

# Fair Registration Practices Report

## Massage Therapists (2014)

The answers that you submitted to OFC can be seen below.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACKTA) s. 20 and 23 (1), for regulated professions named in Schedule 1 of FARPACKTA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

### Provision of Information About Registration Practices (1 / 13)

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

#### a) steps to initiate the registration process

All individuals interested in applying for registration with the College of Massage Therapists of Ontario (CMTO) will find information on the steps to initiate the registration process in the following places:

- The “Becoming an RMT in Ontario” section of our website;
- The Career Map for the Massage Therapy profession;
- The CMTO’s Initial Registration Application Guide and document checklist;
- The CMTO’s Certification Examinations – Examination Candidate Handbook;
- The Credential & Prior Learning Assessment (CPLA) Handbook

Additionally, information can be requested from our Registration and Certification Services Departments by telephone, email, fax or in person. We also proactively communicate information about commencing an application with the CMTO via email with all educational institutions approved by the Ministry of Training, Colleges, and Universities (MTCU) that offer the Massage Therapy Diploma Program.

In all subcategories of this question, Registration/Certification Services Department staff and/or CMTO IT Services staff make updates to the tools used to provide information contemporaneous with any policy/process changes in the department. This is how information is kept current and accurate. The CMTO is undertaking a review of its website to ensure that the information is clear, concise, and easily accessible. All registration/certification information and online CMTO tools will be included in the review.

#### b) requirements for registration

The CMTO provides information about its requirements for registration in the following ways:

- CMTO Policies and By-laws located on the CMTO’s website

- Information can be requested from our Registration and Certification Services Departments by telephone, email fax, or in person;
- The CMTO's Initial Registration Application Guide;
- The CMTO's Certification Examinations – Examination Candidate Handbook;
- The Credential & Prior Learning Assessment (CPLA) Handbook;
- The “Becoming an RMT in Ontario” section of our website;
- Candidates who pass our Certification Examinations receive an “Eligible to Apply” email communication from Certification Services, which explains the steps required to complete their registration;
- We also proactively communicate information about CMTO registration requirements via email to all MTCU-approved educational institutions that offer the Massage Therapy diploma program.

c) explanation of how the requirements for registration are to be met, such as the number of years of schooling required for a degree to be deemed equivalent to an Ontario undergraduate degree, length and type of work experience, credit hours or program content

The CMTO does not review work experience to meet the requirements for registration. It explains how to satisfy registration requirements in the following ways:

- The “Becoming an RMT in Ontario” section of our website;
- The CMTO's Certification Examinations – Examination Candidate Handbook;
- The Credential and Prior Learning Assessment (CPLA) Handbook
- The CMTO's Initial Registration Application Guide and document checklist;
- Information can be requested from our Registration and Certification Services Departments by telephone, email, fax or in person.

d) any education or practical experience required for registration that must be completed in Ontario or practice that must be supervised by a member of the profession who is registered in Ontario

The CMTO does not require practical experience for registration.  
For Education experience:

- Information can be requested from our Registration and Certification Services Departments by telephone, email, fax, or in person;
- Information can be obtained on the “Becoming an RMT in Ontario” section of the CMTO's website where we provide a list of MTCU-approved educational institutions;
- Information can be obtained in the Certification Examinations – Examination Candidate Handbook;
- Information is provided via the Registration Regulation made under the *Massage Therapy Act, 1991*;
- Information can be obtained in a proactive email communication to all MTCU-approved educational institutions that offer the Massage Therapy Diploma Program.

e) requirements that may be satisfied through acceptable alternatives

- The CMTO website and the CPLA Handbook specify that applicants from other jurisdictions may complete the Credential and Prior Learning Assessment (CPLA) process if they have not graduated from an approved Ontario program. This process will determine if they have the required competencies and will allow the CMTO to provide direction on how to meet the education requirement to applicants

who do not have the required competencies. They may be required to complete a full Ontario diploma program, a refresher program or the Standards & Regulations e-workshop.

- The CMTO website and the CPLA Handbook explain that if an applicant has not graduated in the three years prior to registration, the College may require that they complete a refresher course in the previous 15 months.
- The CPLA candidate handbook specifies that the CMTO will accept a notarized letter if original documentation pertaining to prior training is unobtainable.
- The CMTO website specifies that it will accept evidence of completion of a high school diploma in English or French as an acceptable alternative to its approved language assessment test, the Canadian Language Benchmark Placement Test (CLBPT).
- The CMTO also accepts the Michener English Language Assessment (MELA) scores that are based on the CLBPT scale. Finally, the CMTO invites candidates who are of the opinion that other aspects of their education may demonstrate reasonable fluency are welcome to make a submission requesting an exemption to the language fluency policy. In cases where a submission is made, the CMTO considers other educational programs completed in English or French and documentation supporting any circumstances the candidate feels justifies them being permitted to participate in the CMTO examinations prior to completing a CMTO-approved language assessment.
- Unless it is a non-exemptible requirement, an applicant can request the RC to consider other alternatives.
- Information about acceptable alternatives can also be requested from our Registration and Certification Services Departments by telephone, email, fax or in person.

#### f) the steps in the assessment process

The CMTO provides information about the steps in the assessment process in the following ways:

- The “Becoming an RMT in Ontario” section of our website;
- Certification Examinations – Examination Candidate Handbook;
- Email communication to all educational institutions approved by the Ministry of Training, Colleges, and Universities that offer the Massage Therapy Diploma Program whenever there are changes to the examinations;
- Information can be requested from our Registration Services Department by telephone, email or fax;
- Providing information to program directors through the educational institutions that offer the Massage Therapy Diploma Program.

#### g) the documentation of qualifications that must accompany each application; indicate which documents, if any, are required only from internationally trained applicants

The CMTO makes information about the documentation that must accompany each application available in the following ways:

- The CMTO’s Initial Registration Application Guide;
- The CMTO’s Initial Registration Application Checklist;
- The Document Checklist on our website;
- Information can be requested from our Registration and Certification Services Departments by telephone, email, fax or in person;
- The Credential and Prior Learning Assessment (CPLA) Candidate Handbook;
- Information also can be obtained online once an applicant creates a personal profile with the CMTO.

Internationally educated individuals may be required to submit verification of completion of the diagnostic assessment and any additional study required. Those whose first language is not English or French must

send evidence that they have received the required scores on the CLBPT or MELA.

#### h) acceptable alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control

All applicants who are unable to obtain a transcript of their educational program from the Massage Therapy institution they attended may contact the CMTO for information on an alternative method of providing the information. The CMTO will provide a document to these individuals that describes how to provide a statutory declaration regarding their education. The statutory declaration will be reviewed to determine if it provides the required information. The CMTO will consider any relevant documentation the applicant is able to provide in support of demonstrating equivalent Massage Therapy training/education. This process is explained in the following locations:

- The Credential and Prior Learning Assessment (CPLA) Candidate Handbook, which is posted on the CMTO website;
- On the CMTO website itself under Becoming an RMT, Educated Outside of Ontario.
- Information can be requested from our Registration and Certification Services Departments by telephone, email or fax.

