materials from the virtual testing room, you will be dismissed from the virtual test and reported to your training program DDS, DMH, DCF or MRC.
- No visitors, instructors, guests, pets (including companion animals) or children are allowed to be present while taking your virtual test. If visitors, guests, pets or children are at your virtual test, you will not be admitted into the virtual test, considered a No Show and any test fees paid *will NOT be refunded*.
 - Service animals with an approved ADA accommodation in place are allowed.
- If you have any type of physical limitations (excluding pre-arranged ADA's) that would prevent you from demonstrating your competency to perform your duties as a MAP certified staff person, we strongly recommend that you reschedule your virtual test until you no longer have any limitation(s). If you decide to continue with your scheduled virtual test while under limitation(s), you will not be given a free reschedule for

Massachusetts MAP Testing Candidate Handbook

testing due to any issue arising due to the limitation(s). (Examples: cast, arm/leg braces, crutches, etc.) Call D&SDT at (888)734-6211 immediately if you are on medical restrictions/limitations. You must email (mass@hdmaster.com) or fax, (419)422-7395, a doctor's order **within three business days** of your scheduled test day to qualify for a free reschedule.

Inappropriate Behavior Policy

Inappropriate behavior is not tolerated at any test event, whether it be a virtual or in person setting. You are required to be logged in and ready to test prior to the time listed on your test confirmation. You are also expected to act in a professional manner and show respect to the other individuals testing and the test observer overseeing the event. If you refuse to follow directions, use abusive language or disrupt the examination environment, your test will be stopped and scored as a failure. You will be dismissed from the test event and will forfeit any testing fees paid and a report of your behavior will be given to your sponsoring employer and the Massachusetts Department of Developmental Services (DDS), the Department of Mental Health (DMH), the Department of Children and Family (DCF) or the Massachusetts Rehabilitation Commission (MRC).

Inclement Weather and Unforeseen Circumstances Policy

If a test is cancelled due to weather or other unforeseen circumstances, you will be notified via email and/or text message through the TMU© software. If you are uncertain about testing due to weather that has occurred overnight, please be diligent about checking your email and/or text messages for any cancellations prior to leaving home or work for your skill testing location.

Note: Virtual knowledge will be affected only if you were traveling to your place of business to utilize computer and internet services.

- Testing will proceed as scheduled if the test site is open and the tester/proctor is able to travel to the test site.
- If you have severe weather that occurs in your area within 24 hours prior to testing and are unable to travel to the test site as a result, you must notify D&SDT via phone call at (888)734-6211 *prior to* your scheduled test date.
 - You will be required to submit documentation within **five business days** of the missed test date regarding the severe weather in your area (e.g., a screen shot from a news station or webpage, a statement from the MassDOT website, or your local police department, etc.) for review to determine if the \$45 No Show fee will be waived.
- If you do not attend your test due to weather related issues (e.g., extended power outage, your roof fell in due to heavy snow or trees falling, etc.) you will be required to submit documentation within **five business days of the missed test date** regarding the weather-related issue. Examples of appropriate documentation would be a claim form from your insurance company, a copy of a repair bill or estimate, a print out of power outage areas from the power provider, etc.).

Note: All exceptional weather events will be reviewed by D&SDT, in collaboration with DDS, DMH, DCF or MRC for possible cancellations, rescheduling modifications and/or allowances.

Massachusetts MAP Testing Candidate Handbook

Security

If you refuse to follow directions, use abusive language or disrupt the virtual test environment, your virtual test will be stopped and scored as a failure. You will be dismissed from the virtual testing room and will forfeit any testing fees paid. A report of your behavior will be given DDS, DMH, DCF or MRC.

You will not be allowed to test for a minimum period of six months. You must obtain permission from DDS, DMH, DCF or MRC to be eligible to test again.

Anyone who removes or tries to takes notes or information from the during the virtual test will be reported to DDS, DMH, DCF or MRC and is subject to prosecution to the full extent of the law by D&SDT. Your test will be scored as a test failure and you will forfeit any testing fees paid. You will not be allowed to retest for a minimum period of six (6) months. You will need to obtain permission from DDS, DMH, DCF or MRC to be eligible to test again.

