



College of  
Massage  
Therapists of  
Ontario

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1867 Yonge Street, Suite 810, Toronto, ON M4S 1Y5 | [www.cmto.com](http://www.cmto.com) | [cmto@cmto.com](mailto:cmto@cmto.com)

Phone 416.489.2626 | Toll-free (Ontario) 800.465.1933

# 2024 Initial Registration Application Guide

**College of Massage Therapists of Ontario**  
**1867 Yonge Street, Suite 810**  
**Toronto, ON M4S 1Y5**  
[www.cmto.com](http://www.cmto.com)

**Registration Services Department**  
**(416) 489-2626 Ext. 4141**  
[registrationservices@cmto.com](mailto:registrationservices@cmto.com)

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This Guide includes the policies and procedures for the Initial Registration (IR) Application process for registration as a Registered Massage Therapist with the College of Massage Therapists of Ontario (CMTO). Although accurate at the time of publication, subsequent changes may take place without prior notice. CMTO will attempt to advise applicants of important changes but reserves the right to make any changes necessary at any time without advance notice.

Please visit our website at [www.cmto.com](http://www.cmto.com) for the most current version of this Guide and for new or revised policies.

## Part 1 – General Information About Applying for Registration

This guide is intended to help you complete your Initial Registration (IR) application. The first part of this guide provides general information about applying for registration with the College of Massage Therapists of Ontario (CMTO). The second part of the guide includes information about the specific areas of the Initial Registration application. To avoid delays, please complete your application carefully and review all accompanying documentation thoroughly before submitting your application.

**IMPORTANT:** You have one (1) year from the date your application is received to become registered with CMTO. Therefore, it is important that you submit a complete application, or address any deficiencies in your application by submitting any requested documents promptly. If you submit an incomplete application and you fail to provide the required documents within one year, your application will no longer be valid and you will need to submit a new application for Initial Registration.

In addition, you must have completed your Massage Therapy education no more than three (3) years before you submit your application for registration with CMTO. If it has been more than three years since your Massage Therapy program was completed, you will need to successfully complete the CMTO Refresher Course. The Refresher Course must be completed within 15 months before you are registered.

### Overview of the Initial Registration Process

CMTO has a mandate to protect the public interest. In keeping with that mandate, CMTO's registration process is designed to ensure that only ethical and competent Massage Therapists obtain registration in Ontario. The registration requirements are set out in the Registration Regulation made under the *Massage Therapy Act, 1991*. The registration procedure is set out in the *Regulated Health Professions Act, 1991* and is available on CMTO's website at [www.cmto.com](http://www.cmto.com).

In general, the registration requirements fall into the following broad categories:

- Ensuring that you received appropriate Massage Therapy education;
- Demonstrating, through assessment and examination, that you have the knowledge, skill and judgment required to practise safely and effectively;
- Providing evidence that you are of good character and will comply with the expectations of a registrant of a regulated profession in Ontario.

Applicants for registration fall into three broad categories:

- Applicants who have graduated from a recognized Ontario Massage Therapy program;
- Applicants who have graduated from a Massage Therapy program outside Ontario; or
- Applicants who are currently registered with another Massage Therapy regulator in Canada and are applying under the Canadian Free Trade Agreement (CFTA).

Before you submit an application for registration, you must:

- Meet the educational requirement
  - For graduates of a recognized Massage Therapy program in Ontario, this step is met when your program provides confirmation of your graduation directly to Prometric.
  - For graduates of a Massage Therapy program outside Ontario, this step is met:
    - i. When your [CMTCA accredited program](#) provides confirmation of your graduation and a copy of your transcript to Registration Services; or
    - ii. If your education is deemed equivalent to recognized programs currently taught in Ontario through a process called the Massage Therapy Education and Credential Assessment (MTECA). Please contact Registration Services for more information.
  - CFTA applicants have met this requirement in their home jurisdiction and do not need to meet it again.
- Successfully complete the Certification Examinations

The Certification Examinations are administered by Prometric, a third-party testing provider. The Certification Examinations consist of a multiple-choice question (MCQ) examination and an objectively structured clinical evaluation (OCSE) examination. The OSCE is a practical, hands-on examination. More information can be found in the *Examination Candidate Handbook* available on CMTO's website.

