

Residential Care-
Assisted Living
Administrators
Licensing
Examination

Information
for
Candidates

**Prepared in Cooperation with
Professional Examination Service**

INFORMATION FOR CANDIDATES
Residential Care/Assisted Living Licensure and Entry-Level Competency
Examination for Administrators, Executive Directors and Managers

Prepared in Cooperation with Professional Examination Service

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Frequently Asked Questions

What is NAB?

The National Association of Boards of Long Term Care Administrator Boards (NAB) is composed of state boards or agencies responsible for licensing long term care (including residential care/assisted living) administrators/executive directors. The basic objective of the Association is to assist these boards and agencies in carrying out their responsibilities in the licensure and re-licensure of long term care administrators. One of NAB's functions is the development of the national residential care/assisted living administrators licensing examination.

What is PES?

Professional Examination Service (PES) is a not-for-profit testing agency that has, for over 50 years, been engaged in the development of examinations for the assessment of professional competency in health and health-related professions. These examinations cover a wide range of occupations and level of achievement, and are used by state, local and federal government agencies, universities, specialty boards, state licensing/entry level competency authorities, and professional organizations. Examinations have been prepared in more than 90 professions.

What is the relationship between PES and the NAB?

NAB contracts with PES for the following services: exam administration, reporting scores, assisting with the development of items and tests, processing applications, and providing additional consultation as requested.

What is the relationship between NAB and the state boards regulating long term care administrators?

The state boards regulating long term care administrators contract with the NAB for examination usage and score reports.

What is the purpose of the RC/AL licensing/entry level competency examination for residential care/assisted living administrators and executive directors?

The purpose of the residential care/assisted living (RC/AL) administrators licensing/entry level competency examination is to protect the public by ensuring that entry-level residential care/assisted living administrators and executive directors have mastered a specific body of knowledge and can demonstrate the skills and abilities essential to competent practice within the profession.

Why did NAB adopt online application and a computer-based exam format?

Applying online, and taking a computer-based test (CBT) provide more convenience for candidates. The online application and CBT allow candidates to register, schedule and sit for the exam at a time and location of their choosing. Under special circumstances, where candidates do not have access to a computer and the Internet, candidates may contact their state board for assistance in submitting a paper application for an additional fee.

What are the NAB requirements established for licensure as a residential care/assisted living administrator?

In order to qualify as a residential care/assisted living administrator, individuals must complete a 40-hour, state-approved RC/AL licensure course covering the NAB/RCAL domains of practice, pass the NAB/RCAL licensure examination, and pass a state law examination, if applicable; **and**

Minimum education and experience: An individual must have one of the following combinations of education and experience, in order to take the RC/AL administrator licensure exam:

1. A high school diploma (or equivalent) plus 2 years' experience working in assisted living, which includes 1 year in a leadership or management position.
2. An AA degree plus one year's experience working in assisted living, including six months in a leadership or management position.
3. A Bachelor's degree plus six months' leadership and management experience in assisted living; **and**

Continuing Education: To maintain licensure, an RC/AL administrator must complete 15 hours of state approved continuing education per year on subjects relevant to assisted living operations, management and philosophy.

Who requires candidates to sit for the licensing/entry level competency examination?

State boards or agencies that currently license residential care/assisted living administrators and executive directors establish the requirements for licensure. (Refer to NAB's web site at www.nabweb.org to determine which states require/offer the RC/AL licensure examination.) In states that require licensure, any individual who wishes to enter or continue in the practice of residential care/assisted living administration must meet the standards established

by his/her state or jurisdiction to qualify for or maintain an occupational license.

How can candidates learn of a state's requirements for licensure as a residential care/assisted living administrator?

Since state boards vary in requirements regarding education, experience, and examinations, candidates should contact the state agency which regulates the licensure of residential care/assisted living administrators and executive directors in the jurisdiction in which they wish to be licensed. Candidates can find a list of state licensure contacts at www.nabweb.org.

Can residential care/assisted living administrators and executive directors take the RC/AL examination on a voluntary basis?

States that do not require licensure may offer the RC/AL examination on a voluntary basis. Candidates in states that do not offer the RC/AL examination may still take it as a voluntary competency examination by applying directly to NAB.

What are the eligibility requirements for voluntary candidates to sit for the examination as an entry-level competency examination in those states that do not regulate residential care/assisted living administrators and executive directors?

NAB retains sole authority to establish eligibility requirements for voluntary candidates. Those requirements are as follows:

■ High School diploma or equivalent (GED), **plus** two years' full-time experience working in assisted living (to be verified by supervisor's signed statement), including 1 year in a leadership or management.

Or:

■ An AA degree **plus** 1 year's experience working in assisted living, including 6 months in a leadership or management position.

Or:

■ Four-year degree or higher **plus** 6 months' leadership and management experience in assisted living.

Official or notarized copies of degrees, diplomas, certificates of completion must be submitted.

Who establishes the passing score for the examination?

Each state board which regulates the licensure of residential care/assisted living administrators and executive directors retain the sole authority to determine

passing scores. For candidates taking the examination on a voluntary basis, NAB retains the sole authority to determine passing scores.

How can candidates and states be sure that the examination measures the knowledge and skills required for licensure/entry level competency as a RC/AL administrator/executive director?

The procedures used by the NAB Residential Care/Assisted Living Examination Committee to prepare RC/AL licensure tests are consistent with the technical guidelines recommended by the American Educational Research Association, the American Psychological Association, the National Council on Measurement in Education (AERA, APA, & NCME, 1985), and the *Guidelines for the Development, Use and Evaluation of Licensure and Certification Programs* (PES, 1996). In addition, the best effort has been made to adhere to relevant sections of the *Uniform Guidelines on Employee Selection* adopted by the Equal Employment Opportunity Commission, Civil Service Commission, Department of Labor, and Department of Justice (EEOC, CSC, DOL, & DOJ, 1978). All NAB tests are constructed to meet the test specifications in effect for the NAB examination program. These test specifications are based on the results of a job analysis study which is updated every five years.

The job analysis study was undertaken to define the job-related activities, knowledge and skills underlying the work of an entry level residential care/assisted living administrator. A panel of subject matter experts chosen by NAB generated the work-related activities and content areas of the job analysis under the guidance of professional staff from PES. The components delineated in the study were validated by a random sample of licensed residential care/assisted living administrators and executive directors to demonstrate that the domains, tasks, and knowledge statements developed by the panel of experts were applicable to individuals from a variety of work settings and geographic locations.

