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Providing Nurse Aide testing solutions throughout Idaho

## Contact Information

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## Table of Contents

Company History.....	1-2
Before Test Day.....	2
Headmaster Written Test Packets.....	2-3
Test Times.....	3
Test Day.....	3
When Candidates Arrive for the Test.....	3-4
Headmaster Nurse Aide Written Test Instructions.....	4-5
Reporting Test Discrepancies and/or Irregularities.....	5-6
WEBETEST®.....	6
Concluding the Test Day.....	6

## Company History

Beginning in 1982—even before filing as an official company—HEADMASTER founded distance learning with their EDUNET software. They were spotlighted in the December 6, 1993 US News & World Report magazine as one of the companies “Pioneering the Electronic Frontier” and are still an active player on the distance learning scene.

HEADMASTER was officially founded in 1985 by general partners Paul Dorrance and Ben Schmitt with their product development of HEADMASTER® administrative software for schools, and GRADEMASTER® software for teachers, to efficiently manage the administration of transcripts, attendance, report cards etc.

HEADMASTER has expanded and grown to include computer hardware sales, network consulting and setup as well as developing testing software for the certification of nurse aides and for Mountain States Line Constructors. HEADMASTER began testing nurse aides in Montana in 1991-92 using its newly created TESTMASTER® software and Montana approved CNA exam. It seemed appropriate to the partners that their business name change to reflect the diversity of their services and thus became D&S Diversified Technologies dba HEADMASTER.

D&S DT is currently approved for nurse aide testing in Delaware, Idaho, Montana, North Dakota, South Dakota, Tennessee, Utah, and Ohio. D&S DT has an eastern regional office in Findlay, Ohio. Our headquarters and western regional office is located in Helena, Montana and is staffed Monday through Friday from 8 am to 5 pm Mountain Time to provide live and direct support for all aspects of the testing process. Headmaster recognizes each state's responsibility to implement federal OBRA regulations. Therefore, Headmaster provides a Nurse Aide Certification

Evaluation Program that regularly and continually adapts to the individual needs of each state and offers a wide variety of testing options.

Headmaster supports a regional or FIXED test scheduling that provides pre-scheduled test dates at various approved facilities for candidates to choose a testing date/site from. Headmaster also supports an in-facility or FLEXIBLE test schedule for training programs, so tests may be requested and administered by an approved Written Test Proctor (WTP) soon after training is completed. Headmaster believes that by providing a variety of options and increasing the number of test sites and WTP's, testing opportunities also increase, which speeds the certification process, decreases pressure within federal time constraints to certify candidates, and provides flexible work loads for Written Test Proctors. Thus, more nurse aides become available for employment in long-term care communities.

Headmaster significantly speeds the turn-around time between test administration and reporting results. Certified Headmaster staff correct tests the same day they are received back from test sites. Test scores are immediately available for release to candidates, state registries and approved agencies. Headmaster also provides a paperless testing option made available with WEBETEST® software. From candidate application through test administration and correction, there is no paper used and the turnaround time is amazing! The only paper generated is a nurse aide certification card or a failure notification issued at the end of the process, if the failure notice is not to be emailed. The paperless testing option costs less since there are paper and postage savings which we pass along to those using WEBETEST® software. For more information visit us at [www.hdmaster.com](http://www.hdmaster.com).

Finally, Headmaster recognizes that Nurse Aide Trainers, Test Evaluators/Proctors are a critical link to ensuring the quality of nurse aide care made available in long-term care facilities. Headmaster welcomes all suggestions from Trainers, Test Evaluators/Proctors, candidates and facilities regarding the entire test process. Feedback is the backbone to the success of the test review process and Test Review Committees have been established to work as teams to meet the individual and unique needs of their state.

