



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

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2018



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 will attempt to advise candidates of important changes, but reserves the right to make any changes necessary at any time without advance notice.

Please visit the College website [www.cmtto.com](http://www.cmtto.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 requirements, administers the Certification Examinations 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.

## 1.2 Registration with the College

There are several requirements that must be met in order to become registered with the College. These include successfully completing an appropriate Massage Therapy 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 in the CMTO Guide to Initial Registration 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 Examination (MCQ).



Massage Therapy students or graduates who have not yet met the requirements for registration, including successfully completing the Certification Examinations are not permitted to practise as Massage Therapists or hold themselves out as Massage Therapists. As stated in the *Massage Therapy Act, 1991*, only those registered with the CMTO may practice as a Registered Massage Therapist or Massage Therapist and use the title RMT or MT.

When the College receives information about a student or graduate of a Massage Therapy program who is, or has been, practising before being registered, the information is investigated. This information is considered if/when the student or graduate applies for registration with the College at a later date.

### 1.3 Examination Regulation

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

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 August 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 Eligibility for Certification Examinations

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

### Eligibility Requirements for applicants educated in Ontario, outside of Ontario and internationally

An applicant 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.

Applicants educated outside of Ontario must have qualifications equivalent to those provided by the educational program currently being taught in recognized Ontario Massage Therapy programs. To evaluate equivalency, non-Ontario educated applicants are required to complete a Massage Therapy Education and Credential Assessment (MTECA). Please visit the College's website for further details regarding the MTECA process.

### 2.1 CMTO Language Fluency Policy

The demonstration of reasonable fluency in English or French is a requirement for registration as a Registered Massage Therapist (RMT) with the CMTO.

Communication forms the basis for safe and effective Massage Therapy care. RMTs must be able to communicate effectively with their clients as well as with other healthcare professionals involved in their clients' care. They must also be able to communicate with the College, as being able to understand and implement College materials related to registration, quality assurance, complaints and discipline is an essential part of an RMT's accountability as a regulated health professional.

Please access this [link](#) for CMTO's Language Fluency Policy.

## 3 Communicating with the Certification Services Department

The College encourages candidates to seek information relating to the Certification Examinations within *A Candidate's Handbook for Understanding Certification Examinations in Ontario* (this document), which 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. The College welcomes inquiries from candidates or applicants seeking clarification of an examination or registration process. Specific questions on the examination process should be submitted to [certificationservices@cmto.com](mailto:certificationservices@cmto.com) and questions on the registration process to [registrationservices@cmto.com](mailto:registrationservices@cmto.com).

In order to protect your privacy, email inquiries must originate from the e-mail account that the College has on file for you. 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 College five-digit ID number in your correspondence or voicemail message.

The College will communicate with the applicant, typically by e-mail but sometimes over the phone, in specific circumstances, including but not limited to:

- Informing applicants of when the examination application process is available;
- Examination application queries;
- Confirmation of an examination application receipt;

- Communication about application acceptance or deficiencies;
- Examination registration confirmation;
- Graduation List Confirmation;
- Examination Score Notifications;
- Certification Examination Process Changes;
- Informing applicants of an examination Incident Report

### **3.1 Communications Self-Management**

Registrants, and applicants seeking to become registrants of a regulated healthcare profession, are expected to conduct themselves at a professional level and directly manage their regulatory requirements, including correspondence with the College.

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

## **4 Privacy Policy**

Personal information collected about you is used only for the College’s regulatory purposes. To review the [privacy code](#), please see the College’s website for further information.

## **5 Confidentiality and Security of Examination Materials**

The security measures for Certification Examinations are aimed at eliminating unfair advantages among the candidates and avoiding the high human and financial costs of replacing examination materials should security be breached. The College endeavours to maintain the strictest security of the examination content at all times. All examination materials are protected by copyright. The College has the strictest security measures in place to protect examination materials during all phases of development and administration including development and review of materials, reproduction, transportation and disposal of examination materials and presentation of examination material on examination days.

## **6 Rules of Conduct**

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

- Candidates acknowledge that the Massage Therapy Certification Examinations and the items therein are the sole property of the College of Massage Therapists of Ontario (the College).
- 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 behaviour 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 behaviour 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 College to terminate their participation in the examinations, invalidate the results of their examinations or take any other action deemed appropriate by the College, 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 special need, the candidate must contact the College in advance. See Section 12 (Special Accommodations Policy and Process).

## 7 College Protocol in the Event of Suspected Cheating

1. If during an examination, the examination or College staff suspect a registration candidate, examinee or registrant 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. The College reserves the right to use electronic monitoring and surveillance technologies during examination administrations to detect and document cheating, which may involve law enforcement agents to retrieve stolen property or gain access to online information related to breaches of security as required. In addition to periodic reviews, additional analyses may be performed at any time if cheating is suspected.
2. Examination or College staff may identify possible cheating at any time after a candidate has registered and includes the time before, during and after the examination, as well as any time after examination results have been released. The College conducts periodic psychometric/statistical analyses of all testing data and scores which are instrumental in identifying instances of cheating.
3. The examination or College staff will report any suspected cheating to the Registrar of the College.
4. The Registrar 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 the Registrar 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 Registrar determines that cheating did occur, the Registrar or the College may do **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.

## 8 College Protocol in the Event of Sexual Abuse of a Standardized Client

The CMTO has published a [Standard for Maintaining Professional Boundaries and Preventing Sexual Abuse](#). Under no circumstances is touching in any way of the genital or anal regions (applicable to all genders) justified as clinical practice or within the domain of a Massage Therapy practice. Touching these areas is considered sexual abuse as defined by the RHPA.

If, during a candidate's OSCE, the College or examination staff observes a candidate engaging in intentional or unintentional touching of a Standardized Client's genital or anal regions, the following protocol will be applied:

- The Standardized Client and/or Examiner(s) will advise the candidate to immediately stop what he or she is doing;
- The candidate will be deemed to have automatically failed the examination and will not be permitted to continue their examination; The candidate will be asked to collect his or her personal belongings and exit the premises;
- Each witness (i.e. Examiners, Standardized Client, etc.) will document his or her individual account of the incident;
- The College will notify the candidate in writing, via email and letter mail, of the examination failure;
- The College may launch its own investigation into the incident (conducted by a third-party investigator);
- The candidate may be contacted by an investigator for additional details about the incident that are relevant to the investigation;
- Upon completion of the College's investigation, the candidate will be contacted with the findings;
- In cases of sexual abuse, the Standardized Client also has the right to file an official report with the police;
- The candidate will be informed as to whether or not he or she will be permitted to attempt the examination again;
- Factors that will be considered when determining if a candidate can take the examination again include but are not limited to the findings of the College's investigation and the status of any concurrent criminal investigation

## 9 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).<sup>1</sup>

## 10 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. The College, through the joint efforts of the psychometric consultants (*Schroeder Measurement Technologies*) and the College's Content Specialist, ensures the development, administration and review of the Certification Examinations. [College-approved references](#) are used by SME's for all examination questions. For a detailed review of exam content development please click [here](#).

