

Certification Examinations Candidate Handbook 2022

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 Therapists of Newfoundland and Labrador

40 Commonwealth Ave, Suite 114, Mount Pearl, NL A1N 1W6

Tel: (709/800) 739-7181 Fax: (709) 739-7182 www.cmtnl.ca or registrar@cmtnl.ca

Table of Contents

1 General Information

- 1.1 The College of Massage Therapists of Newfoundland and Labrador
- 1.2 Certification Examinations and Registration with the College
- 1.3 Examination Regulation
- 1.4 Registration Requirements for a General Certificate of Registration
- 1.5 Examination Content and Item Development
- 1.6 Eligibility for Certification Examinations
- 1.7 Description of the Certification Examinations
 - 1.7.1 OSCE
 - 1.7.2 MCQ

2 Exam Scheduling and Fee Policy

- 2.1 OSCE Dates and Scheduling
 - 2.1.1 OSCE Dates and Scheduling
 - 2.1.2 Scheduling Policies

2.2 MCQ Examination Dates and Scheduling

2.2.1 MCQ Examination Dates

2.2.2 MCQ Scheduling Policies

2.3 Withdrawing from Scheduled OSCE and MCQ Sessions

2.3.1 OSCE Withdrawal

2.3.2 MCQ Withdrawal

2.4 OSCE and MCQ Application Fees

3 Exam Application Process

3.1 How to apply to take the OSCE

3.2 How to apply to take the MCQ

3.3 Special Accommodations Policy and Process

3.3.1 Requests for Special Accommodation

3.3.2 Exceptions

4 Examination Sites

4.1 OSCE Site

4.2 MCQ Test Site

5 Examination Scoring

6 Examination Results

6.1 OSCE

6.2 MCQ

7 Incident and Occurrence reports

8 OSCE Orientation Session

9 Privacy Policy

10 Confidentiality and Security of Examination Materials

11 Covid 19 Measures for Exams

12 Vaccine Policy

13 Preparing for your OSCE exam

13.1 OSCE Exam Day

13.2 OSCE Dress Code

13.2.1 General

13.2.2 Headwear

13.2.3 Above Waist

13.2.4 Below `Waist

13.2.5 Shoes

13.2.6 Personal Hygiene and Grooming

13.3 OSCE Session Information

13.3.1 Examination Day Registration

13.3.2 In The Stations

13.3.3 Timing and Support Staff

13.3.4 Standardized Patients

13.3.5 Examiners

13.3.6 The Stems

13.3.7 Props

13.3.8 At the End of the OSCE

13.4 Preparing for your MCQ Exam day

14 Rules of Conduct

15 College Protocol in the Event of Suspected Cheating

16 Appendix A

16.1 OSCE Content Outline

16.2 MCQ Content Outline

17 Appendix B

18 Appendix C

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 Registrar 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 they have the required judgment to practice safely and ethically. The Registrar is prepared to refuse to register graduate(s) who practiced before registration with the College.

Please refer to Appendix C 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

- (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

- (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 do on the job.

The College of Massage Therapists of Newfoundland and Labrador has adopted the intra-jurisdictional practice competencies and performance indicators for massage therapist at entry-to-practice (2016) as approved by CMTO, CMTBC, CMTNB and CMTNL. These competencies were used to develop both OSCE and MCQ criteria for the 2022 year.

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 (Yardstick), the College's Subject Matter Experts and Exam Quality Assurance Officer ensures the development, administration and review of the certification examination.

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 24 hours** 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 applicant's 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 details 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 5 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 5 Stations (detailed in the chart below). Candidates will begin at station 1 and proceed sequentially to station 5. The exam flow is designed to resemble an actual client therapist interaction from intake to homecare.

Table 1: OSCE Stations & Descriptions

Station 1(10 mins)	
Client Interview	The candidate is expected to obtain a relevant case history by conducting a client interview.
Station 2 (10 mins)	
Treatment Plan/Consent	The candidate is expected to interact with the client to explain their treatment plan for initial and ongoing treatment and obtain informed consent. May include sensitive area consent.
Station 3 (20mins)	
Assessment	The candidate is expected to conduct an assessment to determine the nature of the client's presenting dysfunction and record findings.
Station 4 (20 Mins)	
Treatment	The candidate is expected to perform a focused massage therapy treatment, given the presenting case history and assessment findings.
Station 5 (20 Mins)	
Part 1 Techniques	The candidate is expected to demonstrate their ability to perform specific massage therapy techniques on specific anatomical structures. All techniques are considered as dry techniques and no lotion is required.
Part 2 Homecare	The candidate is expected to assign specific therapeutic exercises and hydrotherapy as homecare to the client.

Station 1-5: The combination of the 5 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 homecare. 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 1/2 hours.

1.7.2 MCQ

The MCQ is the Multiple-choice component of the certification exams and consists of 150 questions administered within a time period of 3 hours. This exam is designed to evaluate the candidates' theoretical knowledge in the three competency areas of profession practice, assessment and treatment planning, and treatment and patient self-care. 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.

