D&S Diversified Technologies LLP

Headmaster LLP

Arizona LPN/RN Refresher Candidate Handbook

Version 5

Contact Information

Questions regarding: testing process, test scheduling and eligibility to test ..... **(800) 393-8664**

Questions regarding: obtaining information about the RN/LPN Refresher course ..... **(425) 478-0779**

D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP PO Box 6609 Helena, MT 59604 Email: arizona@hdmaster.com Web Site: www.hdmaster.com	*Monday through Friday* *6:00AM – 5:00PM* *Mountain Standard Time (MST)* Arizona LPN/RN Refresher TMU© Webpage: https://re.tmuniverse.com	Phone #: (800) 393-8664 Phone #: (888) 401-0462 Fax #: (406) 442-3357
Dr. Sandra Wyrick PhD, MN, PHN, RN – Executive Director Email: medstar.refresherprograms@gmail.com Arizona LPN/RN Refresher Web Site: www.msrnrefresher.com	*Monday through Friday* *10:00AM – 7:00PM* *Arizona Time*	Phone #: (425) 478-0779

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Introduction

The purpose of an Arizona LPN/RN Refresher program is to prepare candidates to deliver safe, comprehensive nursing care for individuals who are seeking to re-activate their license, and as a preparation for graduate nursing students to pass their NCLEX exam.

This handbook describes the process of taking the Arizona LPN/RN Refresher course medication examination and is designed to help prepare candidates for testing.

The test consists of multiple-choice knowledge and calculation questions.

Note: RN Exam candidates must be registered, complete at least four modules of their on-line self- study program, in order to schedule and pass the exam to successfully complete their refresher requirement. LPN students must have completed Unit 9, in the CoursePoint Fundamentals textbook.

All students will notify the Executive Director when they feel adequately prepared to become registered for this exam. MedStar Academy, Inc., will pay for the exam the first time the exam is taken. Each student has three attempts to pass this exam. Should the student need an additional attempt the fee will be paid by the student. The fee for this exam is $30.00.

MedStar Academy, Inc., has approved D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP to provide tests and scoring services for LPN/RN Refresher program unit testing. For questions not answered in this handbook, please contact Dr. Sandra Wyrick, Executive Director at (425)478-0779 or D&SDT-Headmaster at (800)393-8664 or go to: https://re.tmuniverse.com.

Americans with Disabilities Act (ADA)

ADA Compliance

The Arizona LPN/RN Refresher course provides reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the LPN/RN Refresher course medication examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for examination. Accommodations must be approved by Dr. Sandra Wyrick, Executive Director 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: medstar.refresherprograms@gmail.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 Dr. Sandra Wyrick, Executive Director at (425)478-0779.

The LPN/RN Refresher Exam

Payment Information

Exam Description	Price
Knowledge and Calculation Exam	$30

Complete your Initial Login

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

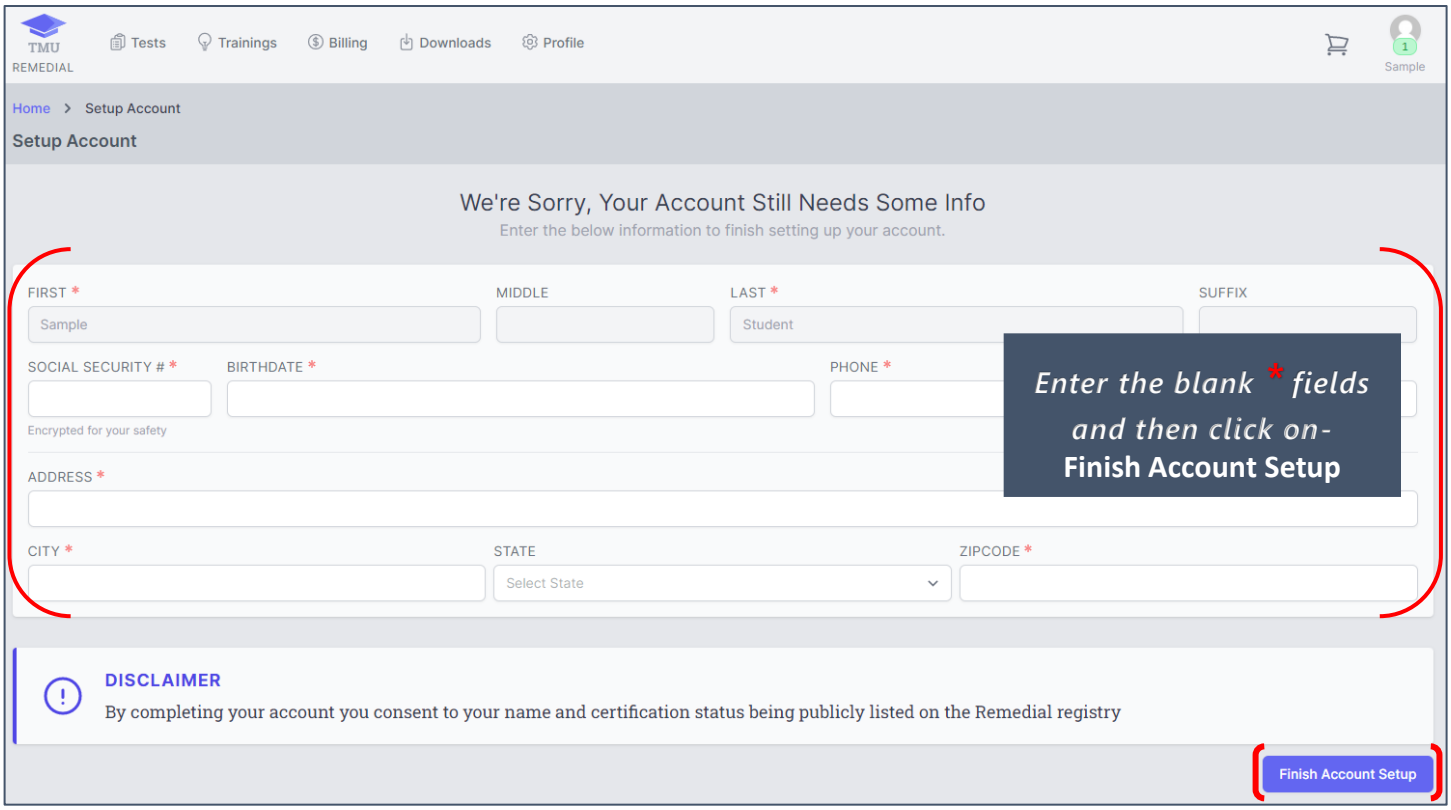
IMPORTANT: Before you can test, you must sign in to TMU© using your secure Email or Username and Password and complete/verify your demographic information.

- 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/verify your demographic information.

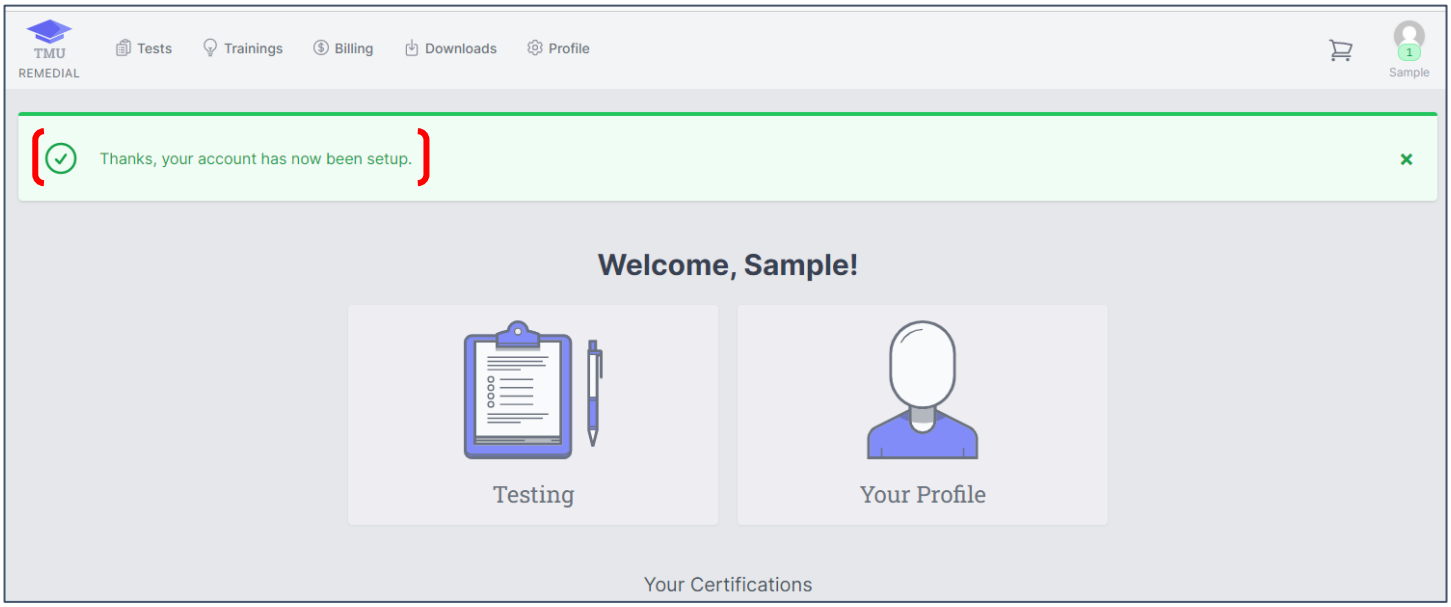
If you do not know your Username and/or Password, enter your email address and click on "Forgot Your Password?" You will be asked to re-enter your email and then click "Recover Your Account" a 'reset password link' will be sent to your email, make sure you check your junk/spam mail for this email, (see 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 during regular business hours 6:00AM to 5:00PM MST Monday through Friday, excluding holidays.

Screen you will see the first time you sign in to your TMU© record with the demographic information you need to enter to complete your record on the next page:

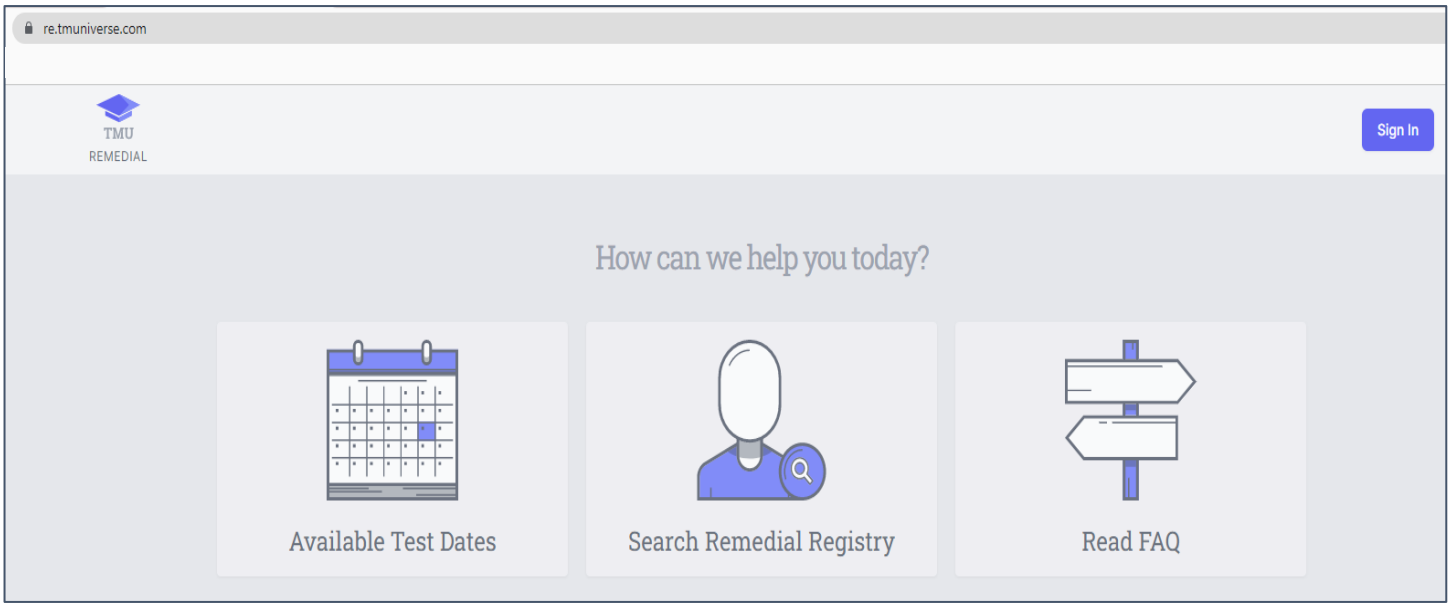
Screen you will see the first time you sign in to your TMU© record with the **demographic information you need to enter to complete your record:**

