

Certification Examinations

Candidate Handbook

2011

The Handbook includes the policies and procedures for the Massage Therapy Certification Examinations in Newfoundland and Labrador. Although accurate at the time of publication, subsequent changes may take place without prior notice. The College will attempt to advise candidates of important changes, but reserves the right to make any changes necessary at any time without advance notice.

Please visit the website www.cmtnl.ca for the most accurate version of this handbook and for new or revised policies.

**College of Massage Therapist of Newfoundland and Labrador
PO Box 23204, Churchill Square
St. John's, NL
A1B 4J9
Tel: (709/888) 739-7181
Fax: (709) 739-7182
www.cmtnl.ca
info@cmtnl.ca**

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1 General Information

1.1 The College of Massage Therapists of Newfoundland & Labrador

The College of Massage Therapists of Newfoundland & Labrador (CMTNL) is dedicated to excellence in protecting the public, serving its members, and promoting the highest possible quality of the practice of massage therapy in a safe and ethical manner.

The College exists to protect the public interest and to regulate the profession of massage therapy.

Through the maintenance of high professional standards, the College of Massage Therapists of Newfoundland and Labrador ensures ethical, high-quality health care.

As part of its responsibility to the public, the CMTNL sets minimum entrance to practice requirements, administers the certification examinations and promotes continuous improvement of massage therapists' knowledge, skills and abilities through the Continuing Education and Quality Assurance program.

Candidates are expected to read, understand and comply with all requirements of the *Massage Therapy Act, 2005*; *Massage Therapy Board Regulations, 2005*, Standards of Practice, Code of Ethics, Policies and Guidelines of the College.

1.2 Certification Examinations and Registration with the College

There are two components of the College's certification examination: the objectively Structured Clinical Evaluation (OSCE) and the Multiple-Choice Examination (MCQ). Successful completion of both components of the certification examination is one of the conditions for registration with the College.

Massage therapy students or graduates who have not yet taken, or have failed the certification examinations are not yet members with the College and are advised they should not practice massage therapy or hold themselves out as Massage Therapists before they are registered with the College.

If the College receives a complaint about a student or graduate of a massage therapy program who is, or has been, practicing before being registered, the information will be investigated. When the student or graduate files an application for registration, the complaint will be reviewed by the Registrar for a decision.

The Registration Committee will make a decision about whether to refuse to register the applicant or to impose terms, conditions, or limitations in the certificate. They will consider the individual's decision to practice massage therapy while unregistered, and may determine that the individual has not adhered to the four Principles of the Code of ethics and does not meet the registration requirement to demonstrate that he/she has the required judgment to practice safely and ethically.

The registration Committee is prepared to refuse to register graduate(s) who practiced before registration with the College.

Please refer to Appendix B for full position statement

1.3 Examination Regulation

The following is taken directly from the Massage Therapy Act, 2005:

NEWFOUNDLAND AND LABRADOR
REGULATION 67/05

Massage Therapy Board Regulations, 2005
under the
Massage Therapy Act

Newfoundland and Labrador Regulation

Examinations

9. (1) The board shall offer competency examinations once a year, or more frequently, if it considers it necessary.
- (2) A person is eligible to take a competency examination if he or she
- (a) submits an application on a form provided by the board;
 - (b) pays the required fees;
 - (c) submits proof of graduation from an approved college or university;
 - (d) demonstrates to the board's satisfaction that he or she is reasonably fluent in English;
- and
- (e) submits a document of identification containing a photograph of the person.
- (3) A person who fails an examination
- (a) may apply for re-examination up to 2 times within the 2 year period after the failure;
- and
- (b) shall provide proof of upgrading satisfactory to the board if he or she applies for re-examination after the 2 year period has elapsed.
- (4) Notwithstanding subsections (2) and (3), a person who takes the competency examination and fails 3 times is not eligible to take the examination again without first obtaining another diploma or degree in massage therapy from an approved college or university.
- (5) Subsection (4) does not apply to a person who applied to take, or who took and failed, the competency examination before May 9, 2005.**

1.4 Registration Requirements for a General Certificate of Registration

SNL2005 CHAPTER M-1.2

MASSAGE THERAPY ACT, 2005

Amended:

2008 c47 s11

Registration and licence

10. (1) For the purposes of registration and the issuance of a licence under this Act, the college shall recognize and approve examinations and schools of or pertaining to massage therapy and shall make provisions for the holding of examinations as it may consider necessary for those purposes, but the standards of the examinations and schools recognized and approved and of the examinations held shall not be lower than the standards prescribed by the Canadian Massage Therapy Alliance.

(2) The authority of the college under subsection (1) to recognize and approve schools of massage therapy does not include authority to determine whether or not an educational institution may offer courses or training related to the practice of massage therapy.

(3) The college shall register as a massage therapist and issue a licence to practise massage therapy to a person who

- (a) pays the required fee;
- (b) has a diploma, degree or certification and has passed the examinations recognized and approved by the college under subsection (1);
- (c) provides proof that he or she has obtained professional liability insurance coverage in a form and amount satisfactory to the college; and
- (d) meets other requirements that may be prescribed by regulation.

(4) A person who is issued a licence under this Act shall, within 30 days after being granted a licence, become a member of the association.

(5) The licence of a person who does not comply with subsection (4) shall be considered to be revoked.

(6) The registrar shall annually renew the registration and licence of a person who meets the requirements of this Act and the regulations.

(7) Notwithstanding paragraph (3)(b), where a person

- (a) has practised massage therapy in the province for not fewer than 7 years immediately before June 1, 2002 ; and
- (b) while practising massage therapy in the province, has been a member of the association; and
- (c) has completed courses of instruction and has practical experience that the college considers to be equivalent to the requirements of paragraph (3)(b),

the college may register that person as a massage therapist and issue a licence to practise massage therapy to him or her.

[2005 cM-1.2 s10](#); [2008 c47 s11](#)

1.5 Examination Content and Item Development

The certification examinations are based upon internationally recognized testing standards, designed to ensure fairness, openness and defensibility. The cornerstone of these standards is the requirement that the certification examinations be job-related. The education and experience

requirements and the content of the examinations must reflect what competent massage therapists in Newfoundland and Labrador (Ontario) do on the job.

