



College of
Massage
Therapists of
Ontario

College of Massage Therapists of Ontario

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A Candidate's Handbook for Understanding Certification Examinations in Ontario

2021

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

Please visit the Prometric website www.prometric.com for the most current version of *A Candidate's Handbook for Understanding Certification Examinations* in Ontario and for new or revised policies.

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1 General Information and Legislation

1.1 The College of Massage Therapists of Ontario

The College of Massage Therapists of Ontario (CMTO or the College) is dedicated to protecting the public, guiding its registrants, and promoting the safe and ethical practice of Massage Therapy. The College, one of this province's health regulatory bodies, exists to protect the public interest and to regulate the profession of Massage Therapy.

As part of its responsibility to the public, the College sets minimum entry-to-practice requirement and promotes continuous improvement of Massage Therapists' knowledge, skills and abilities through the Quality Assurance Program.

The College also promotes research and development of expertise in the Massage Therapy profession.

Candidates are expected to read, understand and comply with all requirements of the *Regulated Health Professions Act, 1991*, *Massage Therapy Act, 1991* and its Regulations, as well as the Standards of Practice, Code of Ethics, policies, by-Laws and guidelines of the College.

For more information please visit [the CMTO website](#).

1.2 Registration with the College

There are several requirements that must be met to become registered with the College. These include successfully completing an appropriate Massage Therapy education program and successful completion of the CMTO Certification Examinations. This guide focuses on the Certification Examinations. More information about the full registration process is available on the [College website](#).

There are two examinations that must be successfully completed for registration: the Objectively Structured Clinical Evaluation (OSCE) and the Multiple-Choice Question (MCQ) examination.



1.3 Examination Regulation

The Examination Regulation under the *Massage Therapy Act, 1991*

1. In setting the examinations to be taken by applicants to the College for registration, the College shall specify the general areas of competency to be examined and shall ensure that the examinations provide a reliable and valid measure of a candidate's competency in knowledge, skills and ability for the practice of massage therapy in Ontario.

2. Written and practical examinations shall be offered at least twice yearly and at such other times as the Council considers necessary.

3. (1) Subject to subsection (2), a candidate who fails the examinations may apply for re-examination.

(2) In every case where a candidate has failed the examinations three times after obtaining a diploma from a massage therapy program acceptable to the Registration Committee, the candidate is not eligible to apply to take the examinations again without obtaining another diploma from a massage therapy program acceptable to the Registration Committee.

4. Ontario Regulation 712/93 (Examinations) made under the Act continues to apply to a person who had, before the revocation of that regulation, applied to take the examinations for the purpose of applying to the College for registration.

Please note that section 4 of regulation means that Candidates who paid for their first attempt at the registration examination **prior to Aug. 26, 2004** are subject to the revoked regulation (Ontario Regulation 712/93) which provided as follows:

(3) A candidate who fails the examinations may apply for re-examination twice. A candidate who fails a third attempt of the examinations must submit, to the Registration Committee, proof of remediation and upgrading in accordance with policy guidelines issued by the College before the candidate may retake the examinations. A candidate who fails the examinations may retake them not more than two years after the failure, but if the candidate presents to the Registration Committee proof of remediation and upgrading in accordance with policy guidelines issued by the College, he or she may retake the examination more than two years after the failure.

2 The role of Prometric

CMTO has entered into an agreement with Prometric LLC (Prometric) to develop and administer both the OSCE and MCQ examinations. CMTO must approve the examination content outlines on an annual basis, and will receive examination results directly from Prometric only after a candidate has successfully completed both exams. CMTO works collaboratively with Prometric to ensure the examinations are developed and delivered in valid, objective and reliable way, and all policies and processes related to the examinations are transparent, objective and fair.

3 Eligibility for both the OSCE and the

3.1 Education Requirement

An examination candidate educated in Ontario must have obtained a diploma in Massage Therapy from an approved private vocational school in Ontario or a College of Applied Arts and Technology in Ontario.

Candidates educated outside of Ontario and internationally should contact CMTO for more information.

If the required education was completed more than three years prior to the date of the examination, the candidate must have successfully completed a CMTO Refresher Course no more than 15 months prior to the exam date.

3.2 Language Fluency Requirement

Candidates must meet the requirements outlined in CMTO's Language Fluency Policy to participate in the Certification Examinations. CMTO's Language Fluency Policy is available on [CMTO's website](#).

4 Communicating with Prometric

Prometric encourages candidates to seek information relating to the Certification Examinations in *A Candidate's Handbook for Understanding Certification Examinations in Ontario* (this document). This is required reading for all candidates who participate in the Certification Examinations. As an examination participant, we encourage you to be aware of the policies, processes and procedures outlined in the *Handbook* that apply to you as you proceed through the Certification Examination process. Prometric welcomes inquiries from candidates seeking clarification of an examination or registration process. Answers to specific questions on the examination process can be found on [Prometric's CMTO webpage](#), and specific questions on the examination registration process should be sent to registrations@isoqualitytesting.com.

To protect your privacy, e-mail inquiries must originate from the e-mail account that your Massage Therapy education program or CMTO has provided to Prometric. Response times can vary depending on the nature of the inquiry and the volumes managed at the time, but are generally replied to within one to three business days. Please include your e-mail address in your correspondence or voicemail message.

Prometric usually communicates with applicants by e-mail, including but limited to:

- Informing applicants when the examination application process is available;
- Examination application queries;
- Confirming receipt of an examination application;
- Communicating about application acceptance or deficiencies (outstanding information);
- Confirming examination registration;
- Providing notification of examination scores;
- Providing notification of Certification Examination process changes;
- Informing applicants of an examination Occurrence Report.

Candidates are expected to conduct themselves at a professional level and directly manage scheduling of their OSCE and MCQ exams.

To respect your privacy and to ensure that you receive clear and accurate information, Prometric communicates directly with you, the applicant, unless Prometric receives written consent from you to communicate with another party.

5 Privacy Policy

Personal information collected about you is used only by Prometric for the purposes of administering CMTO's Certification Examinations. Any and all information collected by Prometric may be shared with CMTO for the College's regulatory purposes. To review the [privacy code](#), please see the Prometric website for further information.

6 Confidentiality and Security of Examination Materials

The security measures for the Certification Examinations are aimed at eliminating unfair advantages among candidates and ensuring the examinations continue to provide a valid, objective and reliable assessment of competency. Security measures also help avoid the high human and financial costs of replacing examination materials should security be breached. Prometric endeavors to maintain the strictest security of the examination content at all times. All examination materials are protected by copyright.

Prometric has security measures in place to protect examination materials during all phases of development and administration including: during the development and review of examination materials; during reproduction, transportation and disposal of examination materials; and

during the presentation of examination material on examination days. If you have any questions about the security processes, please visit the Prometric security webpage: [Commitment to Security](#).

7 Rules of Conduct

Each candidate who attempts a 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 Ontario (the College) and/or Prometric.
- Candidates acknowledge that they cannot remove or attempt to remove from the test site, copy or discuss with anyone any part of the examination nor can they give or receive assistance during the examination.
- 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 inappropriately challenging examination policies and procedures, disruptive comments about the examination, or any other behavior that in the opinion of the examination site staff could disrupt the examination process or disturb other candidates.
- Candidates acknowledge that their participation in any act of cheating, as described below, may be sufficient cause for the Prometric to terminate their participation in the examinations, invalidate the results of their examinations or take any other action deemed appropriate by Prometric, including refusal of future registration applications.
- 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:
 - Having a non-registered individual pose as a registered candidate;
 - Bringing any outside material into the examination;
 - Giving or receiving assistance to or from anyone, including other candidates, during the examinations;
 - Removing, copying, photographing, or recording any examination material, or attempting to do the same at any time;
 - Providing or receiving information verbally, electronically or physically 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 examination question content with other candidates, educational instructors or future registration candidates after the examination;**

- Possessing any electronic devices, even if they are not in use.

If a candidate requires an exception to any of the Rules of Conduct as an accommodation of a disability, the candidate must request the accommodation when completing the application. See Section 20 (Accommodations Policy and Process).

