



D&S Diversified Technologies LLP

Headmaster LLP

Arizona Assisted Living Facility Manager Candidate Handbook

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December 1, 2023

Updated to reflect the transition to TestMaster Universe (TMU©).

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Contact Information

Questions regarding: testing process • test scheduling • eligibility to test • the Assisted Living Facility Caregiver/Manager Registry

..... (800) 393-8664

Questions regarding: Assisted Living Facility Manager Completion of Course

..... (602) 364-2374

<p>D&SDT-Headmaster, LLP PO Box 6609 Helena, MT 59604-6609 Email: arizona@hdmaster.com Web Site: www.hdmaster.com Arizona Caregiver/Facility Manager TMU©: azcg.tmutest.com</p>	<p><i>Monday through Friday</i> 6:00AM – 6:00PM (MST)</p>	<p>Phone #: (800) 393-8664</p>
<p>Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers (NCIA/ALFM) 1740 W. Adams Street, Suite 2490 Phoenix, AZ 85007 Email: information@aznciaboard.us Web Site: http://www.aznciaboard.us/</p>	<p><i>Monday through Friday</i> 8:00AM – 5:00PM</p>	<p>Phone #: (602) 364-2374</p>

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Introduction

The purpose of the Arizona Assisted Living Facility Manager competency evaluation program is to ensure candidates seeking to be Assisted Living Facility Managers in Arizona understand the State standards and demonstrate entry level knowledge sufficient to perform the job of an Assisted Living Facility Manager.

This handbook describes the process of taking the Arizona Assisted Living Facility Manager competency test and is designed to help prepare candidates for testing. The Assisted Living Facility Manager competency test is a 50 question multiple-choice knowledge test. Candidates must pass the knowledge test and meet all requirements of the Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers (NCIA/ALFM) for successful completion of the Arizona Assisted Living Facility Manager course.

The Arizona NCIA/ALFM Board of Examiners has approved Headmaster, LLP to provide knowledge tests and scoring services for the Assisted Living Facility Manager knowledge test. For questions not answered in this handbook please contact D&S Diversified Technologies (D&SDT)-Headmaster at (800)393-8664 or go to the [Arizona Assisted Living Facility Manager](http://www.hdmaster.com) 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 Arizona NCIA/ALFM Board of Examiners and D&SDT-Headmaster provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the ALF Manager exam. 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 by D&SDT-Headmaster in advance of examination. The request for accommodations can be found on the [D&SDT-Headmaster webpage](#) and clicking on the PDF Fillable [ADA Accommodation Form 1404](#). Fill out the ADA Request and attach with the required documentation found on the second page of the request form to an email to: arizona@hdmaster.com, in order to be reviewed for an 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.

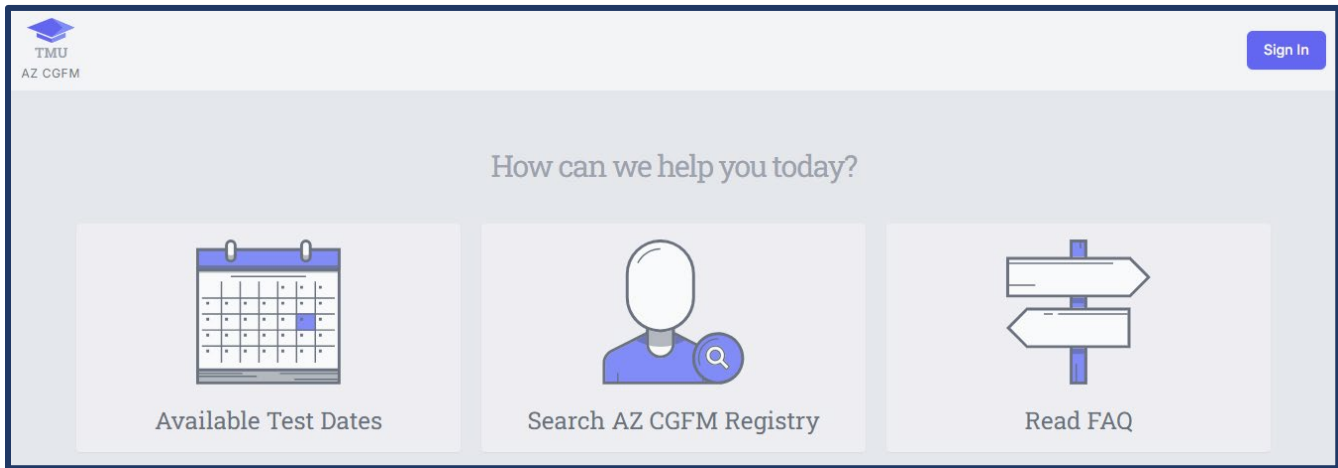
The Arizona Assisted Living Facility Manager Exam

Payment Information

Exam Description	Price
Knowledge Exam or Retake	\$125

Arizona Assisted Living Caregiver/Facility Manager TMU©

This is the Arizona Assisted Living Caregiver/Facility Manager TMU© main page azcg.tmutest.com.



Completing your Account

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

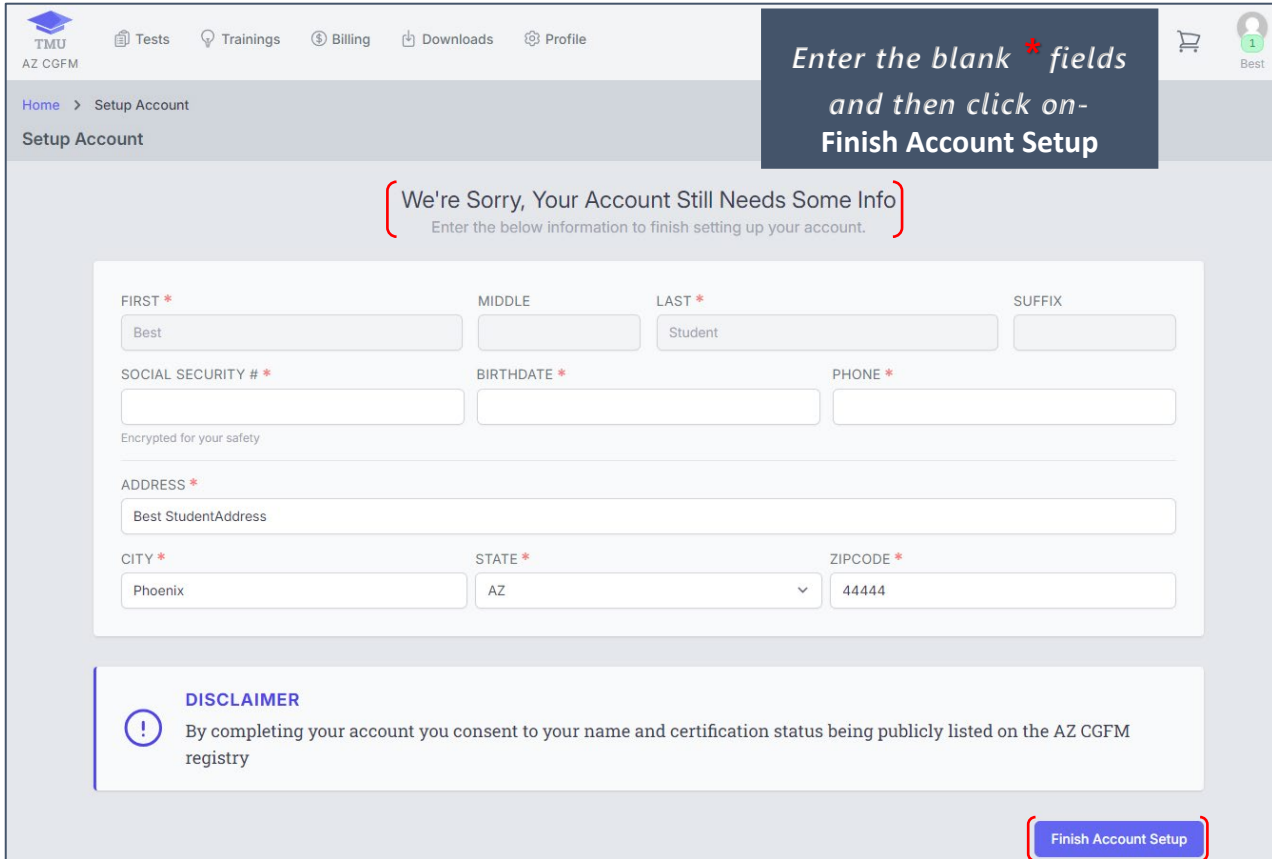
IMPORTANT: Before you can test, you must sign in to the Arizona Assisted Living Caregiver and Manager TMU© at azcg.tmutest.com using your secure Email or Username and Password and complete your demographic information.

- It is highly recommended that when you receive your confirmation email from TMU© (check your junk/spam mail) that your account has been created, that you sign in to your account, 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 (800)393-8664.

