A Candidate’s Handbook for Understanding Certification Examinations in Ontario

2020

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This handbook includes the policies and procedures for the Massage Therapy Certification Examinations in Ontario. Although accurate at the time of publication, subsequent changes may take place without prior notice. The College 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.cmto.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 (MCQ) Examination.
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*

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

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

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

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

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

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

   (3) A candidate who fails the examinations may apply for re-examination twice. A candidate who fails a third attempt of the examinations must submit, to the Registration Committee, proof of remediation and upgrading in accordance with policy guidelines issued by the College before the candidate may retake the examinations. A candidate who fails the examinations may retake them not more than two years after the failure, but if the candidate presents to the Registration Committee proof of remediation and upgrading in accordance with policy guidelines issued by the College, he or she may retake the examination more than two years after the failure.
2 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 and questions on the registration process to 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 Occurrence 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 disability, the candidate must contact the College in advance. See Section 24 (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 Occurrence Reports

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

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

If CMTO receives an Occurrence Report involving you that is of concern to the College, you will be provided with information about the content of the report immediately following the issuance of your examination score report. Depending on the nature of the event described in the Occurrence Report, you may also be contacted by CMTO to discuss the matter or given an opportunity to make submissions to the College about the matter. If an Occurrence Report is issued related to you, the report will form a part of your Application for Initial Registration and will also form part of your registration file with the College.
9 Policy: Inappropriate Touch of a Client by a Candidate during the Objectively Structured Clinical Evaluation (OSCE)

The College of Massage Therapists of Ontario (CMTO) believes it is imperative that the Objectively Structured Clinical Evaluation (OSCE) examination environment is respectful and safe for all participants. Providing a standard experience for all Candidates is extremely important and helps ensure the validity and reliability of this high stakes examination. However, standardization must never take precedence over an individual’s safety and security. If a Candidate inappropriately touches a Standardized Client, the Standardized Client’s safety is of paramount concern.

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

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

CMTO has a detailed protocol, including scripted responses, to support Standardized Clients and Examiners with this responsibility. The protocol takes into consideration the possibility that the Standardized Client may not be able to articulate what has happened, and ensures that the Standardized Client is being supported in the immediate aftermath of a reported incident.

If a Standardized Client or Examiner believes they have observed a Candidate touching a Standardized Client inappropriately, the Candidate’s examination may be stopped. Alternatively, anyone witnessing or experiencing inappropriate touch may bring it to the attention of the College immediately after the examination using an Occurrence Report.

A review of the incident will be undertaken and everyone present when, or immediately after, the incident took place, including the Candidate, will be asked to provide a written record of their observations. The Standardized Client will be given information about how to access funding from CMTO for therapy and counselling.

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

- Determine that no inappropriate touch occurred. In this case, the Office of the Registrar will do one of the following:
  o If the incident resulted in the Candidate’s OSCE being stopped before completion, the OSCE will not be counted as one of their three permitted
attempts, their result on that examination will be disregarded and the fee for their next attempt to complete the OSCE will be waived.

- If the Candidate’s examination was not stopped before completion (i.e., the incident was reported in Occurrence Reports submitted after the examination), the OSCE will count as one of the Candidate’s three permitted attempts.

Determine that inappropriate touch occurred. In this case, the Office of the Registrar may do one or more of the following as it deems appropriate:

- If the incident resulted in the Candidate’s OSCE being stopped before completion
  ▪ The OSCE will not be counted as one of the Candidate’s three permitted attempts and their result on that examination will be disregarded; the fee for their next attempt to complete the OSCE will not be waived, or
  ▪ The OSCE will be counted as one of the Candidate’s three permitted attempts, or
  ▪ The OSCE will be counted as one of the Candidate’s three permitted attempts and the Candidate is also deemed to have failed the examination.

- If the Candidate’s examination was not stopped before completion (i.e., the incident was reported in Occurrence Reports submitted after the examination)
  ▪ The OSCE will be counted as one of the Candidate’s three permitted attempts, or
  ▪ The OSCE will be counted as one of the Candidate’s three permitted attempts and the Candidate is deemed to have failed the examination

- Require the Candidate to successfully complete remedial education approved by the Registrar prior to being eligible to attempt another Certification Examination, either OSCE or MCQ.

- Refer the Candidate’s Application for Initial Registration, if/when it is submitted, to the Registration Committee for their consideration pursuant to paragraph 15(2) of the Health Professions Procedural Code (the “Code”), being Schedule 2 under the Regulated Health Professions Act, 1991. A panel of the Registration Committee will render a decision pursuant to section 18 of the Code.