## Before Test Day

Headmaster trains and certifies Written Test Proctors (WTP) with Idaho Department of Health and Welfare and Headmaster approved training materials. WTP's are required to sign non-disclosure statements and ensure the security of test materials. WTP's may be affiliated with the Test Site or the candidate's training program. Headmaster schedules Written Test Proctors at fixed testing sites. Flexible sites may contact and schedule an approved WTP for their tests. As a Written Test Proctor, it is important that you commit only to dates on which you will definitely be available for at least three hours. While testing should be done in less than three hours, it is possible that a delay might occur. Written Test Proctors must have signed the Confidentiality/Nondisclosure Agreement and WTP Training Affidavit Form 1511 ID prior to the first time a Written Test Proctor works or volunteers. The signed form must also be filed with Headmaster prior to the first time a WPT works or volunteers. Written Test Proctors are paid by the testing site or they may be volunteers.

## Headmaster Written Test Packets

Paper Test site packets are sent to the assigned Written Test Proctor's work address from Headmaster's headquarters office in Helena, MT. Packets are sent via FEDEX service and delivery to Idaho generally takes 2-3 days. The site packets typically arrive at the WTP's work address 3-5 days prior to the scheduled testing date. Packets contain WTP instructions, Form 1250 indicating the candidates scheduled to test, the type of test assigned each candidate and any IDHW approved accommodations, paper tests for each candidate and a cassette for each written oral exam. Written Test Proctors are required to double check test materials the day the test packet arrives by comparing the candidates and assigned test types listed on Form 1250 to those received. Contact Headmaster immediately if there is a problem with the number or type of tests or functionality of an oral exam cassette. A typical test packet includes:

- Form 1250 Examiner's Report
- A Proctor Instruction Booklet
- Quick Score Answer Forms for each Candidate
- Written Test for Each Applicable Candidate
- One Postage Paid, Pre-Addressed Envelope to Return All Test Materials to Headmaster

Occasionally, a candidate will have requested an Oral Test or ADA accommodation. This will be indicated on Form 1250 to the right of the Candidates name. In these cases, the test packet should also include:

- Cassette Tape for an Oral Test
- Special Instructions or Materials for ADA Accommodations

If anything appears to be missing, such as a cassette tape for an Oral Test, contact Headmaster immediately so that Headmaster can express mail-missing material to you prior to the scheduled test date. Do not wait until the last minute to double-check your packet.

You must safeguard the security of all testing materials. Test materials **MUST** be in your possession or locked in an area accessible only to you. Headmaster 800-393-8664 must be notified immediately of any breach or suspected breach in security.

## Test Times

- Candidates for CNA testing receive a test notification letter from Headmaster stating testing requirements, the date, location and time of their scheduled test. (Candidates do not get this letter if they are testing electronically.) They are informed in this notification letter to check-in 20 minutes prior to the scheduled time for their nurse aide test. Candidates are also informed that they must bring to the test site a current photo identification card with their signature on it and present this identification to the Written Test Proctor prior to testing. Candidate's ID signature should match their signature when they sign in on Form 1250.
- Written Test Proctors should ensure that they know the exact location of the test site prior to test day. They should have the name, address, and phone number of the facility contact available in the event that they have a problem accessing the test site or are unexpectedly delayed.

## Test Day

Written Test Proctors should report to the Test Site at least 30-45 minutes prior to testing.

- The Written Test Proctor should assess the Test Site prior to administering any tests to make sure all testing equipment is available and functioning properly, the area is free from distractions, and that the area is only being used for testing.
- Ensure the testing area is well lighted and ventilated.
- Become familiar with the locations of fire exits, rest rooms, drinking fountains, nearest telephone, etc.
- Be sure **AT LEAST 4 feet** separate candidates on all sides for the Written Test, and that they have **NOTHING** but a #2 pencil in front of them.
- The Written Test Proctor will have a cassette player with stereo headphones for candidates who are scheduled to take an Oral Test. A tape will be included in the packet sent to you for use during the proctoring of an Oral Test. The candidate uses head phones to listen to taped questions matching those in the accompanying Oral Test booklet. The last questions in the Oral Test booklets are not on the cassette tape. These required "read only" questions are excluded from the tape in order to determine a candidate's reading comprehension.
- The Written Test Proctor will be aware of any granted ADA accommodations. Make sure all necessary ADA accommodations are in place. These accommodations will be noted on the Form 1250.
- Set-up candidates requiring an Oral Exam and/or an ADA accommodation on the Written Test portion first.
- Be sure you have additional #2 pencils available.