#### i) how applicants can contact your organization

Applicants can contact the CMTO by email, mail, telephone, fax, or in person. We make this information available to applicants for registration in the following ways:

- All letterhead and email communications contain CMTO contact information;
- All email signatures contain CMTO contact information;
- “Contact Us” on CMTO’s website;
- All of the CMTO’s guidebooks and handbooks include CMTO contact information;
- CMTO’s recorded phone messages, and phone greeting when dialing 416-489-2626.
- Business cards contain CMTO contact information. These are available in the reception area to those who attend the CTMO in person.
- In written correspondence to applicants, we proactively advise them to contact the Registration and/or Certification Services Department if there are questions and provide a direct line and/or email account for inquiries.
- Information can be requested from our Registration and Certification Services Departments by telephone, email, fax or in person to learn of our contact information.

#### j) how, why and how often your organization initiates communication with applicants about their applications

The CMTO publishes information in the following documents on its website ([www.cmt.com](http://www.cmt.com)) concerning how, why and how often communication is initiated with applicants about their applications:

- Certification Examinations – Examination Candidate Handbook;
- Initial Registration Application Guide.

The CMTO initiates communication with applicants via telephone, mail, or email, to communicate:

- Receipt of a graduation list from an approved school
- Multiple Choice Question (MCQ) and the Objectively Structured Clinical Evaluation (OSCE) Examination Results;
- Language Fluency Deficiency Concerns;
- Receipt of Initial Registration Applications
- Initial Registration Application Deficiencies;
- Credential and Prior Learning Assessment (CPLA) Application Deficiencies;
- Receipt of Credential and Prior Learning Assessment (CPLA) Application;
- Failure to attend Multiple Choice Questionnaire (MCQ) and/or the Objectively Structured Clinical Evaluation (OSCE) Examination;
- Incident occurrence at Multiple Choice Questionnaire (MCQ) and/or the Objectively Structured Clinical Evaluation (OSCE);
- Eligibility to Apply for Initial Registration;
- A name discrepancy on their application;
- Referrals of their application to the Office of the Registrar
- Referrals of their application to the Registration Committee
- Title violations; and
- Any other relevant information as needed

Information can also be requested from our Registration and Certification Services Departments by telephone, email, fax or in person to inquire of our typical contact points.

#### k) the process for dealing with documents provided in languages other than English or French

Applicants must get documents translated and certified at their own expense. This includes documents that educational institutions may send directly to the CMTO. In these cases, the CMTO would make a copy of the documents and give them back to the applicant for translation and certification. Information concerning the process for how the CMTO deals with documents provided in languages other than English or French is available in the following documents/websites:

- The Career Map for the Massage Therapy profession;
- The Credential and Prior Learning Assessment (CPLA) Candidate Handbook;
- The Downloads section of the CMTO's website;
- Information can be requested from our Registration and Certification Services Departments by telephone, email or fax or in person.

#### l) the role of third-party organizations, such as qualification assessment agencies, organizations that conduct examinations or institutions that provide bridging programs, that applicants may come into contact with during the registration process

Information regarding the CMTO's relationships with third party organizations is available in the following documents/websites:

- Examination Candidate Handbook
- The Content Development Document on the CMTO website outlines the CMTO's relationship with Schroeder Measurement Technologies, Inc. (SMT). This information is also available on the SMT website at [www.smttest.com](http://www.smttest.com)
- The Credential and Prior Learning Assessment (CPLA) Candidate Handbook outlines the relationship with the Canadian College of Massage and Hydrotherapy (CCMH), which administers the Comprehensive Clinical Evaluation (CCE) portion of the CPLA on the CMTO's behalf

- Information concerning the College's role and relationship with third party organizations can be requested from our Registration Services Department or Certification Services Department by telephone, email, fax or in person.

m) any timelines, deadlines or time limits that applicants will be subject to during the registration process

The CMTO publishes information concerning timelines that applicants will be subject to during the registration process in the following documents available on the CMTO website ([www.cmtto.com](http://www.cmtto.com)):

- Initial Registration Application Guide;
- Certification Examinations – Examination Candidate Handbook – application deadlines, examination result notifications, and for the graduation list submission deadlines, ;
- “Eligible to Apply” email communication from the Certification Services Department;
- Information can be requested from our Registration and Certification Services Departments by telephone, email, fax, or in person.

n) the amount of time that the registration process usually takes

The registration process takes up to 10 business days for straightforward applications for initial registration; up to four weeks for applicants with reported criminal history. Information about the length of time for the entire process is available in the following ways:

- Agreement On Internal Trade (AIT) Flow Chart;
- Registration Process for Recognized Ontario Equivalent Applicants Flow Chart;
- Credential and Prior Learning Assessment (CPLA) Flow Chart; and
- Initial Registration Application Guide.
- Information can be requested from our Registration and Certification Services Departments by telephone, email, fax or in person;
- The Career Map for the Massage Therapy profession

o) information about all fees associated with registration, such as fees for initial application, exams and exam rewrites, course enrolment or issuance of licence

Information concerning all fees associated with registration is available on the CMTO website in the following documents:

- Initial Registration Application Guide;
- Certification Examinations – Examination Candidate Handbook;
- Prorated Fees;
- CMTO's By-laws;
- Application Forms;
- Information can be requested from our Registration and Certification Services Departments by telephone, email, fax or in person;
- Government websites: Massage Therapy Career Map

The CMTO communicates with all educational institutions about our registration fees. This is so that information can be shared with current students of their programs and our would-be applicants.

## p) accommodation of applicants with special needs, such as visual impairment

A candidate with a documented disability as defined in the Human Rights Code who needs modification to the standard testing conditions may request special testing accommodations to take the Certification Examination.

The CMTO also has a section on the Special Accommodation Request Form whereby applicants can select their preferred method of communication.

The Initial Registration Application Form features a communication section, whereby applicants can specify their preference for alternate formats for requesting CMTO publications:

- Information relating to accommodations is available on the CMTO website (www.cmto.com) in the following documents: Initial Registration Application Form;
- Certification Examinations – Examination Candidate Handbook;
- CPLA – Candidate Handbook
- Certification Examination – Testing Accommodation Application for Examination Candidates with Disabilities on CMTO's website;
- Information requests regarding accommodations can be sent to the CMTO's Registration and Certification Services Departments by telephone, email or fax.

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

In consultation with Richard Steinecke, substantial changes were made to all Certification and Registration related handbooks and guides in 2014 to make them more concise and easy to understand and also to convey up-to-date information. The tools used to provide information and the location in which that information is provided remain unchanged.

[BACK TO INDEX](#)

## Amount of Fees (2 / 13)

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

The fees specifically for internationally trained applicants are:

- Credential and Prior Learning Assessment (CPLA) Application - \$175.00;
- CPLA Diagnostic Assessment - \$1,300.00;
- Standards and Regulations E-Workshop - \$225.00

The fees for all applicants are including internationally trained applicants:

- Objectively Structured Clinical Evaluation (OSCE) Examination Fee - \$700.00;

- Multiple Choice Questionnaire (MCQ) Examination Fee - \$500.00;
- Initial Registration Fee prorated to the month that an applicant became eligible to register with the CMTO and no greater than \$671.00 including the \$100.00 application fee. A complete fee schedule is available on the CMTO website.

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

As of January 1, 2014, the fee for the MCQ increased from \$225.00 to \$500.00.

As of May 2014, the CMTO stopped charging applicants \$35.00 for deficiencies in their applications for registration.

[BACK TO INDEX](#)

### **Provision of Timely Decisions, Responses and Reasons (3 / 13)**

a) What are your timelines for making registration decisions?