8 Protocol in the Event of Suspected Cheating

1. If, during an examination, the examination staff suspect a candidate of participating in any form of 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. Prometric reserves the right to use electronic monitoring and surveillance technologies during examination administrations to detect and document cheating. In addition to on-site monitoring, additional analyses of candidate data may be performed at any time if cheating is suspected.
2. Examination staff may identify possible cheating at any time before, during and/or after the examination, including any time after examination results have been released. Prometric conducts periodic psychometric/ statistical analyses of all testing data and scores, which are instrumental in identifying instances of cheating.
3. The examination staff will report any suspected cheating to the Registrar of the College.
4. Prometric shall conduct appropriate investigations of the alleged cheating/security breach. The candidate will be given 30 days to respond in writing to the allegations of cheating.
5. If Prometric determines that cheating did not occur, the candidate's score shall be released if the candidate completed the examination, or the candidate shall be permitted to sit the next available examination without charge.
6. If the Prometric determines that cheating did occur, Prometric will work with the Registrar of the College to determine next steps. These may include **one or more** of the following as appropriate to the circumstances:

- deem the candidate to have failed the examination;
- deny any parties involved in the security breach from future access to the examinations;
- take special measures at the candidate's expense at any repeat examination to prevent the reoccurrence of cheating;
- report findings to the Registration Committee;
- prosecute or sue the candidate in court;
- investigate the security breach, and widen the inquiry to any others who may have been involved including other candidates, educators or registrants;
- seek damages from any and all persons found to have participated in the security breach, including the costs of investigating the incident and the costs of generating new examination materials;
- take other action appropriate in the circumstances.

9 Occurrence Reports

If a Prometric staff member observes an event involving you that takes place during the performance of your OSCE or MCQ examination, it will be documented by that person using an Occurrence Report. Events that would result in an Occurrence Report could include, but are not limited to:

- Computer/technical issue/concern;
- Standardization concerns (including issues with the examination environment);
- Communication concern;
- Unprofessional or troubling conduct/behavior;
- Suspected act of cheating;
- Client safety concern (OSCE only); and/or
- Other.

If a Prometric staff member witnesses an event involving you, an Occurrence Report will be created. You will be provided with information about the content of the report immediately following the issuance of your examination score report. Depending on the nature of the event described in the Occurrence Report, you may also be contacted by Prometric to discuss the matter or given an opportunity to make submissions about the matter. All Occurrence Reports will be shared with CMTO, may be considered as part of your Application for Initial Registration, and will also form part of your registration file with the College.

10 Inappropriate Touch of a Client by a Candidate during the Objectively Structured Clinical Evaluation (OSCE)

It is imperative that the Objectively Structured Clinical Evaluation (OSCE) examination environment is respectful and safe for all participants. Providing a standardized experience for all candidates is extremely important and helps ensure the validity and reliability of this high-stakes examination. However, standardization must never take precedence over an individual's safety and security. If a candidate inappropriately touches a standardized client, the standardized client's safety is of paramount concern.

Standardized clients and examiners share the responsibility of reporting inappropriate touch.

Inappropriate touch includes touch of the standardized client's genitals or anus at any time for any reason. It also includes touch of the breast or buttocks other than touch that is clinical in nature appropriate to the OSCE.

Prometric has a detailed protocol, including scripted responses, to support standardized clients and examiners with this responsibility. The protocol takes into consideration the possibility that the standardized client may not be able to articulate what has happened and ensures that the standardized client is being supported in the immediate aftermath of a reported incident.

If a standardized client or examiner believes they have observed a candidate touching a standardized client inappropriately, the candidate's examination may be stopped. Alternatively, anyone witnessing or experiencing inappropriate touch may bring it to the attention of Prometric immediately after the examination using an Occurrence Report.

A review of the incident will take place and everyone present when, or immediately after, the incident took place will be asked to provide a written record of their observations.

Once the written documentation is received, it will be reviewed by Prometric. Prometric may seek additional information. A copy of the documentation collected will be provided to the candidate who will be entitled to make submissions about it to Prometric. After considering all relevant documentation, Prometric may:

- Determine that no inappropriate touch occurred. In this case, Prometric will do one of the following:
 - o If the incident resulted in the candidate's OSCE being stopped before completion, the OSCE will not be counted as one of their three permitted

attempts, their result on that examination will be disregarded and the fee for their next attempt to complete the OSCE will be waived.

- If the candidate's examination was not stopped before completion (i.e., the incident was reported in Occurrence Reports submitted after the examination), the OSCE will count as one of the candidate's three permitted attempts and the candidate will receive an official examination result notification.
- Determine that inappropriate touch occurred. In this case, Prometric may do one or more of the following as it deems appropriate:
 - If the incident resulted in the candidate's OSCE being stopped before completion
 - The OSCE will not be counted as one of the candidate's three permitted attempts and their result on that examination will be disregarded; the fee for their next attempt to complete the OSCE will not be waived, or
 - The OSCE will be counted as one of the candidate's three permitted attempts and the candidate will receive an official examination result notification, or
 - The OSCE will be counted as one of the candidate's three permitted attempts and the candidate is also deemed to have failed the examination.
 - If the candidate's examination was not stopped before completion (i.e., the incident was reported in Occurrence Reports submitted after the examination)
 - The OSCE will be counted as one of the candidate's three permitted attempts and the candidate will receive an official examination result notification, or
 - The OSCE will be counted as one of the candidate's three permitted attempts and the candidate is deemed to have failed the examination.
 - Recommend to the College of Massage Therapists of Ontario (CMTO) that the candidate be required to successfully complete remedial education approved by the Registrar prior to being eligible to attempt another Certification Examination, either OSCE or MCQ. The candidate will be unable to take the OSCE or MCQ pending a decision from CMTO.

All documentation related to the matter will be shared with CMTO for consideration if/when the candidate applies for registration, and will be kept on file with CMTO as part of the candidate's record.

11 Prohibited Items / Articles

Possession and/or access to the following items are strictly prohibited and will NOT be permitted past the security checkpoint:

- Wrist watches or any other type of time keeping device;
- Electronic devices of any kind including but not limited to cell phones, Blackberries, Smartphones, iPhones, PDAs, wireless e-mail devices, iPods, MP3 players, pagers, calculators, clocks, cameras, scanners, radios, recording devices, hand-held computers, programmable watches, transmitters or receiving devices, microphones, etc.;
- Headphones, headsets, ear-phones, ear buds, or Blue Tooth capable devices;
- Notes, papers, books, exam review, or other study materials in any format or media (including CDs);
- CDs, USB keys, DVDs or other electronic media;
- Newspapers, magazines, dictionaries, prayer books, or any other written material;
- Luggage, handbags, purses, backpacks, briefcases, tote bags, or bags of any kind;
- Pens, pencils, markers, or highlighters of any kind;
- Hats (religious apparel that does not contain a brim or obscure the applicant's facial features is permitted).¹

¹ Please let Prometrics know immediately if your religious beliefs require face coverings in public so that arrangements can be made for alternative means of maintaining examination security.

12 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 Ontario do on the job.

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 review that is supported by the input of Subject Matter Experts (SME's), a highly trained group of Massage Therapists practicing in Ontario. Prometric ensures the development, administration and review of the Certification Examinations. [CMTO's Exam 2021 Approved Reference List](#) are used by SME's for all examination questions. A detailed review of exam [Content Development Document](#) is available on Prometric's website.

12.1 Objectively Structured Clinical Evaluation (OSCE)

The Objectively Structured Clinical Evaluation (OSCE) is the clinical component of the College's Certification Examinations. This exam is designed to evaluate the candidate's knowledge and application of skill. The OSCE tests candidates' ability to safely and effectively apply the principles and processes of Massage Therapy practice within the context of multiple clinical scenarios in each of seven test stations. For information on what is assessed at the OSCE, please refer to the [OSCE Content Outline](#) as well as CMTO's [Standards of Practice](#). The OSCE consists of 7 test stations (detailed in *Table 2: OSCE Stations & Descriptions*).