## 11 Description of the Certification Examinations

Promoting transparency is one of the College of Massage Therapists of Ontario's (CMTO's) key objectives. In keeping with this objective, exam candidates are given content outlines, in advance, which describe the tasks assessed on the Certification exams. The following sections detail the OSCE and MCQ test format.

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

## 11.1 OSCE

The Objectively Structured Clinical Evaluation (OSCE) is the clinical component of the College's Certification Examinations and is administered over 90 minutes. This exam is designed to evaluate both the candidate's knowledge and application of skill, and tests their ability to safely and effectively apply the principles and processes of Massage Therapy practice, within the context of multiple clinical scenarios in one of seven test stations. 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. For detailed Objectively Structured Clinical Evaluation (OSCE) content, please refer to the OSCE Content Outline (Appendix A) as well as CMTO's [Standards of Practice](#). Together, these documents describe the tasks that candidates must perform to successfully complete the exam.

### OSCE Station Specifications:

The OSCE consists of 7 test stations (detailed in the Table 1: OSCE Stations & Descriptions).

Candidates may be assigned to start at any station and will proceed sequentially from their starting point. For example, a candidate starting at station 6 would continue as follows: 7, 1, 2, 3, 4, and 5. Candidates receive their starting station position on the day of the exam, which is listed on the candidate badge issued at the College's reception desk.

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.

**Table 1: OSCE Stations & Descriptions**

Station	Title	Station Descriptions
Station 1	Remedial Exercise	A list of four therapeutic exercises is given to the exam candidate including three home care exercises and one exercise technique to be performed on the standardized client. The candidate is expected to assign each of the three exercises and home care instructions to the client using remedial exercise protocol. The candidate will have access to items/equipment such as free weights with Velcro, dumbbells, a Thera-Band and a chair. The client has already given informed consent, including written consent when appropriate, so that the candidate can proceed with the tasks relevant to this station.
Station 2	Client Interview	An accurate and complete health history form and the client's primary complaint are provided to the candidate. To clarify, the candidate is expected to obtain a relevant case history by conducting a client interview. There are no items/equipment needed or provided. Consent is not applicable in this station.
Station 3	Assessment 1	A list of specific assessments is given to the candidate. The candidate is expected to demonstrate their ability to perform the specific assessment techniques, such as palpation, range of motion, neurological, orthopedic testing, etc. The candidate will have access to items/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 tasks relevant to this station.
Station 4	Assessment 2	A list of case history findings is provided to the candidate. To clarify, the candidate is expected to conduct a thorough assessment by choosing a series of relevant assessment techniques they deem appropriate in relation to the case history findings in order to determine the cause of the client's symptoms and exclude other causes. The candidate will have access to items/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 tasks relevant to this station.

<b>Station 5</b>	Treatment Plan/Consent	A list of health history and assessment findings is provided to the candidate. The candidate is expected to interact with the client to explain their treatment plan for initial and on-going treatment based on health history and assessment findings, and obtain informed consent to proceed with the treatment plan. Candidates will be expected to include written informed consent, when appropriate, as part of their performance in Station 5. In the event that a candidate determines that written consent is required, a simplified version of a written consent form will be made available for use in this station. There are no items/equipment needed or provided.
<b>Station 6</b>	Treatment	A list of health history and assessment findings is provided to the candidate. To clarify, the candidate is expected to use this information to perform a focused treatment and to address each component of the presenting symptoms with a suitable massage technique within the context of a Massage Therapy treatment. The candidate will have access to items/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 tasks relevant to this station.
<b>Station 7</b>	Technique	A list of four specific Massage Therapy techniques is assigned to the candidate. The candidate is expected to demonstrate their ability to perform these techniques on specific anatomical structures/areas. The candidate will have access to items/equipment such as oil, lotion, towels, and hot and cold packs. The client has already given informed consent, including written consent when appropriate, so that the candidate can proceed with the tasks relevant to this station.

### **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, in other words, assess candidates on all required entry-level competencies. Simply put, all of these skills are required for safe and effective practice as a Massage Therapist.

### **What is expected of a candidate at their OSCE?**

Every case scenario for each OSCE station 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 is 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 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 (marks).

In order to perform effectively in the OSCE stations and/or 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 indicated '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 and ensuring compliance with all relevant Standards of Practice;
- approach each station's tasks in a step-by-step manner and refer back to the stem frequently;
- accurately follow the instructions or requirements for the station;

- complete the tasks on the relevant structures;
- complete the tasks correctly and accurately;
- refer back to the stem 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 in comparison to the other stations;
- 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) and not simply memorizing the elements of the assessment or treatment process.

## 11.2 MCQ

The MCQ is the multiple-choice portion of the certification exams and is divided into two components. The first component is computer-based, consisting of 150 multiple choice questions (MCQ) administered over a three-hour time period. The second component is completed over a 30-minute time period and consists of a brief written survey. This survey is intended for demographic collection purposes as well as to provide the College with insight into prospective applicants' areas of interest or focus within the Massage Therapy field. Although the second part of the MCQ is not included in the candidate's score, it is mandatory for all candidates to complete both components of the MCQ.

The MCQ is designed to evaluate the candidate's theoretical knowledge in the three competency areas of health science, professional development and clinical science. Competency area subtopics and the percentage of questions allocated to each competency area are provided in the MCQ content outline within this document. Test questions provide four options, where one option is correct and three others are incorrect distracters.



The MCQ examination can be taken either before or after the OSCE, and there is no time limit for completion of the MCQ. Be aware that an examination environment is never perfect so expect some noise, distractions, temperature variations, etc. Earplugs are available for use during the MCQ examination upon request. Candidates are not permitted to bring in personal earplugs or headphones and must comply with all requirements detailed in their *Candidate Admission Letter*, which is issued to candidates via e-mail who have completed all steps in the MCQ scheduling process and have successfully scheduled their MCQ. The College is not responsible for any personal injury or articles lost, stolen, or broken at the test centre.

## 12 OSCE Session Information

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

**Table 2: OSCE Session Times**

OSCE Session	Session Arrival Start Time
AM1	8:40 a.m.
AM2	10:25 a.m.
PM1	12:55 p.m.
PM2	2:40 p.m.

**IMPORTANT:** Candidates must arrive on or before the session time indicated above. If a candidate arrives after the session time indicated in the above table, he/she may not be admitted to the OSCE and may incur a \$150.00 late withdrawal fee, as per Table 6: Certification Examination Fees.

### 12.1.1 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. The CMTO will endeavour to replace the examiner; however, the accommodation is subject to the availability of staff present on the exam day. If the CMTO 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. Please note that examiners are assigned to OSCE examination sessions at random. While the College 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 College's refresher program, as outlined in Ontario Registration Regulation 864/93 of the *Massage Therapy Act, 1991*.

