



**College of Massage Therapists  
of Ontario**

**Candidate Handbook**

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**2024**

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# General Information

## 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, as one of Ontario's health regulatory bodies, exists to protect the public interest.

As part of its responsibility to the public, the College sets minimum entry-to-practice requirements. One of those requirements is successful completion of the Certification Examinations: the Multiple-Choice Question (MCQ) examination and the Objectively Structured Clinical Evaluation (OSCE).

The examinations sections of the General Regulation under the *Massage Therapy Act, 1991* provides detailed information about the examination requirements, including:

- Both a written (MCQ) and practical (OSCE) examination are required
- Each exam must be offered at least twice a year
- CMTO must identify the content for each exam
- A candidate who fails either the OSCE or MCQ three times must complete a new Massage Therapy diploma

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](#).

## Using The Candidate Handbook

The *Candidate Handbook* is required reading for all candidates who participate in the certification examinations. It provides information about the policies, processes, and procedures that apply to your participating in the certification examination process.

This *Candidate Handbook* is also available in French.

## The Role of Prometric

CMTO has entered into an agreement with Prometric LLC (Prometric) to develop and administer the MCQ and OSCE examinations. CMTO must approve the examination content outlines on an annual basis and receives 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 a valid and reliable way, and that all policies and procedures related to the examination are transparent, objective, and fair.

## Communicating With Prometric

Prometric welcomes inquiries from candidates seeking clarification on the examinations or registration process. Answers to common 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 [SMT-OperationsTeam@prometric.com](mailto:SMT-OperationsTeam@prometric.com). Alternatively, you may reach Prometric via telephone at 1-866-773-1114 or 1-727-733-1110.

Prometric communicates with applicants via email about topics including, but not limited to:

- Informing applicants when the examination application process is available;
- Responding to Examination application queries;
- Confirming receipt of an examination application;
- Ensuring the examination application is complete;
- Confirming examination registration;
- Providing notification of examination scores;
- Providing notification of certification examination process changes;

To protect your privacy, email inquiries must originate from the email account that your Massage Therapy education program or CMTO has provided to Prometric. Response times can vary depending on the nature of the inquiry but candidates generally receive a reply within three business days. Please include your email address in your correspondence.

## Privacy Policy

Personal information collected about you is used by Prometric solely for the purposes of administering CMTO's certification examinations. All information collected by Prometric may be shared with CMTO for the College's regulatory purposes. You can review Prometric's [privacy policy](#) on the Prometric website.

## Confidentiality and Security of Examination Materials

The exam security measures for the certification examinations are designed to maintain the integrity of the examination, prevent any candidates from having an unfair advantage over other candidates, and ensure the examinations provide a valid, objective, and reliable assessment of competency.

Prometric has security measures in place to protect examination materials during all phases of the development and administration of the exams. In addition, all examination materials are protected by copyright.

If you have any questions about the security processes, please visit the [Prometric security webpage](#).

# Qualifying To Take The Examinations

## Eligibility

### Education Requirement

An examination candidate educated in Ontario must have obtained a diploma in Massage Therapy from a program recognized by the Ontario Ministry of Colleges and Universities. These programs may be offered at a Private Career College or a College of Applied Arts and Technology in Ontario.

Candidates educated outside of Ontario and internationally should contact CMTO at [registrationservices@cmtto.com](mailto:registrationservices@cmtto.com) 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. Candidates should contact CMTO at [registrationservices@cmtto.com](mailto:registrationservices@cmtto.com) for more information about whether they need to complete a Refresher Course.

### 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](#).

## Overviews of the MCQ and OSCE

### Item Development Overview

The certification examinations are developed using internationally recognized testing standards, designed to ensure validity, fairness, 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.

The certification examinations are developed by subject-matter experts (SMEs), all of whom are Registered Massage Therapists registered in Ontario. The exams also undergo rigorous psychometric review. The references on the [CMTO Certification Examination Approved References List](#) are used by SMEs to support the development of all examination materials. A detailed description of the exam development process—[Content Development Document](#)—is available on Prometric's website.

### MCQ Exam

The MCQ is the written portion of the certification examinations. It is a computer-based examination, which consists of 150 multiple-choice questions (MCQs) 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 include four options, one of which is correct, and three of which are incorrect.

For information on what is assessed on the MCQ, please refer to CMTO’s 2024 MCQ Content Outline, as well as CMTO’s Standards of Practice.