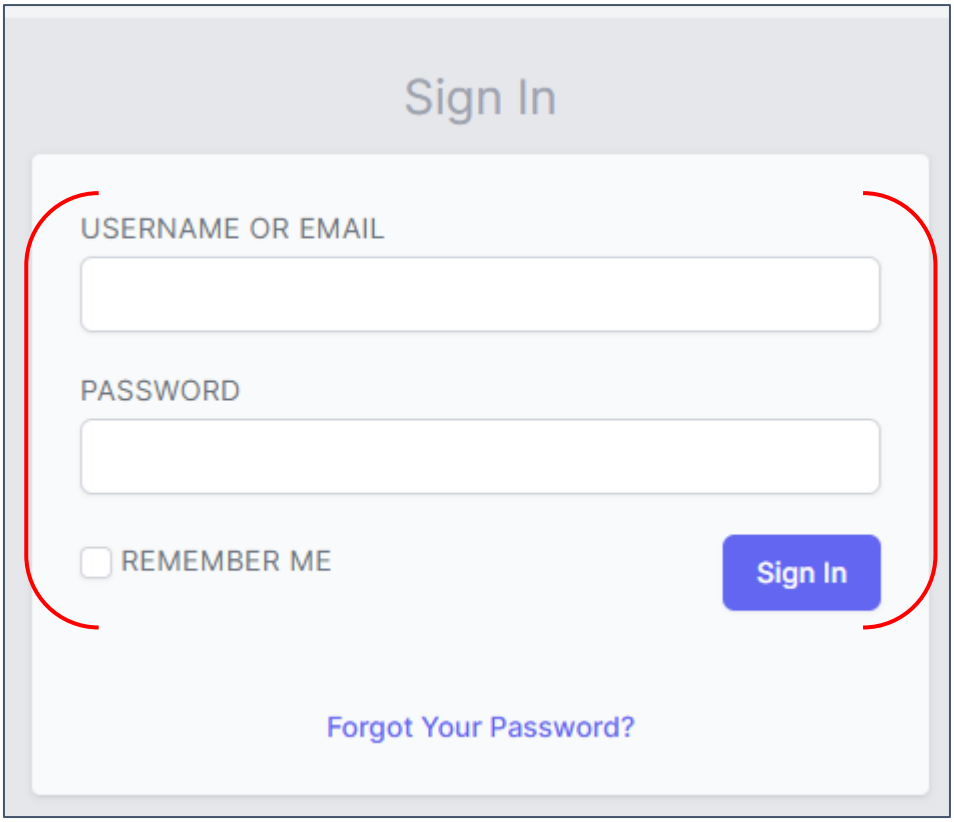


This is the screen you see after you click on Sign In where you will enter your Username/Email and Password:



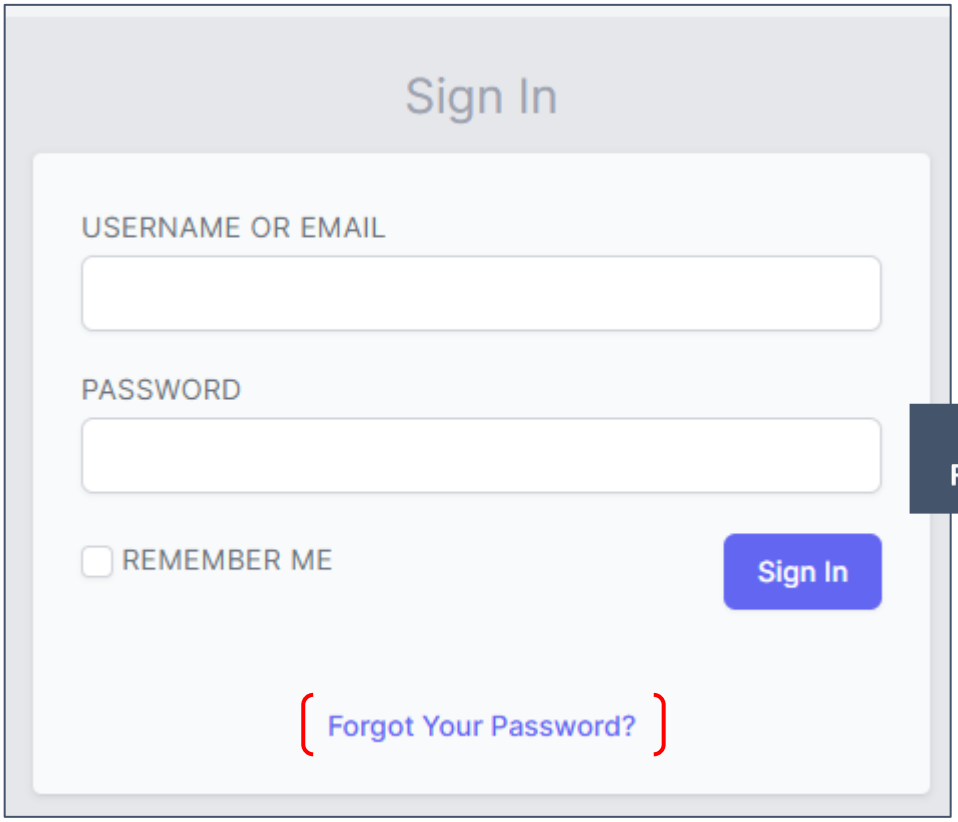
This is the Arizona Remedial TMU© main page:



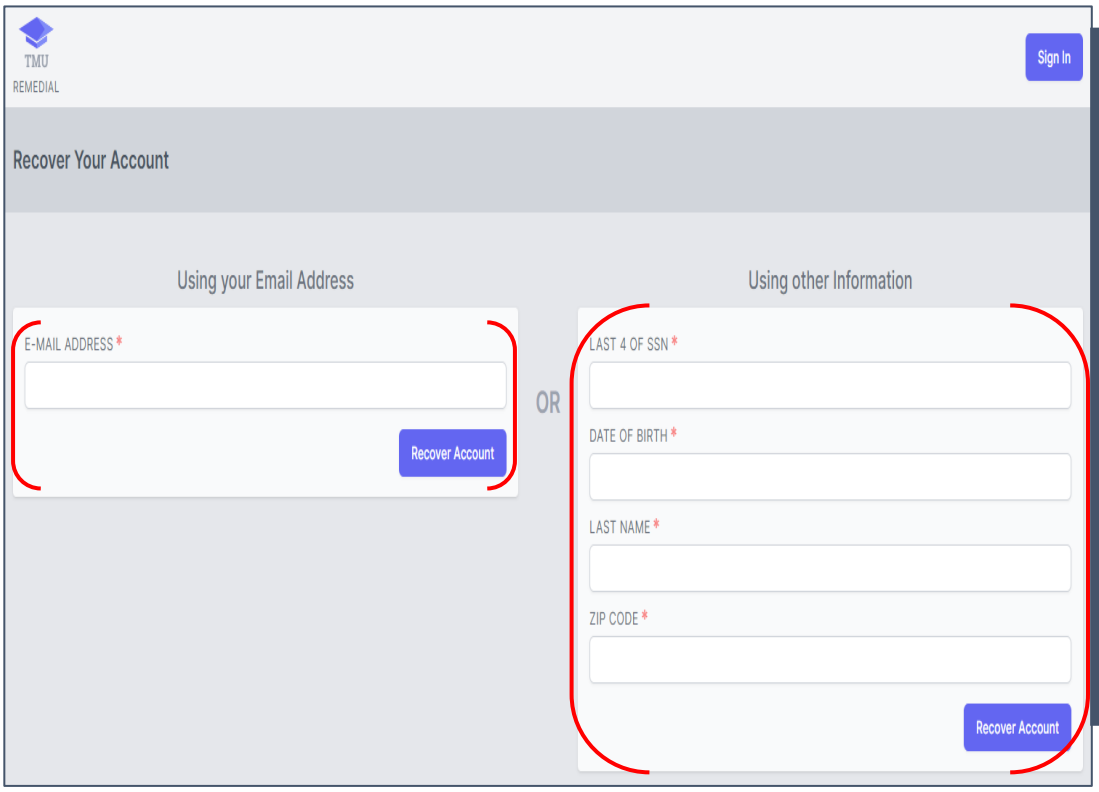


Forgot Your Password and Recover your Account

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



Click on-
Forgot Your Password?