- Credential and Prior Learning Assessment (CPLA) Application from receipt of a complete application that includes all documentation:
  - Within eight business days from receipt of completed application staff will follow up with the applicant;
  - Within two weeks the candidate will be advised if direct access to the certification examination is unlikely and is given an opportunity to provide a written submission for review;
  - Within eight weeks the candidate is notified of the decision to either grant direct access to the certification exam or require the candidate to complete a Massage Therapy program in Ontario.
- Certification Examinations result notification:
  - Multiple Choice Question (MCQ): 2 weeks from the date the examination was held;
  - Objectively Structured Clinical Evaluation (OSCE): up to 6 weeks from the date the examination was held.
- Initial Registration Application Approval: Up to 10 business days from the receipt of a completed application for straightforward applications; up to four weeks for applicants with reported criminal history.
- Certification Examination Review decision: Up to 30 business days from the date the applicant submits the request for review.
- Registration Committee Decision related to an application or examination: up to 30 business days from the date the meeting was held and the decision was made.



b) What are your timelines for responding to applicants in writing?

- For general inquiries (emails and telephone calls): 1 to 3 Business Days;
- Up to 5 business days where the answer is more involved and requires a response by the Office of the Registrar.

c) What are your timelines for providing written reasons to applicants about all registration decisions, internal reviews and appeal decisions?

- Credential and Prior Learning Assessment (CPLA) Application from receipt of the application (including all documentation): 8 business days from receipt of completed application
- Certification Examinations result notification:
  - Multiple Choice Question (MCQ): 2 weeks from examination administration close;
  - Objectively Structured Clinical Evaluation (OSCE): up to 6 weeks from examination administration close
- Initial Registration Application Approval: 4 weeks from receipt of a completed application;
- Certification Examination Review decision: Up to 30 business days from the date the applicant submits the request for review;
- Registration Committee Decision related to an application or examination: up to 30 business days from the date the decision was made.

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

- Every 6 months a timelines audit is conducted within the Registration and Certifications Services Departments. Applicant and Registrant files are chosen at random to review the department's response time for enquiries;
- Daily Spreadsheet is maintained to record Email and Telephone enquires, which also show response times.

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

The CMTO used to process all initial registration applications in four weeks. In 2014, the straightforward applications were processed in 10 days or less. Response times were also shortened in 2014 with applicants typically receiving responses to inquiries in 1 business day.  
Timeline audit implemented

## Access to Records (4 / 13)

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

At an applicant's written request, applicants are provided all the information and a copy of each document the CMTO has that is relevant to their application. We do not charge applicants a fee. We provide any copies of their records by email or in person.

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

An applicant's request for access to records would only be limited or refused in cases where the safety of any person was in jeopardy or when providing access could reasonably be expected to interfere with the administration or enforcement of the legislation.

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

There is no fee associated with making records available.

d) List the fees for making records available.

There is no fee associated with making records available.

e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.

N/A as there is no fee associated with making records available.

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

N/A . No changes.

[BACK TO INDEX](#)

## Resources for Applicants (5 / 13)

a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.

- Certification Examinations Approved References
- Examination Candidate Handbook
- Examination Blueprint (Content Outlines)
- Inter-jurisdictional Competency Standards
- Certification Examinations Statistics
- CPLA Handbook
- Initial Registration Application Guide
- Initial Registration Document Checklist
- CMTO Website contains “Tips to Find a School”
- List of Approved Schools
- Process Flow Charts (AIT, CPLA, Non-Ontario Schools, etc.)
- Links to the Massage Therapy Association’s website
- CMTO Website contains “Resources for Candidates.”

b) Describe how your organization provides information to applicants about these resources.

- CMTO Website
- Upon request: emails, phone calls, in person
- Proactive communication as needed: direct mailing to registrants, candidates and MTCU-approved educational institutions that offer the Massage Therapy program. These resources are available through the College website or in hard copy where needed (e.g. alternate format). Applicants who inquire about resources will be directed to the website or the documents will be mailed or e-mailed/sent the URL for access.

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

All resources are updated as needed throughout a given year to convey current, accurate, information.

[BACK TO INDEX](#)

### Internal Review or Appeal Processes (6 / 13)

In this section, describe your internal review or appeal process. Some regulatory bodies use these two terms (*internal review* and *appeal*) for two different processes, some use only one of these terms, and some use them interchangeably. Please use the term that applies to your profession. If you use both terms (for two different processes), please address both.

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

In this section, describe your internal review or appeal process. Some regulatory bodies use these two terms (internal review and appeal) for two different processes, some use only one of these terms, and some use them interchangeably. Please use the term that applies to your profession. If you use both terms (for two different processes), please address both.

The CMTO considers internal reviews/appeals:

1. Reviews of Certification Examination attempts made by the Office of the Registrar.
2. Reviews of the Registrar's proposals to refuse an applicant for registration or to impose terms, conditions, or limitations, that are conducted by the Registration Committee;
3. Reviews of the Registrar's referrals when she has doubts on reasonable grounds about whether the applicant fulfils the registration requirements.

We assume that appeals of Registration Committee decisions are not internal but those made to the Health Professions Appeal and Review Board (HPARB).

#### *Grounds for a Certification Examination Review:*

Examination candidates have the right to request a review of their examination decision if an exceptional circumstance arose just prior to the examination or during the delivery of the examination. The exceptional circumstance must have made a candidate's experience different from everyone else's and must have been severe enough to account for the candidate's overall failure. These include, but are not limited to, situations where a candidate became ill or there was a death in the family. A written request for a review should be submitted to the CMTO within 72 hours of completing the examination. The request should include an explanation of the extraordinary circumstances upon which the request was based along with any supporting documentation. The relief the candidate is seeking should also be included in the request.

#### *Certification Examination Review Procedure:*

Certification Services Examination Coordinator compiles a candidate's request and all other relevant information and sends it to the Office of the Registrar for review and decision. An internal review will be conducted by the Office of the Registrar and a decision, along with reasons for the decision, will be issued within 30 days of receipt of the request. The Registrar's Office may do one or more of the following:

1. Determine that the examination result should not change;
2. Grant the candidate another attempt at the examination with/without counting the failed attempt as one of the three permitted attempts (cost of subsequent attempt may be ordered paid by the applicant);
3. Take any other action that it considers appropriate as long as said action is not inconsistent with the legislation.

If a candidate is not satisfied with the decision of the Office of the Registrar, they can request that their completed application for registration be referred to the Registration Committee for review under s. 15 of the *Health Professions Procedural Code*. The candidate will be provided with a further opportunity to make written submissions to the Committee. Decisions of the Registration Committee are appealable to the HPARB.

#### *Referrals to Registration Committee*

The Registrar will refer an application for registration to the Registration Committee if she has doubts, on reasonable grounds about whether the applicant fulfils the registration requirements; is of the opinion that terms, conditions or limitation should be imposed on a Certificate of Registration and the applicant does not consent to the imposition or proposes to refuse the application.

The Registration Services Coordinator compiles an applicant's file including all relevant information and submits it to the Office of the Registrar for review and referral. The Deputy Registrar will notify the applicant of the referral to the Registration Committee in writing, outlining the reasons for the referral and providing 30

days to submit additional information in support of the application. An internal review of the application and the submission will then be conducted by the Registration Committee at the next scheduled meeting and formal decisions and reasons are provided to the applicant within 30 business days of the meeting.

i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.

The CMTO received four requests for Certification Examination Reviews in 2014. None exceeded our timelines.

The Registration Committee reviewed three applications which were referred to it for doubts on reasonable grounds about whether the applicant fulfils the registration requirements. It reviewed one proposal to refuse. None exceeded the length of time that the review process normally takes. None of the applications reviewed were for applicants who were internationally trained.