Arizona Assisted Living Facility Manager Candidate Handbook

This is the screen 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:**



{
}
We're Sorry, Your Account Still Needs Some Info
 Enter the below information to finish setting up your account.

FIRST *
MIDDLE
LAST *
SUFFIX

SOCIAL SECURITY # *
BIRTHDATE *
PHONE *

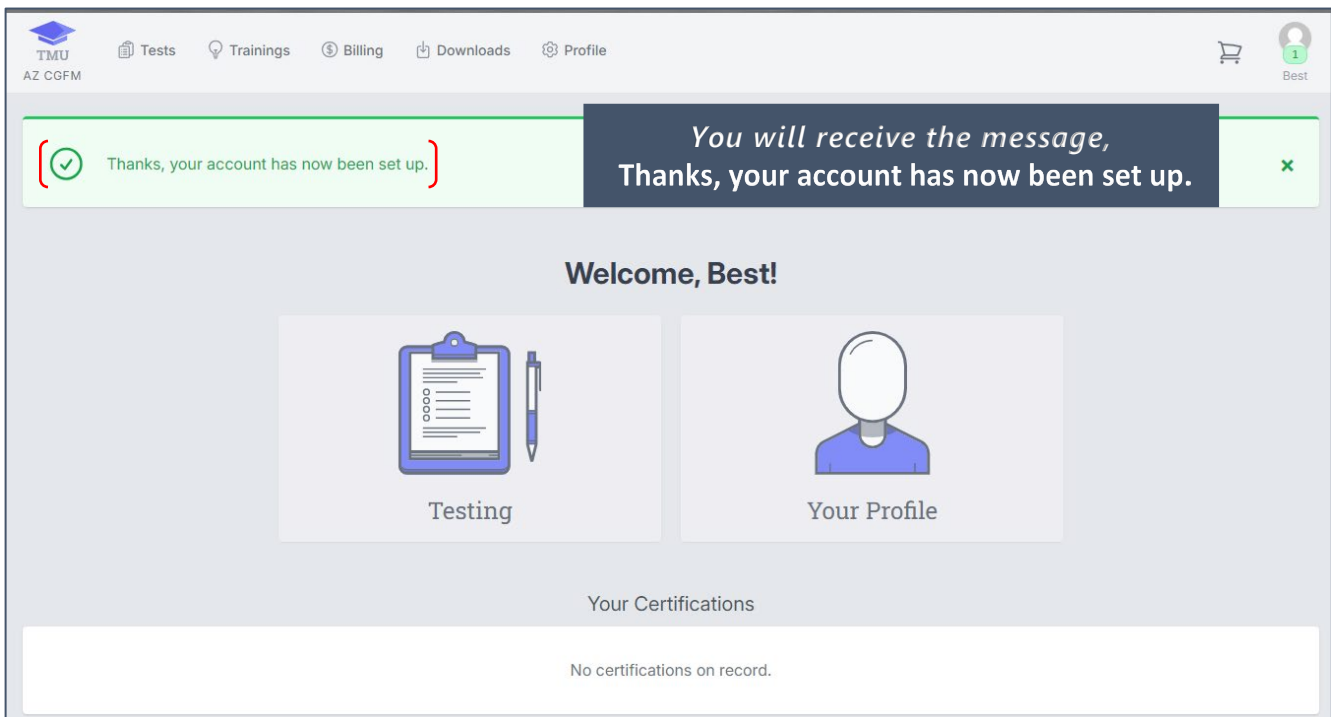
Encrypted for your safety

ADDRESS *

CITY *
STATE *
ZIPCODE *

DISCLAIMER
 By completing your account you consent to your name and certification status being publicly listed on the AZ CGFM registry


Finish Account Setup




{
}
Thanks, your account has now been set up.

You will receive the message,
Thanks, your account has now been set up.

Welcome, Best!


Testing



Your Profile

Your Certifications

No certifications on record.

Forgot your Password and Recover your Account


If you have forgotten or do not know your Password, follow the instructions below to reset your password and recover your account. Go to azcg.tmutest.com.




[Sign In](#)

Click on-
Sign In


How can we help you today?




Available Test Dates



Search AZ CGFM Registry



Read FAQ



[Sign In](#)

Sign In

USERNAME OR EMAIL


PASSWORD

REMEMBER ME

[Sign In](#)

Click on-
Forgot Your Password?

[Forgot Your Password?](#)



[Sign In](#)

Recover Your Account

Using your Email Address

E-MAIL ADDRESS *

[Recover Account](#)

OR

Using other Information

LAST 4 OF SSN *

DATE OF BIRTH *


LAST NAME *

ZIP CODE *

[Recover Account](#)

Type in your Email Address and click on – Recover Account

-OR- You can type in the requested data under Using other Information and click on - Recover Account


 TMU
AZ CGFM

You will receive the message,
We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered.

[Sign In](#)

Recover Your Account

(We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered.)

Using your Email Address

E-MAIL ADDRESS *

[Recover Account](#)

OR

Using other Information

LAST 4 OF SSN *

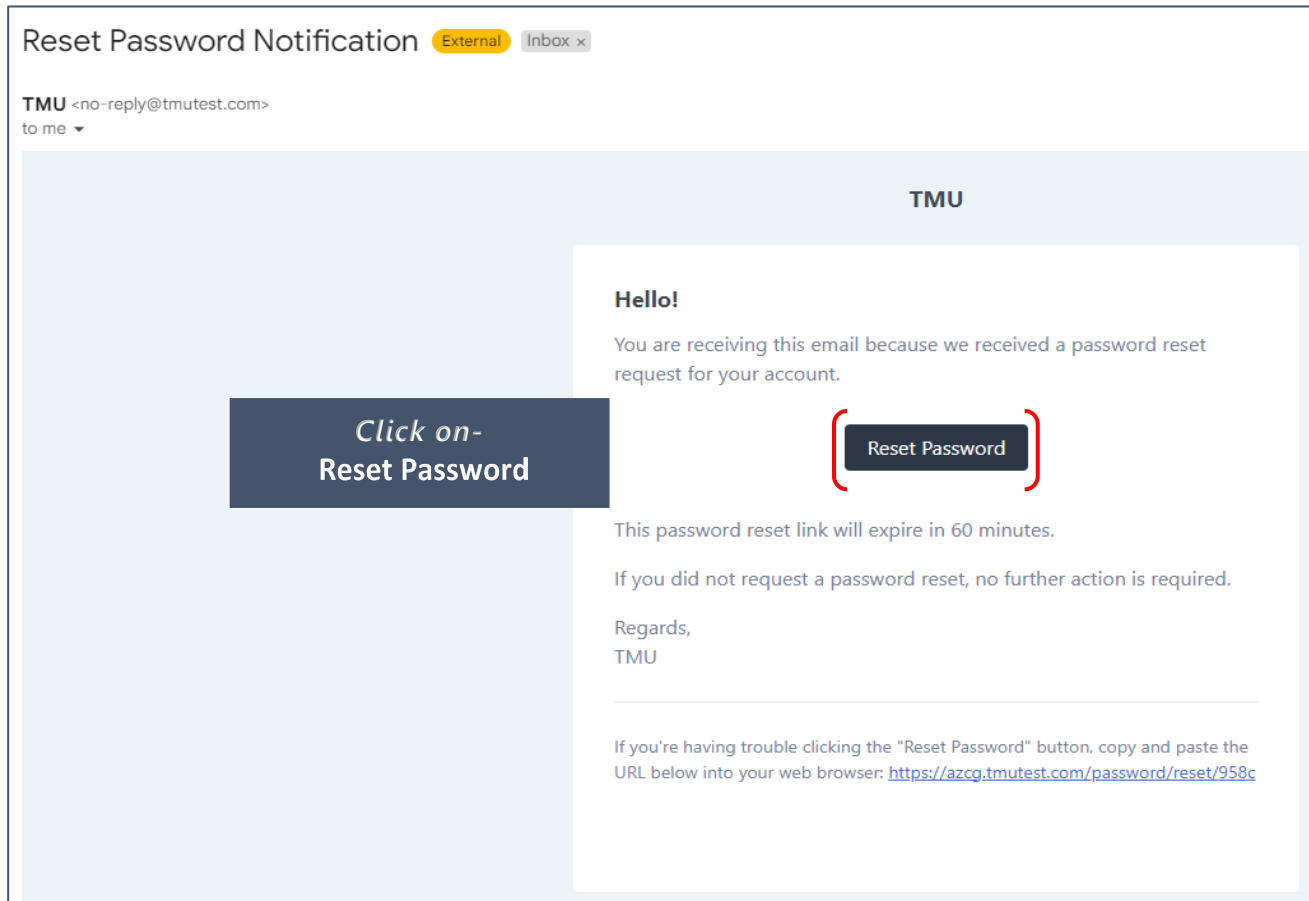
DATE OF BIRTH *

LAST NAME *

ZIP CODE *

[Recover Account](#)