  - CFTA applicants have met this requirement in their home jurisdiction and do not need to meet it again.
- Successfully complete the Jurisprudence Program

Effective January 2024, **all** applicants for registration are required to successfully complete CMTO's online Jurisprudence Program which consists of three learning modules. A score of 70% or higher is required on the evaluative test for each module. Jurisprudence Program results are valid for six months after completion.

Applicants must:

  - Access the Jurisprudence Program only **after** they have successfully completed both certification examinations; and
  - Complete the program within three months of starting, and **before** submitting their application for registration with CMTO.

Once the three requirements noted above have been met, you may submit an application for registration. Several documents must be submitted before your application is complete. For more details about the required documents, please refer to the *Initial Registration Document Checklist*.

If a complete application package is received and there are no outstanding issues or concerns, you will be issued a Certificate of Registration. If you do not meet the requirements for registration (or it is not clear as

to whether you meet the requirements), your application will be referred to the Registrar for review. If the Registrar has concerns, your application will be forwarded to the Registration Committee for a decision.

An applicant will be informed if their application is being referred to the Registration Committee. The applicant is given an opportunity to make a written submission to the Committee before a decision is made. A review of the application and the applicant's submission, if any, will be conducted by the Registration Committee at their next scheduled meeting. The Committee's formal decision and reasons are provided to the applicant within 30 business days of the meeting. If the applicant is not satisfied with the decision of the Registration Committee, they may appeal to an independent body called the Health Professions Appeal and Review Board (HPARB). If an applicant is not satisfied with the HPARB decision you may appeal to the courts.

## **Additional Registration Requirements**

### **Criminal Record Screening (Vulnerable Sector Check)**

As part of the good character requirement, applicants for registration are required to submit a Vulnerable Sector Check. For more information, you may review the [Vulnerable Sector Check Policy](#) on CMTO's website.

The report must be a **Vulnerable Sector Check** (sometimes referred to as a Level 3 Check) which is an enhanced criminal record check created to protect children and vulnerable persons. The report must have been issued **no more than six months before the date of application for registration** and obtained from your local Canadian police service or OPP detachment. If you have had a Vulnerable Sector Check conducted previously, you will not be able to use the same report for your registration with CMTO as the *Criminal Records Act* requires that Vulnerable Sector Checks be conducted for individual positions.

If you are an applicant living in Ottawa and are unable to obtain a VS Check from your municipal police service, contact the Registration Services department by email at [registrationservices@cmto.com](mailto:registrationservices@cmto.com).

For more information about Vulnerable Sector Checks, please visit the [RCMP website](#).

The Vulnerable Sector Check must include records of discharges which have not been removed from all databases in accordance with the *Criminal Records Act* and records of outstanding criminal charges of which the OPP is aware. The name on your online application must match the name appearing on the report. The Vulnerable Sector Check must also indicate that a search was conducted under all current, previous, former or maiden names of the applicant.

If the report indicates a criminal finding, you must submit a detailed explanation of the circumstances that led to the criminal finding and any supporting documentation. You will be asked to provide a copy of

charging documents and court transcripts related to the matter. If you have a criminal record relating to any type of driving offence, you will also be required to submit an up-to-date (no more than three months old) Certified Complete Driver's Record from ServiceOntario.

The criminal record report will not be returned to you so additional copies should be made before submitting your application.

Please note that not all criminal findings prevent you from being registered. The Registration Committee will assess whether, in all the circumstances, the criminal findings affect your suitability to be a Registered Massage Therapist. You will also be able to appeal any decision to exclude or limit your practice because of previous criminal findings.

### **Language Fluency Requirements**

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

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

For more information, please refer to the [Language Fluency Policy](#) on CMTO's website.

### **Fees**

Applicants must pay a \$225 application fee plus the pro-rated registration fee which is based on the month you apply for registration and covers registration fees for the remainder of the calendar year. Payment can be made online by Credit Card (Visa or MasterCard), Visa Debit or MasterCard Debit. For your security and confidentiality, your card information will not be retained on file. CMTO does not accept payments by cash or personal cheque and cannot accept payment by phone.

Please refer to the fee chart on the following page to determine the required fee amount.