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

N/A, none exceeded our timelines.

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

When an application is referred to the Registration Committee, applicants are given notice of their right to make written submissions within 30 days after receiving the notice of the referral. The Committee, may, upon review, direct staff to request additional information/documentation to aid in their decision-making process, for which the applicant is given a period of time that the Committee considers to be reasonable to the nature of the information requested.

Applicants make a written submission in order to commence a Certification Examination Review.

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

The CMTO publishes its Certification Examination Review Policy on its website ([www.cmta.com](http://www.cmta.com)), which includes submission requirements, within the Examination Candidate Handbook.

The Registrar's referral letter provided to applicants indicates that submissions should be made in writing. Submissions can be received via fax, mail, or email. In some cases, staff contact the applicant via telephone or email after the formal referral letter is issued to clarify the referral process.

d) State how you ensure that no one who acted as a decision-maker in a registration decision acts as a

decision-maker in an internal review or appeal of the same registration decision.

*Regarding the Certification Examinations:*

The CMTO staff members are not directly involved in the examination decisions to pass or fail. The CMTO hires third-party examiners who make the initial decision. Reviews of examination decisions are conducted by the Office of the Registrar where the Deputy Registrar or Registrar, who are not involved in the administration of the examinations, make the decision. Reviews of the Office of the Registrar's decisions are conducted by the Registration Committee. No staff member of the CMTO sits on the Registration Committee.

*Regarding Registration Decisions:*

The CMTO's Registration Services Associates issue Certificates of Registration on behalf of the Registrar for straightforward applications where all requirements for registration are met and no positive criminal history is noted. When staff have doubts about an application they forward the application to the Director of Registration who may or may not forward the decision to the Office of the Registrar for further review.

The Director of Registration has the delegated authority to approve those applications for registration where offences are noted that resulted in a fine of \$1,000 or less and did not result in confinement. If all other registration requirements are met, she issues Certificates of Registration on behalf of the Registrar.

The Office of the Registrar reviews those applications for registration where there are doubts on reasonable grounds about whether the applicant fulfils other registration requirements or those that resulted in a fine over \$1,000 or confinement. The Registrar or her Deputy may decide to issue a Certificate of Registration, opine that terms, conditions, or limitations should be imposed on a Certificate of Registration, or propose to refuse the application.

The Registrar will refer an application for registration to the Registration Committee if she has doubts, on reasonable grounds about whether the applicant fulfils the registration requirements; is of the opinion that terms, conditions or limitation should be imposed on a Certificate of Registration and the applicant does not consent to the imposition or proposes to refuse the application.

The Registration Committee may make an order doing one or more of the following:

1. Directing the Registrar to issue a certificate of registration.
2. Directing the Registrar to issue a certificate of registration if the applicant successfully completes examinations set or approved by the Panel.
3. Directing the Registrar to issue a certificate of registration if the applicant successfully completes additional training specified by the Panel.
4. Directing the Registrar to impose specified terms, conditions and limitations on a certificate of registration of the applicant and specifying a limitation on the applicant's right to apply under subsection 19 (1).
5. Directing the Registrar to refuse to issue a certificate of registration.

CMTO staff do not sit on the Registration Committee and are not involved in the decision making.

e) Describe your internal review or appeal process.

*Certification Examination Review Procedure:*

Certification Services Examination Coordinator compiles a candidate's request and all other relevant information and sends it to the Office of the Registrar for review and decision. An internal review will be conducted by the Office of the Registrar and a decision, along with reasons for the decision, will be issued within 30 days of receipt of the request. The Registrar's Office may do one or more of the following:

- Determine that the examination result should not change;
- Grant the candidate another attempt at the examination with/without counting the failed attempt as one of the three permitted attempts (cost of subsequent attempt may be ordered paid by the applicant);
- Take any other action that it considers appropriate as long as said action is not inconsistent with the legislation.

If a candidate is not satisfied with the decision of the Office of the Registrar, they can request that their completed application for registration be referred to the Registration Committee for review under s. 15 of the Health Professions Procedural Code. The candidate will be provided with a further opportunity to make written submissions to the Committee. Decisions of the Registration Committee are appealable to the HPARB.

*Referrals to Registration Committee:*

The Registrar will refer an application for registration to the Registration Committee if she has doubts, on reasonable grounds about whether the applicant fulfils the registration requirements; is of the opinion that terms, conditions or limitation should be imposed on a Certificate of Registration and the applicant does not consent to the imposition or holds a similar Certificate of Registration in a regulated province; or proposes to refuse the application.

*Registration Application Review Procedure:*

The Registration Services Coordinator compiles an applicant's file including all relevant information and submits it to the Office of the Registrar for review and referral. The Deputy Registrar will notify the applicant of the referral to the Registration Committee in writing, outlining the reasons for the referral and providing 30 days to submit additional information in support of the application. An internal review of the application and the submission will then be conducted by the Registration Committee at the next scheduled meeting and formal decisions and reasons are provided to the applicant within 30 business days of the meeting.

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

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

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

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

None of the members of the Registration Committee in 2014 were internationally educated massage therapists.

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

During the reporting year, the Appeals Committee was dissolved and the Certification Examination Review process changed to permit examination candidates to file a request for an internal review to the Office of the Registrar. The Registrar will review the candidate's appeal submission and issue a decision. If the decision is not in the candidate's favour, reasons for the decision will be issued and the candidate will be advised that he or she has the option to appeal to the statutory Registration Committee. Decisions of the Registration Committee are subject to appeal to Health Professions Appeal and Review Board (HPARB) for an external review.

[BACK TO INDEX](#)

## Information on Appeal Rights (7 / 13)

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

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

If a Certification Examination Review request is denied, the applicant would be informed in writing of the opportunity to request a further review of the Office of the Registrar's decision by the Registration Committee. If the Registration Committee's decision aligns with the initial Office of the Registrar's decision, then the applicant would be provided with information concerning their option to request a further review or appeal from HPARB. This information is provided in our Certification Examination Candidate Handbook, which is available on the CMTO website.

When an application has been refused by the Registration Committee, or the committee proposes to impose terms, conditions and limitations upon a certificate of registration, a formal letter is sent to the applicant providing the decisions and reasons. The letter also advises the applicant of their right to request a review of the decision or a hearing of the application before the Health Professions and Review Board within 30 days of the receipt of the letter. The Board's address and contact details are included in the letter.

The Initial Registration Application Guide is posted on the CMTO website and it also provides information regarding the internal review process and the applicant's right to request a further review of the Registration Committee's decision with the HPARB. It also mentions that if the applicant is not satisfied with the HPARB's review they may appeal to the courts.

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

During the reporting year, the Appeals Committee was dissolved and the Certification Examination Review process changed to permit examination candidates to file a request for an internal review to the Office of the Registrar. The Registrar will review the candidate's appeal submission and issue a decision. If the decision is not in the candidate's favour, reasons for the decision will be issued and the candidate will be advised that he or she has the option to appeal to the statutory Registration Committee. Decisions of the Registration Committee are subject to appeal to Health Professions Appeal and Review Board (HPARB) for an external



## Assessment of Qualifications (8 / 13)

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

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

### 1. Education requirement

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

### 2. Recent practice

The applicant must have:

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

### 3. Certification examinations

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

### 4. Fluency

Demonstrate reasonable fluency in written and spoken English or French. The College accepts the Canadian Language Benchmark Placement Test with scores of 8 in listening, reading and speaking and a score of 7 in writing. It also accepts the MELA test and invites candidates who are of the opinion that other aspects of their education may demonstrate reasonable fluency are welcome to make a submission requesting an exemption to the language fluency policy. In cases where a submission is made, the CMTO considers other educational programs completed in English or French and documentation supporting any circumstances the candidate feels justifies them being permitted to participate in the CMTO examinations without further language testing.

