

Version 13.1



National Certification Board for Therapeutic Massage & Bodywork

Candidate Handbook



NCBTMB Mission: To define and advance the highest standards in the massage therapy and bodywork profession.

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OVERVIEW OF NCBTMB'S LICENSURE AND CERTIFICATION TESTS

The National Certification Board for Therapeutic Massage & Bodywork (NCBTMB) is a nationally credentialing organization, 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.

NCBTMB offers one examination for certification – the Board Certification Examination for Therapeutic Massage and Bodywork (BCETMB) and two licensure exams - the NCETM and the NCETMB. In order to familiarize candidates with the exams, NCBTMB has included content outlines for each within this handbook. The eligibility criteria for Board Certification can be found on pages 5–6 of this handbook. Please review these criteria carefully before submitting your application to test.

Once you have become Board Certified, you will join thousands of other massage & bodywork professionals who are committed to fostering high standards of ethical and professional practice in the delivery of therapeutic massage and bodywork services.

NCBTMB contracts with Pearson VUE, an independent testing company, to administer the Licensure and Board 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 professions.

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.

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GENERAL INFORMATION ABOUT THE EXAMINATIONS

As described, NCBTMB offers three examinations to candidates:

1. NCETM - Licensure exam
2. NCETMB - Licensure exam
3. BCETMB - Board Certification for Therapeutic Massage and Bodywork exam

Both licensure exams are available in Spanish in states that allow their use. Before choosing an examination, candidates should make sure the exam they select is accepted by their individual state, if the candidate is taking a test to meet a specific requirement for state licensure.

Candidates should be aware that the licensure tests developed by NCBTMB do not cover specific massage and/or bodywork modalities in depth. Instead, these tests are designed to measure the knowledge and skills that massage and/or bodywork practitioners have identified as important for safe and competent practice at the entry level.

The Board Certification exam is a Certification Examination that candidates can take and pass to show that they have earned a higher voluntary credential within the profession

EXAM FACTS

- Each Licensure exam consists of 125 multiple-choice questions.
The Board Certification exam consists of 160 multiple-choice questions.
- Four choices are provided for each multiple-choice question. Only one choice is the correct answer.
- You will have two hours to complete the Licensure exam or 2 hours and 40 minutes to complete the certification exam.
- A computer scores the exam as either pass or fail.
- You will receive notification of having either passed or failed the exam as soon as you have completed it.
- Online practice exam available at www.ncbtmb.org.

3 ELIGIBILITY REQUIREMENTS

You may sit for any of NCBTMB’s tests at any time throughout your education. You must meet the Board Certification requirements before obtaining the credential.

Licensure Examinations:

1. Graduate from an NCBTMB Assigned School
2. Submit transcripts upon graduation

Board Certification:

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 and the Portfolio Review Process.

Applicants who have not completed a program of formal instruction may submit their documentation under the Portfolio Review process.

BOARD CERTIFICATION CRITERIA

To be considered eligible to receive the BCTMB credential a candidate must have graduated from an NCBTMB Assigned School and have met the minimal criteria.

The program of study must have included:

- 300 hrs (60%) delivered In-class (face-to-face) OR in a distance education format (CD, DVD, online, videotape, telecourse, hybrid course, etc.) OR in some combination of both.
- 200 hrs (40%) of hands-on instruction delivered in-class (face-to-face) only.
- The program of instruction must include:
 - 200 hours of massage and bodywork assessment, theory, and application instruction.
 - A minimum of:
 - 125 hours of instruction on the body systems (anatomy, physiology and kinesiology).
 - 40 hours of Pathology.
 - 10 hours of business and ethics instruction

(a minimum of 6 hours in ethics).

- 125 hours of instruction in an area or related field that theoretically completes your massage program of study.
- The additional 250 hours may be completed in other modalities taken from the NCBTMB Assigned School, continuing education from an NCBTMB Approved Provider or courses taken from an accredited college or university.

Candidates must show proof of:

1. Passing the Board Certification Exam for Therapeutic Massage and Bodywork.
2. 750 hours of education. (If the massage therapy program does not meet the 750 hour requirement, the candidate may submit additional hours from Continuing Education by an NCBTMB Approved Provider or courses taken from an accredited college or university).
3. 250 hour of professional hands on work experience in NO LESS than a 6 month period. (25 of these hours may be from volunteer work).
4. Current CPR certification.
5. Submit a copy of your driver’s license or legal identification.
6. Submit to a criminal background check.
7. Sign that you will uphold NCB’s Standards of Practice.
8. Sign that you will oppose human trafficking.