The primary objective of the RC/AL examination program is to protect the public by ensuring that candidates for licensure demonstrate competence in content areas that are relevant to practice as an entry level residential care/assisted living administrator. NAB and PES institute a number of review procedures to ensure that the RC/AL examination contains items that are relevant to practice and are critical to assessing the competence of a residential care/assisted living administrator at entry level. The items of the RC/AL

item bank were classified by content experts from the NAB RC/AL Examination Committee according to the content areas of the validated test specifications. To be accepted for inclusion in the RC/AL item bank, each item must also meet minimum standards concerning its importance and criticality to entry level practice as a residential care/assisted living administrator. In addition, the item must assess an aspect of work in the field that is frequently performed at entry level. All new items that fail to meet these standards are rejected from the RC/AL item pool.

How are the examination items developed?

Items are written by residential care/assisted living administrators and executive directors throughout the United States. Each raw item then undergoes a rigorous development process which includes editorial and psychometric modification by PES staff and consultants, and independent review by at least three content experts in the field of residential care/assisted living administration. Items which survive the review process are placed in the residential care/assisted living administration item bank for use in construction of the examination. The NAB RC/AL Examination Committee, composed of experts in the field of residential care/assisted living administration, determines the items to appear in the examination by selecting items from the RC/AL item bank to fit the requirements of the RC/AL test specifications.

How are new forms of the RC/AL licensing/entry level competency examination developed?

Two new forms of the RC/AL licensing/entry level competency examination are developed annually.

PES staff initiates the process of developing a new test for the RC/AL program by reviewing the statistical data accrued for the most current test form. Test items with undesirable item statistical characteristics (items that are too difficult for candidates, items that do not discriminate between candidates who are knowledgeable about the subject, and those who are not) are flagged during this review process. In addition, items that have appeared on several successive forms of the RC/AL examination are targeted for replacement.

PES staff assembles a draft form of the test by selecting replacement items from the RC/AL item bank to match the content category and, if possible, the difficulty level of items removed from the most current test form. The draft form of the test is then sent to the NAB RC/AL Item Writing/ Exam Review Workshop for their consideration. While the focus of PES's evaluation of the draft test is on the psychometric properties of the

examination, the participants of the workshop concentrate on the content of the examination. Adequacy of content coverage, test item redundancy, and the accuracy of the answer key are among the factors considered during this phase of the test development process.

The participants at the workshop also have access to the RC/AL item bank during this initial test evaluation period in the event that additional item replacement is necessary.

At the conclusion, PES staff incorporates additional replacement items or item revisions into a second draft version of the new test form. Once the production of the revised draft test has been completed, reviewer copies of the test are assembled for consideration by the NAB RC/AL Examination Committee. After subsequent approval by the Committee Chair and Vice-Chair, each new RC/AL test form is subjected to a final round of proofreading by PES editors and psychometricians, and then prepared in test format for printing and assembly of candidate copies.

Test Specifications

What subject matter areas are covered on the examination?

The examination covers the five subject areas or domains of practice listed below. These areas as well as the percentage of questions per area are determined using a job analysis study. The goal of the study is to determine the daily tasks of the administrator/executive director.

- (1) Client/Resident Services Management (32%)
- (2) Human Resources Management (19%)
- (3) Leadership and Governance (19%)
- (4) Physical Environment Management (13%)
- (5) Financial Management (17%)

Each subject matter area contains several tasks, which are listed below, along with the knowledge and skills needed in order to perform the tasks.

1. Resident Care Management

The development and implementation of services consistent with resident needs and preferences.

Tasks: Ensure resident care policies and procedures comply with applicable federal, state, and local laws and regulations; Plan, implement, and evaluate resident services in accordance with resident needs and preferences; Conduct periodic service plan reviews with

resident and/or responsible party; Ensure that medication and health-related policies and procedures are consistent with resident needs, preferences, and regulations; Ensure resident rights to decide on health care, medication, and end-of-life decisions; Coordinate the planning, implementation, and evaluation of services and support plans of care based on resident preferences and assessed needs (e.g., medical, nutritional, medication, psychosocial, physical, and socio-economic); Plan, implement, and evaluate move-in/move-out procedures based on established residency criteria; Manage the establishment and maintenance of resident records and documentation systems (e.g., service notes, assessed needs); Plan, implement, and evaluate policies for the protection of resident rights, confidentiality, and civil liberties; Plan, implement, and evaluate policies and procedures for response to resident emergencies; Plan, implement, and evaluate a food-service program to meet resident needs and preferences; Plan, implement, and evaluate housekeeping services for residents; Plan, implement, and evaluate the residence in accordance with hospitality principles; Plan, implement, and evaluate laundry services for residents; Provide assistance in securing transportation for residents; Provide and coordinate social-recreational services sufficient to meet the intellectual, psychological, physical, and spiritual needs and preferences of the resident.

Knowledge of: Applicable federal, state, and local laws, rules, and regulations; individual resident history and needs and level of functioning; physical, psychological, and sociological impact of aging; aging, dying, and death; service delivery regarding residents' Activities of Daily Living (ADL) needs; service delivery regarding residents' Independent Activities of Daily Living (IADL) needs (e.g., transportation, shopping, housekeeping); range and scope of resident care available in the community and the residence; community resources and/or services available to the resident; medication protocols, policies, and applicable regulations within the facility; government programs (e.g., Medicaid, Medicare, supplemental security income [SSI]); resident rights and agreements; professional ethics; criteria for admission; infection control; pharmacy and medication delivery systems and health-related services; basic record-keeping systems; mandatory reporting requirements (e.g., resident physical and mental abuse); basic principles of food preparation, types of diets, and sanitation; social services and volunteer options available to the residential care/assisted living facility; emergency medical techniques (e.g., CPR, first aid); hospitality principles; therapeutic techniques (e.g., life review, spiritual

counseling, functional exercise); advanced directives (e.g., living will, durable power of attorney, do not resuscitate orders [DNR]); resident assessment including needs and preferences; power of attorney, guardianship issues.

Skills in: Developing and implementing policies and procedures related to resident care management; conflict resolution; recognizing changes in residents' physical, emotional, and psychosocial well-being; informing residents of, and safeguarding, their rights; grievance procedures for resident and responsible party; motivating residents to participate in the activities of the facility; developing and implementing resident support programs (e.g., volunteers, activities).

2. Human Resources Management

The planning, implementation, and evaluation of recruitment, performance appraisal, training, and retention policies and procedures to develop a competent staff who exhibit positive values and attitudes.

Tasks: Plan, implement, and evaluate personnel policies and practices that comply with all applicable federal, state, and local laws; Plan, implement, and evaluate programs to promote recruitment procedures that enhance staff selection and retention (e.g., benefits, training, incentives, flexible work schedules, staff recognition, regular performance appraisals); Establish and maintain a safe and positive work environment (e.g., safety training, employee risk management, communication techniques, grief counseling, motivation techniques); Ensure that staff supports residential care/assisted living philosophies; Ensure that your organization has appropriate staffing and training for resident needs and acuity; Plan, implement, and evaluate a staff in-service training program.