### 12.1.2 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.

### 12.1.3 The Buzzer System

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

- At the first signal (one short buzz) lift the cover page and **read the Stem information** on the door. *The same information is available in the station.* Candidates scheduled for standard exam sessions will have two minutes to read the stem before entering the station.
- At the second signal (one long buzz) **enter the room** and perform as directed.
- A third signal (two short buzzes) will sound as a warning that there are **three minutes remaining** in the station. Candidates scheduled for standard exam sessions receive this warning at the seven-minute mark (10 minutes total in the room).
- The final signal indicates that the station is completed (one long buzz). Candidates **exit the rooms, proceed to the next station**, and wait for one short buzz to lift the cover sheet and begin reading.

### 12.1.4 Barcode Scanning

- During the exam registration process, candidates will be given a badge that includes their five-digit candidate identification number as well as a barcode;
- Upon entering each OSCE station, candidates will need to approach each examiner to have their barcodes scanned;
- Candidates can proceed with performing the tasks in the station after their barcode has been scanned.

### 12.1.5 Standardized Clients

The examination stations are staffed by standardized clients who:

- should be treated with the same respect given to any client by a candidate;
- will be in an appropriate state of dress or undress depending on the station type;
- will not tell candidates to ask certain questions or examine specific areas;
- will respond to the candidate when the appropriate response is elicited by the candidate.

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



### **12.1.6 Examiners**

Examiners are all Registered Massage Therapists with a number of years of ongoing practice experience who are trained to provide impartial and fair evaluations. They are rigorously trained for specific stations and the associated item checklists and objective marking criteria. Examiners assess each candidate according to the predetermined checklist of criteria based on the [Standards of Practice](#) and other approved references. Examiners do not know the identity of the candidates they evaluate and also do not know which schools the candidates attended. The examiner also, if necessary, protects the standardized client from inadvertent injury if the candidate's activity will place or is placing the client at risk.

Examiners will not stop candidates who have gone off course during a station or are doing something other than what was instructed, unless the client is at risk. Examiners will also not respond to questions about the scenario or provide performance feedback.

### **12.1.7 The Stems**

The 'stem' is the instruction sheet that describes the case-specific information, required tasks and other important details for each station. There are two identical copies of the stem posted at each station: one is attached to the outside of the station door; the other is attached to the inside of the door for easy reference while inside the station.

Candidates should carefully read the stem to ensure that they are doing exactly what is expected of them in each station. The stem has important information about the scenario and details that will help guide candidates through the required tasks. The stem will clearly state whether or not informed consent has been obtained. The last section of the stem, 'IMPORTANT DETAILS,' provides information that will help candidates to make the most of their limited time in each station. There are no tricks in the exam and all necessary information is provided to candidates both inside and outside the room. The information on the door will specify if it is necessary to obtain consent.

### **12.1.8 Props**

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

There will be massage tables in all stations where a table would be necessary. Massage tables are set to one height and cannot be adjusted. Candidates are expected to make the modifications necessary to permit them to adapt to that height. In general, massage tables in assessment stations can range from approximately 25-27 inches, massage tables in the treatment and techniques stations can range from 26-28 inches, and tables in the Remedial Exercise station can range from 24-26 inches. Note that we cannot guarantee the table height measurements indicated, as variances may occur.

Linen as well as massage oil and lotion are provided. The College provides "Myo-Therx Professional Massage Lotion" and "Biotone Clear Results Massage Oil - Jojoba & Aloe Vera". The lotion claims it is hypoallergenic on the packaging.

Witch hazel or hand sanitizer will be provided for the proper cleaning of hands. All relevant infection control precautions should be taken as indicated by the clinical situation.

### **12.1.9 At the End of the OSCE**

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

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

### **12.1.10 Incident Reports**

Should a member of the examination team or College staff member observe an incident of concern involving you that occurred during the performance of your OSCE, this may be documented as part of an incident report, and you may be contacted by the College following your examination to discuss the concern. Incident reports could include, but are not limited to, concerns related to professional conduct, inappropriate draping issues and/or failing to communicate effectively with a client.

## **13 OSCE Dress Code**

The College expects all candidates to dress and appear professional at the OSCE. Candidates, who present for the OSCE in a manner that is considered unprofessional or that may be disturbing to others, may not be permitted to sit the examination or may be asked to vacate the examination.



Examples of dress or appearance that may be considered unprofessional include, but are not limited to, an unkempt or unhygienic appearance, e.g. stained or unclean clothing, clothing displaying an offensive statement and/or clothing that may be considered too revealing for the context.

The College supports a scent-free environment so candidates should not wear any scented products.

## 14 Certification Examination Scheduling

### 14.1 OSCE Dates and Scheduling

The following sections detail OSCE dates, application deadlines and policies. For information on OSCE fees, please see Table 6: Certification Examination Fees.

#### 14.1.1 OSCE Examination Schedule

Generally, there are a maximum of 28 spaces available on each examination day. For each OSCE examination day, there are four session times available: two in the morning and two in the afternoon (some exceptions apply). Please refer to Table 2 for specific OSCE session time information.

Candidates who wish to complete their OSCE in **French** on the specified French examination days may have limited times and spaces available. Special Accommodation sessions will be scheduled individually. For more information relating to French and Special Accommodation specific examination sessions, please refer to Table 3 of this document.

#### Please note:

- Exams are delivered in English on ALL dates in Table 3, excluding the French sessions noted **Fr**. Please note that French sessions are typically offered in the last session (i.e. 2:40 PM). However, the College reserves the right to reassign examination sessions designated as French and Special Accommodation at any time.
- Please note that only candidates approved for special accommodations by the College are eligible to apply for special accommodation sessions and must submit a paper exam application (unless doing so is inconsistent with the candidate's disability, in which case the candidate should contact the Certification Services Department in an accessible format). Special accommodation sessions are noted as **SpAcc** in Table 3 and are generally offered in the 12:55 PM session.
- The deadline to withdraw from/register for an OSCE is four weeks prior to the scheduled OSCE date. Candidates who withdraw after the four-week deadline may be required to pay the OSCE late withdrawal fee. The deadline date for **Special Accommodation** Applications is **eight weeks** prior to the date (subject to approval).

#### IMPORTANT:

The OSCE schedule is cyclical and commences in the spring of each calendar year. Table 3 below lists the 2018 OSCE schedule and provides the application, withdrawal and rescheduling deadlines for each OSCE date. To view current OSCE availability, please login to your CMTO profile. If you do not have a current profile, please see the [How to Create a New CMTO Profile](#) section of the Handbook for detailed instructions.