In order to support this requirement, a full-scale job analysis is performed periodically in the form of a survey. The Standards of Practice, the Massage Therapy Competency Standards document and related Legislation were used to establish an exhaustive list of tasks that made up the survey. Thousands of massage therapists across Ontario are invited to participate in the survey, the results of which are being used to establish the critical knowledge, skills, and abilities that make up the content outlines of the OSCE and Multiple-Choice Examinations.

In addition, the internationally recognized testing standards employed at the examinations ensure that each candidate is afforded an optimal, standardized testing experience. The certification examinations undergo rigorous psychometric consultants (Schroeder Measurement Technologies) and the College's Content Specialist, Certification Services (formally called the Examination Officer), ensures the development, administration and review of the certification examination. The College of Massage Therapists of Newfoundland and Labrador determined that the job analysis accurately described the practice of massage therapy in the province of Newfoundland and Labrador. As a result, the College of Massage Therapists of Newfoundland and Labrador adopted the Massage Therapy Core Competencies and the examination of the CMTO.

1.6 Eligibility for Certification Examination

The Following eligibility criteria apply to both the OSCE and MCQ exams.

Eligibility for Newfoundland and Labrador educated candidates

An applicant educated in Newfoundland and Labrador must have obtained a diploma in massage therapy from an approved private vocational school in Newfoundland and Labrador.

Massage Therapy graduates in Newfoundland and Labrador **must submit** their official transcript from their school **no later than 14 days** prior to each exam date. If the applicant has not submitted their official transcript from their school the candidate will be removed from the examination schedule immediately.

Eligibility for Canadian educated candidates (outside Newfoundland and Labrador)

An applicant educated in Canada outside Newfoundland and Labrador must have qualifications equivalent to those provided by the educational program currently being taught in schools and Colleges in Newfoundland and Labrador.

Applicants must have their qualifications assessed and their eligibility determined **before** they are able to take the certification examinations. All necessary documents and payments must be forwarded to the College. Once an applicants credentials have been approved, admission to the certification examination is granted. Each applicant will be assessed on a case by case basis.

Eligibility for Internationally educated candidates

An applicant educated outside Canada must have qualifications equivalent to those provided by the educational program currently being taught in schools and Colleges in Newfoundland and Labrador.

Applicants must have their qualifications assessed and their eligibility determined **before** they are able to take the certification examinations. All necessary documents and payments must be

forwarded to the College. Once an applicant's credentials have been approved, admission to the certification examination is granted. Each applicant will be assessed on a case by case basis.

1.7 Descriptions of the Certification Examinations

The following sections detail the OSCE and MCQ test format.

1.7.1 OSCE

The Objectively Structured Clinical Evaluation (OSCE) is the clinical component of the College's certification exams. This exam is designed to evaluate both the candidates' knowledge and application of skill, and tests their ability to safely and effectively apply the principles and processes of massage therapy practice, within the context of multiple clinical scenarios in one of 7 test stations. Scores are given by massage therapist examiners based on the candidate's performance in each station. The overall score for the exam is the sum of the station scores. Competency area subtopics and the percentage of marks allocated to each competency area are provided in section 13.1 (i.e. OSCE content outline).

OSCE Station Specifications:

The OSCE consists of 7 Stations (detailed in the chart below). Candidates may be assigned to start at any station. Candidates will proceed sequentially from their starting point. For example, a candidate starting at station 6 would continue as follows: 7, 1, 2, 3, 4, and 5. Candidates receive their starting station position on the day of the exam, which is listed on the candidate badge issued by the Examination Officer the day of the certification exam.

Table 1: OSCE Stations & Descriptions

Station	Title	Station Descriptions
Station 1	Remedial Exercise/Self care	The candidate is expected to assign specific therapeutic exercises and home-care to the client.
Station 2	Client Interview	The candidate is expected to obtain a relevant case history by conducting a client interview.
Station 3	Assessment 1	The candidate is expected to demonstrate their ability to perform specific assessment techniques (e.g. palpation, range of motion, neurological, orthopaedic testing, etc).
Station 4	Assessment 2	The candidate is expected to conduct an assessment to determine the nature of the client's presenting dysfunction.
Station 5	Treatment Plan/Consent	The candidate is expected to interact with the client to explain their treatment plan for initial and on going treatment, and obtain informed consent.
Station 6	Treatment	The candidate is expected to perform a focused massage therapy treatment, given the presenting case history and assessment findings.
Station 7	Technique	The candidate is expected to demonstrate their ability to perform specific massage therapy techniques on specific anatomical structures.

Station 1-7: The combination of the 7 Stations are designed to assess the candidate's ability to safely and effectively obtain a case history, conduct an assessment, outline a treatment plan and obtain informed consent, perform a treatment, and assign therapeutic exercise and home-care. Candidates must be **focused** in their approach and tailor their interaction to **specifically address the presenting clinical problem**. Candidates are expected to do the work assigned within the time allotted, the OSCE lasts approximately 1 ½ hours.

1.7.2 MCQ

The MCQ is the Multiple-choice component of the certification exams and consists of 100 questions administered within a time period of 115 minutes. This exam is designed to evaluate the candidates' theoretical knowledge in the three competency areas of health science, professional development and clinical science. Competency area subtopics and the percentage of questions allocated to each competency area are provided in section 13.2 (i.e. MCQ content outline). Test questions provide four options, where one option is correct and three others are incorrect distracters.

The Multiple-Choice Examinations (MCQ) is administered on workdays, via computer, at a number of locations across Canada. The examination can be taken either before or after the OSCE. At the beginning of the MCQ exam, the program will provide a tutorial to give the candidates time to gain confidence using the program and to test the system. The questions in this 5 minute tutorial are for demonstration purposes only and are not scored. Please take time to answer these questions; they are designed to provide familiarization with the features of the computerized testing system.

The candidate's name and the number of the examination will be shown at the upper left corner of the screen. If either of these is incorrect, notify the test proctor before continuing.

A table in the upper right corner of the screen depicts the numbers of questions in the test, with a distinct color-fill indicating the ones already answered. There is also a digital clock on the screen keeping track of the minutes left to complete the exam.