## When Candidates Arrive for the Written Test

- You should introduce yourself to each candidate before they begin the written test. Be sure that the Quick Score Answer Form and written test for each candidate is the correct one assigned to that candidate. Candidates may only have a #2 pencil, the Written Test Instructions, Oral cassette tape, Written Test Booklet, Quick Score Answer Form and an English translation dictionary, if they show it to you prior to the

- start of the written test. You must look in the translation dictionary and be sure it is an "off the shelf" language translation dictionary. Please report the use of the translation dictionary as an irregularity on Form 1250. This irregularity won't affect the scoring of the candidate's written test, but will allow us to track the frequency of translation dictionary usage.
- The Written Test Proctor **WILL NOT ACCEPT** candidates for testing who are physically or mentally impaired or are visibly sick. This does not apply to any ADA applicant that the Written Test Proctor will have been notified of prior to testing and is indicated on Form 1250.
  - Be sure to have available a functioning cassette tape player and headset and/or any ADA accommodations that have been provided for candidates that have requested an Oral Exam or approved special accommodations. Only accommodations that have been noted on the Form 1250 and requested in advance have been approved by the Idaho Department of Health and Welfare.

## Headmaster Nurse Aide Written Test Instructions

- Be certain that each candidate receives the correct Written Test and Quick Score Answer Form (scan form). ***UNDER NO CIRCUMSTANCES MAY ONE CANDIDATE'S TEST BE USED FOR ANY OTHER CANDIDATE.***
- The Written Test Proctor will read the text of the Written Test Instructions WORD FOR WORD to the GROUP of candidates sitting for the written test. ***BE SURE and have the candidates check the version number on their test against the version number preprinted at the top of their Quick Score Answer Form. Remember, this is likely the first time the candidate has heard these directions, even though you may have read them hundreds of times!!!***
- You may **NOT** answer questions about the Written Test itself or the content thereof.
- Conduct the test efficiently and quietly.
- Use a watch or visible wall clock to ***accurately time the test.*** Allow NO MORE THAN 90 minutes for the Written Test. Be sure to announce the start time and you must announce when 15 minutes are left (75 minutes have lapsed).
- The WTP should circulate around the room frequently during testing to guard against cheating and to make sure all candidates are marking their answers on the Quick Score Answer Form correctly. ***No marks are to be made anywhere by the candidate EXCEPT in columns A through D questions 1-72. Do not allow candidates to mark on test booklets.***
- Set an appropriate tone/environment and protect candidates from disturbances.
- ***NEVER ALLOW CANDIDATES TO BE LEFT UNSUPERVISED AT ANY TIME, FOR ANY REASON!***
- Insure that no smoking or eating takes place during testing.
- The WTP should never engage in any activity that would divert their attention from the candidates or behave in a manner that would distract the candidates; such as talking to others, eating, or reading books and newspapers.
- Be certain that ***ALL TESTING MATERIALS are collected at the end of testing.***
- As candidates finish with the Written Test have them bring them to you. Be sure to direct them to the holding area to complete the Exit Survey and leave the test site.

### ***NURSE AIDE CANDIDATE WRITTEN INSTRUCTIONS***

Must be read aloud by the Proctor before starting the Written Test

"You are not required to fill in any bubbles on your Quick Score Answer Form for your name. Each Test is individualized and preprinted with your name and social security number. Be sure that your name is spelled correctly on the top of your Quick Score Answer Form and make any spelling corrections at this time. Check that the Test version number printed on the top of your Quick Score Answer Form matches the Written Test number printed at the top of your Written Test.