Table 2: OSCE Stations & Descriptions

Station	Title	Station Descriptions
Station 1	Therapeutic Exercise	In this station, the candidate must demonstrate knowledge of five therapeutic exercises. The list of exercises provided includes a combination of stretching, strengthening, and range of motion techniques. Specific instructions are given to indicate if the exercise should be demonstrated by the candidate or performed directly on the client's body. The candidate will have access to equipment such as free weights with Velcro, dumbbells, a resistance band and a chair. The client has already given informed consent, including written consent when appropriate, so that the candidate can proceed with the required tasks.
Station 2	Client Health History Interview	An accurate and up-to-date health history form that includes the client's primary complaint is provided to the candidate. The candidate is expected to interview the client to obtain additional information regarding that complaint for the purpose of informing further assessment and treatment planning. Other than the health history form, there is no equipment provided or required for this station. Consent is not applicable so the candidate can proceed with the interview. Please refer to Appendix A for a sample Health History form.
Station 3	Assessment 1	The candidate is expected to demonstrate their ability to perform specific assessment techniques. A list of assessments is provided to the candidate that includes a combination of required palpations, range of motion assessment, muscle strength/length tests, and neurological and orthopedic tests. The candidate may perform these tasks in any order as the tasks are not intended to form a cohesive massage therapy assessment. The candidate will have access to equipment including a reflex hammer, cotton balls, and a pinwheel. The client has already given informed consent, including written consent when appropriate, so that the candidate can proceed with the required tasks.
Station 4	Assessment 2	In this station, the candidate is expected to conduct a thorough assessment of the client by choosing and performing assessment techniques relevant to the health history and assessment findings provided. The assessment should include a variety of special tests, range of motion, and palpations to determine the cause of the client's symptoms and exclude other possible causes. The candidate should communicate their suspected clinical impression to the client. The candidate will have access to equipment such as a reflex hammer, cotton balls, and a pinwheel. The client has already given informed consent, including written consent when appropriate, so that the candidate can proceed with the required tasks.
Station 5	Treatment Plan and Consent	Selected findings from the client's health history interview and assessment are provided to the candidate. The candidate is expected to design an initial treatment plan considering those findings, communicate that plan to the client, and obtain informed consent to proceed with the treatment. When necessary, candidates are also expected to obtain written consent for the inclusion of any relevant sensitive areas (a written consent form is available for use). Other than the written consent form, there is no other equipment provided or required. Please refer to Appendix B for a sample written consent form (modified for exam purposes).
Station 6	Treatment	Selected findings from the client's health history interview and assessment are provided to the candidate. The candidate is expected to use this information to design and perform a focused massage therapy treatment that addresses each of the presenting symptoms with suitable techniques within the scope of practice for massage therapy. The candidate will have access to equipment such as oil, lotion and towels. The client has already given informed consent, including written consent when appropriate, so that the candidate can proceed with the required tasks.
Station 7	Techniques	In this station, the candidate is expected to demonstrate their ability to perform a variety of massage therapy techniques on specific anatomical structures/areas. A list of five techniques is provided to the candidate. The candidate may perform these techniques in any order as the techniques are not intended to form a cohesive massage therapy treatment. The candidate will have access to equipment such as oil, lotion and towels. The client has already given informed consent, including written consent when appropriate, so that the candidate can proceed with the required tasks.

There are two examiners and one standardized client in each OSCE station. When the exam candidate walks into the station, the standardized client is already in the best position to begin the required tasks.

Why are there seven stations in the OSCE?

Seven stations are necessary to assess the candidate's ability to safely and effectively obtain a case history, conduct an assessment, outline a treatment plan, obtain informed consent, perform a treatment, and assign therapeutic exercise and home care. The stations assess candidates on required entry-level competencies. All of these skills are required for safe and effective practice as a Massage Therapist.

What is expected of a candidate at their OSCE?

At each OSCE station, the candidate will be provided with case scenario information in a document called the 'stem'. Every case scenario has a list of tasks to be completed. This information is designed to help candidates with time management so that they can finish all tasks within each particular station within the allotted time.

The instructions and relevant information on the OSCE stems are presented in a clear, concise and straightforward manner. It is important to note that even if a stem is asking for five tasks, for example, this does not necessarily imply that there are only five criteria points (marks) associated with that station. There may be multiple components/actions associated with one specific task. This means that if a candidate does not fully perform all components of a required task, they will not obtain all of the possible criteria points.

To perform effectively in the OSCE stations and associated content areas, candidates are expected to:

- Focus their approach and tailor their interaction to specifically address the presenting clinical problem and/or required tasks indicated on each stem;
- Follow the Standards of Practice in their interactions with the client as they would in a real clinical setting;
- Complete the required tasks within the time allotted;
- Carefully read the stem including the 'IMPORTANT DETAILS' in the last section of the stem;
- Perform tasks in their entirety, such as performing all components of a special test or a technique;
- Performing all tasks in compliance with all relevant Standards of Practice;
- Approach each station's tasks in a step-by-step manner;
- Accurately follow the instructions on each OSCE stem;
- Complete the tasks on the relevant structures;
- Complete the tasks correctly and accurately;

- Refer back to the stem frequently in order to review or clarify the information that is necessary to perform the tasks correctly and accurately.

In some OSCE stations, candidates are required to:

- Demonstrate a high level of critical thinking;
- Actively engage with the Standardized Client, inquiring about pain or other symptoms that are/may be elicited;
- Think quickly on their feet to determine how to proceed based on the scenario and the various responses they receive from the client (both solicited and unsolicited) avoid simply memorizing the elements of the assessment or treatment process.

Treatment of sensitive areas at the OSCE

Treatment of sensitive areas is permitted in a Massage Therapist's practice when in compliance with CMTO's [Standard for Maintaining Professional Boundaries and Preventing Sexual Abuse](#). Accordingly, CMTO may include the treatment of sensitive areas as a competency to be tested during the OSCE. However, for the safety and comfort of OSCE Standardized Clients, candidates will never be required to treat or undrape a Standardized Client's breast tissue during the OSCE, regardless of the gender of the Standardized Client.

CMTO's [Standard for Maintaining Professional Boundaries and Preventing Sexual Abuse](#) includes the breasts as a sensitive area, non-specific to gender. This means that, regardless of the gender of the client, breasts should not be treated or undraped unless clinically indicated.

Also, a candidate seeking better access to a structure on the anterior chest wall is not considered a clinical indication for undraping a client's breasts, nipples or areolae.

12.2 Multiple Choice Question (MCQ) Examination

The MCQ is the multiple-choice question portion of the Certification Examinations. It is a computer-based examination, which consists of 150 multiple-choice questions (MCQ) administered over a three-hour period.



The MCQ is designed to evaluate the candidate's theoretical knowledge in various competency areas. Competency area subtopics and the percentage of questions allocated to each

competency area are provided in the MCQ content outline. Test questions provide four options where one option is correct and three others are incorrect. For information on what is assessed on the MCQ, please refer to CMTO's [MCQ Content Outline](#), as well as CMTO's [Standards of Practice](#).

12.2.1 Conflicts of Interest

Candidates have an opportunity to declare a potential conflict of interest during the examination registration period before the OSCE commences. Candidates are given an opportunity to view a list and photograph of examination staff, which includes Examiners and Standardized Clients. If a candidate believes that he/she will not receive a fair evaluation due to a perceived conflict of interest, he/she can request that the examination staff replace the affected individual(s) during the candidate's examination.

Examination staff members are given a list of candidate names at the beginning of the examination day and can request that they be replaced if they perceive a potential conflict of interest with either evaluating a candidate or performing as a Standardized Client.

Candidates will have the ability to declare if they have been previously assessed by an examiner and can request another examiner if they believe they will not receive an objective assessment. Prometric will endeavour to replace the examiner; however, the accommodation is subject to the availability of staff present on the exam day. If Prometric cannot replace the examiner, the candidate has the option to postpone the examination and reschedule the examination to the next available examination date at no cost. While Prometric will attempt to accommodate candidates as much as possible to ensure that a rescheduled examination does not include the same examiner, there is no guarantee that future OSCE dates will not include the examiner.

Candidates must also be aware that postponing and rescheduling an examination may result in education becoming out-of-date thus requiring completion of the CMTO Refresher Course, as outlined in Ontario Registration Regulation 864/93 of the *Massage Therapy Act, 1991*. Should a candidate decide to postpone an OSCE examination, Prometric cannot guarantee availability of exam dates within the same year.