## OSCE

### Overview

The Objectively Structured Clinical Evaluation (OSCE) is the clinical component of the College’s certification examinations. The OSCE tests candidates’ knowledge and ability to safely and effectively apply the principles and processes of Massage Therapy practice within the context of multiple clinical scenarios or stations. Standardized Clients, carefully trained to portray clients, are present in each OSCE station. Candidates are required to interact with standardized clients for the purpose of demonstrating various skills relevant to Massage Therapy practice. Two examiners evaluate each candidate’s performance in each of the seven stations. For information on what is assessed at the OSCE, please refer to the [OSCE content outline](#). The table below lists the focus of each OSCE station, a description of each station, and the Content Areas from the [CMTO OSCE Content Outline](#) that are covered each station.

Station	Station Descriptions	Features content from the following areas of the OSCE content outline
<p><b>Station 1: Therapeutic Exercise</b></p>	<p>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. Exercises should target the primary action(s) for the muscles provided. Generally, tasks may be performed in any order. The candidate will be instructed to use specific forms of resistance such as an adjustable ankle weight, a dumbbell, a resistance band, or body weight. There is also an exercise mat (for use on the floor), a chair, a towel, and a massage table available in the room. For exercises that occur on a limb, the candidate is not required to perform the task bilaterally. The client is dressed in exercise appropriate attire. The client has already given informed consent, including written consent when appropriate, so that the candidate can proceed with the required tasks.</p>	<p>1.1, 1.2, 1.3, 3.3</p>
<p><b>Station 2: Client Health History Interview</b></p>	<p>The stem provides a list of the client's health history findings (e.g., the client’s primary complaint, involvement in other health care, medication use, history of disease, etc.). The candidate is expected to interview the client to obtain additional information regarding the primary complaint for the purpose of informing further assessment and treatment planning. The client will respond to questions about the complaint and about their health history in general. The client is seated and clothed for the health history interview. There is no equipment provided or required for this station. Consent is not applicable so the candidate can proceed with the interview upon entering the station.</p>	<p>1.1, 1.2, 1.3, 2.1</p>



<p><b>Station 3: Assessment I</b></p>	<p>The candidate is expected to perform specific assessment techniques. A list of tasks is provided to the candidate that includes a combination of palpations, range of motion assessments, 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 client is healthy and will not portray positive test results. Tasks that occur on a limb may be performed unilaterally. The candidate will have access to equipment including a reflex hammer, cotton balls, and a pinwheel. The client is dressed in shorts and a tank top (they will not consent to removing articles of clothing). The client has already given informed consent for the assessment, including written consent when appropriate, so that the candidate can proceed with the required tasks.</p>	<p>2.2</p>
<p><b>Station 4: Assessment II</b></p>	<p>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. Gait and standing postural assessments are not required. Generally, assessments that are performed on a limb can be performed unilaterally for the purpose of the OSCE. The client will not respond to questions about the information provided on the stem (for example, their health history findings), but the client will respond with positive test results when assessments provoke symptoms or cause pain. The client will respond to questions about their responses to assessments. 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 if required. The client is dressed in shorts and a tank top (they will not consent to removing articles of clothing). The client has already given informed consent for the assessment, including written consent when appropriate, so that the candidate can proceed with the required tasks.</p>	<p>1.1, 1.2, 1.3, 2.2</p>
<p><b>Station 5: Initial Treatment and Consent</b></p>	<p>Selected findings from the client's health history interview and assessment are provided to the candidate. Generally, the client will not answer questions about the health history and assessment findings. The candidate is expected to design an initial treatment considering findings provided on the stem, 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 reusable written consent form is available which the client will complete using a dry erase marker at the candidate's request). The client is fully clothed and will not consent to</p>	<p>1.1, 1.2, 1.3, 3.1, 3.2</p>

	removing any articles of clothing. Other than the written consent form, there is no other equipment provided or required. Please refer to the Appendix for a sample written consent form (modified for exam purposes).	
<b>Station 6: Treatment</b>	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 should incorporate the principles of massage as appropriate (e.g., introductory techniques before deeper techniques). The candidate is not required to treat the unaffected side. The candidate will have access to equipment such as oil, lotion, and towels. Hydrotherapy is not available nor required. The client will be positioned on a treatment table in his or her underwear (covered by linen and a blanket). The candidate may reposition the client if they choose. The client will not respond to questions about the information on the stem (for example, history findings) but will respond to questions about comfort. The client has already given informed consent, including written consent when appropriate, so that the candidate can proceed with the required tasks.	1.1, 1.2, 1.3, 3.1, 3.2
<b>Station 7: Techniques</b>	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 six 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 should perform only the techniques listed. As such, introductory and closing techniques are not required for the tasks listed. The client will be positioned on a treatment table in his or her underwear (covered by linen and a blanket). The candidate may reposition the client if they choose. The candidate will have access to equipment such as oil, lotion, and towels. Hydrotherapy is not available nor required. The client has already given informed consent, including written consent when appropriate, so that the candidate can proceed with the required tasks.	1.1, 1.2, 1.3, 3.1, 3.2, 3.3