The examination is administered adaptively on three (3) groups of questions, 1-50, 51-75 and 76-100. This allows the opportunity to review questions only within each of the three groups of questions. For example, after answering all 50 questions in the first group, the program will prompt the candidates to review these questions. **Candidates cannot return to questions 1-50 once they have moved on to question 51. Questions 51-75 may be reviewed in the same fashion, but once question 76 has been selected, candidates cannot go back and review questions 1-75.**

Embedded in the examination are a number of "pre-test" questions, which are included in the examination for content development and statistical purposes only. These questions will not affect the candidates' examination score.

The proctor will provide two sheets of blank scrap paper, which candidates may use during the examination. These papers will not be reviewed by the College, and are for the candidate's use during testing only. Both sheets must be returned to the Proctor upon completion of the test, whether or not they were marked by the candidate.

Candidates have the opportunity to make comments about individual test questions during the examination administration by clicking on a "comment on this question" button. These comments are reviewed by the College and Psychometric staff but do not affect the score on this question. After exiting the program, the examination results will be printed and provided to the candidates.

Be aware that an examination environment is never perfect so expect some noise, distractions, temperature variations, etc. Candidates may bring in personal earplugs or headphones to block out the noise. The College is not responsible for any personal injury or articles lost, stolen, or broken at the examination centres.

2 Exam Scheduling and Fee policy

2.1 OSCE Dates and Scheduling

The following sections detail OSCE dates, application deadlines and policies. For information on OSCE fees, go to section 2.4.

2.1.1 OSCE Dates and Scheduling

Table 2: OSCE Dates & Deadlines

Examination Date	Application Deadline	Withdrawal date (By 4:00 that day)
April 2&3, 2011	February 6, 2011	March 11, 2011
June 18&19, 2011	May 6, 2011	May 27, 2011
September 17 &18, 2011	August 5, 2011	August 26, 2011
November 2011	To be announced	To be announced

IMPORTANT:

Candidates who withdraw after the specified 2-week deadline are required to pay the \$150.00 withdrawal fee, as per the 2010 fee schedule. See Table 3 for details.

Please Note:

1. Exams are delivered in English on all dates.
2. Special Accommodations for OSCE must be approved prior to application deadline and Accommodation dates will be set at that time.

The deadline to sign up for an exam day is 6 weeks prior to the exam date. The deadline for Special Accommodation applications is 3 months prior to the date.

2.1.2 Scheduling Policies

Important: The College must receive your school's graduation (program completion) list a minimum of 14 calendar days before your scheduled OSCE date. To avoid losing an exam date, confirm when your school will be able to provide you with the official transcript BEFORE scheduling your exam.

Please note that we reserve the right to change your session time on the OSCE exam day, you will be notified immediately.

Please note that we reserve the right to cancel an examination day. If your examination day is cancelled, we will re-schedule for the next available exam day. In this event you will be notified immediately.

Candidates may apply to take the OSCE or MCQ in any order.

2.2 MCQ Examination Dates and Scheduling

The following sections detail MCQ dates, application deadlines and policies. For information on MCQ fees, go to section 2.4.

2.2.1 MCQ Examination Dates & Scheduling

Candidates schedule their MCQ exams through testing centers or, in the case of special accommodation exams, by contacting the College.

Appointments are available at a variety of times and days of the week depending on the test site selected. To select an exam date, candidates can apply and submit their payment to the College of Massage Therapist of Newfoundland and Labrador. Scheduling instructions will be sent by email to candidates who have paid for their MCQ and who have completed their massage therapy program.

The deadline to sign up for an exam day is 4 business days prior to the date. *Note that the deadline for **Special Accommodation Applications** is 3 months prior to the date.*

2.2.2 MCQ Scheduling Policies

You must pay for your MCQ exam before you can select an exam date

You will not receive MCQ scheduling instructions until you provide your official transcript from your school showing proof of graduation.

Candidates may apply to take the OSCE or MCQ in any order.

2.3 Withdrawing from Scheduled OSCE and MCQ Exam Sessions

2.3.1 OSCE Withdrawal

IMPORTANT: Candidates may withdraw from an exam at any time, up until the commencement of the exam, without the exam counting as an attempt. A \$150.00 administrative fee will apply.

Candidates who wish to withdraw from, or re-schedule an OSCE must send their request in *writing* to the Examination Officer, by email (cmtnl.exam@gmail.com).

Candidates may withdraw from the OSCE on or prior to the Friday (4:00pm) four weeks prior to the exam date, without incurring an administrative fee. An administrative fee of \$150.00 is applied when a candidate withdraws or re-schedules *after* the withdrawal date specified.

Candidates who withdraw after the specified withdrawal date due to medical reasons will be charged an administrative fee of \$50.00 if a doctor's note is provided.

Candidates who encounter an extraordinary circumstance (sudden illness or accident) during the examination must discuss their options with the Examination Officer.

2.3.2 MCQ Withdrawal

IMPORTANT: Candidates may withdraw from an exam at anytime, up until the commencement of the exam, without the exam counting as an attempt. A \$150.00 administrative fee will apply.

Rescheduling the MCQ: Rescheduling can be done online up to 4 business days prior to the examination.

Cancelling the MCQ Exam: Candidates must call the **SMT CBT Network Administrator** at **1-800-556-0484** to cancel a session **at least 4 days prior** to the examination.

If a candidate fails to attend at the specified examination time and has not advised the **SMT CBT Network Administrator** at least 4 days in advance, a \$150.00 cancellation fee applies (see Table 3).

2.4 OSCE and MCQ Application Fees

The following (Table 3) outlines exam events, and associated deadlines and fees related to scheduling and withdrawing from the OSCE and MCQ.

Table 3: Exam Application Fees

Activity	Fee
Objectively Structured Clinical Evaluation (OSCE)	\$650.00
Multiple Choice Examination (MCQ)	\$225.00
OSCE Late Withdrawal Fee - within three weeks prior to the OSCE exam date	\$150.00
MCQ Late Withdrawal Fee – within four days prior to the MCQ exam date	\$150.00
Withdrawal Fee with proper medical documentation	\$50.00
Appeals Fee	\$100.00
Incomplete Application or insufficient funds	\$40.00

IMPORTANT: Candidates who do not complete the program requirements to graduate from their MT program and do not notify the College within 4 weeks of their scheduled OSCE are required to pay the \$150.00 withdrawal fee.