12.2.2 In the Stations

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

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

13 Certification Examination Scheduling

Table 1: Certification Examination Fees

Activity	Fee
Objectively Structured Clinical Evaluation (OSCE) (per attempt)	\$865.00
Multiple-Choice Examination (MCQ) (per attempt)	\$615.00
First OSCE Late Withdrawal/Rescheduling Deadline <i>Candidate withdraws or reschedules one day after the OSCE application deadline and up until and including 21 days before the examination date.</i>	\$200.00
Second OSCE Late Withdrawal/Rescheduling Deadline <i>Candidate withdraws or reschedules less than 21 days before the examination date.</i>	\$865.00 (entire exam fee)
First MCQ Late Withdrawal/Rescheduling Deadline <i>Candidate withdraws or reschedules one day after the MCQ application deadline and up until and including 7 days before the examination date.</i>	\$150.00
Second MCQ Late Withdrawal/Rescheduling Deadline <i>Candidate withdraws or reschedules less than 7 days before the examination date.</i>	\$615.00 (entire exam fee)

IMPORTANT NOTES

- Prometric understands the commitment candidates make to achieve this certification and the stress added fees can cause. Prometric is committed to freezing all fees through December 2022. If a fee increase is required after 2022, candidates will be notified no less than six months prior to any fee increase.
- The First or Second Examination Late Withdrawal/Rescheduling Fees (shown in *Table 1*) may apply in the following instances:
 - A withdrawal request received by Prometric after one of the withdrawal/rescheduling deadlines;
 - A rescheduling request received by Prometric after one of the withdrawal/rescheduling deadlines;
 - Not possessing valid, government-issued photo identification showing the candidate's name identically to how the candidate's name appears on the examination roster;
 - Late arrival after the examination session commences;
 - Failure to attend a scheduled examination.
- Withdrawal fee may be waived in extenuating circumstances such as a medical emergency. Supporting documentation must be provided. Please submit all supporting documentation to registrations@isoqualitytest.com. Email must include your user ID, exam date, and supporting documentation.

13.1 OSCE Dates and Scheduling

The following sections detail OSCE dates, application deadlines and policies. For information on OSCE fees, please see *Table 1* above.

13.1.1 Official Graduation List

To begin the process to apply to take the Certification Examinations, your Massage Therapy education program must upload the graduation list with your name to the Prometric website. Once your education has been uploaded to the Prometric website, you will receive an email with instructions on how to log in and complete the Certification Examination application. Once you successfully complete and submit your application, you will receive an email with instructions to schedule your MCQ and OCSE exams.

13.1.2 OSCE Examination Schedule

The OSCE schedule commences in the spring of each calendar year. OSCE dates will be added in six week increments starting in spring of each year. As the open dates fill, additional dates will be added.

OSCE sessions in French are available in each half of the year. Accommodation examination sessions will be scheduled individually.

The OSCE dates will be added to the next calendar year, by November 1st of the current year.

Please note:

- Please note that only candidates approved for accommodations are eligible to apply for accommodation sessions and must request the accommodation when completing the on-line application. Please allow up to **eight weeks** for the approval process prior to the desired OSCE date (subject to approval).

13.1.3 OSCE and MCQ Scheduling Policies

Candidates may apply to take the OSCE or MCQ in any order. All applicants are permitted three (3) attempts at each examination. If, for any reason, you do not feel prepared to participate in your examination, or you have experienced an issue that may impact your examination performance, you are encouraged to contact Prometric and arrange to postpone your exam. If you realize you should withdraw from the exam only after arriving for your examination session, you may withdraw from the session any time up until the exam begins. Once you begin the examination, even if you do not complete it, it will be counted as one (1) of your three (3) attempts.

If you withdraw from your examination after the withdrawal/reschedule deadlines, the relevant withdrawal fee applies.

The Certification Examinations are offered in both English and French. Candidates who wish to take the examination in French must select this option when completing the online application. For candidates who select a French MCQ, the computer system is structured to toggle between French and English. Candidates who select a French OSCE cannot switch to English during the exam.

IMPORTANT: Prometric reserves the right to:

- Cancel an OSCE or MCQ examination day or examination session at any time;
- Reschedule a session time on an OSCE or MCQ examination day;
- Reschedule an OSCE or MCQ to an alternate examination day.

If any of the above instances occur, you will be notified by e-mail.

Candidates who are unsuccessful at the Certification Examinations may schedule a subsequent attempt, subject to availability. Candidates must wait until receipt of official examination results before scheduling their subsequent attempt online. Candidates scheduling a subsequent examination attempt are considered returning candidates and must use their existing candidate profile on the Prometric website to complete the process. The fee for each subsequent attempt is the same as the fee for the initial attempt (see *Table 1* of this document).

13.2 OSCE Scheduling Considerations

- All OSCE dates in the current schedule are subject to availability and there is no guarantee that dates will be available at the time you choose to apply;
- It is possible that if you are unsuccessful in your examination attempt, you may not have an opportunity to secure a subsequent attempt in the same calendar year;
- If you opt to schedule either a first or subsequent OSCE attempt later in the OSCE season, it may not be possible to secure a date due to lack of availability during this time. Although OSCE dates can become available due to candidate withdrawals, Prometric cannot predict if or when this will occur.

13.3 OSCE Examination Scheduling Availability

Available OSCE dates will be displayed when you log in to schedule your exam in Prometric's scheduling portal. OSCE dates that are unavailable will not be displayed. However, if candidates withdraw from scheduled OSCE sessions, dates that were full can become available.

Open OSCE dates are monitored regularly, and additional sessions will be added as the open dates fill.

If no available OSCE dates are displayed when you access the online scheduling tool, then you would be unable to schedule an examination.

Please note Prometric cannot advise you as to when or if a potential OSCE opening will occur. Prometric does not maintain a cancellation or wait list.

13.4 MCQ Examination Scheduling

The MCQ exam will be available in four windows each year. The open seats in each window will be available on a first come first serve basis. If all seats in an exam window have been taken, no available seats in that window will display when scheduling an exam.

14 Certification Examination Application Process

14.1 How to Create an Examination Application

1. Your education program will upload your graduation and contact information to the Prometric scheduling portal
2. You will receive an email with instructions to complete the on-line application
3. You must log in to Prometric's CMTO Examinations application portal;
4. You will be asked if you have a valid login and password, select *No*;
5. You will complete the online application confirming your eligibility to write the exams, including:
 - Confirmation of contact information
 - Confirmation of meeting CMTO's language proficiency requirements
 - Confirmation if accommodations are needed

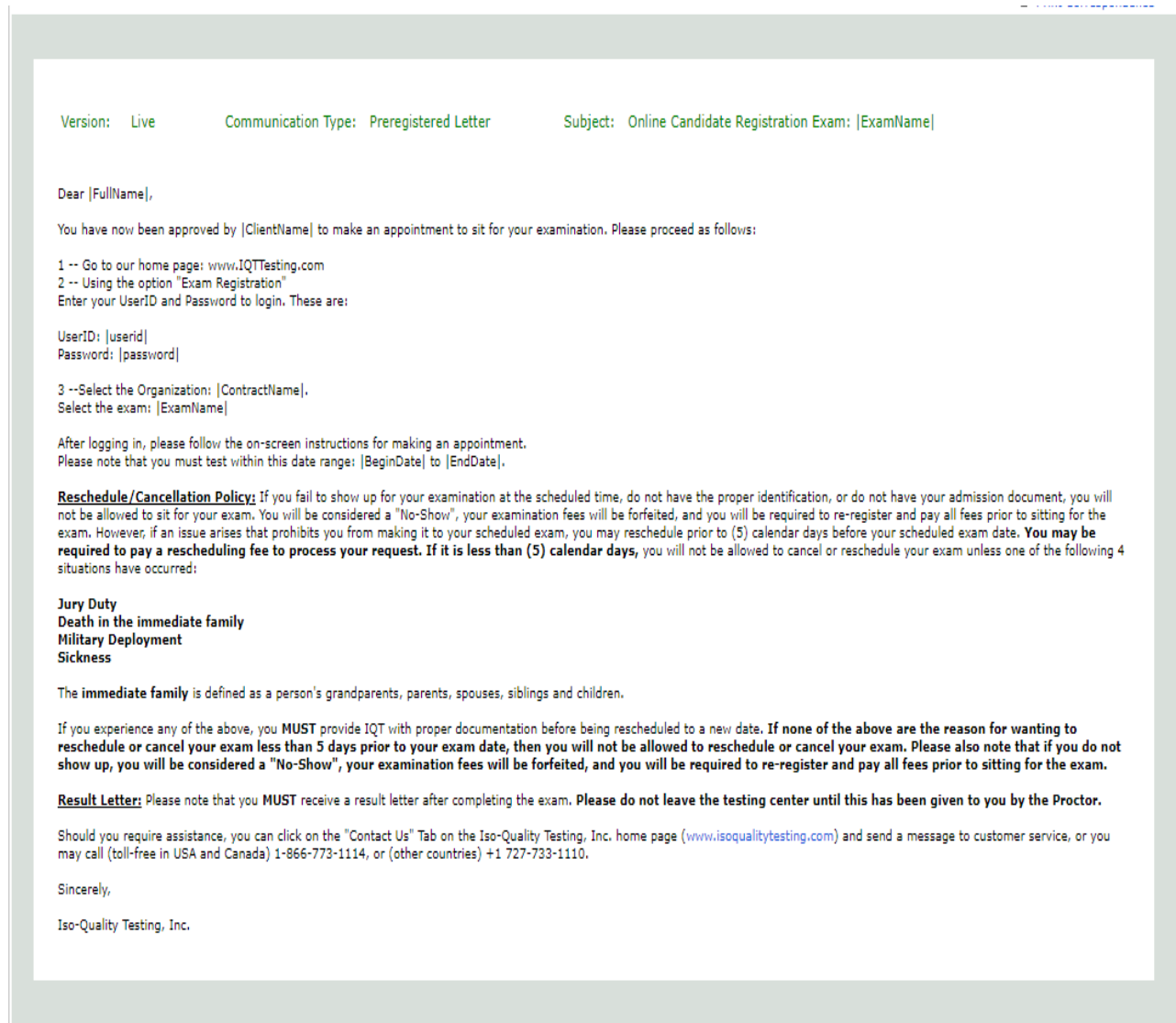
NOTE: Candidates must have a unique email address that is not shared with any other exam candidate or registrant.