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



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

Reset Your Password

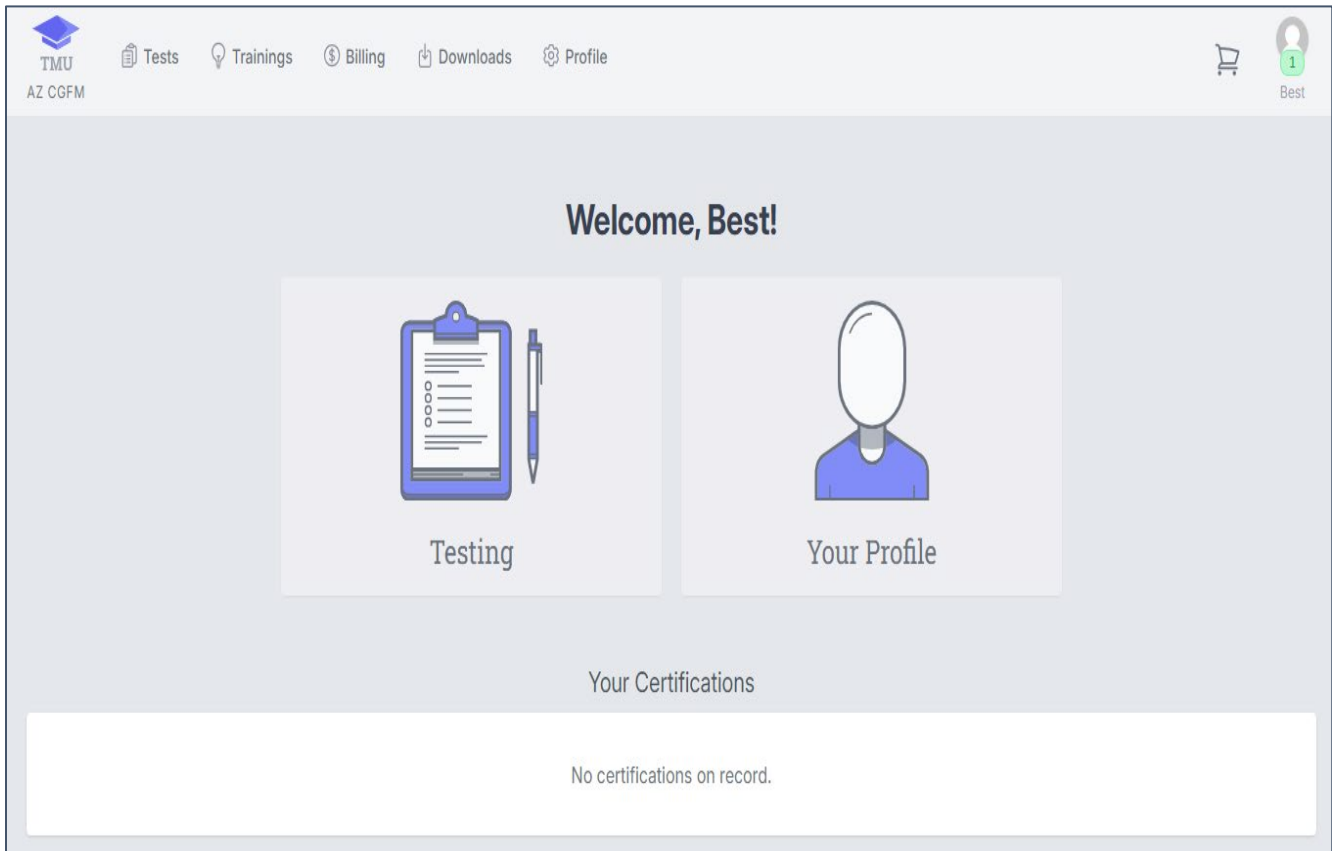
E-MAIL ADDRESS

PASSWORD

CONFIRM 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:



The screenshot shows a user dashboard for 'Best' at TMU. The top navigation bar includes links for Tests, Trainings, Billing, Downloads, and Profile. The main content area features a 'Welcome, Best!' message and two primary action cards: 'Testing' (represented by a clipboard icon) and 'Your Profile' (represented by a person icon). Below these is a section for 'Your Certifications' which currently displays 'No certifications on record.' The user's name 'Best' and a notification badge with the number '1' are visible in the top right corner.

Scheduling an Arizona Assisted Living Facility Manager Exam

In order to schedule an examination date, candidates must have successfully completed an Arizona NCIA/ALFM Board of Examiners approved, Assisted Living Facility Manager training program. In addition, all assisted living facility manager exam candidates must be registered with D&SDT-Headmaster by their training program.

Assisted Living Facility Manager Program Candidates

Your training program will enter your initial training information into the TMU© database. Once your completed account is in the D&SDT-Headmaster TestMaster Universe© (TMU©) database, you may pay your testing fee and schedule your exam date online at the Arizona Assisted Living Manager TMU© webpage at azcg.tmutest.com using your email and password (see instructions under '**Schedule/Reschedule into a Test Event**'). If you are unable to sign in with your email, please call D&SDT-Headmaster for assistance at (800)393-8664 during regular business hours 6:00AM to 6:00PM, MST, Monday through Friday, excluding Holidays.

Securely processed Visa or MasterCard credit card or debit card information is required when scheduling online. After testing fees are paid, you will be able to schedule and/or reschedule your test event up to the business day prior to a scheduled test date of your choice and receive your test confirmation notification online or on the screen while you are logged in. You may login with any Internet-connected device. To schedule or reschedule your test date, sign in to the Arizona Assisted Living Manager TMU© webpage at azcg.tmutest.com with your email and password.

If you are unable to schedule/reschedule on-line, please call D&SDT-Headmaster at (800)393-8664 during regular business hours 6:00AM to 6:00PM, MST, Monday through Friday, excluding Holidays, for assistance.

Self-Pay of Testing Fees

Testing fees will need to be paid *before* you can schedule a test date.

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

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

Arizona Assisted Living Facility Manager Candidate Handbook

TMU AZ CGFM Tests Trainings Billing Downloads Profile Best

Welcome, Best!

Testing Your Profile

Your Certifications

No certifications on record.

Click on – Testing -or- Click on the Tests tab at the top of the page

TMU AZ CGFM Tests Trainings Billing Downloads Profile Best

Home > Tests

Your Tests

Scheduling	EXAM	REASON
<input checked="" type="checkbox"/>	AZ Caregiver Knowledge Eligible	
<input checked="" type="checkbox"/>	AZ Facility Manager Knowledge Not Eligible	Payment Required

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

Add Selected Items to Cart

TMU AZ CGFM Tests Trainings Billing Downloads Profile Best

Home > Cart

Cart

Added AZ Facility Manager Knowledge to your cart.

You will get a message that the Knowledge test has been added to your cart and the Knowledge Exam Amount

DESCRIPTION	ITEM TYPE	AMOUNT
AZ Facility Manager for Best Student	Knowledge	125.00
Total:		\$ 125.00

click on- Pay with Credit Card

Remove

Pay with Credit Card

Home > Prepay

Prepay to Schedule

(What You're Paying For)

DESCRIPTION	COST
AZ Facility Manager for Best Student	125.00
Total:	\$ 125.00

Pay with a Card

CARDHOLDER NAME

CARD NUMBER

EXP MONTH

EXP YEAR

SECURITY CODE

CARDHOLDER ADDRESS

CITY

STATE

ZIP CODE

Payment refunds may be subject to a processing fee per your state's refund policy

[Submit Payment](#)

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

You will receive a receipt of the transaction.

For special circumstances only: You may also pay your testing fees by filling out and submitting D&SDT-Headmaster's fillable/submittable Candidate [Payment Form 1402AC](#) with your payment (Money Order, Cashier's Check, Visa or MasterCard credit/debit card only).

- If paying with a money order or cashier's check – make it payable to **HEADMASTER**, the fillable/submittable Candidate Payment Form 1402 can be downloaded and printed and mailed with your payment to D&SDT-Headmaster at P.O. Box 6609, Helena, MT 59604.
- If you fax, (406)442-3357, your Candidate Payment Form 1402, a credit/debit card payment is required and a \$5 per candidate Priority Fax Service fee applies.

When you submit a Candidate Payment Form 1402, once processed, you will be sent an email and text message with your Username and Password. Please see instructions in the **'Completing Your Account'** section. If you do not receive an email or text message from D&SDT-Headmaster within 5 business days of sending/submitting your Candidate Payment Form 1402, call us immediately. If after business hours, leave us a message on the answering machine at (800)393-8664.

Note: Candidate Payment Form 1402s with any missing or incomplete information, payment or signatures; will not be processed and the form will be shredded. If a money order or cashier's check was sent with the form, it will be mailed back to the candidate.