The CMTNL will accept payment in the following forms: certified cheque, money order or VISA. We do not accept Master card at this time.

Personal cheques are NOT accepted. Candidates who send personal cheques will have them returned.

Both the application and payment must be received and funds must be available by the deadline dates stated in this handbook.

If payment is found to be NSF or declined, the applicant will be charged an administration fee of \$40.00 in addition to the original examination fee and the application will be considered not received until the CMTNL receives the funds. If the CMTNL does not receive funds by the deadline date, the application will be returned to the candidate unprocessed.

3 Exam Application Process

Below are instructions on how to take the OSCE and the MCQ, beginning with the OSCE process.

3.1 How to apply to take the OSCE

- Go to www.cmtnl.ca and go into the Download section and print off the Certification Examination Application.
- Read and fill out the Application carefully
- Mail the Application into the College with payment
- Make sure you check the box on the left hand corner indicating which exam you are applying for. If you want to apply for both please check both boxes.

- Your application will be reviewed by the Examination Officer and at that time the Examination Officer will place you into an exam time. You will receive confirmation via email on your OSCE exam time.

Candidates who are unsuccessful at the certification examinations may re-apply/pay for the certification examination by mailing in the Application checking the re-apply box and for which exam you are re-applying for.

3.2 How to apply to take the MCQ

- Go to www.cmtnl.ca and go into the Download section and print off the Certification Examination Application.
- Read and fill out the Application carefully
- Mail the Application into the College with payment
- Make sure you check the box on the left hand corner indicating which exam you are applying for. If you want to apply for both please check both boxes.
- Your application will be reviewed by the Examination Officer, you will then receive an email with instructions on how to book your MCQ exam date.

Selecting an exam date

- You will receive an email with instructions on how to schedule your MCQ on the SMT website, once you have paid for your MCQ and the College has received your official school transcript that indicates that you have graduated. (SMT is the company that administers the MCQ on our behalf).
- Please follow the instructions in your e-mail to select your MCQ date.

Name Change and Address Change

If you are changing your name as you had submitted when you originally sent in your application please note that the following documents are required:

- **A letter stating the new name you wish to use**
- **A photocopy of an official document (e.g. marriage certificate, divorce decree) which shows both your old name and your new name.**

You may send your documents (letter and scanned official document) to info@cmtnl.ca. Once your documents have been received, the College will update your name in the College's database and send an email notification to inform you that the update has been made.

Address updates are to be sent into the college via email to info@cmtnl.ca. Once we have received the changes, the College will update your name in the College's database and send an email notification to inform you that the update has been made.

3.3 Special Accommodations Policy and Process

3.3.1 Requests for Special Accommodation

Applicants with documented/diagnosed disabilities may apply to the College for special accommodation. Special accommodation forms may be downloaded from the website and submitted to the College along with the application and payment 3 months prior to the exam date applied for, in order to allow the College to assess, and if appropriate, accommodate the request.

Requests are not automatically granted. Please allow several weeks for applications to be reviewed and either approved or denied. Applicants will be notified as to the status of their application once a decision has been made.

The condition must affect all aspects of the candidate's life and not just be associated with taking examinations. (For a list of conditions for which special accommodation is *not* provided, refer to "Exceptions" in 3.3.2).

The following completed forms must be mailed to the College (including the candidate's application and payment). The forms are available for download at www.info@cmtnl.ca

- Special Accommodation Request Forms
- Special Accommodation Request Verification Form (include specific diagnostic data such as test results where applicable in support of the diagnosed disability)
- Documentation of Testing Accommodation Form
- Application Form

Any Professional providing documentation must:

- be registered/licensed and/or have credentials appropriate to diagnose and treat the candidate's disability
- **and** have diagnosed and/or evaluated the candidate or have provided testing accommodations for the candidate **within the last five years**.

The professional is required to provide:

- an explanation as to the specific aspect of the disability which requires testing accommodation
- the effect of the disability on the candidate's ability to perform under the customary testing conditions
- the impact of the disability on major life activities (e.g. learning, seeing, etc.).

If there has been no history of testing accommodation, the professional verifying the disability should include an explanation as to why testing accommodations are currently needed.

The candidate and the professional recommending the testing accommodation should consult and come to an agreement as to the appropriate testing accommodation being requested. That is, the accommodation requested by the candidate on the **Special Accommodation Request Form** should agree/match with those recommended by the professional on the **Special Accommodation Request Verification Form**. Without such agreement the candidate's request for accommodation will not be considered.

The candidate is responsible for ensuring that the professional(s) completing the requested forms provide(s):

- all of the required information
- all documentation is completed
- all supporting documentation and materials are submitted with the candidate's application and payment for the examination.

If additional information is required about the candidate's disability, either the candidate will be requested to obtain it or the College will contact the professional directly. The candidate's signature on the application form acknowledges this and authorizes the College to contact such persons for any additional information about the candidate's disability as it relates to the candidate's testing needs. The College will only communicate with the candidate, professionals knowledgeable about the candidate's disability, and the candidate's authorized representative (verification required).

Candidates who qualify for Special Accommodations will be scheduled for their OSCE examinations on the specified OSCE examination dates and notified accordingly.

Where the College has approved an accommodation for an eligible candidate, a Test Accommodation Agreement will be prepared by the College specifying the elements and exact nature of the accommodation(s) and signed by the candidate and the Registrar.

3.3.2 Exceptions

Persons with observable disabilities (e.g., requiring accessibility accommodation) need not complete the **Special Accommodation Request Verification Form**. The candidate may indicate the request for elevator or wheelchair accessibility on the **Special Accommodation Request Form**.

Persons with transitory conditions, which are generally not “disabilities” (e.g. pregnancy, sprains, fractures, medical emergencies), are not eligible for some special testing accommodations (e.g. extra time).