Knowledge of: Federal, state, and local laws and regulations (e.g., NLRB, ADA, OSHA, Family Leave Act, wages and hours, civil rights, equal opportunity, personnel files, unemployment compensation); work rules (e.g., smoking policies, breaks, no tipping); employee benefit policies; employee grievance procedures; labor relations; basic employee confidentiality practices; workers' compensation rules and procedures; personnel policies; performance-based evaluation procedures; employee interview procedures; facility staffing needs; staff position qualifications/needs; job descriptions; cultural diversity training; wage scale development in light of community standards; recruiting procedures; employment history and

verification procedures; basic staff development/training procedures; audit procedures to evaluate the effectiveness of training; procedures to analyze absenteeism and turnover; staff disciplinary procedures; the grieving process (e.g., in response to death of resident); staff recognition and appreciation techniques; basic safety-training programs; safety and injury-prevention procedures; communication techniques to foster an open environment.

Skills in: Developing policies and procedures related to human resources; predicting overall effect of personnel policies on your organization; auditing personnel policies and communicating results to appropriate individuals; conducting employment and exit interviews; enhancing employee self-esteem through recognition; performance-based measurement; personnel recruiting; basic employee counseling; negotiating wages, salaries, and benefits; matching qualifications of candidates to job requirements; evaluating procedures to recruit, train, and retain individuals; implementing procedures for preventing injuries, reporting injuries, and follow-up; auditing employee health and safety programs and communicating results to appropriate individuals.

3. Organizational Management

The development and implementation of the principles and practices of management in the overall operations of a residential care/assisted living community.

Tasks: Ensure that resident privacy, choice, independence, dignity, and individuality are supported in a home-like environment; Develop a focused and well-defined mission; Communicate a focused and well-defined mission to residents, families, staff, and the public; Provide leadership to implement your organization's mission; Develop and evaluate criteria to assess quality of service delivery; Utilize outcome data to validate and/or adjust systems and processes in the delivery of services; Develop, implement, and evaluate short- and long-term strategic plans to achieve goals and objectives; Support, inform, and advise the governing or ownership bodies, as appropriate, in order to fulfill your organization's goals and objectives; Plan, implement, and evaluate a public information/education program; Plan, implement and evaluate programs and procedures to assess and negotiate resident risk; Ensure compliance with federal, state, and local laws; Maintain appropriate insurance coverage to protect the fiduciary responsibility of your organization; Plan, implement, and evaluate marketing initiatives to meet organizational goals and objectives; Plan and implement system for oversight of third-party providers; Ensure that your organization has

well-defined criteria for admissions and discharges; Review and interpret facility's and residents' rights and responsibilities as described by the contract (e.g., moving-out payments, changes in payment, full disclosure); Involve residents in policy decisions affecting day-to-day resident life; Implement a quality improvement program.

Knowledge of: residential care/assisted living trends and state-of-the-art practices; the concepts, operational barriers, and implementation strategies to the residential care/assisted living philosophy (e.g., client privacy, choice, individuality); the role of your organization's mission in establishing values for the strategic planning process; different personality, management, and leadership styles; motivational techniques; group facilitation, consensus building, and decision-making processes; systems approach to quality improvement (e.g., collecting, integrating, and processing information; forecasting outcomes); the roles and responsibilities of the owners and/or governing bodies; laws and regulations which affect your organization's operations and fiscal viability; managed risk, shared responsibilities, and bounded choice; quality improvement programs (e.g., risk management); record keeping/management information systems; principles of management (e.g., planning, organizing, directing); marketing issues related to educating general local public.

Skills in: Communicating orally and in writing to residents, responsible parties, staff, governing/ownership entity, the community/public, and regulatory agencies; applying planning techniques to accomplish the organization's mission, goals, and objectives; public/media relations; assessing resident satisfaction.

4. Physical Environment Management

The creation and maintenance of a healthy and safe physical environment that is consistent with residential care/assisted living management philosophy and programs.

Tasks: Comply with applicable federal, state, and local laws, rules and regulations; Plan, implement, and evaluate facility fire, emergency, disaster, and resident safety/security plans; Plan, implement and evaluate fiscally responsible programs for repairs, preventive maintenance, capital replacement, grounds maintenance, and minor equipment replacement; Plan, implement, and evaluate specifications for outside vendor contracts

(e.g., grounds, fire safety systems, boilers chillers, pest control, laundry); Plan, implement, and evaluate physical environment modifications to meet the individual needs and preferences of residents within a home-like setting which upholds resident autonomy, dignity, privacy, and choice.

Knowledge of: applicable residential care/assisted living federal, state, and local laws, rules, and regulations (e.g., building codes, zoning requirements, NFPA life safety codes, ADA, OSHA); safety and security requirements and procedures; construction and maintenance procedures; budgeting methods; basic mechanical, electrical, and plumbing systems operations; the contract process; architectural planning and building modification.

Skills in: creating emergency and safety plans that reflect identified resident limitations; supervising staff and leading residents during emergencies; preparing, executing, and evaluating vendor contracts; selecting products and materials that are appropriate, safe, and aesthetically pleasing in order to create a homelike environment for the residents.

5. Business/Financial Management

The development and implementation of procedures and systems that enable the administrator to operate a financially viable facility.

Tasks: Develop and evaluate revenue projections based on applicable forms of reimbursement (e.g., private pay, life insurance, SSI, Medicaid waivers, grants, and others); Develop and evaluate the facility's budget (e.g., revenues, operations and capital expenditures); Monitor and comply with the facility's financing obligations (e.g., debt service, mortgage covenants); Develop, implement, and evaluate procedures for reviewing financial records and approving disbursements; Negotiate and monitor the facility's vendor and professional contracts (e.g., pharmacy, maintenance, food); Develop and implement a system to periodically monitor and adjust financial performance.

Knowledge of: reimbursement systems and benefit programs [e.g., long-term care insurance, supplemental security income (SSI), state/local waivers and grants, managed care/HMOs, other insurance, Medicaid, Medicare]; financial estimating procedures; financial analysis (e.g., debt ratio, profit margin, profitability, debt covenants); basic accounting principles; budgeting process; the purchasing process (e.g., RFP, pricing, ordering, receiving, inventory); business law and

contracts; ancillary services (e.g., home health, rehabilitation).

Skills in: data collecting, quantifying, and analysis.

Testing Procedures

How many questions are on the test? How many questions are in each section?