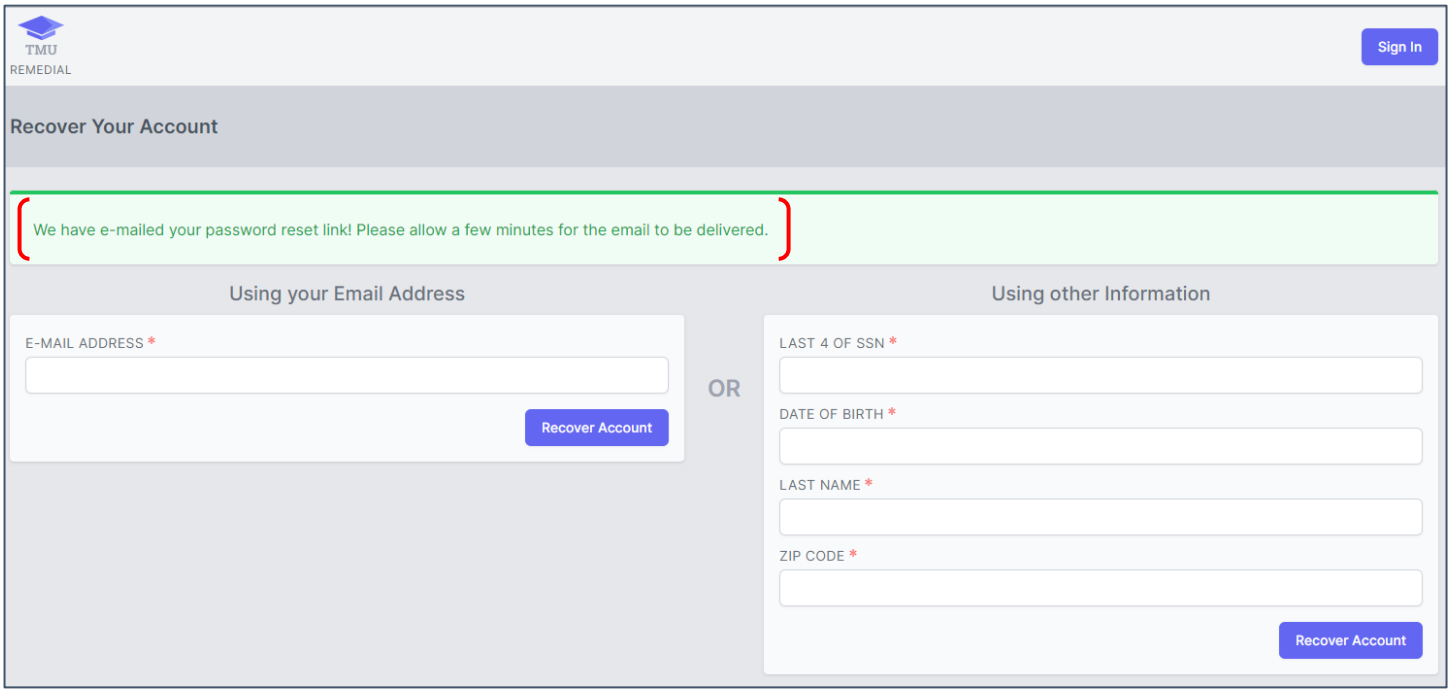
Type in your **Email Address**

Click on – **Recover Account**

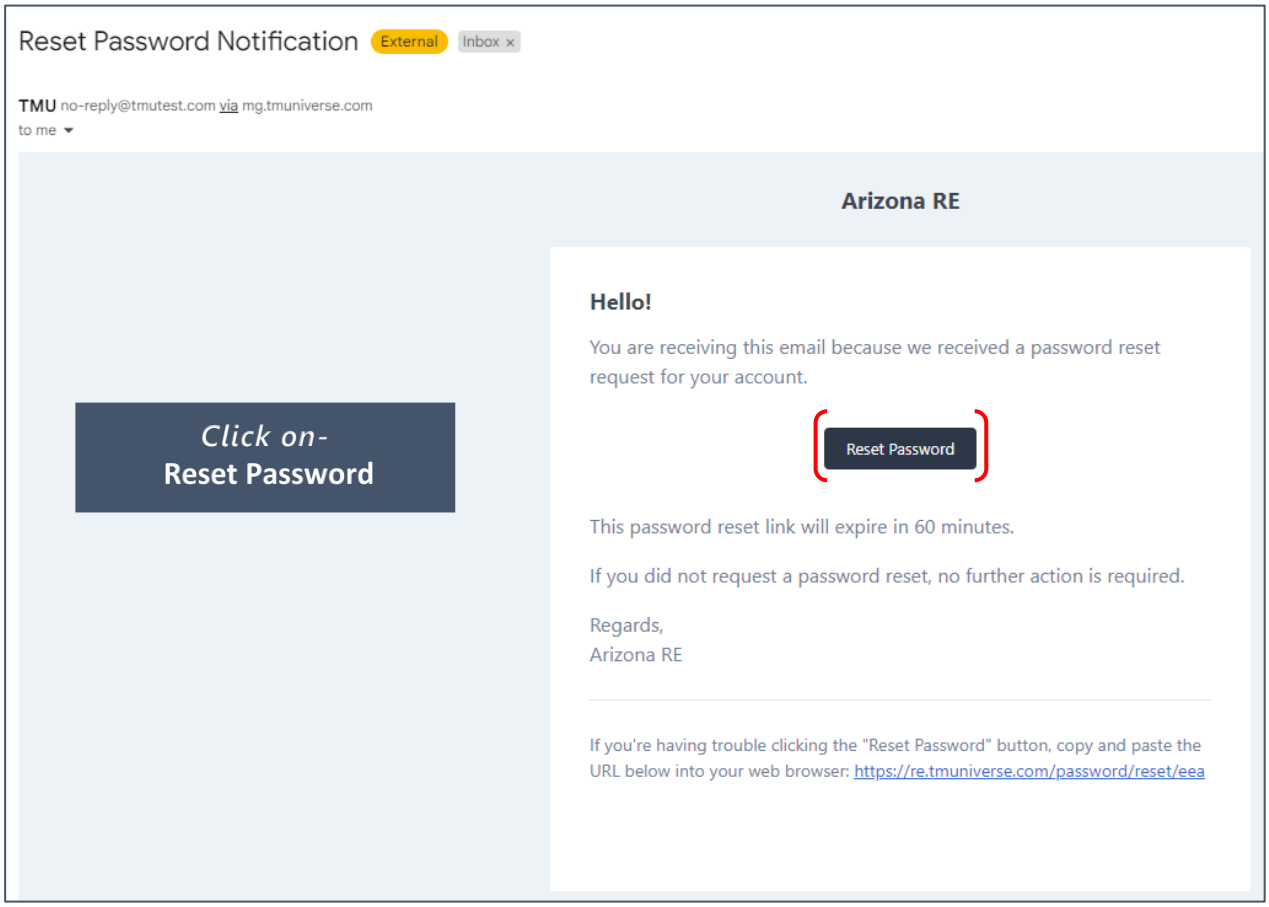
An email with the reset link will be emailed to you. Click on the reset link in your email to reset your password.

-OR- You can type in the requested data under **Using other Information**

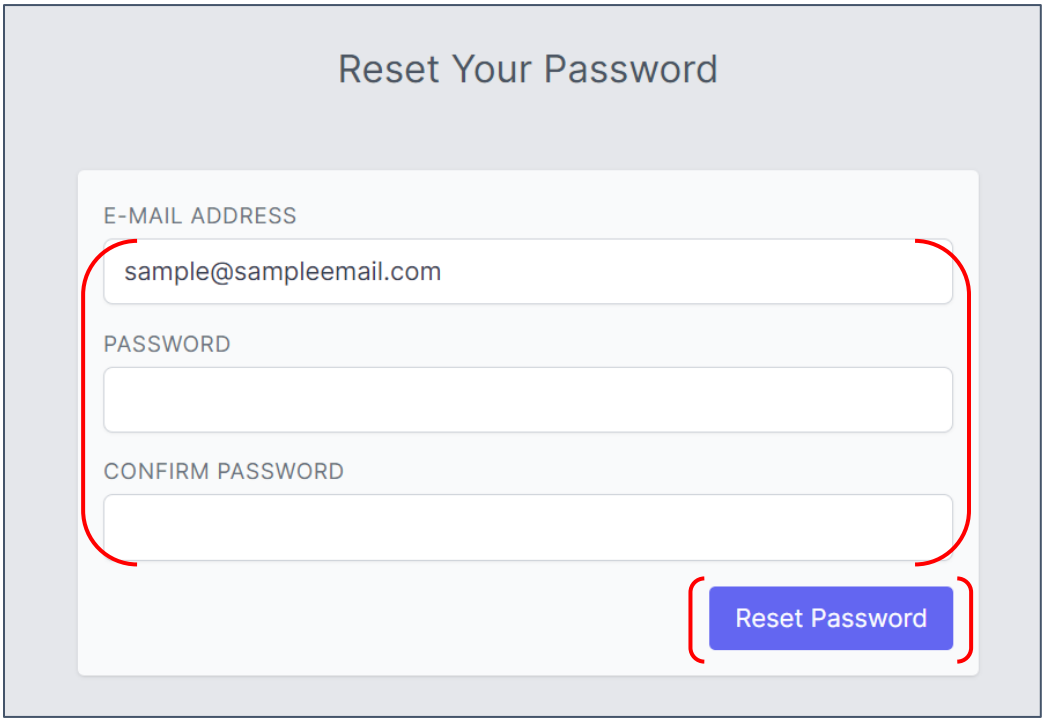
Click on - **Recover Account**



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



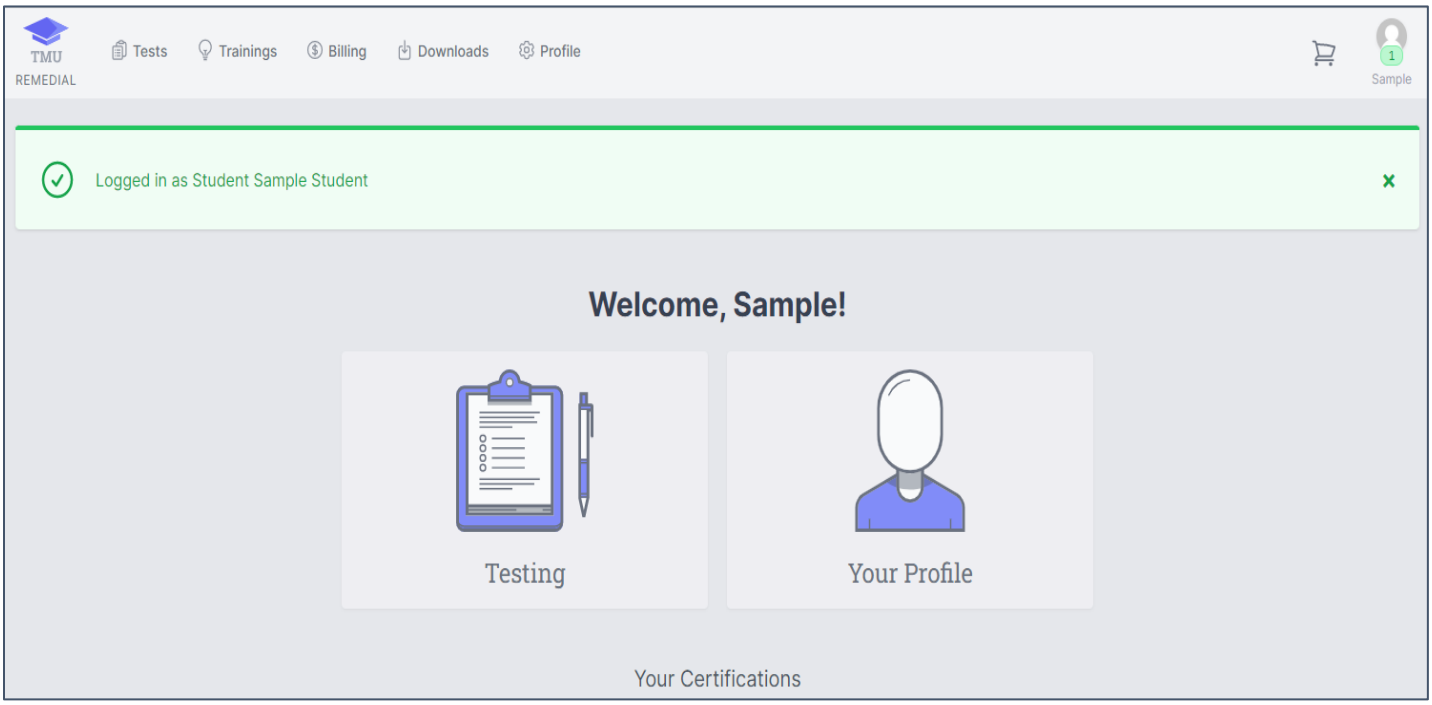
Note: *If you do not reset your password right away, the link does expire in 60 minutes and after that time, you will need to request a new link.*



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:



Schedule an Exam

In order to schedule an examination date, candidates must have successfully completed the first four required modules and completely reviewed the textbook Clinical Calculations Made Easy, 6th Edition. You may take the Arizona LPN/RN Refresher exam via a virtual testing option or at a regional (open) test site on a date as listed in TMU©. Do not attempt this exam until you have reviewed the previously mentioned materials.

All students will notify the Executive Director when they feel adequately prepared to become registered for this exam. **MedStar Academy, Inc., will pay for the exam the first time the exam is taken.** Each student has three attempts to pass this exam. Should the student need an additional attempt the fee will be paid by the student. The fee for this exam is $30.00.