*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 asked to view a list of names and photographs of all Examiners and Standardized Clients. If a candidate believes they will not receive a fair evaluation due to a perceived conflict of interest, they can request that the involved individual(s) be replaced for the candidate's examination. Similarly, examination staff members are given a list of

candidate names at the beginning of the examination day and can request a replacement if they perceive a potential conflict of interest with any candidate.

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 endeavor to replace the examiner 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 due to a real or perceived conflict of interest may result in education becoming out-of-date thus requiring completion of the CMTO Refresher Course. Should a candidate decide to postpone an OSCE examination, Prometric cannot guarantee availability of exam dates within the same year.

## Applying For and Scheduling Your Exam

### Application Timing

Before you begin the process of applying to take the certification examinations, your Massage Therapy education program must upload their graduation list with your name to the Prometric website. You will then receive an email with instructions on how to access and complete the certification examination application. Once you successfully complete and submit your application, including meeting the language fluency requirement, you will receive an email with instructions for scheduling your MCQ and OCSE exams.

### General Scheduling Policies

Candidates may apply to take the OSCE or MCQ in any order. All applicants are permitted three (3) attempts at each examination.

#### French Exams

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 taking a French MCQ exam, the computer system is structured to toggle between French and English. Candidates taking a French OSCE cannot switch to English during the exam.

#### Accommodations

If you intend to submit an application for accommodations, please indicate this request at the time you complete your online application to avoid any delays. You may select this option on the “accommodations” section/page of the online application form.

## MCQ Exam Scheduling

The MCQ exam is available in four windows each year. The open seats available within each exam window will be available on a first-come, first-served basis. If all seats in an exam window have been taken, no available seats in that window will display for someone scheduling an exam. The four testing windows in 2024 are:

- March 11-23, 2024
- June 10-22, 2024
- September 9-21, 2024
- December 9-21, 2024

**These dates are available on a first-come, first-served basis. Please do not put off scheduling your MCQ exam session. If there are not any seats available for you to schedule your exam in your preferred window, you will need to select another window.**

## OSCE Scheduling

### Considerations

Please consider the following when scheduling your OSCE:

- All OSCE dates in the current schedule are subject to availability and there is no guarantee that your preferred dates will be available at the time you 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 window, it may not be possible to secure a date due to lack of availability. Although OSCE dates may become available due to candidate withdrawals, Prometric cannot predict if or when this will occur.

The OSCE is offered two to three days most weeks from May to December. The first OSCE date in 2024 is May 7<sup>th</sup> and the last OSCE date in 2024 is December 5<sup>th</sup>.

OSCE dates are added in two-week increments starting in spring of each year. As the open dates are filled, additional dates are added.

OSCE sessions in French are available in each half of the year. Examination sessions for candidates with testing accommodations will be scheduled 'with the candidate.

### 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 are full or have not yet been opened for registration will not be displayed. If a candidate withdraws from a scheduled OSCE session, the available dates are updated automatically.

Open OSCE dates are monitored regularly, and additional sessions are added as the open dates fill. OSCE sessions are added in two-week intervals. Sessions cannot be added until all sessions in the prior period are full. This is to ensure all candidates have an opportunity to test during the year.

If no available OSCE dates are displayed when you access the online scheduling tool, please check back in a day or two when new dates are likely to have been released.

Please schedule your OSCE as soon as you are ready to take the exam. If you wait until the end of the year to schedule your exam, you may find that all the sessions are full, and you will not be able to test. If you choose to test later in the year, you may need to log in regularly to find a spot during the last few weeks of the exam year.