If you give or receive help from anyone during virtual testing (which also includes the use of any other electronic recording devices or aides such as cell phones, smart watches, ***other than the two devices you are taking your tests on***), your virtual test will be stopped and scored as a failure. You will be dismissed from the virtual testing room and will forfeit any testing fees paid. You will be reported to DDS, DMH, DCF or MRC. You must obtain permission from DDS, DMH, DCF or MRC to be eligible to test again.

Reschedule / Refund Request / No Show Policies

Reschedules

All candidates are entitled to one staff assisted free reschedule during each three-attempt testing cycle any time up until **two business days** preceding a scheduled test day, **excluding** Saturdays, Sundays and Holidays. Additional reschedules are subject to a \$35 fee for each rescheduled component. The reschedule fee must be paid, in full, prior to a test component reschedule taking place.

- **Example:** If you are scheduled into any component of your test on a Saturday, Sunday or Monday, you would need to reschedule by close of business (D&SDT is open until 8:00PM Eastern time Monday through Friday) the Wednesday before your scheduled test. The Thursday and Friday before a scheduled test on a Saturday, Sunday or Monday are considered the two business days before your scheduled test and a reschedule would not be granted if D&SDT was notified on the Thursday or Friday.

MAP RESCHEDULE AND REFUND REQUEST CHART

Scheduled test date is on a:	Last day you can reschedule by close of business:
Monday	The prior Wednesday
Tuesday	The prior Thursday
Wednesday	The prior Friday
Thursday	The prior Monday
Friday	The prior Tuesday
Saturday	The prior Wednesday
Sunday	The prior Wednesday

Massachusetts MAP Testing Candidate Handbook

Note: Reschedules will not be granted less than two full business days prior to a scheduled test date. You will be considered a No Show, will forfeit any testing fees paid, a \$45 No Show Fee will be owed and must be paid in full prior to scheduling a new test date.

Refund of Testing Fees Paid

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

SPONSORED AND NON-SPONSORED CANDIDATES SCHEDULED INTO A TEST

- 1) If you are scheduled into a test, a refund request of testing fees paid must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT's main webpage at www.hdmaster.com at least **two full business days** prior to your scheduled test (excluding Saturdays, Sundays and Holidays). No phone calls are accepted.
 - Example: If you are scheduled to take your test on a Saturday, Sunday or Monday, you would need to submit the Refund Request Form 1405 by close of business (D&SDT is open until 6:00PM Eastern time Monday-Friday, excluding Holidays) the Wednesday before your scheduled test. The Thursday and Friday before a scheduled test date on a Saturday, Sunday or Monday is considered the two full business days before your scheduled test and a refund request would not be granted on the Thursday or Friday prior to your scheduled test day.
- 2) Refund requests for a non-sponsored test made in the required time frame qualifies for a full refund of any testing fees paid minus a \$35 refund/processing fee.
- 3) Refund requests for a sponsored test not made within the required time frame will be assessed a \$45 No Show fee that must be paid before being allowed to schedule a new test date.
- 4) Refund requests must be made within thirty days of payment of testing fees with D&SDT. Any requests for refunds made beyond the 30 days of payment of testing fees with D&SDT will not be issued.

NON-SPONSORED CANDIDATES WHO ARE NOT SCHEDULED IN A TEST

- 1) Refund requests must be made within thirty days of payment of testing fees with D&SDT. Any requests for refunds made beyond the 30 days of original payment of testing fees with D&SDT will not be considered.
- 2) Refund requests must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT's main webpage at www.hdmaster.com. No phone calls are 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.

SPONSORED CANDIDATES WHO ARE NOT SCHEDULED IN A TEST EVENT

- 1) Refund requests must be made within thirty days of payment of testing fees with D&SDT. Any requests for refunds made beyond the 30 days of original payment of testing fees with D&SDT will not be considered.
- 2) Refund requests must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT's main webpage at www.hdmaster.com. No phone calls are accepted.
- 3) Refund requests not made within the required time frame will be assessed a \$45 No Show fee that must be paid before being allowed to schedule a new test date.