For a smooth application process, please ensure the name entered at the time you create your Prometric profile matches the name on your government issued photo ID and the information submitted by your Massage Therapy program.

Your Prometric profile, photo ID, and graduation list submitted by your education program must all contain the same name. If there are any name discrepancies in relation to your photo identification, the information uploaded by your Massage Therapy program and/or your online profile that have not been resolved by the required timeline, you may be denied entrance to the exam and will incur the full examination fee. Please review the *Identification and Name Requirement* and *Name Changes* sections of this document for more information.

14.2 How to Schedule the MCQ and OSCE Exams

1. You are approved for the MCQ and OSCE exams when you receive the email below



2. To schedule your exam, you will get to the following link:

<https://www.iqttesting.com/>

3. You will click on the Exam Registration option.

PROMETRIC

Welcome

Prometric Computer Based Testing Network

Test centers will be opening in accordance with CDC recommendations for their State Jurisdictions. Please check regularly for available sites, dates and times.

All scheduled exam sessions are subject to cancellation due to COVID-19 requirements, which take precedence, including the need to change testing availability on a daily basis. Please monitor your email for last minute notifications. To confirm you exam is going to be administered, you can contact IQT the day before your scheduled session.

Thank you for your support and continued partnership as we work together to ensure the health and well-being of those we serve.

- Start Exam
- Exam Registration
- Proctor Administration

Click Exam Registration.

4. Exam confirmation page.

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EXAM REGISTRATION

Please select your Organization and Exam.

Organization ☐ Show All Organizations
IPMI... International Parking & Mobility Institute

Exam
Certified Administrator of Public Parking (CAPP)

Next

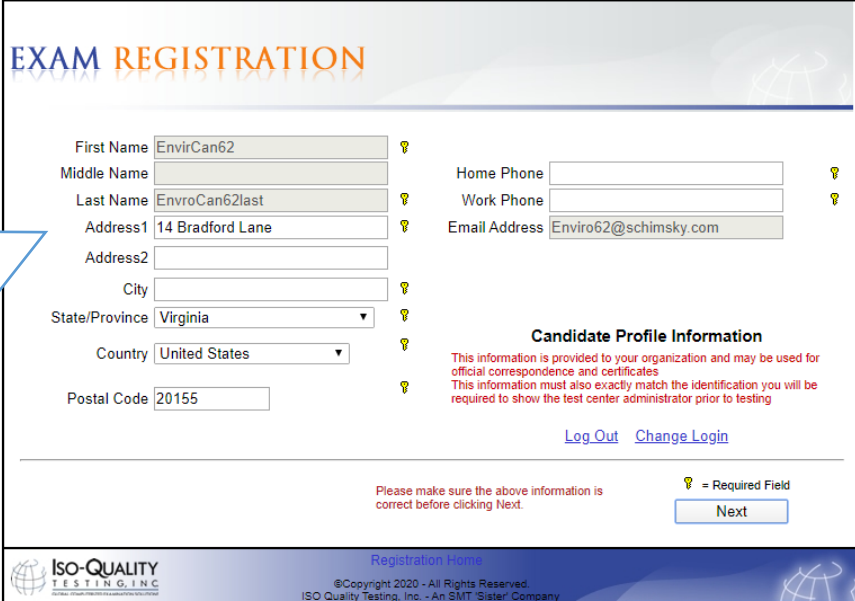
Confirm the exam(s) listed are correct, and then click Next.

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IQT Home
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5. Profile Screen.

Español

Confirm your information is correct, and then click Next.



The profile screen displays a form for candidate information. Fields include First Name (EnvirCan62), Middle Name, Last Name (EnvroCan62last), Address1 (14 Bradford Lane), Address2, City, State/Province (Virginia), Country (United States), and Postal Code (20155). There are also fields for Home Phone, Work Phone, and Email Address (Enviro62@schimsky.com). A 'Candidate Profile Information' section contains a disclaimer. At the bottom, there is a 'Next' button and a 'Please make sure the above information is correct before clicking Next.' message. The footer includes the ISO-QUALITY TESTING, INC. logo and copyright information.

EXAM REGISTRATION

First Name: EnvirCan62
Middle Name:
Last Name: EnvroCan62last
Address1: 14 Bradford Lane
Address2:
City:
State/Province: Virginia
Country: United States
Postal Code: 20155

Home Phone:
Work Phone:
Email Address: Enviro62@schimsky.com

Candidate Profile Information
This information is provided to your organization and may be used for official correspondence and certificates
This information must also exactly match the identification you will be required to show the test center administrator prior to testing

[Log Out](#) [Change Login](#)

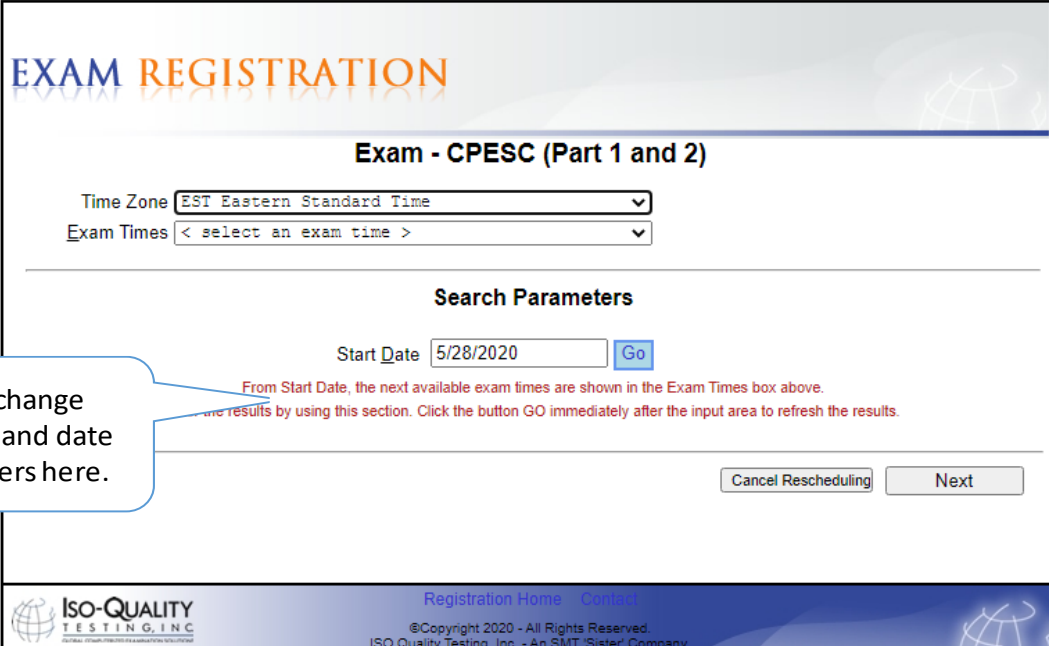
Please make sure the above information is correct before clicking Next.

[Next](#)

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6. Exam Scheduling Page.

You can change the time and date parameters here.



The exam scheduling page shows the 'Exam - CPESC (Part 1 and 2)' section. It includes a 'Time Zone' dropdown (EST Eastern Standard Time) and an 'Exam Times' dropdown (< select an exam time >). Below this is a 'Search Parameters' section with a 'Start Date' input (5/28/2020) and a 'Go' button. A 'Cancel Rescheduling' button and a 'Next' button are at the bottom. The footer includes the ISO-QUALITY TESTING, INC. logo and copyright information.