**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.**

**Please note that candidates who need accommodation must request the accommodation when completing the online application. Please allow up to eight weeks for the accommodation approval process. Candidates approved for accommodations will be contacted by Prometric staff to schedule their OSCE exam.**

## Examination Sites

### MCQ

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

### OSCE

The OSCE is administered at the following location:

Prometric CMTO OSCE Facility  
180 Dundas St W St 301

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
London – First Street	520 First St		London
Hamilton, Ontario	4 Hughson Street South		Hamilton

Toronto, Ontario M5G 1C7  
(Please [click here](#) for a map)

## 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
  - Information related to meeting the Language Fluency requirement

**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.

## How To Schedule the MCQ Exam and OSCE

1. When you are approved to register for the MCQ and OSCE exams, you will receive the email below.

Version: Live      Communication Type: Preregistered Letter      Subject: Online Candidate Registration Exam: [ExamName]

Dear [FullName],

You have now been approved by [ClientName] to make an appointment to sit for your examination. Please proceed as follows:

- 1 -- Go to our home page: [www.IQTTesting.com](http://www.IQTTesting.com)
- 2 -- Using the option "Exam Registration"  
Enter your UserID and Password to login. These are:

UserID: [userid]  
Password: [password]

- 3 --Select the Organization: [ContractName].  
Select the exam: [ExamName]

After logging in, please follow the on-screen instructions for making an appointment.  
Please note that you must test within this date range: [BeginDate] to [EndDate].

**Reschedule/Cancellation Policy:** If you fail to show up for your examination at the scheduled time, do not have the proper identification, or do not have your admission document, you will not be allowed to sit for your exam. You will be considered a "No-Show", your examination fees will be forfeited, and you will be required to re-register and pay all fees prior to sitting for the exam. However, if an issue arises that prohibits you from making it to your scheduled exam, you may reschedule prior to (5) calendar days before your scheduled exam date. **You may be required to pay a rescheduling fee to process your request. If it is less than (5) calendar days, you will not be allowed to cancel or reschedule your exam unless one of the following 4 situations have occurred:**

**Jury Duty**  
**Death in the immediate family**  
**Military Deployment**  
**Sickness**

The **immediate family** is defined as a person's grandparents, parents, spouses, siblings and children.

If you experience any of the above, you **MUST** provide IQT with proper documentation before being rescheduled to a new date. **If none of the above are the reason for wanting to reschedule or cancel your exam less than 5 days prior to your exam date, then you will not be allowed to reschedule or cancel your exam. Please also note that if you do not show up, you will be considered a "No-Show", your examination fees will be forfeited, and you will be required to re-register and pay all fees prior to sitting for the exam.**

**Result Letter:** Please note that you **MUST** receive a result letter after completing the exam. **Please do not leave the testing center until this has been given to you by the Proctor.**

Should you require assistance, you can click on the "Contact Us" Tab on the Iso-Quality Testing, Inc. home page ([www.isoqualitytesting.com](http://www.isoqualitytesting.com)) and send a message to customer service, or you may call (toll-free in USA and Canada) 1-866-773-1114, or (other countries) +1 727-733-1110.

Sincerely,

Iso-Quality Testing, Inc.

2. To schedule your exam, go to the following website:  
<https://www.iqttesting.com/>

3. 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. On the Exam Registration page, confirm or correct your organization (CMTO) and exam, then click “Next”.

**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

ISO-QUALITY TESTING, INC.  
 IQT Home  
 ©Copyright 2020 - All Rights Reserved.  
 ISO Quality Testing, Inc. - An SMT Sister Company

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



5. Confirm or correct all the information on the profile screen, then click “Next”.

Español

Confirm your information is correct, and then click Next.

6. Select your time zone and exam time parameters, then click “Next”.

You can change the time and date parameters here.

7. Select a date and time for your exam.

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

**EXAM REGISTRATION**

**Exam - CPESC (Part 1 and 2)**

Time Zone: EST Eastern Standard Time

Exam Times: < select an exam time >

- < 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. Review all the information on the confirmation page carefully, check the box to indicate that you agree with the Exam Agreement terms, then click "Submit".

**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  
Sparry@nhparking.com  
203-410-4324 (home)  
(203) 946-6721 (work)  
Birthdate: Sep 15, 1960

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

**Location:** Prometric Remote Proctoring

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

ISO-QUALITY TESTING, INC.

Registration He...  
rved.  
Company

- 9. You will receive an admission letter, which will provide you with all the information you need to take your exam. Save the letter in a place you can remember 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.

## Attestations

Each candidate will be asked to make the following attestations when registering for the certification exams:

- I understand that I cannot remove or attempt to remove any part of the examination from the test site. This includes copying, memorizing, or recording any part of the examination.
- I understand and acknowledge that my participation in any act of misconduct as described this Candidate Handbook may result in one or more of the following:
  - Having my exam stopped and being asked to leave the exam location
  - Invalidation of the results of my exam
  - Refusal of a future application for the examinations
  - Refusal of a future application for registration as an RMT
  - Any other action deemed appropriate by Prometric and/or CMT0.