4 Examination Sites

4.1 OSCE Site:

The OSCE examinations are administered at the following location:

Health Science Centre
St. John’s NL

Main entrance of the hospital and wait until Exam staff come and guide you to the exam site.

4.2 MCQ Test Centres:

The MCQ examination is administered at the following centres.

Memorial University	St. John’s
Expertech Personnel Services Inc.	Montreal
Nexient - Manulife building	Ottawa
Maverick Solutions Inc.	Toronto
Trios College - City Centre Drive	Mississauga
Nexient - Commerce Building	Kitchener
University of Windsor	Windsor
Canadore College	North Bay
Confederation College	Thunder Bay
Ashton College	Vancouver
Professional Western Computers	Regina

5 Examination Scoring

The College certification examination, i.e. the OSCE and MCQ, are standards-based examinations. Passing candidates must demonstrate proficiency at or above the established standard in order to pass the examination. Candidates’ total *scaled* scores will determine whether they pass. This *scaled* score is statistically derived from the raw score and can range from 1 through 99. The passing *scaled* score is 70 for the examination. The passing score

reflects the amount of knowledge that the Subject Matter Experts (massage therapists) have determined to be appropriate for certification. A criterion-referenced standard-setting procedure and expert judgment were used to evaluate each item on the examination in order to identify the passing point.

The reason for calculating *scaled* scores is that different tasks or questions of the exam may vary in difficulty. As new tasks/questions are introduced, these changes may cause one version of the exam to be slightly easier or more difficult than another. To adjust for these differences in difficulty, a procedure called “equating” is used.

The goal of equating is to ensure fairness to all candidates. In the equating process, the minimum raw score (=number of correctly answered questions) required to equal the passing *scaled* score of 70 is statistically adjusted (or equated). For instance, if the test is determined to be more difficult than the base form of the test, then the minimum raw score required to pass will be slightly lower than the original passing raw score. If the test is easier, the passing raw score will be higher. Equating helps to assure that the passing *scaled* score of 70 represents the same level of knowledge, regardless of which set of tasks/questions the candidate is being tested on.

This scoring model ensures that if all candidates are competent, then all will pass. They will not be marked on a “curve”, which is dependent on the abilities of the candidate group.

Candidates should be aware that success in their massage therapy program does not guarantee success in the certification examinations. The College gives no consideration to scores received during a candidate’s massage therapy studies.

Failing candidates will receive a diagnostic evaluation of their performance on the examination. This information is designed to be useful for studying when retaking the examination.

6 Examination Results

6.1 OSCE

Results will be mailed within three (3) to five (5) weeks after the OSCE. If results are not received within five (5) weeks of the OSCE, it is the candidate’s responsibility to contact the College. Please ensure the College has your current address.

6.2 MCQ

Candidates will receive their MCQ results upon completion of their examination at the test centre.

Once a candidate successfully completes both components of the certification examination, an initial registration package will be mailed to the candidate. Subsequent inquiries regarding registration with the College should be directed to the Registrar.

7 Privacy Policy

The College adheres to a strict privacy code. The College will not discuss anything about a candidate with anyone other than the candidate.

8 Confidentiality and Security of Examination Materials

The security issues for certification examinations include eliminating unfair advantages among the candidates and also avoiding the high human and financial costs of replacing examination materials should security be breached. The college endeavors to maintain the strictest security of the content of the examination at all times.

All examination materials are protected by copyright. The College has the strictest security measures in place to protect examination materials during all phases of development and administration including development and review of materials, reproduction, transportation and disposal of examination materials and presentation of examination material on examination days.

Candidates are rigorously subjected to the Rules of Conduct for the certification examinations as described below. Candidates who are found to have contravened the Rules of Conduct may be denied registration and referred to the Registration committee for formal hearing.

Candidates are advised that monitoring and surveillance may be used to detect and document cheating.

9 Preparing for your OSCE exam day

Students will perform their OSCE in exam testing rooms at the Health Science Centre. Candidates will be greeted by the Examination Officer or exam staff at the front entrance of the Health Science Centre. From there the candidate will be guided to the exam site where the Examination Officer will ask candidates to show proper identification and sign in. In consideration of other candidates who may be performing their exam during this sign in process, all candidates are asked to speak quietly and to be respectful of College staff. In the event of candidates' rude or aggressive behavior toward College staff, the candidate displaying such behavior may be asked to leave prior to taking the exam.

The following section outlines the exam day process and how to prepare.

10.1 OSCE Dress Code

The purpose of the College's OSCE dress code is not to inhibit personal freedoms, but rather to acknowledge and reflect the high degree of professionalism that massage therapists bring to their role as regulated health care providers in Newfoundland and Labrador. The massage therapists' image is an important component in how clients and the public of Newfoundland and Labrador regard the profession. The way a massage therapist is dressed promotes an atmosphere of professionalism and inspires confidence.

The College has instituted a mandatory dress code for the OSCE and Candidates are expected to fully comply with the requirements. *If candidates fail to comply with the mandatory dress code requirements, then they will be denied access to the OSCE.* Compliance will be determined at registration check in by examination staff. In this event, OSCE fees will be reimbursed to the candidate, excluding a \$150 administrative fee. Candidates will be able to register for future OSCE dates, subject to availability.

Mandatory dress code requirements

10.1.1 General

- a) The dress code will be strictly enforced at all times.
- b) All clothing must be clean, free of rips and free of holes.
- c) All hair, moustaches and beards must be neatly groomed. Long hair (below the shoulders) must be tied back or up.
- d) No perfume or cologne.
- e) No article of clothing displaying an offensive statement.
- f) No school logos on clothing; other logos must be discreet.

10.1.2 Headwear

- a) No caps or hats.

10.1.3 Above waist

- a) Shirts, long or short sleeves, must have collars and be tucked in or a scrubs top is acceptable.
- b) Shoulders, clavicles and abdomen must be covered.
- c) No see-through shirts.

10.1.4 Below waist

- a) Pants, slacks, Capri pants, skirts, shorts are acceptable.
- b) Shorts and skirts are NOT to exceed four inches (10cm) above the mid knee when standing.
- c) No jeans/denim, cut-offs, rugby pants, sweat pants, jogging pants, stirrup pants, paramilitary or camouflage style trousers, combat trousers (multiple pockets), athletic shorts, training shorts, or tights.