**Table 3: 2018 OSCE Exam Dates and Deadlines**

OSCE Date	Deadline to Apply, Withdraw or Reschedule without Penalty	OSCE Date	Deadline to Apply, Withdraw or Reschedule without Penalty
01-May	03-April	<b>28-Aug</b> (French 2:40 PM session)	31-July
02-May	04-April	<b>29-Aug</b> (12:55 PM SpAcc session)	1-Aug
08-May	10-April	04-Sep	7-Aug
15-May	17-April	05-Sep	8-Aug
16-May	18-April	<b>06-Sep</b> (12:55 PM SpAcc session)	9-Aug
22-May	24-April	11-Sep	14-Aug
<b>29-May</b> (French 2:40 PM session)	1-May	18-Sep	21-Aug
<b>30-May</b> (12:55 PM SpAc)	2-May	19-Sep	22-Aug
05-Jun	8-May	25-Sep	28-Aug
12-Jun	15-May	26-Sep	29-Aug
<b>13-Jun</b> (12:55 PM SpAcc session)	16-May	02-Oct	4-Sept
19-Jun	22-May	03-Oct	5-Sept
20-Jun	23-May	09-Oct	11-Sept
26-Jun	29-May	16-Oct	18-Sept
27-Jun	30-May	17-Oct	19-Sept
03-Jul	5-June	23-Oct	25-Sept
04-Jul	6-June	30-Oct	2-Oct
<b>05-Jul</b> (12:55 PM SpAcc session)	7-June	31-Oct	3-Oct
10-Jul	12-June	<b>01-Nov</b> (12:55 PM SpAcc session)	4-Oct
11-Jul	13-June	06-Nov	9-Oct
17-Jul	19-June	07-Nov	10-Oct
18-Jul	20-June	13-Nov	16-Oct
24-Jul	26-June	14-Nov	17-Oct
31-Jul	3-July	<b>20-Nov</b> (French 2:40 PM session)	23-Oct
01-Aug	4-July	<b>21-Nov</b> (12:55 PM SpAcc session)	24-Oct
<b>07-Aug</b> (12:55 PM SpAcc session)	10-July	27-Nov	30-Oct
08-Aug	11-July	04-Dec	6-Nov
14-Aug	17-July	11-Dec	13-Nov
15-Aug	18-July	12-Dec (12:55 PM SpAcc session)	14-Nov
21-Aug	24-July		

### 14.1.2 OSCE and MCQ Scheduling Policies

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

Candidates may apply for an OSCE date before completing their Massage Therapy program. Since OSCE availability is limited towards the later part of the OSCE cycle, candidates are encouraged to schedule an OSCE date in advance of their graduation date. However, all eligibility requirements, including the school's graduation list as well as a CMTO-approved language fluency assessment (if required), must be received by the College at least 14 calendar days prior to a candidate's scheduled OSCE date.

All applicants are permitted three chances to take their exam. 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 CMTO and arrange to postpone your exam. If you realize you should withdraw from the exam only after arriving for your exam session, you may withdraw from the session any time up until the exam begins. Once you begin the exam, even if you do not complete it, it will be counted as one of your three attempts. There is a \$150.00 late withdrawal fee but you would be refunded the remainder of your examination fee.

The Certification Examinations are offered in both *English* and *French*. Candidates who wish to take the examination in French must select this option when applying/paying for and scheduling their exam session online. Refer to Table 3 for French OSCE examination sessions.

For candidates who select a French MCQ, the computer system is structured to toggle between French and English. Candidates who schedule an OSCE in French cannot switch to English during the exam.

**IMPORTANT:** The College 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 re-apply/pay for and schedule a subsequent attempt at the Certification Examinations by submitting an online application, subject to availability. Candidates must wait until receipt of official examination results before applying online for a subsequent attempt. Candidates applying for a subsequent examination attempt are considered returning candidates and must use their existing candidate profile on the CMTO website to submit an application. The fee for each subsequent attempt is the same (see Table 6 of this document).

#### **OSCE SCHEDULING CONSIDERATIONS:**

- The OSCE schedule is cyclical and commences annually in the spring.
- Candidates may apply for an OSCE date before completing their Massage Therapy program. Since OSCE availability is limited towards the later part of the OSCE cycle, candidates are encouraged to schedule an OSCE date in advance of their graduation date. However, all eligibility requirements, including the school's graduation list as well as a CMTO-approved language fluency assessment (if required), must be received by the College at least 14 calendar days prior to a candidate's scheduled OSCE date.

- The complete OSCE schedule is posted online annually for the current calendar year and is available in Table 3 of this document. OSCE date availability can be viewed after logging into your online profile on the College website.
- 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;
- Candidates are encouraged to apply early in the OSCE season to increase the chances of securing a date. It is possible that if you are unsuccessful in your examination attempt, depending on when your initial attempt was scheduled, 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, the College would not be able to predict if or when this will occur;
- Applications for the OSCE are accepted in order of application received, whether online or via a paper application and can accommodate up to 28 candidates per OSCE day;
- The most efficient way to apply for the OSCE is by using the online application system on the College website. Applicants using the online application method will need a valid email address and a credit card for payment.
- Applicants without a credit card will need to use either a certified cheque or money order for their method of payment and must download a paper application from the College website or request an accessible format. Once the form is completed, it can be mailed or delivered in person with payment to the College. Please note that this process takes longer than the online application method.

### Official Graduation List

The College must receive your school's official graduation list a minimum of 14 calendar days before your scheduled OSCE date. *Copies of graduation lists (i.e. faxes, emails) may not be accepted.* To avoid losing an exam date and incurring the late withdrawal fee, we encourage you to confirm with your school the specific date that an official graduation list will be received by the College **before** scheduling your exam. For example: If you schedule your OSCE on June 16<sup>th</sup>, then the College should receive your school's official graduation list no later than June 2<sup>nd</sup>.

### OSCE Payment

Candidates must submit an OSCE payment no later than the OSCE application/withdrawal deadline for the date selected, as shown in *Table 3* of the *Examination Candidate Handbook*. If a candidate does not pay by the application deadline (four weeks prior to the scheduled OSCE date) and does not attend the scheduled exam date, he/she may incur the \$150.00 late withdrawal fee.

#### 14.1.3 OSCE Examination Scheduling Availability

Available OSCE dates will be displayed by viewing examination availability when you access your CMTO profile. OSCE dates that are unavailable will not be displayed. However, if candidates withdraw from scheduled OSCE sessions, dates that were full can become available.

Please monitor the scheduling page frequently for an opportunity to apply for an examination session that has become available.

In general, OSCE dates are not available to apply for and will not be displayed after the OSCE withdrawal deadlines indicated in *Table 3* for each OSCE date. Some exceptions apply.

If no available OSCE dates are displayed when you access the online application tool or view OSCE date availability, then you would be unable to apply for an examination. If this is the case, your options are to monitor the website for future scheduling opportunities or apply for an OSCE during the next OSCE examination cycle, which

commences annually in the spring. **Please note** the College cannot advise you as to when or if a potential OSCE opening will occur. **The College does not maintain a cancellation or wait list.**

## 14.2 MCQ Examination Scheduling

The following sections detail MCQ application deadlines and policies. For MCQ fee information, refer to Table 6: Certification Examination Fees.

### 14.2.1 MCQ Examination Dates and Scheduling

To apply for the MCQ, candidates must first submit their MCQ payment either by accessing their CMTO profile on the College website or by submitting a paper examination application. Online applications will require the user to create a new profile *if they have not done so already*. Please reference the [How to Create a New CMTO Profile](#) for more information.

If you have an existing profile on the College website, you must use this profile to submit an online application. Please do not create a duplicate profile, as it may result in missed communications.