EXAM REGISTRATION

Exam - CPESC (Part 1 and 2)

Time Zone: EST Eastern Standard Time
Exam Times: < select an exam time >

Search Parameters

Start Date: 5/28/2020 [Go](#)

From Start Date, the next available exam times are shown in the Exam Times box above.
Refresh results by using this section. Click the button GO immediately after the input area to refresh the results.

[Cancel Rescheduling](#) [Next](#)

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7. Select the date and time.

Español

EXAM REGISTRATION

Exam - CPESC (Part 1 and 2)

Time Zone: **EST Eastern Standard Time**

Exam Times: **< select an exam time >**

Select the date and time you wish to sit for your exam, then click Next.

< select an exam time >
21 May 2020 - Thu 3:30am - (Eastern Standard Time)
21 May 2020 - Thu 4:30am - (Eastern Standard Time)
21 May 2020 - Thu 5:00am - (Eastern Standard Time)
21 May 2020 - Thu 5:30am - (Eastern Standard Time)
21 May 2020 - Thu 6:00am - (Eastern Standard Time)
21 May 2020 - Thu 6:30am - (Eastern Standard Time)
21 May 2020 - Thu 9:30am - (Eastern Standard Time)
21 May 2020 - Thu 1:00pm - (Eastern Standard Time)
21 May 2020 - Thu 1:45pm - (Eastern Standard Time)
21 May 2020 - Thu 2:30pm - (Eastern Standard Time)
21 May 2020 - Thu 3:00pm - (Eastern Standard Time)
21 May 2020 - Thu 8:30pm - (Eastern Standard Time)
22 May 2020 - Fri 1:00am - (Eastern Standard Time)

Next

8. Scheduling confirmation page.

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EXAM REGISTRATION

Confirm Your Registration Selections
Certified Administrator of Public Parking (CAPP)

Candidate Sammy Y Bampoe-Parry [edit](#)

232 George Street
New Haven Parking Authority
New Haven, CT 06510
United States
Sperry@nhparking.com
203-410-4324 (home)
(203) 946-6721 (work)
Birthdate: Sep 15, 1960

Exam Time: Mon 9:00am on Aug 17, 2020 [edit](#)
(180 minutes)

Location: Prometric Remote Proctoring

Confirm the time and date are presenting as

Check the Agreement Terms box.

☐ I agree to the [IQT Examination Agreement](#) terms.

Note: This examination may not be rescheduled or cancelled, as the deadline of Aug 11 2020 has passed.

I understand by clicking on 'Submit' that I may be required to pay a rescheduling or cancellation fee to process my request. Please verify the above information is accurate prior to clicking Submit.

[Submit](#)
[Cancel](#)

Click Submit.

ISO-QUALITY TESTING, INC.

9. The Admission Letter will provide you with all pertinent information you will need to take your exam. Save the letter on your desktop for easy access.

Version: Live Communication Type: Examination Admission Subject: [ExamName] Pro-Proctor Examination Admission Letter

Your appointment for the computer-based [ExamName] is confirmed. Please find the confirmation details that follow:

Confirmation:	[ConfirmationNo]	Test Location:	Remote Delivered Exam
Exam Name:	[ExamName]		
Candidate ID:	[UserId]	Surname for launching exam:	[LastName4]
Passcode:	[Password]		
Exam Date:	[ExamDate]		
Exam Time:	[ExamTime]		

Due to high candidate volumes, it may take up to 45 minutes to be assigned a proctor for your exam session. Do not sign out or close the testing browser during this period. Please be patient, and your exam will be assigned in the order it was received. Thank you for your patience.

For an optimal exam experience, it is preferred that you use a windows based computer when accessing the remote proctoring system.

GLOBAL TEST SECURITY PROCEDURES

Prometric takes our role of providing a secure test environment seriously. During the check-in process, we inspect any and all eyeglasses, jewelry and other accessories to look for camera devices that could be used to capture exam content.

- You will be required to remove your eyeglasses for close visual inspection. These inspections will take a few seconds and will be done at check-in and again upon return from breaks before you begin or resume testing to ensure you do not violate any security protocol.
- Jewelry outside of wedding and engagement rings is prohibited. Please do not wear other jewelry during testing. Hair accessories, ties and bowties are subject to inspection. Please refrain from using ornate clips, combs, barrettes, headbands, tie clips, cuff links and other accessories as you may be prohibited from wearing them during testing and asked to remove these items. Violation of security protocol may result in the termination of your exam and notification to your test sponsor.

WHAT'S NEXT? ... BE PREPARED FOR EXAM DAY

- [CLICK HERE](#) to review the ProProctor User Guide in preparation for your exam.
- Carefully read the Remote Proctoring Regulations listed below and adjust your testing environment accordingly.
- PRIOR to your exam launch, [CLICK HERE](#) to install the ProProctor Application and perform a System Check.

REMOTE PROCTORING REGULATIONS: IMPORTANT PLEASE READ

CONFIDENTIALITY OF EXAM CONTENT/SYSTEMS

- The remote proctoring application, computer-based test delivery system, tutorial, exam content, and survey are the published, confidential, and proprietary materials or intellectual property of Prometric and/or your test sponsor.
- Communicating, publishing, reproducing, or transmitting any part of an exam, in any form or by any means (e.g. verbal, electronic, written, etc.) for any purpose is strictly prohibited.
- ANY reproduction or disclosure will result in immediate notification to your test sponsor and potential filing of administrative, civil and/or criminal charges against you and anyone directing or conspiring with you.

ENVIRONMENTAL REQUIREMENTS

Your office or home setting must meet the following requirements:

- Testing location must be indoors (walled), well lit, with a closed door and free from background noise and disruptions.
- No third party may be present in the room or enter the room for the duration of the exam. If this occurs, your exam will be terminated and/or your results invalidated.

15 Withdrawing and Rescheduling from Scheduled Exam Sessions

15.1 Withdrawal/Rescheduling

IMPORTANT: Candidates have the option to withdraw from a scheduled examination session at any time, up until the commencement of the exam, without the exam counting as an attempt. Ultimately, it is the candidate's decision and at their discretion to proceed with a scheduled examination (applicable withdrawal fee applies- see *Table 1*).

- Prometric is not in a position to advise a candidate as to whether or not they should proceed with or withdraw from a scheduled examination session. Once a candidate commences an examination, it will count as a valid examination attempt [except in certain extraordinary circumstances, as explained in Section 21] (Please refer to the Certification Examination Review Request Policy);
- Once you complete the withdrawal or cancellation of your MCQ or OSCE exam, you will receive a new MCQ or OSCE confirmation letter via e-mail;
- It is the candidate's responsibility to ensure that they attend their rescheduled MCQ or OSCE date.

15.2 MCQ and OSCE Withdrawal and Rescheduling Process

15.2.1 MCQ and OSCE Withdrawal and Rescheduling Process

Prometric is not in a position to advise a candidate as to whether or not they should proceed with or withdraw from a scheduled examination session. However, once a candidate commences an examination, it will count towards a valid examination attempt (except in certain extraordinary circumstances, as explained in Section 21: Certification Examination Review Request Policy).

Rescheduling an OSCE Date after the First Late Withdrawal/Rescheduling Deadline

If a candidate has scheduled an OSCE exam on the IQT Quality Testing website and wishes to reschedule to an alternate date after the first late withdrawal/rescheduling deadline has passed, they will need to log into the scheduling portal to change the exam date. Please note that the First late withdrawal/rescheduling deadline fee will be applied (see *Table 1*).

Rescheduling an OSCE Date after the Second Late Withdrawal/Rescheduling Deadline

Candidates are permitted to cancel or reschedule a scheduled exam less than 14 days prior to their scheduled exam date, but they will forfeit their entire exam fee. If a candidate chooses

not to attend a scheduled exam session, and does not withdraw from the exam session, it will count as one of their three attempts. Please note, if a candidate chooses not to attend a scheduled exam session, the Second late withdrawal/rescheduling deadline fee will be applied (see *Table 1*).

Rescheduling an MCQ Date after the First Late Withdrawal/Rescheduling Deadline

If a candidate has scheduled an MCQ exam on the IQT Quality Testing website and wishes to reschedule to an alternate date after the first late withdrawal/rescheduling deadline has passed they will need to log into the scheduling portal to change the exam date. Please note that the First late withdrawal/rescheduling deadline fee will be applied (see *Table 1*).