10.1.5 Shoes

- a) No sandals are permitted.
- b) Appropriate clean shoes must be worn at all times.

10.2 OSCE Session Information

Please note that there will be two examiners present in each station, marking independently of each other.

Be aware that an examination environment is never perfect. Please be prepared for some noise, distractions, temperature variations, etc. The CMTNL is not responsible for any personal injury or articles lost, stolen, or broken at the examination centres.

10.2.1 Examination Day Registration

- OSCE sessions start promptly at the times stated in your confirmation letter. Please arrive **30 minutes before your scheduled registration start time at the front entrance of the Health Science Centre**. Wear clothing appropriate for a professional certification examination (See dress code section). Candidates who arrive before the 30 minute mark will not be admitted into the examination area.
- Valid photo identification that includes a signature (Driver's License, Passport, Citizenship, Government issued ID such as Health Card with photo) must be provided or candidates will not be permitted to take the examination.
- Candidates' must wear their identification badge issued by the examination officer throughout the examination. The badge displays the starting station for each candidate, and a number which is a unique identifier assigned to each candidate. **As you enter each station make visible the number to the examiners.**
- No cellular phones, personal data assistants, pocket PCs, and other audio and/or video recording or transmitting devices are permitted while the candidate is doing the exam. Candidates will be permitted to store all personal belongings in a secure room near the exam area. If there is evidence of any devices during an exam, the candidate will receive a zero score, and a permanent record will be kept on file regarding this infraction.

- No perfumes, colognes, scented hair sprays, after-shave, scented deodorants, or scented oils, are permitted due to candidate, client and examiner allergies.
- No outside food or drink is allowed at the exam site. Candidates with specific medical conditions (e.g., hypoglycemia, diabetes) requiring the consumption of food or drink must request permission from the College when applying for the exam.

10.2.2 In the Stations

At any time, the following individuals may be present in a station.

- The candidate
- The standardized patient
- Two examiners
- An observer monitoring the consistency of the scoring by the examiners and consistency of performance by the standardized patient. Observers do not evaluate the candidate.

10.2.3 The Buzzer System

A buzzer system is used to ensure standardized timing for all candidates.

- At the first signal (one short buzz) lift the cover page and **read the Stem information** on the door. The same information is available in the room. Regular candidates have 2 minutes to read. Special Accommodation candidates will have 3 minutes to read.
- At the second signal (one long buzz) **enter the room** and perform as directed.
- When you have been in the room 8 minutes, there will be a third signal (two short buzzes) as a warning that there are **2 minutes remaining** in the station. Regular candidates receive this warning at the 8-minute mark (10 minutes total in the room). Special Accommodation candidates receive this warning at the 13-minute mark (15 minutes total in the room).
- The next signal indicates that the station is completed (one long buzz). Candidates exit the rooms, proceed to the next station, and wait for the one short buzz to lift the cover sheet and begin reading.

10.2.4 Standardized Patient

The examination stations are staffed by Standardized Patients who:

- Σηουλδβε τρεατεδ ωιτη τηε σαμε ρεσπεχτ γιϖεν το ανηπατιεντ βηα χανδιδατε
- Ωιλλβε ιν αν αππροπριατε στατε οφ δρεσσορ υνδρεσσοδεπενδινγ ον τηε στατιον τυπε
- Will not tell candidates to ask certain questions or examine specific areas
- Will respond to the candidate when the appropriate response is elicited by the candidate

If you feel the need to introduce yourself to the client/patient, please do so as: "Hello, I am "first name only"; or "Hello, I am Candidate #####".

10.2.5 Examiners

Examiners are all Registered Massage Therapists with a number of years of ongoing practice experience who are trained to provide impartial and fair evaluations. They are rigorously trained

on specific stations and the associated item checklists. Examiners assess each candidate according to the predetermined checklist of criteria based on the Standards of Practice and other approved references. Examiners do not know the identity of the candidates they evaluate and also do not know which schools the candidates attended. The examiner also, if necessary, protects the standardized patient from inadvertent injury if the candidate's activity will place or is placing the patient at risk.

Examiners will not stop candidates who have gone off course during a station or are doing something other than what was instructed. Note that examiners will not respond to questions about the scenario or about how the candidate is doing.

10.2.6 The Stems

Candidates should carefully read the information posted on the door to the station (called the **Stem**) to ensure that they are doing what is required in each of the stations. There are no tricks in the exam and all necessary information is provided to candidates both inside and outside the room.

The information on the door will specify if it is necessary to obtain consent.

10.2.7 Props

All items necessary to each station will be located in the station in clear view.

There will be massage tables in all stations where a table would be necessary. Massage tables are set to one height and cannot be changed. Candidates are expected to make the modifications necessary to permit them to adapt to that height.

Linen as well as massage oil and lotion are provided. Witch hazel or hand sanitizer will be provided for the proper cleaning of hands.

All infection control precautions should be taken as indicated by the clinical situation.

10.2.8 At the End of the OSCE

The end of the examination will be signaled by a very long buzz. Candidates will collect their belongings and if applicable, report in writing any extraordinary circumstances in the administration of the examination that significantly affected their ability to perform at their best.

Candidates must vacate the premises as soon as possible so that College Staff can prepare for the next group of candidates.

10.3 Preparing for your MCQ Exam day

MCQ Examination sessions start promptly at the times stated. Please arrive **15 minutes before your scheduled start time**. **Candidates must present the MCQ Candidate Admission letter issued by SMT along with a valid photo identification that includes a signature** (Drivers License, Passport, Government issued ID). If a candidate cannot provide both documents upon registration at the exam, the candidate will not be permitted to take the examination.

No food or drink is allowed on the exam site. Candidates with specific medical conditions (e.g., hypoglycemia, diabetes) requiring the consumption of food or water must request permission from the College when applying for the exam.

All cellular phones, personal data assistants, pocket PCs, and other audio and/or video recording or transmitting devices are banned from the MCQ site. Such devices found on the person of a candidate will be confiscated, the candidate will receive a zero score, and a permanent record will be kept on their file regarding this infraction.