<b>Month Application Submitted</b>	<b>Prorated Registration Fee</b>	<b>Application Fee (Non-refundable)</b>	<b>Total Amount Due</b>
January	\$915.00	\$225	<b>\$1,140.00</b>
February	\$838.75	\$225	<b>\$1,063.75</b>
March	\$762.50	\$225	<b>\$987.50</b>
April	\$686.25	\$225	<b>\$911.25</b>
May	\$610.00	\$225	<b>\$835.00</b>
June	\$533.75	\$225	<b>\$758.75</b>
July	\$457.50	\$225	<b>\$682.50</b>
August	\$381.25	\$225	<b>\$606.25</b>
September	\$305.00	\$225	<b>\$530.00</b>
October	\$228.75	\$225	<b>\$453.75</b>
November	\$152.50	\$225	<b>\$377.50</b>
December	\$76.25	\$225	<b>\$301.25</b>

### Online Initial Registration Application

Once you have obtained all the required documents as listed on the *Initial Registration Document Checklist*, you may submit your application and pay your registration fees online. To do this, log in to the [Applicant Portal](#) and select the *Initial Registration* option. The amount due is prorated by month which is based on the date you complete your online application.

Please refer to the *Initial Registration Process email* you received for more information about how to submit your application and documents.

### Application Processing Time

Once your application is complete, our aim is to process your application or provide you with a response within 10 business days. A complete application consists of the following:

- Complete online application submitted through the online portal.
- Registration fees paid through the online portal.
- Original hard copy Vulnerable Sector Check (photocopies are not accepted) or electronic/digital report (submitted in the format issued to you).

- Original hard copy transcript (photocopies are not accepted) or electronic/digital transcript demonstrating successful completion of a recognized Massage Therapy education program (submitted in the format issued to you). For more information, please refer to the [Transcript Requirement at Registration Policy](#) on CMTO's website.
- Original results from a provider of an approved language fluency assessment, if needed (photocopies are not accepted).
- PDF upload of your Certificate of Insurance (COI) verifying professional liability insurance (PLI).
- PDF upload of current and valid CPR and First Aid certification.
- PDF upload of an acceptable form of government-issued ID.
- JPEG upload of your headshot photo in any size.
- [Letter of Standing Form](#) or their own letter template (must be on official letterhead) submitted directly by the regulatory body (if you currently are or were previously registered in *any* profession or trade in Canada).

Once you have submitted your application, you will be notified or registered within 10 business days.

You will be registered if:

- You have submitted a complete application consisting of all the above items;
- You have answered 'no' to all registration requirement declarations;
- You do not have a criminal record or any federal, provincial or municipal offences; and
- You do not have any current or prior record of complaints, discipline, or investigation with CMTO.

You will be notified if:

- You did not submit one or more of the required items with your application;
- One or more of the documents submitted is not current or does not meet registration requirements;
- You have answered "yes" to any of the registration requirement declarations;
- You have a criminal record or any federal, provincial or municipal offences;
- You have any current or prior record of complaints, discipline, or investigation with CMTO;
- We need to request further information regarding any of the above-mentioned matters or any other component of your application;
- We need to inform you that your application has been referred to the Office of the Registrar for a decision on a difficult or uncertain part of your submission (you will be notified of the reasons for the referral and given 30 days to submit additional information in support of your application.); or
- We need to advise you of any unanticipated delays and provide you with an updated timeframe in which you can expect to receive a response.



Please note that it may take up to four weeks for the Office of the Registrar to review an application where concerns have been raised. The Registrar may approve the application for registration. However, the Registrar will refer an application for registration to the Registration Committee if they:

- Have doubts, on reasonable grounds about whether the applicant fulfils the registration requirements;
- Are of the opinion that terms, conditions or limitations should be imposed on a Certificate of Registration and the applicant does not consent to the imposition; or
- Propose to refuse the application.

An applicant will be informed if their application is being referred to the Registration Committee. The applicant is given an opportunity to make a written submission to the Committee before a decision is made. A review of the application and the applicant's submission, if any, will be conducted by the Registration Committee at their next scheduled meeting. The Committee's formal decision and reasons are provided to the applicant within 30 business days of the meeting. If the applicant is not satisfied with the decision of the Registration Committee, they may appeal to an independent body called the Health Professions Appeal and Review Board (HPARB). If an applicant is not satisfied with the HPARB decision you may appeal to the courts.