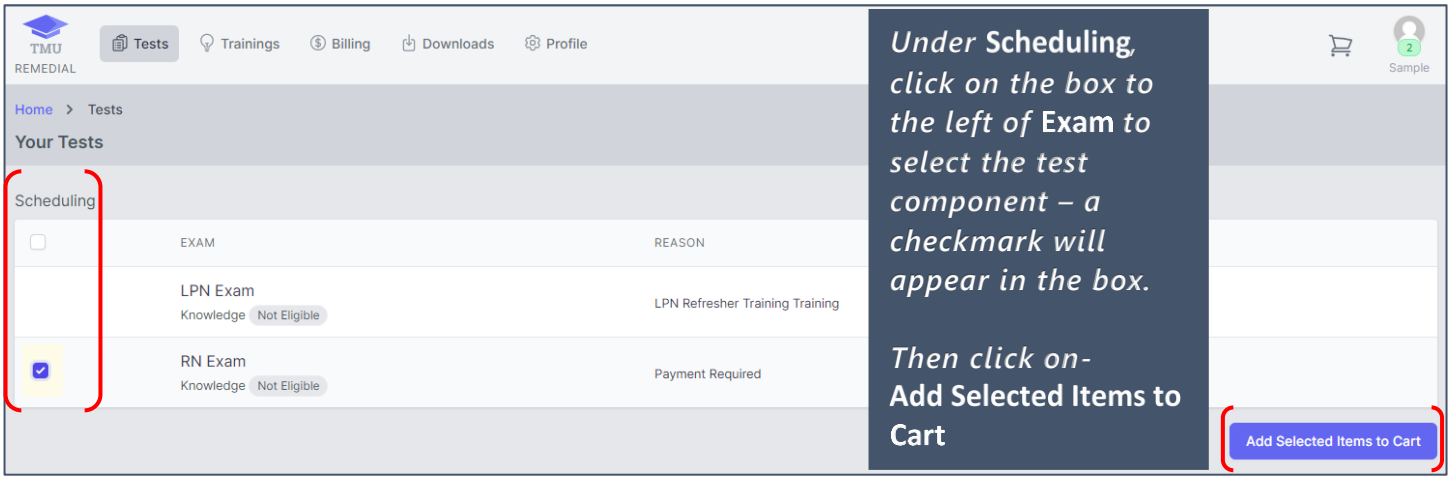
You may schedule or reschedule your exam date online at the Arizona Remedial TMU© webpage, https://re.tmuniverse.com, using your Email or Username and Password (instructions under 'Scheduling/Rescheduling into a Test Event'). If you are unable to sign in with your email, or if you are unable to schedule/reschedule on-line, please call D&SDT-Headmaster for assistance at (800)393-8664 during regular business hours 6:00AM to 5:00PM MST, Monday through Friday, excluding holidays.

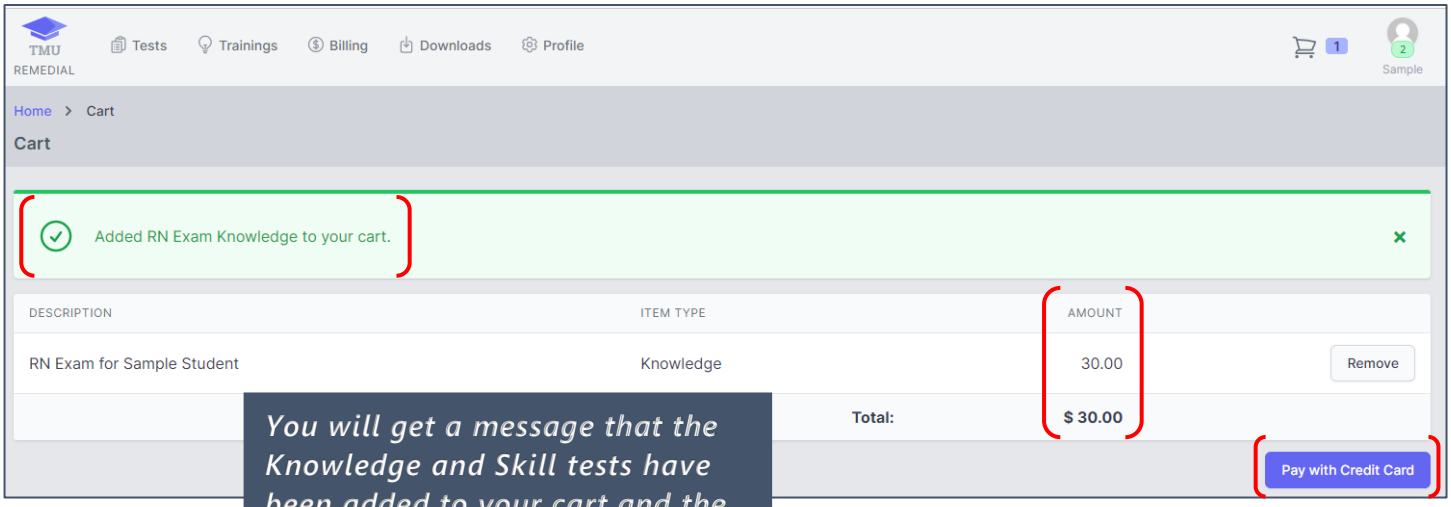
Self-Pay of Testing Fees in TMU©

MedStar Academy, Inc., will pay for the exam the first time the exam is taken. Prior to scheduling a test, verify with your instructor if the training program has already prepaid for your test.

Each student has three attempts to pass this exam. ***Should the student need an additional attempt, the fee will be paid by the student.*** The fee for this exam is $30.00.

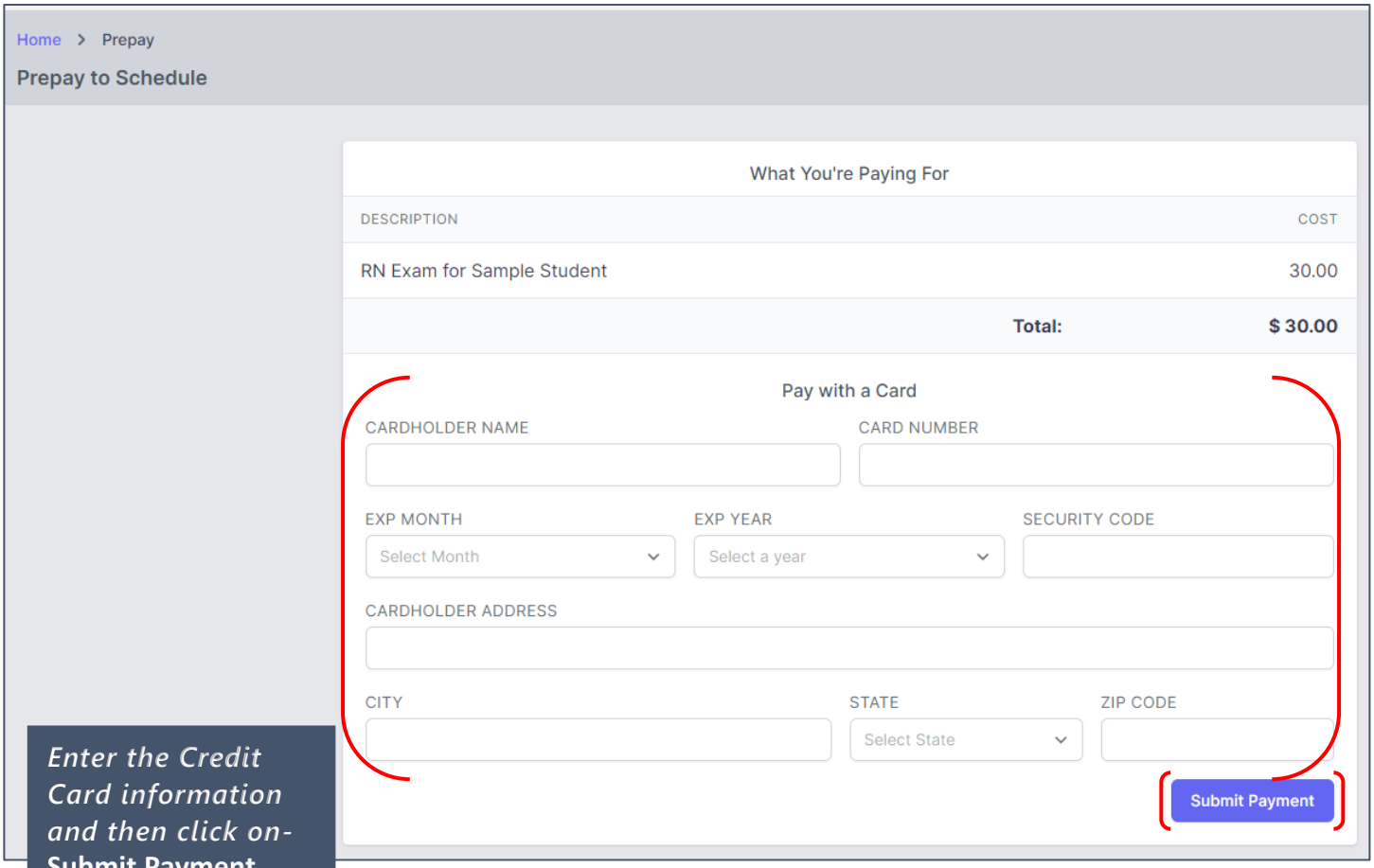
Follow the instructions below for self-pay of your additional attempts. Securely processed Visa or MasterCard credit card or debit card information is required when paying testing fees online.





You will get a message that the Knowledge and Skill tests have been added to your cart and the **Knowledge and Skill Amounts**

click on- **Pay with Credit Card**

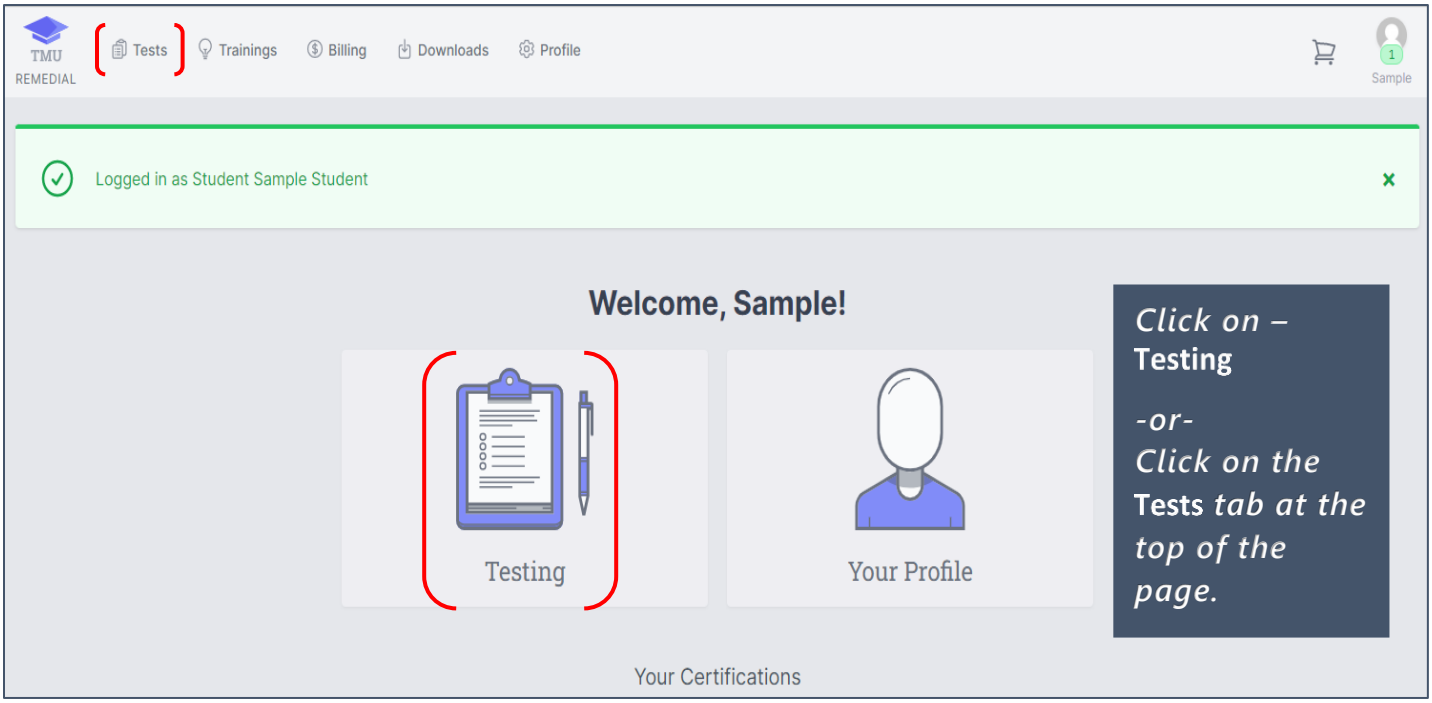


Enter the Credit Card information and then click on- **Submit Payment**

You will receive a receipt of the transaction.