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

reasonable fluency in written and spoken English or French. The College accepts the Canadian Language Benchmark Placement Test and the MELA test and requires a score of 8 on all for sections of the test. Applicants wishing to prove fluency in French will be directed to the acceptable French fluency tests.

#### 5. Citizenship

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

#### 6. Liability insurance

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

#### 7. Criminal Records Screen

Original signed report of the results of a criminal records screen with the Canadian Police Information Center (CPIC)

#### 8. Mandatory declarations

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

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

### b) Describe the methodology used to determine whether a program completed outside of Canada satisfies the requirements for registration.

The CMTO uses a Credential and Prior Learning Assessment (CPLA) process to determine whether a program completed outside Ontario satisfies the requirements for registration.

An initial credential evaluation is conducted to determine that the applicant completed Massage Therapy education; this includes a review of transcripts, detailed course descriptions, and supervised clinical practice hours. Once it is determined that the education is, in fact, Massage Therapy, the documents are reviewed to determine whether the education is equivalent to the Massage Therapy education provided at Ministry of Training Colleges and Universities-approved programs in Ontario. CMTO staff would use the Massage Therapy Competency Standards as a source of reference.

If no language training is required, applicants may then proceed to the diagnostic assessment, which is a written and practical evaluation of the applicant's knowledge, skills, and abilities. This step consists of three components:

1. Health Studies Written Examination – applicants will participate in a computer mediated multiple choice

examination focused on health studies. This examination will include topics such as anatomy, physiology, pathology, neuroanatomy and physiology, and Kinesiology.

2. Objectively Structured Clinical Examination – applicants will participate in a ninety (90) minute objectively structured clinical examinations consisting of seven (7) twelve-minute stations. Stations include skills such as health history taking, assessment, application of techniques and treatment, palpation or structure identification and prescription of remedial exercise.

3. Comprehensive Clinical Evaluation (CCE) – applicants will participate in a ninety (90) minute clinical placement (at a College approved Student Clinic) under the supervision of a Registered Massage Therapist. The candidate's ability to administer a comprehensive Massage Therapy treatment to a new client will be evaluated. Observation and questioning is combined throughout the examination. All questions and answers received are documented on the evaluator feedback form.

The College conducting the CCE will submit a report of the applicant's results to the CMTO. This includes the candidate's completed treatment forms and the entire health record as well as all evaluation forms

c) Explain how work experience in the profession is assessed.

Prior work experience in the Massage Therapy profession is not assessed.

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

A process is not currently in place and may be considered as we review our CPLA process in 2015.

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

All CPLA decisions are maintained in a CPLA tracker, which also includes information pertaining to each registrant's prior education and training. New applicants who have graduated from the same institution, Massage Therapy program, and year, are provided with recommendations and decisions that are consistent with previous decisions. We can also reference these historical files and decisions to ensure consistent decision making for applications that we receive from graduates of unknown institutions, or Massage Therapy programs, within the same or similar source countries.

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

N/A – the status of an institution in its home country is not considered in the CPLA process.

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

The CMTO is committed to the provision of goods and services to people with disabilities in a manner

consistent with the principles of dignity, independence, integration, and equal opportunity. Such goods and services will be provided in accordance with the spirit and intent of all applicable legislation including the *Accessibility for Ontarians with Disabilities Act*, the *Ontario Human Rights Code*, the *Occupational Health and Safety Act*, and the *Ontario Building Code Act*. The CMTO has a special accommodations policy and process in place and applicants with documented/diagnosed disabilities or other special needs may apply for special accommodations to take their Certification Examinations (OSCE and MCQ). The policy stipulates that all CMTO documents will be available in the following formats if requested by persons with disabilities:

- Braille
- Large Font (Via email)
- Large Font + White Background via email
- Audio
- Accessible for screen readers
- Other options will be considered upon request

Additionally, a support person may accompany a person with a disability in order to help with communication for access to goods and services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

Examples of accommodations we provide for an applicant with a visual impairment in the context of our Certification Examinations include:

- Trained subject matter expert readers and/or scribes;
- OSCE subject matter expert guides (to help with physical orientation, descriptions of physical space and client presentation);
- Large-print materials;
- Large-print monitors;
- Projection monitors;
- MCQ examination materials without video or images;
- MCQ examinations presented with various colour/contrast of text;
- Additional time.

The CMTO conducts special accommodation OSCE and MCQ examinations on-site at the CMTO office, unless the disability itself requires otherwise.

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

For AIT applicants, the entire registration process can take between 10 days and four weeks to complete.

For Ontario graduates, the entire registration process can take 3-5 months to complete. This depends on when a candidate graduates and first registers to take the examination, it depends on the dates of the MCQ and OSCE examination administrations, and it presumes a candidate's success on the first attempt of both examinations.

i. State whether the average time differs for internationally trained individuals.

The average time differs for internationally trained individuals.

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

The registration process for internationally trained candidates is greater and can take 7 to 9 months as their credentials must be assessed to ensure that their prior learning is equivalent to the current standards in Ontario. If prior learning is deemed not equivalent, a 3-part diagnostic assessment component must first be successfully completed before a candidate is eligible to complete Certification Examinations.

i) If your organization conducts credential assessments:

i. Explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

An initial credential evaluation is conducted to determine that the applicant completed Massage Therapy education; this includes a review of transcripts, detailed course descriptions, and supervised clinical practice hours. Once it is determined that the education is, in fact, Massage Therapy, the documents are reviewed to determine whether the education is equivalent to the Massage Therapy education provided at Ministry of Training Colleges and Universities-approved programs in Ontario. The level of the credential presented for assessment would be accepted at face value. I.e. as presented on the transcript.

ii. Describe the criteria that are applied to determine equivalency.

CMTO staff would use the Inter-jurisdictional Competency Standards as a source of reference.

iii. Explain how work experience is taken into account.

Prior work experience is not taken into account.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

The CMTO uses an OSCE and an MCQ to assess competency. Individuals who pass both examinations and applicants applying under the AIT are presumed competent to practise Massage Therapy safely in Ontario.

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

Massage Therapy Competency was evaluated using the foundation of a national Job Task Analysis research

study in 2012. To implement the survey, a random sample of RMTs is issued an invitation to participate in the online Job Task Analysis survey. Respondents are asked to provide demographic data which is evaluated to insure that the sampling is representative of the general population demographics, and to facilitate the compilation of data used to insure that the opinions of all population sub-groups are represented in the research findings. Respondents are then asked to rate each task in terms of importance and frequency of performance. This data undergoes analysis on a periodic basis (generally every 12-18 months) whereby a team of RMTs in good standing is guided by a psychometric specialist in the process of translating the Job Analysis data results into a final competency content outline that is used to establish:

1. Candidate Eligibility Requirements;
2. The multiple-choice question (MCQ) examination blueprints (content) and specifications (e.g., length, format, timing of the RMT MCQ, the CPLA MCQ and the Jurisprudence MCQ);
3. The Objectively Structured Clinical Examination (OSCE) blueprint (content) and specifications (e.g., stations, timing, scenarios, equipment);
4. The recertification requirements for RMTs (e.g., work experience, continuing education requirements).