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

# Identification and Name Change Requirements

## Identification

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 (provincial health cards are NOT accepted). 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 will forfeit the full examination fee (see Table 1);
- Include your photograph;
- Include your signature;
- Be valid and not expired;
- Be the original version of the identification, not a copy or photograph;
- 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 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 prior to submitting the request for their scheduled examination. 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.

## Name Changes

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

- A written request (email is sufficient) and
- 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 request that they provide a revised graduation list to Prometric with your name as it appears on your photo identification.

Candidates requesting a name change may send their documents (scanned official document and written request) to [SMT-OperationsTeam@prometric.com](mailto:SMT-OperationsTeam@prometric.com). Once your documents have been reviewed, your name will be updated in Prometric's database.

Address and email updates can be made at any time by accessing your [Prometric profile](#).

## Withdrawing From and Rescheduling Exam Sessions

### Overview

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 (applicable withdrawal fee applies). Ultimately, it is the candidate's decision and at their discretion to proceed with a scheduled examination.

Prometric is not able to advise a candidate as to whether 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 extraordinary circumstances (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 email.

### Withdrawal/Rescheduling Process for Exams

Prior to the first late withdrawal/rescheduling deadline, you can withdraw from or reschedule your exam session directly in the scheduling portal at no charge.

After the first late withdrawal/rescheduling deadline has passed, you can withdraw from or reschedule your exam session directly in the scheduling portal. You will be charged the First Late Withdrawal/rescheduling Deadline Fee.

After the second late withdrawal/rescheduling deadline, you can withdraw from or reschedule your exam session directly in the scheduling portal. You will forfeit your entire exam fee.

<b>Deadline</b>	<b>Forfeiture</b>
<b>First OSCE Late Withdrawal/Rescheduling Deadline</b> <i>Candidate withdraws or reschedules one day after the OSCE application deadline and up until and including 14 days before the examination date.</i>	\$200.00
<b>Second OSCE Late Withdrawal/Rescheduling Deadline</b> <i>Candidate withdraws or reschedules less than 14 days before the examination date.</i>	\$865.00 (entire exam fee)
<b>First MCQ Late Withdrawal/Rescheduling Deadline</b> <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
<b>Second MCQ Late Withdrawal/Rescheduling Deadline</b> <i>Candidate withdraws or reschedules less than 7 days before the examination date.</i>	\$615.00 (entire exam fee)

### MCQ and OSCE No-Shows

If you have not withdrawn from or rescheduled your exam session and you fail to appear for your exam, it will count as one of your three attempts. You will forfeit your exam fees, as outlined in the Second Late Withdrawal/Rescheduling Deadline Fee.

### Unsuccessful Exam Attempts

If you are unsuccessful on your examination, after you have received your score report you will receive another scheduling email within five business days with instructions on how to schedule a subsequent attempt. You are permitted three attempts to pass each exam. If you fail to pass either the MCQ or the OSCE within three attempts, you will be required to complete a new Massage Therapy diploma.

If you have had three unsuccessful attempts at the MCQ or OSCE, you will need to contact CMTO at [registrationservices@cmtto.com](mailto:registrationservices@cmtto.com) to determine your next steps. If your Massage Therapy education was completed more than three years prior to your examination date, you will be required to complete the CMTO Refresher Course.

## What to Expect on Exam Day

### 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 misconduct, 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.
- Misconduct refers to any act or omission by a candidate that could affect the result of that candidate, another candidate, or a potential future candidate. Misconduct includes, but is not limited to the following acts:
  - o Having a non-registered individual pose as a registered candidate;
  - o Bringing any outside material into the examination;
  - o Giving or receiving assistance to or from anyone, including other candidates, during the examinations;
  - o Removing, copying, photographing, or recording any examination material, including memorizing questions or scenarios, or attempting to do the same at any time;
  - o 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 during the exam.) **Note: this includes discussing station information or examination question content with other candidates, educational instructors or future registration candidates before or after the examination;**
  - o Possessing any electronic devices in the testing room, even if they are not in use.

## Prohibited Items/Articles

Possession and/or access to the following items are strictly prohibited in the testing room 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 email 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).<sup>1</sup>

## Identification Requirements

Candidates must show proper identification to be admitted to an exam.

Please see the section titled *Identification and Name Change Requirements* for detailed information regarding ID requirements on exam day.

Candidates without proper identifications will not be permitted to take the examination and will forfeit the full examination fee.

## MCQ Exam Day

Candidates should arrive at the Prometric Testing Centre 30 minutes before the start of their examination to complete the check-in process. Candidates are required to show proper identification. Proctors will show candidates where to place personal items before escorting candidates into the testing room to begin their exam. A tutorial is provided on the computer before starting the exam.

