

Fair Registration Practice Report
College of Massage Therapists of Ontario

March 1, 2010

Questions:

1. Describe how you make information about registration practices available to individuals applying or intending to apply for registration. Specify the tools used to provide information, and the manner in which you make that information available, current, accurate and user friendly in each of these subcategories:

- a. Steps to initiate the registration process

Individuals interested in applying for registration with the College will find information and application forms on the College's website or may contact the college by telephone, in writing or in person to request information or discuss the process and requirements.

Applicants from outside Ontario must submit an application form and pay a fee in order to initiate the registration process.

- b) Requirements for registration

Applicants from other countries must complete all of the following steps to be eligible for registration with the College:

- File an application and pay the required fees.
- Have their education equivalencies evaluated and complete any additional education required to meet the education requirement for competencies equivalent to those taught in the approved massage therapy programs in Ontario;
- Complete the Standards and Regulations course and any other additional study required;
- Pass the certification examinations;
- Provide evidence of fluency in written and spoken English or French language if English is not their first language. The acceptable evidence is completion of the Canadian Language Benchmark Placement Test with a score of at least eight (8) in all four areas.
- Provide evidence of either recent graduation from an equivalent massage therapy program or completion of a refresher program, or evidence of 500 hours of massage therapy practice within the previous three years;
- Provide evidence that the applicant is either a Canadian citizen, permanent resident of Canada, or is authorized to work in Canada;
- Obtain professional liability insurance in the minimum amount and type required by the College.
- Provide evidence of valid First Aid and CPR certification.

Applicants who are a member of a regulatory body in another province will follow the process below, in accordance with the Agreement on Internal Trade

- File an Application for Registration and pay the required fee.
- Complete the College's online Standards and Regulations e-Workshop.
- Have verification sent by their regulatory body that they are registered with an active certificate and are in good standing.
- Provide evidence that the applicant is either a Canadian citizen, permanent resident of Canada, or is authorized to work in Canada;
- Obtain professional liability insurance in the minimum amount and type required by the College;
- Provide evidence of valid First Aid and CPR certification.

Applicants who are not a member of the regulatory body of their province will follow the process for international applicants.

Registration requirements are the same for Ontario graduates and internationally educated individuals. For Ontario graduates, the College receives verification directly from their school that they graduated from the massage therapy program and the date they completed the program. Graduation from a Canadian program is accepted as evidence of fluency.

c) Explanation of how the requirements for registration are to be met, such as the number of years of schooling required for a program to be deemed equivalent to an Ontario program, work experience required, credit hours or program content.

There is no required number of years or hours for a massage therapy program but applicants educated outside Ontario must provide evidence of, or demonstrate, equivalent competencies (knowledge, skills and judgment) to those provided by an approved Ontario program.

Evidence of work experience is not required.

d) Any education or practical experience required which must be completed in Ontario.

1. Bridging Program – Applicants who are required to take the bridging program must complete it in Ontario at an Ontario approved Massage Therapy Training Program.
2. A refresher course is required for applicants who do not meet the recent practice requirement (graduation within the previous three years or evidence of recent practice). The refresher course must be completed with a tutor approved by the College. In most cases this course will be completed in Ontario.

- e) Requirements that may be satisfied through acceptable alternatives.
1. Education - Applicants from other jurisdictions may complete the Credential and Prior Learning Assessment process if they have not graduated from an approved Ontario program. This process will determine if they have the required competencies and will provide direction on meeting the education requirement to applicants who do not have the required competencies. They may be required to complete the Bridging Program or the Standards and Regulations e-Workshop or a full program.
 2. Fluency - The College accepts the Canadian Language Benchmark Placement Test with a score of eight (8) on all for sections as meeting the requirement for reasonable fluency in English or French. An applicant who has completed a different test may request the Registration Committee approve the results of that test as meeting the fluency requirement.
 3. Where an applicant does not meet the requirement to have graduated within the previous three years or to have completed a refresher course within the previous fifteen months the Registration Committee accepts 500 hours of direct client care within the scope of practice in the previous three years.

f) Steps in the Credential and Prior Learning Assessment Process for applicants:

1. Send an application form and fee
2. Have a transcript sent from the massage therapy school.
3. Complete the diagnostic assessment, if required, and complete any required additional study.
4. Pass the certification examinations.
5. Provide evidence of fluency in English or French
6. Apply for registration with the required documentation and fees.

Once the applicant has met the requirements in steps 1 to 4, the College will send/refer the applicant to an application for registration and information about the documentation they must provide regarding their Canadian citizenship status, liability insurance and First Aid and CPR certificates. If the applicant has not yet received permanent work authorization at the time he or she meets all other requirements, the applicant should contact the College to discuss signing an agreement which allows the applicant to become registered with a term, condition and limitation on their certificate of registration.

g) Documentation which must accompany each application, including which documents, if any, are required only from international applicants.

1. Transcript of education completed

All applicants have to have transcripts sent directly from their massage school.

2. Applicants who have not graduated within the previous three years must send evidence that they have practiced massage therapy for at least 500 hours in the previous three years or have evidence sent that they have successfully completed a refresher course.
3. Verification that they have completed any required additional study.
4. If required, evidence that they have received the required scores on the Canadian Language Benchmarks Placement Test or an acceptable French language test.
5. Provide evidence that the applicant is either a Canadian citizen, permanent resident of Canada, or is authorized to work in Canada.
6. Provide evidence that the applicant is either a Canadian citizen, permanent resident of Canada, or is authorized to work in Canada.
7. Obtain professional liability insurance in the minimum amount and type required by the College;
8. Provide evidence of valid First Aid and CPR certification.