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

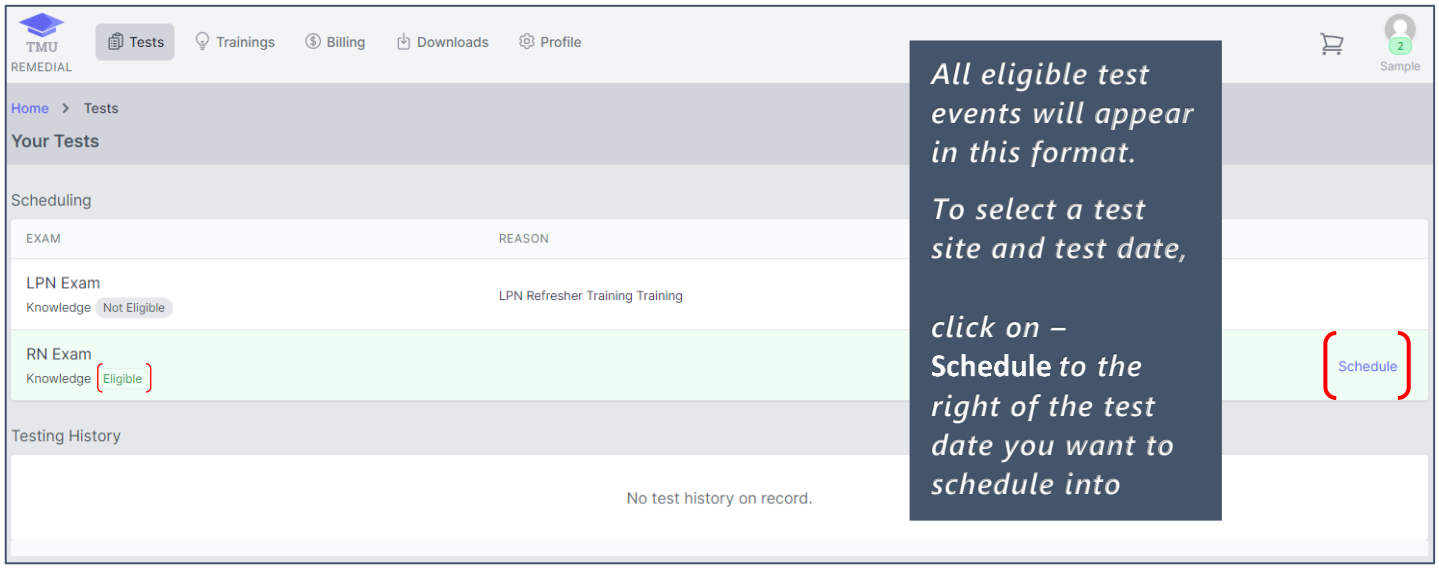
This is the screen you will see once you have signed in:



Schedule/Reschedule into a Test Event

After testing fees are paid (see instructions under 'Self-Pay of Testing Fees'), 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.

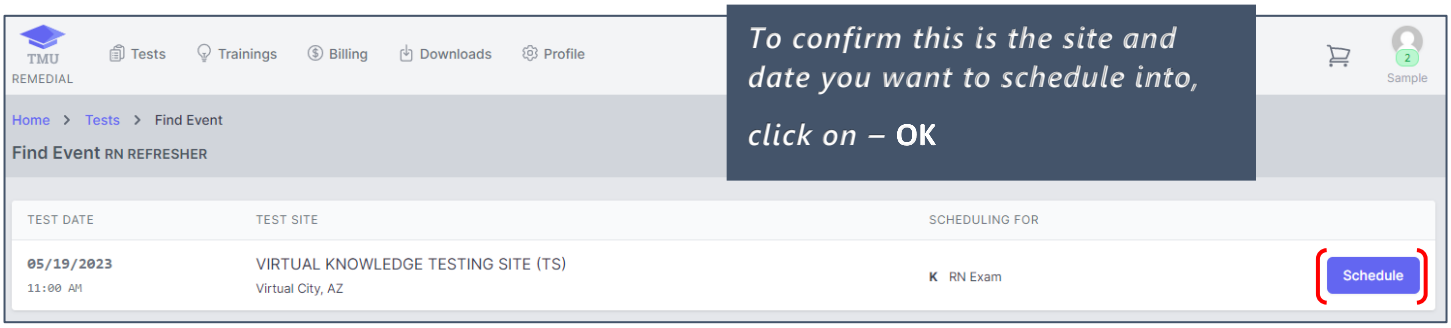
To schedule or reschedule your test date, sign in to the Arizona Remedial TMU© webpage at https://re.tmuniverse.com with your email and password. If you are unable to schedule/reschedule on-line, please call D&SDT-Headmaster at (800)393-8664 during regular business hours 6:00AM to 5:00PM MST, Monday through Friday, excluding holidays, for assistance.



All eligible test events will appear in this format.

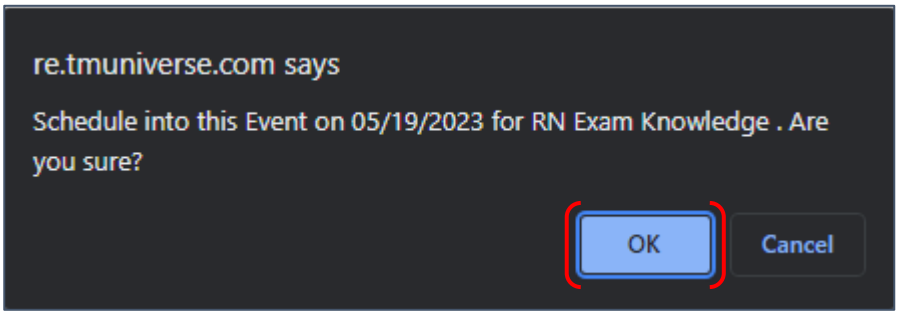
To select a test site and test date,

click on – **Schedule** *to the right of the test date you want to schedule into*



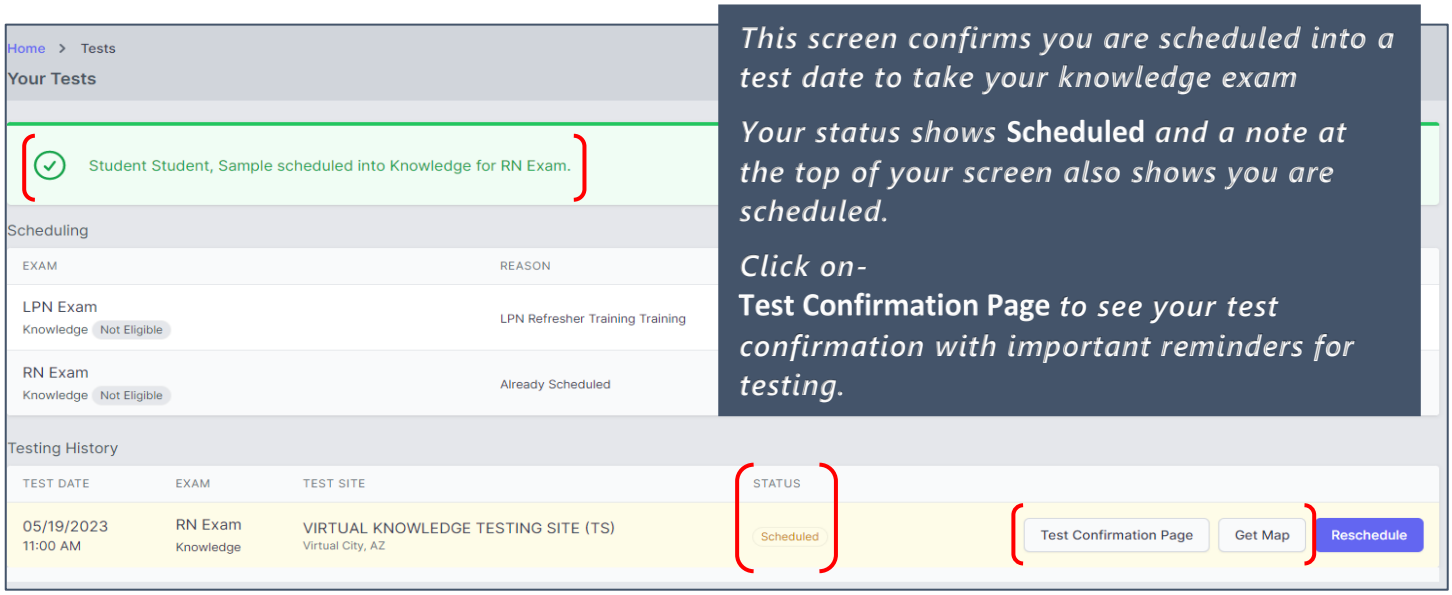
To confirm this is the site and date you want to schedule into,

click on – **OK**



To confirm this is the site and date you want to schedule into,

click on –
OK



This screen confirms you are scheduled into a test date to take your 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.*

Test Confirmation Letter

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

The body of the test confirmation letter will direct you to read the Arizona LPN/RN Refresher Candidate Handbook for important information regarding test day.

It is important you read this letter!

Failure to do so could result in you not being allowed to test, be a No Show and forfeit all testing fees paid.

Test Confirmation Letter

Scheduled Test Confirmation - Remedial RN Exam

Get Map | Print Page

Test Date:	05/19/2023
Test Time:	11:00 AM
Test Exam:	Knowledge - RN Exam
Test Site:	VIRTUAL KNOWLEDGE TESTING SITE (TS) NO PHYSICAL ADDRESS - All TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE Virtual City, AZ 00000

Sample Student
1000 Best Lane
Phoenix, AZ 55555

- TESTING BEGINS AT 11:00AM ON 05/19/2023: **ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK IN FOR AN ON-SITE TEST EVENT**
- *If you are scheduled for a **virtual test event**, you must be logged in to the virtual test event* **AT LEAST 10 MINUTES EARLY FOR A VIRTUAL TEST EVENT**
- If you are unable to access your account, go to https://re.tmuniverse.com, click on 'Forgot Password', enter your email, click on 'Send Reset Password Link' and follow the directions to reset your password and recover your account. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

Refer to the **LPN/RN Refresher Exam section** of the **Arizona LPN/RN Refresher 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 Candidate Handbook.