11 Rules of Conduct

Each candidate who takes the certification examination, by his or her act of participating in the examination(s), agrees to the following Rules of Conduct.

- 1) Candidates acknowledge that the massage therapy certification examinations and the items therein are the sole property of the College of Massage Therapists of Newfoundland & Labrador (the College).
- 2) Candidates acknowledge that they cannot remove any part of the examination from the test site, nor can they give or receive assistance during the examination.
- 3) Candidates acknowledge that their behavior before, during and after the examinations must be such that it does not disturb other candidates or cause them anxiety. This includes unnecessary questioning of the examination policies and procedures, disruptive comments about the examination, or any other behavior that in the opinion of the examination site staff could cause anxiety in other candidates.
- 4) Candidates acknowledge that their participation in any act of cheating, as described below, may be sufficient cause for the College to terminate their participation in the examinations, to invalidate the results of their examinations or to take other appropriate action.
- 5) Cheating refers to any act or omission by a candidate that could affect the result of that candidate, another candidate, or a potential future candidate. Cheating includes, but is not limited to the following acts:
 - a) non registered individuals posing as registered candidates;
 - b) bringing study materials into the examinations;
 - c) giving or receiving assistance during the examinations;
 - d) any conduct during the examination that disturbs other candidates;
 - e) removing or attempting to remove examination materials from the test site;
 - f) receiving or giving information about the MCQ or OSCE examinations **either before or after** the examination. (e.g. information about questions such as assessment, tasks or activities requested.) **Note: this includes discussing station information or question content with other candidates after the examination.**

12.0 Protocol in the Event of Suspected Cheating

- 1) If the examination staff suspects cheating, they may confiscate a candidate's test materials, as well as any other document, object or materials that could be used for cheating, and require the candidate or other persons to leave the test site. (The College reserves the right to use monitoring and surveillance technologies to detect and document cheating).
- 2) The examination staff reports any suspected cheating to the Registrar of the College.
- 3) The Registrar shall conduct appropriate investigations of the alleged cheating. The candidate will be given at least two weeks to respond in writing to the allegations of cheating.
- 4) The Registrar shall make one of the following decisions; declare that the occurrence of cheating was not established or declare that cheating did occur.

- 5) If the Registrar declares that the occurrence of cheating was not established, the candidate's score shall be released, if possible, or the candidate shall be permitted to sit the next available examination without charge.
- 6) Cheating may be declared at any time after a candidate has registered and includes the time after the examination as well as after results have been released.
- 7) If the Registrar declares that cheating did occur, **one or more** of the following will happen:
 - a. the candidate will be deemed to have failed the examination;
 - b. special measures will be taken at the candidate's expense at any repeat examination to prevent the reoccurrence of cheating;
 - c. the Registrar shall report findings to the Registration Committee;
 - d. the College will prosecute the candidate; and
 - e. the College will deny future access to the examinations.

13 Appendix A

13.1 OSCE Content Outline

	OSCE
Health Science	12-17%
Professional Development	9-14%
Clinical Science	73-78%

I. Health Science (weighting range 12-17%)

- A. Demonstrates an understanding of the anatomy and physiology of the musculoskeletal system
- B. Demonstrates an understanding of pathology including:
 1. Musculoskeletal system conditions
 2. Nervous system conditions
 3. Lymphatic and immune system conditions
 4. Cardiovascular system conditions
 5. Respiratory system conditions
 6. Digestive system conditions

II. Professional Development (9-14%)

- A. Demonstrates an understanding and application of the Standards of Practice including:
 1. Obtaining consent for assessment and treatment
 2. Draping

III. Clinical Science (73-78%)

- A. Demonstrates the ability to interview a client and take a health history including:
 1. Determining questions to discuss with the client to obtain a complete and accurate medical history
 2. Evaluating pain or other symptom characteristics

3. Analyzing client information/responses and establishing a framework for client assessment; determining possible causes and consequences of conditions
- B.** Demonstrates the ability to assess and treat a client including:
1. Neuro-musculo-skeletal system
 2. Cervical spine, head, neck and face
 3. Temporal-mandibular joint
 4. Thoracic spine and thorax
 5. Lumbar spine and abdomen
 6. Pelvis
 7. Shoulder
 8. Elbow
 9. Wrist and hand
 10. Hip
 11. Knee
 12. Ankle and foot
 13. Treatment of neuro-musculo-skeletal injuries, conditions, dysfunctions or pathologies, including required treatment modifications
 14. Treatment modifications for central nervous system conditions, dysfunctions or pathologies
 15. Treatment modifications for respiratory, circulatory, gastrointestinal, and other systemic conditions, dysfunctions or pathologies.
- C.** Design a treatment plan that includes consideration of:
1. Assessment and treatment by other health care practitioners
 2. Common conditions and impairments, and the principles, goals and outcomes of various treatments
 3. Treatment and modality options given health history and assessment findings, the presenting condition, and identified contraindications and precautions
 4. Client medications
 5. Reassessment to determine treatment plan progress, client status changes, and required treatment plan adaptations
- D.** Demonstrates an understanding of the application of modalities and techniques to optimize tissue and systemic health and function including consideration of:
1. Acute, sub-acute and chronic stages of healing
 2. Stretching techniques
 3. Muscle and connective tissue techniques
 4. Joint mobilization and traction
 5. Lymph drainage techniques
 6. Breast and chest-wall massage
- E.** Applies the general principles of therapeutic exercises including:
1. Range of motion/stretching
 2. Resistance/strengthening
 3. Exercises to improve posture
- F.** Designs homecare programmes that include:
1. Therapeutic exercise goals
 2. Instructions in proper exercise techniques