Massachusetts MAP Testing Candidate Handbook

No Shows

If you are scheduled for your virtual test and do not sign in before the time listed on your confirmation email to be checked in by the tester/proctor, or do not show up without notifying D&SDT at least **two full business days** prior to your scheduled test, **excluding** Saturdays, Sundays, and Holidays, or if you are turned away for lack of proper identification or any other reason that makes you ineligible to test, you will be considered a **NO SHOW**. You will forfeit all fees paid and must submit a new testing fee to schedule yourself into a new test.

If a reschedule or refund request of testing fees paid is not received before the two full business days preceding a scheduled test, excluding Saturdays, Sundays, and Holidays (see examples under Reschedules and Refund of Testing Fees Paid), a NO SHOW status will exist and you will forfeit your testing fees and must repay the full testing fee to secure a new test.

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 candidate of record providing **the required documentation is received within the designated time frames outlined below and approved by the MA Program Manager**:

- **Car breakdown or accident**: D&SDT must be contacted within one business day of the missed test via phone call, fax or email and a tow bill, police report or other appropriate documentation (a car repair bill is not acceptable) must be submitted within **three business days** of the missed test date. If D&SDT does not receive proof within the 3 business days' time frame you will have to pay as though you were a No Show.
- **Medical emergency or illness**: D&SDT must be contacted within one business day of the missed test via phone call, fax or email and a signed doctor's note (showing seen by doctor on or before your test date) must be submitted within **three business days** of the missed test date. If D&SDT does not receive proof within the 3 business days' time frame you will have to pay as though you were a No Show. For the signed doctor's note, both names must be referenced on the signed doctor's note for the following situations.
 - If your dependent child was seen by the doctor.
 - If you are the guardian or medical power of attorney for the person seen by the doctor.
- **Death in the family**: D&SDT must be contacted within one business day of the missed test via phone call, fax or email and an obituary, or letter submitted on your behalf from the funeral home, for **immediate family only**, must be submitted within **seven business days** from a missed test date. If D&SDT does not receive proof within the 7 business days' time frame you will have to pay as though you were a No Show. (Immediate family means parent, grand and great-grand parent, sibling, children, spouse or significant other.)
- **Virtual knowledge testing issues**: D&SDT must be contacted within one business day via phone call, fax or email and 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.
 - **Internet outage or issue**: Documentation from Internet provider showing outage date and times.
 - **Computer or cell phone issue**: If computer or cell phone fail to work for any reason, documentation from a computer repair technician/shop or other appropriate documentation.

Massachusetts MAP Testing Candidate Handbook

Candidate Feedback – Exit Survey

You will receive an email and/or text message as soon as your test is official scored. In this notice, you will be provided a link to complete an exit survey. A link is also available when you sign in to your TMU© record to see your test results. The exit survey is confidential and will not have any bearing on the outcome of any test. You are encouraged to complete the exit survey questions with honest feedback regarding your test experience to help improve the testing process.

Test Results

After completing your MAP test, your test will be officially scored and double checked in the D&SDT Findlay, Ohio office. Once the scoring process is complete, you will receive an email and/or text letting you know your test results are available. You may securely access your results in your own record in TMU© at <https://ma.tmuniverse.com>. Official test results are available to you after 6:00PM Eastern Standard time (excluding Saturdays, Sundays and Holidays) the next business day.

When you pass both components of the MAP test you will be listed on the Massachusetts MAP Registry as certified.

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

To view your test results, sign in to your record in TMU© at <https://ma.tmuniverse.com> and:

Click on Testing:



Click on Details to open your results:



The screenshot shows the 'Testing History' table with a green header bar that says 'Please take our satisfaction survey'. The table has columns for Test Date, Exam, Test Site, and Status. The first row is highlighted in green and has a red box around the 'Details' and 'Print Test Results' links.

Test Date	Exam	Test Site	Status
01/21/2020 8:45 AM EST	MAP Knowledge Knowledge	ADVOCATES INC TEST SITE FRAMINGHAM, MA	Passed
12/19/2019 12:00 AM EST	MAP Knowledge Knowledge	SEVEN HILLS FOUNDATION #9137 WORCESTER, MA	No show

Test Attempts

You have **three attempts** to pass any combination of the knowledge and medication administration test components. Once you receive three failed scores (any combination) you must successfully complete a remedial training by your trainer of record (if offered) or a trainer employed within your facility (if offered) or you must complete the full MAP training program again.