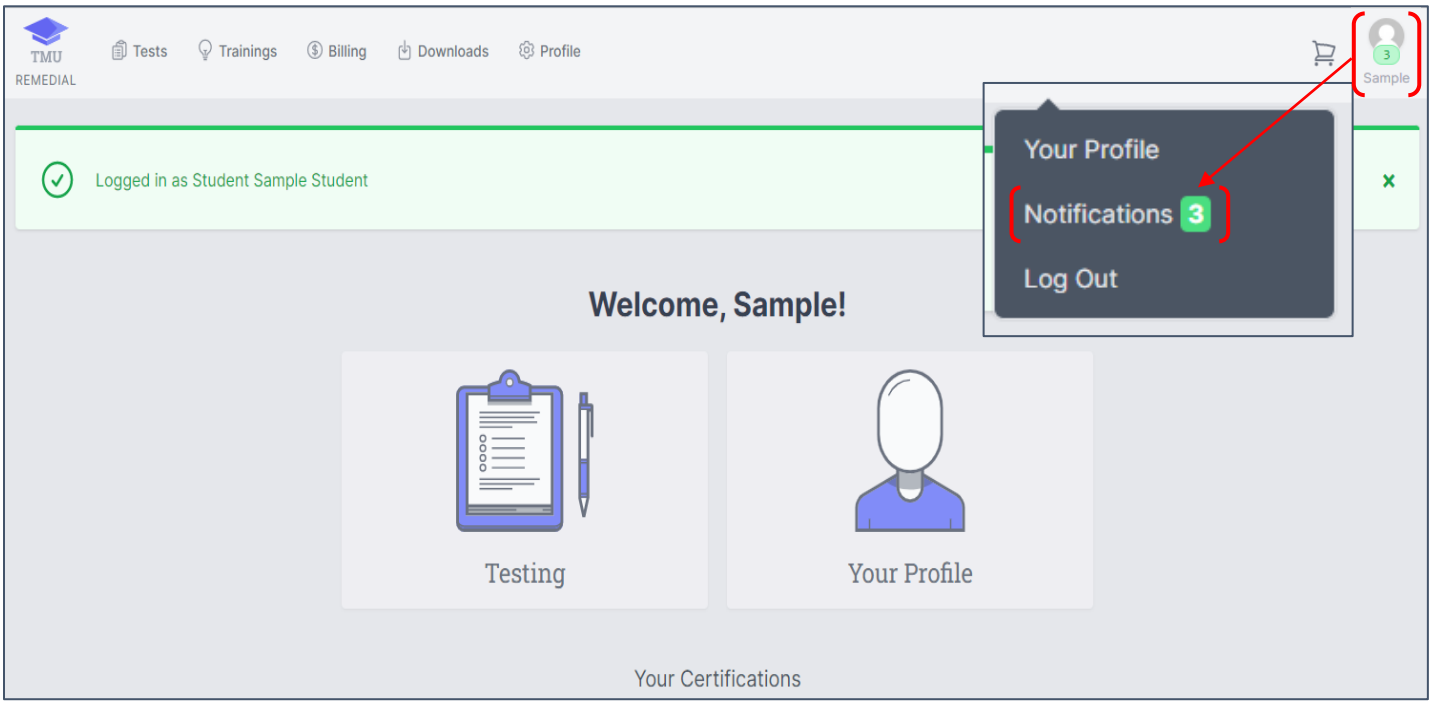
Driving Directions
You have signed up for a virtual knowledge test. This test will be taken using your own personal computer or laptop and internet access. In addition to a computer or laptop you will need a cell phone with the Zoom app downloaded on it in order to video conference with the knowledge test proctor. It is highly recommended that you have both devices plugged in during the duration of the knowledge test. Your Zoom link will be sent to your email and via text message so that you can enter the virtual exam via your cell phone at your scheduled exam time.

Please see the 'Virtual Knowledge Exam Option' under the Knowledge Test section if you are interested in taking your knowledge exam virtually from your home, etc. If you have any questions regarding your test scheduling, call D&SDT-Headmaster at (800)393-8664, Monday through Friday, excluding holidays, 6:00AM to 5:00PM MST.

D&SDT-Headmaster does not send postal mail test confirmation letters to candidates. You will need to sign in to TMU© to verify your status.

Checking/Viewing your Notifications

Remember to check your 'notifications' in your TMU© record for important notices regarding your selected test events and other information. See screenshots that follow:

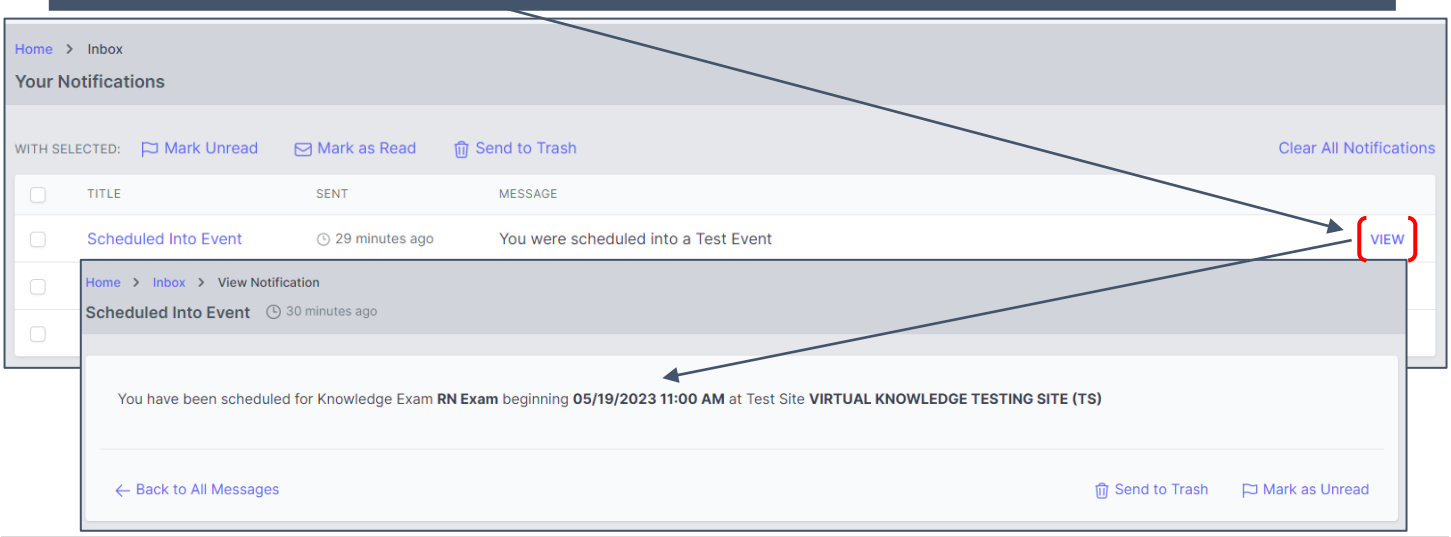


When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

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

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

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



Time Frame for Testing

You must schedule a test **within six months from starting a refresher program.**

Exam Check-In

You need to arrive at your confirmed test site between 10 to 20 minutes before your exam is scheduled to start.

- Testing begins promptly at the start time noted.
- You need to make sure you are at the event ***at least 10 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 7:50AM.

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

Testing Attire

Testing attire for test events is business casual.

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 January 1, 1997 and later)*
- State issued Identification Card *(Arizona State ID must be issued January 1, 1997 and later)*
- US Passport (Foreign Passports *are not* acceptable)
  - ***Exception:*** *A Foreign Passport that contains a US VISA is acceptable.*
- Military Identification Card (that meets all identification requirements)
- Alien Registration Card *(that meets all identification criteria, may contain a fingerprint in place of a signature)*
- Tribal Identification Card (that meets all identification requirements)
- Work Authorization Card (that meets all identification requirements)

The **FIRST** and **LAST** names listed on the ID presented to the RN Test Observer/Knowledge Test Proctor during sign-in at your test event, both virtual and on-site, **MUST EXACTLY MATCH** the FIRST and LAST names that were entered in the TMU© database by your training program. You may call D&SDT-Headmaster at (800)393-8664 to confirm that your name of record matches your US government issued ID, or sign in to your record in TMU© at https://re.tmuniverse.com to verify or change your demographic information.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification**.
  - Be sure your identification is not expired.
  - Check to be positive that both your FIRST and LAST printed names on your identification card 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 the cases where names do not match or your ID is not proper/valid or has a hole punched in it, this is considered a NO SHOW and you will have to reschedule and pay for another test and date.

Instructions for Testing at an On-Site Test Site

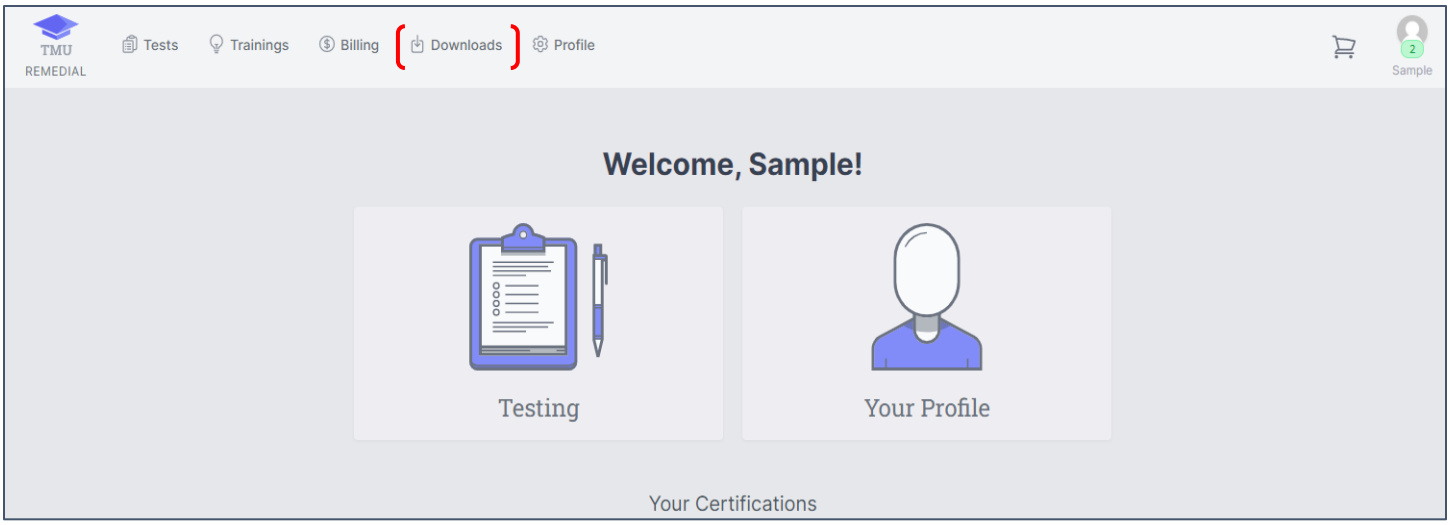
You will be given a calculator, and scratch paper to perform your calculations. The scratch paper will be left with the proctor when you have completed the exam. Failure to leave the scratch paper with the test proctor will be an automatic failure. **There will be no further opportunity for testing at that time**. This is a secure environment and all exam papers are secured post testing. The result of this failure will be reported to MedStar Academy, Inc., and considered cheating.