Rescheduling an MCQ Date after the Second Late Withdrawal/Rescheduling Deadline

Candidates are permitted to cancel or reschedule a scheduled exam less than 14 days prior to their scheduled exam date, but they will forfeit their entire exam fee. If a candidate chooses not to attend a scheduled exam session, and does not withdraw from the exam session, it will count as one of their three attempts. Please note, if a candidate chooses not to attend a scheduled exam session, the Second late withdrawal/rescheduling deadline fee will be applied (see *Table 1*).

MCQ and OSCE No-Shows

If a candidate fails to attend a scheduled MCQ or OSCE examination session and has not provided a written request to registrations@isoqualitytesting.com, the full MCQ or OSCE examination fee will be forfeited (see *Table 1*).

If you are unsuccessful at the OSCE or MCQ exams and wish to make another attempt

If you are unsuccessful on your examination, you will receive another scheduling email with instructions on how to schedule your subsequent attempt. You are only permitted three attempts prior to being required to complete a new Massage Therapy diploma. If this was your third attempt, you will need to contact CMTO to determine your next steps. In addition, your Massage Therapy education must have been completed no more than three years prior to your examination date or you will be required to complete the CMTO Refresher Course.

16 Examination Sites

16.1 OSCE Site:

The OSCE examinations are administered at the following location:

- **Prometric OSCE Facility**

**180 Dundas St W
Toronto, ON M5G 1C7
(Please click [here](#) for a map)**

16.2 MCQ Sites:

The MCQ examinations are administered at the following test centre locations:

Test Centre Name	Address 1	Address 2	City
Toronto, ON - Bloor Street East	425 Bloor St. East	Suite 202	Toronto
Cestar College of Business, Health & Technology	265 Yorkland Blvd.		Toronto
Mississauga, ON	1290 Central Parkway West	Suite 104	Mississauga
Ottawa, ON	450 March Rd.	Suite 101	Ottawa

17 Identification and Name Requirements

The primary form of identification must be a currently valid government-issued photo ID from the province/territory/state, or federal government. Examples of acceptable government-issued ID include a driver's license, passport, or other government issued photo identification. Further, any identification presented must:

- Bear the name you used and indicated at the time of exam registration, specifically your given name (first name) and surname (last name) which **MUST** match the given name and surname which appears on the identification you will present at the test center.
- If the names do not match, you will not be permitted to take the examination and, in that case, will forfeit the full examination fee (see *Table 1*);
- Include your photograph;
- Include your signature;
- Be valid and not expired;
- Not exhibit any characteristics of being changed, altered, defaced, obliterated, modified or changed in any way.

For identification verification purposes at the time of exam registration, your first name and surname must match exactly what appears on all of the following:

- The information submitted by your Massage Therapy program;
- Your currently valid, government-issued, photo identification.

Please note the following common name discrepancy occurrences, which would not meet the photo identification examination entrance requirement and would result in not being admitted to the exam:

- Misspelled names;
- Derivatives or variations (i.e. "Beth" versus "Elizabeth");
- Partial names or incomplete names ("Smith" versus "Smith-Jones" or "Mary" versus "Mary-Ellen");
- Nicknames;
- Aliases;
- Names appearing in an incorrect field (i.e. a middle name entered as a first name in the candidate's Prometric profile, but the photo identification presented does not reflect the middle name as the first name).

It is the candidate's responsibility to ensure that any name discrepancies are resolved no later than the application deadline for their scheduled examination date. Any name discrepancies occurring between your name on your photo identification and your Prometric profile will not be resolved on your examination day. If a name discrepancy is identified on your examination

day, you will not be permitted to participate in your exam and the full examination fee will be forfeited (see *Table 1*).

17.1 Name Changes

If you are requesting to change your name in your profile on Prometric's website, please note that the following is required:

- Written request (email is sufficient);
- A photocopy of an official document (e.g. marriage certificate, divorce decree) which shows both your previous name and your current name;

If your Massage Therapy program has made a mistake in your name on a graduation list, you will need to contact them directly to provide a revised graduation list to Prometric with your name as it appears on your photo identification. Note that a candidate's Massage Therapy program should be submitting the candidate's first and surname on the official graduation list identically to their name as it appears on their government-issued photo identification. Middle names are not required on the graduation list as long as a candidate's first and surname match the first and surname fields on their identification.

Candidates may send their documents (scanned official document and written request) to registrations@isoqualitytesting.com. Once your documents have been reviewed, your name will be updated in Prometric's database.

Address and e-mail updates can be made at any time by accessing your Prometric profile.

18 Certification Examination Scoring

The College Certification Examinations, i.e. the OSCE and MCQ, are standards-based examinations. Passing candidates must demonstrate proficiency at or above the established standard to pass the examination. A Candidate's total *scaled* score will determine whether they pass. This *scaled* score is statistically derived from the raw score and can range from one 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 score.

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 slightly 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 (the 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. For a detailed review of exam scoring, please click [Content Development Document](#).

IMPORTANT: Please note that a candidate's success in their Massage Therapy program does not guarantee success in the Certification Examinations. Grades received during a candidate's Massage Therapy program are not relevant for the purposes of the Certification Examinations and are not considered by the College.

Unsuccessful 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.

19 Examination Results

19.1 OSCE

The score a candidate receives is based on the candidate's performance in each station as evaluated by Massage Therapist examiners who are trained to apply established standard and objective marking criteria. 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 the OSCE content outline.

Generally, official OSCE results will be e-mailed to candidates within six (6) to eight (8) weeks after the date of their OSCE examination. However, for candidates who take the OSCE during the first couple of months it is offered each year, result notifications may take several weeks to finalize and issued after the examination date. This additional time is required in order to obtain enough statistical information to ensure the validity and fairness of the OSCE scoring and reporting process.

The data obtained in the first weeks of the OSCE administration are compiled and analyzed by Prometric. Once this analysis is complete, official scores can then be released.

For more information on the Standard Setting/Score Scoring and Reporting, please see the [Content Development document](#) on the Prometric website.

Please ensure the College has your current e-mail address. Candidates can change their e-mail address by selecting that option after logging into their online CMTO profile.

19.2 MCQ

Official MCQ results will be e-mailed to candidates within six (6) to eight (8) weeks following the exam date.

Follow-up emails and calls for OSCE or MCQ results prior to the anticipated release date are unnecessary.

20 Accommodation Policy and Process

20.1 Requests for Accommodation

Applicants with documented/diagnosed disabilities or other needs may apply to Prometric for accommodation. Accommodation forms should be downloaded from the Prometric website and uploaded with your submitted application. Requests will be considered on a case-by-case basis. Please allow several weeks for applications to be reviewed and either approved or denied. Depending on the nature of the request and the type of accommodations requested, some applications may take longer to process. Applicants will be notified as to the status of their application once a decision has been made.

The Accommodations Application Form (includes the following sections):

- Accommodation Request Form;
- Accommodation Request Verification Form, where appropriate* (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 relating to a candidate's disability **must:**

- Be registered/licensed and/or have credentials appropriate to diagnose the candidate's disability;
- **And** have diagnosed and/or evaluated the candidate or have provided testing accommodations for the candidate **within the last five (5) 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;

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 *Accommodation Request Form* should agree/match with those recommended by the professional on the *Accommodation*

Request Verification Form. Without such agreement the candidate's request for accommodation will be delayed and may not be granted.

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

- Provides all of the required information;
- Completes the relevant portions of the documentation;
- Provides all of the required supporting documentation and materials.

If additional information is required about the candidate's disability, either the candidate will be requested to obtain it, or Prometric will contact the professional directly. The candidate's signature on the application form acknowledges this and authorizes Prometric, where necessary, to contact such persons for any additional information about the candidate's disability as it relates to the candidate's testing needs. Prometric will only communicate with the candidate, professionals knowledgeable about the candidate's disability, and the candidate's authorized representative (verification required). All information related to accommodation is kept confidential and is used or disclosed only to the extent necessary to administer the College's regulatory responsibilities.

The candidate is responsible for ensuring a complete accommodation request is submitted.

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

Where Prometric has approved an accommodation for an eligible candidate, an Examination Accommodation Agreement will be prepared by Prometric specifying the elements and exact nature of the accommodation(s), signed by the candidate and the accommodations representative at Prometric.

Please note that accommodation OSCE and MCQ examinations are conducted at the approved Prometric test centers. Candidates who have been approved for MCQ accommodations will not receive accommodations if they schedule their exams on their own. Candidates who have been approved for accommodations must upload their signed accommodation agreement to their application record in the CMTO Exam Portal. Upon receipt of these documents, the Certification Services Department will email you with a list of available dates to schedule an accommodation for MCQ and/or OSCE.