Formal training must be received from a state-licensed/approved/exempt training/education institution. Please ask your school administrator for the required “NCBTMB Assigned School Code.” Include your School Code on your application form. Failure to include your school code will delay your application.

You must be able to prove that you have graduated from a formal training program. This proof must be in the form of an original official school transcript.

Official school transcripts must be sent to NCBTMB directly from the institution at which you received your training. Be sure to include all other documentation with your online application.

NCBTMB EXAM CANDIDATE HANDBOOK

To complete the online application for any test, go to www.ncbtmb.org. At the top of the home page click register. Complete your personal information and click submit. An email will be sent to you with a code. Copy the code and paste it into the link provided. This will allow you to create a username and password.

Login to the NCBTMB home page by clicking login at the top of the page and entering your username and password. Verify your personal information and click the verify button at the bottom of the page.

Click "Complete a Form" and choose the application of the test that you would like to take.

If you are taking one of the Licensure exams, you will have to choose whether you want to take the NCETM or the NCETMB and click on one of these to submit payment.

If you have chosen to take the Board Certification exam the payment is attached to the document. Your application is complete without choosing any additional payment page as with the licensure tests.

Any documentation that you are having difficulties uploading may be mailed to the address below. Please ensure that your name is on the documentation so NCBTMB employees know which file to upload the documentation into.

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

All of your education and training courses must have been completed satisfactorily or have a passing grade. If your school did not offer an "Ethics" course, your school will need to explain where in the transcript you received the six clock hours of instruction in ethics. For example, The school might be able to explain that, "six clock hours of ethics were taught in the course called Professional Business Practices."

You must have graduated from the program and complete the additional requirements before you will be awarded the Board Certification credential. For example, if you are enrolled in an 800-hour program, you must complete ALL 800 hours. The hands-on work requirement can be completed in less than 6 months but the Board Certification credential will not be awarded until the candidate has been working in a professional environment for 6 months or more.

All applicants must be at least 18 years old at the time they sit for the examination.

PORTFOLIO REVIEW PROCESS

NCBTMB believes that the education you already have is valuable. That's why it also offers the Portfolio Review Process. You can apply through the Portfolio Review Process if your program of study was taken in a country other than the U.S. or does not meet the requirements that are listed on page 5 but you have taken courses from other schools or colleges. It is important to note that all students who attend a school outside of the United States MUST apply through the Portfolio Review process.

The Portfolio Review Process allows you to put a portfolio together of all of your training. The Portfolio Review team reviews your portfolio to see whether the training that you have is equivalent to the training you would get in a formal 750-hour program. A different application and additional fee is required.

4 APPLYING FOR THE EXAMINATIONS

To apply for an NCBTMB exam you must create a user profile on the www.ncbtmb.org website and complete the correct application.

- Create the profile by clicking register at the top of the home page and click submit.
- Retrieve your information and follow the directions from the email that is sent directly to you upon completion of the profile.
- Create a username and password.
- Login to the website, using your username and

NCBTMB EXAM CANDIDATE HANDBOOK

password.

- Choose the test (Licensure or Board Certification) that you would like to take.
- Complete the application and click submit (If taking a licensure exam click home and choose the licensure exam - NCETM or NCETMB).

Licensure applications are processed immediately. Once that application process is complete the applicant may go to "Schedule Exam" on the left hand side of the page and schedule directly after applying.

Board Certification applications may take up to two weeks to process. The candidate's criminal background check must be returned to NCBTMB before the candidate may apply for the test.

Once NCBTMB has processed your application, you will receive an email confirming the application. It is the applicant's responsibility to submit all necessary documentation by uploading the information into the "Documentation Upload" link within the NCBTMB profile, email or US mail, depending on the test chosen.

Candidates have 90 days to test from the time they are deemed eligible to take the exam.

5 FEES

Fees must be paid by credit card. Each of the fees entitles you to one examination registration, one copy of your results and when you pass the Board Certification Exam and meet the requirements, one copy of your certificate.