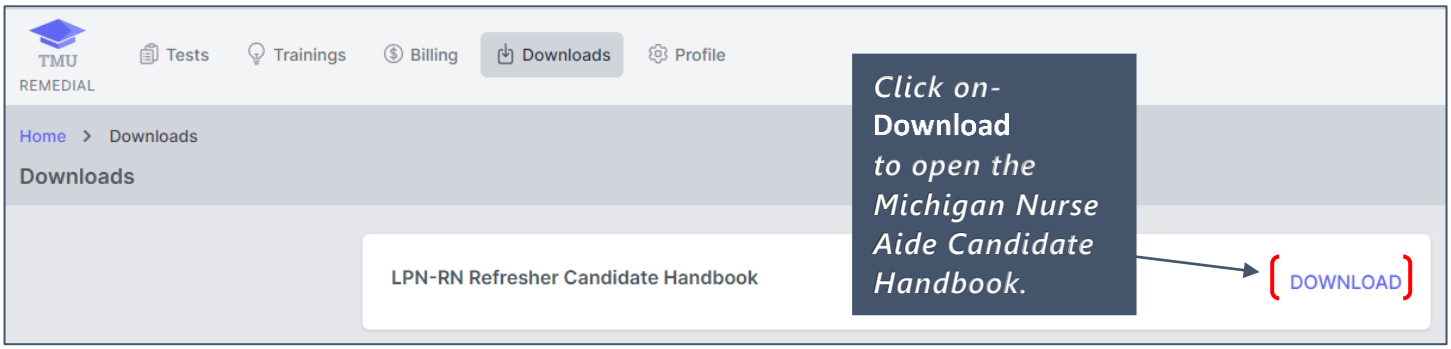
Testing Policies for Testing

The following policies are observed at test sites—

- Plan to be at the test site up to one hour.
- 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* 10 to 20 minutes before your scheduled start time** – if your test start time is 8:00AM, you need to be at the test site **by 7:50AM at the latest**), you will not be admitted to the exam and any exam fees paid by MedStar Academy, Inc., will be charged to you and due before your Certificate of Completion is issued at the end of your program completion.
- 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 by MedStar Academy, Inc., will be charged to you and due before your Certificate of Completion is issued at the completion of your program.
  - If the FIRST and LAST printed names on your ID do not match your current name of record, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
  - Any fees paid by MedStar Academy, Inc will be charged directly to you and payable before the completion of your program.
- If you NO SHOW for your exam day, any test fees previously paid by MedStar Academy, Inc. will be charged to your account and payable before the completion of your program.
- **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 either 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 either 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 or aide of any type during testing will be asked to leave (expelled from the test event), your test will be scored as a failed attempt and all testing fees forfeited will be charged to you personally and due before an issuance of program completion. **There will be no further opportunity for testing at that time**. The result of this failed attempt will be considered cheating and reported to MedStar Academy, Inc., Dr. Sandra Wyrick, Executive Director.
- 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.

- Foreign language translation dictionaries, translating devices and non-approved language translators are not permitted to be used during testing.
- 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 started ***for any reason***. If you do leave during your exam event, you will not be allowed back into the testing room to finish your exam. Your test will be scored as a failed attempt.
- 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, your test will be scored as a failed attempt and you will be reported to MedStar Academy, Inc. **There will be no further opportunity for testing at that time**.
- No visitors, guests, pets (including companion animals) or children are allowed.
  - Service animals with an approved ADA accommodation in place are allowed.
- You may not test if you have any type of physical limitation (excluding pre-arranged ADA's). Example: you are visibly sick. Call D&SDT-Headmaster immediately if you are on doctor's orders. You must fax a doctor's order **3 business days prior to** your scheduled exam to qualify for a free reschedule.
- Test facilities and D&SDT-Headmaster RN Exam Observers/Knowledge Exam Proctors are not responsible for candidate's personal belongings at the test site.
- Check the Candidate Handbook on D&SDT-Headmaster's LPN/RN Refresher webpage prior to your test date for any policy and testing updates.
- The Candidate Handbook can also be accessed within your TMU© record under your 'Downloads' tab.





Security

These are secure virtual and on-site testing environments and all testing and security policies stated in this handbook will be followed. If any of the following (see list below) is committed, your exam will be stopped and scored as a failed attempt. You will be dismissed from the testing room or virtual test. Any exam fees paid by MedStar Academy, Inc., will be charged directly to you and due before the completion of your course, and a report of your behavior will be given to MedStar Academy, Inc. **There will be no further opportunity for testing at that time**.

- If you refuse to follow directions, use abusive language or disrupt the examination environment-
- Anyone who removes or tries to remove exam material or takes notes or information from the test site, or virtual test, is also subject to prosecution to the full extent of the law-
- If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices or test aides such as cell phones, smart watches, navigating to other sites or browsers, etc.)-

Reschedules

All candidates are entitled to reschedule for free any time up until **one (1) business day** preceding a scheduled exam day, **excluding** Saturdays, Sundays and Holidays.

- **Example:** If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to reschedule by close of business (D&SDT-Headmaster is open until 5:00PM Mountain Standard time) the Thursday before your scheduled exam.

Scheduled test date is on a:	Reschedule by 6 pm Mountain Standard Time on the previous:
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday
Sunday	Thursday

Note: Reschedules will not be granted less than one (1) full business day prior to a scheduled test date.

Refund of Testing Fees Paid

Testing fees paid are **non-refundable**.

Unforeseen Circumstances Policies

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 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 record (*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 record 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

If an exam date is cancelled due to weather or other unforeseen circumstances, D&SDT-Headmaster staff will make every effort to contact you via email, text message and phone call using the contact information we have on file to reschedule you, for no charge, to a mutually agreed upon new test date. Therefore, you must keep your contact information up to date in case we need to contact you. See more information under 'No Show Exceptions'.

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. All fees paid by MedStar Academy, Inc., will be charged to the student, and the student must submit a new testing fee to schedule into a new test event.

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, or any other reason that makes you ineligible to test, you will be considered a **NO SHOW.** All fees paid by MedStar Academy, Inc., will be charged to the student, and the student must submit a new testing fee to schedule 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), a NO SHOW status will exist. You will forfeit your testing fees. If the fee was paid for paid by MedStar Academy, Inc.,

you will be charged for the fee paid by MedStar Academy, Inc. The candidate must pay 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 the Knowledge/Calculation Exam 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 includes 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 (see below) 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:** Documentation from Internet provider showing outage date and times.
  - **Computer (tablet-laptop-desktop) and/or Cell Phone Issue(s):** If your computer and/or cell phone fails to work for any reason, documentation from a computer and/or cell phone repair technician/shop or other appropriate documentation showing dates.

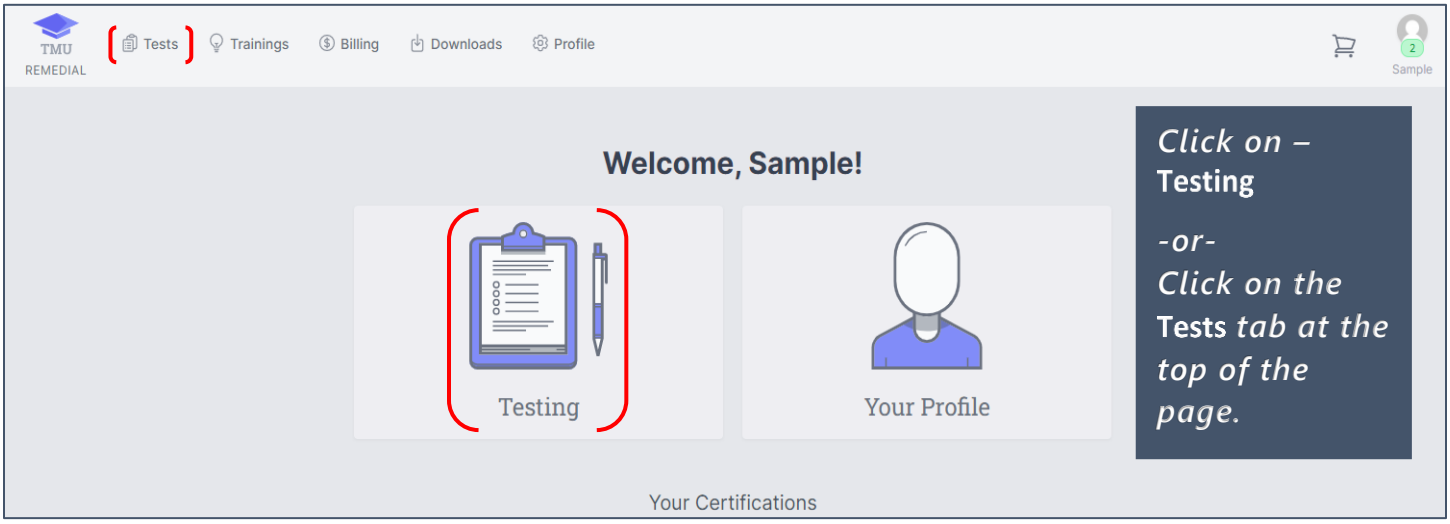
Exam Results

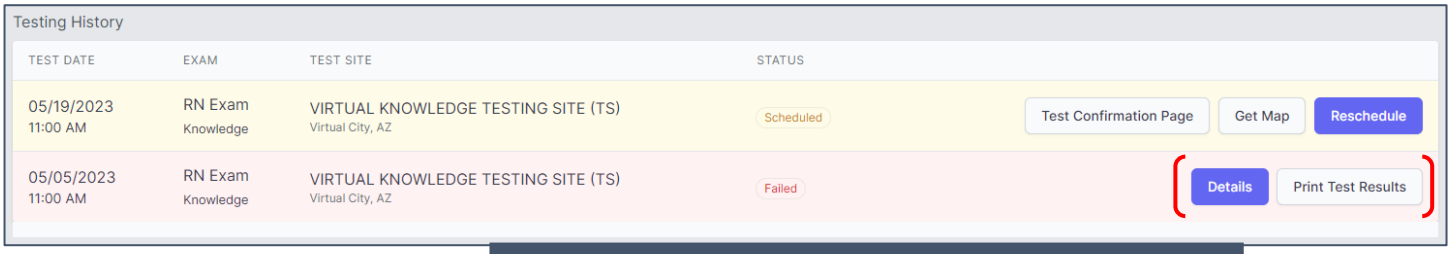
After you have completed your Knowledge/Calculation Exam, your test results will be officially scored and double checked by scoring staff in D&SDT-Headmaster's Helena, Montana office. Once the scoring process is complete, you will receive an email and/or text message letting you know your test results are available. You may securely access your results in your own record in TMU© at https://re.tmuniverse.com. Official test results are available to you after 5:00PM Mountain Standard time (excluding Saturdays, Sundays and Holidays) typically one business day after a TMU© electronic exam date (test site or virtual).

Your test results can be printed from TMU© any time after your test has been officially scored.

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

(See instructions and screen shots to access your Test Results below.)