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

An applicant's prior work experience is not used in the assessment of competency.

The CMTO conduct of periodic Job Task Analyses (described comprehensively above) provides assurance that the requirements for registration as an RMT reflect competent performance as an RMT practising in the province.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

Prior learning is evaluated through the CPLA process which consists of a 3-part diagnostic assessment: 1) Diagnostic MCQ, 2) OSCE, and 3) Comprehensive Clinical Evaluation.

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

Any time the a Job Task Analysis is undertaken, the examination blueprints of the CPLA MCQ and OSCE examinations are updated to insure that the examinations are testing tasks/skills reflective of competent practice.

The CPLA MCQ candidate volume is insufficient for calculation of traditional validation indices, so as described above, only previously-vetted test questions are used on the CPLA MCQ. Trends in candidate pass rates are monitored, and a new examination is created every year.

While the CPLA OSCE candidate volume too is insufficient for meaningful validation analysis on its own, because the OSCE portion of the CPLA is identical in content and administration to the regular RMT OSCE, the examination used for the CPLA candidates undergoes the validation procedures described above.

The methodology used to evaluate prior learning will be reviewed in 2015. A schedule for periodic review of the prior learning assessment process will be considered at that time.

iii. Explain how work experience is used in the assessment of prior learning.

Work experience is not used in the assessment of prior learning.

l) If your organization administers examinations:

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

\*\*\* SAME AS LAST YEAR \*\*\*

There are two parts to the CMTO certification examinations:

1. The MCQ is the multiple-choice portion of the certification exams and is divided into two components. The first component is computer-based, consisting of 150 multiple choice questions (MCQ) administered over a 3-hour time period. Of these, candidate scores are based upon 125 questions, and 25 questions are included on the examination for research purposes referred to as pre-test questions. The second component of the MCQ is completed over a 30-minute time period and consists of a brief written survey. This survey is intended for demographic collection purposes as well as to provide the College with insight into prospective applicants' areas of interest or focus within the Massage Therapy field. Although the second part of the MCQ is not included in the candidate's score, candidates are required to complete both components of the MCQ. The examination is administered four times per year. For each administration, a new form of the examination is developed. A statistical method referred to as equating is used to assure that candidates taking a new form of the examination will be evaluated using the same standard as was in place for prior forms of the examination. Examination forms are assembled of questions meeting the above criteria that have been approved by a panel of RMTs. Questions that are used to determine a candidate score on each new form will also have been pre-tested. The pre-testing process assures that all questions appearing on each new examination form will not exhibit extremely high or low difficulty or have other aberrant properties. The minimum passing score for the examination has also been established by, and approved by, a panel of RMTs based upon such considerations as the relevance of each question to competent practice, the difficulty of each question, and other considerations.
2. The Objectively Structured Clinical Examination (OSCE) is a performance test for which a candidate is asked to perform certain tasks relevant to massage therapy. The performance of the candidate is observed by two raters or evaluators and a score is determined based upon the number of required behaviours that were observed. Each candidate is given a scenario at each of seven stations. At one station, the scenario involves taking a patient history. At another station, the scenario involves the application of a specific massage therapy technique to a live model or pseudo-patient, and so on. For each scenario, a set of behaviours is required. For example, when taking a patient history it is necessary to confirm the identity of the patient. This is an example of several expected behaviours that should be exhibited and two raters or evaluators observe the performance of the candidate, marking "yes" or "no" judgments concerning what they observed.

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

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

examinations again.

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

All psychometric procedures undergo validation using the following protocol:

1. The Job Task Analysis survey results are validated using the calculation and analysis of:

- Standard deviation and standard error calculations of respondent importance and frequency valuations;
- Sub-group analyses of respondent importance ratings;
- Establishment of survey adequacy calculations;
- Establishment of an internal consistency reliability estimate using the Cronbach's alpha.

2. The individual examination questions (MCQ) and decision criteria (OSCE) are validated using pretesting and psychometric analysis prior to scoring, using classical statistics including percentage correct calculations (P-value) and Point-by-serial (P-bis) and R-by-serial (R-bis) discrimination indices calculations. Questions that are either too easy or too difficult, and/or those failing to discriminate between the competent and not-competent candidates are eliminated from scoring.

3. The passing score research is validated using standard deviation calculations to evaluate decisions among raters, harshness of raters is examined to insure that none are outliers, and confidence intervals are calculated at the .95 and .99 thresholds, allowing the subject matter experts to evaluate final raw scores in terms of the range in which the calculations indicate the true score resides. For the MCQ the assembled examination is presented to a team of subject matter experts for review and approval, and a cut score workshop is conducted to establish a legally-defensible passing score.

OSCE: CPLA candidates are required to take and pass the OSCE examination as it is developed and administered to all RMT candidates.

4. The reliability and validity of the overall examinations is established through the calculation and analyses of the standard deviation, decision consistency (Livingston-Lewis), Standard Error of Measurement and the Kuder-Richardson 20 formula calculation of reliability establishing inter-item reliability. In addition, analyses are made of pass/fail trending over time.

These reliability indices are evaluated for each Job Task Analysis, examination item/decision criteria presentation (pretesting and live), OSCE and MCQ examination administration and for each performance of passing score workshops. Due to the very low candidate volume for the CPLA and Jurisprudence MCQ examinations, only previously-vetted well-performing MCQ questions are used on these examinations. The CPLA and Jurisprudence examinations are administered on demand.

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

\*\*\* SAME AS LAST YEAR \*\*\*

\*\*\* SAME AS LAST YEAR \*\*\*



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

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

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

The College no longer accepts graduation from an Ontario Massage Therapy program as demonstrating reasonable fluency in English or French. As of July 2014, prior to participating in the Certification Examinations, candidates must demonstrate reasonable fluency by completing a CMTO approved language assessment. This does not apply if:

- A candidate`s first language is English or French
- A candidate has completed his or her secondary school education in English or French or they can demonstrate reasonable fluency to the Registration Committee by alternative means.

[BACK TO INDEX](#)

### **Third-Party Organizations (9 / 13)**

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

The CMTO relies on the Canadian Language Benchmarks Placement Test (CLBPT) and the Michener English Language Assessment (MELA) to make language assessment decisions .

The CMTO contracts with Schroeder Measurement Technologies, Inc. (SMT), a full-service test development company, to aid in Certification Examination content development and administer the Certification Examinations. It scores the examinations, generates pass and fail notifications based on the decisions of subject matter experts, and provides support to the CMTO where necessary. (Note: Because all phases of the registration process, (application processing, credential verification, examination administration, establishment of passing scores, score reporting, and award of the registration certificate) are performed by trained CMTO staff and/or RMT subject matter experts, examination assessment decisions are not made by any person outside of the CMTO immediate sphere of responsibility.)

The CMTO also contracts with the Canadian College of Massage and Hydrotherapy (CCMH) conducts the Comprehensive Clinical Evaluation (CCE) component of the CPLA diagnostic assessment for the CMTO.

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

i. provides information about assessment practices to applicants

SMT provides information on its website about its assessment practices.

The CCMH does not advertise the work it does for the CMTO. The CMTO provides information about the CCMH in the CPLA handbook which the CMTO publishes.

ii. utilizes current and accurate information about qualifications from outside Canada

N/A

iii. provides timely decisions, responses and reasons to applicants

SMT communicates with candidates only to facilitate examination scheduling, rescheduling, scoring and reporting. Scheduling communication is instantaneous and scoring and reporting information is relayed according to contract requirements, with MCQ results released within 3 business days of the close of a given examination administration, and OSCE results released within 6 weeks of the close of a given OSCE administration.