In the event that inappropriate touch is reported during or immediately following an OSCE administration, the College will initiate an investigation into the incident. In cases of sexual abuse, the Standardized Client also has the right to file an official report with the police.
10 Prohibited Items / Articles

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

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

¹ Please let 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.
Table 1: Certification Examination Fees

<table>
<thead>
<tr>
<th>Activity</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objectively Structured Clinical Evaluation (OSCE) (per attempt)</td>
<td>$805.00</td>
</tr>
<tr>
<td>Multiple-Choice Examination (MCQ) (per attempt)</td>
<td>$575.00</td>
</tr>
<tr>
<td>First OSCE Late Withdrawal/Rescheduling Deadline</td>
<td>$150.00</td>
</tr>
<tr>
<td>Candidate withdraws or reschedules one day after the OSCE application deadline and up until and including 14 days before the examination date.</td>
<td></td>
</tr>
<tr>
<td>Second OSCE Late Withdrawal/Rescheduling Deadline</td>
<td>$805.00 (entire exam fee)</td>
</tr>
<tr>
<td>Candidate withdraws or reschedules less than 14 days before the examination date.</td>
<td></td>
</tr>
<tr>
<td>First MCQ Late Withdrawal/Rescheduling Deadline</td>
<td>$150.00</td>
</tr>
<tr>
<td>Candidate withdraws or reschedules one day after the MCQ application deadline and up until and including 7 days before the examination date.</td>
<td></td>
</tr>
<tr>
<td>Second MCQ Late Withdrawal/Rescheduling Deadline</td>
<td>$575.00 (entire exam fee)</td>
</tr>
<tr>
<td>Candidate withdraws or reschedules less than 7 days before the examination date.</td>
<td></td>
</tr>
</tbody>
</table>

**IMPORTANT NOTES**

- The College reserves the right to amend the current Certification Examination fee structure at any time, as per College by-laws;
- The First or Second Examination Late Withdrawal/Rescheduling Fees (shown in Table 1) may apply in the following instances:
  - A withdrawal request received by the College after one of the withdrawal/rescheduling deadlines;
  - A rescheduling request received by the College after one of the withdrawal/rescheduling deadlines;
  - Failing to submit language fluency documentation by the required deadline;
  - OSCE payment not received by the required deadline;
  - Graduation list not received at least two (2) weeks prior to a candidate’s scheduled OSCE exam;
  - Not possessing valid, government-issued photo identification showing the candidate’s name identically to how the candidate’s name appears on the examination roster;
  - Late arrival after the examination session commences;
  - Failure to attend a scheduled examination.
- Please note that the OSCE and MCQ examination fees remain the same for each examination attempt. There is no fee reduction for subsequent examination attempts.
- Withdrawal fee may be waived in extenuating circumstances such as a medical emergency. Supporting documentation must be provided. Please see CMTO’s Certification Examination Withdrawal Fees and Process for Making a Fee Waiver Request.
11 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. CMTO’s Certification Examination Approved References are used by SME’s for all examination questions. For a detailed review of exam content development please click here.

12 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 Examinations. The following sections detail the OSCE and MCQ test format.

12.1 Objectively Structured Clinical Evaluation (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. The OSCE tests candidates’ ability to safely and effectively apply the principles and processes of Massage Therapy practice, within the context of multiple clinical scenarios in 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 information on what is assessed at the OSCE, please refer to the OSCE Content Outline as well as CMTO’s Standards of Practice.
The OSCE consists of 7 test stations (detailed in Table 2: OSCE Stations & Descriptions).

<table>
<thead>
<tr>
<th>Station</th>
<th>Title</th>
<th>Station Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Station 1</td>
<td>Remedial Exercise</td>
<td>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, an elastic 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.</td>
</tr>
<tr>
<td>Station 2</td>
<td>Client Interview</td>
<td>An accurate and complete health history form and the client’s primary complaint are provided to the candidate. 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. Please refer to Appendix A for a sample health history form.</td>
</tr>
<tr>
<td>Station 3</td>
<td>Assessment 1</td>
<td>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.</td>
</tr>
<tr>
<td>Station 4</td>
<td>Assessment 2</td>
<td>A list of case history findings is provided to the candidate. 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.</td>
</tr>
<tr>
<td>Station 5</td>
<td>Treatment Plan/Consent</td>
<td>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 ongoing 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. Please refer to Appendix B for a sample written consent form (condensed for exam purposes).</td>
</tr>
<tr>
<td>Station 6</td>
<td>Treatment</td>
<td>A list of health history and assessment findings is provided to the candidate. 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.</td>
</tr>
<tr>
<td>Station 7</td>
<td>Technique</td>
<td>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 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.</td>
</tr>
</tbody>
</table>
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.

**Why are there seven stations in the OSCE?**

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

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

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 are presented in a clear, concise and straightforward manner. It is important to note that even if a stem is asking for five tasks, for example, this does not necessarily imply that there are only five 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 associated content areas, candidates are expected to:

- focus their approach and tailor their interaction to specifically address the presenting clinical problem and/or required tasks indicated on each stem;
- follow the Standards of Practice in their interactions with the client as they would in a real clinical setting;
- complete the required tasks within the time allotted;
- carefully read the stem including the ‘IMPORTANT DETAILS’ in the last section of the stem;
- perform tasks in their entirety, such as performing all components of a special test or a technique
- performing all tasks in compliance with all relevant Standards of Practice;
• approach each station’s tasks in a step-by-step manner
• accurately follow the instructions on each OSCE stem;
• complete the tasks on the relevant structures;
• complete the tasks correctly and accurately;
• refer back to the stem frequently in order to review or clarify the information that is necessary to perform the tasks correctly and accurately.