Internationally educated individuals must also complete the diagnostic assessment process and any additional study required. Verification of completion of the additional study required must be sent to the College.

Internationally educated applicants whose first language is not English or French must send evidence that they have received the required scores on the Canadian Language Benchmarks Placement Test or an acceptable French language test.

- h) Alternatives to the documentation if applicants cannot obtain documentation for reasons beyond their control.

Internationally educated or Canadian applicants who are unable to obtain a transcript of their educational program from the massage therapy school they attended may contact the College for information on an alternative method of providing the information. The College will provide a document to these individuals that describes how to provide a statutory declaration regarding their education. The statutory declaration will be reviewed to determine if it provides the required information.

- i) How applicants can contact your organization.

By email: memberservices@cmtto.com

By mail:

College of Massage Therapists of Ontario
801 – 1867 Yonge Street

Toronto, ON M4S 1Y5

By fax: (416) 489-2625

For information, members can visit the College's website: www.cmta.com

- j) How, why, and how often the College initiates communication with applicants about their registration.

Communication may be via letter, e-mail or telephone call in accordance with standard procedures and communication practices.

Received application and fees – any questions or missing information.

Received document – any questions or missing information.

Any outstanding documents for Credential and Prior Learning Assessment, Mutual Recognition Agreement applications, graduates of Ontario or non-Ontario programs.

Enrollment in Standards and Regulations e-Workshop, course completion, results.

For Credential and Prior Learning Assessment applicants – fluency testing required, date/ time to set up at College, results and recommendations

Notification that the applicant has been enrolled in the Diagnostic Assessment portion of the CPLA as well as instructions for proceeding with that process and who to contact for questions. Results of the Diagnostic Assessment are referred to the Registration Committee and a decision is sent in writing to the applicant.

Registration Committee decision and reasons are communicated by letter

Certification Services Department communications including, results of individual examinations, notification of successful completion of both examinations, applicant has failed the examination three times and must complete a new diploma to re-take the examinations – email.

Eligible to apply for registration, documents and fees required - letter

- k) Process for dealing with documents provided in languages other than English or French.

If the educational institution sends the College documents that are not in English or French, the College will make a copy of the documents and give them to the applicant who will then have to get the documents translated and certified at his/her expense and send them back to the College.

- l) Role of third-party organizations

The Canadian Language Benchmarks Placement Test is administered by a fluency assessor who:

1. Was trained in the administration of the Canadian Language Benchmark Placement Test in speaking, listening, reading and writing English by a trainer contracted by the Canadian Language Benchmark Placement Test and is certified as an assessor for the test.
2. Communicates with the College to organize the date and schedule for the testing of applicants.
3. Administers the testing in accordance with the training received.
4. Creates applicant assessment reports of the benchmark levels for each applicant.
5. Sends a report of the results for each applicant to the Director, Member and Certification Services within five weeks of the test date.

The Standards and Regulations e-Workshop is administered by College staff and is facilitated by a facilitator under contract to the College:

1. facilitate the e-Workshop by interacting with each course participant as needed, evaluate and respond to questions from each participant, and evaluates participant responses to the Application Exercises;
2. responds to all e-mails and submission of exercises by participants within two business days; and
3. reports the results for each course participant to the College within one week.

The diagnostic assessment process is administered by Centennial College. The role of Centennial College is:

1. Development and ongoing assessment of the diagnostic assessment,
2. Communication with the College's psychometric consultants regarding creation and implementation of the written examination,
3. Recruitment and training of diagnostic assessment evaluators,
4. Recruitment and training of mock clients,
5. Coordinating with the College regarding communication with candidates (e.g. scheduling and process of diagnostic assessment),
6. Creation of candidate profiles based on the evaluation of their competencies during the diagnostic assessment,
7. Make written recommendations to the Registration Committee regarding the competency of candidates and appropriate further education required.

Refresher courses are developed and taught by tutors approved by the College. The role of the tutors is:

1. Evaluate the applicant's competencies.
2. Develop a program to remedy any deficiencies in the applicant's competencies as required under the College's Refresher Course Policy.
3. Provide a course proposal to the College for approval.
4. Provide verification that the proposed course has been successfully completed.
5. Provide a written statement to the College that the member is competent to return to practice and any recommendations for further development the applicant should undertake.

m) Timelines, deadlines, or time limits applicants are subject to during the registration process.

1. The applications for the Credential Evaluation process and for the Credential and Prior Learning Assessment process are valid for two years from the date they are received by the College. If the applicant does not commence the process by supplying documents or beginning the CPLA process the application will be terminated.
2. Under the Registration Regulations, refresher courses are valid for fifteen months from the date they are completed.

n) The amount of time the registration process usually takes.

For international applicants or those from non-regulated provinces, the average amount of time from the date of application until the applicant is eligible to register is 3 months.

An average timeline for applications may be misleading because the length of time required to obtain the necessary documentation varies between applicants. The time required to complete a bridging program is a factor for non-Ontario graduates, and the need to pay for completing the requirements and examinations are a factor for all applicants

o) Information about all fees associated with registration.

The fees paid by each type of applicant are given in the following two tables.