If you are asked for more information, please address the outstanding/incomplete items. CMTO encourages applicants to thoroughly review the application prior to submission and to refer to this guide, the *Initial Registration Document Checklist* and notification emails to ensure accuracy. **Please note:** The processing turnaround time begins from the date CMTO receives a complete application with all required documentation.

Once you are registered, you will receive a confirmation email with information about how to obtain your registration number. Once you have been issued a CMTO registration number, your registration has been approved and your Certificate of Registration will be sent to the mailing address on file for you.

### **Communicating with the Registration Services Department**

Email is the preferred method of communication with the Registration Services department. You are encouraged to first seek information regarding the application process on CMTO's website, in this guide and the *Initial Registration Document Checklist*.

### **We Communicate Directly with the Applicant**

To respect your privacy and to ensure that you receive clear and accurate information, CMTO communicates directly with you, the applicant. Only in exceptional circumstances will CMTO communicate with your family members or friends. Applicants are always entitled to retain a lawyer or paralegal and CMTO may communicate with you and/or your legal counsel.

## **Professional Communications and Conduct**

CMTO attempts to model professionalism and courtesy with applicants. While CMTO understands that registration is a very important matter for applicants, the expectation is that applicants will also be professional and courteous in all their communications with CMTO.

## **Completing Your Annual Renewal of Registration**

It is important for applicants to understand the registration renewal cycle and how it will affect their first renewal once they are registered with CMTO. Every year in the fall, all RMTs in Ontario are required to complete the online renewal process for the following calendar year.

The online renewal process opens on October 1 and must be completed with full payment by November 1. Registrants completing their renewal after November 1 will incur a \$100 late and must renew by December 31 to avoid having their Certificate of Registration suspended for non-payment of fees.

All new registrants will receive email confirmation informing them that their application for registration with CMTO has been processed. If your registration is processed between October 1 and December 31, that email will also contain information about how to complete your annual renewal of registration by the following deadlines:

**If your application is processed before November 1**, you must complete your annual renewal by November 1. If you do not meet this deadline, you will incur a \$100 late fee and receive a notice that your registration is at risk of suspension. You will then have until December 31, to complete your renewal and if you do not meet this deadline, your registration will be suspended for non-payment of fees.

**If your application is processed after November 1**, the late fee mentioned above does not apply however, you must complete your annual renewal by December 31. If you do not meet this deadline, your registration will be suspended for non-payment of fees.

## **Part 2 – Completing the Online Initial Registration Application**

The following information describes each section of the online initial registration application and how it should be completed.

### **Personal Information**

Please provide your legal first name, commonly used name (if applicable), legal last name and the gender to which you identify.

The 'commonly used name' is intended to capture a name other than your legal first name that you use in your practice. For example, some people are known by their middle name, not their legal first name. Please note that 'commonly used name' is not intended to capture nicknames.

If you have changed your legal name, please provide the previous legal name(s) you have held along with official documentation. If you have changed your gender and are providing documentation that identifies with a different gender or if you express your gender differently at various times, please attach a brief explanation so that we can understand the documentation you have provided and how you would like your gender expressed on CMTO's website.

### **Home Contact Information**

Please provide your home mailing address, phone number(s) and email address and update your online profile within 14 days of any changes in your contact information. This information is used primarily by CMTO to communicate with you.

### **Business Contact Information**

All places of practice must be listed on the public register on CMTO's website (unless there are safety concerns as stated below). If you do not have a place of practice at the time of initial registration, you will need to use your home address temporarily (the online system will not allow you to proceed without saving practice location information). Once you have secured employment, please be sure to update your CMTO online profile with your practice location information by logging in to the [Registrant Portal](#).

The legislation requires that General Certificate holder have a business address in Ontario listed on the public register. If the registrant does not have a business address, their home contact information will appear on the public register. For this reason, it is prudent to have business contact information that can be made public. If there are any safety concerns about making your home or business contact information public (e.g., there is a risk to your safety) please send a request to Registration Services explaining the concern and provide supporting documents (if available) so that the Registrar can take appropriate measures to protect your safety.

Registrants must provide ALL business address(es) for each practice location(s) where they provide Massage Therapy services including:

- **Registrants who provide services for an employer in a variety of settings** (e.g. travelling to the clients' homes, multiple clinics) should provide the full business address of the employer.
- **Registrants who are self-employed** should provide the office or home address(es) where they practise as a Registered Massage Therapist.
- **Self-employed registrants providing "mobile" services** (e.g. travel to client sites) should provide the office or home address from which they operate the business.