There are a total of 150 questions on the examination, which are broken down as follows:

- (1) Resident Care Management (45 questions)
- (2) Human Resources Management (27 questions)
- (3) Organizational Management (31-32 questions)
- (4) Physical Environment Management (19-20)
- (5) Business/Financial Management (27)

What types of examination questions can candidates expect?

All of the questions on the residential care/assisted living licensing/entry level competency examination are of the objective, multiple-choice type, having four alternative responses of which one is the correct response. Three types of multiple choice questions are used in the RC/AL examination:

1. Knowledge — this type of question involves remembering and understanding previously learned material. It may also require the candidate to demonstrate the interrelationship among given facts.
2. Interpretation — these questions require that the candidate understand and make use of information presented, as opposed to recalling a fact or definition.
3. Problem solving and evaluation — this type of question requires that the candidate organize the facts, interpret the data, assess the situation and choose the best alternative or course of action.

How can a candidate arrange to take the examination?

First, candidates must verify that they meet the NAB requirements, and those of the state if applicable, to take the RCAL Examination. **The requirements for taking the RCAL examinations can be found on pages 2 and 3 of this handbook.** A list of state boards can be found on the NAB website, www.nabweb.org

After verifying that they meet all of the requirements, candidates apply online to take the examination, using a credit or debit card. The application can be accessed online via the link from the NAB home page (www.nabweb.org). A series of buttons on the **Candidate Information Page** on the online application system allows candidates to:

1. APPLY for a computer-based examination (First-Time).
2. APPLY for a computer-based examination (Repeating).
3. COMPLETE an incomplete application.
4. CHECK the status of a submitted examination application.
5. REVIEW or UPDATE a submitted examination application.
6. WITHDRAW an examination application.
7. RETRIEVE examination scores (if this is allowed by the board in which the candidate is seeking jurisdiction).
8. ORDER a score transfer (to another jurisdiction).
9. ORDER a Diagnostic Score Report.

Candidates should be aware that **as soon as** they successfully submit an application for examination, the following will occur:

1. The system will verify the validity of the candidate's credit or debit card.
2. The **non-refundable**, processing fee of \$75 will be deducted.
3. Acknowledgement of the application will be sent to the e-mail address each candidate provides upon application.
4. The appropriate state board, or NAB where applicable, will be electronically notified of each new application.
5. Within 120 days, the appropriate state board, or NAB where applicable, will make a decision with regard to the candidate's eligibility to take the examination. The decision will be received through the e-mail address each candidate provides upon application.
6. If the candidate is approved to take the examination, an electronic Authorization-to-Test letter will be transmitted to the candidate via e-mail, indicating that **the candidate has 60 days in which to schedule and take the examination.**

The steps necessary to schedule an appointment with Prometric will also be provided in the Authorization-to-Test letter.

What is the fee for the RCAL examination?

The fee for candidates taking the examination for licensure, or for candidates taking the examination for voluntary competency in a sponsoring state, is \$260.00. The fee for candidates taking the examination for voluntary competency in a state which does not sponsor the examination is \$310.00.

Under special circumstances, where candidates do not have access to a computer and the Internet, candidates may contact their state board for assistance in submitting a paper application for an additional fee of \$75.

Candidates should check with the jurisdiction about local application fees.

How can a candidate prepare for the examination?

Since the RC/AL test is designed to assess mastery of the knowledge and tasks necessary for entry-level licensure as a residential care/assisted living administrator, candidates must be proficient in each area of the test specifications presented above. Examples of the range of questions presented on the RC/AL test are presented in the "sample question" section at the conclusion of this document. A bibliography of reference materials is included at the back of this booklet. For test security reasons, NAB does not distribute past forms of the licensing/entry level competency examination.

Should a candidate answer every question on the test, even if the candidate is not sure of the correct answer?

Yes. The score is based on the number of questions answered correctly and there is no penalty for guessing. Since it is to the candidate's advantage to respond to each question, they should answer questions they are sure of first. If time permits, they can go back to the more difficult questions, eliminate the responses that appear incorrect, then choose from the remaining responses. Candidates have 3 hours to complete the exam.

Does PES report scores directly to the candidates?

PES reports scores and relevant normative data only to the licensure board or agency where the candidate made application in states that require licensure or sponsor the exam. Candidates who applied in a non-sponsoring state, or in one that does not currently offer the RCAL examination for licensure, however, will receive their scores directly from NAB.

How soon after the administration of examinations are scores reported by PES?

PES reports scores to the administering board, or NAB where applicable, within 15 working days from the time the score information is received by PES.

What is a scaled score and why are scaled scores used to report performance on the RC/AL licensing/entry level competency examination?

To ensure fairness of the examination scoring process, a statistical method called equating is used to account for differences in test difficulty and to calculate a scaled score. With equating, scores are reported on a scale common to all forms of the RC/AL licensing examination (scaled score). In other words, the raw score (the number of questions answered correctly) is converted to a scaled score using a scale ranging from 50 to 150. On this converted scale, a scaled score of 113 is the NAB recommended passing score.

Can a candidate's score be reported to a state board other than the board in the state where he/she took the test?

Yes. PES established the Interstate Reporting Service (IRS) to aid candidates who wish to apply for licensure in more than one state. Registration with the IRS enables candidates to report their score to more than one jurisdiction, thereby reducing the need to retake the examination in each state where a candidate seeks to be licensed. (Scores are routinely reported to the jurisdiction in which the examination was taken, whether the candidate registers with the IRS or not). Currently, the charge for permanent registration of scores and the first transfer is \$63.00. Subsequent transfers cost \$63.00 each and this fee is paid by candidates to PES. Candidates can complete this form online by selecting the 'ORDER a Score Transfer Report' button, or download a hard copy of the form which is provided at the end of this handbook. Candidates can also write to:

*Professional Examination Service
Attention: RC/AL Interstate Reporting Service (642)
475 Riverside Drive, 6th Floor
New York, NY 10115-0089*

Can candidates receive more detailed information on their performance on the RC/AL licensing/entry-level competency examination beyond the total score and scores on the 5 major subject matter areas of the test specifications?

Yes. NAB and PES have established an optional scoring service for candidates who wish more information on their RC/AL licensing/entry level competency examination scores. This scoring service includes a *RC/AL Diagnostic Score Report* that provides scaled

scores on the 5 major subject matter areas of the test specifications **AND** scaled scores on the component tasks within each major subject area. Candidates who do not pass the RC/AL licensing/entry level competency examination may find the *RC/AL Diagnostic Score Report* to be of value in identifying specific areas of the RC/AL test specifications for further study and preparation. Please note that the *RC/AL Diagnostic Score Report* is not an official score report, and it may not be used for score transfer or score reporting purposes to licensing boards and agencies.