Registration Process and Costs by Applicant Type

Ontario graduate	Applicant from province governed by AIT*	Cdn. Non-Ontario grad – equivalent education	Cdn. Non-Ontario grad – non-equivalent education	International Applicant
	Application for registration \$100.00	Application for evaluation of credentials \$175.00	Application for evaluation of credentials \$175.00	Application for evaluation of credentials \$175.00
		Transcript verifying equivalent education	Transcript verifying equivalent education	Transcript verifying education
			Fee for diagnostic assessment \$1300.00	Fee for diagnostic assessment \$1300.00
				Fluency testing** - \$60.- \$100. First attempt included in App. Fee
	Standards & Regulations course \$225.00		Diagnostic assessment completed	Diagnostic assessment completed
			Registration Committee decision	Registration Committee decision
			Additional study completed – Bridging prog. \$3500.00 + textbooks, or full prog. According to school and length required	Additional study completed – Bridging prog. \$3500.00 + textbooks, or full prog. According to school and length required
Examination application \$700.00 for OSCE, \$225.00 for MCQ		Examination application \$700.00 for OSCE, \$225.00 for MCQ	Examination application \$700.00 for OSCE, \$225.00 for MCQ	Examination application \$700.00 for OSCE, \$225.00 for MCQ
Examinations passed		Examinations passed	Examinations passed	Examinations passed
	Verification of			Fluency

	active certificate and in good standing in regulated province (in 2009, BC or NL)			requirement met
All other requirements met – insurance ca. \$200.00, First Aid, Police Check & CPR courses (cost unknown)	All other requirements met – insurance ca. \$200.00, First Aid, Police Check & CPR courses (cost unknown)	All other requirements met – insurance ca. \$200.00, First Aid, Police Check & CPR courses (cost unknown)	All other requirements met – insurance ca. \$200.00, First Aid, Police Check & CPR courses (cost unknown)	All other requirements met – insurance ca. \$200.00, First Aid, Police Check & CPR courses (cost unknown)
Eligible to register – see prorated fee table	Eligible to register– see prorated fee table	Eligible to register – see prorated fee table	Eligible to register – see prorated fee table	Eligible to register - – see prorated fee table

*NB: If an applicant is not registered with the regulatory body in their province, they follow the process of an international applicant outlined previously.\

**Fluency testing is required only where an applicant self-identifies that English is not his/her first language.

2009 INITIAL REGISTRATION FEES

MONTH ELIGIBLE	PRORATED REGISTRATION FEE BY MONTH ELIGIBLE
January	\$550.00
February	\$504.17
March	\$458.33
April	\$412.15
May	\$366.67
June	\$320.83
July	\$275.00
August	\$229.17

September	\$183.32
October	\$137.49
November	\$91.66
December	\$45.83

- p) Accommodation of applicants with special needs, such as visual impairment.

Applicants with special needs can contact the College to request forms or documentation in alternative formats. The College may provide applicants with documents in large formats or Braille.

The Diagnostic Assessment administrator would arrange special accommodation for applicants with disabilities should the need arise.

The following is the special accommodation information from the College's Candidate Handbook for applicants wishing to take the certification examinations.

Special Accommodations Policy and Process

Requests for Special Accommodation

Applicants with documented/diagnosed disabilities 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 along with the application and payment *3 months prior to the exam date applied for*, in order to allow the College to assess, and if appropriate, accommodate the request. Requests are not automatically granted. Please allow several weeks for applications to be reviewed and either approved or denied. Applicants will be notified as to the status of their application once a decision has been made.

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

The following completed forms must be mailed to the College (including the candidate's application and payment). The forms are available for download at <http://www.cmta.com/regist/regist1.htm>

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

Any professional providing documentation **must**:

- be registered/licensed and/or have credentials appropriate to diagnose and treat the candidate's disability
- **and** have diagnosed and/or evaluated the candidate or have provided testing accommodations for the candidate **within the last five (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
- the impact of the disability on major life activities (e.g. learning, seeing, etc.).

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

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

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

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

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

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

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

Exceptions

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

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

Massage Therapy is a regulated healthcare profession in Ontario and as such, the expectation for regulated healthcare practitioners is to provide the public with access to treatment without discriminating on any of the prohibited grounds as outlined in the Ontario *Human Rights Code*.

The Certification Services Department provides the following accommodations to examination candidates as needed and as approved:

- Additional time,
- A scribe to record answers to the written examination,
- A reader to read the questions,
- A semi-private room,
- Paper on which the examination candidate can write notes,
- Large font documents and instructions,
- A guide/reader for visually impaired candidates,
- A dog-walker for an applicant’s guide dog (the dog is not allowed into the examination and a guide/reader is provided, as noted above),
- A person to push a wheelchair, and
- Adjustments to the massage table height and the room set-up during the practical examination.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The requirements and processes are unchanged during the reporting year.

2. Amount of Fees

Are any of the fees different for internationally trained applicants? If yes, please explain.

The fees for internationally educated applicants are the same as for applicants from other Canadian provinces where the profession is not regulated.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

There were no changes in the registration practices relevant to this section during the reporting year.

3. Provisions of Timely Decisions, Responses, and Reasons.

What are your timelines for:

- i. making registration decisions
- ii. Responding to applicants in writing
- iii. Providing written decisions and reasons to applicants about all registration decisions, internal reviews and appeal decisions.

a) Timelines for registration decisions

- i. Where a registration matter is referred to the Registration Committee, once the necessary documents are received an application is considered at the next available Registration Committee meeting. Committee meetings are held approximately once per month for eight months out of the year.
- ii. The College communicates with applicants throughout the process by telephone, e-mail, letter and in person as necessary. Staff prioritize inquiries and requests and respond to inquiries at the earliest opportunity and will call or write to applicants if the College requires any additional information or documents. The timeliness of responses may vary during the year depending on the staff's workload.
- iii. Decisions are communicated to applicants in a timely manner. In order to develop a considered, sound and fair decision and achieve a transparent decision making process, the College keeps applicants informed of the status of applications and the decision-making status, including notifying applicants that the Committee has met and a decision is underway.

b) Explain how your organization ensures that it adheres to these timelines.