## Communications

Your primary email on file will be the default address used by CMTO to communicate with you. Your home mailing address on file will be used when CMTO needs to correspond with you by mail.

*Do you consent to the College sharing your registration number with insurers to verify your status?*

- If you answer “yes” to this question, CMTO can confirm your registration number with insurers requesting verification.

Applicants with a vision impairment:

- If you have a vision impairment, please check the format in which you would like information sent to you or contact CMTO if you require an alternate format.

Languages of Care:

- List the languages in which you can personally and competently provide professional services **including** English.

## Professional Registration and Practice History Outside Ontario

If you are currently registered, or have previously been registered, to practise *any regulated* profession or trade in any jurisdiction, please arrange to have your regulatory body send a [Letter of Standing Form](#) or their own letter template (must be on official letterhead) directly to CMTO. Your initial registration application will not be processed until this form has been received directly from your regulator.

Please do not include your membership in a professional association in your application. A professional association has a different mandate than a regulatory body whose mandate is public interest and protection under the authority of a statute (or Act).

If you are an applicant from British Columbia, Newfoundland and Labrador, New Brunswick, or Prince Edward Island and a Letter of Standing has already been submitted by your Massage Therapy regulator as part of your application under the Canadian Free Trade Agreement (CFTA), a new form is not required.

### Professional Registration Outside Ontario:

- If you are currently or were previously registered as a Massage Therapist in any jurisdiction outside Ontario, indicate the province, territory, state or county where you are or were registered.

### Other Regulated Professions or Trades:

If you are currently or were previously registered in a regulated profession or trade in Ontario or outside Ontario (e.g. if you are currently registered as a nurse or were previously registered as a physiotherapist) write the name of the regulatory body of which you are/were a member in the space provided. Please list all that apply.

### Education Outside of Massage Therapy

Please include information related to your education outside of Massage Therapy. CMTO collects information related to your education outside of Massage Therapy on behalf of the Ontario Ministry of Health.

### Professional Liability Insurance

Applicants must provide information about their professional liability insurance and upload a copy of their current *Certificate of Insurance* with their registration application. Coverage must include a minimum of \$2 million per occurrence, \$5 million in the aggregate per year, and a deductible of not more than \$5,000.

RMTs with a General Certificate must maintain professional liability insurance at all times, without any gaps between policies. Each year, on the renewal form, you will be asked to affirm a series of statements about your insurance.

At the beginning of each year, CMTO conducts a professional liability insurance audit of 3% of General Certificate holders who must submit a copy of their Certificate of Insurance to confirm their coverage. Non-compliance could result in suspension of the registrant's Certificate of Registration.

### Eligibility to Register

Applicants must declare compliance with the following requirements:

- **Current Knowledge, Skill and Judgment:** The options for demonstrating currency are having completed your Massage Therapy program within the previous 3 years or having completed a CMTO Refresher Course within the last fifteen months. For those previously registered to practise Massage Therapy, there is also the option of performing 500 hours of direct client care in the previous three years in a regulated Canadian jurisdiction where they were registered as a Massage Therapist at the time the care was provided. If you do not meet at least one of these conditions, you must complete a CMTO Refresher Course to become eligible for registration.

- **Primary Practice Location:** You must maintain a primary practice location in Ontario in order to hold a General Certificate of Registration. You must notify CMTO of any changes to your business information by updating your online profile within 14 days of the change.
- **Immigration Status:** You must be legally authorized to practise in Canada. Generally, this means being a Canadian Citizen, Permanent Resident, or holding a valid work permit from Citizenship and Immigration Canada. There are other, less common authorizations that you may be able to obtain. Please contact Citizenship and Immigration Canada for more information.
- **Awareness of Your Professional Obligations:** To ensure that you are aware of your professional obligations, you are asked to declare that you have read and understood the Standards of Practice, the Code of Ethics, CMTO's by-laws, policies and position statements, and the *Massage Therapy Act, 1991* and its regulations. These documents are available on CMTO's website. It is important that you read these documents carefully and obtain assistance if you do not understand any part of them.