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

Schedule/Reschedule into a Test Event

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

The 'eligible' AZ Manager Knowledge Exam will appear in this format. To select the Manager Knowledge Exam, click on – Schedule

EXAM	REASON
AZ Caregiver Knowledge Not Eligible	AZ Caregiver Training
AZ Facility Manager Knowledge Eligible	

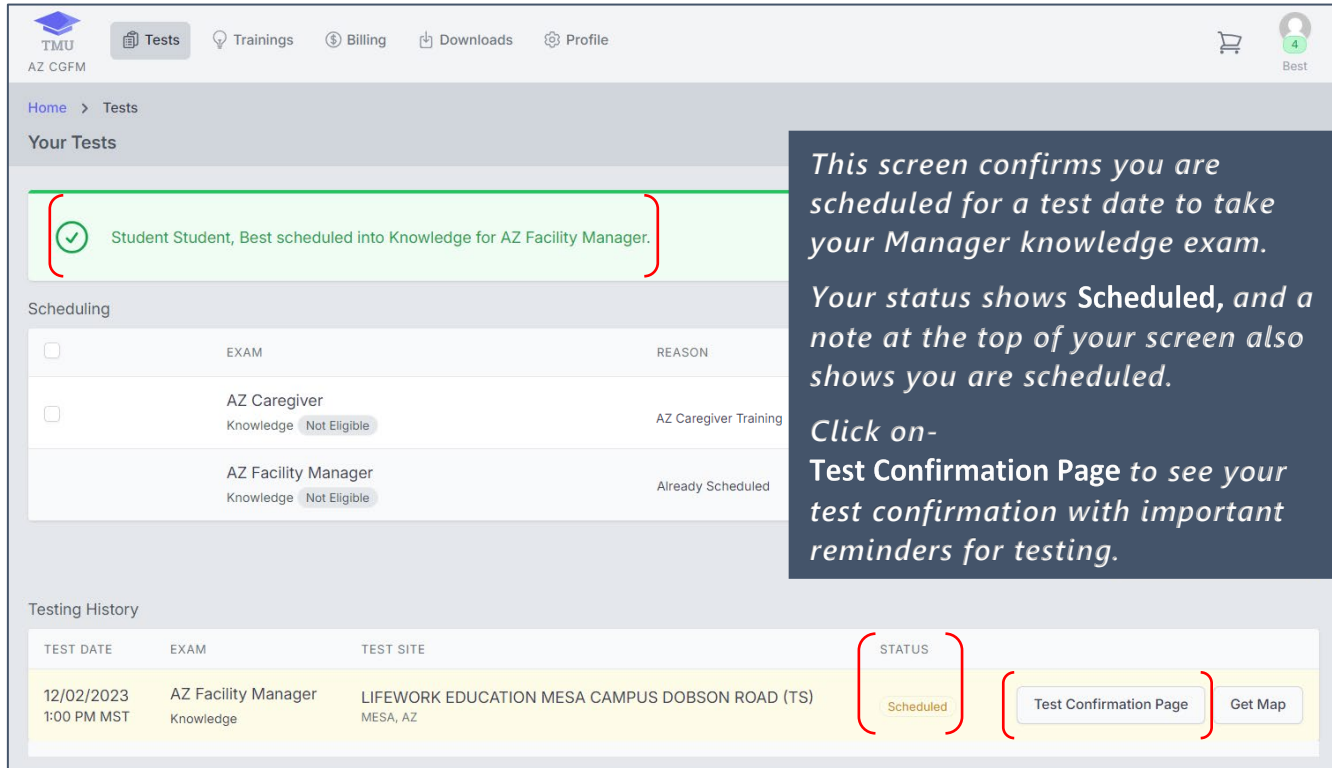
To select a test site and test date, click on – Schedule to the right of the date and site you want to test.

TEST DATE	TEST SITE	SCHEDULING FOR
12/02/2023 10:00 AM MST	PIMA COMMUNITY COLLEGE - DESERT VISTA CAMPUS (TUCSON) (TS) TUCSON, AZ	K AZ Facility Manager
12/02/2023 1:00 PM MST	LIFEWORk EDUCATION MESA CAMPUS DOBSON ROAD (TS) MESA, AZ	K AZ Facility Manager
12/02/2023 7:00 AM MST	LIFEWORk EDUCATION MESA CAMPUS DOBSON ROAD (TS) MESA, AZ	K AZ Facility Manager

azcg.tmutest.com says
Schedule into this Event on 12/02/2023 for AZ Facility Manager Knowledge . Are you sure?

OK Cancel

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



Callout Box Text:

This screen confirms you are scheduled for a test date to take your Manager knowledge exam. Your status shows Scheduled, and a note at the top of your screen also shows you are scheduled.

Click on- Test Confirmation Page to see your test confirmation with important reminders for testing.

Dashboard Content:

Your Tests

Student Student, Best scheduled into Knowledge for AZ Facility Manager.

Scheduling

EXAM	REASON
AZ Caregiver Knowledge Not Eligible	AZ Caregiver Training
AZ Facility Manager Knowledge Not Eligible	Already Scheduled

Testing History

TEST DATE	EXAM	TEST SITE	STATUS
12/02/2023 1:00 PM MST	AZ Facility Manager Knowledge	LIFEWORk EDUCATION MESA CAMPUS DOBSON ROAD (TS) MESA, AZ	Scheduled

Buttons: [Test Confirmation Page](#) [Get Map](#)

Test Confirmation Letter

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

The body of the test confirmation letter will refer you to the candidate handbook that will give you state specific instructions on what time to arrive by, ID requirements, dress code, etc.

Note: Failure to read the candidate handbook could result in No Show for your test event for not adhering to the policies of testing, etc.

Continued on next page.

It is important you read this letter!

Test Confirmation Letter

Scheduled Test Confirmation - AZ CGFM AZ Facility Manager

Get Map
Print Page

Test Date:	12/02/2023
Test Time:	1:00 PM MST
Test Exam:	Knowledge - AZ Facility Manager
Test Site:	LIFEWORk EDUCATION MESA CAMPUS DOBSON ROAD (TS) Test Site Address City, State, ZIP
Best Student	
Best StudentAddress	
Phoenix, AZ 44444	

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

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

- TESTING BEGINS AT 1:00 PM MST ON 12/02/2023: ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK IN
- If you are unable to access your account, go to <https://azcg.tmutest.com>, click on 'Forgot Password', enter your email, click on 'Send Reset Password Link', and follow the instructions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

CAREGIVER CANDIDATES: Refer to the **Assisted Living Caregiver Medication Management Exam** section of the **Arizona Assisted Living Caregiver Medication Management 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 prior to your testing date.

- [Click to open the Assisted Living Facility Caregiver Medication Management Candidate Handbook](#)

MANAGER CANDIDATES: Refer to the **Assisted Living Facility Manager Exam** section of the **Arizona Assisted Living Manager 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 prior to your testing date.

- [Click to open the Assisted Living Facility Manager Candidate Handbook](#)

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already scheduled and/or prepaid for your test. Regional test seats are open to all candidates. Regional test dates are posted on the Arizona Caregiver and Facility Manager TMU© site.

If you have any questions regarding your test scheduling, call D&SDT-Headmaster at (800)393-8664, during regular business hours 6:00AM to 6:00PM, MST, Monday through Friday, excluding Holidays.

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

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

Checking/Viewing your TMU© Notifications

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test events and other information. See screenshots on the next page.

Arizona Assisted Living Facility Manager Candidate Handbook

TMU
AZ CGFM

Tests Trainings Billing Downloads Profile

Best

Welcome, Best!

Testing Your Profile

Your Certifications

No certifications on record.

Your Profile Notifications 3 Log Out

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.

Click on- **VIEW** to open each of your notifications.

Home > Inbox

Your Notifications

WITH SELECTED: [Mark Unread](#) [Mark as Read](#) [Send to Trash](#) [Clear All Notifications](#)

<input type="checkbox"/>	TITLE	SENT	MESSAGE	VIEW
<input type="checkbox"/>	Scheduled Into Event	14 minutes ago	You were scheduled into a Test Event	VIEW
<input type="checkbox"/>	Training Passed	39 minutes ago	Training Passed - AZ Facility Manager has been completed and added to your record.	VIEW
<input type="checkbox"/>	Training Passed	23 hours ago	Training Passed - AZ Caregiver has been completed and added to your record.	VIEW

Notification example:

Home > Inbox > View Notification

Scheduled Into Event 18 minutes ago

You have been scheduled for Knowledge Exam **AZ Facility Manager** beginning **12/02/2023 1:00 PM MST** at Test Site **LIFEWORk EDUCATION MESA CAMPUS DOBSON ROAD (TS)**

[← Back to All Messages](#) [Send to Trash](#) [Mark as Unread](#)

Exam Check-In

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

- You need to make sure you are at the event ***at least 20 minutes prior*** to the start time to allow time to get signed in with the RN Test Observer.
 - *For example:* if your test start time is 8:00AM – you need to be at the test site for check-in **no later than 7:40AM**.
- Testing **begins** promptly at the start time noted.