## OSCE Exam Day

### Arrival

Candidates should plan to arrive 30 minutes early to account for unexpected delays and the check-in process. When candidates arrive at the OSCE facility they will wait in the lobby area to be escorted upstairs by Prometric personnel. Candidates will check-in, place any personal items in a locker, and proceed to a waiting area. Prometric personnel will explain the examination process to candidates and issue any reminders. When it is time for the exam to begin, candidates will be escorted into the exam track by a track examiner. Track examiners are available to answer questions and respond to concerns during the OSCE process.

### Examiners

Examiners are experienced Registered Massage Therapists who are trained to provide impartial and fair evaluations. They are rigorously trained for specific stations and the associated objective marking criteria. Examiners assess each candidate according to the predetermined scoring criteria based on the

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



Standards of Practice and other approved references. Examiners do not know the identity of the candidates they evaluate and do not know which Massage Therapy programs the candidates attended.

Examiners will not respond to questions about the scenario or provide performance feedback. Examiners will not stop candidates during a station who are doing something other than what was instructed unless the client is at risk. If the candidate's activity will place or is placing the client at risk, the examiners will intervene to protect the standardized client. Examiners may remind the candidate of certain procedures (e.g., reminder to sanitize hands).

### Standardized Clients

The examination stations are staffed by standardized clients with whom candidates must interact. Standardized clients will be in an appropriate state of dress or undress depending on the tasks required in each station. Standardized clients are trained to communicate with candidates based on standardized scripts. Scripts are activated in very specific circumstances based on the candidate's approach in the OSCE station.

Candidates may introduce themselves to the client.

During the OSCE, the candidate may elicit symptoms in the client, such as pain. As in real-life, candidates may choose to inquire further regarding these symptoms. Generally, candidates are trained that a pain scale ranges from 0 to 10, where 0 is no pain and 10 is pain as bad as it could be. Candidates are free to establish a different pain scale with clients if desired.

Standardized clients will respond according to their individual comfort if asked about pillowing, draping, pressure, etc.

If a candidate is pursuing a line of questioning or performing tasks not required of a station, the standardized client will generally redirect the candidate to the stem.

Standardized clients may interrupt candidates in specific situations. Generally, interruptions do not affect candidate scores. Common interruptions include:

- requests that the candidate use less pressure while performing hands-on tasks;
- requests that a candidate speak louder if he or she is having difficulty hearing the candidate;
- requests that the candidate sanitize his or her hands if they have forgotten to do so.

### During A Station

When a candidate arrives at a station there will be an instruction sheet, called a stem, attached to the exam room door. The stem describes the required tasks or expectations for that station. It includes any relevant case-specific information and other important details to help candidates make the most of their time in each station. There are no tricks in the exam and all necessary information is provided to candidates. There is an identical copy of the stem inside of the station that the candidate can reference at any time.

**Candidates are given two minutes to read the OSCE stem before entering the station and 10 minutes to perform the tasks within each station. There will be three minutes of transition time between stations to accommodate set-up and cleaning within the stations.**

Candidates will be notified throughout the entirety of their exam as to when the following activities happen:

- When to lift the cover page and begin reading the Stem on the station door.
- When to enter the station.
- When there are three minutes remaining in the station.
- When to exit the station

All items necessary in each station will be accessible to candidates.

There will be massage tables in all stations where a table is needed. Massage tables are set to one height and cannot be adjusted. Candidates are expected to make the modifications necessary to permit them to adapt to that height. The height of the massage tables may range from approximately 26 to 30 inches. This height is not guaranteed, variances may occur.

There is hand sanitizer in every station. You are expected to use the hand sanitizer before and after interacting with each standardized client. There is no access to running water and soap (i.e., sink) between stations.

Prometric supports a scent-free environment. Candidates are asked not to wear any scented products.

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.

## Expectations

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.

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 the stem;
- 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;
- Perform all tasks in compliance with relevant CMTO Standards of Practice;
- Complete the tasks on the relevant structures;

- Refer 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).

### Treatment of Sensitive Areas

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.

Please note: 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.

### Inappropriate Touch Policy

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.
  - o 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:
  - o 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.
  - o 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

Prometric personnel may withdraw a candidate from an exam in the event of inappropriate conduct or any other applicable reason explained by the examination staff. Once a candidate has commenced any portion of the OSCE after being escorted into the examination area, they are not entitled to receive any portion of a fee refund. Any progress the candidate has made on the exam will not be scores and the exam will count as one of their certification examination attempts.