Written exams are held the same week as scheduled OSCEs. Exams are conducted in a classroom/boardroom setting with various numbers of Candidates in the room. Candidates may select an MCQ date on the application found online or request a different private date by emailing the registrar. Private seating dates are at the discretion and availability of the registrar. Candidates are expected to arrive 15 minutes prior to scheduled exam time. All necessary supplies will be provided at the exam and a proctor will provide one sheet of blank scrap paper, which candidates may use during the examination. This paper will not be reviewed by the College and are for the candidate's use during testing only. This sheet must be returned to the proctor upon completion of the test, whether or not the candidate marked it. Candidates will also be provided a complaint form to make any questions or concerns regarding any questions on the examination. These forms are placed with marking sheets to make any necessary corrections.

Be aware that an examination environment is never perfect so expect some noise, distractions, temperature variations, etc. Candidates are not permitted to bring any personal items in to the examination room except 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. Each Candidate will be provided a bottle of water during the exam.

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.

Please note the CMTNL reserves the right to cancel an exam based on insufficient applicants or on public health recommendations. A minimum number of applicants must apply for an exam to go ahead as scheduled.

2.1.1 OSCE Dates and Scheduling Table 2: OSCE Dates & Deadlines

OSCE Date	Application Deadline	Withdraw (without penalty)
March 27 th and 28 th	February 13 th	March 13 th
August 19 th , 20 th 21 st	July 8 th	August 5 th
December 3 rd and 4 th	October 21 st	November 18 th

IMPORTANT:

Candidates who withdraw after the specified 2-week for the OSCE deadline are required to pay the \$200.00 withdrawal fee. Withdrawal one day or day of the exam would result in candidate being charged the full amount of \$850.00, as per the 2022 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 are the same dates as regular scheduled exams.

The deadline for Special Accommodation applications is 8 weeks prior to the date.

2.1.2 Scheduling Policies

Exam dates are selected based on in province Massage Therapy program graduation dates. Every in-province Massage Therapy graduate is reserved a seat at the first available date after graduation. Candidates must apply according to the deadline date regardless of graduation dates. **Important:** The College must receive your school’s graduation (program completion) list a minimum of 24 hours before your scheduled OSCE date. Applications will be approved on condition of receiving all documentation. 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

MCQ Date	Application Deadline	Withdraw (without penalty)
March 29 th and 30 th	February 13 th	March 13 th
August 16 th and 17 th	July 8 th	August 5 th
November 30 th and December 1 st	October 21 st	November 18 th

To select an exam date, candidates can apply and submit their payment to the College of Massage Therapist of Newfoundland and Labrador. Confirmation and 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 14 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 fill out an exam application and select an exam date. You will not receive MCQ exam day 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 (registrar@cmtnl.ca).

Candidates may withdraw from the OSCE on or prior to the Friday (4:00pm) two weeks (2 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.

Candidates who withdraw one day before, or the day of the exam would result in the candidate being charged the full amount of \$700.00 which would result in no refund.

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

Rescheduling the MCQ: Rescheduling can be done by resubmitting a new application up to 4 business days prior to the examination.

Cancelling the MCQ Exam: Candidates must call the **CMTNL Registrar** at **1-800-739-7181** 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 **CMTNL Registrar** 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
OSCE	\$850.00
OSCE late withdrawal fee (within 2 weeks prior to exam)	\$200.00
OSCE late withdrawal fee (one day prior or day of exam)	\$700.00
MCQ	\$550.00
MCQ late withdrawal fee (within 4 days prior to exam)	\$150.00
Withdrawal Fee with proper medical documentation	\$50.00
Incomplete Application or insufficient funds	\$40.00
Appeals Fee	\$100.00

IMPORTANT: Candidates who do not complete the program requirements to graduate from their MT program and **do not** notify the College within 24 hours of their scheduled OSCE are required to pay the \$150.00 withdrawal fee.

The CMTNL can accept payment in the following forms: certified cheque, money order, Master card or VISA, email money transfer or debit at the CMTNL office

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/email the Application into the College with payment
- Make sure you check the box indicating which exam you are applying for. If you want to apply for both please check both boxes.
- The Examination Officer will review your application and confirm they have received your application and provide all necessary information.
- Exam dates are confirmed 1 month prior to the exam dates and exams times are confirmed 2 weeks prior

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.

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/email the Application into the College with payment
- Make sure you check the box indicating which exam you are applying for. If you want to apply for both please check both boxes.
- The Examination Officer will review your application and send a confirmation email
- Exam dates are confirmed 1 month prior to the exam dates and exams times are confirmed 2 weeks prior

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 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 registrar@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 registrar@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 deemed 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 registrar@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 sent to the Candidate 1 week prior to exam for review. This form is signed by the candidate and the Chief Examination officer the day of the exam and filed with 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:

Exam site is located in St. Johns, Newfoundland. Candidates will receive exact location details in their confirmation letter no later than 2 weeks prior to your exam date.

4.2 MCQ Test Site:

Exam site is located in St. Johns, Newfoundland. Candidates will receive exact location details in their confirmation letter no later than 2 weeks prior to your exam date.

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

Generally results will be received within six (6) to eight (8) weeks after the OSCE date. There are many outside factors that may delay the return of results in the time frame indicated. The College will inform you of such delays in a timely manner. Please ensure you use the most up to date address on your exam application and inform the College if any changes to your address post exam dates.

