



Guide to the CMTO Refresher Course

The College of Massage Therapists of Ontario (the “College”) or a Committee of the College may require an applicant or registrant to complete a refresher course in certain circumstances. This guide outlines the following information about the Refresher Course:

- Who Must Take a Refresher Course?
- What is the Refresher Course and how does it work?
- Steps in the tutoring process
- About CMTO-Approved Tutors
- What is the process for becoming a CMTO-approved tutor?

Who Must Take a Refresher Course?

Registrants:

Registrants are required to take a Refresher Course for one or more of the following reasons:

- To move from Inactive status to a General Certificate and when the registrant has been Inactive for three years or more;
- To ensure currency of practice when a registrant is unable to declare on their annual renewal form that they have provided a minimum of 500 hours of direct client care in the previous three years; and/or
- To fulfill an order made from one of CMTO’s Statutory Committees such as the Registration Committee, Inquiries, Complaints and Reports Committee, or Quality Assurance Committee.

Applicants:

Applicants are required to take the Refresher Course for one or more of the following reasons:

- To demonstrate currency of education when writing one of the Certification Examinations (an applicant whose Massage Therapy education was completed more than three years prior to the date of their Certification Examination must have completed a Refresher Course within the previous 15 months);

- To demonstrate currency of education upon initial registration (an applicant whose education is more than three years old at the time of applying for Initial Registration must have completed a refresher course within the previous 15 months);
- To fulfill an order made from CMTO's Registration Committee.

What is the Refresher Course and How Does it Work?

The Refresher Course consists of two components:

1) Standards and Regulations e-Workshop

- This online workshop assists applicants/registrants with reviewing and updating their knowledge of the legislation, regulations, policies and procedures that govern the practice of Massage Therapy in Ontario. The workshop is available online, is four weeks in length, and offered four times per year. More information dates and registration for the Standards and Regulations e-Workshop is available on CMTO's website.

2) Tutoring Component

- Applicants/registrants work with a CMTO-approved Tutor to develop a program plan that addresses the registrant/applicant's developmental needs and helps ensure their competent and safe practice. Tutoring includes a minimum of 10 hours of practical review and instruction for the General Refresher Course, and a minimum of 16 hours of practical review and instruction for the Enhanced Refresher Course.
- A minimum of 7 hours of the General Refresher required practical hours, and 11 hours of the Enhanced Refresher required practical hours must be completed in person and the remaining practical hours may be provided using remote/distance learning technology. The tutor may determine whether a higher proportion of the 10 or 16 practical hour requirement must be completed in person. In addition, the tutor may incorporate remote learning at any time during the tutoring plan.

The role of a tutor is one or a combination of teacher, coach and evaluator providing assistance to registrants and applicants for registration who are required to take the CMTO Refresher Course.

Steps in the tutoring process

The applicant/registrant is given a list of CMTO-approved tutors by registration staff and contacts a tutor to discuss their tutoring requirements. The tutoring component of the Refresher Course can be broken down into four key steps:

Step 1 –Self-Assessment

The applicant/registrant completes the Refresher Competencies Assessment Tool (RCAT) by reading each enabling competency in the RCAT and identifying those areas where they feel development is needed. This information provides the foundation for the Refresher Course.

Step 2 – Program Development

The applicant/registrant shares their completed RCAT with the tutor. The tutor uses the RCAT to conduct their own evaluation by discussing the competencies with the registrant/applicant and exploring their strengths and areas for improvement. This information is used to develop a customized program to meet the applicant/registrant's specific development needs and the tutor drafts a detailed Program Proposal for the applicant/registrant's individualized Refresher Course. The Program Proposal will include the minimum required practical instruction, including the minimum required in-person hours.

What is included in the Tutoring Program Proposal?

- A copy of the RCAT results including the applicant/registrant's self-evaluation and the tutor's initial evaluation of elements that need review.
- The total number of hours for the tutoring program with a breakdown of the number of hours for self-study, in-person and remote learning and the number of hours of practical instruction.
- The expected date of completion for the full program.

What should the practical component include?

The practical component helps the applicant/registrant integrate their knowledge and practical skill in treatment, communication, etc. The applicant/registrant is responsible for bringing a 'client' to any clinical sessions.