PES will produce *RC/AL Diagnostic Score Reports* for candidates who register for this service. The fee for a copy of the *RC/AL Diagnostic Score Report* is \$63.00, and this fee is paid by candidates to PES. Candidates can complete this form online by selecting the 'ORDER a Diagnostic Score Report' button on the **Candidate Information Page**, or download a hard copy of the form provided at the end of this handbook.

What must a candidate agree to at the test site?

Candidates must agree to a statement in which they attest that they will not divulge the nature or content of any question on the examination to any individual or entity. Breach of this agreement will result in a report to the appropriate licensing authority for investigation.

Can candidates request special accommodations?

The first step when requesting special accommodations in conformance with the Americans with Disabilities Act is for the candidate to check the box marked, "Accommodations for applicants with disabilities" which appears on the online application.

Second, such a candidate should complete the form entitled, "Candidate Request for Special Examination Accommodations" located at the end of this handbook and submit it as soon as possible, with all accompanying documentation (see below) to Professional Examination Service with a copy to the appropriate state board, if applicable.

Your application must be accompanied by documentation which is sufficient to explain the need for the accommodation(s) of your disability.

You may include a letter from an appropriate professional (e.g., physician, psychologist, occupation therapist, educational specialist) or evidence of prior diagnosis or accommodation (e.g., special education services).

Previous school records may also be submitted to document your disability. Any professional providing documentation should have knowledge of your disability, have diagnosed and/or evaluated you, or have provided the accommodation for you. The letter which you obtain from a professional must be on official stationery and include the following information:

- Identification of the specific disability/diagnosis
- The approximate date when the disability was first diagnosed/identified
- A brief history of the disability
- Identification of the test/protocols used to confirm the diagnosis
- A brief description of the disability
- A description of past accommodations made for the disability.
- An explanation of the need for the testing accommodation(s).
- Signature and title of the professional

You may be contacted by Professional Examination Service and/or your state licensing board/agency for clarification of any information provided.

Can candidates submit comments on items or challenge the validity of items presented on RC/AL licensing/entry level competency examinations?

Yes. Candidates can submit their comments via the questionnaire which they complete at the end of the examination. Candidates also have the right to challenge a question if they feel the answer is incorrect. Such a challenge must be **submitted in writing and post-marked within seven days of taking the exam** to:

*Professional Examination Service
Attention: RC/AL Program Director (642)
475 Riverside Drive, 6th Floor
New York, NY 10115-0089*

In your letter, you should provide as much detail as you can remember about the question(s). Comments and challenges received by PES are directed to the NAB RC/AL Examination Committee leadership for their review and disposition. Each challenge is also reviewed by the full RC/AL Examination Committee.

State Exam

NAB also offers computer-based test (CBT) administration of state-based law examinations in some jurisdictions. Applicants should check with the jurisdiction in which they are seeking licensure to determine if that jurisdiction participates in NAB's CBT state examination program. If a state CBT exam is

offered, candidates may elect either to schedule and take both the RC/AL licensing examination and the state exam concurrently, or to schedule and take them in two separate sessions. (Note that the Diagnostic Report is available only for the licensing exam, not the state-based law examination.)

If applicable, the fee for the state-based law examination is \$155.00.

About NAB's Computer-Based Test

The RC/AL licensing examination has been administered on computer through the Prometric multi-state network of testing centers since January 2000. Upon receiving the Authorization -to-Test letter from PES, candidates must contact Prometric's Candidate Service Call Center (CSCC) to schedule an appointment to take the RCAL exam. NAB will not schedule appointments to take the RCAL examination; all scheduling must be done by the candidate directly with Prometric.

Candidates can either schedule online by use of the link to Prometric (www.prometric.com) and click on Schedule a Test or call the toll-free number for the CSCC which will be included in the Authorization-to-Test letter. Once a candidate receives the Authorization- to-Test letter, they will have 60 days from the date on the letter to schedule and take the examination. Failure to schedule and take the examination within 60 days of notification will result in forfeiture of all fees. **There is no exception to this policy.**

The examination will be administered on computer at a Prometric Technology Center. Candidates do not need computer experience or typing skills to take the examination. Candidates will have an introductory tutorial on the computer before they start their test. Candidates should arrive at least fifteen (15) minutes before their scheduled appointment to allow them time to sign in and to verify their identification. Candidates must provide two valid forms of identification before they may test, and the I.D. must meet the following criteria:

First form of I.D.

1. It must be a current, valid, government-issued document (e.g., driver's license, passport, state-issued identification card, or military identification);
2. It must have a current photo and the candidate's signature; and,

3. The name on the identification must be the same as the name used to register for the examination (including designations such as “Jr.” or “II,” etc.).

Second form of I.D.

1. The second form of I.D. must contain the candidate’s signature (i.e., a credit card. NOTE: Prometric does NOT accept a Social Security card as a form of ID).

The following security procedures will apply during the examination:

1. Examination contents are proprietary. No cameras, notes, tape recorders, pagers, or cellular phones are allowed in the testing room;
2. No calculators are permitted; and,
3. No personal items may be brought to the testing center. Only keys and wallets may be taken into the testing area. Prometric is not responsible for items left in the reception area.

Violations of security provisions in effect for the RC/AL licensing examination program will be reported to the applicable agency governing the licensing process for further investigation and possible legal and/or disciplinary action.

Completing the Online Application for the Residential Care/Assisted Living Licensure and Entry Level Competency Examination application form

Candidates will need a valid credit or debit card, an e-mail address, an Internet connection (DSL or modem), and an Internet-capable PC with an attached printer.

Candidates needing assistance updating a record, requesting special accommodations, or requesting a diagnostic score report, for example, are encouraged to contact their local jurisdiction for assistance and information. (A list of state boards is available at www.nabweb.org).

The NAB Online Application for Computerized Testing requests that candidates enter information in the following areas: the examination(s) being applied for; the jurisdiction in which candidates are applying for licensure; if applicable, special accommodations required for applicants with disabilities; the number of times the examination has been taken; academic qualifications and work experience; background data relating to licensure; and relevant credit card or debit card information. Candidates are also required to indicate agreement on abiding by the conditions set out

in relation to taking the examination(s).

As soon as the completed application is successfully submitted, candidates will be charged a non-refundable fee of \$75, and sent e-mail to the address provided, confirming receipt of the application.

Candidates may review or update a submitted application by clicking on the REVIEW or UPDATE button on the **Candidate Identification Page**. Modifiable fields are: middle initial; suffix; e-mail address; street address; apartment number; city, state, or province; postal/zip code; country; home telephone number; work telephone number; and fax number. No other fields will be modifiable, although all fields can be viewed and printed.