6.2 MCQ

Candidates will receive their MCQ results within four (4) weeks of completion of their examination. 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 Incident and Occurrence Reports

7.1 Incident Reports

During the OSCE a Candidate may have an incident report written by an examiner or client in any station when a concerning action is observed. This may include but is not limited to the following:

- Inappropriate behaviour
- Action harmful to the client
- Inaccurate knowledge
- Client exposure
- Excessive force
- Inappropriate touch

These reports are filed with Candidates scores and must be discussed with exam staff prior to registering with the College or registering for an exam rewrite. These reports stay in the Candidates files until the Registrar deems appropriate. The Registrar will make a decision about whether to refuse to register the applicant or to impose terms, conditions, or limitations in the certificate if necessary.

7.2 Occurrence Reports

Exam staff documents any occurrence that may have an effect on the performance of a Candidate during an exam. This may include but is not limited to the following:

- Fire Alarm
- Client or examiners issue
- Candidate unwell
- Loud noise

These reports are filed with the Candidate scores and may be used as supporting documentation for a Candidate appeal.

8 OSCE Orientation Session

Every Candidate must attend an orientation session provided by the College prior to your exam dates. This session will review what to expect the day of exams and provide Candidates the opportunity to ask questions or seek clarification. At this time all sessions are available via Zoom.

9 Privacy Policy

The College adheres to a strict privacy code. The College will not discuss any exam related information about a candidate with anyone other than the candidate.

10 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 endeavours 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.

11 COVID 19 Measures During Exams

The CMTNL worked with provincial infections control experts to ensure proper measures are in place at both exam settings to protect Candidates, clients and staff at all times.

11.1 OSCE COVID 19 Measures

All Candidates will be provided appropriate PPE by the Exam Staff that aligns with the provincial requirements at that time. This PPE will include a medical mask and possibly a face shield, gloves, body covering.

Covid 19 screening and temperature is completed by each Candidate and staff the day of the exam before entering the exam site. Proof of vaccine is required to enter the exam area.

Social distancing, increased hand sanitizing and disinfecting between stations and Candidates ensures a safe environment.

11.2 MCQ COVID 19 Measures

All Candidates will be provided an appropriate medical mask that must be worn at all times while in the exam room. Tables and chairs are all located 6 feet apart and Candidates per room has been decreased to 50% capacity.

After each group session all surfaces and chairs are disinfected prior to the next session. All exam material, pencils and erasers are a onetime use.

Covid 19 screening and temperature is completed by each Candidate and staff the day of the exam before entering the exam site. Proof of vaccine is required to enter the exam area.

12 Vaccine Policy

All employees, staff, contractors, volunteers and candidates will be required to provide:

1. Proof of all required doses of a COVID-19 vaccine approved by Health Canada.

or

2. Written proof of a medical reason, provided by a physician:
 - a. that the person cannot be vaccinated against COVID-19; and
 - b. the effective time period for the medical reason (i.e., permanent or time-limited).

Proof of vaccine will be required upon entry of the exam site for both OSCE and MCQ. Any medical exemptions must be declared 4 weeks prior to the exam date.

13 Preparing for your OSCE exam

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

13.1 OSCE Exam Day

Students will perform their OSCE at the designated location, which will be explained in your confirmation letter. The Examination Officer or exam staff will greet candidates at a front entrance or designated location. 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 behaviour toward College staff, the candidate displaying such behaviour may be asked to leave prior to taking the exam.

13.2 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:

13.2.1 General

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

13.2.2 Headwear

- No caps or hats.
- Headbands and sweat bands are permitted

13.2.3 Above waist

- Shirts must be short sleeves and be tucked in or a scrub top is acceptable.
- Shoulders, clavicles and abdomen must be covered.
- No see-through shirts.

13.2.4 Below waist

- Pants, slacks, Capri pants, skirts, professional length shorts are acceptable.
- Shorts and skirts are NOT to exceed four inches (10cm) above the mid knee when standing.
- Yoga/athletic pants are permitted as long as they are not see-through
- No jeans/denim, cut-offs, rugby pants, sweatpants, jogging pants, stirrup pants, paramilitary or camouflage style trousers, combat trousers (multiple pockets), athletic shorts, training shorts, or tights.

13.2.5 Shoes

- Appropriate clean shoes must be worn at all times
- Professional sandals are permitted. No flip flops

13.2.6 Personal Hygiene/Grooming

- Maintain personal cleanliness by bathing
- Oral hygiene (brushing of teeth)

- Use deodorant / anti-perspirant to minimize body odors.
- No heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for some individuals
- Clean and trimmed fingernails ($\frac{1}{4}$ inch long or less).
- No acrylic or gel nails
- No nail polishes
- Limited jewelry. No dangling or large hoop earrings that may create a safety hazard to self or others. No rings. No watches
- Tattoos that are perceived as offensive or hostile must be covered

13.3 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.

13.3.1 Examination Day Intake

- OSCE sessions start promptly at the times stated in your confirmation letter. Please arrive **at the stated time before your scheduled intake start time at the entrance indicated**. Wear clothing appropriate for a professional certification examination (See dress code section). Candidates who arrive before the scheduled time will not be admitted into the examination area.
- Intake will have the signed letter that confirms your name, exam day and start time and will document your ID number.
- 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.
- 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., hypoglycaemia, diabetes) requiring the consumption of food or drink must request permission from the College when applying for the exam.