The Director, Member and Certification Services oversees the processes requiring responses to applicants. There has not been a need, but any issues would be reported to the Registrar or Associate Registrar. The Associate Registrar reviews the committee minutes and is aware of any issues.

College system and resources allow the Director to track execution of tasks and communications to manage and track execution of tasks.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

There were no changes in the registration practices relevant to this section during the reporting year.

4. Access to Records

- a) Describe how you give applicants access to their own records related to their applications for registration.

The College policy states the following:

Where the College holds personal information about an individual, upon written request, the College shall allow access to the information to that individual, unless providing access could reasonably be expected to interfere with the administration or enforcement of the Legislation or it is impracticable or impossible for the College to retrieve the information.

- b) Explain why access to applicants' own records would be limited or refused.

Examples of situations where access may be denied include:

- Information contains references to another individual(s) that cannot be severed;
- Disclosure may result in significant risk of harm to the requestor or a third party;
- Information was collected or created in the course of an inspection, investigation, inquiry, assessment or similar procedure authorized by law;
- Disclosure may defeat the purposes for which the information was collected;
- Information cannot be disclosed for legal, security or commercial proprietary reasons;
- Information is subject to solicitor-client or other privilege;
- Information was generated in the course of a formal dispute or resolution process;
- The request is frivolous, vexatious, made in bad faith or otherwise an abuse of process;

In cases where the personal information forms part of a record created by another organization, the College will refer the individual to the organization that created the record (unless it is inappropriate to do so) so that the individual may obtain access to the personal information from the organization rather than the College.

- c) State how and when you give applicants estimates of the fees for making records available.

Applicants would be informed when they express an interest in gaining access to their records that there is no fee charged.

- d) List the fees for making records available.
No fees are charged.
- e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.
Not applicable.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

There were no changes in the registration practices relevant to this section during the reporting year.

5. Resources for Applicants

- a) List and describe any resources that are available for applicants, such as application guides, exam blueprints or programs for orientation to the profession.
Resources available to applicants on website and/or hard copy by request:
 1. Massage Therapists Educated Outside Ontario (includes a description of the profession and general information about registration processes).
 2. Credential and Prior Learning Assessment Application which includes a description of the requirements and process.
 3. CPLA application process – flowchart of registration process for CPLA applicants.
 4. Information about working in the health care sector in Ontario which links to the Health Force Ontario website.
 5. Application form for registration under the Agreement, on Internal Trade including information about the registration requirements, process and costs.
 6. Information on the examination process, fees, schedule and a candidate handbook.
 7. List of approved tutors who can be used for examination preparation. a course providing orientation to massage therapy practice in Ontario, and/or preparation for the examinations.
 8. Standards and Regulations e-Workshop run by the College to orient applicants to the Standards of Practice and the Regulations governing the profession in Ontario.
- b) Describe how your organization provides information to applicants about these resources.

These resources are available through the College website or in hard copy. Applicants who inquire about resources will be directed to the website or the documents will be mailed or e-mailed/sent the URL for them.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Updates occurred within the documents for clarity, fee changes and to better articulate the requirements.

6. Internal Review or Appeal Processes

- a) List your timelines for internal reviews or appeals of registration decisions.

Once any documents or information being provided by the applicant are received an application is referred to the next available Registration Committee meeting. Committee meetings are held approximately once per month for eight months of the year.

- i. State the number of internal reviews or appeals of registration decisions.

An "internal review" is described in FARPA, 2006 but not in the RHPA, 1991. In accordance with Section 15 of the Code, Schedule 2 of the RHPA, 1991, the College considers an internal review to have occurred when the Registrar refers an application to the Registration Committee for decisioning. In the reporting period, there were six (6) matters referred to the Registration Committee. There were no appeals of registration decisions during the reporting period.

- ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.

There have been no reviews or appeals of registration decisions that exceeded timelines and there were no internal reviews or HPARB appeals that were from internationally trained applicants.

- b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.

Information about how to appeal the decision of a matter referred to the Registration Committee under Section 15 is provided to applicants in their decision letter. Where an application is referred to the Registration Committee, applicants are given notice of their right to make written submissions within 30 days after receiving notice. The Committee may, upon review, direct staff to request additional information/documentation to aid in their decision-making process, for which the applicant is given a period of time that the Committee considers to be reasonable and relevant to the nature of the information requested.

- c) Explain how you inform applicants about the form in which they must make their submissions (i.e. orally, in writing, or by electronic means) for internal reviews or appeals.

On request an applicant will be notified that he/she may make a written submission, electronically or by mail, to the Committee regarding the issue(s) the Committee is reviewing.

The Registration Committee may request to have the applicant appear before the committee to provide information.

- d) State how you ensure that no one who acted as a decision-maker in a registration decisions acts as a decision-maker in an internal review or appeal of the same registration decision.

Registration matters referred to the Registration Committee are decided by the Committee, which is composed of Council and Non-Council members. The minutes of the meeting at which a decision was made include the names of the committee members who made the decision.

If a matter is referred to the Registration Committee by Council, the Director, Member and Certification Services will consult with the Chair of the Registration Committee about selecting a new panel of the Committee. A new panel of at least three (3) members of the Committee or Council members, one of whom must be a public member, are selected by the Chair to conduct a review or appeal of a decision. The Director, Member and Certification Services will then notify the applicant in writing that:

1. a new panel is being selected,
2. he/she will be notified when a new panel has been created, and
3. he/she will be notified when the panel will meet to review the applicant's submission or the new information and make a new decision.