The CCMH does not communicate decisions, responses, or reasons, to applicants.

iv. provides training to individuals assessing qualifications

According to contract requirements, SMT facilitates the training of MCQ subject matter experts ensuring that all appropriate International Standards for examination development, scoring and reporting are met. Similarly, SMT trains OSCE subject matter experts ensuring that all appropriate international standards for performance examination development, scoring and reporting are met. For the OSCE, SMT also facilitates the training of examination raters and clients.

According to contract requirements, the CCMH provides training to the examiners and clients it uses to ensure consistency in evaluation methods and expectations.

v. provides access to records related to the assessment to applicants

Neither the SMT nor the CCMH maintains assessment records. Applicants' records are provided directly to the CMTO and the CMTO provides applicants access to records as noted in the "Access to Records" section of this report above.

vi. accommodates applicants with special needs, such as visual impairment

All accommodations are provided by the CMTO. SMT supports the CMTO special accommodations requirements by generating and/or presenting examination materials in formats that meet accommodation requests, such as delivery of examinations in large print, or using large projection technology.

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

i. Explain how the third party determines the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

N/A

ii. Describe the criteria that are applied to determine equivalency.

N/A

iii. Explain how work experience is taken into account.

N/A

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

i. Describe the methodology used to evaluate competency.

\*\*\* SAME AS LAST YEAR \*\*\*

\*\*\* SAME AS LAST YEAR \*\*\*

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

1. Diagnostic Health Studies Written Examination (Diagnostic MCQ) – applicants participate in a computer mediated multiple-choice examination focused on health studies and massage therapy theory.

2. Objectively Structured Clinical Evaluation (OSCE) – applicants rotate through a series of stations in which they must demonstrate practical skills.

3. Comprehensive Clinical Evaluation – applicants participate in a 90-minute clinical placement under the supervision of a Registered Massage Therapist and are required to complete a comprehensive massage therapy treatment on a new client.

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

There is no formal process in place at this time. Therefore, the CMTO intends a review of the CCMH's methodology, the CCE, as part of its CPLA review in 2015. A schedule for periodic review of the competency evaluation process will be considered at that time. The CMTO will also review its contract with CCMH to ensure it takes reasonable measures to ensure its third party is conduct assessments in accordance with the *Fair Access to Regulated Professions and Compulsory Trades Act, 2006, (FARPACTA)*.

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

Work experience is not used in the assessment of competency.

e) If your organization relies on a third party to conduct prior learning assessments:

i. Describe the methodology used to evaluate prior learning.

N/A

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

N/A

iii. Explain how work experience is used in the assessment of prior learning.

N/A

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

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

The CMTO maintains a contractual relationship with SMT to administer the CMTO-developed MCQ examinations. The examinations are provided in a computer based testing format meeting all CMTO examination specifications.

The general MCQ is a 150 question, four-option multiple choice examination. Of the 150 questions 125 are scored, and 25 are pretest. The examination is not speeded; candidates receive three hours in which to complete the examination, and are provided with an opportunity to comment on individual questions. The questions contain one correct answer and three distractors. Candidates may receive credit only for questions that are answered: there is no penalty for guessing, but omitted items count as an incorrect response.

The CPLA MCQ is a 125 question, four-option multiple choice examination. All items are scored. The examination is not speeded; candidates receive two hours in which to complete the examination. The questions contain one correct answer and three distractors. Candidates may receive credit only for questions

that are answered: there is no penalty for guessing, but omitted items count as an incorrect response.

The Jurisprudence MCQ is a 50 question, four-option multiple choice examination. All items are scored. The examination is not speeded; candidates receive one hour in which to complete the examination. The questions contain one correct answer and three distractors. Candidates may receive credit only for questions that are answered: there is no penalty for guessing, but omitted items count as an incorrect response.

The MCQ examinations are scored applying a passing score established using the Modified Angoff research study model, establishing a base form cut score. For the general MCQ only, subsequent examinations are scored applying an equipercentile linear equating process with the base form as anchor, insuring that candidates are neither advantaged nor disadvantaged based on which examination version they receive. A new cut score study is performed for each newly-developed CPLA and Jurisprudence examination.

The examination format for the OSCE consists of a 90 minute simulated clinical evaluation. The OSCE consists of seven test stations, the content of which is dictated by the OSCE blueprint. Candidates are provided with time to read the station set-up (stem) describing the clinical situation and outlining exactly what they are expected to accomplish in the station. Candidate performance at each of the seven stations is assessed by a team of two trained subject matter expert examiners who mark independent of one another. A professional client is used for each station: clients are trained and monitored to ensure appropriate performance. A mark is awarded for each delineated observable performance criteria (task or skill) demonstrated by the candidate, in a "did/did not perform" matrix. Candidates earn credit for successful performance of the skill/task if one or both of the raters observe performance of the skill/task. There is no partial credit, nor is credit given for tasks that are not observed. Each station is timed and designed to ensure that competent candidates have more than adequate time to comfortably complete the task at an appropriate pace.

The OSCE examinations are scored applying a passing score established using a Bookmarking Research study, establishing a base form cut score. With the OSCE model, equipercentile equating is not possible, so cut score studies are performed for each individual station/scenario.

Candidates have three opportunities to take and pass the MCQ and OSCE examinations respectively. CPLA Candidates are assessed after their first CPLA MCQ attempt, and the Jurisprudence examination may be retaken as many times as is required to pass.

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

The CMTO's contractor, SMT, performs the validity and reliability testing on the OSCE and MCQ forms as described in detail in the "Assessment of Qualifications" section above. Deficiencies are corrected through the work of the subject matter experts as described above.

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

Examination questions, scenarios and performance criteria are updated as detailed above. SMT performs no tasks without the direction of the CMTO and the support of the subject matter expert teams, as described in the "Assessment of Qualifications" section above.

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

## Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

The CMTO provides annual training to examiners. Training includes:

- How to mark objectively
- The specific marking criteria
- How to assess candidates

ii. individuals who make registration decisions

In January, 2014, all Registration and Certification Services Staff were trained on Human Rights law and policy in Ontario.

All Registration and Certification Services staff and the Registration Committee are trained in how to make registration decisions. Specifically, Richard Steinecke provided training and orientation to the Registration Committee in March 2014 and all the staff were present. This training repeats annually.

The Deputy Registrar is guiding the new Director, Registration Services in how to make registration decisions.

In September, 2014, The Director, Registration Services provided a day-long in-depth FARPACTA training session to all Registration and Certification Services staff and the Deputy Registrar. The PowerPoint presentation was thereafter shared with the Registrar.

In December 2014, Richard Steinecke provided training on Incapacity matters and all Registration and Certification Services staff were in attendance.

All staff receive on-the-job training in the RHPA, the *Health Professions Procedural Code*, the *Massage Therapy Act*, the Registration Regulations, the Examination Regulations and the FARPACTA. A staff guide will be developed in 2015.

iii. individuals who make internal review or appeal decisions

Annually, the Registration Committee is trained in the requirements of the RHPA, the *Health Professions Procedural Code*, the *Massage Therapy Act*, the Registration Regulations, the Examination Regulations and the FARPACTA. The Committee members receiving training in the competencies required to participate in a review and make fair and impartial decisions. Those Committee members who are also members of Council are also trained annually on diversity, discrimination, and harassment prevention.