In some OSCE stations, candidates are required to:

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

Treatment of sensitive areas at the OSCE

Treatment of sensitive areas is permitted in a Massage Therapist’s practice when in compliance with the Standard for Maintaining Professional Boundaries and Preventing Sexual Abuse. Accordingly, CMTO may include the treatment of sensitive areas as a competency to be tested during the OSCE. However, for the safety and comfort of our OSCE Standardized Clients, we will never require or expect a candidate to treat or undrape a Standardized Client’s breast tissue during the OSCE, regardless of the gender of the Standardized Client.

The current Standard for Maintaining Professional Boundaries and Preventing Sexual Abuse includes the breasts as a sensitive area, non-specific to gender. This means that, regardless of the gender of the client, breasts should not be treated or undraped unless clinically indicated.

Also, a candidate seeking better access to a structure on the anterior chest wall is not considered a clinical indication for undraping a client’s breasts, nipples or areolae.
12.2 Multiple Choice Question (MCQ) Examination

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

The MCQ is designed to evaluate the candidate’s theoretical knowledge in various competency areas. Competency area subtopics and the percentage of questions allocated to each competency area are provided in the MCQ content outline. Test questions provide four options, where one option is correct, and three others are incorrect distracters. For information on what is assessed on the MCQ, please refer to the MCQ Content Outline, as well as CMTO’s Standards of Practice.

The MCQ examination can be taken either before or after the OSCE. 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.
13  OSCE Session Information

**IMPORTANT:** Candidates must arrive on or before the session time indicated in *Table 3* below. At the examination session start time, the doors to CMTO’s reception area will be locked. If a candidate arrives after the examination session start time, he/she may not be admitted to the OSCE and will forfeit the full examination fee of $805.00, as per *Table 1*.

<table>
<thead>
<tr>
<th>OSCE Examination Session</th>
<th>Examination Session Start Time</th>
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<tbody>
<tr>
<td>AM1</td>
<td>8:40 a.m.</td>
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<tr>
<td>AM2</td>
<td>10:25 a.m.</td>
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<tr>
<td>PM1</td>
<td>12:55 p.m.</td>
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<tr>
<td>PM2</td>
<td>2:40 p.m.</td>
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</tbody>
</table>

### 13.1.1 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. Should a candidate decide to postpone an OSCE examination, CMTO cannot guarantee availability of exam dates within the same year.

13.1.2 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.

13.1.3 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.
13.1.4 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.

13.1.5 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 ####”.

Standardized Clients are trained to communicate with candidates based on standardized scripts. Scripts are activated in very specific circumstances based on the candidate’s approach in the OSCE station.

During the OSCE, the candidate may elicit symptoms in the client, such as pain. As in real-life Massage Therapy practice, candidates should inquire further regarding the symptoms to determine the origin of the client’s complaints.

13.1.6 Examiners

Examiners are experienced Registered Massage Therapists who are trained to provide impartial and fair evaluations. They are rigorously trained for specific stations and the associated 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 do not know which Massage Therapy programs the candidates attended.

The examiner will protect the standardized client from inadvertent injury if the candidate’s activity will place or is placing the client at risk. Examiners will not respond to questions about the scenario or provide performance feedback. 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.

**13.1.7 OSCE 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.

**13.1.8 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, the height of the massage tables in the OSCE stations can range from approximately 24 to 28 inches. This height is not guaranteed, 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.
13.1.9 At the End of the OSCE

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 the exam team can prepare for the next group of candidates.

14 Attire at the OSCE

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 participate in 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.
15 Certification Examination Scheduling

15.1 OSCE Dates and Scheduling

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

15.1.1 OSCE Examination Schedule

The OSCE schedule commences in the spring of each calendar year. Table 4 below lists the 2020 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.

Reasons for cancelling or rescheduling an exam (by a candidate or by CMTO) include but are not limited to the following:

- Failure to meet language fluency requirements;
- Failure to meet education eligibility requirements (graduation list not received);
- Not attending your scheduled examination;
- Arriving late to your examination.

Regardless of the reason, the withdrawal/rescheduling fee that a candidate incurs is based on the date CMTO becomes aware of the need to cancel or reschedule a scheduled OSCE examination date (see Table 4).

Generally, there are a maximum of 28 spaces available on each OSCE examination day. For each examination day, there are four session times available: two in the morning and two in the afternoon (some exceptions apply). Please refer to Table 3 for specific OSCE session time information.

OSCE sessions available in French are noted in Table 4 as Fr. Accommodation examination sessions will be scheduled individually. For more information relating to French and Accommodation examination sessions, please refer to Table 4 of this document.