## Conduct

The regulations require that registrants disclose past or present conduct in specific areas. You must answer all the declaration and attestation questions on the application. Please note that, even though you must report all previous misconduct or findings, this will not necessarily prevent you from being registered. As explained below, CMTO will assess whether, given all the circumstances, your conduct affects your suitability to practise as a Registered Massage Therapist. If your past or present conduct results in a decision to prevent or limit your practice, you have the right to appeal that decision.

- **Definition of Offence:** An offence is a finding by a court (administrative tribunal findings do not count) of a breach of something labeled as an offence in a statute. Typically, an offence is punishable by a fine or jail, however, the report must be made even if the court imposes a conditional or an absolute discharge. The best-known offences are breaches of the Criminal Code of Canada or of federal drug legislation. However, there are a number of provincial offences as well (e.g. failing to report a child in need of protection contrary to the Child and Family Services Act).
- **Definition of Professional Misconduct, Incompetence or Incapacity or any Like Finding:** These terms are defined differently by various regulatory bodies. Typically, professional misconduct involves any conduct that is viewed by the profession as unethical or unprofessional. Incompetence usually involves a lack of knowledge, skill and judgment in the care of a client. Incapacity is a physical or mental condition that warrants supervision or monitoring or other restrictions in order that you can practise safely and professionally. Usually findings of professional misconduct, incompetence or incapacity are made by a hearing, discipline or fitness to practise committee of a regulatory body. A finding still occurs where you admit the allegations and avoid a full hearing.

- **Definition of Current Proceeding:** A current proceeding for professional misconduct, incompetence or incapacity occurs when a decision has been made to hold a hearing into allegations. The simple filing of a complaint or initiation of a preliminary investigation does not need to be reported. However, if a complaint or investigation results in a decision to hold a hearing, you must notify CMTO immediately.

If you answered “yes” to any of these questions, please include a detailed explanation of the circumstances and any supporting documentation with your application. Where applicable, you may be asked to provide a copy of court transcripts related to the matter. This information will be assessed by the Registrar to determine if it should be reviewed by the Registration Committee. You will be contacted by Registration Services staff if a referral to the Committee is required. For more information, please refer to pages 7 and 8 of this Guide.

### **Reporting Findings to CMTO**

You must declare all findings. You should not "self-select" which findings you believe are relevant or worthy of declaring. That determination should be made by CMTO. If the finding raises concerns relevant to your suitability to practise the profession (e.g. a criminal conviction for fraud), CMTO will investigate the matter.

All RMTs must file a report on these matters at the time of the offence or finding. Registrants may file a report any time during the year using the forms and instructions on the [File a Mandatory Report](#) section of CMTO’s website.

### **Previous Applications or Examinations**

- **Definition of Unsuccessful Application:** This term refers to any application to become a Registered Massage Therapist in Ontario or another province for which your entry into the profession was denied.
- **Definition of Professional Certification, Registration or Licensing Examination:** This term refers to any test, examination or other assessment that is part of the process of authorizing you to practise a profession. It can include a prior learning assessment process. It does not include a test or examination in school that is used only to graduate from school unless the examination is also used by the regulatory body to evaluate suitability for entry into the profession. While you must report all such failures, generally CMTO is concerned primarily by failures caused by unprofessional behaviour (e.g., cheating). An incomplete application or failure of CPR or First Aid certification does not need to be reported. Any unsuccessful Ontario Massage Therapy examination attempts also do not need to be reported.

## Declarations and Authorization

Please read this section carefully. Signing the form in this area certifies that all the information you have provided is complete and accurate. This includes information and documentation sent separately from your application form. Providing false or misleading information on an application for registration may lead to allegations of professional misconduct. You must sign the declaration to be registered.

The general declaration at the end of the application requires applicants to confirm their understanding that:

- The *Regulated Health Professions Act, 1991* and the By-laws state what information about registrants will be available to the public on CMTO's register. For more information about the collection, use and disclosure of your personal information, please refer to CMTO's [Privacy Code](#).
- CMTO may verify the information you have provided with third parties and that you are consenting to the third parties providing this information to CMTO.
- Where CMTO holds personal information about an individual, that individual is allowed to access the information upon written request. The only exceptions to this are if providing access could reasonably be expected to interfere with the administration or enforcement of the Legislation, or if it is impracticable or impossible for CMTO to retrieve the information.