13.3.2 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. Observers are always present in the station during the spring exams for training purposes

13.3.3 Timing and Support Staff

Support Staff are responsible for ensuring standardized timing for all candidates in each station.

At each station:

- Candidates will be handed by staff the Stem information outside the station door. Candidates have **2 minutes** to read this information. Special Accommodation candidates will have 3 minutes to read.
- At the 2 min mark staff will open the station door and Candidates will **enter the room** and perform as directed.
- When you have been in the room **8 minutes**, staff will announce that **2 minutes is remaining** in the station. Special Accommodation candidates receive this warning at the 10-minute mark
- When **10 minutes** has been reached the station is completed and staff will announce time is up. Candidates exit the rooms, proceed to the next station, and wait for instruction from support staff

13.3.4 Standardized Client

The examination stations are staffed by Standardized clients who:

- Should be treated with the same respect given to any client by a candidate
- Will be in an appropriate state of dress or undress depending on the station type
- 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 #####".

13.3.5 Examiners

Examiners are all Registered Massage Therapists with at least 2 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 client 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.

13.3.6 The Stems

Candidates will receive a laminated instruction sheet prior to each station (called the **Stem**). Candidates should carefully read the information 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. Candidates have access to the Stem both outside and inside the station to review as often as needed. The Stem will specify if it is necessary to obtain consent.

13.3.7 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. Candidates are not scored on ergonomics. Linen as well as massage oil and lotion are provided. Witch hazel is provided to aide in the removal of lotion from the client in needed. Hand sanitizer will be provided for the proper cleaning of hands. All infection control precautions should be taken as indicated by the clinical situation.

13.3.8 At the End of the OSCE

The end of the examination support staff will direct Candidates to a sign out area. Here Candidates will return their ID tag and sign the registration form and collect their belongings. Candidates must vacate the premises as soon as possible to avoid any distraction to the other Candidates whom are still in the exam area. Candidates will be sent a feedback form if applicable, report in writing any extraordinary circumstances in the administration of the examination that significantly affected their ability to perform at their best.

13.4 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 have completed the MCQ Candidate Admission letter prior to arriving and provide a valid photo identification that includes a signature** (Driver's 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. hypoglycaemia, diabetes) requiring the consumption of food or water must request permission form 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 form 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. Exam staff will provide water for all candidates.

14. Rules of Conduct

- 1) 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.
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 behaviour 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 behaviour 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. nonregistered 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.**

15 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 Exam Quality Assurance Officer.
- 3) The Exam Quality Assurance Officer shall conduct appropriate investigations of the alleged cheating and report to the Registrar in writing. 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.

16. Appendix A

16.1 OSCE Outline

1.1	Communication	
a	Utilize written communication effectively.	
	1	Document information accurately.
	2	Ensure legibility of information.
	3	Employ clear, concise and profession-specific language.
b	Utilize oral communication effectively.	
	1	Employ clear, concise and profession-specific language.
	2	Speak in a manner that corresponds to the needs of the listener.
	3	Employ appropriate pace, tone and projection of voice.
	4	Employ effective questioning techniques.
	5	Comprehend oral communication.
f	Utilize active listening skills.	
	2	Demonstrate active listening.
g	Utilize and respond to non-verbal communication.	
	2	Respond professionally to non-verbal communication.
	3	Demonstrate appropriate non-verbal communication.
h	Utilize medical terminology.	
	1	Use medical terminology appropriately.
	2	Convey medical concepts using plain language.
	3	Use common medical abbreviations in written communications and clinical records.
1.2	Professionalism	
a	Comply with federal and provincial requirements.	
	3	Practice in compliance with federal and provincial requirements.
b	Comply with regulatory requirements.	
	4	Practice in accordance with regulatory requirements.
e	Maintain professional boundaries.	
	4	Interact professionally with others.
g	Apply standard hygiene and infection control precautions.	
	3	Apply standard hygiene practices.
	4	Apply standard precaution for infection control
h	Practice professionally, regardless of personal beliefs.	
	3	Maintain professional decorum.
l	Maintain personal hygiene and professional appearance.	
	2	Maintain grooming, dress, and hygiene appropriate to professional setting
1.3	Therapeutic Relationship	
a	Display positive regard toward patient / client	
	1	Demonstrate respect for patient / client
	2	Establish rapport with patient / client

	3	Respond with empathy
b		Practice patient / client centred care.
	2	Employ a patient / client centred approach to care.
c		Maintain informed patient / client consent throughout assessment and treatment.
	2	Obtain informed consent prior to performing assessment, treatment and reassessment
d		Obtain explicit consent prior to assessment and treatment of sensitive body areas.
	2	Identify the patient's / client's sensitive areas.
	3	Confirm patient / client has a stop signal.
e		Respect patient's / client's physical privacy.
	2	Respond to patient's / client's individual privacy needs.
	3	Direct patient / client in degree of disrobing.
h		Employ touch with therapeutic intent.
	2	Restrict touch within treatment to therapeutic contact.
i		Address accidental or incidental physical contact.
	2	Employ approaches to avoid accidental or incidental contact.
2		Assessment
a		Obtain comprehensive case history
	3	Interview patient / client to obtain case history and their desired treatment goals
b		Integrate findings of other health care practitioners.
	2	Incorporate assessment findings of other health care practitioners into assessment planning
d		Select and perform assessments incorporating knowledge of patient / client history, safety, considerations and evidence.
	3	Perform assessment appropriately.
e		Modify assessments based upon emerging findings.
	2	Adapt assessments based on findings.
f		Maintain clinically relevant observation.
	2	Demonstrate ongoing clinically relevant observation.
g		Perform vital signs assessment
	3	Demonstrate vital signs assessment
i		Perform postural assessment.
	3	Demonstrate postural assessment
j		Perform palpatory assessment.
	3	Demonstrate palpatory assessment
k		Perform gait assessment
	3	Demonstrate gait assessment.
l		Perform range of motion assessment.
	3	Demonstrate range of motion assessment.
m		Perform muscle length assessment.
	3	Demonstrate muscle length assessment.
n		Perform muscle strength assessment.