Please note:

- Exams are delivered in English on ALL dates in Table 4, 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 Accommodation at any time.
• Please note that only candidates approved for accommodations by the College are eligible to apply for accommodation sessions and must submit a paper exam application, eight weeks prior to the desired OSCE date (subject to approval). Accommodation sessions are noted as Acc in Table 4 and are generally offered in the 12:55 PM session.
• The OSCE application deadline is four weeks prior to the scheduled OSCE date. Please refer to Table 4 for 2020 withdrawals deadlines and associated withdrawal fees.
Table 4: 2020 OSCE Examination Dates and Deadlines

<table>
<thead>
<tr>
<th>OSCE Exam Date</th>
<th>Application Deadline</th>
<th>Deadline to Withdraw or Reschedule (without a fee)</th>
<th>First OSCE Late Withdrawal/Rescheduling Deadline ($150.00 fee)</th>
<th>Second OSCE Late Withdrawal/Rescheduling Deadline ($805.00 fee)</th>
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<tr>
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<td>April 8 to April 21</td>
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Acc. = Accrual
15.1.2 OSCE and MCQ Scheduling Policies

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

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

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

IMPORTANT: 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 may schedule an OSCE date before completing their Massage Therapy program. Since OSCE availability is limited towards the later part of the OSCE cycle, candidates may schedule an OSCE date in advance of their graduation date. However, candidates who schedule an OSCE examination before meeting all eligibility requirements are at risk of forfeiting all or a portion of the OSCE examination fee. All eligibility requirements, including the Massage Therapy program’s graduation list and verification of language fluency (if required), must be received by CMTO at least fourteen (14) calendar days prior to a candidate’s scheduled OSCE date.

If a candidate does not meet the eligibility requirements and has not withdrawn from their OSCE examination date, CMTO will remove them from the OSCE schedule. Generally, CMTO confirms eligibility for the OSCE examination approximately one (1) week before each OSCE examination date. At that point, if a candidate does not meet all eligibility requirements, CMTO will remove the candidate from the schedule and the candidate will forfeit the full examination fee.
Candidates who are unsuccessful at the Certification Examinations may 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 as the fee for the initial attempt (see Table 6 of this document).

15.2 OSCE Scheduling Considerations

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

15.3 Official Graduation List

The College must receive your Massage Therapy program’s official graduation list a minimum of fourteen (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 forfeiting the full examination fee ($805.00), candidates are encouraged to check with their Massage Therapy program for the specific date that an official graduation list will be received by the College before scheduling their exam. Please refer to Table 4 for all OSCE deadlines and associated fees.

15.4 OSCE Payment

Candidates must submit an OSCE payment no later than the application deadline for the OSCE date scheduled, as shown in Table 4. If a candidate does not pay the examination fee by the application deadline (four (4) weeks prior to the scheduled OSCE date) and/or does not attend the scheduled exam date, they will incur the full examination fee of $805.00.
15.5 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 4 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.

15.6 MCQ Examination Scheduling

The following sections detail MCQ application deadlines and policies. For MCQ fee information, refer to Table 1.

15.6.1 MCQ Examination Dates and Scheduling

To apply for the MCQ, candidates must first submit their MCQ payment by accessing their CMTO profile on the College website. 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’ section 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.
Table 5: 2020 Standard MCQ Examination Dates and Deadlines

<table>
<thead>
<tr>
<th>MCQ Exam Date</th>
<th>Application Deadline</th>
<th>Deadline to Withdraw or Reschedule (without a fee)</th>
<th>First MCQ Late Withdrawal/Rescheduling Deadline ($150.00 fee)</th>
<th>Second MCQ Late Withdrawal/Rescheduling Deadline ($575.00 fee)</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 6</td>
<td>April 5</td>
<td>March 23</td>
<td>March 24 to March 30</td>
<td>March 31 to April 6</td>
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<tr>
<td>April 7</td>
<td>April 6</td>
<td>March 24</td>
<td>March 25 to March 31</td>
<td>April 1 to April 7</td>
</tr>
<tr>
<td>April 8</td>
<td>April 7</td>
<td>March 25</td>
<td>March 26 to April 1</td>
<td>April 2 to April 8</td>
</tr>
<tr>
<td>April 9</td>
<td>April 8</td>
<td>March 26</td>
<td>March 27 to April 2</td>
<td>April 3 to April 9</td>
</tr>
<tr>
<td>July 27</td>
<td>July 26</td>
<td>July 13</td>
<td>July 14 to July 20</td>
<td>July 21 to July 27</td>
</tr>
<tr>
<td>July 28</td>
<td>July 27</td>
<td>July 14</td>
<td>July 15 to July 21</td>
<td>July 22 to July 28</td>
</tr>
<tr>
<td>July 29</td>
<td>July 28</td>
<td>July 15</td>
<td>July 16 to July 22</td>
<td>July 23 to July 29</td>
</tr>
<tr>
<td>July 30</td>
<td>July 29</td>
<td>July 16</td>
<td>July 17 to July 23</td>
<td>July 24 to July 30</td>
</tr>
<tr>
<td>July 31</td>
<td>July 30</td>
<td>July 17</td>
<td>July 18 to July 24</td>
<td>July 25 to July 31</td>
</tr>
<tr>
<td>Sept. 21</td>
<td>Sept. 20</td>
<td>Sept. 7</td>
<td>Sept. 8 to Sept. 14</td>
<td>Sept. 15 to Sept. 21</td>
</tr>
<tr>
<td>Sept. 22</td>
<td>Sept. 21</td>
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<td>Sept. 9 to Sept. 15</td>
<td>Sept. 16 to Sept. 22</td>
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<td>Sept. 23</td>
<td>Sept. 22</td>
<td>Sept. 9</td>
<td>Sept. 10 to Sept. 16</td>
<td>Sept. 17 to Sept. 23</td>
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<tr>
<td>Sept. 24</td>
<td>Sept. 23</td>
<td>Sept. 10</td>
<td>Sept. 11 to Sept. 17</td>
<td>Sept. 18 to Sept. 24</td>
</tr>
<tr>
<td>Sept. 25</td>
<td>Sept. 24</td>
<td>Sept. 11</td>
<td>Sept. 12 to Sept. 18</td>
<td>Sept. 19 to Sept. 25</td>
</tr>
<tr>
<td>Dec. 14</td>
<td>Dec. 13</td>
<td>Nov. 30</td>
<td>Dec. 1 to Dec. 7</td>
<td>Dec. 8 to Dec. 14</td>
</tr>
<tr>
<td>Dec. 15</td>
<td>Dec. 14</td>
<td>Dec. 1</td>
<td>Dec. 2 to Dec. 8</td>
<td>Dec. 9 to Dec. 15</td>
</tr>
<tr>
<td>Dec. 16</td>
<td>Dec. 15</td>
<td>Dec. 2</td>
<td>Dec. 3 to Dec. 9</td>
<td>Dec. 10 to Dec. 16</td>
</tr>
<tr>
<td>Dec. 17</td>
<td>Dec. 16</td>
<td>Dec. 3</td>
<td>Dec. 4 to Dec. 10</td>
<td>Dec. 11 to Dec. 17</td>
</tr>
<tr>
<td>Dec. 18</td>
<td>Dec. 17</td>
<td>Dec. 4</td>
<td>Dec. 5 to Dec. 11</td>
<td>Dec. 12 to Dec. 18</td>
</tr>
</tbody>
</table>
Table 6: 2020 Accommodation MCQ Examination Dates and Deadlines

<table>
<thead>
<tr>
<th>MCQ Exam Date</th>
<th>Application Deadline</th>
<th>Deadline to Withdraw or Reschedule (without a fee)</th>
<th>First MCQ Late Withdrawal/Rescheduling Deadline ($150.00 fee)</th>
<th>Second MCQ Late Withdrawal/Rescheduling Deadline ($575.00 fee)</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 20</td>
<td>March 30</td>
<td>April 6</td>
<td>April 7 to April 13</td>
<td>April 14 to April 20</td>
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<tr>
<td>April 27</td>
<td>April 6</td>
<td>April 13</td>
<td>April 14 to April 20</td>
<td>April 21 to April 27</td>
</tr>
<tr>
<td>July 6</td>
<td>June 15</td>
<td>June 22</td>
<td>June 23 to June 29</td>
<td>June 30 to July 6</td>
</tr>
<tr>
<td>July 13</td>
<td>June 22</td>
<td>June 29</td>
<td>June 30 to July 6</td>
<td>July 7 to July 13</td>
</tr>
<tr>
<td>July 20</td>
<td>June 29</td>
<td>July 6</td>
<td>July 7 to July 13</td>
<td>July 14 to July 20</td>
</tr>
<tr>
<td>Sept 14</td>
<td>Aug. 24</td>
<td>Aug. 31</td>
<td>Sept. 1 to Sept. 7</td>
<td>Sept. 8 to Sept. 14</td>
</tr>
<tr>
<td>Sept 28</td>
<td>Sept. 7</td>
<td>Sept. 14</td>
<td>Sept. 15 to Sept. 21</td>
<td>Sept. 22 to Sept. 28</td>
</tr>
<tr>
<td>Nov. 30</td>
<td>Nov. 9</td>
<td>Nov. 16</td>
<td>Nov. 17 to Nov. 23</td>
<td>Nov. 24 to Nov. 30</td>
</tr>
<tr>
<td>Dec. 10</td>
<td>Nov. 19</td>
<td>Nov. 26</td>
<td>Nov. 27 to Dec. 3</td>
<td>Dec. 3 to Dec. 10</td>
</tr>
<tr>
<td>Dec. 14</td>
<td>Nov. 23</td>
<td>Nov. 30</td>
<td>Dec. 1 to Dec. 7</td>
<td>Dec. 8 to Dec. 14</td>
</tr>
</tbody>
</table>

IMPORTANT NOTES

Requests for accommodation, using the Accommodation application form, should be submitted for review 8 weeks prior to the applied-for MCQ date, as per the Accommodations Policy and Process. If an application is on file with the College and an accommodation agreement is in place, then applicants are eligible to apply for the designated accommodation dates, as shown in Table 6.