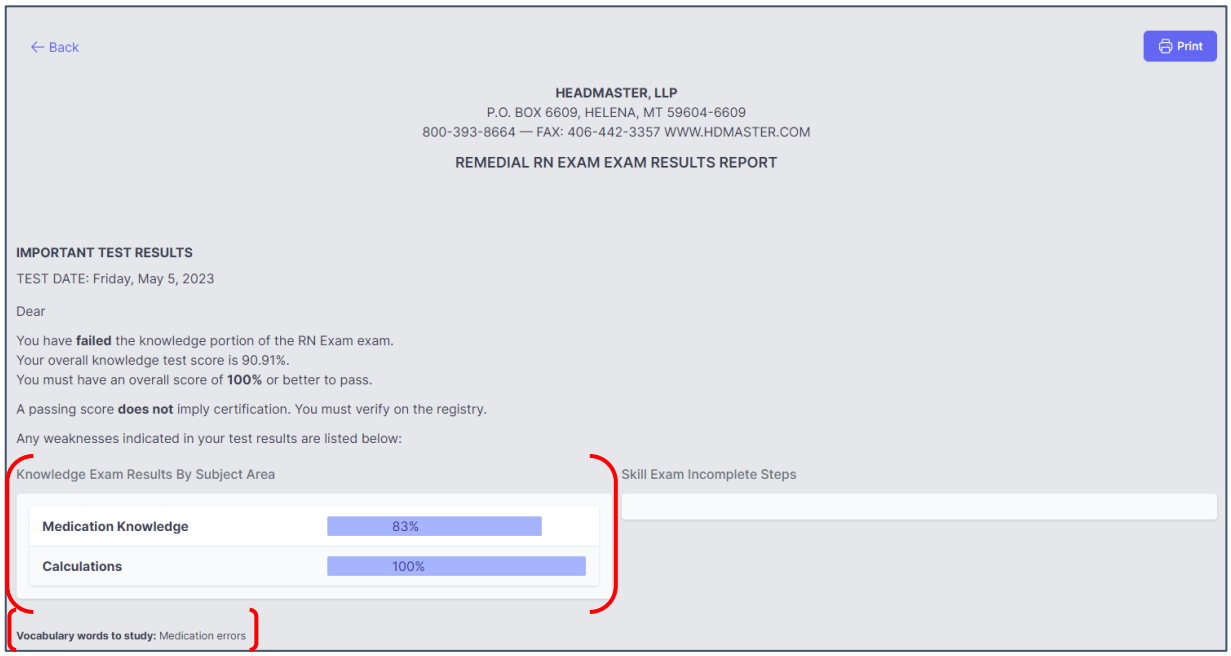




Click on – **Details** *to view your results.*

Click on **Print Test Results** *to print your results.*

Knowledge Exam Test Results Example:



Exam Attempts

You have **three attempts** to pass the Knowledge/Calculation Exam.

Retaking the Arizona LPN/RN Refresher Exam

If your test results show that you failed the Knowledge/Calculation Exam, and if you want to apply for a retest, you will need to repay before you can schedule another exam date.

- You may secure a new test date by signing in to your TMU© record at https://re.tmuniverse.com. Follow the directions for 'Schedule an Exam'.

If you need assistance scheduling your re-test, please call D&SDT-Headmaster at (800)393-8664. We can assist you in scheduling a test or re-test date if your test fee has been paid.

Exam Review Requests

Please contact Dr. Sandra Wyrick, Executive Director at (425)478-0779, 10:00AM to 7:00PM Arizona time, Monday through Friday; or D&SDT-Headmaster at (800)393-8664, during regular business hours, Monday through Friday, 8:00AM to 5:00PM MST; excluding Holidays, and discuss the test outcome you are questioning. 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.

The Knowledge/Calculation Exam

You will be required to re-present your ID when you enter the knowledge test room or virtual test (see **'Virtual Knowledge Exam Option'**).

The RN Test Observer (Test Proctor) will hand out materials and give instructions for taking the exam see **'Virtual Knowledge Exam Option – Instructions for Virtual Testing'** for virtual testing procedures. You will have a maximum of thirty (30) minutes to complete the 11-question exam. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Test (such as "What does this question mean?") **You must have a score of 100% to pass the exam.**

Foreign language translation dictionaries, translating devices and non-approved language translators are not permitted to be used during testing.

All test materials must be left in the testing room. Anyone who takes or tries to take materials, notes or information from the testing room, or virtual test, is subject to prosecution and your exam will be stopped and scored as a failed attempt. You will be dismissed from the testing room or virtual test. Any exam fees paid by MedStar Academy, Inc., will be charged directly to you and due before the completion of your course, and a report of your behavior will be given to MedStar Academy, Inc. **There will be no further opportunity for testing at that time**.

Virtual Knowledge Exam Option

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

Virtual Knowledge Exam Candidate Requirements

Candidates must have:

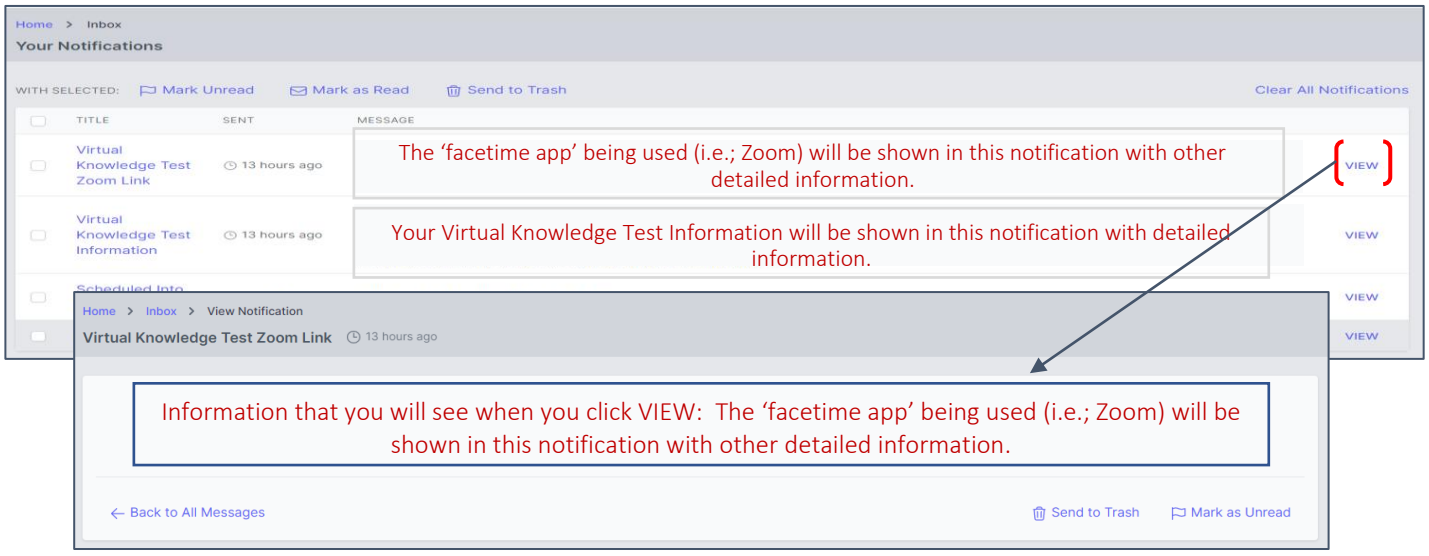
- An updated version of Google Chrome as your Internet browser.
  - *Internet Explorer is not supported by TMU©.*
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge test.
- **Your Email or Username and Password to take the virtual TMU© Knowledge test.**
- A smartphone to access the 'facetime app' (example; Zoom, etc.) that you will need to have downloaded.
  - You will be provided information for the 'facetime 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© record using your Username or Email and Password and follow the instructions to 'Schedule/Reschedule into a Test Event'. Please make sure you have met the 'Virtual Knowledge Test 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 and/or text message and a notification will be generated in your record for you to view (see the 'Scheduling/Rescheduling into a Test Event', 'Test Confirmation Letter' and the 'Checking/Viewing your Notifications' section for information to access your test confirmation.)
- Instructions and the link to download the 'facetime app' (example; Zoom, etc.), including the meeting ID and Password for the virtual knowledge event you are scheduled for will be emailed to you and in your notifications.
  - Remember to also check your 'NOTIFICATIONS' under your profile pic in your TMU© record for this information. Please refer to the 'Checking/Viewing your Notifications' section.

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



Instructions for Virtual Testing

Please read the following directions prior to taking your virtual knowledge exam:

Arizona LPN/RN Refresher
TMU© Virtual Knowledge Test Instructions

You are not allowed to leave the virtual knowledge test until finished with your test. Please remember to use the restroom before signing into your virtual knowledge test.

With the exception of the cell phone and tablet/laptop/desktop you are using for your virtual knowledge test, all other electronic and Blue-tooth connected devices (cell phones, smart watches, fitness monitors, tablets/laptops/desktops, etc.) usage is not allowed and these items are not allowed in the testing area or allowed to be near or on your person (in pocket, on wrist, etc.) during testing. Anyone using any other electronic or Blue-tooth connected device of any kind during testing (texting, Google searching, email, etc.) or navigating away from the virtual knowledge test during testing, will have their test stopped, will have their test scored as a failed attempt and **there will be no further opportunity for testing at that time**. This is a secure virtual testing environment and all testing and security policies stated in the candidate handbook will be followed. The result of this failure will be considered cheating and reported to MedStar Academy, Inc., Dr. Sandra Wyrick, Executive Director.

Your video must remain on for the duration of testing. If, at any time, the video disconnects and you do not rejoin right away, you will have your test stopped, you will forfeit all testing fees, and will have your test scored as a failed attempt and **there will be no further opportunity for testing at that time.** You will be reported to MedStar Academy, Inc., Dr. Sandra Wyrick, Executive Director.

There are 11 questions on your knowledge test. The questions will be presented to you on the screen one at a time. You are able to navigate through the test questions with the previous and next buttons.

You will have a maximum of 30 minutes to complete the knowledge test. Please refer to the time at the top of the screen for time remaining.

If needed, you may do math calculations on a piece of scratch paper. You may also use a basic calculator. You will be asked to show both sides of the scratch paper and the basic calculator to the Knowledge Test Proctor (KTP) *before* starting your test. At the end of your test, you will be asked to show both sides of the scratch paper to the KTP *again*. You will then be asked to mute your phone before tearing up the scratch paper in view of the (KTP).

If you have any issues with the computer, please let the KTP know.

When you are finished with your exam, you will click the Stop Exam button. If you have any remaining questions, you will be notified via a pop-up and will be able to go back to answer any remaining questions, provided there is time remaining. Do you have any questions?

Arizona LPN/RN Refresher: TMU® Virtual Knowledge Test Instructions *Updated: 5-1-2023*

This is a secure virtual testing environment and all testing and security policies stated in this handbook will be followed. The result of this failure will be considered cheating and reported to MedStar Academy, Inc., Dr. Sandra Wyrick, Executive Director.

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 the 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.
- You will be allowed to have scratch paper and a basic calculator during your virtual exam. Failure to show both sides of the scratch paper and basic calculator, or failure to tear up the scratch paper within view of the test proctor will be an automatic failure. **There will be no further opportunity for testing at that time**.

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 'facetime app' (example; Zoom, etc.) link must be maintained during the entire knowledge test.
- If the 'facetime 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.
- Please see virtual knowledge test issues information under the 'No Show Exceptions' section.
- Foreign word-for-word translation, translating devices of any type or non-approved language translators are not allowed during the virtual knowledge exam.
- This is a secure virtual testing environment and all testing and security policies stated in this handbook will be followed. The result of this failure will be considered cheating and reported to MedStar Academy, Inc., Dr. Sandra Wyrick, Executive Director.

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/Calculation Exam Content

The Knowledge/Calculation Exam consists of 11 multiple-choice questions. Questions are selected from subject areas based on the approved LPN/RN Refresher test plan. The subject areas and number of questions from each area are as follows:

Subject Area	# of Questions
Calculations	5
Medication Knowledge	6

Knowledge/Calculation Exam Vocabulary List to Study

dimensional analysis	right time	IV pumps
right drug	gtt mL	IV tubing
medication errors	drop factor	one-factor medication
liquid medication	reconstitution	medication administration
six rights	heparin	vaccine injection

Notes: