



National Certification Board for[®]
Therapeutic Massage & Bodywork



NATIONAL CERTIFICATION PORTFOLIO REVIEW HANDBOOK

Mission: The mission of the National Certification Board for Therapeutic Massage & Bodywork (NCBTMB) is to define and advance the highest standards in the massage therapy and bodywork profession.



Version 10.1

The National Certification Examination for Therapeutic Massage and Bodywork (NCETMB) and the National Certification Examination for Therapeutic Massage (NCETM) programs are accredited by the National Commission for Certifying Agencies (NCCA).

NATIONAL CERTIFICATION BOARD FOR THERAPEUTIC MASSAGE & BODYWORK

CODE OF ETHICS

(Revised October 2008)

NCBTMB certificants and applicants for certification shall act in a manner that justifies public trust and confidence, enhances the reputation of the profession, and safeguards the interest of individual clients. Certificants and applicants for certification will:

- I. Have a sincere commitment to provide the highest quality of care to those who seek their professional services.
- II. Represent their qualifications honestly, including education and professional affiliations, and provide only those services that they are qualified to perform.
- III. Accurately inform clients, other health care practitioners, and the public of the scope and limitations of their discipline.
- IV. Acknowledge the limitations of and contraindications for massage and bodywork and refer clients to appropriate health professionals.
- V. Provide treatment only where there is reasonable expectation that it will be advantageous to the client.
- VI. Consistently maintain and improve professional knowledge and competence, striving for professional excellence through regular assessment of personal and professional strengths and weaknesses and through continued education training.
- VII. Conduct their business and professional activities with honesty and integrity, and respect the inherent worth of all persons.
- VIII. Refuse to unjustly discriminate against clients and/or health professionals.
- IX. Safeguard the confidentiality of all client information, unless disclosure is requested by the client in writing, is medically necessary, is required by law, or necessary for the protection of the public.
- X. Respect the client's right to treatment with informed and voluntary consent. The certified practitioner will obtain and record the informed consent of the client, or client's advocate, before providing treatment. This consent may be written or verbal.
- XI. Respect the client's right to refuse, modify or terminate treatment regardless of prior consent given.
- XII. Provide draping and treatment in a way that ensures the safety, comfort and privacy of the client.
- XIII. Exercise the right to refuse to treat any person or part of the body for just and reasonable cause.
- XIV. Refrain, under all circumstances, from initiating or engaging in any sexual conduct, sexual activities, or sexualizing behavior involving a client, even if the client attempts to sexualize the relationship unless a pre-existing relationship exists between an applicant or a practitioner and the client prior to the applicant or practitioner applying to be certified by NCBTMB.
- XV. Avoid any interest, activity or influence which might be in conflict with the practitioner's obligation to act in the best interests of the client or the profession.
- XVI. Respect the client's boundaries with regard to privacy, disclosure, exposure, emotional expression, beliefs and the client's reasonable expectations of professional behavior. Practitioners will respect the client's autonomy.
- XVII. Refuse any gifts or benefits that are intended to influence a referral, decision or treatment, or that are purely for personal gain and not for the good of the client.
- XVIII. Follow the NCBTMB Standards of Practice, this Code of Ethics, and all policies, procedures, guidelines, regulations, codes, and requirements promulgated by the National Certification Board for Therapeutic Massage and Bodywork.

KEEP THIS PORTFOLIO REVIEW HANDBOOK FOR REFERENCE

NCETMB PORTFOLIO REVIEW HANDBOOK

The Portfolio Review application process provides an alternate pathway to meet the eligibility requirements to take one of the National Certification Examinations (NCE's). This method is designed for applicants who have not completed a formal program with a minimum of 500 hours of in class supervised training; attended multiple programs; and/or trained at an institution outside the United States. The Portfolio Review Requirements and application process are designed so that applicants can demonstrate and document that they have equivalent training to the standard eligibility requirements for the NCEs. It is the applicant's responsibility to satisfy these requirements.

This handbook contains information on how to meet the eligibility requirements to sit for the NCEs, using the Portfolio Review Application process. **It is critical that you follow the procedures and comply with the deadlines that are outlined in this handbook. All policies and procedures must be strictly observed. Applications that are completed incorrectly may be returned and not reviewed.** If you have any questions about certification, after reading this handbook, please write to or call the National Certification Board for Therapeutic Massage and Bodywork (NCBTMB).

It is the responsibility of the applicant to make sure that s/he is using the most current version of the handbook and application. Application requirements, fees, policies and procedures are subject to change. Applications other than the current version of the application that are submitted will not be processed.

SUMMARY OF PORTFOLIO REVIEW PROCESSING STEPS

Mail all applications with complete payment to: NCBTMB - Portfolio
75 remittance Drive Suite 1112
Chicago, IL 60675-1112
(US Postal Service Delivery Only)

- ◆ In six to eight weeks, your application will be processed and you will receive either a Confirmation or Denial Letter.
- ◆ If deemed eligible, you will have up to three months to take the examination.
- ◆ Your Confirmation Letter, sent to you from Pearson VUE, will include important information about Pearson VUE, the company that administers the National Certification Examination on behalf of NCBTMB. You will be provided with a toll-free number and a website to schedule an appointment to test. The exam is offered daily at most Pearson VUE Testing Sites.
- ◆ If you receive a Denial Letter, a reason for the denial will be provided as well as procedures for appealing this decision.
- ◆ Certificates are mailed 2 weeks after candidates have successfully completed one of the National Certification Examinations. (not applicable to those testing under the NESL option)

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**WE RECOMMEND YOU KEEP THIS HANDBOOK FOR REFERENCE
THROUGHOUT THE APPLICATION AND EXAMINATION PROCESS.**

This handbook contains information on how to become certified in therapeutic massage and bodywork. To avoid problems in processing your application, it is important that you follow the guidelines outlined in this handbook and comply with our required deadlines. If you have any questions about the policies, procedures, or processing of your certification after reading this handbook, please write or call the National Certification Board for Therapeutic Massage and Bodywork (NCBTMB). Additional copies may be obtained from our web site at www.ncbtmb.org.

I OVERVIEW OF THE NATIONAL CERTIFICATION PROGRAM

The National Certification Board for Therapeutic Massage and Bodywork (NCBTMB) is a nationally accredited credentialing body formed to set high standards for those who practice therapeutic massage and bodywork. It does this through a nationally recognized certification program that evaluates and attests to the core skills, abilities, knowledge and attributes expected of entry-level practitioners of therapeutic massage and bodywork.

As a therapeutic massage and bodywork professional, you want people to appreciate your special skills and knowledge. And, like most, you want to increase your skills and your knowledge. You are looking for ways to do this and for ways to evaluate your own skills. You also want to grow in your profession. You are the reason why the National Certification Program was created.

The NCBTMB has revised the National Certification Examination for Therapeutic Massage and Bodywork (NCETMB) as well as developed a massage-specific exam, the National Certification Examination for the Therapeutic Massage (NCETM). Please pay close attention to the revised eligibility criteria (on page 7) as it reflects the proportions of content for both exams. The content outlines and sample questions for both exams are on pages 21-26.

THE CERTIFICATION PROGRAM:

- ◆ Promotes the status and credibility of the profession.
- ◆ Safeguards the public trust by upholding a Code of Ethics and Standards of Practice.
- ◆ Develops and maintains examinations that covers a core body of knowledge for massage therapy and bodywork.
- ◆ Advances more uniform standards of practice and ethical conduct.

- ◆ Lets those who are certified carry their certification with them when they move within the United States. This is because it's a national program, not just local or statewide.
- ◆ Helps clients and employers select practitioners through the locator program.
- ◆ Promotes continuing professional development.
- ◆ Has the recertification program so you can renew your credentials, with multiple options from which to choose.
- ◆ Provides updates about the profession through a quarterly newsletter, call NCBTMB In Touch.

The NCBTMB was founded in 1992 as an independent, non-profit organization. The Board of Directors is comprised of nine individuals; two of which are public members. The Board of Directors are all elected by the certified massage therapy & bodywork population and includes a wide range of practitioners, massage and other types of bodywork, school administrators, and individuals who represent the public interest. The board seeks to represent the diversity that exists within the massage and bodywork profession. The board also serves as a voice to other stakeholders who have an interest in maintaining high standards within the profession.

NCBTMB contracts with Pearson VUE, an independent testing company, to administer the national certification examinations. Experts at Pearson VUE work closely with NCBTMB to develop the exams that are used to evaluate the knowledge of therapeutic massage and bodywork professionals. Pearson VUE also scores the exam and sends the results to NCBTMB. The NCBTMB Board of Directors oversees Pearson VUE's activities to assure that all components of the examination process meet national standards.

HISTORY OF NCETMB

The National Certification Examinations (NCE's) are the exam component of a nationally accredited certification program. We are proud of the fact that after only one year, the National Commission for Certifying Agencies (NCCA), accredited our

program in 1993. NCCA is the accrediting body of the National Organization for Competency Assurance (NOCA). NCBTMB has maintained its accreditation since 1993. Maintaining accreditation assures that our program is conducted under strict standards of compliance and fairness. It also ensures that the NCE's are valid tools for measuring a level of knowledge and skill that is required to perform the job of massage therapy and bodywork.

Therapeutic massage and bodywork professionals across the country support our national certification program. Since the first exams were administered in 1992, more than 100,000 massage therapists and bodyworkers have received their certification. As of June 1, 2008, NCBTMB examinations are currently accepted or recognized in statute or rule by 32 states plus the District of Columbia. There are currently more than 90,000 professionals with NCBTMB certification. The NCBTMB credentialing program has been accredited by the National Commission for Certifying Agencies (NCCA) since 1993.

A questionnaire of job tasks was also given to practitioners of touch therapies as part of the job analysis process. The questionnaire included a list of tasks, knowledge statements, and professional standards. The questionnaire asked practitioners to rate how relevant the job tasks are to their daily practice of touch therapy¹.

A job analysis helps to ensure the exam content is up-to-date. But that is not the only thing that is needed to make sure the exams are fair. All of the questions on the exams undergo an extensive review process by a group of subject matter experts (SMEs) and experts at Pearson VUE. These experts ensure that the exams are actually measuring a person's level of knowledge. After the SMEs and experts at Pearson VUE review the exam, they make final recommendations for questions to use. Once questions have been selected, they are pre-tested so we know that only questions that measure your knowledge are placed and scored on the exam. Writing, reviewing and pre-testing questions is an on-going process.

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GENERAL INFORMATION ABOUT THE EXAMINATIONS

A job analysis study is conducted every five (5) years to make sure the exams are current. The most recent job analysis for the NCETMB and NCETM were conducted in 2007. Practitioners from across the country are surveyed to assist in evaluating the level of knowledge and skills expected within the industry. A job analysis gives a detailed description of job activities. It also shows the different activities that are performed, their significance with regard to public protection, and how important they are for those entering the profession. The exam questions are written based on these findings.

ESTIMATED RESPONSE TIME FOR CERTIFICATION PROCESS

ACTIVITY	RESPONSE TIME
Visit our web site at www.ncbtmb.org for Literature	Immediate
Request for Literature by Applicant	7-10 Days
Processing of Portfolio Review Application	6-8 Weeks
Candidate eligibility period	3 months
Exam Results	Immediate at the test site
Forwarding Exam Scores to NCBTMB by Pearson VUE	Within 72 hours of testing
Receipt of Certificate	4-6 Weeks after Exam Date

¹ The Standards for Educational and Psychological Testing (AERA, APA & NCME, 1999) stated that the "content domain to be covered by a credentialing test should be defined clearly in terms of the importance of the content for credential-worthy performance in an occupation or profession" (p. 161). The Uniform Guidelines on Employee Selection Procedures (Joint Committee of the Equal Employment Opportunity Commission, 1978) likewise stated that if a test is being used for employee selection, it must be based on specific content that relates to job performance. "Some form of job or practice analysis provides the primary basis for defining the content domain" for credentialing examinations (AERA, APA & NCME, 199, p. 161).

These exams do not cover specific methods of massage and/or bodywork in depth. Instead, they cover the knowledge and skills common among massage and/or bodywork disciplines. The NCETMB covers the basic approaches of Western and non-Western massage and/or bodywork while the NCETM is Western massage-specific.

Each exam is divided into six (6) basic areas. Each exam consists of 160 multiple-choice questions. However, 30 of the questions will not be counted when the exams are scored. These are the pre-test questions that are embedded throughout the exams. Candidates do not know which items will be scored and which will not. Therefore, candidates should answer all exam questions to the best of their ability.

Four (4) answers are provided for each multiple-choice question. Only one answer of the four is correct. There are no “trick” questions. In other words, if you aren’t sure, make your best guess. You will have two hours and forty minutes to complete the exam. A computer scores the exam as either pass or fail.

3 ELIGIBILITY REQUIREMENTS

There are two ways that you may be eligible to take the exam. Each method requires that you have specific amounts of training and/or experience as a therapeutic massage and/or bodywork professional. The eligibility methods are the Education/Training Process or the Portfolio Review Process.

Applicants who have not completed a program of formal instruction may submit their documentation under the Portfolio Review process in order to be deemed eligible to sit for the National Certification Examination.

Applicants who have not completed a program of formal instruction may submit their documentation under the Portfolio Review process in order to be deemed eligible. The policy for work experience is repealed on 12-31-2008.

TABLE 1. SELECTION DECISIONS FOR ELIGIBILITY

SELECTION CRITERIA	PERFORMANCE STANDARD
Section I: General Knowledge Areas Human Anatomy, Physiology and Kinesiology	Must have 100 hours in the General Knowledge Area which includes courses whose subject matter is in the area of human anatomy, physiology and kinesiology.
Section II: Core Knowledge Areas Formal Education/Training in Massage/Bodywork	Must have 200 hours in the Core Knowledge Area which includes courses whose subject matter is in the area of therapeutic massage and bodywork.
Section III: Adjunctive Knowledge/Related Education and Training May apply excess Core Knowledge Area (Section II) hours to the Adjunctive Knowledge Area (Section III) hours requirements.	Portfolio Review applicants may apply for credit for adjunct related educational courses pertinent to the profession of massage and bodywork therapies. The final 200 hours may be demonstrated through additional education or work experience. The additional education may include courses whose subject matter builds on the foundation of the core knowledge area of therapeutic massage. Specifically, adjunctive courses’ subject matter must include a minimum of 40 hours of pathology. Additional hours must be in the areas of clinical pathology and recognition of various conditions; touch therapy modalities; holistic principles; and professional standards, ethics and business practices.

Up to 200 hours of work experience may be credited to the candidate’s eligibility. Up to 100 hours will be allowed for Section II of the application and the remaining for Section III of the application. No work experience can be credited under Section I. The Portfolio Review Panel is responsible for reviewing all applications and supporting materials.

EDUCATION/TRAINING PROCESS

If you graduated from a minimum 500 hour formal training education program please call NCBTMB at 1-800-296-0664 or visit our website at www.ncbtmb.org to download a copy of the National Certification Examination Candidate Handbook.

PORTFOLIO REVIEW PROCESS

NCBTMB Supports non-traditional pathways to meet the eligibility requirements for certification. NCBTMB believes the training and experience that you already have is valuable. Both traditional and non-traditional methods require an **equivalent** level of education/training and experience as a massage and bodywork professional. (See Table 1: Selection Decisions for Eligibility). Applicants currently enrolled in a formal massage and bodywork education program must complete the program before applying for the exam.

All Candidates for National Certification assume full responsibility for providing proof of eligibility as required.

Portfolio Review applicants must demonstrate that all courses in the formal education/training category have a minimum of 200 consecutive, supervised, in-class clock hours. Therefore, one course of study 200 hours in length or two courses of study 100 hours in length would be acceptable.

The Portfolio Review Process lets you put a portfolio together for all of your training and experience. All applicants for National Certification must show that they have met the minimum requirements as outlined in Table 1-Selection Decisions for Eligibility. Applicants who are graduates from formal massage/bodywork programs must indicate in their formal transcripts that these requirements have been adequately satisfied. However, graduates from formal programs may be eligible to apply via the traditional application process. Candidates who apply using the Portfolio Review Process must organize their education and experience in a manner that is consistent with the portfolio review application, as outlined in this booklet. **Applications that are completed incorrectly, too disorganized to process, missing**

documentation, or otherwise incomplete may be returned and not reviewed. An Eligibility Panel reviews your portfolio. The Panel is made up of experienced massage therapy and bodywork practitioners. The panel reviews the portfolio to see whether the training/experience that you have is equivalent to the training you would receive in a formal 500 hour program.

All candidates are required to follow the NCBTMB Code of Ethics and Standards of Practice, follow procedures, pay fees and pass the National Certification Examination in Therapeutic Massage and Bodywork (NCETMB) or the National Certification Examination in Therapeutic Massage (NCETM).

4 APPLYING FOR THE EXAMINATIONS

You must complete and mail your original application and the following items in one packet:

- ◆ The signed application form.
- ◆ All three (3) sections of the Eligibility Determination Form with appropriate documentation compiled for your portfolio of training and experience.
- ◆ **Payment of \$300.00 in fees (see section 5). Make check payable to NCBTMB.**

DOCUMENTATION

Appropriate documentation includes photocopies of certificates of completion and official transcripts. These must be included with your original application.

Be sure to decide in advance when you want to take the exam. It will take about **six to eight weeks to process your application** once it reaches the NCBTMB office. We cannot process applications any sooner than that. Once NCBTMB has processed your application, you will receive either a Confirmation Letter, a Letter of Incomplete Application, or a Letter of Denial. The Confirmation Letter will give you instructions for

making your examination reservation. The Letter of Denial will explain why your application was denied, and the Letter of Incomplete Application will explain what missing documents you need to submit. See section 7 Incomplete Applications and Denial of Eligibility for more details.

APPLICATION PACKET CHECKLIST

The required documentation includes:

- Completed and signed application
- Photocopy of government issued photo identification
- Personal check, cashier's check or money order or credit card information
- Photocopy of your certificate of completion/diploma
- Official school transcript

PLEASE SEND YOUR APPLICATION PACKET TO:

Mail completed application packet to:

NCBTMB - Portfolio Review
75 Remittance Drive Suite 1112
Chicago, IL 60675-1112
(US Postal Service Delivery Only)

5 FEES

Fees must be paid by money order, cashier's check, or personal check, made payable to NCBTMB. We also accept VISA or MasterCard. If paying by credit card fill out all information on the application form including the signature. If payment is coming from a state vocational rehabilitation department you must enclose a voucher with your application.

PORTFOLIO REVIEW FEE IS \$75

This fee must be included with the examination fee in order for your portfolio to be reviewed by the Eligibility Committee. This fee is non-refundable.

THE EXAMINATION FEE IS \$225

This entitles you to (1) examination registration, one copy of your results and one copy of your certificate, if you pass. A minimum of \$75 of this fee is non-refundable.

There are certain cases when part of or the entire exam fee can be forfeited. For example, if you cancel your exam, fail to appear for a scheduled exam without an allowable reason, or are late for a scheduled exam. (More information about this can be found in section 14.)

A \$150 Processing fee will be taken from your examination fee if you are deemed eligible to take the examination and you wish to cancel your application at a later date. Refund requests must be made in writing and received by NCBTMB before your eligibility expiration date. If you are deemed eligible to take an exam and cancel your application before the exam date (see section 14), you may receive a refund of \$75. If you are deemed ineligible to take the examination, you may receive a refund of \$150.

NON SUFFICIENT FUNDS FEE: \$25

If you pay your fee by credit card and your credit card company refuses to approve the charge, a \$25 charge will be added to your total fee payment. Once a credit card payment has been denied, we will only accept payment by money order or certified check. If your personal check does not clear a \$25 charge will be added and we will only accept subsequent payment by money order or certified check.

NOTE: Fees are always subject to change. It is your responsibility to make sure you have the most current copy of the Portfolio Review Handbook and that you submit the correct fee.

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REVIEWING OF APPLICATION PACKET

The NCBTMB Portfolio Review Panel will review all application packets to determine that you are eligible to take the exam. You must make sure that the packet has all of the required information before you mail it in. **This includes the proper fees, and one complete set of your completed and signed application including all of your supporting documentation.** Remember to submit your completed application along with the appropriate supporting documents.

If after receiving your application is determined that you are eligible to sit for the exam we will send you a Confirmation Letter. This letter includes instructions from Pearson VUE on how to schedule your exam. Incomplete or incorrectly submitted applications will not be returned and will not be reviewed.

Candidates must schedule and take the examination within three (3) months of the date they are made eligible to sit for the NCETMB or NCETM. The letter stating eligibility will include the deadline to sit for the examination. Failure to do so within the time specified will result in forfeiture of all examination fees, and the application will be considered void.

All information submitted by an applicant/candidate may be provided to law enforcement agencies and state, county and local regulatory agencies at the discretion of NCBTMB and/or the request of such agencies.

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INCOMPLETE APPLICATIONS AND DENIAL OF ELIGIBILITY

A. INCOMPLETE APPLICATIONS

If an applicant submits an incomplete *Application for the NCETMB or NCETM (Traditional and/or Portfolio Review)*, the NCBTMB will retain the application for a period of **90 days** from the date that NCBTMB provides the applicant with the Incomplete Application Notice. If the applicant fails to submit the required documentation and/or appropriate payment(s) and therefore does not complete the application within the 90 day period, the application process will be deemed to be terminated. At such time, the applicant's application fees and associated other application processing payment(s) will be forfeited by the applicant.

During the aforementioned 90 day period, the applicant will be permitted to cancel the application and receive a refund of the application fee, less the existing applicable processing fee that is cited in the *NCE Candidate Handbook*. If the applicant wishes to extend the 90 day period in order to allow enough time to tender the requisite documentation and/or payment(s), then s/he must submit a written request to that effect to NCBTMB. The request must be postmarked prior to the expiration of the aforesaid 90 day period. NCBTMB, in its sole discretion, will consider all such requests. All decisions made by NCBTMB are final.

If the applicant's application is not complete, NCBTMB will provide notifications to the applicant. The applicant will be solely responsible for ensuring that their address in the NCBTMB database remains current and up-to-date.

B. DENIAL OF ELIGIBILITY

NCBTMB will reserve the right to perform a criminal history background check on applicants for all components of the certification program. Failure to provide accurate, true and correct information will constitute grounds for denial of an application or removal of a credential.

NCBTMB will deny access to the National Certification Program from applicants who have pled guilty or nolo contender (no contest) or have received deferred adjudication or are found guilty of charges of prostitution or other sexual offenses.

In the interest of serving the public trust, NCBTMB will review all applicants' self-reported past and present criminal activities.

Eligibility for entry into the NCETMB and NCETM may be denied when:

- The application is not from a current Candidate Handbook or Portfolio Review Handbook
- Any part of the application is incomplete.
- Any part of the application is illegible.
- The application does not contain the correct fees.
- An application and its supporting documentation do not adequately substantiate or properly demonstrate that the applicant has met the minimum eligibility criteria.

When any application for eligibility into the National Certification Examination is denied, the applicant will be notified in writing, and the application fee, less any processing fee, will be returned.

8 APPEAL OF DENIAL OF ELIGIBILITY

Candidates who have been denied eligibility can appeal this decision to NCBTMB. Candidates should e-mail the Eligibility Department

(eligibility@ncbtmb.org) or call 800-296-0664 for more information on how to proceed.

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RESCHEDULING OR CANCELLING YOUR ENTIRE APPLICATION/ELIGIBILITY

- A. If you would like to reschedule your exam DO NOT CALL NCBTMB. You must call Pearson VUE at 888-699-1808 to reschedule your exam. This MUST be done no later than 24 business (Monday-Friday) hours before your scheduled exam date and time.
- B. If you would like to cancel your exam and have already made a reservation, you must call Pearson VUE at 888-699-1808 and cancel the reservation not less than 24 business (Monday-Friday) hours before your scheduled exam date.

You must submit a written request to the eligibility department of NCBTMB, postmarked by your expiration date, stating you do not wish to be eligible and would like a refund of your examination fee. Please note NCBTMB will NOT return your application packet. Once these materials are submitted, it becomes the property of NCBTMB. A refund of your application fee, minus a \$150 processing fee will be sent within four weeks of the written request. Once NCBTMB receives your letter requesting a refund, you will no longer be eligible to take the exam. Call 888-699-1808 when rescheduling or canceling your appointment with Pearson VUE.

If your request to cancel your application is not received by your expiration date and you do not sit for the examination, you forfeit your entire application and examination fees.

If you decide to take the examination at a later date, you will need to reapply as a new candidate. You must request a copy of the current Portfolio Review Handbook and abide by all current policies, requirements and applicable fees.

Do NOT call the NCBTMB office when rescheduling or cancelling your appointment with Pearson VUE.

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ACCOMMODATIONS FOR CANDIDATES WITH DISABILITIES

NCBTMB and Pearson VUE pledge to comply with the provisions of the Americans with Disabilities Act (42 USC Section 12101, et. seq.), and with Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e, et seq.). If you need us to make special arrangements because of a disabling condition, you may ask for special testing services. An ADA Accommodation request form is available on the NCBTMB website at www.ncbtmb.org. This form must be submitted in writing and included in your application packet. All requests are handled on an individual basis.

Several test sites have access for candidates with disabilities. But if you need special testing arrangements due to impaired sensory, manual or speaking skills, or other disabilities you must complete the ADA Accommodation request form and include a letter from an appropriate professional that is licensed to evaluate the disability.

The letter must be written on the healthcare professional's letterhead and include the professional's title, address and telephone number and date. The letter must also include a diagnosis of the disabling condition, and explain why special testing arrangements are necessary. The letter must have an original signature from the professional and be dated no more than 5 years prior to application. Faxes and photocopies will not be accepted.

If you need special accommodations because of a learning disability, you must submit official documentation regarding your disability to NCBTMB, at the time your application is submitted. Because it may take some time to make special arrangements, we recommend that

candidates make their requests as soon as possible. We will make every effort to assist, except when it may alter the examination or results, or if it causes an undue burden on the testing center.

Once approved, Pearson VUE will let the candidate know about how to schedule an appointment with these special accommodations. All special arrangements are subject to the policies of NCBTMB. These arrangements will be provided at no additional charge.

POLICY ON NON-DISCRIMINATION

NCBTMB does not discriminate against any person on the basis of race, color, ethnic ancestry, national origin, religion, creed, age, gender, sexual orientation, marital status, medical condition, or physical disability.

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TEST CENTERS AND DATES

NCBTMB contracts with Pearson VUE, a global leader in technology-enabled testing and assessment services, to develop, administer, and deliver the NCETMB and NCETM. To schedule an appointment contact Pearson VUE at 888-699-1808 Monday-Friday between the hours of 8:00 am - 8:00 pm Eastern Time. You can also schedule an appointment 24 hours a day on-line at <http://www.pearsonvue.com/ncbtmb/>

At many test centers, the exam is available each and every day. However, appointment times are limited. It is important for you to make your reservation well in advance.

Any violation of testing policies and procedures may result in dismissal from the testing center, cancellation of exam scores and forfeiture of

eligibility for certification and exam fees.

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SCHEDULING YOUR EXAM RESERVATION

All eligible candidates will receive a Confirmation Letter, which contains instructions on how to schedule an appointment to test. When you receive your letter you should call or access the Pearson VUE website www.pearsonvue.com/ncbtmb/ and schedule an appointment as soon as possible. Be sure you plan your exam date well in advance. You should also pick alternate dates and times, just in case your first choice is not available. Exam appointments are subject to change if the test center is closed for some reason. Directions to the selected test center are provided when you make your reservation.

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RESCHEDULING OR CANCELLING AN EXAM

A. RESCHEDULING AN EXAM

To reschedule an exam, you must notify Pearson VUE at 888-699-1808, at least 24 business (Monday-Friday) hours prior to your scheduled exam date. Your rescheduled examination date must still fall within your original three-month eligibility period. The full exam fee from your first reservation will be applied to your new exam date. You **WILL NOT** be able to change your reservation if it's less than 24 business (Monday-Friday) hours before your scheduled exam. If you do not reschedule within these guidelines, you will forfeit all fees paid. If you wish to reapply at a later date, you will be required to submit a current application and all applicable fees.

B. CANCELLING THE EXAM

To cancel your examination reservation you will need to call Pearson VUE at 888-699-1808. You will

not be able to cancel if it is less than 24 business hours before your scheduled exam. If you do not cancel you will be considered absent and forfeit all fees. If you want to reschedule, see section 14A (above). If you do not want to take the exam and seek a refund, you must notify NCBTMB in writing and send it to: the Eligibility Department, NCBTMB, 1901 S. Meyers Road, Suite 240, Oakbrook Terrace, IL 60181. Your request must be received not less than 2 business days before your eligible expiration date. Be sure to include your full name, address, social security number and signature. You will receive a refund of \$75, following receipt of your written request. Your eligibility to take the exam will be invalidated and you will have to apply as a new candidate, submit required documentation and pay all applicable fees, if you decide to take the exam in the future.

C. FAILING TO APPEAR FOR A SCHEDULED EXAM

If on the day you are scheduled to take the exam you do not appear, and you have not rescheduled or canceled your exam, you will forfeit all fees paid.

There are six (6) acceptable reasons for failing to appear for a scheduled exam without prior cancellation or rescheduling:

- Serious illness—either you or an immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Unexpected military duty call-up
- Natural disaster (hurricane, earthquake, etc.)

If your reason is accepted, you will be allowed to reschedule your exam—free of charge—one time. Written documentation must be received within four (4) business days of the scheduled exam date at the same address that is listed in Canceling the

Exam in section 14B.

NCBTMB reserves the right to request additional evidence to support your reason for failing to appear. If a candidate misses the examination for a reason that is not included in the list, another exam date may be requested. In order to consider the request, NCBTMB will require the candidate to submit a payment of \$100 and a written explanation of why he or she missed the exam date. The candidate's request must be received no later than ten (10) business days from the original exam date, otherwise, the candidate will be required to submit a new, complete application with the \$225 retest fee.

14 COMPUTER BASED TESTING

You will take your examination using Computer Based Testing (CBT) technology. You do not need extensive computer experience to take either examination. At the beginning of your examination, a tutorial will be provided on how to take the test. You will be instructed on how to provide responses to the 160 items that appear on the Examination. Once you begin your test, you will not be able to go back to the tutorial section. If you have not completed the exam and you are reviewing questions — do NOT click finish. It will exit you out of the exam and you will not be able to get back in. Staff at the testing center will be able to answer questions that you might have about CBT only. Your exam will be scored as soon as you are finished. You will know your official results before you leave the test center.

15 HOW TO PREPARE FOR THE EXAMINATION

The exams evaluate the skills and knowledge of massage/bodywork professionals. It is not something for which you should “cram.” It is also not meant to judge your “academic excellence.” It is designed to measure your degree of skills and knowledge.

The reference list and Examination Content Outline in this handbook are provided as guides for those areas in which you may need extra review.

(NCBTMB) neither endorses nor sponsors any review courses for the National Certification Examinations. Strict security measures are taken to prevent the removal and/or reproduction of examination questions. Use caution when purchasing study guides or paying for review courses that may claim to address actual examination items.

The following steps may be helpful as you prepare for the exam:

- ◆ The major subjects that will be included on the exams can be found in the Content Outline and Sample Questions beginning on Page 22.
- ◆ Sample exam questions are on Pages 24 & 27. The sample questions are arranged in content code order. On the exam, they will be scrambled.
- ◆ Answer all of the sample questions to determine if there are any subjects you have difficulty answering. You should review those subjects.
- ◆ Study the format of the sample questions. The exam questions will follow the same format. All of the questions are multiple-choice. All will have only one (1) correct response and all can be answered on their own.
- ◆ A sample Reference Books list is provided on Page 28. NCBTMB does not specifically recommend you read any or all of these books. However, they can be especially helpful for certain subjects in which you may still need additional review.
- ◆ Before exam day, make sure you know the exact location of the center. Know the best way to get there, where parking can be found and the actual location of the testing room.

- ◆ Remember that you are not competing with anyone. There is no limit to the number of people who can pass the exam.

16 EXAMINATION DAY

A. ARRIVAL TIME

You must arrive at the Test Center 30 minutes before your scheduled appointment to complete the admission process required before testing begins.

B. WHAT YOU NEED TO BRING ON EXAM DAY

Testing centers utilize biometric procedures for validating candidate identification. The candidate's government issued photo ID will be scanned, the candidate will be photographed, and an electronic fingerprint of the candidate will be taken.

The candidate must present at least **one form of identification**, which must include a current, valid government issued **picture ID and your signature**.

This could include:

- Valid Driver's License Valid Passport
- Valid Military ID Card Valid State ID Card

The primary form of identification listed above **MUST** be issued by the national government in the country where you are testing. If your government issued identification is from a country other than the country in which you are testing, you must present your passport for identification. The passport must be current (not expired).

It is important to note that Social Security cards **ARE NOT** an acceptable Form of identification.

If the Test Center Administrator questions the ID presented you may be asked for additional

proof of identity. You may be refused access to an examination if the test center staff believes you have not proven your identity. If you do not have the required items with you on your scheduled exam day, you will not be allowed to take the exam. You will be considered absent and will forfeit your full application fee. You will be required to re-apply for the exam and pay all applicable fees.

You do not need your Confirmation Letter at the testing site. Please note that visitors are not allowed in the test center. **Childcare is not provided and children are not allowed in the testing center.**

C. LATE ARRIVAL

Candidates who arrive late for their exam will lose their reservation. They will be considered absent. Candidates must arrive at the Test Center 30 minutes before their scheduled appointment to complete the admission process required before testing begins.

D. INCLEMENT WEATHER

If severe weather or a natural disaster makes the testing center inaccessible or unsafe, the exam will be canceled. Exams that are canceled due to bad weather will be rescheduled as soon as possible, without additional charge. Candidates should contact Pearson VUE to determine if the center is closed and for rescheduling information.

E. EXAM SECURITY

When you arrive at the testing center, you will be asked to sign in on a test center log, copy and sign an agreement of confidentiality, present your identification, be photographed, and have your digital fingerprint taken. Failure to comply with any of these requirements may result in your dismissal from the testing center and/or forfeiture of eligibility to test.

No materials, notes, papers and/or electronic devices of any kind, other than a strict translation dictionary (as set forth in Section 11, English as a Second Language) or a visual aid pre-approved

in writing by NCBTMB pursuant to the ADA Accommodation Request Form, are permitted in the examination room or center.

Any candidate who gives (or receives) assistance to others during the exam will be asked to leave the center. Anyone involved in such behavior will be reported to NCBTMB and his/her exam will not be scored. Examination fees will not be refunded and the candidate may be prohibited from taking the National Certification Exam again.

The performance of all candidates is monitored and may be analyzed to detect fraud. This data is given to the NCBTMB. Candidates who violate security measures will not have their exam scored.

No test material, notes, documents or memoranda of any kind are to be taken from the examination room. Any individual who removes or attempts to remove exam materials will be subject to disciplinary and/or legal action.

All exam materials, including all questions and all forms of the exam, are copyrighted and the property of NCBTMB. Any distribution of these materials through reproduction, or oral or written communication, is strictly prohibited and punishable by law.

Candidates in violation of any NCBTMB testing policy are subject to forfeiture of examination fee, cancellation of exam scores, forfeiture of eligibility to test and disciplinary and/or legal action. Sanctions could result in the removal or denial of certification.

17 EXAM-TAKING TIPS

These tips will help you during the exam:

Relax. This will help you be more alert and reduce your physical stress.

Find the right work pace. Don't rush or go too

slowly. Find a pace that is comfortable.

Follow the directions and work carefully.

Read all of the options for each question before you mark your answer.

Skip difficult questions. Or, mark them for later review, and come back to them.

If you are not sure of an answer, **make an informed guess.***

Please note: If you have not completed the exam and you are reviewing questions — do NOT click finish. It will exit you out of the exam and you will not be able to get back in. This is very important!

* Both the questions that you don't answer and wrong answers are counted as wrong responses. Whether you pass is based on your total number of correct responses.

18 RESULTS AND SCORE REPORTS

Once you have finished taking the exam, the computer will score your performance on the test. The official score report will be issued to you after you have completed the test. Your performance will be communicated as either ‘pass’ or ‘fail’.

A candidate’s performance on the National Certification Examinations shall remain confidential unless otherwise stipulated by the examinee. Score transfers to state licensing boards, regulatory commissions, etc. must be made in writing by the candidate and submitted directly to the testing company. Scores will be sent directly to the state licensing/credentialing board in the form of either a sealed transcript or an encoded electronic file.

If your state or local licensing agency requires that you send them an official copy of your score, you will need to complete the Official Score Report Request Form, contained in this handbook. You should submit this form, along with payment of \$15.00 for each agency listed in your request. Pearson VUE will mail your score directly to the licensing agency that you indicate in your request. Payment must be in the form of a credit card, certified check or money order. Pearson VUE does not accept personal checks. Please allow 7-10 business days for processing before e-mailing your request for an update.

If you fail the exam, you will be given diagnostic information about your overall performance. The information will identify areas of weakness, should you wish to try again. The score report will also provide information on how to apply for a future exam.

Unlike cases of individual candidate misconduct, occasionally testing irregularities occur that affect a group of test takers. Such problems include, but are not limited to, administrative errors, defective

NCBTMB POLICY ON NON-DISCRIMINATION

A candidate’s performance on the National Certification Examination shall remain confidential unless otherwise stipulated by the examinee. Score transfers to state licensing boards, schools, regulatory commissions, etc. must be authorized in writing by the candidate using the approved form(s). Scores will be sent directly to the state licensing/credentialing board in the form of either a sealed transcript or an encoded electronic file.

equipment or materials, improper access to test content and/or the unauthorized general availability of test content, as well as other disruptions of test administrations (e.g. natural disasters and other emergencies).

When group-testing irregularities occur, Pearson VUE will conduct an investigation to provide information to NCBTMB. Based on this information, NCBTMB may direct Pearson VUE either not to score the test or to cancel the test score. When it is appropriate to do so, NCBTMB will arrange with Pearson VUE to give affected test takers the opportunity to take the test again as soon as possible, without charge. Affected test takers will be notified of the reasons for the cancellation and their options for retaking the test. NCBTMB’s appeals process does not apply to group testing irregularities.

NCBTMB has the following policy on the number of times a candidate may take the exam: Candidates who fail the exam will be permitted to retake the examination two (2) more times for a fee of \$225 each, if necessary, to achieve a passing score. Candidates who do not achieve a passing score **by the third attempt will be required to wait a three-month period**, from the date of their last examination administration before re-applying. After the three-month waiting

period, candidates can re-apply for eligibility to take either examination by submitting a new, completed application form, examination fee and accompanying documentation to NCBTMB.

19 If You Fail the Exam

If you fail either of the National Certification Examinations and wish to take it again, you must submit a copy of your failed score report, which will be given to you before you leave the test center, and the exam fee of \$225 payable to the NCBTMB.

The failed score report and fee must be received by NCBTMB by the expiration date stated in your eligibility letter, or no later than 60 days after the date of your last examination.

Once NCBTMB receives your failed score report and fee, you will be given another 3 month window within which to schedule and take the exam. This procedure must be followed anytime a candidate fails the exam and wishes to take it again. If you do not submit your failed score report within this time frame, you will need to submit a new application packet.

NCBTMB's POLICY ON CHALLENGING RESULTS

If you need to challenge the exam results based on the content of the exam you should contact NCBTMB directly at **1-800-296-0664**.

If you need to challenge the exam results based on the scoring of the exam you should contact the Pearson VUE call center (**1-888-699-1808**) regarding potential exam results challenges. *Pearson VUE will only review result records where there is documented evidence of an exam delivery issue.* There is no fee for this service. Pearson VUE will review your exam result record to ensure there are no delivery anomalies that could impact your exam score. You will be contacted after Pearson VUE has reviewed the result record to review their findings.

Prior to receipt of the examination score, candidates may comment in writing on any question(s) they believe contains errors in content. Comments will be forwarded to the Examination Committee of NCBTMB. If the Examination Committee judges that an item(s) should not be scored, all affected candidates shall be notified promptly. Candidates whose status changes from fail to pass shall be issued a certificate.

3/5 FAILURE POLICY

Candidates who do not achieve a passing score after three (3) attempts:

- Will be required to submit proof of completing an additional 100 hours of continuing education related to the core curriculum.
- The candidate will then be allowed two (2) additional attempts to successfully pass the examination.
- The candidate who chooses to retest after three (3) failing attempts must notify NCBTMB within sixty (60) days from the last failed exam date that they intend to retest.
- Candidates who must submit 100 hours of continuing education related to the core curriculum will have four (4) months from the last failed exam date to provide the complete documentation.

If the candidate fails the examination five (5) times, the candidate will be required to:

- Submit proof of completing an additional 500 hours of continuing education related to the core curriculum.
- The candidate who chooses to retest after five (5) failing attempts must notify NCBTMB within sixty (60) days from the last failed exam date that they intend to retest.
- Candidates who must submit 500 hours of continuing education related to the core curriculum will have one (1) year from the last failed exam date to provide the complete documentation.

Proof of continuing education related to the core

curriculum may be demonstrated by the submission of:

- An additional transcript from a school, or
- Certificates of completion demonstrating that the required courses were taken, or
- Other similar documentation

20 DURATION OF CERTIFICATION

Your National Certification in Therapeutic Massage and Bodywork or National Certification in Therapeutic Massage certification will remain current for a period of four (4) years from the date you pass an exam. During that time, use the designation “NCTMB” (Nationally Certified in Therapeutic Massage and Bodywork) or “NCTM” (Nationally Certified in Therapeutic Massage) after your name to identify yourself as being nationally certified. You will receive a certificate that you can frame.

21 RECORDS RETENTION

All applications for certification, and their supporting documentation, will be maintained by NCBTMB for a period of eight years (two certification cycles). These documents shall remain confidential and destroyed after the eight-year cycle is complete.

NCBTMB will maintain electronic records of all applicants and certificants, subject to the retention policy. Test scores (passing and failing) are maintained indefinitely for all candidates in a secure electronic format.

All applications for recertification, and their supporting documentation, are maintained by NCBTMB for a period of four years (one recertification cycle). Inactive records (i.e. certificants whose certification period has expired) that remain idle for a period of three years shall be purged from NCBTMB’s archive of records.

22 RECERTIFICATION PROGRAM

You must recertify every four years to maintain your certification status. Recertification is a process whereby the nationally certified practitioner demonstrates ongoing efforts to enhance the knowledge, skills and abilities to perform in a professional and ethical manner. Recertification also helps assure the public that the nationally certified practitioner remains committed to adhering to the NCBTMB Code of Ethics and Standards of Practice. You may begin earning credits toward recertification the day after you pass the exam.

You can order or download the current Requirements for Recertification Handbook from our web site at www.ncbtmb.org to learn more about this process and to prepare for your continued education. If you have any additional questions about recertification, please call **1-800-296-0664**.

23 CERTIFICANTS REGISTRY

NCBTMB keeps a list of all nationally certified practitioners. It releases the names and business telephone numbers of Nationally Certified practitioners upon request, for consumers and professional opportunities. Please mark the appropriate box on your application or call NCBTMB if you do not want your name to be released.

Additionally, NCBTMB offers a practitioner locator service on its web site. This service allows consumers the opportunity to locate Nationally Certified therapists by name, city, or zip code. To be included in the Practitioner Locator Program, visit our web site at www.ncbtmb.org.

24 WEB SITE - WWW.NCBTMB.ORG

The NCBTMB web site is a valuable tool for everyone! It can answer most questions you have about the examinations. NCBTMB encourages you to visit the website for immediate answers to general questions and to view current and past issues of NCBTMB newsletters.

25 ONLINE APPLICATION PROCESS

Candidates may now apply online for National Certification by visiting the NCBTMB website at www.ncbtmb.org.

- If you are applying online it is important to note that in addition to signing the application you must also download, complete, print and submit all of the other required documents (including, but not limited to the Statement of Understanding, Compliance Statement, Criminal Attestation, etc.)
- Candidates must use a credit card to complete the online application process.
- Only **MasterCard and Visa credit cards are accepted.**
- Please submit your payment information only once. Entering this information more than once will result in duplicate charges to your credit card.
- Candidates must submit hard copies of their accompanying documentation
- If you need to make changes to your online application you must wait at least 72 hours before you can access your account on our web site.

- You will have 60 days to submit the hard copy application or your portion of the application fee will be forfeited.
- The forms that are required to be submitted are available to download at the time you access the initial online application. You can find these forms on our web site at www.ncbtmb.org
- It is important to note that the Official school transcript must still be sent **DIRECTLY** to the NCBTMB by your school.
- When applying online you will need to send all of your documents to:

NCBTMB-Eligibility Department
Attention: Online Application
1901 S. Meyers Road, Suite 240
Oakbrook Terrace, IL 60181

26 CONTACTING STAFF

NCBTMB staff can be reached **Monday - Friday between 8:00am and 5:00pm Central Time at 1-800-296-0664**. The calls are taken in the order received. Information can be readily obtained through the NCBTMB website www.ncbtmb.org. You may also send us an e-mail at info@ncbtmb.org or write us at:

1901 S. Meyers Road, Suite 240
Oakbrook Terrace, IL 60181

MOVING?

NCBTMB makes every effort to keep the most current mailing addresses of its certificants. However, we need your help to do so. If you move, change your name or change your mailing address please contact NCBTMB as soon as possible. Please call NCBTMB at **1-800-296-0664** or go online at www.ncbtmb.org, to update your Certificant Profile with address changes.

NATIONAL CERTIFICATION EXAMINATION FOR THERAPEUTIC MASSAGE AND BODYWORK (NCETMB) CONTENT OUTLINE

(With percentage weights of major content areas)
Implemented June 1, 2005

I. General Knowledge of the Body Systems (16%)

A. Anatomy B. Physiology C. Pathology

1. Integumentary (skin)
2. Skeletal
3. Muscular
4. Nervous
5. Endocrine
6. Cardiovascular
7. Lymphatic
8. Urinary
9. Respiratory
10. Gastrointestinal
11. Reproductive
12. Craniosacral
13. Energetic
14. Meridian

II. Detailed Knowledge of Anatomy, Physiology and Kinesiology (26%)

- A. Anatomy
 1. Anatomical position and terminology (e.g. planes, directions)
 2. Individual muscles/muscle groups
 3. Muscle attachments
 4. Muscle fiber direction
 5. Tendons
 6. Fascia
 7. Joint structure
 8. Ligaments
 9. Bursae
 10. Dermatomes
 11. Primary and extraordinary meridians
 12. Chakras

- B. Physiology
 1. Response of the body to stress
 2. Basic nutrition principles
 3. Meridians/channels (e.g. bladder, liver, spleen)

- C. Kinesiology
 1. Actions of individual muscles/muscle groups
 2. Types of muscle contractions (e.g. concentric, eccentric, isometric)
 3. Joint movements (flexion, extension)
 4. Movement patterns (e.g. lifting, walking)
 5. Proprioception

III. Pathology (12%)

- A. Medical terminology
- B. Etiology of disease
- C. Modes of contagious disease transmission (e.g. blood, saliva)
- D. Signs and symptoms of disease
- E. Psychological and emotional states (e.g. depression, anxiety, grief)
- F. Effects of life stages (e.g. childhood, adolescence, geriatric)
- G. Effects of physical and emotional abuse and trauma
- H. Factors that aggravate or alleviate disease (e.g. biological, psychological, environmental)
- I. Psychological healing process
- J. Indications and contraindications /cautions
- K. Principles of acute versus chronic conditions
- L. Stages/aspects of serious/terminal illness (e.g., cancer, AIDS)
- M. Basic pharmacology
 1. Prescription medications
 2. Recreational drugs (e.g. tobacco, alcohol)
 3. Herbs
 4. Natural supplements
- N. Approaches used in Western medicine by other health professionals
- O. Approaches used in Asian medicine by other health professionals

IV. Therapeutic Massage and Bodywork Assessment (18%)

- A. Assessment methods (visual, palpatory, auditory, olfactory, energetic, intuitive)
- B. Assessing range of motion
- C. Assessment areas (soft tissues and bony landmarks, endangerment sites, trigger points, adhesions, energy blockages, energy channel blockage (Asian), pulse rate, craniosacral pulses, lymphatic edema)
- D. Somatic holding patterns (e.g., guarding, muscle/fascial memory)
- E. Posture analysis
- F. Structural and functional integration
- G. Ergonomic factors
- H. Effects of gravity
- I. Proprioception of position and movement

V. Therapeutic Massage and Bodywork Application (22 %)

- A. Theory
 - 1. Effects/benefits of massage/bodywork (physiological, emotional/ psychological, energetic)
- B. Methods and Techniques
 - 1. Client draping and positional support techniques
 - 2. Hydrotherapy/ hydromassage application
 - 3. Stress management and relaxation techniques
 - 4. Self-care activities for the client to maintain health (e.g., stretching, swimming)
 - 5. Principles of holistic practice/approach
 - 6. Postural balancing
 - 7. Use of massage and/or bodywork tools
 - 8. Enhancing client’s kinesthetic awareness
 - 9. Joint movement techniques
 - 10. Asian energy bodywork
 - 11. Western energy bodywork
 - 12. Static touch/holding
 - 13. Techniques/strokes (compression/palming, cupping, flicking, friction, gliding, hair pulling, hand rolling, jostling, kneading, percussion,

pinching, rocking, shaking, skin rollings, torquing, traction, vibration)

- 14. Stretching (e.g., active, passive, resisted, cross-directional, Proprioceptive Neuromuscular Facilitation [PNF], Muscle Energy Technique [MET], reciprocal inhibition, Active Isolated Stretching [AIS])
- 15. Aromatherapy
- 16. Topical analgesics
- 17. Gauging pressure as appropriate
- 18. Practitioner body mechanics
- 19. Standard Precautions
- 20. CPR/first aid

VI. Professional Standards, Ethics, Business, and Legal Practices (6 %)

- A. Maintaining professional boundaries while responding to client’s emotional needs
- B. Client interviewing techniques
- C. Communication with other health professionals
- D. When to refer clients to other health professionals
- E. Verbal and nonverbal communication skills
- F. NCBTMB Code of Ethics and Standards of Practice
- G. Issues of confidentiality
- H. Legal and ethical parameters of scope of practice
- I. Basic psychological and physical dynamics of practitioner/client relationship
- J. Planning strategies for single and multiple sessions
- K. Session record keeping practices
- L. Basic business and accounting practices
- M. Outsourcing business needs (e.g., insurance billing, bookkeeping)
- N. Regulations pertaining to income reporting
- O. Need for liability insurance
- P. State and local credentialing requirements
- Q. Legal entities (e.g., independent contractor, employee)

NATIONAL CERTIFICATION EXAMINATION FOR THERAPEUTIC MASSAGE & BODYWORK SAMPLE QUESTIONS

The following questions are representative of the type that will appear on the National Certification Examination for Therapeutic Massage and Bodywork (NCETMB)

1. Content Area I. A.

Palpation of which bony landmark helps to locate the ulnar nerve?

- A. Calcaneus
- B. Spine of scapula
- C. Anterior margin of tibia
- D. Medial epicondyle of the humerus

2. Content Area I. A.

The psoas muscle is located in which body cavity?

- A. Abdominal
- B. Thoracic
- C. Pleural
- D. Cranial

3. Content Area I. A.

The Stomach Channel begins:

- A. at the inside base of the large toenail
- B. in the center of the axilla
- C. below and in line with the pupil
- D. at the base of the index finger

4. Content Area I. B.

The “fight-or-flight” response to stress is an activation of which part of the nervous system?

- A. Somatic
- B. Parasympathetic
- C. Sympathetic
- D. Voluntary

5. Content Area I. C.

What motion at the ankle joint causes a lateral sprain?

- A. Plantarflexed
- B. Dorsiflexed
- C. Everted

D. Inverted

6. Content Area III. A.

Which of the following conditions BEST defines psoriasis?

- A. Carcinoma
- B. Contagious disease
- C. Chronic skin disorder
- D. Chronic fungal infection

7. Content Area III. J.

Heavy percussion is contraindicated over the:

- A. lungs
- B. shoulder
- C. ribs
- D. kidneys

8. Content Area V. A.

Massage can help lower blood levels of which stress-related substance?

- A. Somatotrophin
- B. Follicle-stimulating hormone
- C. Epinephrine
- D. Parathyroid hormone

9. Content Area V. B.

Which of the following does a moist heat compress produce?

- A. Muscle relaxation
- B. Decreased soreness of rheumatic joints
- C. Decreased peristaltic action
- D. Vasoconstriction

10. Content Area VI. J.

A client with hypothyroidism may need which of the following accommodations to be comfortable during a session?

- A. Warm room temperature
- B. Side lying position
- C. Extra cervical support
- D. Frequent bathroom visits

CORRECT ANSWERS

1–D, 2–A, 3–C, 4–C, 5–D, 6–C, 7–D, 8–C, 9–A, 10–A

NATIONAL CERTIFICATION EXAMINATION FOR THERAPEUTIC MASSAGE (NCETM) CONTENT OUTLINE

(With percentage weights of major content areas)
Implemented June 1, 2005

I. General Knowledge of the Body Systems (14%)

A. Anatomy B. Physiology C. Pathology

1. Integumentary (skin)
2. Skeletal
3. Muscular
4. Nervous
5. Endocrine
6. Cardiovascular
7. Lymphatic
8. Urinary
9. Respiratory
10. Gastrointestinal
11. Reproductive

II. Detailed Knowledge of Anatomy, Physiology and Kinesiology (26%)

A. Anatomy

1. Anatomical position and terminology (e.g. planes, directions)
2. Individual muscles/muscle groups
3. Muscle attachments
4. Muscle fiber direction
5. Tendons
6. Fascia
7. Joint structure
8. Ligaments
9. Bursae
10. Dermatomes

B. Physiology

1. Response of the body to stress
2. Basic nutrition principles

C. Kinesiology

1. Actions of individual muscles/muscle groups
2. Types of muscle contractions (e.g. concentric,

eccentric, isometric)

3. Joint movements (flexion, extension)
4. Movement patterns
5. Proprioception

III. Pathology (14%)

A. Medical terminology

B. Etiology of disease

C. Modes of contagious disease transmission (e.g. blood, saliva)

D. Signs and symptoms of disease

E. Psychological and emotional states (e.g. depression, anxiety, grief)

F. Effects of life stages (e.g. childhood, adolescence, geriatric)

G. Effects of physical and emotional abuse and trauma

H. Factors that aggravate or alleviate disease (e.g. biological, psychological, environmental)

I. Psychological healing process

J. Indications and contraindications /cautions

K. Principles of acute versus chronic conditions

L. Stages/aspects of serious/terminal illness (e.g., cancer, AIDS)

M. Basic pharmacology

1. Prescription medications

2. Recreational drugs (e.g. tobacco, alcohol)

3. Herbs

4. Natural supplements

N. Approaches used by other health professionals

IV. Therapeutic Massage Assessment (16%)

A. Assessment methods (visual, palpatory, auditory, olfactory, intuitive)

B. Assessing range of motion

C. Assessment areas (soft tissues and bony landmarks, endangerment sites, trigger points, adhesions, lymphatic edema, pulse rate)

D. Holding patterns (e.g., guarding, muscle/fascial memory)

E. Posture analysis

F. Structural and functional integration

G. Ergonomic factors

H. Effects of gravity

I. Proprioception of movement

V. Therapeutic Massage Application (24%)

- A. Theory
 - 1. Effects/benefits of massage/bodywork (physiological, emotional/ psychological, energetic)
- B. Methods and Techniques
 - 1. Client draping and positional support techniques
 - 2. Hydrotherapy/ hydromassage application
 - 3. Stress management and relaxation techniques
 - 4. Self-care activities for the client to maintain health (e.g., stretching, swimming)
 - 5. Principles of holistic practice/approach
 - 6. Postural balancing
 - 7. Use of massage tools
 - 8. Enhancing client's kinesthetic awareness
 - 9. Joint movement techniques
 - 10. Static touch/holding
 - 11. Techniques/strokes (compression/palming, cupping, flicking, friction, gliding, hair pulling, jostling, kneading, percussion, pinching, rocking, shaking, skin rolling, torquing, traction, vibration)
 - 12. Stretching (e.g., active stretching, passive stretching, resisted stretching, cross-directional stretching, Proprioceptive Neuromuscular Facilitation [PNF], Muscle Energy Technique [MET], reciprocal inhibition, Active Isolated Stretching [AIS])
 - 13. Aromatherapy
 - 14. Topical analgesics
 - 15. Gauging pressure as appropriate
 - 16. Practitioner body mechanics
 - 17. Standard Precautions
 - 18. CPR/first aid

VI. Professional Standards, Ethics, Business, and Legal Practices (6 %)

- A. Maintaining professional boundaries while responding to client's emotional needs
- B. Client interviewing techniques
- C. Communication with other health professionals
- D. When to refer clients to other health professionals
- E. Verbal and nonverbal communication skills
- F. NCBTMB Code of Ethics and Standards of Practice
- G. Issues of confidentiality
- H. Legal and ethical parameters of scope of practice
- I. Basic psychological and physical dynamics of practitioner/client relationship
- J. Planning strategies for single and multiple sessions
- K. Session record keeping practices
- L. Basic business and accounting practices
- M. Outsourcing business needs (e.g., insurance billing, bookkeeping)
- N. Regulations pertaining to income reporting
- O. Need for liability insurance
- P. State and local credentialing requirements
- Q. Legal entities (e.g., independent contractor, employee)

NATIONAL CERTIFICATION EXAMINATION FOR THERAPEUTIC MASSAGE SAMPLE QUESTIONS

The following questions are representative of the type that will appear on the National Certification Examination for Therapeutic Massage (NCETM)

1. Content Area I. A.

Where does the massage practitioner palpate the medial longitudinal arch?

- A. Medial surface of the pelvis
- B. Superior surface of the sacrum
- C. First metatarsal to calcaneus
- D. Fifth metatarsal to calcaneus

2. Content Area I. A.

The elbow is proximal to the:

- A. head
- B. hips
- C. shoulder
- D. wrist

3. Content Area I. A.

What is the bony prominence palpable on the medial side of the elbow?

- A. Medial condyle of the tibia
- B. Olecranon process of ulna
- C. Medial epicondyle of the humerus
- D. Greater tubercle of the humerus

4. Content Area I. B.

Which term describes a muscle whose contraction produces a joint action opposite to the joint action of another muscle?

- A. Fixator
- B. Antagonist
- C. Prime mover
- D. Assistant mover

5. Content Area I. B.

Which part of the respiratory system is responsible for removing debris and warming and moisturizing inspired air?

- A. Nasal cavity
- B. Bronchi
- C. Pharynx
- D. Trachea

6. Content Area III. A.

Which term refers to a spinal curvature?

- A. Lumbago
- B. Lordosis
- C. Sciatica
- D. Sclerosis

7. Content Area III. J.

When working in the inguinal ligament region, a massage practitioner must be aware of potential endangerment to the:

- A. sciatic nerve
- B. femoral nerve
- C. popliteal artery
- D. obturator vein

8. Content Area V. A.

What course of action is BEST to assist a client who is experiencing chronic constipation?

- A. Sedate the hypertonic smooth muscles of the large intestine.
- B. Stimulate peristaltic contraction of the large intestine.
- C. Apply deep pressure to the abdominal and pelvic region.
- D. Avoid the abdominal area completely.

9. Content Area V. B.

Especially gentle stroking of the skin with no underlying tissues being displaced is called:

- A. light effleurage
- B. rapid vibration
- C. light friction
- D. circular pétrissage

10. Content Area VI. J.

A client with hypothyroidism may need which of the following accommodations to be comfortable during a session?

- A. Warm room temperature
- B. Side lying position
- C. Extra cervical support
- D. Frequent bathroom visits

CORRECT ANSWERS

1-C, 2-D, 3-C, 4-B, 5-A, 6-B, 7-B, 8-B, 9-A, 10-A

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK REFERENCE LIST

The following list is an example of texts that may be of use to candidates when preparing to sit for the National Certification Examinations. Individuals may want to review books such as these, along with those used for their massage and bodywork training. Please be aware that NCBTMB presents this as a means to provide **examples** of textbooks that are available. NCBTMB does not endorse or recommend that students purchase all of these texts or try to study all of them in depth. Both of the National Certification Examination Content Outlines have been provided as guides to the areas of content in which candidates will be tested.

- American Red Cross. *Community First Aid and Safety*. St. Louis: Mosby Lifeline, 2002.
- Ashley, Martin. *Massage: A Career at Your Fingertips*. 3RD Edition. Barrytown, New York: Station Hill Press, 1998.
- Beresford-Cooke, Carola. *Shiatsu Theory and Practice: A Comprehensive Text for the Student Professional*. 2ND edition. New York: Churchill Livingstone, 2003.
- Biel, Andrew. *Trail Guide to the Body*. 3RD edition. Boulder, Colorado: Books of Discovery, 2005.
- Clemente, Carmine. *Anatomy: A Regional Atlas of the Human Body*. 4TH edition. Baltimore, MD: Williams and Wilkins, 1997.
- Fritz, Sandy. *Fundamentals of Therapeutic Massage*. 3RD Edition. St. Louis: Mosby, 2004.
- Fritz, Sandy and M. James Grosenbach. *Essential Sciences for Therapeutic Massage: Anatomy, Physiology, Biomechanics and Pathology*. 2ND Edition. St. Louis: Mosby, 2004.
- Kendall, Florence Peterson, Elizabeth Kendall McCreary, Patricia Geise Provance. *Muscles: Testing and Function*. 4TH Edition. Baltimore: Williams and Wilkins, 1993.
- Maciocia, Giovanni. *The Foundations of Chinese Medicine*. 1ST Edition. New York: Churchill Livingstone, 1989.
- Pritchard, Sarah. *The Chinese Massage Manual: The Healing Art of Tuina*. Sterling Publications, 1999.
- Sohnen-Moe, Cherie M. *Business Mastery*. 3RD edition. Rochester, VT: Healing Arts Press, 1997
- Salvo, Susan. *Massage Therapy: Principles and Practice*. Philadelphia, PA: W.B. Saunders Company, 1999.
- Tappan, Frances M. and Patricia J. Benjamin. *Handbook of Healing Massage Techniques*. 4TH Edition. Connecticut: Appleton and Lange, 2005.
- Thomas, C.L. ed. *Taber's Cyclopedic Medical Dictionary*. 19TH Edition. Philadelphia, PA: Davis Co., 2001.
- Thompson, Diana L. *Hands Heal, Communication, Documentation, and Insurance Billing for Manual Therapists*. 2ND edition. Self Published, 2002.
- Tortora, Gerard, Sandra Reynolds Grabowski. *Principles of Anatomy and Physiology*. 10TH edition. New York: Harper and Collins Publishers, Inc., 2004.

STUDY GUIDE FOR THE NATIONAL CERTIFICATION EXAMINATIONS ORDER FORM



The National Certification Board for Therapeutic Massage and Bodywork has produced a Study Guide that has been specifically designed to aid applicants who are preparing to take the National Certification Examinations. This study guide is relevant for both examinations.

Applicants should be aware that this Study Guide does not teach content, and should not be used as a tutorial for massage therapy and bodywork education. Rather, the guide will provide applicants with information related to preparing for the examinations. This Study Guide can be purchased online by visiting the NCBTMB website at www.ncbtmb.org or by phone at **1-888-802-6600**.

You may order a copy of the National Certification Examination Study Guide by detaching the following form and submitting it, along with a \$39.95 payment to:

NCBTMB Study Guide Distribution Center
500 Monocacy Blvd
Frederick, MD 21701

Name: _____
Address: _____
Phone: _____

Please charge \$39.95 to my credit card for the Study Guide for the National Certification Examination:
Credit Card Type: _____ # _____ exp. date _____
Name as appears on card: _____
Signature: _____

DETACH HERE

STANDARDS OF PRACTICE

Revised October 2009

BACKGROUND

The purpose of the National Certification Board for Therapeutic Massage and Bodywork (NCBTMB) is to foster high standards of ethical and professional practice in the delivery of services through a recognized credible certification program that assures the competency of practitioners of therapeutic massage and bodywork.

These Standards of Practice ensure that certificants and applicants for certification are aware of, and committed to, upholding high standards of practice for the profession. Also, the Standards of Practice are meant to assist members of the general public, including consumers, other health care professionals, and state and municipal regulatory agencies or boards with understanding the duties and responsibilities of NCBTMB certificants and applicants for certification.

The NCBTMB developed and adopted the Standards of Practice to provide certificants and applicants for certification with a clear statement of the expectations of professional conduct and level of practice afforded the public in, among other things, the following areas: Professionalism, Legal and Ethical Requirements, Confidentiality, Business Practices, Roles and Boundaries, and Prevention of Sexual Misconduct. These Standards of Practice were approved and ratified by the NCBTMB Board of Directors, representatives of the certificant population and key stakeholders of the NCBTMB.

PREAMBLE

These Standards of Practice for the profession of therapeutic massage and bodywork are the guiding principles by which certificants and applicants for certification conduct their day-to-day responsibilities within their scope of practice. These principles help to assure that all professional behaviors are conducted in the most ethical, compassionate, and responsible manner. Through these Standards of Practice, NCBTMB seeks to establish and uphold high standards, traditions, and principles of the practices that constitute the profession of therapeutic massage and bodywork. The Standards are enforceable guidelines for professional conduct, and therefore, are stated in observable and measurable terms intended as minimum levels of practice to which certificants and applicants for certification are held accountable. Upon submission of the application for the National Certification Examinations, each applicant for certification must agree to uphold and abide by the NCBTMB Code of Ethics, Standards of Practice and applicable policies. Certificants or applicants' failure to comply with the Code of Ethics and the Standards of Practice as provided herein constitutes professional misconduct and may result in sanctions, or other appropriate disciplinary actions, including the suspension or revocation of certification.

NCBTMB certificants and applicants for certification are obligated to report unethical behavior and violations of the Code of Ethics and/or the Standards of Practice they reasonably and in good faith believe have been performed by other NCBTMB certificants and applicants for certification to NCBTMB.

These Standards of Practice reflect NCBTMB's clear commitment that certificants and applicants for certification provide an optimal level of service and strive for excellence in their practice. This includes remaining in good standing with NCBTMB, committing to continued personal and professional growth

through continuing education, and understanding and accepting that personal and professional actions reflect on the integrity of the therapeutic massage and bodywork profession and NCBTMB. Certificants and applicants for certification are responsible for showing and maintaining professional compliance with the Standards of Practice.

NCBTMB requires certificants and applicants for certification to conduct themselves in a highly professional and dignified manner. NCBTMB will not consider and/or adjudicate complaints against certificants and applicants for certification that are based solely on consumer related issues or are based on competitive marketplace issues.

As the therapeutic massage and bodywork profession evolves, so, too, will the Standards of Practice. The Standards of Practice are, therefore, a live and dynamic document and subject to revision in keeping with the changing demands and expectations of the therapeutic massage and bodywork profession.

STANDARD I: PROFESSIONALISM

The certificant or applicant for certification must provide optimal levels of professional therapeutic massage and bodywork services and demonstrate excellence in practice by promoting healing and well-being through responsible, compassionate and respectful touch. In his/her professional role the certificant or applicant for certification shall:

- a. adhere to the NCBTMB Code of Ethics, Standards of Practice, policies and procedures
- b. comply with the peer review process conducted by the NCBTMB Ethics and Standards Committee regarding any alleged violations of the NCBTMB Code of Ethics and Standards of Practice
- c. treat each client with respect, dignity and worth
- d. use professional verbal, nonverbal and written communications
- e. provide an environment that is safe and comfortable for the client and which, at a minimum, meets all legal requirements for health and safety
- f. use standard precautions to insure professional hygienic practices and maintain a level of personal hygiene appropriate for practitioners in the therapeutic setting
- g. wear clothing that is clean, modest, and professional
- h. obtain voluntary and informed consent from the client prior to initiating the session
- i. if applicable, conduct an accurate needs assessment, develop a plan of care with the client, and update the plan as needed
- j. use appropriate draping to protect the client's physical and emotional privacy
- k. be knowledgeable of his/her scope of practice and practice only within these limitations
- l. refer to other professionals when in the best interest of the client and practitioner
- m. seek other professional advice when needed
- n. respect the traditions and practices of other professionals and foster collegial relationships
- o. not falsely impugn the reputation of any colleague
- p. use the initials NCTMB only to designate his/her professional ability and competency to practice therapeutic massage and bodywork, or the initials NCTM only to designate his/her professional ability and competency to practice therapeutic massage
- q. remain in good standing with NCBTMB
- r. understand that the NCBTMB certificate may be displayed prominently in the certificant's principal place of practice

- s. use the NCBTMB logo and certification number on business cards, brochures, advertisements, and stationery only in a manner that is within established NCBTMB guidelines
- t. not duplicate the NCBTMB certificate for purposes other than verification of the practitioner's credentials
- u. immediately return the certificate to NCBTMB if certification is revoked
- v. inform NCBTMB of any changes or additions to information included in his/her application for NCBTMB certification or recertification

STANDARD II: LEGAL AND ETHICAL REQUIREMENTS

The certificant or applicant for certification must comply with all the legal requirements in applicable jurisdictions regulating the profession of therapeutic massage and bodywork. In his/her professional role the certificant or applicant for certification shall:

- a. obey all applicable local, state, and federal laws
- b. refrain from any behavior that results in illegal, discriminatory, or unethical actions
- c. accept responsibility for his/her own actions
- d. report to the proper authorities any alleged violations of the law by other certificants or applicants for certification
- e. maintain accurate and truthful records
- f. report to NCBTMB any criminal conviction of, or plea of guilty, nolo contendere, or no contest to, a crime in any jurisdiction (other than a minor traffic offense) by him/herself and by other certificants or applicants for certification
- g. report to NCBTMB any pending litigation and resulting resolution related to the certificant or applicant for certification's professional practice and the professional practice of other certificants or applicants for certification
- h. report to NCBTMB any pending complaints in any state or local government or quasi-government board or agency against his/her professional conduct or competence, or that of another certificant, and the resulting resolution of such complaint
- i. respect existing publishing rights and copyright laws, including, but not limited to, those that apply to NCBTMB's copyright-protected examinations

STANDARD III: CONFIDENTIALITY

The certificant or applicant for certification shall respect the confidentiality of client information and safeguard all records. In his/her professional role the certificant or applicant for certification shall:

- a. protect the confidentiality of the client's identity in conversations, all advertisements, and any and all other matters unless disclosure of identifiable information is requested by the client in writing, is medically necessary, is required by law or for purposes of public protection
- b. protect the interests of clients who are minors or clients who are unable to give voluntary and informed consent by securing permission from an appropriate third party or guardian
- c. solicit only information that is relevant to the professional client/therapist relationship
- d. share pertinent information about the client with third parties when required by law or for purposes of public protection
- e. maintain the client files for a minimum period of four years
- f. store and dispose of client files in a secure manner

STANDARD IV: BUSINESS PRACTICES

The certificant or applicant for certification shall practice with honesty, integrity, and lawfulness in the business of therapeutic massage and bodywork. In his/her professional role the certificant or applicant for certification shall:

- a. provide a physical setting that is safe and meets all applicable legal requirements for health and safety
- b. maintain adequate and customary liability insurance
- c. maintain adequate progress notes for each client session, if applicable
- d. accurately and truthfully inform the public of services provided
- e. honestly represent all professional qualifications and affiliations
- f. promote his/her business with integrity and avoid potential and actual conflicts of interest
- g. advertise in a manner that is honest, dignified, accurate and representative of services that can be delivered and remains consistent with the NCBTMB Code of Ethics and Standards of Practice
- h. advertise in a manner that is not misleading to the public and shall not use sensational, sexual or provocative language and/or pictures to promote business
- i. comply with all laws regarding sexual harassment
- j. not exploit the trust and dependency of others, including clients and employees/co-workers
- k. display/discuss a schedule of fees in advance of the session that is clearly understood by the client or potential client
- l. make financial arrangements in advance that are clearly understood by and safeguard the best interests of the client or consumer
- m. follow acceptable accounting practices
- n. file all applicable municipal, state and federal taxes
- o. maintain accurate financial records, contracts and legal obligations, appointment records, tax reports and receipts for at least four years

STANDARD V: ROLES AND BOUNDARIES

The certificant or applicant for certification shall adhere to ethical boundaries and perform the professional roles designed to protect both the client and the practitioner, and safeguard the therapeutic value of the relationship. In his/her professional role the certificant or applicant for certification shall:

- a. recognize his/her personal limitations and practice only within these limitations
- b. recognize his/her influential position with the client and not exploit the relationship for personal or other gain
- c. recognize and limit the impact of transference and counter-transference between the client and the certificant
- d. avoid dual or multidimensional relationships that could impair professional judgment or result in exploitation of the client or employees and/or coworkers
- e. not engage in any sexual activity with a client
- f. acknowledge and respect the client's freedom of choice in the therapeutic session
- g. respect the client's right to refuse the therapeutic session or any part of the therapeutic session
- h. refrain from practicing under the influence of alcohol, drugs, or any illegal substances (with the exception of a prescribed dosage of prescription medication which does not impair the certificant)
- i. have the right to refuse and/or terminate the service to a client who is abusive or under the influence of alcohol, drugs, or any illegal substance

STANDARD VI: PREVENTION OF SEXUAL MISCONDUCT

The certificant or applicant for certification shall refrain from any behavior that sexualizes, or appears to sexualize, the client/therapist relationship. The certificant or applicant for certification recognizes the intimacy of the therapeutic relationship may activate practitioner and/or client needs and/or desires that weaken objectivity and may lead to sexualizing the therapeutic relationship. In his/her professional role the certificant or applicant for certification shall:

- a. refrain from participating in a sexual relationship or sexual conduct with the client, whether consensual or otherwise, from the beginning of the client/therapist relationship and for a minimum of six months after the termination of the client/therapist relationship unless a pre-existing relationship exists between a certificant or applicant for certification and client prior to the certificant or applicant for certification applying to be certified by NCBTMB
- b. in the event that the client initiates sexual behavior, clarify the purpose of the therapeutic session, and, if such conduct does not cease, terminate or refuse the session
- c. recognize that sexual activity with clients, students, employees, supervisors, or trainees is prohibited even if consensual
- d. not touch the genitalia
- e. only perform therapeutic treatments beyond the normal narrowing of the ear canal and normal narrowing of the nasal passages as indicated in the plan of care and only after receiving informed voluntary written consent
- f. only perform therapeutic treatments in the oropharynx as indicated in the plan of care and only after receiving informed voluntary consent
- g. only perform therapeutic treatments into the anal canal as indicated in the plan of care and only after receiving informed voluntary written consent
- h. only provide therapeutic breast massage as indicated in the plan of care and only after receiving informed voluntary written consent from the client

COMPLETING YOUR PORTFOLIO REVIEW APPLICATION

To make the best use of your time, provide us with accurate information, and facilitate the review process please follow these steps in filling out your application. In order to successfully complete your Portfolio Review Application you will need; pen and pencil, calculator, Portfolio Review Handbook, and documentation (official transcripts, and photocopies of your diplomas or certificates) of all of your massage and bodywork education/training which will indicate the description of your education/training, from where and from whom the education/training was received, and the number of hours received.

If you are not able to obtain an Official Transcript, you may call NCBTMB at 1(800)296-0664 to request a VERIFICATION OF EDUCATION FORM.

STEP ONE:

Please complete the Application Form. This will provide us with your name, current mailing and email address and telephone numbers, amount and method of payment. Make sure to read the Statement of Understanding and sign your application. Also make sure to include a legible copy of your government issued photo ID.

First: Select the exam you are requesting:

NCETMB or NCETM. If you have a question on whether the exam you select is accepted by the regulatory body in your area please contact that licensing authority (not NCBTMB) directly. NCBTMB will administer only the exam requested by you in writing and is not responsible for determining the acceptability of the exam you select by any licensure authority.

PLEASE NOTE: A fee (currently \$100) will apply to any change to your requested exam. Changes must be made in writing using the Exam Change Request Form (available at www.ncbtmb.org) and can only be made prior to

scheduling and sitting for the exam. On-site change requests cannot be accommodated and any scheduled appointment must be cancelled before a change can be made. Once the exam is scheduled and/or exam begun, a new fee (\$225) will be required to sit for the alternate exam.

Second: Provide your complete legal name as it will appear on your certificate. Your name on the application must match your identification. Be sure your mailing address includes correct abbreviations where used. Home and work telephone numbers should include the 3-digit area codes. Your social security number is used for identification purposes.

Third: Candidates from particular jurisdictions may now have their scores sent automatically to the regulatory agency of their choice in order to obtain a license to practice. Please select the ONE state to which you would like to have your scores sent. If you do not wish to have your scores sent at this time, please select the option labeled "None" regardless of what option you choose, or if your state is not currently listed, you may request that your scores be sent at a later time or to a different location by filling out the Official Score Report Request Form on page 47 of this handbook.

STEP TWO:

Collect and organize all of the needed materials outlined above. Pen and pencil, calculator, Portfolio Review Handbook, and documentation of all massage and bodywork education/training indicating the description of your education/training, from where and from whom the training was received, and the number of hours received. In your portfolio review handbook locate the following documents: Application for the NCE, and Eligibility Determination Forms.

STEP THREE:

Complete all 3 Eligibility Determination Forms (Section I, II and III). An individual course can only be used one time. Supporting documentation is required.

If a course includes subjects other than therapeutic massage and bodywork, you must provide a breakdown of the course hours into therapeutic massage and bodywork subjects and the clock hours applied, and subjects that were not therapeutic massage and bodywork and the clock hours applied. Your documentation must support this breakdown. This documentation must include substantiation from the institution or instructor. If the Portfolio Review Panel cannot determine whether a course's subject matter falls under General, Core or Adjunctive Knowledge (Sections I, II or III), you may not receive credit for a course you have submitted. For example, a course entitled "Physical Treatment Modalities" would need such a breakdown because the Panel would not be able to determine whether the course material falls under therapeutic massage and bodywork or under another field.

Similarly, because course titles do not always indicate whether a course falls under therapeutic massage and bodywork, you may include a statement explaining why you believe a course applies to therapeutic massage and bodywork. You must provide documentation that supports your explanation.

STEP FOUR:

Make sure you submit a completed, signed application and ALL required documentation to the National Certification Board. Be sure to also make a copy for your records.

APPLICATION FOR NATIONAL CERTIFICATION EXAMINATIONS

PLEASE COMPLETE THIS APPLICATION LEGIBLY AND IN PEN. APPLICATIONS COMPLETED IN PENCIL CANNOT BE READ BY OUR SCANNERS. APPLICATIONS THAT ARE NOT LEGIBLE AND/OR DIFFICULT TO READ WILL NOT BE PROCESSED

1. CHOOSE EXAM YOU WISH TO TAKE:

If you have a question on whether the exam you select is accepted by the regulatory body in your area, please contact that licensing authority directly (not NCBTMB). NCBTMB will administer only the exam requested by you in writing and is not responsible for determining the acceptability of the exam you select by any licensure authority.

A \$100 fee will apply to any change to your requested exam. Changes must be made in writing using the Exam Change Request Form (available at www.ncbtmb.org) and can only be made prior to scheduling and sitting for the exam. On site change requests cannot be accommodated and any scheduled appointment must be cancelled before a change can be made. Once the exam is scheduled and/or exam begun, a new fee (\$225) will be required to sit for the alternate exam.

- National Certification Examination for Therapeutic Massage & Bodywork (NCETMB)
- National Certification Examination for Therapeutic Massage (NCETM)

2. SELECT THE OPTION UNDER WHICH YOU WILL TAKE THE EXAM ABOVE:

- National Certification
- National Examination States Licensing (NESL)

[Note: You will not be nationally certified if you select this option]

3. PERSONAL (Provide your complete legal name as it appears on your government issued photo identification.)

Name _____
LAST FIRST MIDDLE INITIAL FORMER NAME (If applicable)

(Be sure your mailing address includes correct abbreviations where used. Home and work telephone numbers should include the 3-digit area codes. Your social security number is used for identification purposes.)

Address: _____ Apt. _____

City _____ State _____ Zip Code _____

Phone (Primary) _____ (Secondary) _____

E-mail _____

Social Security # _____ Date of Birth _____ Sex ____ M ____ F

NATIONAL CERTIFICATION PORTFOLIO REVIEW HANDBOOK

4. (Candidates from particular jurisdictions may now have their scores sent automatically to the regulatory agency of their choice in order to obtain a license to practice. Please select the ONE state to which you would like to have your scores sent. If you do not wish to have your scores sent at this time, please select the option labeled None. Regardless of what option you choose, or if your state is not currently listed, you may request that your scores be sent at a later time or to a different location by filling out the Official Score Report Request Form in this handbook.)

- | | | | |
|-----------------------------------|--------------------------------------|---|-------------------------------------|
| <input type="checkbox"/> Arizona | <input type="checkbox"/> Iowa | <input type="checkbox"/> Nevada | <input type="checkbox"/> Tennessee |
| <input type="checkbox"/> Florida | <input type="checkbox"/> Kentucky | <input type="checkbox"/> New Mexico | <input type="checkbox"/> Virginia |
| <input type="checkbox"/> Georgia | <input type="checkbox"/> Mississippi | <input type="checkbox"/> North Carolina | <input type="checkbox"/> Washington |
| <input type="checkbox"/> Illinois | <input type="checkbox"/> Missouri | <input type="checkbox"/> Pennsylvania | |

5. PAYMENT INFORMATION

Portfolio Review Examination Fee: \$300.00 * Fees may increase at anytime

(Mark ONE box to indicate your method of payment. If you are paying by credit card, provide the account name on the credit card, card number, month/year of expiration, and the authorized signature of the credit card holder. The NCBTMB accepts MasterCard or Visa only. The NCBTMB does not accept American Express or Discover.)

- Check, Voucher (please attach copy), Money Order Visa, MasterCard,

Total Amount Charged _____

Name On Card: _____

Card Number: _____

Exp. Date: ____/____

SIGNATURE _____

6. SPECIAL ACCOMMODATIONS FOR CANDIDATES WITH A DISABILITY

Do you require special accommodations under the Americans with Disabilities Act and/or Title VII of the Civil Rights Act? *(This field is designated for those candidates that require special accommodations under the Americans with Disabilities Act and Title VII of the Civil Rights Act. Please provide the attachments as specified by page 12, section 10 of the handbook.)*

- Yes No

If yes, a letter and supporting documentation MUST accompany this application when it is submitted. Please refer to page 12, section 10 of this handbook for directions regarding the materials that are required.

7. CERTIFICATION REGISTRY

(OPTIONAL field for those who do not want their names released from the National Certified Practitioners database. DO NOT MARK THIS FIELD IF YOU WISH YOUR NAME AND PHONE INCLUDED IN THE LOCATOR PROGRAM.)

- Mark only if you do not wish your name, address and office contact information released from the Nationally Certified Practitioners database for referral purposes. This includes web site referrals.
- Mark this if you do not wish to be contacted about continuing education courses through the sale of mailing labels, or other professional opportunities by other organizations.

8. EDUCATION AND TRAINING

Highest Education Level

- | | |
|---|---|
| <input type="checkbox"/> Some high school | <input type="checkbox"/> High school |
| <input type="checkbox"/> Some college | <input type="checkbox"/> Technical/Vocational certificate |
| <input type="checkbox"/> Junior college graduate | <input type="checkbox"/> BA/BS |
| <input type="checkbox"/> MA/PhD/Other Advanced Degree | <input type="checkbox"/> Other (Specify) |

9. HOURS OF MESSAGE/BODYWORK TRAINING

- | | |
|------------------------------------|---------------------------------------|
| <input type="checkbox"/> 500 – 599 | <input type="checkbox"/> 800 to 899 |
| <input type="checkbox"/> 600 – 699 | <input type="checkbox"/> 900 to 999 |
| <input type="checkbox"/> 700 – 799 | <input type="checkbox"/> 1000 or more |

10. CLIENT SESSIONS PER WEEK OPTIONAL

- | | |
|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> 10 or less | <input type="checkbox"/> 31 to 40 |
| <input type="checkbox"/> 11 to 20 | <input type="checkbox"/> Over 40 |
| <input type="checkbox"/> 21 to 30 | |

11. PRIMARY DISCIPLINE

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Traditional European | <input type="checkbox"/> Oriental |
| <input type="checkbox"/> Contemporary Western | <input type="checkbox"/> Energetic |
| <input type="checkbox"/> Structural/Functional/Movement Integration | |
| <input type="checkbox"/> Eclectic/Combination | <input type="checkbox"/> Other _____ |

12. SCHOOL(S) ATTENDED:

(Please see your school administrator for the school registration code with the NCBTMB. It is very important that your application have your school code Contact your school and ask for their “NCBTMB Assigned School Code Number” if you do not know this number yourself.)

- Assigned School Code # Other: _____
- School Name _____

13. YEARS PRACTICING MASSAGE OR BODYWORK (OPTIONAL)

- Less than 1 1 to 2 3 to 5 6 to 10
 11 to 15 16 to 20 Over 20

14. PROFESSIONAL WORK EXPERIENCE

Do you work:

- Full time Part time Waiting to begin practice

15. RECEIPT OF MATERIALS (OPTIONAL)

Please indicate how you obtained the Candidate Handbook and Application

- From the NCBTMB Phone Web site
 From your school Name of school _____

16. BACKGROUND CHECK

In an effort to better serve the public trust, NCBTMB reserves the right to perform a criminal history background check and to deny an application or remove a credential based on the commission of a felony. Moreover, NCBTMB considers the prevention of sexual misconduct in massage and bodywork to be important in protecting the public. Consequently, NCBTMB may, in its discretion, deny an application or remove a credential based on the commission of a crime involving sexual misconduct.

Answers to the following questions are mandatory. Failure to respond to each question will result in the application being returned. Failure to provide accurate, true and correct information shall constitute grounds for denial of your application, or removal of the credential.

Have you ever been convicted of, or entered a plea of guilty, nolo contendere, or no contest to, a crime in any jurisdiction other than a minor traffic offense? Please include all misdemeanors and felonies, even if the court withheld adjudication so that you would not have a record of conviction. For the purposes of this question, driving under the influence and driving while impaired are not considered minor traffic offenses.

- Yes No

Are you now or have you ever been a defendant in a civil litigation in which the basis of the complaint against you was alleged negligence, malpractice, lack of professional competence, or sexual misconduct?

- Yes No

Is there currently pending against you, in any state or jurisdiction, a complaint against your professional conduct or competence?

- Yes No

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With respect to any of the questions above to which you answered “Yes,” did any of the proceedings involve sexual misconduct?

Yes No

If you answered “Yes” to any of the above questions, you must submit the following before your application will be considered complete:

1. A complete written explanation of the circumstances surrounding the proceedings, including a narrative describing:
 - a. Where the incident occurred
 - b. The date the incident occurred
 - c. The outcome of the proceedings
 - d. Any penalty/sentence associated with the incident
 - e. When the penalty/sentence was or will be fulfilled or completed
2. Copies of court documents. If the documents are not available, indicate the jurisdiction in which the proceedings occurred and why the documents are not available.

All application materials that are submitted remain confidential. The more information that you provide, the less time will be needed to review your eligibility status. If all of the appropriate information is not provided, the processing of your application will be delayed and your application may be considered incomplete.

All information submitted in accordance with this Question 17 shall remain confidential, except that it may be disclosed to NCBTMB staff and legal counsel for processing and to law enforcement agencies, and state, county and/or local governmental agencies as needed.

Please sign below to indicate your agreement to report any changes in your answers to the above questions to NCBTMB, in accordance with the Statement of Understanding in this Application and Standards of Practice I(w), II(f), II(g), and II(h).

Signature _____ Date _____

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17. STATEMENT OF UNDERSTANDING

Please read the following statement. In the space that is provided, please sign and date to indicate your understanding and agreement to comply. Failure to comply may result in a delay in processing your application and/or forfeiture of eligibility to test and/or your application fee.

The information I have provided is accurate, true, and correct to the best of my knowledge. I agree to inform NCBTMB of all changes to the information included in this application while I am an applicant and for as long as I am certified by NCBTMB. I understand that NCBTMB reserves the right to verify any and all information in this application or in connection with my certification. Therefore, I understand and agree that my failure to provide accurate, true and correct information or to respond to authorized NCBTMB requests for additional information shall constitute grounds for rejection of my application or denial or revocation of my certification.

I have read, understand and agree to be bound by the policies and procedures, Code of Ethics, and Standards of Practice promulgated by the National Certification Board for Therapeutic Massage and Bodywork (NCBTMB). I understand and agree that my failure to abide by NCBTMB's policies and procedures, Code of Ethics, and Standards of Practice shall constitute grounds for rejection of my application or denial or revocation of my certification.

I understand that the demographic information provided on this application is confidential and will be used for aggregate purposes only.

I hereby attest that I am taking this examination for purposes of certification and/or a licensing requirement in the state or municipality in which I have chosen to practice. I further understand that I am prohibited from transmitting information regarding examination questions or content in any form to any person or entity, and understand that failure to comply with this prohibition may result in my certification being revoked and/or legal action being taken against me.

I understand that National Certification is NOT a substitute for my local and/or state licensing requirements.

I understand that my name, address and office contact information will become part of the registry of NCBMTB upon successful completion of the examination, unless I specifically request that my name not be released.

I attest that I have read the Candidate Handbook and understand its contents, and I attest that I agree to abide by the policies and procedures outlined therein.

NCBTMB reserves the right to refuse any application that is not signed. All information that is submitted to NCBTMB, including photographs, may be provided to law enforcement agencies, and state, county and/or local governmental agencies upon their request and at the discretion of NCBTMB.

Signature _____ Date _____

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18. CANDIDATE COMPLIANCE

Please rewrite the following statement, in its entirety, in the space that is provided. Failure to comply may result in a delay of processing your application and/or forfeiture of eligibility to test and/or application fee. Once you have completed rewriting the statement, please sign and date the appropriate spaces to indicate your compliance with what you have written.

I have read and understood the contents of this handbook, in full, and agree to abide by the policies and procedures herein. Further, I have completed all of the items in this application.

Signature _____ Date _____

It is important that you mail your completed application form, supporting documentation, and exam fee (check, money order, or credit card payment) to:

NCBTMB - Portfolio
75 Remittance Drive, Suite 1112
Chicago, IL 60675-1112
(US Postal Service Delivery Only)

Wachovia Bank will process your payment and forward the remaining documents to the NCBTMB for final processing. As a reminder, you should make a photocopy of all of the documents that you mail to Wachovia Bank for your records.

Sending your application directly to NCBTMB's office will delay the processing of your application.

Thank you for supporting the certification program of the National Certification Board for Therapeutic Massage and Bodywork.

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Application Packet Checklist: Please check the following boxes to verify that you completed the following tasks:

19. CHECK LIST

Have you:

- Read the Handbook cover to cover?
- Understood NCBTMB policies?
- Read and agreed to be bound by the NCBTMB Code of Ethics, Standards of Practice, and the policies and procedures outlined in this handbook?
- Completed the application form in its entirety?

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- Enclosed the application fee of \$300.00 and other fees if special requests have been made. Fees must be made payable to NCBTMB?
- Requested that your school(s) send a copy of your OFFICIAL SCHOOL TRANSCRIPT directly to NCBTMB? (as appropriate)
- Enclosed a photocopy of a current government issued identification?
- Enclosed a photocopy of your certificate or diploma from an established school of massage therapy or bodywork? (as appropriate)
- Completed the Eligibility Determination form? (pages 45-47)
- Enclosed the original application plus ALL required documentation?
- Made a copy of your entire application packet for your records? (Your original records will not be returned to you.).

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ELIGIBILITY DETERMINATION FORM

SECTION II: CORE KNOWLEDGE AREAS

Core Knowledge includes courses whose subject matter falls under therapeutic massage and/or bodywork. More specifically, to qualify under Section II: Core Knowledge, a course's subject matter must fall under part IV (Assessment) or Part V (Application) of one of the National Certification Examinations' Content Outlines (see pages 20-21 and 23-24 of this handbook). Identify all therapeutic massage and/or bodywork courses for this area. List these courses in the Core Knowledge Areas table, which is provided below. Successful completion of a minimum of 200 supervised, in-class hours is required in this section. Excess Core Knowledge hours from Section II may be applied to the Adjunctive Knowledge hours requirement in Section III."

SECTION II: CORE KNOWLEDGE AREAS				
Course/Training Description	From whom did you receive this education/training	Check the space in this column to indicate that supporting documentation has been submitted.	Page Number of documentation (you must add a number or letter to each page of documentation that you submit)	Total Hours
Total Hours In General Knowledge Area				

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ELIGIBILITY DETERMINATION FORM

SECTION III: ADJUNCTIVE KNOWLEDGE AREAS

Identify and list all courses that are massage therapy and bodywork related. List these courses in the Adjunctive Knowledge Areas Table below. Adjunctive Knowledge (Section III) courses expand the practitioner’s knowledge, skills, and abilities by directly reflecting or building upon the foundation of the Core Knowledge (Section II) portion of training and the core body of knowledge of therapeutic massage and bodywork. Courses that do so will receive credit under Adjunctive Knowledge (Section III). More specifically, a course’s subject matter must fall under parts III (Pathology), IV (Assessment), V (Application) or VI (Professional Standards, Ethics, Business and Legal Practices) of one of the National Certification Examinations’ Content Outlines (see pages 20-21 and 23-24 of this handbook). Please also note that 10 hours is required under section VI (Professional Standards, Ethics, Business and Legal Practices), with a minimum of 6 hours of ethics. Courses that do not directly reflect or build upon the foundation of the Core Knowledge (Section II) portion of training and the core body of knowledge of therapeutic massage and bodywork in order to expand the practitioner’s knowledge, skills, and abilities will not receive credit under Adjunctive Knowledge (Section III). Courses that teach participants how to diagnose clinical conditions; prescribe herbs, supplements, and pharmaceuticals; implement medical or surgical procedures; or incorporate chiropractic manipulations, physical therapy modalities, or other services or procedures that require additional licensure or certification; will not receive credit in portfolio review.

SECTION III: ADJUNCTIVE KNOWLEDGE AREAS				
Course/Training Description	From whom did you receive this education/training	Check the space in this column to indicate that supporting documentation has been submitted.	Page Number of documentation (you must add a number or letter to each page of documentation that you submit)	Total Hours
Total Hours In General Knowledge Area				

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OFFICIAL SCORE REPORT REQUEST FORM* (TEST DATE AFTER JANUARY 1, 2008)



DIRECTIONS: Please complete and submit this form along with appropriate payment to have your scores on the National Certification Examinations sent to a state Department of Health, licensing agency or employer.

Step 1: Provide your certificant information.	
Name: _____	
NCBTMB ID (000000-00): _____ Test Date: _____	
Street Address: _____	
City: _____ State: _____ Zip Code: _____	
Signature _____ Date _____	
* By my signing above, I authorize Pearson VUE to release my test scores to the institution(s) I have listed below.	
Step 2: Provide the name and address of the institution to which you would like your scores sent.	
Institution / Agency Name: _____	*****
Type of Organization (e.g. Licensing Board): _____	\$ 15.00
Address: _____	*****
City: _____ State: _____ Zip Code: _____	
Step 3: Provide the name and address of any additional institutions to which you would like your scores sent.	
Institution / Agency Name: _____	*****
Type of Organization (e.g. Licensing Board): _____	\$ 15.00
Address: _____	*****
City: _____ State: _____ Zip Code: _____	
Step 4: Calculate your total payment.	
_____ Number of score report requests x \$15.00 =	\$ _____
	TOTAL
Step 5: Select a method of payment.	
Please enclose a certified check or money order made payable to Pearson VUE for the total amount due. CASH and PERSONAL CHECKS ARE NOT ACCEPTABLE. THIS FEE IS NONREFUNDABLE. If you wish to pay by credit card, please complete the following:	
<ul style="list-style-type: none"> • Card Type (Check One) <input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express • Name (as it appears on the credit card) _____ • Credit Card Number _____ • Expiration Date (MM/YYYY) _____ 	
Step 6: Submit the completed form and payment to:	
Pearson VUE c/o NCBTMB Customer Service 5601 Green Valley Drive Bloomington, MN 55437	
Please allow 7-10 business days from the date you mail this request for complete processing before contacting us for an update. Please note, we do not have control of processing by state agencies or regulatory bodies. Should you have any questions or concerns, you may e-mail us at NCBTMB@Pearson.com .	



National Certification Board for
Therapeutic Massage & Bodywork®

1901 S. Meyers Road, Suite 240
Oakbrook Terrace, IL 60181
1 (800) 296-0664 or (630) 627-8000

www.ncbtmb.org

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**Submit Application and Fee to:
NCBTMB - Portfolio Review
75 Remittance Drive Suite 1112
Chicago, IL 60675-1112
(US Postal Service Delivery Only)**

**Federal Express
and other Overnight/Expedited
Delivery Services:
NCBTMB - Portfolio Review
Suite 1112
350 N. Orleans Street
Receipt & Dispatch 8th Floor
Chicago, IL 60654**

**National Certification Board for
Therapeutic Massage and Bodywork
1901 South Meyers Rd., Suite 240
Oakbrook Terrace, IL 60181
(800) 296-0664 Or (630) 627-8000
www.ncbtmb.org**

This handbook contains information on how to become Nationally Certified in Therapeutic Massage and Bodywork or Nationally Certified in Therapeutic Massage. To avoid problems in processing your application, it is important that you follow the guidelines outlined in this handbook and comply with the deadlines detailed herein. If you have any questions about the policies, procedures or processing of your application please contact the National Certification Board for Therapeutic Massage and Bodywork (NCBTMB) online at www.ncbtmb.org or by phone at 1-800-296-0664. Additional copies of the handbook may be obtained from our web site free of charge.

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