The practical component includes the review of:

- Client assessment
- Treatment skills
- Remedial exercise
- Soft tissue modalities in addition to any other instruction, readings, etc.

Step 3 – Program Approval

Once the tutor has completed the Tutoring Program Proposal, the applicant/registrant must review and sign it. The tutor then submits the draft program to Registration Services for approval. The tutor must not begin implementing the Tutoring Program Proposal until it has been approved by CMTO.

Step 4 – Program Completion

The applicant/registrant and the tutor share responsibility for ensuring that the program is completed as described in the approved Tutoring Program Proposal. It is expected that during the tutoring process, documentation will be shared between the tutor and the applicant/registrant. When sharing any electronic documents, the sender is expected to password protect the document and send the receiver a copy of the password in a separate email. Similarly, documents sent electronically to CMTO should be password protected.

Upon completion of the program, the tutor and applicant/registrant must submit documentation to the College that:

- Confirms that the course was provided in accordance with the course outline;
- Confirms that the applicant/registrant participated in all program components and completed all review tasks assigned;
- and
- Is signed by both the tutor and the applicant/registrant.

Both the tutor and the applicant registrant are also required to complete the electronic program evaluation survey (link can be found at the end of the Tutoring Program Proposal) providing an evaluation of the Refresher Course and optional additional comments regarding areas for further development.

About CMTO-Approved Tutors

CMTO-approved tutors must have the following qualifications:

- 1) Hold a General Certificate of registration with the College of Massage Therapists of Ontario.
- 2) Be a registrant in good standing¹ with the College and provide confirmation of good standing from any other regulatory college of which the registrant is currently or has previously been a member.

¹ A registrant is considered to be “in good standing” if they have:

1. No current investigation into their practice or conduct related to professional misconduct, fitness to practice, or other like proceedings.
2. No unfulfilled ICRC or Discipline order (e.g. suspension still in effect, fine or costs unpaid, course work not completed etc.).
3. No current suspension or revocation of certificate of registration for any reason.
4. No outstanding fees or penalties.
5. No quality assurance requirements unfulfilled.
6. No unfinished terms, conditions or limitations on their certificate of registration.

- 3) Have been registered with a General Certificate with the College (or equivalent confirmed by another Massage Therapy regulatory college) for at least the five years.
- 4) Have experience as an educator acceptable to the College.
- 5) Demonstrate, in the opinion of the College, familiarity and compliance with the current legislation, including Regulations, By-laws, Standards of Practice, and Code of Ethics in relation to Massage Therapy by successfully completing the Standards and Regulation e-course within the previous 2 years.

The tutor will not:

- 1) **Provide training or assistance of any kind to any candidate for registration with the College with respect to preparing for the College's registration examinations.**
- 2) **Be a current Council member, Committee member, staff member or contractor with the College.**
- 3) **Have been employed or retained by the College in any way within the last five years.**
- 4) **Engage in any conduct that is seen by the College to constitute a conflict of interest.**
- 5) **Have any real or perceived conflict of interest.**

Conflict of Interest

Tutors are expected to be aware of conflicts of interest that may arise if they have performed other duties for the College (e.g., were previous staff, examiners, council or non-council members, committee members or investigators), or if they are in a position to hire an applicant/registrant who is taking a course from them. The tutor is responsible for taking the necessary action to resolve any potential conflicts before they arise and, if an apparent conflict arises in spite of these precautions, to consult with the Director, Registration Services. The College may remove a tutor from the roster if, in the College's opinion, the tutor has a conflict of interest with respect to any other role/work/activity they may carry out.

Compensation

The tutor is expected to review the College's guidelines with respect to tutoring fees (available on the CMTO website). The tutor will submit their invoice directly to the applicant/registrant for payment. The applicant/registrant is responsible for paying the tutor in accordance with the agreement with the tutor.

What is the process for becoming a CMTO-approved Tutor?

Each year, CMTO will send out a call to all registrants notifying them of the opportunity to apply for the role of CMTO-approved Tutor. CMTO staff review the applications and schedule phone interviews with a short list of applicants. Selected applicants are required to complete

mandatory in-person and online training provided by CMTO.

Once approved, the tutor's name and contact information is added to the CMTO roster of approved tutors which is made available to applicants/registrants who are required to complete a Refresher Course.