### 14.2.2 MCQ Application and Withdrawal Deadlines

**Table 4: 2018 Standard MCQ Exam Dates, Session Times and Deadlines**

MCQ Date	Session Times Available	Deadline to Apply, Withdraw or Reschedule without Penalty
April 17, 2018	8:30 AM, 12:30 PM, 4:30 PM	April 3, 2018
April 18, 2018	8:30 AM, 12:30 PM, 4:30 PM	April 4, 2018
June 26, 2018	8:30 AM, 12:30 PM, 4:30 PM	June 12, 2018
June 27, 2018	8:30 AM, 12:30 PM, 4:30 PM	June 13, 2018
June 28, 2018	8:30 AM, 12:30 PM, 4:30 PM	June 14, 2018
June 29, 2018	8:30 AM, 12:30 PM, 4:30 PM	June 15, 2018
August 28, 2018	8:30 AM, 12:30 PM, 4:30 PM	August 14, 2018
August 29, 2018	8:30 AM, 12:30 PM, 4:30 PM	August 15, 2018
August 30, 2018	8:30 AM, 12:30 PM, 4:30 PM	August 16, 2018
November 27, 2018	8:30 AM, 12:30 PM, 4:30 PM	November 13, 2018
November 28, 2018	8:30 AM, 12:30 PM, 4:30 PM	November 14, 2018
November 29, 2018	8:30 AM, 12:30 PM, 4:30 PM	November 15, 2018
November 30, 2018	8:30 AM, 12:30 PM, 4:30 PM	November 16, 2018

**NOTE:** Each Standard MCQ session time (8:30, 12:30 and 4:30) has up to 40 seats available.

### 14.2.3 Special Accommodation MCQ Dates

**Table 5: 2018 *Special Accommodation* MCQ Exam Dates and Deadlines**

MCQ Date	Deadline to Apply, Withdraw or Reschedule without Penalty
April 16	April 2, 2018
April 23	April 9, 2018
June 11	May 28, 2018
June 21	June 7, 2018
June 25	June 11, 2018
August 20	August 6, 2018
August 23	August 9, 2018
November 26	November 12, 2018
December 6	November 22, 2018
December 10	November 26, 2018

#### IMPORTANT NOTES

- Requests for accommodation, using the Special Accommodation application form, should be submitted for review 8 weeks prior to the applied-for MCQ date, as per the Special Accommodations Policy. If an application is on file with the College and an accommodation agreement is already in place, then applicants are eligible to apply for the designated accommodation dates, as shown in Table 5.
- If a special accommodation need arises after the candidate has applied for or been accepted for an MCQ date, the candidate should advise the Certification Services Department immediately and in writing with as much information as possible.
- If a candidate cannot complete the MCQ on one of the specified accommodation dates for reasons related to the candidate’s special need, the candidate should advise the Certification Services Department immediately and in writing with as much information as possible.



## 15 Certification Examination Fees

**Table 6: Certification Examination Fees**

Activity	Fee
Objectively Structured Clinical Evaluation (OSCE) (per attempt)	\$700.00
Multiple-Choice Examination (MCQ) (per attempt)	\$500.00
OSCE Late Withdrawal Fee <i>(fee can be waived if appropriate medical documentation is provided)</i>	\$150.00
MCQ Late Withdrawal Fee <i>(fee can be waived if appropriate medical documentation is provided)</i>	\$150.00

### IMPORTANT NOTES

- The College reserves the right to amend the current Certification Examination fee structure at any time, as per College by-laws;
- In the event that a candidate pays for an examination but does not schedule/reschedule/withdraw from the examination by the end of the examination year, CMTO will issue a full or partial refund (depending on the circumstance) usually by the end of the calendar year in which the payment was made.
- The OSCE and/or MCQ Late Withdrawal Fee may be applied in the following instances:
  - a withdrawal request received by the College after the withdrawal deadline;
  - a rescheduling request received by the College after the rescheduling deadline;
  - not possessing valid, government-issued photo identification that is identical to
  - the candidate's name that appears on the examination roster;
  - late arrival after the session time commences;
  - failure to attend a scheduled exam;
  - failing to submit language fluency documentation by the required deadline (if an exam is scheduled);
  - OSCE payment not received by the required deadline;
  - Graduation list not received two weeks prior to a candidate's scheduled OSCE exam.

## 16 Certification Examination Application Process

### 16.1 How to Create a New CMTO Profile

1. Go to the *Becoming an RMT in Ontario* section of the College website ([www.cmto.com](http://www.cmto.com)) and select *Certification Examinations* from the left side panel;
2. Select [Application and Scheduling](#) from the available menu options;
3. Select *Online Application Form – Certification Examinations*;
4. You will be asked if you have a valid login and password, select *No*;

5. You will be taken to the CMTO profile creation form. Please enter your information and ensure all required fields are completed and accurate;

**NOTE:** Candidates must have a unique email address that is not shared with any other exam candidate or registrant. Please note that email addresses ending with “.ru” are not compatible with the College’s mail server and can result in not receiving important communications from the College.

For a smooth application process, please ensure the name entered at the time you create your College profile matches the name on your government issued photo ID and on your school’s official graduation list.

Your CMTO profile, photo ID, and graduation list must all contain the same name. If there are any name discrepancies in relation to your photo identification, your school’s graduation list and/or your online profile that have not been resolved by the required timeline, you may be denied entrance to the exam. Please review the *Identification and Name Requirement* and *Name Changes* sections of this document for more information.

- **IMPORTANT:** Once you create your profile, you will be assigned a permanent five-digit ID number and password. Please retain your login and password, as you will need it to log in to the College's application and registration systems.
- Please note that your CMTO Profile will become inactive if it has been three years since your last Certification Examination attempt. In this case, you would need to contact the College if you want to seek registration again and obtain more information on reactivating your Profile

## 16.2 How to apply for the OSCE

1. Login to your CMTO profile by entering your User ID and Password into the Registrants Login section of the College website;
2. Navigate to the “Book Exam” tab on the top menu bar;
3. Select OSCE Exam from the drop-down menu of the available options;
4. Select an examination date from the list of OSCE dates displayed and select *view* beside your preferred date (If no OSCE dates are displayed, then this means that there are no dates currently available);
5. Review the exam booking details;
6. Select *confirm* to finalize your new OSCE date selection;
7. Complete the online credit card payment to secure your selected OSCE date.

If you have not yet created a CMTO profile, please refer to the *How to Create a New CMTO Profile* section for detailed instructions.

- **IMPORTANT:** *Before applying for an OSCE*, please check with your school to confirm when your official graduation list will be submitted to the College. Ensure that you schedule an OSCE a *minimum* of 14 calendar days *AFTER* your graduation list submission date. *If the College does not receive an official graduation list 14 calendar days before your scheduled OSCE, you may be removed from your OSCE and charged the OSCE late withdrawal fee.*

## 16.3 How to apply for the MCQ

1. Login to your CMTO profile by entering your User ID and Password into the Registrants Login section of the College website;
2. Navigate to the “Book Exam” tab on the top menu bar;
3. Select MCQ Exam from the drop-down menu of the available options;
4. Complete the online credit card payment by following the online prompts;

5. If the College has received and processed your school's official graduation list and has received your language fluency assessment (if applicable), then you will receive *MCQ scheduling instructions* via e-mail after submitting the MCQ payment;
6. Follow the instructions outlined in the MCQ scheduling instructions e-mail to schedule your MCQ on the ISO Quality Testing website.