	3	Demonstrate muscle strength assessment.
o	Perform joint play assessment.	
	3	Demonstrate joint play assessment.
p	Perform neurological assessment.	
	3	Demonstrate neurological assessment.
q	Perform appropriate special tests.	
	4	Demonstrate the selected test.
3	Treatment and Patient Self-Care	
3.1	Treatment Principles	
c	Treat consistent with treatment plan	
	3	Apply treatment modalities and techniques incorporating knowledge of commonly-occurring conditions, as listed in the Appendix.
	4	Treat in a manner appropriate to patient / client presentation.
e	Utilize patient / client transfer techniques.	
	2	Determine what assistance patient / client requires.
	3	Employ safe transfer techniques
f	Assist patient / client with dressing and undressing.	
	3	Obtain consent where appropriate.
	4	Provide assistance with dressing and undressing where required.
g	Employ draping.	
	2	Drape and undrape patient / client, appropriately for treatment.
h	Position patient / client.	
	1	Select appropriate positioning.
	2	Direct and position patient / client
	3	Modify position as required.
I	Adapt treatment based on patient / client response	
	2	Monitor patient / client response and adapt as necessary.
J	Guide patient / client in self care	
	3	Instruct patient / client in self care
3.2	Massage Techniques	
a	Perform effleurage.	
	2	Incorporate effleurage into treatment.
	3	Modify effleurage based on patient / client history, presentation and response.
b	Perform stroking.	
	2	Incorporate stroking into treatment.
	3	Modify stroking based on patient / client history, presentation and response.
c	Perform petrissage.	
	2	Incorporate different types of petrissage into treatment.

	3	Modify petrissage based on patient / client history, presentation and response.
d	Perform skin-rolling.	
	2	Incorporate skin rolling into treatment.
	3	Modify skin rolling based on patient / client history, presentation and response.
e	Perform vibration.	
	2	Incorporate different types of vibration into treatment.
	3	Modify vibration based on patient / client history, presentation and response.
f	Perform percussive.	
	2	Incorporate different types of percussive techniques into treatment.
	3	Modify percussive techniques based on patient / client history, presentation and response.
g	Perform rocking and shaking.	
	2	Incorporate different types of rocking and shaking into treatment.
	3	Modify rocking and shaking based on patient / client history, presentation and response.
h	Perform frictioning.	
	2	Incorporate different types of frictioning into treatment.
	3	Modify frictioning based on patient / client history, presentation and response.
i	Perform muscle stripping.	
	2	Incorporate different types of muscle stripping into treatment
	3	Modify muscle stripping based on patient / client history, presentation and response.
j	Perform muscle approximation.	
	2	Incorporate muscle approximation into treatment
	3	Modify muscle approximation based on patient / client history, presentation and response.
k	Perform Golgi tendon organ techniques.	
	2	Incorporate different types of Golgi tendon organ techniques into treatment.
	3	Modify Golgi tendon organ techniques based on patient / client history, presentation and response.
l	Perform lymphatic drainage techniques.	
	2	Incorporate different types of lymphatic drainage techniques into treatment.
	3	Modify lymphatic drainage techniques based on patient / client history, presentation and response.
m	Perform trigger point techniques.	

	2	Incorporate different types of trigger point techniques into a treatment
	3	Modify trigger point techniques based on patient, history, presentation and response.
n	Perform fascial / myofascial techniques.	
	2	Incorporate different types of fascial / myofascial techniques into treatment
	3	Modify fascial / myofascial techniques based on patient / client history, presentation and response.
o	Perform joint mobilization techniques.	
	2	Incorporate different types of joint mobilization into treatment
	3	Modify joint mobilization based on patient / client history, presentation and response.
p	Direct patient / client in diaphragmatic breathing.	
	2	Incorporate diaphragmatic breathing into treatment
3.3	Therapeutic Exercise	
a	Perform and direct patient / client in stretching.	
	2	Direct patient / client in stretching
	3	Incorporating different types of stretching into treatment
	4	Modify stretching based on patient / client history, presentation and response
b	Perform and direct patient / client in range of motion exercises.	
	2	Direct patient / client in range of motion exercises.
	3	Incorporate range of motion exercises into treatment.
	4	Modify range of motion exercises based on patient / client history, presentation and response.
c	Direct patient / client in strengthening exercises.	
	2	Direct patient / client in different types of strengthening exercises.
	3	Modify strengthening exercises based on patient / client history, presentation and response.
d	Direct patient / client in cardiovascular exercises.	
	2	Direct patient / client in different types of cardiovascular exercises.
	3	Modify cardiovascular exercises based on patient / client history, presentation and response.
e	Direct patient / client in proprioception exercises.	
	2	Direct patient / client in different types of proprioception exercises.
	3	Modify proprioception exercises based on patient / client history, presentation and response.
f	Direct patient / client in exercise to restore capacity in activities of daily living.	