- If you complete a remedial training program after three failed scores (any combination), you will only retest on the component that you previously failed. Your six-month window is not extended in this option. Your original training expiration will stand.
- If you complete a new MAP training program after three failed scores (any combination), you will have to retest on all three components, even if under your previous training you passed a component. You will obtain a new six-month window for testing.

Massachusetts MAP Testing Candidate Handbook

Retaking Components of the MAP Test

In the event that your test results show that you failed a component of the MAP test, you may apply to retake the component of the MAP test you failed. You will need to adhere to the guidelines below to secure a new test date.

Retaking the Knowledge Test

If you fail your Knowledge Test Component:

DDS/DMH/DCF/MRC SPONSORED CANDIDATES

- If you are a DDS/DMH/DCF/MRC sponsored candidate, and you fail your KNOWLEDGE TEST component, you may secure a new test date by signing into TMU© after 6:00PM Eastern Standard time the business day after your test event and select a new date and time under the Testing tab.

NON-SPONSORED CANDIDATES

- If you are a non-sponsored candidate, and you fail your KNOWLEDGE TEST component, you may secure a new test date by signing into TMU© after 6:00PM Eastern Standard time the business day after your test, select the Knowledge Test component, pay the correct fee with a credit/debit card (VISA or MasterCard only) and then select a new test date and time under the Testing tab.

Retaking the Medication Administration Demonstration Component

If you fail a Medication Administration Demonstration Component:

DDS/DMH/DCF/MRC SPONSORED CANDIDATES

- After your employment has been re-verified, you may secure a new test date by following the instructions under Virtual Testing Information.

NON-SPONSORED CANDIDATES

- You may secure a new virtual test date by following the instructions under Virtual Testing Information.

Test Review Requests

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

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT at (888)734-6211 and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit fee. Many times, once you have further details about the scoring of your virtual test, you will understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT staff, you still

Massachusetts MAP Testing Candidate Handbook

have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

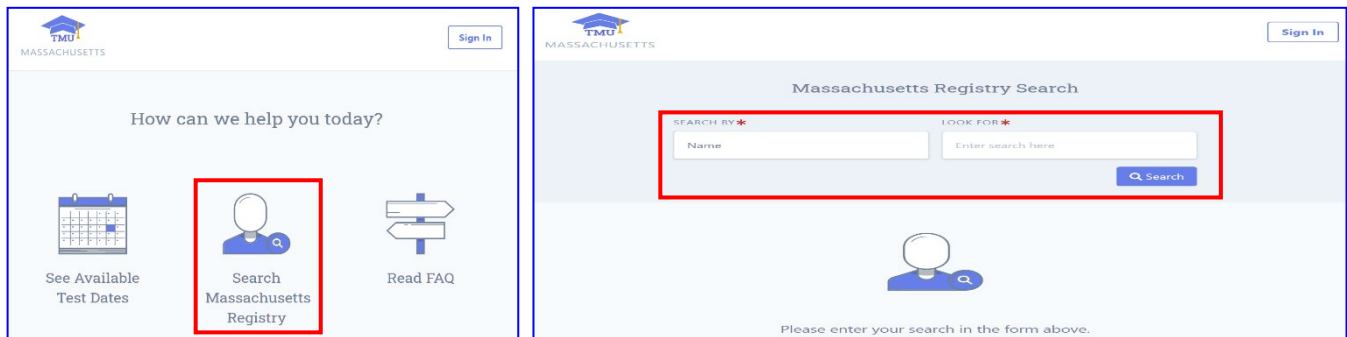
If the results of the review are in your favor, D&SDT will refund your test review fee. D&SDT will re-check the scoring of your test and may contact you and/or the tester/proctor for any additional recollection of your test(s). D&SDT will complete your review request within ten business days of the receipt of your timely review request and will email the review results to your email address.

If you decide to schedule and pay for another test component while waiting for the review outcome, and you successfully pass the component previously failed and your review outcome is in your favor, the test review fee *plus* the additional test component fee you paid would be refunded.

Note: D&SDT will not review test results or disputes with family members or anyone else (providers/trainers, programs etc.) on behalf of the candidate.