- e) Describe your internal review or appeal process.

For matters referred by the Registrar, the process is described previously. For matters referred to the Committee by Council, once a new panel is selected and any written submissions have been received, the new panel members will be provided with:

1. any new information and/or documents sent by the member,
2. the applicant's letter, if one is received,
3. comprehensive information on the requirement or issue to be reviewed with complete materials from the previous referral, and
4. the decision letter from the previous review of the applicant with the Committee's reasons for its decision.

Once the new panel makes a decision on the review the applicant will be sent a letter with the panel's written decision, reasons, and any direction to the applicant the Committee has provided.

For matters that may be appealed to HPARB, the Committee's decision letter to the applicant includes comprehensive contact information for HPARB and the 30-day time limit for submitting an appeal.

- f) State the composition of the committee that makes decisions about registration, which may be called a Registration Committee or Appeals Committee; how many members does the committee have; how many committee members are members of the profession in Ontario; how many committee members are internationally trained members of the profession in Ontario.

The Registration Committee is composed of five (5) members, including the following:

- Two (2) elected Members of Council;
- Two (2) appointed Members of Council; and,
- One (1) Non-Council Member of the College.

The two elected members of Council and the non-Council Member of the College are members of the profession.

None of the members of the Registration Committee in 2009 were internationally educated massage therapists.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The requirements and processes are unchanged during the reporting year.

7. Information on Appeal Rights

This section refers to reviews or appeals that are available after an internal review or appeal. Describe how you inform applicants of any rights they may have to request a further review of or appeal from a decision.

Applicants who express concern about a decision are informed of their appeal or review rights. Where appropriate, a letter providing information about appeals or reviews to the Health Professions Appeal and Review Board is sent with the Registration Committee decision letter.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The requirements and processes are unchanged during the reporting year.

8. Assessment of Qualifications

This category covers your process for assessing all qualifications, such as academic credentials, competencies, language ability or practical experience.

a) List the criteria that must be met in order for an applicant's qualifications to satisfy the entry-to-practice requirements for your profession.

1. Education requirement

- a. Successful completion of a program at an approved Ontario school,
- b. Successful completion of a program at a school outside Ontario that the Registration Committee considers equivalent of an Ontario program,
- c. Qualifications the Registration Committee considers equivalent to an Ontario program based on a prior learning assessment process approved by the committee that determines that the applicant has competencies equivalent to those taught in an approved Ontario program, or
- d. Successful completion of additional education and experience required by the Registration Committee.

2. Recent practice

The applicant must have:

1. graduated from a massage therapy program which meets the education requirement within the previous three years, or
2. completed an approved refresher course within the previous fifteen months, or
3. provided acceptable proof of at least 500 hours of direct client care in the scope of practice within the previous three years.

3. Certification examinations

Applicants are eligible to take the certification examinations once they meet the educational requirement. They must pass both the written examination (MCQ) and the clinical examination (OSCE). Applicants who do not pass either of the examinations after three opportunities will be directed to complete a new diploma.

4. Fluency

Demonstrate reasonable fluency in written and spoken English or French. The College accepts the Canadian Language Benchmarks Placement Test and requires a score of 8 on all for sections of the test.

Applicants wishing to prove fluency in French will be directed to the acceptable French fluency tests.

5. Citizenship

The applicant must be a Canadian citizen or permanent resident of Canada or authorized under the *Immigration Act* to practise the profession in Canada.

6. Liability insurance

Applicants must provide evidence that they have the required amount and type of liability insurance (a minimum of \$2,000,000.00 per occurrence).

7. Mandatory declarations

Applicants must answer mandatory questions and, where they answer yes to any of the questions, must provide further information to the College. The mandatory declaration questions require applicants to respond to the following issues:

1. conviction for a criminal offense,
2. finding of professional misconduct in any jurisdiction, including concerning any other health profession,
3. any current proceeding for professional misconduct in any jurisdiction, including concerning any other health profession,
4. any unsuccessful application for registration as a massage therapist in any jurisdiction, including Ontario,
5. any attempt to pass a licensing examination which has not resulted in a passing grade.

b) Describe the methodology used to determine whether a program completed outside Canada satisfies the requirements for your profession.

Applicants from outside Canada must have transcripts sent from the educational institution(s) where they obtained their massage therapy education.

Once it has been determined that the applicant completed massage therapy education the applicant will, if necessary, take the Canadian Language Benchmarks Placement Test at the College's expense. The results will be sent to the applicant with recommendations, where applicable, for further education in English and information about the recommended scores for proceeding in the Credential and Prior Learning Assessment process. Applicants who have met the fluency requirement for registration are notified that they have met the requirement.

Applicants may then proceed to the diagnostic assessment. The diagnostic assessment is a written and practical evaluation of the applicant's knowledge, hands-on, critical thinking, and clinical application skills. This step consists of three components:

1. *Health Studies Written Examination* – applicants will participate in a computer mediated multiple choice exam focused on health studies. This examination will include topics such as anatomy, physiology, pathology, neuroanatomy and physiology, and kinesiology.
2. *Objectively Structured Clinical Examination* – applicants will participate in one (1) three-hour objectively structured clinical examinations consisting of sixteen (16) seven-minute stations (including two rest stations). Stations include skills such as health history taking, assessment,

application of techniques, palpation or structure identification, prescription of remedial exercise, and application of hydrotherapy.