When the Application is Completed

The state, or NAB where applicable, in which a candidate is applying for jurisdiction will be electronically notified of each new application. Within 120 days, the appropriate state board will make a decision with regard to the candidate’s eligibility to take the examination. The decision will be received through the e-mail address each candidate provides upon application. As soon as the candidate is approved to take the examination, the credit card or debit card provided will be charged the remainder of the fees due, and an electronic Authorization-to-Test letter will be transmitted to the candidate via e-mail, indicating that **the candidate has 60 days in which to schedule and take the examination**. The steps necessary to schedule an appointment with Prometric to take the examination will also be provided.

Within the 60-day period, a candidate may reschedule the examination(s), once this is completed before noon (Eastern Time) two days before the previously scheduled date. Candidates are advised to schedule appointments as soon as they receive notification. Neither NAB nor PES is responsible for failure to receive a test date within the 60-day period due to late scheduling attempts.

Failure to schedule and take the examination(s) within 60 days will result in the forfeiture of all fees. There will be no exception to this policy.

The examination fee is \$260.00 (for candidates in states offering the examination for licensure or for sponsoring states) and is \$310.00 (for candidates in non-sponsoring states). If applicable, the fee for the state-based examination is \$155.00, if offered through NAB’s State-Based Exam Program. The total fee for both exams is \$415.00 (or \$465.00 for non-sponsoring states). Candidates should check with the jurisdiction about local application fees.

If eligibility is denied, the candidate will receive an e-mail indicating this and that the application to test has been cancelled.

Scheduling the Examination(s)

Candidates should schedule to take the examination as soon as possible after receiving the authorization to test and can do so in the following ways. They can make use of the Prometric link in the online application (www.prometric.com) and click Schedule a Test; they can use the toll-free number indicated in the authorization letter to reach the Prometric CSCC to schedule an appointment, Monday-Friday from 8:00AM to 8:00PM (Eastern Time), and Saturdays from 8:00AM to 4:00PM; they can also exercise the option of using Prometric's interactive voice system from 8:00am to 12:00 midnight Monday-Saturday and holidays.

Candidates should determine the Prometric Technology Center that is most convenient to sit for the examination **BEFORE** calling to schedule an appointment (a list of Prometric sites can be found at www.prometric.com).

When scheduling, candidates must provide:

1. Name (as it appears on the completed application);
2. Identification Number (provided on the authorization letter);
3. Daytime telephone number;
4. Name of the exam(s) being taken (Residential Care/Assisted Living Licensure and Entry-Level Competency Examination and/or the NAB State-Based Examination).

Candidates will receive a separate confirmation number for each exam scheduled.

On the Day of the Scheduled Examination

1. Candidates must arrive at the testing center at least 15 minutes prior to an exam appointment.
2. Candidates must provide a current *valid* form of identification, which must meet the following criteria: (a) ID must be government-issued (e.g., driver's license, passport); (b) It must have a current photo and the candidate's signature; and (c) the name on the ID must be the same as the name used to register for the exam.
3. Candidates must provide a **SECOND** piece of identification containing a signature (credit card; NOTE: Prometric does NOT accept a Social Security card as a form of ID).

4. Bring the authorization letter to the testing center.
5. All testing sessions will be videotaped.

The Computer-Based Test Experience

No prior knowledge of computers is needed to take a computer-based test. Before the examination begins, a simple introductory lesson explains the process of selecting answers and moving around in the examination. Time spent on the practice lesson does not count against the time allotted for the examination. Most candidates take approximately five to ten minutes to complete the tutorial; however, candidates may repeat the tutorial, if desired. Candidates may choose to select a letter on the keyboard and press "ENTER" to record answers, or they may use the mouse to click on the chosen response. Candidates are strongly encouraged to use the tutorial prior to taking the examination.

One of the most important rules to follow: give the test undivided attention. Begin reading the first question in its entirety and then carefully read all four responses to the question. Read all the responses before choosing one, even if the first or second response appears to be the right answer. One of the later responses might be better or more precise. Candidates may skip, or mark for later review, a question they cannot easily answer, then go on to the next question. They can return to the question later, if time permits. The amount of examination time remaining appears on the computer screen.

Having answered all the questions of which a candidate is certain, he/she should go through the test again and try the questions not easily answered the first time. While rereading these questions, the candidate should try to eliminate the responses that appear incorrect. The more responses that are eliminated, the better the chance of choosing the correct answer, since the score is based on the number of correctly answered questions. There is no penalty for guessing. Even if no responses can be eliminated, it is best to answer the item rather than to leave it blank. After answering all the questions, the candidate can review as much of the exam as desired.

Rescheduling, Extensions, Withdrawals, and No Show Policy

Rescheduling

You may reschedule your examination before noon (Eastern Time) up to two business days before your scheduled appointment by calling the Prometric Candidate Service Call Center's toll free number printed on your Authorization-to-Test letter. You must reschedule within your 60-day eligibility period.

Extensions

Extensions are not permitted under any circumstance.

Withdrawals

By accessing the online application and using the "Withdraw an Examination Application" button on the **Candidate Identification Page**, candidates may withdraw their examination applications up to one day prior to their scheduled examination date. However, they must cancel the scheduled appointment with Prometric, if one exists, before withdrawing, to avoid incurring the Prometric fee. The Prometric fee for the RCAL examination is \$55, and for the state-based examination, \$47. If withdrawal from Prometric does

not occur before noon (Eastern Time) two days before the candidate's scheduled appointment, this fee will be deducted from the candidate refund amount shown in the table below.

Verbal withdrawals by telephone will not be accepted. Candidates who withdraw must reapply and pay all required fees in order to have another 60-day eligibility period in which to take the examination. You will receive your refund approximately 30 days after receipt of your notification to withdraw the PES Application. The refund for each of the examinations follows:

| EXAMINATION | CANDIDATE REFUND |
|--|------------------|
| Residential Care/Assisted Living Examination (RC/AL) | \$175 |
| State-Based Laws and Regulations Examination (NSBL) | \$70 |

No Shows

If you fail to arrive at your schedule appointment or fail to withdraw your eligibility within your 60-day eligibility period **you will forfeit all fees. There are no exceptions to this policy.** Such candidates must reapply and pay all required fees in order to have another 60-day eligibility period in which to take the examination.

RESIDENTIAL CARE/ASSISTED LIVING EXAMINATION RECOMMENDED REFERENCES**

(October 29, 2009)

Conforms to PES Item Bank Codes

Allen, James E., (2004-Second Edition) *Assisted Living Administration The Knowledge Base* New York, NY Springer Publishing Company, Inc.