MAP Registry

The Massachusetts MAP Registry contains all MAP certified staff in Massachusetts. The MAP Registry can be accessed at <https://ma.tmuniverse.com>.



Certification

Your certification is valid for a two-year period. You must re-certify within 90 days of your expiration date. If you do not re-certify within the 90-day re-certification period, your certification will lapse. You are eligible to re-certify for up to one year from when your certification expired, however, you will no longer be eligible to administer medications. For questions regarding your MAP certification status, go to the MAP webpage at:

http://hdmaster.com/testing/othertesting/massachusetts_cma/MA_CMA_Home.htm

Or contact the MAP Registry staff Monday through Friday 8:00AM to 8:00PM EST, via phone call at (888)734-6211 or by fax at (419)422-7395.

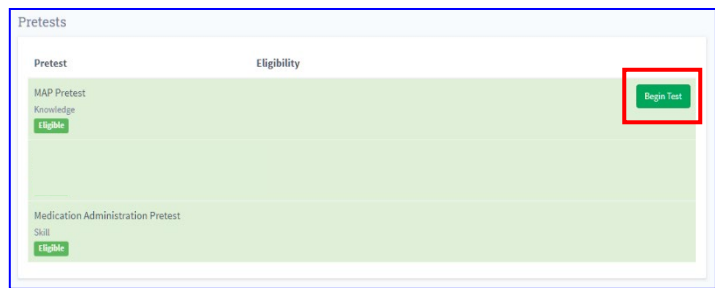
Re-Certification Process

Re-certifications can be done through D&SDT or in-house. If a re-certification is scheduled through D&SDT, the entire re-certification process must be completed through D&SDT. Once the process begins, an in-house re-certification is not allowed. Vice versa, if an in-house re-certification is completed first, the process must be completed through the in-house re-certification.

Massachusetts MAP Testing Candidate Handbook

The Knowledge Test Component

The purpose of the knowledge component is to test your understanding of all job duties detailed in the approved Massachusetts MAP curriculum, ‘Responsibilities in Action’ (RIA), as they relate to medication management.



You should have received information during your MAP training explaining that it is to your advantage to spend time on your own reading RIA from cover to cover as well as taking the pretest over and over. The pretest is available by signing into your record in TMU@ at <https://ma.tmuniverse.com>.

The knowledge test component is administered electronically via TMU@. The test will be displayed on a computer screen for you to read and key in your answers.

You will have a maximum of 75 minutes to complete the test. You will be told when 15 minutes remain. You may not ask questions about the content of the test, such as “What does this question mean?”

You must have a score of 80% or better to pass the knowledge test component of the MAP test.

Knowledge Test Content

The Knowledge Test consists of 50 multiple-choice questions. Questions are selected from RIA subject areas. The subject areas and number of questions from each area are listed below:

Subject Area	Number of Questions		Subject Area	Number of Questions
Unit 1: Introduction and Working in a MAP Registered Program	5		Unit 6: Recording Information	5
Unit 2: Observing and Reporting	6		Unit 7: Administering Medication	10
Unit 3: Medications	4		Unit 8: Chain of Custody	7
Unit 4: Interacting with Health Care Provider	3		Unit 9: Medication Occurrences and Appendix	4
Unit 5: Obtaining, Storing and Securing Medication	6			

The Skill Test Components

The Virtual Medication Administration Demonstration Component

The purpose of the medication administration component is for you to demonstrate that you can administer medication safely as outlined in RIA Unit 7.

Massachusetts MAP Testing Candidate Handbook

The medication administration demonstration occurs in an individual setting conducted by a certified tester.