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

Testing Attire

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

Identification

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

- Driver's License (*Arizona Driver's License must be issued after January 1, 1997*)
- State issued Identification Card (*Arizona State ID must be issued after January 1, 1997*)
- US Passport (*Exception: Foreign Passports with a signature and containing a US VISA [the US VISA will not have a signature] included are acceptable*)
- US Passport Card
- Military Identification Card (that meets all requirements)
- Alien Registration Card (that meets all requirements; **NOTE:** a fingerprint may be in place of a signature)
- Tribal Identification Card (that meets all requirements)
- Work Authorization Card (that meets all requirements)

The **FIRST** and **LAST** names listed on the ID presented to the RN Test Observer during sign-in at your test event **MUST EXACTLY MATCH** the FIRST and LAST names that were entered in the Arizona assisted living manager TMU© database by your training program. You may call D&SDT-Headmaster at (800)393-8664 during regular business hours, Monday through Friday, 6:00AM to 6:00PM MST, excluding Holidays, to confirm that your name of record matches your US government issued ID, or sign in to your account in TMU© at azcg.tmutest.com using your Email or Username and Password, to check or change your demographic information.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification.**
 - Check to be positive that both your FIRST and LAST printed names on your photo match your current name of record in TMU©.
 - A driver's license or state-issued ID card that has a hole punched in it is **NOT VALID** and will not be accepted as an acceptable form of ID.
- In cases where names do not match or your ID is not proper/valid, you will be considered a **NO SHOW** and you will forfeit your testing fees and have to pay for another exam date.

Instructions for the Knowledge Exam

Test instructions for the knowledge exam will be provided in written format in the waiting area when you sign-in for your test.

These instructions detail the process and what you can expect during your exam. Please read the instructions **before** entering the knowledge test room. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask you questions about the instructions you read when you enter the knowledge test room.

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

- If you are taking your knowledge exam virtually, the **Virtual Knowledge Exam Instructions** are available under the **'DOWNLOADS'** tab in your TMU© account as well.

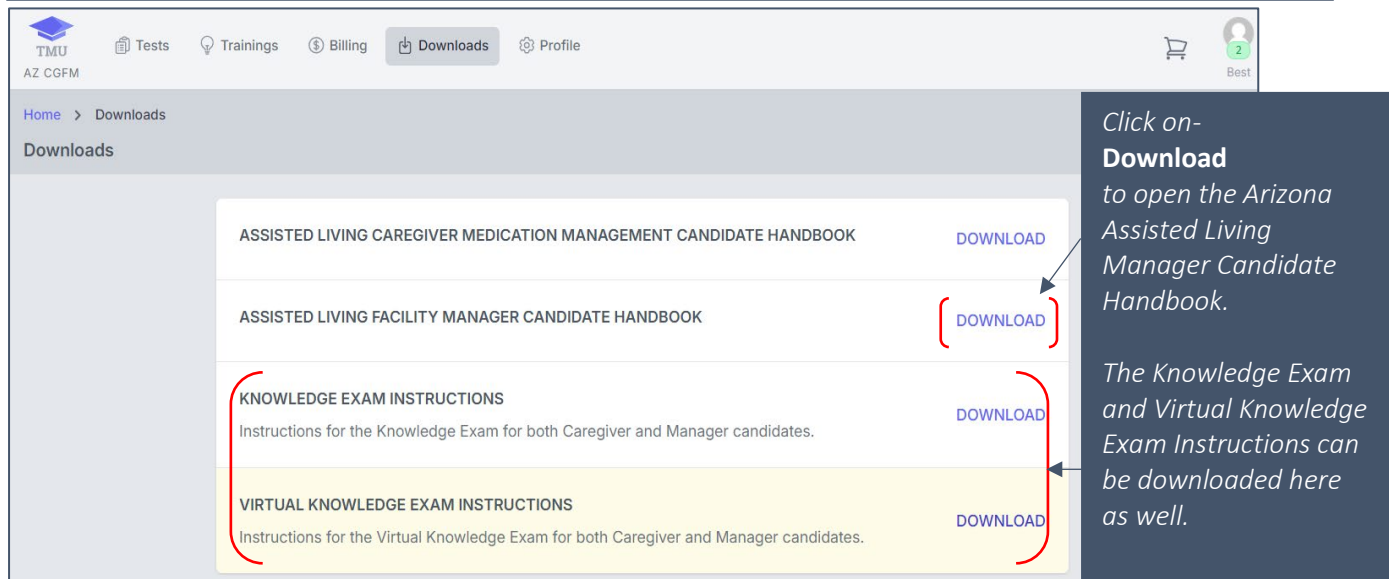
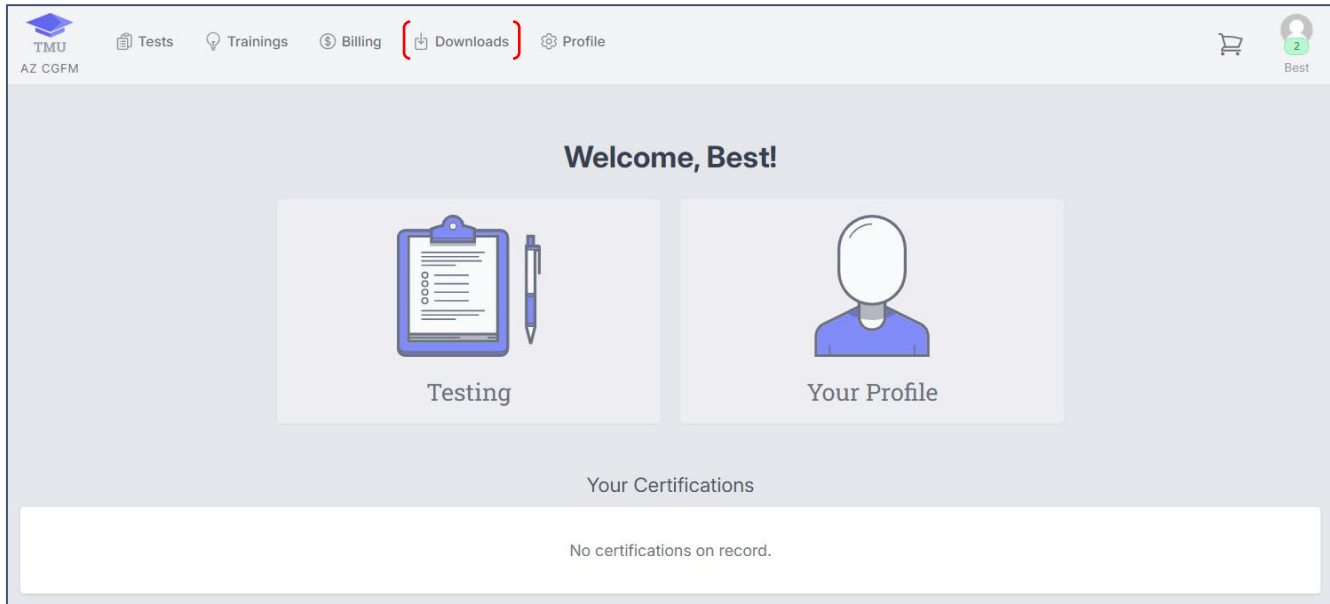
Testing Policies

The following policies are observed at each test site—

- For on-site testing, plan to be at the test site up to four (4 hours).
- Make sure you have signed in to your TMU© account at azcg.tmutest.com before your test date to update your password and complete your demographic information. Refer to the **'Completing Your Account'** section of this handbook for instructions and information.
 - If you have not signed in and completed/updated 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 to 30 minutes before your scheduled start time** – if your test start time is 8:00AM, you need to be at the test site **by 7:40AM at the latest**), you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you do not bring valid and appropriate US government issued, photo ID, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
 - If the **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during sign-in at your test event **DO NOT MATCH** the FIRST and LAST names that were entered in the Arizona Assisted Living Manager TMU© database, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you do not conform to all testing policies, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you **NO SHOW** for your exam day, any test fees paid *will NOT be refunded*. You must re-pay your testing fees online in your TMU© account to schedule another exam date.