Should an accommodation need arise after the candidate has applied for or been accepted for an exam date, the candidate should advise registrations@isoqualitytesting.com immediately and in writing with as much information as possible.

Where a candidate is unable to complete an exam on one of the specified accommodation dates for reasons related to the candidate's need, the candidate should registrations@isoqualitytesting.com immediately and in writing with as much information as possible.

20.2 Exceptions

Persons with observable disabilities that require accommodation need not complete the *Accommodation Request Verification Form*. The candidate may indicate the request for elevator or wheelchair accessibility on the *Accommodation Request Form*. Supplementary documentation may not always be required for all (non-disability related) needs.

21 Certification Examination Review Request Policy

Examination candidates may request a review of their examination results within the specific criteria established below.

Criteria for a Certification Examination Review

A review of a candidate's examination results may only be based on a process issue, and not on the content of the examination. That is, a candidate may only request a review of his/her certification examination results in situations where s/he is of the opinion that extraordinary circumstances arose coincidental to the holding of the examination. "Coincidental" is defined as immediately prior to the examination or during the delivery of the examination. "Extraordinary circumstances outside the control of the candidate" are defined as something (not of the candidate's doing) that was severe enough to have disrupted a candidate's examination experience to the extent that it could reasonably be seen to have altered their test score. Examples of "extraordinary circumstances" include situations such as: a death in the family immediately before the examination, a fire alarm during the examination that necessitated the building being evacuated, a power failure that had an impact on the exam administration, etc.

A written request for a review should be submitted to Prometric at registrations@isoqualitytesting.com within 72 hours of completing the examination. Requests outside of that time period will be considered on a case-by-case basis with careful consideration of the reason for the delay in submitting the request.

The request should include an explanation of the extraordinary circumstances upon which the request is based along with any supporting documentation.

The request should also include the outcome that the candidate is seeking from the review.

In no circumstances will a request for review of an examination attempt be accepted if the candidate fails to request a review (of an earlier attempt) until after he or she has made (and failed) a subsequent attempt at the examination. For example, if a candidate fails an exam twice, they cannot request a review of their first attempt after failing their second attempt.

Certification Examination Review Procedure

An internal review of the available information, including the candidate's submissions, will be conducted by Prometric and a decision, along with reasons for the decision, will be issued to the candidate within 30 days (or as soon thereafter as possible) of receipt of the request for review and all supporting documentation required.

In general, Prometric will consider the following when reviewing a Certification Examination review request:

- The nature of the request;
- Whether or not the applicant raised the issue immediately following the examination;
- Whether or not the issue is long-standing, or if it occurred immediately prior to the exam;
- Whether or not the candidate could have submitted a request to postpone their examination, if the candidate is experiencing a long-term issue;
- If accommodation for the examination could have been requested in advance but was not requested, an explanation as to why accommodation was not requested; and
- Any formal documentation that has been submitted in support of the request (this documentation will depend on the nature of the request and might include, for example, a physician's note, government-issued documents, etc.).

Supporting Documentation

Depending on the nature of the extraordinary circumstances, it is often necessary for an applicant to provide supporting documentation to verify the statements made in the request. For instance, if an applicant's examination review request is based on an unexpected health emergency that he or she experienced just prior to the examination, then appropriate medical documentation should be provided to verify this event. The documentation should also explain how the medical condition impacted the applicant's ability to perform on their examination.

After the completion of the review, the Prometric may do one of the following:

- Determine that no extraordinary circumstances arose coincidental to the holding of the examination which were severe enough to have had an impact on the candidate's performance to the extent that it could reasonably be seen to have had an adverse impact on their examination performance; or

- Grant the candidate another attempt at the examination without counting the current attempt as one of the three attempts permitted to take the examination.

Under no circumstances can Prometric change an examination score.

Please note that the requirement to successfully complete the College's Certification Examinations is a non-exemptible registration requirement. This means that neither Prometric nor CMTO may exempt an applicant from the requirement for successful completion of the certification examination.

22 CMTO's Certification Examination Content Outlines

The 2021 Objectively Structured Clinical Evaluation (OSCE) and Multiple-Choice Question (MCQ) Content Outlines are available on CMTO's website:

- [CMTO's Objectively Structured Clinical Evaluation \(OSCE\) Content Outline](#)
- [CMTO's Multiple Choice Question \(MCQ\) Examination Content Outline](#)

23 Appendix A: Health History Form

Health History Form

For your information:

The information requested below will assist us in treating you safely. Feel free to ask any questions about the information being requested. Please note that all information provided below will be kept confidentially unless allowed or required by law. Your written permission will be required to release any information. If your health status changes in the future, please let me know. This form will be updated yearly.

Name: _____	Date: _____
Address: _____	Work: _____
Home: _____	Prior Massage Therapy? _____
Date of Birth: _____	Occupation: _____
Why are you seeking Massage Therapy? _____	
Who Referred you? _____	Contact info: _____

Health History: Please indicate conditions you are experiencing, or have experienced:

<p>Respiratory</p> <p><input type="checkbox"/> chronic cough</p> <p><input type="checkbox"/> shortness of breath</p> <p><input type="checkbox"/> Bronchitis</p> <p><input type="checkbox"/> Asthma</p> <p><input type="checkbox"/> Emphysema</p> <p>Cardiovascular</p> <p><input type="checkbox"/> high blood pressure</p> <p><input type="checkbox"/> low blood pressure</p> <p><input type="checkbox"/> CCHF</p> <p><input type="checkbox"/> heart attack</p> <p><input type="checkbox"/> Phlebitis / varicose veins</p> <p><input type="checkbox"/> stroke/CVA</p> <p><input type="checkbox"/> pacemaker or similar device</p> <p><input type="checkbox"/> heart disease</p> <p>Skin</p> <p><input type="checkbox"/> skin condition</p>	<p>Other Conditions</p> <p><input type="checkbox"/> loss of sensation/weakness</p> <p><input type="checkbox"/> diabetes - onset: _____</p> <p><input type="checkbox"/> allergies – details: _____</p> <p><input type="checkbox"/> Epilepsy</p> <p><input type="checkbox"/> Cancer - location: _____</p> <p><input type="checkbox"/> Arthritis (or family history)</p> <p>Head/Neck</p> <p><input type="checkbox"/> vision problems</p> <p><input type="checkbox"/> vision loss</p> <p><input type="checkbox"/> ear problems – details: _____</p> <p><input type="checkbox"/> headaches/migraines</p> <p>Infections</p> <p><input type="checkbox"/> Hepatitis</p> <p><input type="checkbox"/> Herpes</p> <p><input type="checkbox"/> TB</p> <p><input type="checkbox"/> HIV</p>	<p>Women</p> <p><input type="checkbox"/> Pregnant (due: _____)</p> <p><input type="checkbox"/> Gynecological conditions</p> <p>Soft tissue/joint discomfort and nature</p> <p><input type="checkbox"/> Neck _____</p> <p><input type="checkbox"/> Low back _____</p> <p><input type="checkbox"/> mid back _____</p> <p><input type="checkbox"/> Upper back _____</p> <p><input type="checkbox"/> Shoulders _____</p> <p><input type="checkbox"/> Arms _____</p> <p><input type="checkbox"/> Legs _____</p> <p><input type="checkbox"/> Knees _____</p> <p><input type="checkbox"/> Other _____</p> <p>What is your general health status? _____</p>
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<p>Current Medications: _____</p> <p>• Condition it treats: _____</p> <p>Surgery: _____ Date: _____</p> <p>• Nature: _____</p> <p>Injury: _____ Date: _____</p> <p>• Nature: _____</p>	<p>Primary Care Physician: _____</p> <p>Address: _____</p> <p>Present Involvement in Other Health Care: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, please specify: _____</p>
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Other Medical Conditions (e.g., digestive conditions, gynecological conditions, hemophilia, etc.): _____

Of Special Note (e.g., presence of internal pins, wires, artificial joints, special equipment, etc.): _____

Family history of disease: _____

24 Appendix B: Written Consent Form

STATION 5 – TREATMENT PLAN AND CONSENT

WRITTEN CONSENT FORM*

I have requested treatment for the clinically relevant sensitive areas indicated below (please initial):

☐

Buttocks (gluteal muscles)

☐

Chest Wall Muscles

☐

Upper Inner Thigh(s)

☐

Breast (s)

I voluntarily give my informed consent for the treatment as discussed and I acknowledge that treatment will include the areas indicated above.

Client Signature: _____