- For testing purposes your hands are considered washed and the medication is double locked.
- You have a maximum of **10 minutes** to complete your medication administration demonstration.
- Listen carefully to all instructions read by the tester. You may ask to have any of them repeated at any time.
- A scenario is read to you immediately before you demonstrate. The scenario includes the name of the individual the date and time you are administering the medication. Based on the scenario, you must determine the correct medication to administer. The medication is countable medication. You are given a copy of the scenario for reference.
- You are asked if you have any questions. Once the test begins, you may not ask further questions.
- After listening to the scenario, use the medication book provided to locate the right individual's medication sheet and determine what medication to remove from the medication box.
- If you believe you made a mistake during the medication administration demonstration, tell the tester. For a correction to be accepted, you must re-demonstrate or correct **any step** or **steps** you believe you performed incorrectly at **any time** during your allotted 10 minutes or until you tell the tester you are finished.
- No corrections are accepted after the medication has been administered or after documentation has been completed.
- **All steps must actually be virtually demonstrated. Steps that are only verbalized WILL NOT COUNT.**
- A passing test score can be achieved when all **BOLDED** 'Key Steps' are successfully performed and no more than two 'non-key steps' are missed.
- A failing score will occur when one single **BOLDED** 'Key Step' is not successfully performed or when any combination of three 'non-key steps' are missed.

Medication Administration Demonstration Checklist used by the Tester

- 1) Candidate locates the correct individual in the medication book.
- 2) Candidate identifies the correct medication on the medication sheet.
- 3) Candidate identifies the correct medication from the medication box.
- 4) Candidate performs Check #1 by comparing the HCP order and the pharmacy label.
- 5) Candidate performs Check #2 by comparing the pharmacy label and the medication sheet.
- 6) Candidate pours the correct number of tablets.
- 7) Candidate performs Check #3 by comparing the pharmacy label and the medication sheet.
- 8) Candidate gives only the right medication.
- 9) Candidate gives the right dose of medication.
- 10) Documentation Med Sheet: Candidate initials the correct medication sheet under the right date after administering medication.
- 11) Documentation Med Sheet: Candidate initials the correct medication sheet across from the right time after administering medication.
- 12) Documentation Med Sheet: Candidate initials the correct medication sheet across from the right medication after administering the medication.

Massachusetts MAP Testing Candidate Handbook

- 13) Documentation Count Book: Candidate records the appropriate date on the correct page in the count book. Acceptable date format includes “year” or “yr” or actual current year.
- 14) Documentation Count Book: Candidate records the right time on the correct page in the count book.
- 15) Documentation Count Book: Candidate records the right route on the correct page in the count book.
- 16) Documentation Count Book: Candidate records the right number of tablets on hand on the correct page in the count book.
 - a. Please be aware that medications in blister packs may have been popped out of sequence by previous candidates. There will be a sticker on the package calling your attention to this. In such a case, you must count each tablet separately and not rely on the numbered blisters. This is not an attempt to trick you.
- 17) Documentation Count Book: Candidate records the right number of tablets used on the correct page in the count book.
- 18) Documentation Count Book: Candidate records the right number of tablets remaining on the correct page in the count book.
- 19) Documentation Count Book: Candidate signs name on correct page in the count book.
- 20) Candidate secures all medication(s).**

Knowledge Test Vocabulary List

abbreviation	emergency contact list	medication occurrence report (MOR)
acceptable codes	exhausting current supply	medication ordering and receiving log
accuracy check	fax health care provider order	medication outcome
administration	five rights of medication administration	medication reconciliation
adverse response	frequency	medication refill
allergies	generic name medication	medication refusal
amount	health care provider order	medication release document
anaphylactic	health care provider visit	medication security
authorized prescriber	health related questions	medication sheet
brand name medication	hotline medication occurrence	medication storage
chain of custody	leave of absence (LOA)	medication supply discrepancy
communication	liquid medication	mindfulness
confidentiality	MAP	objective information
count book	MAP consultant	observation
count sheet	MAP recertification	observing and reporting
countable controlled medication	measuring devices	obtaining medication
day program medication and residential staff responsibilities	medication administration process	over the counter (OTC) medication
dietary supplements	medication administration sheet	parameters
discontinue medication/treatment	medication categories	pharmacy label
disposal	medication information sheet	post
documentation	medication interaction	prescription
documentation error	medication not administered	principles of medication administration
dose	medication occurrence	
drug loss		

Massachusetts MAP Testing Candidate Handbook

PRN medication	side effect	transcription
reporting	special instructions	verify
respecting a person's rights	specialized training	when not to administer medication
responsibilities	subjective information	wrong dose
Responsibilities in Action	support plan	wrong medication
route	supporting abilities	
sample medication	telephone health care provider order	
sensitivity to medication	transcribe	
shoulder to shoulder count		

[illegible]