The OSCE will be counted as one of the candidate's three permitted attempts and the candidate is deemed to have failed the examination.

Prometric will 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.

## Exam Irregularities

### Withdrawing From The OSCE

#### *Voluntary*

Should you choose to withdraw from the OSCE examination after the exam has started, any exam progress will not be scored. However, the exam will count as one of your three permitted attempts. If you have not used your three attempts, including your withdrawal, you will have an opportunity to reapply for another OSCE date by accessing your CMTO profile, subject to availability.

Once a candidate has commenced any portion of the OSCE after being escorted into the examination area, they are not entitled to receive any portion of a fee refund.

Candidates may request a certification examination review (appeal) if they are of the opinion that extraordinary circumstances arose coincidental to the holding of the examination that prevented them from commencing or continuing the examination.

Information about the review process is on page 31.

#### *Mandatory*

A candidate may be asked to stop their OSCE exam when there are concerns regarding misconduct and/or inappropriate touch.

Candidates will have an opportunity to reapply for another OSCE date by accessing your CMTO profile, subject to availability.

Candidates may request a certification examination review (appeal) if they are of the opinion that extraordinary circumstances arose coincidental to the holding of the examination or if they feel the concerns are not warranted.

Information about the review process is on page 31.

### Protocol In The Event of Suspected Misconduct

1. If, during an examination, the examination staff suspect a candidate of participating in any form of misconduct, they may confiscate a candidate's test materials, as well as any other document, object or materials that could be used for misconduct, 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 misconduct. In addition to on-site

monitoring, additional analyses of candidate data may be performed at any time if misconduct is suspected.

2. Examination staff may identify possible misconduct 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 misconduct.
3. The examination staff will report any suspected misconduct to the CMTO Registrar of the College.
4. Prometric shall conduct appropriate investigations of the alleged misconduct/security breach. The candidate will be given 30 days to respond in writing to the allegations of misconduct.
5. If Prometric determines that misconduct 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 Prometric determines that misconduct did occur, Prometric will work with the CMTO Registrar 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 misconduct;
  - report findings to the CMTO 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.

### Occurrence Reports

If a Prometric staff member observes an event involving you a candidate 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 misconduct;

- Client safety concern (OSCE only); and/or
- Other.

All Occurrence Reports will be shared with CMTA, may be considered as part of your Application for Initial Registration, and will form part of your registration file with the College.

### Candidate Concerns

If a candidate has a concern of any nature during the OSCE they may request a Candidate Concern Form from the track examiner. Prometric will review all candidate concerns and may follow-up with the candidate if additional information is needed.

## Scoring and Reporting

### Scoring Process

#### Overview

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 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 CMTA.

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.

#### MCQ Scores

The MCQ examination is based on the [MCQ content outline](#). A statistical method, referred to as equating, is used to ensure that candidates taking different forms of the examination (at different times in the year) will be evaluated using the same standard. The minimum passing score for the examination is established by a panel of SMEs based upon considerations such as the relevance of each question to competent practice, the difficulty of each question, and the ability of the question to differentiate between the competent and non-competent candidate at the entry-to-practice level.

#### OSCE Scores

The [OSCE content outline](#) details the competency area subtopics and the percentage of marks allocated to each competency area for the 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.

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

For more information on standard setting, scoring, and reporting, please review the [Content Development document](#) on the Prometric website.

### Issuing Exam Results

Examination scores are issued by email. Please ensure that Prometric has your current email address. Candidates can change their email address by selecting that option after logging into their online Prometric profile.

#### *MCQ*

Official MCQ results are emailed to candidates within six to eight weeks following the exam date.

#### *OSCE*

Generally, official OSCE results are emailed to candidates within six to eight 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 will take longer while enough statistical information is gathered to finalize the passing score for each scenario and ensure the validity and fairness of the OSCE scoring and reporting process.

### Certification Examination Review Request Policy (Appeals)

If a candidate believes something was wrong or went wrong during their examination, they may request a review (appeal). The request must be submitted in writing to [SMT-OperationsTeam@prometric.com](mailto:SMT-OperationsTeam@prometric.com) within 72 hours of the candidate's exam attempt. To be successful, the candidate must demonstrate that extraordinary circumstances outside of their control arose coincidental to the holding of the examination, and that these circumstances were severe enough to have had an adverse impact on the candidate's performance on the examination.

An internal review of the available information, including the candidate's submissions, will be conducted by Prometric. 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 review 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, 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 CMTO'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.