If you have not yet created a CMTO profile, please refer to the *How to Create a New CMTO Profile* section for detailed instructions.

#### **MCQ SCHEDULING PROCEDURES:**

- MCQ payment must be submitted on the College website after logging into your CMTO profile; if a graduation list has been received and processed, scheduling instructions will be issued via e-mail;
- An MCQ application must be submitted on the ISO Quality Testing website to successfully schedule an MCQ date **no later than** the application deadline provided in Table 4 of this document;
- *If it is before the MCQ application deadline* and you have submitted an MCQ payment but have not received MCQ scheduling instructions via e-mail, and you have confirmed with your school that an official graduation list has been submitted to the College, please e-mail [certificationservices@cmtto.com](mailto:certificationservices@cmtto.com) immediately for assistance;
- If you contact the Certification Services Department after the MCQ application deadline, you will not be able to schedule an MCQ date;
- Note that there is no guarantee of MCQ date availability, even if an MCQ payment has been submitted;
- If you have successfully registered for the MCQ, you will receive a Candidate Admission Letter, which includes your name, the MCQ date and time as well as other important information. You are required to read the Candidate Admission Letter fully, bring it with you and sign the acknowledgement on the date of your scheduled MCQ or you will not be admitted to your exam.

**IMPORTANT:** If you have paid for your MCQ but have not yet scheduled an MCQ date on the ISO Quality Testing website, then you have not successfully registered for the MCQ.

It is the candidate's responsibility to ensure that all MCQ eligibility, payment and scheduling instructions are followed to ensure they are successfully scheduled for the MCQ and to contact the College well before the MCQ application deadline if assistance is required. The MCQ application deadline cannot be extended.

## **17 Withdrawing and Rescheduling from Scheduled Exam Sessions**

### **17.1.1 OSCE Withdrawal**

**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 his/her discretion to proceed with a scheduled examination.

The College is not in a position to advise a candidate as to whether or not he/she should proceed with or withdraw from a scheduled examination session. Once a candidate commences an examination, it will count towards a valid

examination attempt [except in certain extraordinary circumstances, as explained in Section 23 (Certification Examination Review Policy)].

Candidates may withdraw from the OSCE up to four weeks prior to the scheduled examination date, without incurring an administrative fee. An administrative fee of \$150.00 is applied when a candidate withdraws or re-schedules *after* the withdrawal date specified in Table 3.

The \$150.00 administrative fee is also applied if a candidate is not in compliance with the examination entrance requirements, including but not limited to the following:

- not possessing valid, government-issued photo identification;
- presenting identification that does not match the candidate's name appearing on the examination roster;
- arriving late for a scheduled examination session (please see the *Important Notes* section under Table 6 for more information).

For candidates who withdraw after the specified withdrawal deadline due to medical reasons, the administrative fee may be waived if appropriate medical documentation is provided (see Table 6).

Candidates who wish to withdraw from an OSCE must send their request *in writing* to Certification Services, by e-mail ([certificationservices@cmtto.com](mailto:certificationservices@cmtto.com)), facsimile (416 489-2625) or mail.

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

### **17.1.2 OSCE Withdrawal Policy**

All withdrawal and rescheduling requests must be made in writing to the Certification Services Department via e-mail. Candidates must wait until receipt of official examination results before applying online for another attempt.

#### **If you wish to withdraw from a currently scheduled OSCE session:**

1. Send your OSCE withdrawal request to the Certification Services Department e-mail address: [certificationservices@cmtto.com](mailto:certificationservices@cmtto.com);
2. Ensure that your e-mail request is sent from the e-mail address the College has on file for you (the same e-mail address you entered in your CMTO profile);
3. Provide your first name, last name, five-digit candidate identification number and the date for which you are currently scheduled;
4. Once your request is processed, you will receive an e-mail response confirming your withdrawal and any fees incurred if you are withdrawing after the withdrawal deadline.

#### **All OSCE withdrawal requests must include the following information:**

- Full name (first and last);
- Candidate ID number (five-digit login number);
- Current OSCE date;
- OSCE date you are requesting to reschedule to or withdraw from.

### 17.1.3 OSCE Rescheduling Policy

- **Rescheduling an OSCE Date BEFORE the Rescheduling Deadline**

1. Please login to your existing profile on the CMTO website; do not create a duplicate profile in order to prevent missed communications.
2. Navigate to the “Book Exam” tab on the top menu bar;
3. Under the “Booked Exams” section, select the Reschedule hyperlink;
4. Select new OSCE date from list of available dates and select *view* beside your preferred date;
5. Review the exam booking details;
6. Select *confirm* to finalize your new OSCE date selection;
7. Complete the online credit card payment to secure your selected OSCE date.

- **Rescheduling an OSCE Date AFTER the Rescheduling Deadline**

1. A \$150.00 late withdrawal fee applies if you reschedule an OSCE after the rescheduling deadline;
2. Please login to your existing profile on the CMTO website; do not create a duplicate profile in order to prevent miscommunications.
3. Select “View OSCE Availability” tab on the top menu bar (OSCE dates that are unavailable will not be displayed after logging into your profile);
4. Send a written request with your preferred available OSCE date via e-mail to [Certification Services](#) from the e-mail address indicated in your CMTO profile;
5. Provide your first name, last name, five-digit candidate identification number and the date you are currently scheduled for;
6. Once the Certification Services Department receives your rescheduling request, you will receive an e-mail response;
7. Once your rescheduling request is processed, you will need to login to your CMTO profile to pay the \$150.00 late withdrawal fee, which can be accessed in the Invoices menu tab

#### **IMPORTANT OSCE RESCHEDULING PROCEDURES:**

- You will not be able to reschedule an OSCE date online if you decide to reschedule your examination date after the four-week withdrawal deadline;
- Please only submit a rescheduling request if you are certain you would like to reschedule your current OSCE date. Once a rescheduling request is processed, you cannot reclaim your originally scheduled date;
- Requests to reschedule after the OSCE withdrawal deadline are subject to availability and will be processed on a first-come, first-served basis;
- Your OSCE rescheduling request must be sent from the e-mail address that the College has on file for you in order to respect your privacy and to maintain the integrity of the scheduling system;
- If your rescheduling request has been processed successfully, you will receive a new OSCE Confirmation letter via e-mail containing your new OSCE date and/or new session time;
- If your rescheduling request cannot be processed (i.e. the exam date requested is not available), you will be notified via e-mail that the date requested is unavailable. You will be asked to provide another available OSCE date from the “View OSCE Availability” menu tab;

- It is the candidate's responsibility to ensure that they attend their rescheduled OSCE date. If a candidate does not receive a new confirmation letter via e-mail or an e-mail response that the date requested is unavailable, then they must contact the Certification Services Department.