Buttaro, Peter J., (1999) *Principles of Long Term Health Care Administration* Sudbury, MA Jones and Bartlett Publishers

Davis, Winborn E., Haacker, Robert W., Townsend, Joseph H., (July 2005) *The Principles of Health Care Administration* Bossier City, LA Professional Printing & Publishing, Inc.

Leadership, Management and Operations, Level 2 V 1.0, Book 1, Book 2, Book 3 (2005) McLean, VA SLU/Senior Living University

Residential Care/Assisted Living-Administrators Exam Study Guide/CD ROM (1998) Washington, DC National Association of Boards of Examiners of Long Term Care Administrators

The Management Library for Executive Directors-The Complete Guide to Managing Your Assisted Living Residence, Volume 1, Volume 2, Volume 3 (1999-2005, 2.0 Version) Oakton, VA AIM/Assisted Living University

Vigilan Assisted Living Certificate Programs, Introductory Program (2006) Portland, OR Provider Management Educational Services

NAB Residential Care/ Assisted Living Five Step Program Administer-in-Training Internship/Self Study Manual (2004-2007) Washington, DC National Association of Long Term Care Administrator Boards, Inc.

Residential Care/ Assisted Living-Administrators Exam Study Guide (2007) Washington, DC National Association of Long Term Care Administrator Boards, Inc.

Solutions You Can Use: Transforming the Long Term Care Workforce Washington, DC Better Jobs Better Care Program, Institute For the Future of Aging Services, AAHSA http://www.bjbc.org/content/docs/BJBC_full_catalog2.pdf

Dementia Care Practice Recommendations for Assisted Living Residences and Nursing Homes: Phases 1 and 2

(September 2006) Alzheimer's Association

<http://www.nabweb.org/NABWEB/uploadedFiles/Storefront/Dementia%20Care%20Practice%20Recommendations%20for%20Assisted%20Living%20Residences%20and%20Nursing%20Homes%20Phases%201%202.pdf>

Leadership, Management and Operations, Level 1 V 2.0, Book 1, Book 2, Book 3 (1999-2005) Oakton, VA AIM/Assisted Living University

**Source: American Psychological Association (APA) Format. (Updated to 5th Edition)

DIAGNOSTIC SCORE REPORT OF RESULTS
for National Association of Long Term Care Administrator Boards

RESIDENTIAL CARE/ASSISTED LIVING LICENSURE & ENTRY-LEVEL COMPETENCY EXAMINATION

ORDER FORM

| Candidate Examination Identification Number* | Test Date MM/DD/YY | State/Jurisdiction where exam was administered | Cost | Amount Enclosed |
|--|-----------------------|--|----------------|-----------------|
| | | | \$63.00 | \$ |

*If you do not know the number, please call the state/jurisdiction for which you took the exam for this information.

Today's Date: _____

YOUR NAME: _____

YOUR ADDRESS: _____

PREVIOUS NAME: _____

(If the current name is different from name used on test date)

Diagnostic Score Reports are detailed breakdowns of your performance on the RC/AL licensing examination. They include detailed scaled score information for the Resident Care Management, Human Resources Management, Organizational Management, Physical Environment Management, and Business/Financial Management areas of NAB's RC/AL licensing examination.

TO ORDER: Complete this form (indicating method of payment below) and mail to:

PROFESSIONAL EXAMINATION SERVICE
Statistics & Computer Services
Attention: RC/AL Diagnostic Score Report Coordinator (642),
475 Riverside Drive, 6th Floor, New York, NY 10015-0089
Telephone: 212-367-4338

Method of Payment: Credit cards (MasterCard/VISA only), cashiers' check, money order, certified check, or corporate business checks. **PERSONAL CHECKS NOT ACCEPTED.**

- A Cashiers' Check, Money Order, Certified Check, or Corporate Business Check is attached.
- Please charge to my: VISA MasterCard

Expiration Date _____ Credit Card # _____

Cardholder's Name _____

I certify that the information provided above is correct.

☞ Signature _____ Print Name: _____ Date: _____

(Your request will not be processed unless it is signed)

**OK TO
PHOTOCOPY**

**THE INTERSTATE REPORTING SERVICE
RESIDENTIAL CARE/ASSISTED LIVING LICENSURE AND ENTRY-LEVEL COMPETENCY
EXAMINATION PROGRAM
Score Transfer Request Application**

For Office Use Only
____ DA
____ RN
____ FEE

Note: Omission or errors will result in delays. Please follow the instructions on the back of this form.

I. Applicant Information

Current Last Name: _____ First: _____ M.I. _____

Name at Time of Exam (last, first, middle, if different): _____ Other names: _____

Current address: _____
include street#, apt# city state zip code

E-mail Address: _____ Tel. No.: () _____ SSN.: _____

II. Exam Information: You must provide the appropriate information about the exam for score transfer

| Date of Examination (mm-dd-yy) | State Applied For Examination | Candidate ID Number |
|--------------------------------|-------------------------------|---------------------|
| | | |

**III. Fees: (A) Each Transfer Fee \$63.00 per examination (first transfer fee includes initial registration)
In the space provided below, print the state(s) to which you want your exam score transferred.**

State(s) To Which You Want Your Score Transferred

| | | |
|----|----|----|
| 1. | 2. | 3. |
| 4. | 5. | 6. |

Total (A) \$63.00 x _____ states = \$ _____ TOTAL

(B) Fee for Expedited Transfer: ADDITIONAL \$30.00 for each state. Print below the state(s) for which you are requesting an expedited transfer.

| | | |
|----|----|----|
| 1. | 2. | 3. |
|----|----|----|

Total (B) \$30.00 x _____ states = \$ _____ TOTAL GRAND TOTAL (A+B) \$ _____

IV. Method of Payment: Credit cards (MasterCard/VISA only), cashiers' check, money order, certified check, or corporate business checks. **PERSONAL CHECKS NOT ACCEPTED.**

For credit card payment, you must provide the following: Credit Card Type: VISA MasterCard

Expiration Date _____ Credit Card # _____ Cardholder's Name: _____

I have read the instructions on the back of this form, and I certify that the information provided above is correct.

Signature _____ Print Name: _____ Date: _____

(Your request will not be processed unless it is signed)

**Mail to: Professional Examination Service, Attention: RC/AL Exam App Processing Coordinator (642)
475 Riverside Drive, 6th Floor, New York, NY 10115-0089. Telephone: 212-367-4338**

**RESIDENTIAL CARE/ASSISTED LIVING LICENSURE & ENTRY-LEVEL COMPETENCY
EXAMINATION PROGRAM**

The Interstate Reporting Service was established to facilitate the endorsement of licenses from one state to another.