DO NOT make any marks in your Test Booklet.

Make only 72 marks on your Quick Score Answer Form. DO NOT fill in any other bubbles on your Quick Score Answer Form, except questions 1-72 either A, B, C or D. Make your marks clear and dark.

You will have 90 minutes to complete the Written Test. I will tell you when you have 15 minutes remaining.

When you are finished with the Written Test double check the marks you have made on your Quick Score Answer Form and then QUIETLY bring your test booklet and Answer Form to me.

I CANNOT answer any questions about the content of the Written Test. Do you have any questions at this time before we begin the Written Test?"

## Reporting Test Discrepancies and/or Irregularities

The Examiner's Report Form 1250 is the hub from which all action for change, improvement and support for the entire testing process comes. It is important that you report any irregularities that occur during the test day and have them recorded on Form 1250. ***These comments are reviewed by Headmaster every time a test packet returns and all irregularities are addressed immediately.*** Common irregularities include, but are not limited to, uncomfortable testing conditions, missing equipment, test content or formatting that might be changed or improved, changes in social security numbers, addresses or phone numbers, candidates who arrive without proper ID or have been disruptive, and anything that has occurred that may affect the quality of testing. We welcome and encourage you to pass along any positive comments and occurrences as well. This helps reinforce what is successful and efficient about the process so that we may expand upon them and share them with other agencies, facilities and programs.

If you observe any of the following specific discrepancies for a candidate, you can choose to report them on the backside of that candidate's Quick Score Answer Form by filling in the [A] bubble next to its corresponding number as listed below. If you observe the same discrepancy for all candidates, such as "inadequate testing lab," you must report it separately on ALL candidate Quick Score Answer Forms. Please call should you have a question regarding recording discrepancies.

<u>###</u>	<u>Discrepancy</u>
271	No valid ID
272	Incorrect test notification
273	Signs of drug or alcohol use
274	Violent, abusive, or threatening behavior
275	Uncooperative
276	Candidate unprepared
277	Inadequate testing lab or equipment

- 278 Possible test security breach
- 279 Poor hygiene
- 280 Inappropriate dress
- 281 Inappropriate language

## WEBETEST

WEBETEST® is Headmaster's electronic paperless testing software. WEBETEST® is a testing option available for sites choosing to test their candidates electronically. WEBETEST® is an internet based exam. Written Test Proctors using computer terminals, will access candidate's written and oral tests that have been electronically received with an assigned password. The day of testing under Written Test Proctor supervision candidates will access their individual tests. Candidates select their responses to questions using the computer keyboard or the computer mouse. Candidates receive instructions on testing from the Written Test Proctor and through ten sample questions they must answer before beginning their actual test. Candidate test answers are electronically transmitted in an encrypted format after the candidate verifies completion of the test.

## Concluding the Test Day

The WTP must sign the EXAMINER'S REPORT FORM 1250 thus attesting that all security measures were followed and return it with all Test materials. Be sure to report any test day irregularities on Form 1250. You are responsible for ensuring the test site is secure and left in the same condition you found it. Headmaster at 1-(800) 393-8664 must be informed **IMMEDIATELY** if any breach, or suspected breach, of test security should occur.

ALL testing materials must be returned the same day the test is given in the pre-paid, pre-addressed envelope to Headmaster, PO Box 6609, Helena, MT 59604-6609. Make sure that you have reported all irregularities to the Test Evaluator for inclusion on Form 1250. The postage paid return envelope **MUST** be dropped in a FedEx drop off location. **NEVER DROP** the envelope at a facility or home mail drop. We value your insight regarding the tests, methods, content, and job relatedness. Please call if you have questions or forward your comments to us at any time.