If an 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 need, the candidate should advise the Certification Services Department immediately and in writing with as much information as possible.
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) 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 Massage Therapy program’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 Massage Therapy program’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 and will incur the full examination fee. 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**: To avoid incurring a withdrawal/rescheduling fee, candidates may wish to wait until they have met all eligibility requirements before booking an OSCE exam date. If a candidate does not meet the eligibility requirements and has not withdrawn from their OSCE examination date, CMTO will remove them from the OSCE schedule. Please note that the withdrawal fee associated with the timing of a candidate’s withdrawal will be applied at the time the candidate is removed from the OSCE schedule (see Table 4).

All eligibility requirements, including the Massage Therapy program graduation list as well as a CMTO-approved language fluency assessment (if required), must be received by the College at least fourteen (14) calendar days prior to a candidate’s scheduled OSCE date.

Generally, CMTO confirms eligibility for the OSCE examination approximately one (1) week before each OSCE examination date. At this point, if a candidate does not meet all eligibility requirements, CMTO will remove the candidate from the schedule and the candidate will forfeit the full examination fee ($805.00) (see Table 1).

Before applying for an OSCE, please check with your Massage Therapy program to confirm when your official graduation list will be submitted to the College. If the College does not receive an official graduation list fourteen (14) calendar days before your scheduled OSCE, you may be removed from your OSCE and charged the applicable withdrawal fee up to the full examination fee ($805.00) (see Table 1).

Before applying for an OSCE, please ensure that CMTO has received confirmation of language fluency. If the College does not receive verification of language fluency fourteen (14) calendar days before your scheduled OSCE, you may be removed from your OSCE and charged the applicable withdrawal fee up to the full examination fee ($805.00) (see Table 1).
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 Massage Therapy program’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 IQT 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 IQT Quality Testing website to successfully schedule an MCQ date no later than the application deadline provided in Table 5;

- 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 Massage Therapy program that an official graduation list has been submitted to the College, please e-mail certificationservices@cmto.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 IQT 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 Withdrawal/Rescheduling

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

- The College is not in a position to advise a candidate as to whether or not they should proceed with or withdraw from a scheduled examination session. Once a candidate commences an examination, it will count towards a valid examination attempt [except in certain extraordinary circumstances, as explained in Section 25] (Please refer to the Certification Examination Review Request Policy);

- Please only submit a withdrawal/rescheduling request if you are certain you would like to withdraw/reschedule your current examination date. Once a request is processed, you cannot reclaim your originally scheduled date;

- Requests to reschedule are subject to availability and will be processed on a first-come, first-served basis;

- Your 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;

- If your OSCE date has been rescheduled, you will receive a new OSCE confirmation letter via e-mail;

- It is the candidate’s responsibility to ensure that they attend their rescheduled OSCE date.
17.2 OSCE Withdrawal Process

All withdrawal requests must be made in writing to the Certification Services Department via e-mail.

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@cmto.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.
17.3 OSCE Rescheduling Process

- **Rescheduling an OSCE Date *BEFORE* the OSCE Application 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* First OSCE Withdrawal Deadline ($150.00 fee applies)**

1. Please login to your existing profile on the CMTO website; do not create a duplicate profile as this will result in miscommunication;
2. Select the “View OSCE Availability” tab on the top menu bar to choose the preferred OSCE date to which you’d like to reschedule (OSCE dates that are unavailable will not be displayed after logging into your profile);
3. Send a written request via email to Certification Services from the e-mail address indicated in your CMTO profile. Please include your first name, last name, five-digit candidate identification number and the preferred OSCE date to which you’d like to reschedule;
4. Before CMTO can process your rescheduling request, you will need to login to your CMTO profile to pay the applicable late withdrawal fee, which can be accessed in the Invoices section of your profile;
5. Once you have paid the withdrawal fee, the Certification Services Department will reschedule your OSCE examination date (subject to availability at the time the request is processed).

- **Rescheduling an OSCE Date *AFTER* Second OSCE withdrawal Deadline (full $805.00 forfeited)**

1. Send an email to Certification Services from the e-mail address indicated in your CMTO profile. Please include your first name, last name, five-digit candidate identification number;
2. CMTO will update your profile so that you can use the online scheduling tool to apply and pay for a new OSCE examination date.
Please refer to the table below for information on whether or not you need to send a request in writing to reschedule your OSCE to Certification Services: certificationservices@cmto.com. Please refer to Table 4 for deadlines.