3. *Comprehensive Clinical Evaluation* – applicants will participate in one (1) two-hour clinical placement (at Centennial College’s Student Clinic) under the supervision of a registered massage therapist. Ability to administer a comprehensive massage therapy treatment to a new client will be evaluated.

Once an applicant has completed the Diagnostic Assessment, a comprehensive report will be created from the results and will be sent to the College. This report will be reviewed by the Registration Committee and the Registration Committee will send the applicant its decision about additional study required, if any, with an overview of the assessment results and a copy of the comprehensive report received.

The Registration Committee will determine if the applicant:

1. has completed equivalent education and is eligible to take the certification examinations,
2. has not completed equivalent education and is required to take the bridging program to meet the education requirement, or
3. has not completed equivalent education and is required to complete an Ontario massage therapy diploma.
4. Has completed education which is equivalent in all areas except the Ontario Standards of Practice and Regulations and it therefore required to take the Standards and Regulations e-Workshop.

Once applicants have completed any required study they are eligible to take the certification examinations.

- b) Explain how work experience in the profession is assessed.

Where applicants are required to provide evidence of practise to meet the recent practice requirement, acceptable evidence may be:

1. a reference from the employer stating practice hours and types of treatments provided,
2. A copy of the applicant’s appointment book,
3. a statutory declaration concerning practice locations, hours, and treatments provided.

The practice is assessed to determine if it was within the scope of practice of the profession in Ontario and provided the minimum number of hours required.

- d) Describe how your organization ensures that information used in the assessment about educational systems and credentials of applicants from outside Canada is current and accurate.

The College does not assess the transcripts of internationally-educated massage therapists to determine if they are equivalent to the approved Ontario education. The

Credential and Prior Learning Assessment process confirms only that the applicant completed some massage therapy education.

The prior learning assessment and recognition process is designed to evaluate learning from all sources – education, experience, reading, mentoring, short certificate courses, or any activity that increases competencies in massage therapy.

- e) Describe how previous assessment decisions are used to assist in maintaining consistency when assessing credentials of applicants from the same jurisdictions or institutions.

The College does not make assessment decision except with regard to the diagnostic assessment. As the College collects more information on results of the Diagnostic Assessment process, the previous decisions for those individuals, and the outcomes for applicants it will be able to provide more information to the Registration Committee. The process has been in place for only three years and there is not yet sufficient data to evaluate or to present to the Registration Committee.

- f) Explain how the status of an institution in its home country affects recognition of the credentials of applicants by your organization

The College reviews transcripts from other countries only to verify that an individual has completed massage therapy education. The transcripts are not used to recognize credentials since applicants from other countries take part in the diagnostic assessment to determine if they have the required competencies.

- g) Describe how your organization accommodates applicants with special needs, such as visual impairment.

Applicants with special needs will be accommodated. Any applicant who notifies the College that he/she has a special need would be asked to provide information about the type of special accommodation required. Requests for special accommodation would be considered on a case-by-case basis once an applicant communicates the information about what accommodation is required.

The College is located in a building with wheelchair access and has in the past provided the following accommodations to applicants:

1. Applicants have been provided with large-font forms and written information on request.
2. Members who are visually impaired are provided with documentation and forms in whatever format best suits their needs (Braille, audio tape or CD, etc.) and the same accommodations would be provided for applicants as needed.

The diagnostic assessment is conducted at Centennial College and it also provides the bridging program. Currently there is no established process for accommodating special needs since there have been no applicants to the

process who required it, but Centennial College would provide special accommodation should it be required.

Applicants with special needs can contact the College to request forms or documentation in alternative formats. The College has in the past provided applicants with documents in large formats or Braille.

The Candidate Handbook which is available on the College's website at www.cmto.com includes information about requesting a special accommodation for the examinations.

- h) State the average length of time required to complete the entire registration process, from when the process is initiated to when a registration decision is issued.

The average time from application to eligibility to register for all members is three (3) months.

- i. State whether the average time differs for internationally educated individuals.

The average time for internationally educated members is not the same as the average time for all members.

- ii. If the average time differs for internationally educated individuals, state whether it is greater or less than the average for all applicants, and the reasons for the difference.

The average time is longer for internationally educated applicants, that is the average is 19.5 months.

The longer time required is due to the necessity for completing the diagnostic assessment (available only once per year due to the small number of applicants), completing any additional study required, and meeting the fluency requirements.

- i) The College does not conduct credential assessments.

- j) If your organization conducts competency assessments:

The College does not determine the level of the credential presented for assessment. Massage Therapy training confirmation is collected.

The College does not determine equivalency. Massage Therapy training confirmation is collected.

- i. Describe the methodology used to evaluate competency.

The College does not conduct competency assessments directly but contracts these competency assessments through a third party.

k) If your organization conducts prior learning assessments:

i. Describe the methodology used to evaluate prior learning.

The diagnostic assessment is used to evaluate prior learning.

ii. See answers to j) ii.

iii. See answers to j) iii.

l) If your organization administers examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

There are two parts to the certification examinations:

1. The Multiple Choice examination (MCQ) is made up of 75 standard four-option format test questions, where one option is correct and three others incorrect distractors. The examination is not speeded - giving candidates adequate time to respond comfortably to each question - and includes 15 minutes for real-time comments should the candidates choose to make them. The examination is given in a Computer Adaptive Testing (CBT) format, composed of three testlets of 25 live questions each. There are also 25 pretest items included in the examinations on which candidate performance data is collected, but against which no scoring decisions are made.