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13.2 MCQ Content Outline

	MCQ
Health Science	40%
Professional Development	20%
Clinical Science	40%

I. Health Science (weighting 40%)

- A** Demonstrates an understanding of anatomy and physiology including:
1. Anatomical organizational constructs of the human body and homeostasis
 2. Chemical, cellular and tissue-level of organization
 3. Musculoskeletal system
 4. Nervous system
 5. Lymphatic and immune system
 6. Cardiovascular system
 7. Respiratory system
 8. Digestive system
 9. Reproductive system
 10. Urinary system
 11. Integumentary system
 12. Exercise physiology
 13. The physiology/science of manual therapy
- B** Demonstrates an understanding of pathology including:
1. Infection, inflammation, immunity and healing
 2. Musculoskeletal system conditions
 3. Nervous system conditions
 4. Lymphatic and immune system conditions
 5. Cardiovascular system conditions
 6. Respiratory system conditions
 7. Digestive system conditions
 8. Endocrine system conditions
 9. Reproductive system conditions
 10. Urinary system conditions
 11. Integumentary system conditions
 12. Genetic and congenital disorders
 13. Neoplasia
 14. The pathophysiology and neurophysiology of acute and chronic pain
 15. The basic principles of diagnostic medical imaging
- C** Demonstrates an understanding of the physiological response to food sensitivities or allergies
- D** Practices and applies the general principles of kinesiology, including biomechanics
- E** Demonstrates an understanding of nutrition, including the components of a balanced diet, the role of metabolism, the properties and functions of nutrients and alterations in nutritional status

- F** Demonstrates an understanding of substance abuse and addiction
- G** Demonstrates an understanding of the general principles of pharmacology

- H** Demonstrates an understanding of the characteristics, types, benefits and disadvantages of various research designs and analyses, and their applicability to practice

II. Professional Development (20% of questions)

- A** Demonstrates an understanding of and practices in accordance with the Regulated Health Professions Act (RHPA), the Health Care Consent Act (HCCA), the Massage Therapy Act (MTA), College By-laws or policies, Code of Ethics, Complaints and Discipline procedures, Quality Assurance requirements, and infection control guidelines including:

1. The massage therapy scope of practice
2. Controlled acts
3. Legal requirements concerning privileged communication and client confidentiality
4. Legal requirement to report suspected child abuse or neglect, and suspected elder abuse in nursing homes
5. Legal requirement to report the termination of any health care professional's employment for reasons of professional misconduct, incapacity or incompetence
6. Zero Tolerance Act
7. CPR and First Aid requirements
8. Registration requirements
9. Quality Assurance Program requirements, including peer assessment/review
10. Complaints, discipline and fitness to practice rules and regulations
11. Advertising rules and regulations
12. Basic safety, hygiene and sanitation in accordance with infection control guidelines and Universal Precautions

- B.** Demonstrates an understanding and application of the Standards of Practice including:
 1. Obtaining, maintaining, updating and retaining client health records
 2. Identifying and managing an outbreak of a contagious disease
 3. Washing hands and skin surface that will or has come in contact with the client
 4. Obtaining consent for assessment and treatment
 5. Draping

III. Clinical Science (40% of Questions)

- A.** Supports Public Health Practices by demonstrating an understanding of:
 1. Allergic reactions to creams, lotions or other treatment materials
 2. Public health and its role in disease prevention Disease reporting requirements to the
 3. Local Medical Officer of Health as outlined in Ontario Regulation 559/91 under the Health Protection and Promotion Act, 1983
 4. The use of protective barriers during treatment as indicated by client condition or treatment type, in accordance with *Preventing the Transmission of Bloodborne Pathogens in Health Care and Public Service Setting*: Public Health Agency of Canada
 5. Major communicable diseases and transmission mechanisms

- B.** Demonstrates the ability to interview a client and take a health history including:

1. Determining questions to discuss with the client to obtain a complete and accurate medical history
 2. Evaluating pain or other symptom characteristics
 3. Evaluating the general health of each of the physiological systems
 4. Identifying conditions beyond the therapist's ability to treat; making referrals when necessary
 5. Analyzing client information/responses and establishing a framework for client assessment; determining possible causes and consequences of conditions
- C.** Demonstrates the ability to assess and treat a client including:
1. Neuro-musculo-skeletal system
 2. Cervical spine, head, neck and face
 3. Temporal-mandibular joint
 4. Thoracic spine and thorax
 5. Lumbar spine and abdomen
 6. Pelvis
 7. Shoulder
 8. Elbow
 9. Wrist and hand
 10. Hip
 11. Knee
 12. Ankle and foot
 13. Posture and gait
 14. Compensatory changes
 15. Identifying treatment precautions or contraindications, making a referral when necessary
 16. Treatment of neuro-musculo-skeletal injuries, conditions, dysfunctions or pathologies, including required treatment modifications
 17. Treatment modifications for central nervous system conditions, dysfunctions or pathologies
 18. Treatment modifications for respiratory, circulatory, gastrointestinal, and other systemic conditions, dysfunctions or pathologies.
- D** Design a treatment plan that includes consideration of:
1. Assessment and treatment by other health care practitioners
 2. Common conditions and impairments, and the principles, goals and outcomes of various treatments
 3. Treatment and modality options given health history and assessment findings, the presenting condition, and identified contraindications and precautions
 4. Client medications
 5. Reassessment to determine treatment plan progress, client status changes, and required treatment plan adaptations
- E** Demonstrates an understanding of the application of modalities and techniques to optimize tissue and systemic health and function including consideration of:
1. Acute, sub-acute and chronic stages of healing
 2. Stretching techniques
 3. Muscle and Connective tissue techniques
 4. Joint mobilization and traction
 5. Neuromuscular techniques
 6. Lymph drainage techniques
 7. Breast and chest-wall massage
 8. Pre- and post- athletic event modalities and techniques

9. Hydrotherapy
10. Stress, mood, and anxiety disorders

F. Applies the general principles of therapeutic exercises including:

1. Range of motion
2. Resistance/strengthening
3. Aerobic exercise
4. Exercises to improve posture
5. Proprioceptive/balance exercise
6. Ergonomic training
7. Static control, movement and functional rehabilitation
8. Stress management techniques

G Designs homecare programs that include:

1. Homecare program given health history and assessment findings
2. Modification of exercises to maximize benefits
3. Therapeutic exercise goals
4. Instructions in proper exercise techniques
5. Evaluation of exercise effectiveness and goals

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14 Position Statement on Practicing before Registration