#### **If you are unsuccessful at the OSCE and wish to make another attempt**

Please review the [How to apply for an OSCE](#) section for detailed application instructions. Please note that the fee for each examination attempt remains the same. There is no fee reduction for subsequent examination attempts.

#### **17.1.4 MCQ Withdrawal and Rescheduling Policy**

**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 his/her discretion to proceed with a scheduled examination.

The College is not in a position to advise a candidate as to whether or not he/she 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 23 [Certification Examination Review Policy]).

##### **Withdrawing from an MCQ Date**

Candidates must e-mail Certification Services with a written request if they are intending to withdraw from a scheduled MCQ examination session. The withdrawal request must be received no later than 11:59 PM ET on the application/withdrawal deadline to avoid incurring the MCQ late withdrawal fee.

##### **Rescheduling an MCQ Date before the MCQ Withdrawal Deadline**

Requests to reschedule can only be made within the current calendar year. If a candidate has scheduled an MCQ on the ISO Quality Testing website and wishes to reschedule to an alternate date *before the MCQ withdrawal deadline*, they may contact the College's testing firm directly to reschedule at the following toll-free number: 1-866-773-1114.

##### **Rescheduling an MCQ Date after the MCQ Withdrawal Deadline**

If a candidate has scheduled an MCQ on the ISO Quality Testing website and wishes to reschedule to an alternate date *after the MCQ withdrawal deadline*, they will need to send a written request to the Certification Services Department. Rescheduling requests received after the MCQ withdrawal deadline are subject to the MCQ late withdrawal fee.

##### **MCQ No-Shows**

If a candidate fails to attend a scheduled MCQ examination session and has not provided a written request to the Certification Services Department either on or before the withdrawal deadline, the MCQ late withdrawal fee applies (see Table 6).

#### **If you are unsuccessful at the MCQ and wish to make another attempt**

Please review the *How to apply for an MCQ* section for detailed application instructions. Please note that the fee for each examination attempt remains the same. There is no fee reduction for subsequent examination attempt.

## 18 Examination Sites

### 18.1.1 OSCE Site:

The OSCE examinations are administered at the following location:

- **College of Massage Therapists of Ontario**  
8<sup>th</sup> Floor – Suite 810  
1867 Yonge Street  
Toronto, Ontario M4S 1Y5  
(Please click [here](#) for a map)

### Directions and Parking:

The College is located on Yonge Street, one block south of Davisville at the south east corner of Yonge Street and Balliol Street and directly across from the Davisville TTC stop. By subway, go to Davisville subway station and walk one block south. Public Parking is located two blocks south of Davisville on Merton Street (on the east side of Yonge Street).

### 18.1.2 MCQ Site:

The MCQ examinations are administered at the following location:

- **The Grand Hotel & Suites Toronto**  
225 Jarvis Street  
Toronto, Ontario M5B 2C1  
(Please click [here](#) for a map)

*For candidates approved to receive accommodations that cannot be accommodated at the MCQ site, the MCQ examination is only administered on-site at the College's office, unless the candidate's special need requires accommodation at another location:*

- **College of Massage Therapists of Ontario**  
8<sup>th</sup> Floor – Suite 810  
1867 Yonge Street  
Toronto, Ontario M4S 1Y5  
(Please click [here](#) for a map)

## 19 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 may NOT BE ALLOWED TO TEST AND THE MCQ LATE WITHDRAWAL FEE MAY APPLY.**
- 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:

- your school's official graduation list;
- your CMTO profile that you create on the College website;
- 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 CMTO 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 2 weeks prior to their scheduled exam. Any name discrepancies occurring between your name on your photo identification and your CMTO 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 may incur the MCQ late withdrawal fee.

### 19.1.1 Name Changes

If you are requesting to change your name in your profile on the College'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 school 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 the College with your name as it appears on your photo identification. Note that a candidate's school should be submitting their first and surname on the official graduation list identically to their name as it appears on their government-issued photo identification that they will be using for examination entrance purposes. 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 Certification Services. Once your documents have been reviewed, your name will be updated in the College's database.

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



## 20 OSCE Examination Day Registration and Entrance Requirements

- OSCE sessions start promptly at the times indicated in Table 2 above. Please arrive on the eighth floor at least **20 minutes before the scheduled session arrival start time** and check in at the reception desk. Note that the receptionist is not responsible for ensuring that you are in compliance with the examination entrance requirements;
- Non-examination candidates are not permitted to wait in the CMTO premises;
- There are no scheduled breaks during the 90-minute examination session. If you need to use the restroom facilities at any time during the exam, you will be accompanied by a proctor escort subject to the proctor's availability. However, the allotted 90-minute exam session time will not be suspended to accommodate this, and the exam will continue uninterrupted;
- Currently valid, government-issued photo identification that includes a signature (Driver's License, Passport, Citizenship, or other Government issued ID) must be provided or candidates will not be permitted to take the examination. Photo ID must be current (not expired);
- If you require gloves during the OSCE due to a cut or injury, you may request them during the exam registration period;
- Candidates must wear their identification badge issued at the registration desk throughout the examination. The badge displays the starting station for each candidate and a barcode, which is a unique identifier assigned to each candidate. **As you enter each station, first approach each examiner to have your badge scanned;**
- Cellular phones, pocket PCs, and other audio and/or video recording or transmitting devices are not permitted while the candidate is doing the exam. Possession of any of these devices is considered an act of cheating and can result in the invalidation of exam results and/or other appropriate action as deemed necessary by the College. Refer to the Rules of Conduct and College Protocol in the Event of Suspected Cheating sections of this document for further details;
- Candidates will be permitted to store all personal belongings in a room near the exam area. The College is not responsible for any personal injury or articles lost, stolen, or broken at the examination centres;
- No perfumes, colognes, scented hair sprays, after-shave, scented deodorants, or scented oils, are permitted due to candidate, client and examiner allergies;
- No outside food or drink is allowed at the exam site. Candidates can request access to water during the exam, which will be provided by the College before the exam commences;
- Candidates with specific medical conditions (e.g., hypoglycaemia, diabetes) requiring the consumption of food must request permission from the College when applying for the exam;
- All materials, including lotion and oil, required for the performance of the OSCE will be provided in the examination rooms. Candidates are not permitted to bring their own oil or lotion for use during the exam and will be asked to store these items for the duration of the exam;

*Be aware that an examination environment is never perfect. Please be prepared for some noise, distractions, temperature variations, etc.*

## 21 MCQ Examination Day Registration and Entrance Requirements

- MCQ Examination sessions start promptly at the times stated in the MCQ Candidate Admission Letter, and registration times are strictly adhered to;
- Candidates must present the MCQ Candidate Admission letter issued by SMT (PDF Letter sent via email confirming your MCQ exam details) along with a currently valid, government-issued photo identification that includes a signature;
- If a candidate cannot meet the photo identification requirement, the candidate will not be permitted to take the examination;
- If a candidate does not provide the Candidate Admission Letter, the candidate will not be permitted to take the examination;
- No food or drink is allowed on the exam site. Candidates with specific medical conditions (e.g., hypoglycaemia, diabetes) requiring the consumption of food or water must request permission from the College when applying for the exam;
- Cellular phones, pocket PCs, and other audio and/or video recording or transmitting devices are not permitted during the exam. Possession of any of these devices is considered an act of cheating and can result in the invalidation of exam results and/or other appropriate action as deemed necessary by the College. Refer to the *Rules of Conduct* and *College Protocol in the Event of Suspected Cheating* sections of this document for further details.