**Table 7: OSCE Rescheduling Guidelines**

<table>
<thead>
<tr>
<th>If Rescheduling <strong>BEFORE</strong> Application Deadline</th>
<th>How to Reschedule</th>
<th>If Rescheduling <strong>AFTER</strong> Application Deadline but before Second OSCE Withdrawal Deadline</th>
<th>How to Reschedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Examination fee paid</td>
<td>Use online scheduling tool</td>
<td>Examination fee paid</td>
<td>Send written request to <a href="mailto:certificationservices@cmto.com">certificationservices@cmto.com</a></td>
</tr>
<tr>
<td>Examination fee unpaid</td>
<td>Send written request to <a href="mailto:certificationservices@cmto.com">certificationservices@cmto.com</a></td>
<td>Examination fee unpaid</td>
<td>Send written request to <a href="mailto:certificationservices@cmto.com">certificationservices@cmto.com</a></td>
</tr>
</tbody>
</table>

If you have paid for your OSCE examination and need to reschedule **after the Second OSCE Withdrawal Deadline**, you must contact CMTO certificationservices@cmto.com. CMTO will update your profile so that you can use the online tool to apply for a new OSCE date. You will be required to submit the examination fee ($805.00) again.

**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 examination fee remains the same for each examination attempt. There is no fee reduction for subsequent examination attempts.

**17.3.1 MCQ Withdrawal and Rescheduling Process**

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

The College is not in a position to advise a candidate as to whether or not they should proceed with or withdraw from a scheduled examination session. However, once a candidate commences an examination, it will count towards a valid examination attempt (except in certain extraordinary circumstances, as explained in Section 25: Certification Examination Review Request Policy).
Process for Withdrawing from an MCQ Date

Candidates must e-mail Certification Services at certificationservices@cmto.com with a written request if they are intending to withdraw from a scheduled MCQ examination session.

Process for Rescheduling an MCQ Date before the Deadline to Withdraw or Reschedule (without a fee).

Requests to reschedule can only be made within the current calendar year. If a candidate has scheduled an MCQ examination date on the IQT Quality Testing website and wishes to reschedule to an alternate date before the deadline to withdraw or reschedule (without a fee), they may reschedule their examination date online through their IQT Quality Testing profile or 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 First Late Withdrawal/Rescheduling Deadline

If a candidate has scheduled an MCQ on the IQT Quality Testing website and wishes to reschedule to an alternate date after the first late withdrawal/rescheduling deadline, they must send a written request to the Certification Services Department. Please note that the First late withdrawal/rescheduling deadline fee will be applied ($150.00) (see Table 1).

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

If a candidate has scheduled an MCQ on the IQT Quality Testing website and wishes to reschedule to an alternate date after the second late withdrawal/rescheduling deadline, they must send a written request to the Certification Services Department. Please note that the Second late withdrawal/rescheduling deadline fee will be applied ($575.00) (see Table 1).

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, the full MCQ examination fee will be forfeited ($575.00) (see Table 1).

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 examination fee remains the same for each examination attempt.
18 Examination Sites

18.1 OSCE Site:

The OSCE examinations are administered at the following location:

- **College of Massage Therapists of Ontario**
  8th 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).

18.2 MCQ Sites:

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

<table>
<thead>
<tr>
<th>Test Centre Name</th>
<th>Address 1</th>
<th>Address 2</th>
<th>City</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toronto, ON - Bloor Street East</td>
<td>425 Bloor St. East</td>
<td>Suite 202</td>
<td>Toronto</td>
</tr>
<tr>
<td>Cestar College of Business, Health &amp; Technology</td>
<td>265 Yorkland Blvd.</td>
<td></td>
<td>Toronto</td>
</tr>
<tr>
<td>Mississauga, ON</td>
<td>1290 Central Parkway West</td>
<td>Suite 104</td>
<td>Mississauga</td>
</tr>
<tr>
<td>Ottawa, ON</td>
<td>450 March Rd.</td>
<td>Suite 101</td>
<td>Ottawa</td>
</tr>
</tbody>
</table>

*For candidates approved to receive accommodations* that cannot be delivered at the MCQ testing centres, the MCQ examination is administered on-site at the College’s office, unless the candidate’s need requires accommodation at another location:

- **College of Massage Therapists of Ontario**
  8th 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 will not be permitted to take the examination and, in that case, will forfeit the full examination fee (see Table 1);
- Include your photograph;
- Include your signature;
- Be valid and not expired;
- Not exhibit any characteristics of being changed, altered, defaced, obliterated, modified or changed in any way.

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

- your Massage Therapy program’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 the application deadline for their scheduled examination date. 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 the full examination fee will be forfeited (see Table 1).

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

Candidates may send their documents (scanned official document and written request) to 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 on CMTO premises;

- 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);

- 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;

- If you require gloves during the OSCE due to a cut or injury, you may request them during the exam registration period;

- Candidates with specific medical conditions (e.g., hypoglycemia, 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;

- 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);

- 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. However, the allotted 90-minute exam session time will not be suspended to accommodate this, and the exam will continue uninterrupted;

- 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 IQT Quality Testing (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 bring 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 requiring the consumption of food or water must request permission from CMTO 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.
22 Certification Examination Scoring

The College Certification Examinations, i.e. the OSCE and MCQ, are standards-based examinations. Passing candidates must demonstrate proficiency at or above the established standard 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 their Massage Therapy program does not guarantee success in the Certification Examinations. Grades received during a candidate’s Massage Therapy program are not relevant for the purposes of the Certification Examinations and are not considered by the College.