The Multiple Choice examination is designed using three parameter Rauch Modeling Item Response Theory, wherein a fixed number of difficulty-tiered testlets are created within test specifications (test content) and logit-fit boundaries in order to route candidates through a testing model that most effectively measures their ability to perform to competency standards. Using this routing method a large volume of test questions are presented to candidates insuring test security and variety of test question exposure.

The candidate scores for the Multiple Choice examinations are determined using a maximum likelihood function that takes into consideration the questions the candidate got correct and incorrect, as well as the Rauch logit-based difficulty level. These maximum likelihood logit scores are placed on a standardized reporting scale. This score is compared to a minimum passing score that was determined by a panel of subject matter experts who were asked to consider a representative collection of test questions and offered an informed opinion on the likelihood that candidates of at least minimal competency would know the correct response to each question. This information was analyzed to determine a minimal passing score and placed on the logit scale.

2. The Objectively Structured Clinical Examination (OSCE) is a performance test for which a candidate is asked to perform certain tasks

relevant to massage therapy. The performance of the candidate is observed by two raters or evaluators and a score is determined based upon the number of required behaviours that were observed. Each candidate is given a scenario at each of seven stations. At one station, the scenario involves taking a patient history. At another station, the scenario involves the application of a specific massage therapy technique to a live model or pseudo-patient, and so on.

For each scenario, a set of behaviours is required. For example, when taking a patient history it is necessary to confirm the identity of the patient. This is an example of several expected behaviours that should be exhibited and two raters or evaluators observe the performance of the candidate, marking “yes” or “no” judgments concerning what they observed.

The candidate score for each station is the number of required behaviours that were observed, and the total score for the examination across all seven stations is the total number of required behaviours observed across all seven stations. This score is compared to a minimum passing score that was determined by a panel of subject matter experts that considered each required behaviour for each scenario and offered an informed opinion of the likelihood that candidates of at least minimal competence would exhibit the required behaviour. This information was analyzed to determine an overall minimum passing score.

Under the Examination Regulation examination candidates are allowed three opportunities to take the examination. A candidate who fails either section of the examination three times is no longer eligible to take the examination and must complete a new diploma in massage therapy to become eligible to take the examinations again.

- ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

MCCQ: The validity of the Multiple Choice examination is also supported through the annual survey described in the OSCE section. The content of the Multiple Choice examination is dictated by the opinions of the survey respondent-practitioners ranking of the criticality of professional tasks as they relate to protection of the public and competent performance in the role. The Multiple Choice examination specifications reflect those knowledge elements that the subject matter experts believe are appropriate and best assessed via the written examination. As this process is updated each year, the validity of the Multiple Choice examination is also continuously assured through small annual adjustments in test content reflecting shifts in practice, changes to rules and regulation, or technological or research advances.

The reliability of the multiple choice examination is assessed through periodic assessment of the Rauch-based reliability and standard error measurement statistics associated with each of the maximum likelihood logit estimates of candidate competence mentioned above. Also, the

psychometric properties of individual test questions are assessed through classical test analyses that render statistics such as item difficulty indices and item discrimination indices. Questions that cannot be fit to the logit scale obviously cannot be used on the examination. Questions that have extreme indices of difficulty or discrimination are also excluded from scoring and are not included on future examinations.

OSCE: With respect to validity, a survey is conducted of a sample of practitioners each year that asks their opinion of the importance to public protection of various elements of knowledge, skill and ability to competent practice within the province. The examination specifications for the OSCE reflect those elements of knowledge, skill and ability that are viewed as important to public protection by the practitioners and which are viewed by subject matter experts as appropriate for examination via a performance test. As this process is repeated annually, the validity of the OSCE can be continuously assured through small annual changes in test content to reflect changes in law, practice or technology.

With respect to reliability, a comprehensive system of assessment of the quality of the ratings produced by the raters or evaluators is implemented on an ongoing basis. One aspect of this system is a determination of the inter-rater reliability of the rater pairs engaged in judging the performances of candidates. Other measures include indices of rater harshness, alternative scenario difficulty differences, and so on. These quality assurance indicators are monitored by program staff and appropriate measures taken in response, such as the retraining of raters or revision of a scenario.

- iii. State how often examination questions are updated and the process for doing so.

MCQ- The Multiple Choice examinations are updated every year, in an ongoing Subject Matter Expert driven item-writing program. These efforts support any shifts in the examination content outline, changes in practice or technology or regulation, and are integrated into the examinations in the form of pretest questions. Likewise, questions that reflect acceptable pretest data are then available to use as live test questions on future examinations. All test questions are referenced to two or more references from the published reference list, and meet the approval of a team of Subject Matter Experts, and all international test development guidelines.

OSCE - Each year, the content of the OSCE changes. First, change may occur with respect to what is typically subtle changes in the examination specifications based upon the annual practitioner survey mentioned above. Second, for each station, six alternative scenarios are developed and some of these are retired and replaced each year. New scenarios are written and behavioural criteria are designed in concert with input from, and review by, committees of subject matter experts that are called together for this purpose.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The requirements and processes are unchanged during the reporting year.

9. Third Party Organizations

a) List any third-party organizations (such as language assessors or examiners) relied on by your organization to **make assessment decisions**.

The College does not use third parties to make assessments decisions.

b) Explain what measures your organization takes to ensure that any third-party organization that it relies on to make an assessment:

i. to vi. The College does not use third parties to make an assessment.

c) If your organization relies on a third party to conduct credential assessments.

i. to iii. The College does not use third parties to conduct credential assessments.

d) If your organization relies on a third party to conduct competency assessments:

i. Describe the methodology used to evaluate competency.