Transfer of your scores on the Residential Care/Assisted Living Licensure and Entry-Level Competency Examination may be requested any time after taking the examination. **Your scores are reported to the jurisdiction for whom the test was taken at no charge to you.**

APPLICATION INSTRUCTIONS

I. APPLICANT INFORMATION: You must provide your current name (the complete name under which you took the examination). If your name has changed or is different, you must provide your current address, daytime telephone number, and social security number.

II. EXAMINATION INFORMATION: For the examination score you wish to transfer, you **must** provide the date (month, day, year), the state where you applied and paid to take the examination and your candidate ID number. To verify this information, you may contact the board of the state in which you applied and took the test.

III. FEES

A) TRANSFER FEE - \$63.00 for initial registration and first transfer

The transfer fee is **\$63.00 per examination**. The \$63.00 fee covers the initial registration for the first score transfer to the your licensing board. There is a \$63.00 fee for each additional state for which you wish to transfer scores. Transfers typically take ten (10) business days.

B) FEE FOR EXPEDITED TRANSFER - \$30.00 for each state/province

You may request expedited service for an **additional \$30.00** for **each** licensing board to which you want your scores transferred. Expedited processing time is five (5) business days after PES receives the request. If faxing the scores is preferred over express-mail, check with the board to make sure that is acceptable. You will also need to provide PES with the fax number and the name and title of the licensing board contact.

IV. METHOD OF PAYMENT: Credit card (MasterCard/VISA only), certified check, cashier's check, business checks or money order made payable to PES. PERSONAL CHECKS WILL NOT BE ACCEPTED.

In offering this service PES makes no guarantees that any licensing board will accept a score transfer in lieu of other state requirements for the purpose of licensure.

Applications for the Interstate Reporting Service may be obtained from the licensing boards. This application form may be requested at the same time you request your endorsement/licensure application from the board of the state in which you want to be licensed. Please allow three weeks from the date the transfer request is mailed for the reporting of your scores to licensing board(s). Please include a self-addressed, stamped envelope with each request if you wish to have PES send a confirmation notice that the application has been processed and mailed to the appropriate board(s).

CANDIDATE REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act, **please submit to Professional Examination Service and the Board/Agency in the State in which you are seeking licensure (if applicable) this completed form and attach the appropriate documentation as indicated in the Candidate Handbook** so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality.

Applicant Information

Social Security # _____ - _____ - _____

Last Name First Name Middle Name

Address (line 1)

Address (line 2)

City State Zip Code

Jurisdiction in which you have applied for licensure

Special Accommodations

I request special accommodations for the administration of the:
Please check each examination that applies to you.

Residential Care/Assisted Living Licensure & Entry-Level Competency Exam (RCAL)
State-Based Laws & Regulations Exam (NSBL)

Please provide (check all that apply):

- _____ Accessible testing site
- _____ Special seating
- _____ Large print test (specify point size) _____
- _____ Reader
- _____ Circle answers in test booklet
- _____ Extended testing time (time and a half)
- _____ Separate testing area
- _____ Other special accommodations (please specify)

Send original documents to:
Professional Examination Service
Attention: RC/AL Program Director (642)
475 Riverside Drive, 6th Floor

Send copies to:
State Board/Agency in which you are
making application for licensure (if
applicable)
New York, NY 10115-0089

NAB PUBLICATIONS ORDER FORM

TO: NAB Publications
1444 I Street, NW, Suite 700
Washington, DC 20005

E-mail address: nab@nabweb.org
If you are paying by credit card you may
FAX your order to **202-216-9646**

- NAB Study Guide with online study guide companion (Nursing Home) (760)..... \$130.00*
- Residential Care/Assisted Living Study Guide with online study guide companion) (761)..... 130.00*
- The Principles of Health Care Administration, Winborn Davis (750)..... 115.00*
- NAB AIT Domains of Practice Internship Manual, James Allen/Philip Brown (754)..... 55.00*
- RC/AL AIT Domains of Practice Internship Manual, James Allen/Philip Brown (790) 55.00*
- AIT/Preceptor Program for Health Care Administrators, Robert Haacker (753) 70.00*
- Assisted Living Administration: The Knowledge Base, James Allen (771).....75.00*
- Principles of Long Term Health Care Administration, Peter Buttaro (772).....133.95*
- Leadership, Management and Operations, Level 2, Senior Living University (773)..... 295.00*
- The Management Library for Executive Directors, Senior Living University (774)..... 295.00*
- Nursing Home Administration, James Allen (775)..... 80.00*
- Long Term Care: Managing Across the Continuum, John Pratt (777)..... 84.95*
- Effective Management of Long-Term Care Facilities, Douglas Singh (778)..... 72.95*
- Long Term Care Survey, American Health Care Association (779)..... 35.95*
- Long Term Care Enforcement Procedures, American Health Care Association (780)..... 47.95*
- LTC Enforcement Procedures Binder Subscription, American Health Care Association (781).. . .129.95*
- LTC Survey and Enforcement Procedures (Set), American Health Care Association (782)..... 74.95*
- Next business day delivery (order needs to be received by 3:00 PM EST) 20.00**

TOTAL: \$ _____

Check # _____
 Visa or MasterCard or American Express # _____

Signature _____ Exp. Date _____

Name (please print) _____

Company _____

Street (no P.O. boxes) _____

City _____ State _____ Zip Code _____

Daytime Phone: (_____) _____ Fax: (_____) _____

Orders must be prepaid. Prices include UPS ground shipment. Please allow 2 weeks for delivery.

***Please note: There is a \$25 restocking fee for all returns.**

(Next business day delivery \$20 extra. Orders need to be received by 3:00 PM EST)

NAB Publications can also be ordered on the Internet at www.nabweb.org

Prices may change without notification. Call NAB Publications at 202-712-9040 with any questions,
or e-mail NAB@nabweb.org.



**National Association
of Long Term Care
Administrator Boards**

*Serving America's
Long Term Care
Administrator
Licensing Bodies*



Are You Prepared?

Test your knowledge base before taking the exam!

NAB is pleased to provide you with the opportunity to take an online **RCAL** practice exam at any time and place. Our practice exams provide you with the tools to assess your strengths and weaknesses regarding your residential care/assisted living administrator knowledge base. The multiple-choice questions are similar in form and content to the types of questions on the actual RCAL licensure examinations.

- **One Form of Exam = \$75**
- **Two Forms of the Exam = \$125**

Log online at www.nabweb.org to learn more about the RCAL exams, and to register for an upcoming practice exam.

Go to www.nabweb.org and click on [Examinations](#).

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20005
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