- **PERSONAL ITEMS:** Such as water bottles, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in the testing room. You will be informed by the testing team of the designated area to place your personal items and you are to collect these items when you complete your test.
- **ELECTRONIC DEVICES:** Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices are not permitted to be on or near you in the testing room. You will be informed by the testing team of the designated area to place your electronic devices and you are to collect these items when you complete your test.
 - All electronic devices must be **turned off**.
 - Smart watches, fitness monitors and Bluetooth-connected devices must be removed from your wrist/body.
 - **If you are taking the knowledge exam virtually, please refer to the 'Virtual Knowledge Exam Option' section of this handbook.**
- Anyone caught using any type of electronic recording device during testing will be dismissed from the exam, have their test scored as a failed attempt, forfeit all testing fees, reported to your training program and will not be permitted to test for 6 months. You may, however, use personal devices during your free time in the waiting area.
- You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.
- Translation dictionaries, devices or non-approved language translators *are not allowed*.
- Scratch paper and calculators *are not allowed*.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, smoke, use e-cigarettes or vape during the exam.
- You are not allowed to leave the testing room once the exam has begun **for any reason**. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
 - **If you are taking the knowledge exam virtually, please refer to the 'Virtual Knowledge Exam Option' section of this handbook.**
- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct or try to take any notes or testing materials from the testing room, you will be dismissed from the exam and reported to your training program.
- Test sites, RN Test Observers and Knowledge Test Proctors are not responsible for candidate personal belongings at the test site.
- No visitors, guests, pets (including companion animals) or children are allowed.
 - Service animals with an approved ADA accommodation in place are allowed.
- **Please refer to this Arizona Assisted Living Facility Manager Candidate Handbook before your test day for any updates to testing and/or policies.**
- The Candidate Handbook can also be accessed within your TMU© account under your 'Downloads' tab.

Accessing the Candidate Handbook and Knowledge Exam Instructions in your TMU© Account



Security

If you refuse to follow directions, use abusive language or disrupt the examination environment, your test will be stopped and scored as a failed attempt. You will be dismissed from the testing room and will forfeit any testing fees paid and a report of your behavior will be given to your training program. You will not be allowed to retest for a minimum period of six (6) months.

Anyone who removes or tries to remove test material or takes notes or information from the test site will be reported to their training program and is subject to prosecution to the full extent of the law. Your test will be scored as a failed attempt and you will forfeit any testing fees paid. You will not be allowed to retest for a minimum period of six (6) months. You will need to obtain permission from your training program in order to be eligible to test again.

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

Reschedules

All candidates are able to reschedule online in their TMU© account using their Email or Username and Password any time up until **one (1) full business day** preceding a scheduled test day, **excluding** Saturdays, Sundays and Holidays.

You may reschedule an exam date by signing in to your TMU© account at azcg.tmutest.com using your Email or Username and Password. (See instructions with screen shots under ‘**Schedule/Reschedule into a Test Event**’.)

Example: If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to reschedule the Thursday before your scheduled exam.

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 (1) 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 Arizona Assisted Living Manager exam at all.

Scheduled in a Test Event

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

Example: If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to request a refund by filling out and submitting the Refund Request Fillable Form by close of business the Thursday before your scheduled exam. D&SDT-Headmaster is open until 6:00PM Mountain Standard time.

- 2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund fee.
- 3) Refund requests must be made within thirty (30) days of payment of original testing fees with Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with Headmaster will not be issued.

Not Scheduled in a Test Event

- 1) Refund requests must be made within thirty (30) days of original payment of testing fees with Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with Headmaster will not be issued.
- 2) A refund request of testing fees paid must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT-Headmaster's main webpage at www.hdmaster.com. No phone calls will be accepted.
- 3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund fee.

Unforeseen Circumstances Policy

If an exam date is cancelled due to an unforeseen circumstance, D&SDT-Headmaster staff will make every effort to contact you using the contact information (phone number/email) we have on file in your TMU© account to reschedule you, for no charge, to a mutually agreed upon new test date.

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

If D&SDT-Headmaster is unable to reach you via phone call or email with the information in your TMU© account (**see examples below*) in the event of an unforeseen circumstance for a test event you are scheduled in to, you will be taken out of 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/mail box 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.

Inclement Weather Policy

In the event of inclement weather, you will be expected to attend your schedule exam date unless:

- The county you reside in or the county of the testing site is placed on a weather or other emergency.
- The test site closes.
- The test observer cancels the test event.
- There is an accident due to weather or other cause on your route to the test site, in which case:

- Documentation from the Department of Transportation Services or a Police report is required within 3 business days of your scheduled exam day to qualify for a free reschedule.

If the above listed circumstances are not met, failure to attend your scheduled test date will result in a NO SHOW status and any exam fees paid *will NOT be refunded*.

No Shows

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

These fees partially offset D&SDT-Headmaster cost incurred for services requested and resulting work that is performed. If a reschedule or refund request is not received before the one (1) full business day preceding a scheduled test event, *excluding* Saturdays, Sundays, and Holidays (see examples under Reschedules and Refund of Testing Fees Paid), a NO SHOW status will exist and you will forfeit your testing fees and must repay the full testing fee to secure a new test event.

No Show Exceptions

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

- **Car breakdown or accident**: D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a tow bill, police report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.
- **Weather or road condition related issue**: D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a road report, weather report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.
- **Medical emergency or illness**: D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.
- **Death in the family**: D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and an obituary for **immediate family only** submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame you will have to pay as though you were a NO SHOW. (Immediate family include parent, grand and great-grand parent, sibling, children, spouse or significant other.)

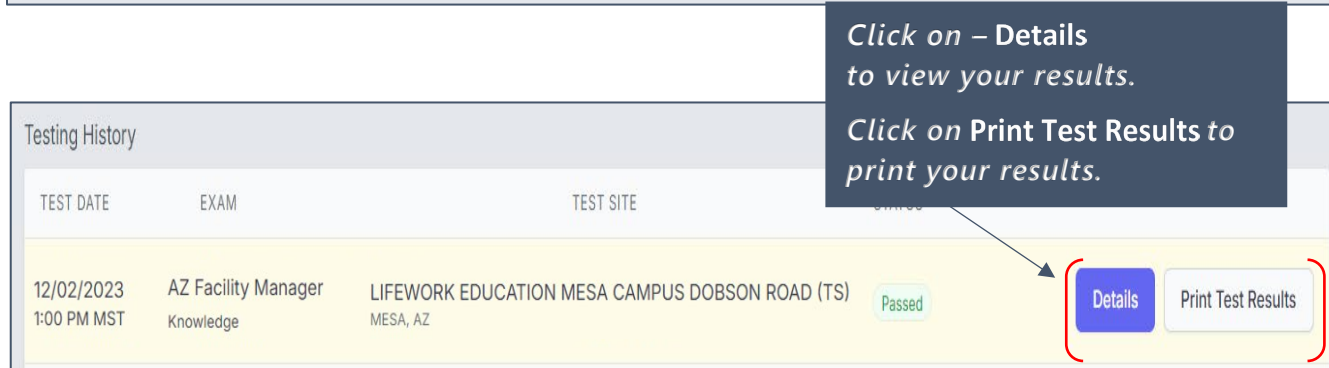
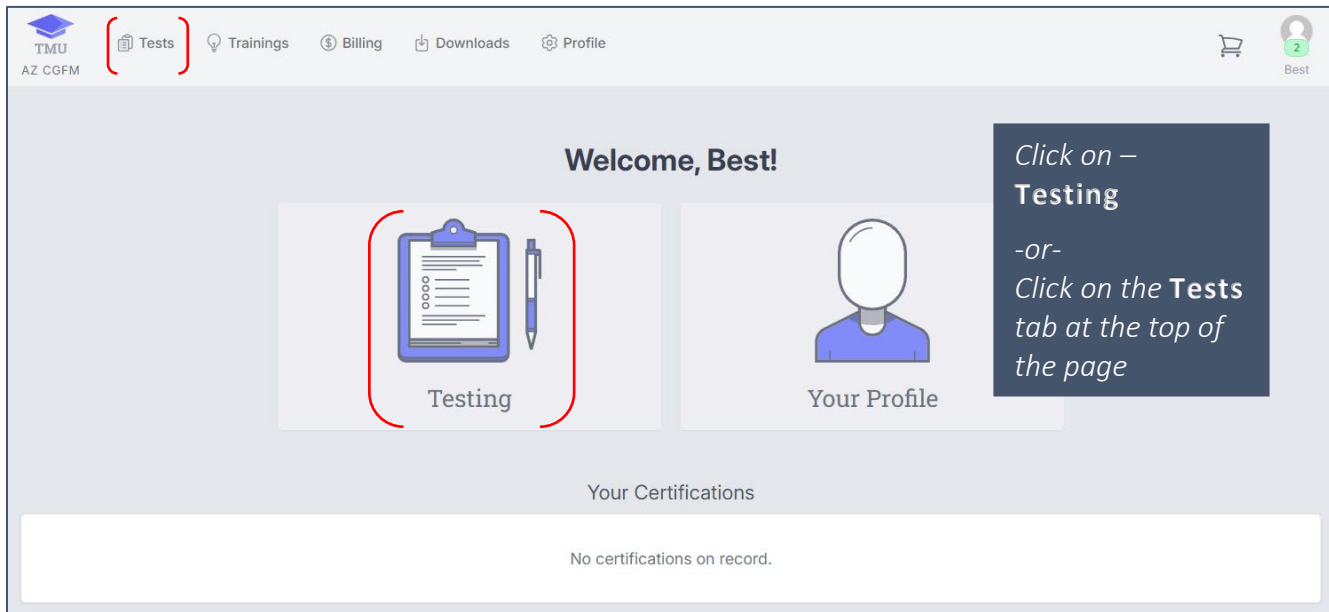
- **Virtual testing issues:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay 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.