The diagnostic assessment is a written and practical evaluation of applicants' knowledge, hands-on, critical thinking, and clinical application skills. The assessment determines whether applicants have the competencies taught in the Ontario massage therapy programs. The Diagnostic Assessment consists of three components, each of which evaluates specific types of competencies.

1. Diagnostic Health Studies Written Examination (Diagnostic MCQ) – applicants participate in a computer mediated multiple-choice examination focused on health studies and massage therapy theory.
2. Diagnostic Objectively Structured Clinical Examination (Diagnostic OSCE) – applicants rotate through a series of stations in which they must demonstrate practical skills.
3. Comprehensive Clinical Evaluation – applicants participate in a two-hour clinical placement under the supervision of a registered massage therapist and are required to complete a comprehensive massage therapy treatment to a new client.

ii. Explain how the methodology used to evaluate prior learning is validated and how often it is validated.

- ii. Explain how the methodology used to evaluate competency is validated and how often it is validated.

The competency standards were implemented in 2004 and were reviewed in 2007. They are currently under review at the national level.

The methodology to evaluate whether applicants have the required competencies was developed during a pilot project at Centennial College which was funded by the federal government, the Ontario government, and the College.

Centennial College is currently conducting research projects to increase the reliability of the assessment process and to ensure that the assessment is valid, i.e. is closely related to the standards of practice and to the competency standards of the profession. The standards of practice are used to create the OSCE station information and the competency checklist for the comprehensive clinical assessment.

If the research shows that a candidate demonstrates the standards of practice within a given station and during the clinical assessment, he or she is competent (related to the competency document) then the assessment is valid.

The written test is a version of the College's written examination and is validated as noted under section. 8. I).

- iii. Explain how work experience is used in the assessment of competency.

Work experience is not used to assess competency. Applicants need only demonstrate during the practical parts of the diagnostic assessment that they have the competencies or complete any additional education required.

- e) If your organization relies on a third party to **conduct prior learning assessments**.

- i. to iii. The College uses Centennial College to conduct prior learning assessments.

- f) If your organization relies on a third party to administer examinations:

- The College examinations are administered by the College. A third party is used as the psychometrician for the development and delivery of the examinations.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The requirements and processes are unchanged during the reporting year.

10. Training

- a) Describe the training that your organization provides to:

- i. Individuals who assess qualifications

- Applicants are assessed by a third party.
- ii. Individuals who make registration decisions

The Registration Committee is trained in the requirements of the Regulated Health Professions Act, the Health Professions Procedural Code, the Massage Therapy Act and the Registration Regulations.

The committee members receive training in the competencies required to participate in a review and make fair and impartial decisions. Some members of the committee attended the Cultural Diversity Workshop and in 2009, all attended decision-making training provided by Richard Steinecke.
- iii. Individuals who make internal review or appeal decisions

See above.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The requirements and processes are unchanged during the reporting year. The Cultural Diversity Workshop was offered in 2009 and will be considered for future years as members change.

11. Agreements of the Recognition of Qualifications

- a) List any agreements on the recognition of qualifications that were in place during the reporting period.

The College had a Mutual Recognition Agreement with British Columbia and Newfoundland and Labrador that was replaced in 2009 by the AIT.

- b) Explain the impact of these agreements on the registration process or on applicants for registration.

As per previous.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The requirements and processes are unchanged during the reporting year. The name changed.

12. Data Collection

- a) Indicate the languages in which application information materials are available.

Language	Yes/No
English	Yes

French	Yes
Other (please specify)	N/A

b) State the number of paid staff employed by your organization in the following categories.

Category	Staff
Total staff employed by the regulatory body	19.6
Staff involved in appeal process	2
Staff involved in registration process	4.5

c) List the countries where your internationally educated applicants* were initially trained in the profession and the number of applicants trained in each country.

Applicants	Country of Training (Canada excluded)	Number of Applicants
Largest Number	England	2
Second-largest number	Australia	1
Third-largest number	India	1
Fourth-largest number	USA	1
Fifth-largest number	N/A	0

* (Persons who have applied to start the process for entry to the profession.

d) Indicate where your members were initially trained in the profession

	Jurisdiction where members were initially trained in the profession (before they were granted the use of the protected title or professional designation in Ontario)			
Members	Ontario	Other Canadian Provinces	USA	Other International
Total				
Total Members 8940	8825	64	5	46
Non-practising members 851	810	38	0	3
9791				

e) State the number of applications your organization processed in the last year.

Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario.					
Jan 1/07 to Dec. 31/08	Ont.	Other Cdn. Provs.	USA	Other International	Unknown
TOTAL					
New applications received	941	8	5	2	6
Applicants actively pursuing Licensing (applicants who had some contact with the CMTO in the reporting year	941	8	2	2	6
Inactive applicants (did not have contact with CMTO in the reporting year	0	0	0	0	0
Applicants who met all requirements but did not become members	2	0	0	0	0
Applicants who Became members	879	6	0	0	0
Applicants authorized to receive an alternative class of license, but were not issued a license	N/A				
Applicants who were issued an alternative class of license	N/A				

f) Reviews and appeals your organization processed in the past year

Jan 1 to Dec. 31 2008	Jurisdiction where members were initially trained in the profession before they were granted use of the protected Title or professional designation in Ontario					Total
	Ontario	Other Cdi Provs	USA	Other International	Unknown	
Applications that were submitted to an internal review or were referred to a statutory committee such as Reg C	0	0	0	0	0	0
Applications who initiated an appeal of a Reg Comm decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions Changed following an appeal	0	0	0	0	0	0

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The requirements and processes are unchanged during the reporting year.