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

Registration and Certification Services staff were trained in the AODA, human rights, FARPACTA, and incapacity in 2014.

Senior staff also attended the OFC's Fair Access forum.

[BACK TO INDEX](#)

### Agreements on the Recognition of Qualifications (11 / 13)

Examples of agreements on the recognition of professional qualifications include mutual recognition, reciprocity and labour mobility agreements. Such agreements may be national or international, between regulatory bodies, associations or jurisdictions.

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

The CMTO complies with the labour mobility provisions of Chapter 7 in the *Agreement on Internal Trade* (AIT). AIT allows Registered Massage Therapists from other regulated Canadian provinces, the opportunity to become registered in Ontario by satisfying certain registration requirements.

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

The labour mobility provisions in the AIT have made it easy for registrants of regulated provinces to transfer to Ontario. Additionally, The CMTO offers our jurisprudence examination in test centres around the country to make it more accessible for Massage Therapists in other Canadian provinces to take the examination. This accessibility helps all applicants for registration not only those coming to Ontario from regulated provinces. The CMTO also offers an online Standards and Regulations course that applicants can opt to take in the event an examination test centre is still inaccessible. Additionally, the implementation of the Chapter 7 provisions has encouraged further national dialogue, a new regulated province in New Brunswick, and the recent establishment of a national accreditation body, the Canadian Massage Therapy Council for Accreditation (CMTCA), which will provide a mechanism for quality assurance and continuing quality improvement of entry-level massage therapy education programs across Canada.

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

New Brunswick became a regulated jurisdiction in December 2014. It will begin its registration process in 2015 and the CMTO will accept its registrants under the AIT.

**Data Collection (12 / 13)**

**Languages in which application information materials are available**

a) Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes
Other (please specify)	

**Paid staff employed by your organization**

b) In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, 1 full-time employee and 1 part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	23
Staff involved in appeals process	5
Staff involved in registration process	9.6

**Countries where internationally educated applicants were initially trained**

c) In the following table, enter the top source countries where your applicants<sup>1</sup> were originally trained in the profession (**excluding** Canada), along with the number of applicants from each of these source countries.

Enter the country names in descending order. (That is, enter the source country for the greatest



number of your applicants in the top row, the source country for the second greatest number in the second row, etc.)

Use the dropdown menu provided in each row to select the country.

Note that only one country can be reported in each row. If two or more countries are tied, enter the information for these tied countries in separate rows.

Country of training (Canada excluded)	Number of applicants in the reporting year
U.S.	2
Australia	2
Armenia	1
U.K.	1
Ireland	1
n/a	
n/a	
n/a	
n/a	
n/a	

<sup>1</sup>Persons who have applied to start the process for entry to the profession.  
*Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, but the correct value is zero.*

### Jurisdiction where members were initially trained

d) Indicate where your members<sup>2</sup> were initially trained in the profession (use only whole numbers; do not enter commas or decimals).

The numbers to be reported in the **Members** row are the numbers on December 31<sup>st</sup> of the reporting year. For example, if you are reporting registration practices for the calendar year 2009, you should report the numbers of members in the different categories on December 31<sup>st</sup> of 2009.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>Members on December 31<sup>st</sup> of the reporting year</b>	11864	132	1	30	633	<b>12660</b>

<sup>2</sup> Persons who are currently able to use the protected title or professional designation of the profession.

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

Members include all General and Inactive Certificate holders. It is unknown where many members were trained since the previous CMTO database did not always capture this information.

**Applications your organization processed in the past year**

e) State the number of applications your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>New applications received</b>	1082	35	2	5	0	<b>1124</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	1240	36	2	5	8	<b>1291</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	408	10	0	0	24	<b>442</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	24	1	0	0	0	<b>25</b>

<b>Applicants who became FULLY registered members</b>	928	15	0	0	0	<b>943</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>						<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>						<b>0</b>

<sup>3</sup> An alternative class of licence enables its holder to practise with limitations, but additional registration requirements must be met in order for the member to be fully licenced. Please list and describe below the alternative classes of licence that your organization grants, such as student, intern, associate, provisional or temporary.

*Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.*

**Additional comments:**

New applications received: 1st time examination bookings, 1st time CPLA/AIT applications, applicants for initial registration, and those registered within the reporting year.

Applicants actively pursuing licensing: New or repeat examination bookings, new or carry over CPLA/AIT applications, and pending initial registrations whether or not they were received in the reporting year.

Inactive applicants: These are applicants who have perhaps given up on the registration process. They have created a profile (in the previous three years), but have not signed up for or taken examinations during the reporting year. Or they have taken and failed an examination in a previous year and they have not tried to take an examination in the reporting year. Or they have previously passed examinations in an earlier year, but they have not attempted an IR application in the reporting year.

Applicants who met all requirements and were authorized to become members but did not become members: Applicants who were eligible for initial registration before the start of the new year, but we registered them in January of the following year so they would not pay registration fees and renewal fees.

Applicants who became members: Applicants registered within the reporting year whether or not they commenced an application in the reporting year or earlier.

The CMTO does not have a category of alternative class of registration such as student, intern, associate, provisional or temporary.

	<b>Class of licence</b>	<b>Description</b>

a)		<input type="text"/>
b)		<input type="text"/>
c)		<input type="text"/>
d)		<input type="text"/>
e)		<input type="text"/>
f)		<input type="text"/>
g)		<input type="text"/>
h)		<input type="text"/>
i)		<input type="text"/>
j)		<input type="text"/>

**Reviews and appeals your organization processed in the past year**

f) State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

	<b>Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected</b>
--	--

	title or professional designation in Ontario)					
from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	9					9
Applicants who initiated an appeal of a registration decision	1					1
Appeals heard	0					0
Registration decisions changed following an appeal	1					1

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

We consider that internal reviews/appeals are those reviews of Certification Examination attempts made by the Office of the Registrar.

We consider that internal reviews of proposals to refuse an applicant for registration or to impose terms, conditions, or limitations are conducted by the Registration Committee.

We consider that reviews of the Registrar's referrals when she has doubts on reasonable grounds about whether to fulfil the registration requirement are also conducted by the Registration Committee.

We consider that appeals of Registration Committee decisions are not internal but those made to the Health Professions Appeal and Review Board.

In the reporting year, we had four (4) Certification Examination Review Requests, five (5) Referrals to the Registration Committee for doubts on reasonable grounds that the applicants met the registration requirements. = nine (9) reported above.

Additionally, one (1) applicant initiated an appeal of a registration decision to HPARB. That appeal was subsequently withdrawn, which is why the "Appeals heard" row reads "zero" ("0"). Nonetheless, the Registration Committee reconsidered its original decision following the appeal and withdrawal of that application to HPARB.

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

Different assumptions were used to pull data in previous years. With the addition of a new Director of Registration Services who more fully understands the Office of the Fairness Commissioner's reporting requirements, the CMTO was able to report on data that it might not have reported in prior years.

[BACK TO INDEX](#)

---

### **Certification (13 / 13)**

I hereby certify that:

- i. I have reviewed the information submitted in this Fair Registration Practices Report (the "Report").
- ii. To the best of my knowledge:
  - all information required to be provided in the Report is included; and
  - the information contained in the Report is accurate.

Name of individual with authority to sign on behalf of the organization: Janelle Benjamin

Title: Director, Registration Services

Date: February 27, 2014

[BACK TO INDEX](#)