Test Results

After you have completed the Knowledge Exam, your test results will be officially scored and double checked. Official test results will be available by signing in to your TMU© account after 6:00PM (MST) the business day after your test event.

Note: D&SDT-Headmaster does not send postal mail test result letters to candidates.

To view your test results, sign in to your account in TMU© at azcg.tmutest.com. (Refer to the screen shots below.)



Sample test results letter:

← Back Print

HEADMASTER, LLP
P.O. BOX 6609, HELENA, MT 59604-6609
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM

AZ CGFM AZ FACILITY MANAGER EXAM RESULTS REPORT

Best Student
1000 Arizona Drive
Phoenix, AZ 85007

IMPORTANT TEST RESULTS
TEST DATE: Friday, April 9, 2021

Dear **Best**,

You have **passed** the knowledge portion of the AZ Facility Manager exam.
Your overall knowledge test score is 76%.

A passing score **does not** imply certification. You must verify on the registry.
Any weaknesses indicated in your test results are listed below:

Test Attempts

You have **two attempts** to pass the knowledge exam. There is no expiration date on the time frame from completion of training to testing.

If you fail the knowledge exam two times, you must complete a new Arizona NCIA/ALFM Board of Examiners approved training program in order to become eligible to further attempt Arizona Assisted Living Facility Manager examinations.

Retaking the Assisted Living Facility Manager Exam

In the event that you fail the knowledge exam, when you want to apply for a retest, you will need to repay for your retake before you can schedule a new exam date.

You can schedule a test or re-test online by signing in to your TMU© account at azcg.tmutest.com. (See instructions under 'Schedule/Reschedule into a Test Event'.)

You will need to pay with a VISA or MASTERCARD before you are able to schedule. (See instructions under 'Self-Pay of Testing Fees'.)

If you need assistance scheduling your re-test, please call D&SDT-Headmaster at (800)393-8664 during regular business hours 6:00AM to 6:00PM Monday through Friday, MST, excluding Holidays. We are able to assist you in scheduling a test or re-test date as long as your fees have been paid first.

Test Review Requests

You may request a review of your test results or dispute any other condition of your testing. **There is a \$25 test review deposit fee.** To request a review, you must submit the PDF fillable [Test Review Request Form 1403](#) available on D&SDT-Headmaster's main webpage at www.hdmaster.com (before you get to the Arizona ALF Manager webpage). Submit the Test Review Fee of \$25 (MasterCard, Visa or debit card) and a detailed explanation of why you feel your dispute is valid (upload with Form 1403) via the

PDF fillable Test Review Request and Payment Form 1403 **within three (3) business days** from official scoring of your test (excluding Saturdays, Sundays and Holidays). Late requests will be returned and will not be considered.

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT-Headmaster at (800)393-8664 during regular business hours, Monday through Friday, 6:00AM to 6:00PM MST, excluding Holidays, and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit fee. Many times, once you have further details about the scoring of your test, you will understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-Headmaster staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

The likely outcome of your review will determine who pays for your re-test. If the results of the review are in your favor, D&SDT-Headmaster will pay your re-test fee. D&SDT-Headmaster will review your detailed recollection, your knowledge test markings and will re-check the scoring of your test and may contact you and/or the RN Test Observer/Knowledge Test Proctor for any additional recollections of your test. D&SDT-Headmaster cannot discuss candidate test results or test reviews with a candidate's training program/instructor. After a candidate reaches the age of 18, D&SDT-Headmaster will only discuss test results or test disputes with the candidate. D&SDT-Headmaster will not review test results or disputes with family members or anyone else on behalf of the candidate once the candidate is 18 years of age. D&SDT-Headmaster will complete your review request within 10 business days of the receipt of your timely review request and will email the review results to your email address and to the Arizona NCIA/ALFM Board of Examiners.

Assisted Living Facility Caregiver and Manager Registry

After you have successfully passed the knowledge exam, your name will be placed on the Arizona Assisted Living Facility Caregiver and Manager Registry for prospective employers, etc., to verify that you have passed an Arizona Assisted Living Facility Manager course.

The Assisted Living Facility Caregiver and Manager Registry can be accessed at azcg.tmutest.com.

TMU
AZ CGFM

Home > Search

AZ CGFM Registry Search

You can search by Name, SSN, or Registration Number

Click on – Search

SEARCH BY * LOOK FOR *

Name Smith, John **Search**

Search using the form above

Name
SSN
Registration Number

Home > Search

AZ CGFM Registry Search

SEARCH BY * LOOK FOR *

Name Student, Best **Search**

Found 1 matching results

Student, Best
SCOTTSDALE, AZ 85250

✓ Has **Active** Certifications

✓ No history of misconduct

Detail View

Click on – Detail View

AZ CGFM Registry Details

Print This Page

Student, Best

✓ No history of misconduct

The Certification History with Certification Number, Status and when the Certification was Issued shows up here.

AZ Caregiver and Manager certifications do not expire.

Click on – Print This Page

Certification History

CERTIFICATION	STATUS	ISSUED	EXPIRES
AZ Facility Manager AZFM00000	Active	03/26/2016	

Certificate of Completion

Once candidates successfully pass their Assisted Living Facility Manager Exam, Training Programs are required to print Certificates of Completion from the Registry for their candidates as proof for employment that their candidates have successfully completed an Arizona Assisted Living Facility Manager course.

Please contact your training program after you pass your exam and request your Certificate of Completion.

Your Certificate of Completion from your Training Program is proof for employment that you have successfully completed an Arizona Assisted Living Facility Manager course. Please direct any prospective employer requests to the Assisted Living Facility Caregiver and Manager Registry at azcg.tmutest.com, or they may call D&SDT-Headmaster at (800)393-8664.

The Facility Manager Knowledge Exam

You may be required to re-present your ID when you enter the knowledge test room. Please keep your ID with you during the entire exam day.

The Knowledge Test Proctor will provide instructions for taking the Knowledge Exam.

You will have a maximum of **sixty (60) minutes** to complete the 50 question Knowledge Exam. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Exam (such as “What does this question mean?”).

You must have a score of 75% or better to pass the knowledge portion of the exam.

Electronic testing using TMU© internet connected computers is utilized at all sites in Arizona. The knowledge exam portion of your exam will be displayed on a computer screen for you to read and key/tap or click in your answers.

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge exam. Please see the information under **‘Completing Your Account’** to sign in to your account in TMU©.

NOTE: *The Knowledge Test Proctor will provide you a code at the test event to start your test.*

Per the Arizona NCIA Board of Examiners, translation dictionaries (either paper format or electronic), translating devices or non-approved language translators *are not allowed*. Scratch paper is also *not allowed* during testing.

All test materials must be left in the testing room. Anyone who removes or tries to remove materials, notes or information from the testing room is subject to prosecution and will be reported to their training program.

Virtual Knowledge Exam Option

You will have the option to take the knowledge exam virtually.

Virtual Knowledge Exam Candidate Requirements

Candidates must have:

- An updated version of Google Chrome as your Internet browser.
 - **Internet Explorer is not supported by TMU©.**
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge exam.
- **Your Email or Username and Password to take the virtual Knowledge exam.**
- A smartphone to access the ‘video conferencing app’ (example; Zoom, etc.) that you will need to have downloaded.
 - You will be provided information for the ‘video conferencing app’ (example; Zoom, etc.) you will need before test day via email.
 - The night before your scheduled virtual knowledge exam, you will be emailed a reminder with the password protected link to join the test event.
- A distraction and interruption free area of your home, etc., where you will be testing.