	2	Direct patient / client in different types of exercises to restore capacity in activities of daily living.
	3	Modify exercises to restore capacity in activities of daily living based on patient / client history, presentation and response.
3.4	Thermal Applications	
a	Perform and direct patient / client in heat applications.	
	2	Direct patient / client in heat applications
	3	Incorporate different types of heat applications into treatment.
	5	Modify heat applications based on patient / client history, presentation and response.
b	Perform and direct patient / client in cold applications.	
	2	Direct patient / client in cold applications
	3	Incorporate different types of cold applications into treatment.
	5	Modify cold applications based on patient / client history, presentation and response.
c	Perform and direct patient / client in contrast applications.	
	2	Direct patient / client in contrast applications
	3	Incorporate different types of contrast applications into treatment.
	5	Modify contrast applications based on patient / client history, presentation and response.

16.2 MCQ Content Outline

1. Professional Practice

21 tasks- 28% (42 questions)

1. Communication
2. Professionalism
3. Therapeutic Relationship

2. Assessment**20 tasks – 27% (41 questions)****3. Treatment****33 tasks- 45% (67 questions)**

1. Treatment Principles
2. Massage Techniques
3. Therapeutic Exercise
4. Thermal Applications

Exam statement

The CMTNL/CMTNB MCQ examinations purpose is to test the candidate's knowledge of professional practices, assessments, treatment planning, treatments and patient self-care in accordance to the Inter-Jurisdictional Practice Competencies and Performance Indicators to ensure public safety.

1	Professional Practice	
1.1	Communication	
a	Utilize written communication effectively.	
	6	Comprehend written information.
c	Utilize electronic communication effectively.	
	3	Demonstrate knowledge of measures to secure electronic communication.
f	Utilize active listening skills.	
	1	Demonstrate knowledge of the use and characteristics of active listening.
g	Utilize and respond to non-verbal communication.	
	1	Demonstrate knowledge of the characteristics of non-verbal communication.
1.2	Professionalism.	
a	Comply with federal and provincial requirements.	
	2	Demonstrate knowledge of relevant federal requirements.
b	Comply with regulatory requirements.	
	1	Demonstrate knowledge of the mandate and roles of a regulatory body.
	2	Demonstrate knowledge of the obligations of a registrant.
	3	Differentiate between the role of a regulatory body and that of a professional association.
d	Maintain comprehensive practice records.	
	1	Demonstrate knowledge of aspects of professional practice that require documentation.

	2	Demonstration knowledge of security, confidentiality and access requirements for records.
e	Maintain professional boundaries.	
	1	Demonstrate knowledge of the purpose of maintaining boundaries.
	2	Demonstrate knowledge of ways to establish and maintain boundaries.
	3	Demonstrate knowledge of commonly occurring boundary violations.
f	Maintain a safe and comfortable practice environment.	
	1	Demonstrate knowledge of aspects of physical setting that affect patient / client safety and comfort.
g	Apply standard hygiene and infection control precautions.	
	1	Demonstrate knowledge of standard hygiene practices.
	2	Demonstrate knowledge of standard precautions of infection control.
m	Identify and address conflict of interest.	
	1	Demonstrate knowledge of situations that create potential for conflict of interest.
	2	Demonstrate knowledge of strategies to avoid or resolve conflict of interest
o	Apply ethical considerations in decision making.	
	1	Demonstrate knowledge of characteristics consistent with ethical behaviour.
	2	Demonstrate knowledge of ethically challenging situations commonly encountered in massage therapy practice.
	3	Utilize strategies that address ethical challenges.
r	Establish and maintain professional collaboration.	
	3	Demonstrate knowledge of the value of inter-professional collaboration.
1.3	Therapeutic Relationship	
b	Practice patient / client centred care.	
	1	Demonstrate knowledge of patient / client centred care
c	Maintained informed patient / client consent throughout assessment and treatment	
	1	Demonstrate knowledge of the purpose of informed consent
d	Obtain explicit consent prior to assessment and treatment of sensitive body areas.	
	1	Demonstrate knowledge of potential sensitive areas.
	4	Demonstrate knowledge of potential for touch-trigger responses.
e	Respect patient's / client's physical privacy.	
	1	Demonstrate knowledge of privacy consideration in the practice environment.
f	Recognize and address the power differential in the patient- / client- therapist relationship.	
	1	Demonstrate knowledge of the characteristics and implications of power differentials.
	2	Explain therapist responsibility for managing the power differential between patient / client and therapist.
	4	Demonstrate knowledge of sexual abuse prevention.
g	Recognize and address transference and counter-transference.	

