
**The following pages provide detailed guidelines for administering
the written and skills tests.**

General Overview

1. Approved Direct Care Worker Training and Testing Programs (Approved Programs) shall review the AHCCCS Contractor Operations Manual 429 and the Audit Tool for instructions pertaining to:
 - Procedures and protocol for the type of tests (regular, challenge or re-tests);
 - The use of subject matter expert or assistant trainers; and
 - Training and testing record maintenance (for both sessions and individual students).
2. Approved Direct Care Training and Testing Programs (Approved Programs) must request the tests by sending an email to AHCCCS (DCW@azahcccs.gov) with the following information. AHCCCS will send the testing documents that correspond with the *Principles of Caregiving* modules noted on the application.
 - Name of Training and Testing Program
 - AHCCCS Provider ID number
 - First name, last name and title of the requestor
 - E-mail address of the requestor
 - Telephone number of the requestor
 - The following attestation statement:
I will not share the bank of test questions and answers with any students or staff associated with the training and testing program except for qualified trainers. I understand that failure to maintain the security of the bank of test questions and answers can result in the termination of [insert name of training and testing program agency] program approval.
3. Spanish versions are available for all tests. If the Spanish tests are requested at a different time than the English versions of the tests, the Approved Program is required to re-submit the attestation statement along with the request for the Spanish versions of the tests.
4. Approved Programs may only request the tests for the modules they pledged to teach and train. If an Approved Program wants to revise the listing of modules they pledge to teach and train, they must re-submit an application noting it is an updated application for approval. Upon approval, the Approved Program will receive a letter indicating the approval of the updated application.
5. The passing scores on the written tests for Direct Care Workers (DCWs) are 80% and 92% for trainers. Both DCWs and trainers must score 100% on the skills tests to pass.
6. There are some test administration guidelines that are unique for testing trainers. It is also important to note that Approved Programs cannot test their own trainers. Approved Programs are permitted to train their trainers, but the trainers must be tested by another Approved Program.

Guidelines for Trainers

There is one exception to this guideline. DCWs who become trainers do not need to retake the written tests if the original test scores were at or above the level required of a trainer. They do, however, need to retake the skills tests because the skills-based testing requirements are more stringent for trainers than DCWs. The skills test must be administered by a trainer from another Approved Program.

Test Integrity and Security

1. The standardized tests provided by AHCCCS must be used. Approved Programs shall not write their own test.
2. Written and skills tests must be secured.
 - Tests should never be sent to anyone by mail, fax, e-mail or other means
 - Tests shall not be shared with students before the test
 - Copies of standardized tests shall not be included in individual training records
 - Tests must be collected after the student has finished the test; students are not allowed to take the written tests out of the testing location
3. Trainers may develop practice tests as study aids, but the practice tests cannot include questions from standard tests or quizzes provided by AHCCCS.

General Test Administration

1. Knowledge and skills testing may be administered at different times.
2. Knowledge and skills testing may be split into smaller units, administered in segments. AHCCCS provides standard quizzes for each module.
 - Incremental tests must add up to the entire test
 - Students must pass each unit/segment in order to pass the test
 - A final comprehensive test is not required if the testing is conducted in this manner
3. Tests can be offered in a variety of settings, e.g. office, central testing site, or in a person's home as long as the space can accommodate the supplies and equipment required to conduct the testing. Testing environments must be free from disruptions.
4. Approved Programs shall provide accommodations to students including:
 - The use of alternate language tests and/or the student may be allowed to use foreign language dictionaries as a reference.
 - The student may take an oral test. The student must take the test in another location, separate from other students. The proctor must read from the prepared text in a neutral manner.
 - The use of a qualified and competent interpreter.
 - The ability to sit for the test in a room separate from other students.
 - Students may request additional time to finish the test.
5. If an Approved Program trains and tests DCWs from another agency under an agreement/contract with a direct care services agency, the training and testing transcript shall be sent to the employer. The transcript shall:

- Be sent on the Approved Programs' letterhead Indicate the written and skills tests taken for each module
- Indicate whether or not the written or skills tests was either a regular, challenge or re-test
- Outline whether or not the written tests received a passing/failing score
- Outline each of the skills tested and whether or not the skills tested received a passing/failing score
- Date of the testing
- Signature of the trainer

Proctoring the Written Test

1. Testing must be proctored and completed in person. For example, while an agency can adapt the test questions for a computerized version, it is not permissible for tests to be uploaded online for students to take at home. The individual proctoring the test does not need to be a qualified trainer.
2. A comfortable environment shall be provided for students: quiet space, comfortable chairs/tables, and space between students
3. The test must be taken by each student individually; no team work is permitted
4. Open book tests are permissible. Approved Programs may choose to allow students to review curriculum and training materials while taking the test. If the Approved Program is going to permit open book testing, the following conditions must be met:
 - The students are only allowed to use the curriculum and training materials. No other reference items including electronic devices (cell phones, computer, etc.) may be used.
 - Students may have a maximum time limit of 1 minute per question. The time must be proctored to ensure the time limit has not been exceeded.

Guidelines for Testing Trainers

Trainers are not permitted to take an open book test.

Proctoring the Skills Test

1. A qualified trainer must conduct the test and evaluate the student's performance.
2. Students must have the opportunity to practice and demonstrate skills with the equipment and supplies prior to testing.
3. Trainers must follow the guidelines outlined in the "Skills Workbook: Evaluator Guide" for skills-based testing including the evaluation checklists and skills testing procedures and protocols.
4. Some skills must be demonstrated by each individual student while others can be tested in groups (reference "Skills Testing Guide"). Trainers may require individual skill demonstration at their discretion.

*****Guidelines for Testing
Trainers*****

Trainers are not permitted to be tested in groups. Trainers must demonstrate all of the components of each skill individually.

5. Trainers should create scenarios that apply the skills that reflect the setting and population most applicable to the student.