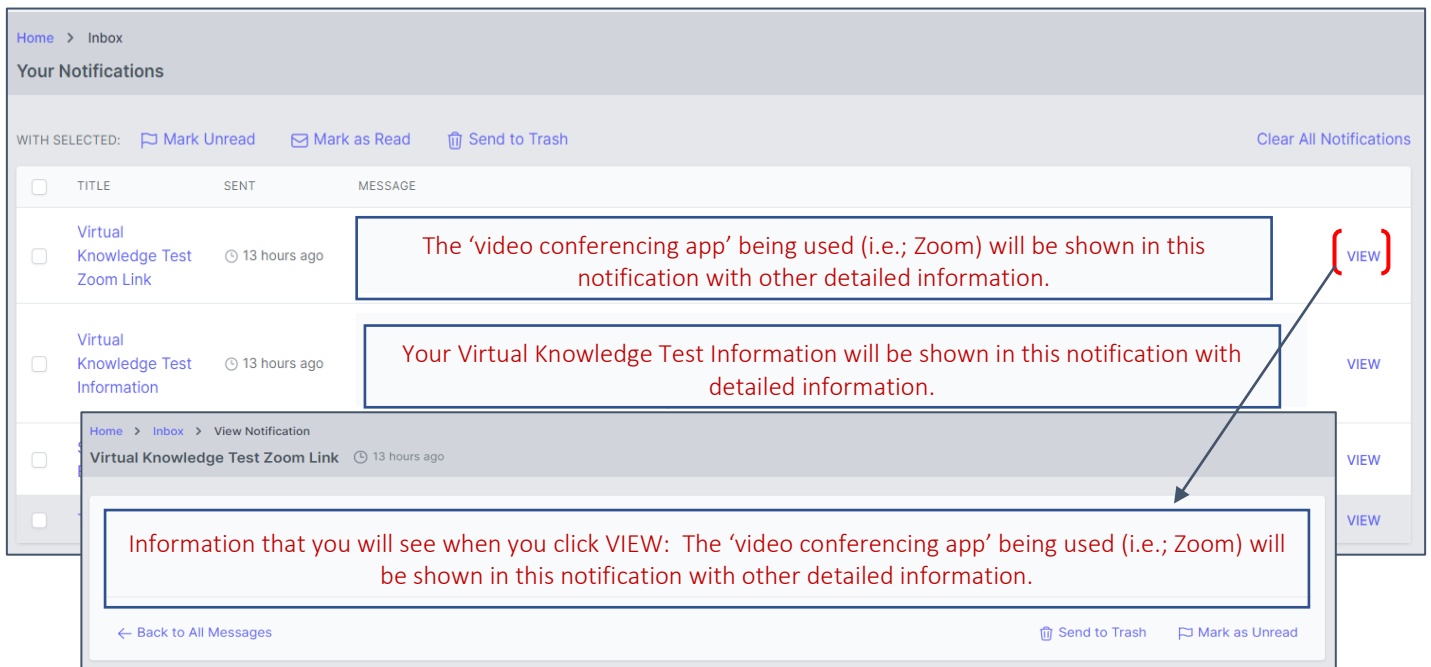
Scheduling a Virtual Knowledge Exam

You will need to sign in to your TMU© account using your Email or Username and Password and then follow the instructions to ‘Scheduling/Rescheduling into a Test Event’. Please make sure you have met the ‘Virtual Knowledge Exam Candidate Requirements’ listed above before scheduling a virtual knowledge exam.

- The test site location for a virtual knowledge exam will be ‘**Virtual Knowledge Test Site**’.
- Once scheduled, a test confirmation will be sent via email, text message and a notification in your TMU© account.
- Instructions and the link to download the ‘video conferencing’ (example; Zoom, etc.), including the meeting ID and Password for the virtual knowledge event you are scheduled for will be emailed to you.
 - Remember to also check your ‘NOTIFICATIONS’ under your profile pic in your TMU© account for this information. Please refer to the ‘**Checking/Viewing your Notifications**’ section.

Continued on next page.

See screenshots below showing examples of what a notification regarding your virtual knowledge exam will entail:



Virtual Knowledge Exam Instructions

It is important that you read the Virtual Knowledge Exam Instructions before signing in to your Virtual Knowledge Exam. Please see the instructions to access the Virtual Knowledge Exam Instructions under the **'Accessing the Candidate Handbook and Knowledge Exam Instructions in your TMU© Account'**.

Virtual Knowledge Exam Sign-In

You are required to be signed in to the virtual link for the sign in process with the test proctor **prior (10-20 minutes)** to the start time listed on your test confirmation. If you are not signed into your virtual waiting room link prior (**at least 10 minutes**) to the time listed on your test confirmation, you will not be allowed to test, considered a No Show and forfeit your testing fees paid and have to pay for another test date.

- You will need to show your mandatory form of identification to the test proctor at sign in before starting your virtual knowledge exam. Please see the 'Identification' section for specifics.
- You will be required to show your surroundings to the test proctor during sign-in before starting your virtual knowledge exam.

Virtual Knowledge Exam Policies

All **'Testing Policies'** and **'Security'** measures are adhered to during the virtual knowledge exam. Please refer to those sections for information.

- The 'video conferencing app' (example; Zoom, etc.) link must be maintained during the entire knowledge exam.

- If the ‘video conferencing app’ (example; Zoom, etc.) connection is lost, you must immediately reconnect or be subject to being exited from the test by the test proctor and your test scored as a failed attempt.
- Your device must **not be muted** during testing so that the RN Test Observer can hear if there are any distractions or other interruptions during your test. **REMEMBER:** *You need to test in a distraction and interruption free area just like you would if you were sitting in the knowledge test room at a test site.*
- Please see virtual knowledge test issues information under the ‘No Show Exceptions’ section.
- Per the Arizona NCIA/ALFM Board of Examiners, translation dictionaries, devices or non-approved language translators *are not allowed* during testing. Scratch paper is also *not allowed* during testing.

Please call D&SDT-HEADMASTER at (800)393-8664 if you have any questions, concerns or need assistance scheduling into a virtual knowledge exam.

Knowledge Exam Content

The Knowledge Exam consists of 50 facility manager multiple-choice questions. Questions are selected from subject areas based on the Arizona Assisted Living Facility Manager test plan and include questions from all the required categories as defined in the Arizona NCIA/ALFM Board of Examiners regulations. The subject areas are as follows:

Knowledge Exam Subject Areas

SUBJECT AREA	NUMBER OF QUESTIONS
Financial Management	6
Legal Management	6
Medication Management	8
Personnel Management	8
Physical Environment Management	8
Resident Services Management	14

Knowledge Exam Vocabulary List

abandonment
abuse
accessibility
accounting
addressing behaviors in service plan
addressing staff problems

administration
administrator's responsibility
administrator's role
admission
advance directives
advocate
age discrimination

aging
ALF survey
Alzheimer's
approach to staff
arteriosclerosis
arthritis
assessment
assets

Arizona Assisted Living Facility Manager Candidate Handbook

at will and just cause	discipline	frayed cord
balance sheet	discrimination	FUTA
balancing books	diseases	grieving
behavior	documentation	guardian
benefits	dying	handle and store linens
blood sugar	effective	health-care team
Board order	administration	Hepatitis B
body mechanics	efficiency	HIPAA
body temperature	egress	hiring
budget	emergencies	hormone
calculations	emergency notification	hospice
care	emergency preparedness plan	hugging
care models	emergency procedure	HVAC
care plan	emergency transfer	hyperglycemia
chronic disease	employees	hypoglycemia
cleaning	epidemic	identity loss
communication	ethics	IDR
compensation	evacuation	income
components of marketing program	evaluating behavior	infection
confidentiality	expected income	insomnia
conflict	exploitation	inspections
congestive heart failure	facility expense	insulin administration
controlled substances	facility finances	insurance
cooking temperature	facility license	intake
core issue	fair labor standards	interpersonal skills
corrective action	falls	interview questions
court appointees	faxed order	investigation
CQI	FICA	isolation precautions
current asset	files	job description
debits and credits	financial	labor
decubitus ulcer	fines	labor law
delegating	fire	leadership
delinquent	first impression	legal defense
democratic management	five rights	liabilities
dependency	fixed cost	license
diabetes	FMLA	liquidity
diet manual	food	living will
direct mail	food safety	lockout/tagout
disagreement	form to establish exemptions	maintaining resident records
discharge	fraud	management
		marketing

Arizona Assisted Living Facility Manager Candidate Handbook

meal refusal
measuring financial performance
Medicaid
medical records
medical terminology
Medicare
medication
medication assistance
medication categories
medication disposal
medication occurrence
medication policies
medication record
medication sheet
mental health
mental illness
misappropriation
mission statement
mistreatment
mobility
models of care
MSDS
musculoskeletal
neglect
negligence
nervous system
net
notice of rate increase
nutrient
obtaining medications
ombudsman
operation
orders
orientation
OSHA
osteoporosis
outside services
over-the-counter medication
overtime
pacemaker

Parkinson's disease
paying for care
payroll exemptions
performance
personnel file
pest control
policies and procedures
possible causes of behaviors
postural changes
power of attorney
pressure sore
privacy
PRN
problem solving
profit
profit and loss
promotion
psychiatric disorders in later life
psychological disorder
psychosocial adjustment
purpose of training
quality control
quality improvement
quality of life
reasonable accommodations
records
refusal
regulations
reporting
representative payee
reproductive system
resident care
resident care management
resident centered care
resident contract
resident emergency
resident fees

resident independence
resident needs
resident records
resident rights
resident room square footage
resident smoking policies
resident's families
responsible compliance person
restraint
retaliation
revenue
rights
safety
satisfaction survey
service plan
sexual harassment
showers per resident
side effect
signed menu
skin changes
sliding scale
snacks
staff training
staffing levels
stage IV pressure sore
stored chemicals
strategic planning
substitution
survey
taxes withheld
TBI
terminations
toilets per resident
training requirements
unemployment insurance
uniform assessment
unused medication
UTI