		Demonstrate knowledge of the characteristics and implications of transference and countertransference.
h	Employ touch with therapeutic intent.	
	1	Demonstrate knowledge of appropriate touch.
i	Address accidental or incidental physical contact.	
	1	Demonstrate knowledge of circumstance that may result in perceived inappropriate contact.
	3	Demonstrate knowledge of ways to address perceived inappropriate contact.
2	Assessment	
a	Obtain comprehensive case history.	
	1	Demonstrate knowledge of the components of a comprehensive case history.
	2	Demonstrate knowledge of ways to obtain a case history.
b	Integrate findings of other health care practitioners.	
	1	Demonstrate knowledge of the importance of including assessment findings from other health care practitioners.
c	Apply knowledge of commonly-occurring conditions to assessment.	
	1	Identify indications for assessing patients / clients presenting with conditions listed in the Appendix.
	2	Demonstrate knowledge of safety considerations and adaption of assessments for patients / clients presenting with conditions listed in the Appendix.
d	Select and perform assessments incorporating knowledge of patient / client history, safety considerations and evidence.	
	1	Identify assessment needs
	2	Select appropriate assessment procedures.
e	Modify assessments based upon emerging findings.	
	1	Relate modifications to findings.
f	Maintain clinically relevant observation.	
	1	Demonstrate knowledge of the importance of maintaining clinically relevant observation.
g	Perform vital signs assessment.	
	1	Identify indications for performing vital signs assessment.
	4	Differentiate between normal and abnormal findings.
	5	Demonstrate knowledge of the relationship between findings and patient / client presentation.
h	Assess abilities to perform activities of daily living.	
	1	Demonstrate knowledge of indications for assessing activities of daily living.
i	Perform postural assessment.	
	1	Identify indications and safety considerations for performing postural assessment.
	4	Differentiate between normal and abnormal findings.

	5	Identify the relationship between findings and patient / client presentation.
j	Perform palpatory assessment.	
	1	Identify indications and safety considerations for performing palpatory assessment.
	4	Differentiate between normal and abnormal findings.
	5	Identify the relationship between findings and patient / client presentation.
k	Perform gait assessment.	
	1	Identify indications and safety considerations for performing gait assessment.
	4	Differentiate between normal and abnormal findings.
	5	Identify the relationship between findings and patient / client presentation.
l	Perform range of motion assessment.	
	1	Identify indications and safety considerations for performing range of motion assessment.
	4	Differentiate between normal and abnormal findings.
	5	Identify the relationship between findings and patient / client presentation.
m	Perform muscle length assessment	
	1	Identify indications and safety considerations for performing muscle length assessment.
	4	Differentiate between normal and abnormal findings.
	5	Identify the relationship between findings and patient / client presentation.
n	Perform muscle strength assessment.	
	1	Identify indications and safety considerations for performing muscle strength assessment.
	4	Differentiate between normal and abnormal findings.
	5	Identify the relationship between findings and patient / client presentation.
o	Perform joint play assessment	
	1	Identify indications and safety considerations for performing joint play assessment.
	4	Differentiate between normal and abnormal findings.
	5	Identify the relationship between findings and patient / client presentation.
p	Perform neurological assessment.	
	1	Identify indications and safety considerations for performing neurological assessment.
	4	Differentiate between normal and abnormal findings.
	5	Identify the relationship between findings and patient / client presentation.
q	Perform appropriate special tests.	

	1	Identify indications and safety considerations for selecting a specific test.
	2	Identify the purpose of the selected test.
	3	Describe how the selected test affects the involved tissues.
	5	Identify the relationship between findings and patient / client presentation.
r	Interpret findings and formulate clinical impression / differential diagnosis.	
	1	Analyze findings.
	2	Formulate a clinical impression / differential diagnosis.
s	Recognize conditions requiring urgent medical attention and respond accordingly.	
	1	Recognize presentations of common urgent medical conditions.
	2	Demonstrate knowledge of appropriate responses to urgent medical events.
t	Recognize conditions requiring non-urgent medical attention and respond accordingly.	
	1	Demonstrate knowledge of presentation that require non-urgent medical care.
	2	Demonstrate knowledge of appropriate responses to non-urgent medical conditions.
3	Treatment	
3.1	Treatment Principles	
a	Incorporate relevant assessment data, research evidence, and clinical experience into development of a patient / client centred treatment plan.	
	1	Demonstrate knowledge of considerations that guide treatment planning.
b	Select treatment components based on indications and safety considerations.	
	1	Relate treatment components to indications and safety considerations.
c	Treat consistent with treatment plan.	
	1	Demonstrate knowledge of health sciences related to conditions listed in the Appendix.
	2	Describe common clinical presentations of patients / clients with conditions listed in the Appendix.
e	Utilize patient / client transfer techniques.	
	1	Demonstrate knowledge of principles of safe transfer.
f	Assist patient / client with dressing and undressing.	
	1	Demonstrate knowledge of circumstances where assistance may be required.
	2	Demonstrate knowledge of circumstances where consent for assistance is required.
g	Employ draping.	
	1	Demonstrate knowledge of the purpose of draping.

i	Adapt treatment based on patient / client response.	
	1	Demonstrate knowledge of patient / client responses that may require adaptation, reassessment or cessation of treatment.
j	Guide patient / client in self care.	
	1	Demonstrate knowledge of the value of patient / client self care.
	2	Select self care upon desired outcomes.
3.2	Massage Techniques	
a	Perform effleurage.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of effleurage.
	3	Modify effleurage based on patient / client history, presentation and response
b	Perform stroking.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of stroking.
	3	Modify stroking based on patient / client history, presentation and response
c	Perform petrissage.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of petrissage.
	3	Modify petrissage based on patient / client history, presentation and response.
d	Perform skin-rolling.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of skin rolling.
	3	Modify skin rolling based on patient / client history, presentation and response.
e	Perform vibration.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of vibration.
	3	Modify vibration based on patient / client history, presentation and response.
f	Perform percussive.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of percussive.
	3	Modify percussive techniques based on patient / client history, presentation and response.
g	Perform rocking and shaking.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of rocking and shaking.
	3	Modify rocking and shaking based on patient / client history, presentation and response.
h	Perform frictioning.	