*Be aware that an examination environment is never perfect. Please be prepared for some noise, distractions, temperature variations, etc.*

### 21.1 The Check-In Process

The Registered Massage Therapist and Massage Therapist designations are designed to protect the public interest, and it is imperative that all due diligence be used to ensure the highest degree of confidence in the integrity of the entire process.

The candidate check-in process includes the use of an advanced identification authentication and documentation system to facilitate the accurate identification and authentication of candidates tested and who are seeking certification, among which includes:

- Electronic validation and authentication of Candidate Admission Letter;
- Obtaining a digital image/photograph of each candidate. The photograph captures the head and shoulders of each candidate. Candidates will be requested to remove any items, which may obstruct their face for the photo including but not limited to glasses and hats<sup>4</sup>;
- Conducting electronic authentication of government issued identification presented by each candidate.

Photographic images and other associated identification information will be used solely for:

- The administration of examinations and the certification process and verify your identity on an ongoing basis as you participate in this and future certification and/or examination related activities and, in rare cases, otherwise in the course of administering the legislation (e.g., a complaints investigation);

- Assisting in the identification of fraudulent activities relating to the testing and overall certification process, as well as to maintain the integrity of the certification program by detecting unauthorized individuals and/or candidate's participation.

These security measures are part of a continuing strategy to improve the security and administration of the CMTO examination and certification process. The candidate check-in and test administration is carried out by trained Schroeder Measurement Technologies, Inc. (SMT) staff members.

## 21.2 Authorized Materials

The test administration staff will provide you with all of the materials you will need to take your examination. You are prohibited from bringing any personal materials and/or effects into the testing center.

You are required to bring with you a valid identification and this Candidate Admission Letter. The Examination Centre will have cloak room services available for candidates to use. Candidates will be permitted only limited, controlled and supervised access to any items checked while the test administration is being conducted. Items that need to be accessed or retrieved from the cloak room will be supervised and inspected by security personnel. Although the cloak room will be staffed during the test administration, any and all items are checked at the owner's own risk. Neither the CMTO nor Schroeder Measurement Technologies, Inc. is responsible for loss or damage to stored property.

### MCQ Exam Day Emergency Contact Phone

As you are strictly prohibited from possessing and using a cell phone or any other communication device while the examination is being administered, our MCQ testing firm has provided an emergency telephone number which can be used by your relatives and yourself for legitimate and bona fide emergencies. Please provide your family members and other appropriate individuals with the below telephone number and make sure that they understand that they can only use this number in cases of legitimate and bona fide emergencies. This emergency telephone will be monitored by a member of the test administration staff on the day of the examination.

**Exam Day Emergency Contact Phone:** (727) 560-0055.

If you experience an emergency during the test administration, you are required to notify a member of the test administration staff, and they will assist you in placing an emergency call.

Note: Any emergency telephone calls made or received by candidates will be monitored by test administration staff and may be recorded to ensure examination security. Please make sure your family, or anyone with whom you share the emergency contact phone number are aware that only bona fide and legitimate emergency calls are to be made or received during the test administration.

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<sup>4</sup>Please let the College know immediately upon receipt of this letter if your religious beliefs require face coverings in public or prevent the taking of the requested photographs so that arrangements can be made for alternative means of verifying your identity.

## 22 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 in order to pass the examination. Candidates' total *scaled* scores will determine whether they pass. This *scaled* score is statistically derived from the raw score and can range from 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 (=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 [here](#).

**IMPORTANT:** Please note that a candidate’s success in his/her Massage Therapy program does not guarantee success in the Certification Examinations. Scores received during a candidate’s Massage Therapy training are not relevant for the purposes of the Certification Examinations and are not considered by the College.

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

## 23 Examination Results

### 23.1 OSCE

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 month it is offered each year, result notifications may be issued up to 12 weeks 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 CMTO in consultation with Schroeder Measurement Technologies, CMTO’s psychometric testing firm. Once this analysis is complete, official scores can then be released.

For more information on the Standard Setting/Score Scoring and Reporting, please see page 6 of the [Content Development document](#) on the College 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.

### 23.2 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.**

## 24 Special Accommodations Policy and Process

### 24.1.1 Requests for Special Accommodation

Applicants with documented/diagnosed disabilities or other special needs may apply to the College for special accommodation. The application may not be completed online. Special accommodation forms may be downloaded from the website and submitted to the College *eight weeks prior to the exam date applied for*, in order to allow the College to assess, and if appropriate, accommodate the request. 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 Special Accommodations Application Form (includes the following sections):

- Special Accommodation Request Form;
- Special 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 **Special Accommodation Request Form** should agree/match with those recommended by the professional on the **Special Accommodation Request Verification Form**. Without such agreement the candidate's request for accommodation will 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 the College will contact the professional directly. The candidate's signature on the application form acknowledges this and authorizes the College, where necessary, to contact such persons for any additional

information about the candidate's disability as it relates to the candidate's testing needs. The College will only communicate with the candidate, professionals knowledgeable about the candidate's disability, and the candidate's authorized representative (verification required). All information related to special 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 special accommodation request is submitted.

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

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

Please note that special accommodation OSCE and MCQ examinations are conducted on-site at the College office, unless the disability itself requires otherwise. Candidates who have been approved for MCQ accommodations will not receive accommodations if they schedule an MCQ at the standard testing centre. Candidates who have been approved for special accommodations must submit their signed accommodation agreement with a completed paper examination application. Upon receipt of these documents, the Certification Services Department will email you with a list of available dates to schedule a special accommodation MCQ and/or OSCE.

Should a special accommodation need arise after the candidate has applied for or been accepted for an exam date, the candidate should advise Certification Services 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 special need, the candidate should advise Certification Services immediately and in writing with as much information as possible.

### **24.1.2 Exceptions**

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

## **25 Certification Examination Review Request Policy**

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

### **Criteria for a Certification Examination Review**

A review of a candidate's examination results may only be based on process issues, 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 the College 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 the Registrar 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, the Registrar 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 contacted the CMTO to request a postponement of the 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 Registrar may do one of the following:

- Determine that, in the Registrar's opinion, 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 the Registrar 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 the Registrar nor the Registration Committee may exempt an applicant from the requirement for successful completion of the certification examination.

Once the exam review process is complete, the decision of the Registrar is final.

Approved by Council: February 11, 2014

Revised: October 16, 2018

## **26 CMTO's Certification Examination Content Outlines**

The 2018 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 2018](#)
- [CMTO's Multiple Choice Question \(MCQ\) Examination Content Outline 2018](#)