# Appendices

Appendix A: Images of OSCE Facility and Stations

Appendix B: Written Consent Form

Appendix C: Scoring Note

Appendix D: Station 2, Health History Interview

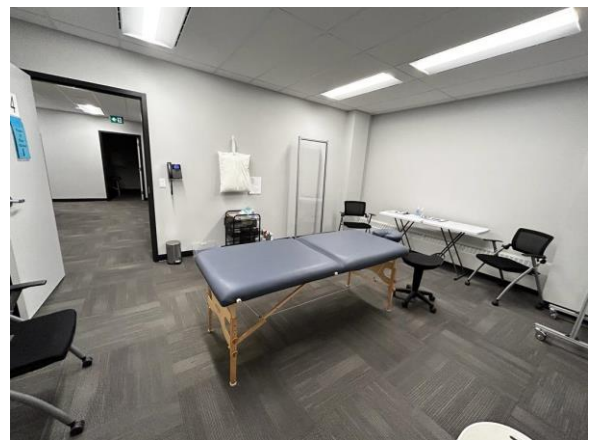
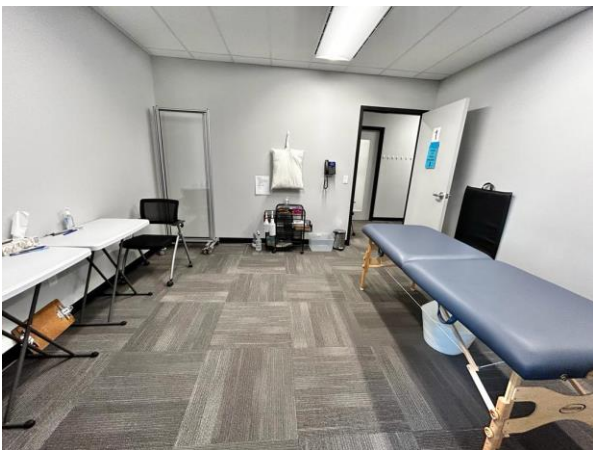
## Appendix A. Images of OSCE Facility and Stations



Reception and waiting area



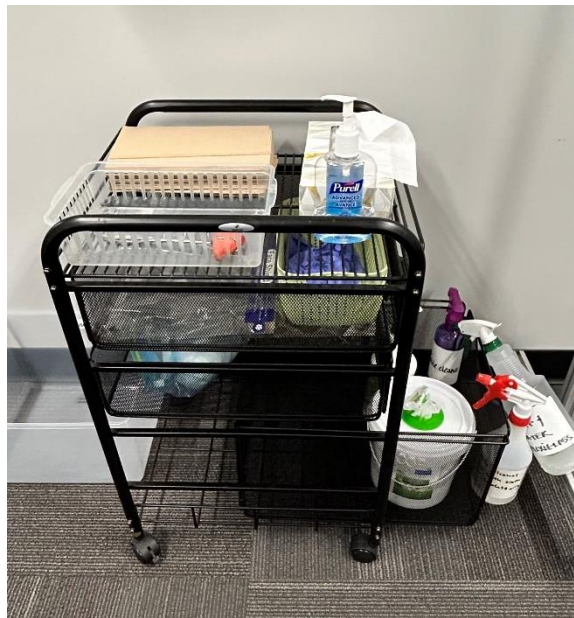
Hallway to OSCE stations



Stations with massage tables



Stations without massage tables



Carts available at various stations

Appendix B. Written Consent Form

**Written Consent Form**

I consent for the following checked areas to be included in my treatment:

Buttocks (gluteal muscles)

Chest Wall Muscles

Upper Inner Thigh(s)

Breast (s)

Client Signature:

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\*Abbreviated written consent form for use in CMTO certification exams

## Appendix C: Scoring Note

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 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](#).

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 CMTO.

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.

## Appendix D: Station 2, Health History Interview

In station 2, Healthy History Interview, the client's health history findings are presented in bulleted form. This replaces the need for a health history form. As in previous years, the candidate is expected to interview the client to obtain additional information regarding the primary complaint for the purpose of informing further assessment and treatment planning.

SAMPLE (to illustrate nature and format of findings presented on the stem):

The client...

- reports wrist pain as the primary complaint
- works full-time as a dental hygienist
- uses regular strength Tylenol for pain relief
- has annual check-ups with their family physician who referred the client to massage therapy
- is currently seeing a physiotherapist for symptom management
- indicates there are no other health concerns at this time
- reports no previous surgeries or family history of disease
- indicates this is their first massage therapy treatment