	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of frictioning.
	3	Modify frictioning based on patient / client history, presentation and response.
i	Perform muscle stripping.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of muscle stripping.
	3	Modify muscle stripping based on patient / client history, presentation and response.
j	Perform muscle approximation.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of muscle approximation.
	3	Modify muscle approximation based on patient / client history, presentation and response.
k	Perform Golgi tendon organ techniques.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of Golgi tendon organ techniques.
	3	Modify Golgi tendon organ techniques based on patient / client history, presentation and response.
l	Perform lymphatic drainage techniques.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of lymphatic drainage techniques.
	3	Modify lymphatic drainage based on patient / client history, presentation and response.
m	Perform trigger point techniques.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of trigger point techniques.
	3	Modify trigger point techniques based on patient / client history, presentation and response.
n	Perform fascial / myofascial techniques.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of fascial / myofascial techniques.
	3	Modify fascial / myofascial techniques based on patient / client history, presentation and response.
o	Perform joint mobilization techniques.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of joint mobilization techniques.

	3	Modify joint mobilization techniques based on patient / client history, presentation and response.
p	Direct patient / client in diaphragmatic breathing.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of diaphragmatic breathing.
3.3	Therapeutic Exercise	
a	Perform and direct patient / client in stretching.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of stretching.
	4	Modify stretching based on patient / client history, presentation and response.
b	Perform and direct patient / client in range of motion exercises.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of range of motion exercises.
	4	Modify range of motion exercises based on patient / client history, presentation and response.
c	Direct patient / client in strengthening exercises.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of strengthening exercises.
	3	Modify strengthening exercises based on patient / client history, presentation and response.
d	Direct patient / client in cardiovascular exercises.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of cardiovascular exercises.
	3	Modify cardiovascular exercises based on patient / client history, presentation and response.
e	Direct patient / client in proprioception exercises.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of proprioception exercises.
	3	Modify proprioception exercises based on patient / client history, presentation and response.
f	Direct patient / client in exercises to restore capacity in activities of daily living.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of exercises to restore capacity in activities of daily living.
	3	Modify exercises to restore capacity in activities of daily living based on patient / client history, presentation and response
3.4	Thermal Applications	

a	Perform and direct patient / client in heat applications.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of heat applications.
	5	Modify heat applications based on patient / client history, presentation and response
b	Perform and direct patient / client in cold applications.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of cold applications.
	5	Modify cold applications based on patient / client history, presentation and response
c	Perform and direct patient / client in contrast applications.	
	1	Demonstrate knowledge of indications, safety considerations, effects and outcomes of contrast applications.
	5	Modify contrast applications based on patient / client history, presentation and response

17. Appendix B

Conditions

Commonly-occurring conditions	
1. Common clinical conditions that present as variables of	
a	Stress
b	Pain
c	Mood
d	Anxiety
e	Sleep
f	Cognition
2. Conditions with multi-factorial considerations	
a	Inflammation
b	Infection
c	Scarring
d	Swelling
e	Congestion
f	Movement restrictions
g	Malignancy
h	Trauma and abuse
3. Stages of life	
a	Pregnancy
b	Infancy and childhood
c	Adolescence

d	Adulthood
e	Senior years
f	End of life
4. Neurological conditions	
a	Conditions of the central nervous system
b	Conditions of the peripheral nervous system
c	General neurological conditions
5. Orthopedic conditions	
a	Conditions of the bone and periosteum
b	Conditions of the muscles and tendons
c	Conditions of the fascia
d	Conditions of the skin and connective tissue
e	Conditions of the synovial joints, cartilage, ligaments and bursa
f	Systemic myofascial and orthopedic conditions
6. Post-surgical conditions	
a	Conditions involving orthopedic interventions
b	Conditions involving artificial openings
c	Conditions involving implants
7. Systemic conditions	
a	Conditions of the cardiovascular system
b	Conditions of the digestive system
c	Conditions of the endocrine system
d	Conditions of the gastrointestinal system
e	Conditions of the immune system
f	Conditions of the integumentary system
g	Conditions of the lymphatic system
h	Conditions of the reproductive system
i	Conditions of the respiratory system
j	Conditions of the urinary system

18 Appendix C

Position Statement on Practicing before Registration

The College believes that it is not in the public's interest for students or unregistered graduates to practice massage therapy before they are registered with the College. If the College receives a complaint about the practice of a massage therapy student or graduate who is, or has been, practicing before being registered, the information will be investigated to determine if the student has contravened the title provisions of the *Massage Therapy Act, 2005*.