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

24.1 Requests for Accommodation

Applicants with documented/diagnosed disabilities or other needs may apply to the College for accommodation. The application may not be completed online. Accommodation forms should 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 Accommodations Application Form (includes the following sections):

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

Any professional providing documentation relating to a candidate’s disability must:

- be registered/licensed and/or have credentials appropriate to diagnose the candidate’s disability;
- and have diagnosed and/or evaluated the candidate or have provided testing accommodations for the candidate within the last five (5) years.

The professional is required to provide:

- an explanation as to the specific aspect of the disability which requires testing accommodation;
- the effect of the disability on the candidate’s ability to perform under the customary testing conditions;

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

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

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

- provides all of the required information;
- completes the relevant portions of the documentation;
- provides all of the required supporting documentation and materials.

If additional information is required about the candidate’s disability, either the candidate will be requested to obtain it, or 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 accommodation is kept confidential and is used or disclosed only to the extent necessary to administer the College’s regulatory responsibilities.

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

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

Where the College has approved an accommodation for an eligible candidate, an Examination 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 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 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 an accommodation for MCQ and/or OSCE.

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

24.2 Exceptions

Persons with observable disabilities that require accommodation need not complete the Accommodation Request Verification Form. The candidate may indicate the request for elevator or wheelchair accessibility on the Accommodation Request Form. Supplementary documentation may not always be required for all (non-disability related) needs.
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: Oct. 16, 2018
26 CMTO’s Certification Examination Content Outlines

The 2020 Objectively Structured Clinical Evaluation (OSCE) and Multiple-Choice Question (MCQ) Content Outlines are available on CMTO’s website:

- CMTO’s Objectively Structured Clinical Evaluation (OSCE) Content Outline
- CMTO’s Multiple Choice Question (MCQ) Examination Content Outline
## Appendix A: Health History Form

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

### Health History Form

**Name:** ___________________________  **Date:** ___________________________

**Address:** ___________________________  **Work:** ___________________________

**Home:** ___________________________  **Prior Massage Therapy?** __________

**Date of Birth:** ___________________________  **Occupation:** ___________________________  **Why are you seeking Massage Therapy?** ___________________________

**Who referred you?** ___________________________  **Contact info:** ___________________________

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

<table>
<thead>
<tr>
<th>Respiratory</th>
<th>Other Conditions</th>
<th>Women</th>
<th>Soft tissue/joint discomfort and nature</th>
</tr>
</thead>
<tbody>
<tr>
<td>chronic cough</td>
<td>loss of sensation/weakness</td>
<td>Pregnant (due: ___________________________)</td>
<td>Neck</td>
</tr>
<tr>
<td>shortness of breath</td>
<td>diabetes - onset:</td>
<td></td>
<td>Low back</td>
</tr>
<tr>
<td>Bronchitis</td>
<td>allergies – details:</td>
<td></td>
<td>mid back</td>
</tr>
<tr>
<td>Asthma</td>
<td>Epilepsy</td>
<td></td>
<td>Upper back</td>
</tr>
<tr>
<td>Emphysema</td>
<td>Cancer - location:</td>
<td></td>
<td>Shoulders</td>
</tr>
<tr>
<td>Cardiovascular</td>
<td>Arthritis (or family history):</td>
<td></td>
<td>Arms</td>
</tr>
<tr>
<td>high blood pressure</td>
<td>Head/Neck</td>
<td></td>
<td>Legs</td>
</tr>
<tr>
<td>low blood pressure</td>
<td>vision problems</td>
<td></td>
<td>Knees</td>
</tr>
<tr>
<td>CHF</td>
<td>vision loss</td>
<td></td>
<td>Other</td>
</tr>
<tr>
<td>heart attack</td>
<td>ear problems – details:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phlebitis / varicose veins</td>
<td>headaches/migraines</td>
<td></td>
<td></td>
</tr>
<tr>
<td>stroke/CVA</td>
<td>Infections</td>
<td></td>
<td></td>
</tr>
<tr>
<td>pacemaker or similar device</td>
<td>Hepatitis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>heart disease</td>
<td>Herpes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skin</td>
<td>TB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>skin condition</td>
<td>HIV</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Current Medications:
- Condition it treats: ___________________________

### Surgery:
- Nature: ___________________________  **Date:** ___________________________

### Injury:
- Nature: ___________________________  **Date:** ___________________________

### Other Medical Conditions (e.g., digestive conditions, gynecological conditions, hemophilia, etc.):

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

### Family history of disease:
Appendix B: Written Consent Form

STATION 5 – TREATMENT PLAN AND CONSENT

WRITTEN CONSENT FORM*

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

- [ ] Buttocks (gluteal muscles)
- [ ] Chest Wall Muscles
- [ ] Upper Inner Thigh(s)
- [ ] Breast (s)

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

Client Signature: __________________________