BOARD CERTIFICATION EXAMINATION FEE: \$250

BOARD CERTIFICATION EXAMINATION FEE FOR ANYONE WHO HAS PREVIOUSLY TAKEN AN NCBTMB EXAM FOR LICENSURE REQUIREMENTS - \$225

LICENSURE EXAM FEE: \$185

PORTFOLIO REVIEW FEE: \$260

PROCESSING FEE: \$50

There is a \$50 processing fee if you cancel your application before the exam date or are deemed ineligible to take the exam.

NON SUFFICIENT FUNDS FEE: \$30

If your credit card is declined for any reason a \$30 charge will be added.

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

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NCBTMB'S REVIEW OF APPLICATION

Board Certification Application:

- The applicant can test at any time.
- All criteria must be submitted before the credential can be awarded.

Candidates have three months from the time they are deemed eligible to take the exam.

The Authorization to Test Email will state the dates of your eligibility period. This three-month period starts as soon as you are made eligible. After you schedule your appointment, you will receive a confirmation email that includes the date, time, location and directions to the test center. Candidates who do not take the exam during this time period will forfeit their exam fee in full. They will also have to reapply and pay the full exam fee in order to again be considered eligible to take the exam.

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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MEETING THE CRITERIA FOR BOARD CERTIFICATION

If you do not currently meet the Board Certification criteria and test prior to meeting the requirements you will have one year to submit the additional documentation. The credential will be forfeited if all documentation is not submitted within one year from testing.

If you do not pass the criminal background check a \$50 processing fee will be charged and the remainder will be refunded.

NOTE: There is no refund allowed on the basis of incomplete document submission after the one year requirement.

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RESCHEDULING YOUR EXAM

RESCHEDULING AN EXAM YOU HAVE YET TO TAKE

To reschedule an exam by phone you must notify the Pearson VUE Registration Call Center at 1-888-699-1808, by 8:00 PM Eastern time at least one business day (business days are Monday through Friday) before your exam is scheduled to take place.

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. If you do not reschedule within these guidelines, you will forfeit your entire exam fee. If you wish to reapply at a later date, you will be required to submit all applicable fees.

DO NOT call NCBTMB to reschedule your appointment with Pearson VUE.

RESCHEDULING A MISSED EXAM APPOINTMENT

If you missed your scheduled exam appointment you will need to complete an Application for Retest and submit an additional fee. Once this is processed you will be reset for a new three month eligibility period.

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CANCELING YOUR EXAM AND ELIGIBILITY

CANCELING YOUR EXAM ELIGIBILITY IF YOU HAVE ALREADY SCHEDULED AN EXAM

If you have already registered for an exam, call Pearson VUE's Registration Call Center at 1-888-699-1808 by 8:00 PM Eastern time at least one business day (business days are Monday through Friday) before your exam is scheduled to take place.

DO NOT call NCBTMB to cancel your appointment with Pearson VUE.

CANCELING YOUR EXAM ELIGIBILITY IF YOU HAVE NOT SCHEDULED AN EXAM

Call NCBTMB at 1-800-296-0664. Your eligibility to take the exam will be invalidated and you will have to complete a new application, submit required documentation and pay all applicable fees, if you decide to take the exam in the future. After answering a few questions your eligibility to receive a refund will be determined.

CANCELED EXAM FEE REFUND

To be considered for a partial refund you must submit a written request to the Eligibility Department of NCBTMB, postmarked by your eligibility expiration date, stating you do not wish to be eligible and would like a refund of your examination fee. Please note that NCBTMB will NOT return any documentation submitted. Once materials are submitted, they become the property of NCBTMB. A refund of your application fee, minus a \$50 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.

If your request to cancel your application is not received by your eligibility expiration date and you do not sit for the examination, you forfeit your entire application and all examination fees. If you decide to take the examination at a later date, you will need to reapply as a new candidate. You will have to resubmit your application and payment and abide by all current policies, requirements and applicable fees.

10 MISSING YOUR EXAM

MISSING 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 as outlined above, you will forfeit the full exam fee.

There are five acceptable reasons for missing a scheduled exam:

- Serious illness—either you or an immediate family member (must be documented)
- Death in the immediate family
- Traffic accident in route to the exam site
- Unexpected military duty call-up
- Natural disaster (hurricane, earthquake, flood, etc.)
(Note: Not allowable are isolated events including power outages, high winds, icy roads, etc.)

If your reason is accepted you will be allowed to reschedule your exam, free of charge, one time only. You will need to call NCBTMB at 1-800-296-0664 and state your reason for missing the exam. This must be done no later than four (4) business days after the missed exam date. NCBTMB reserves the right to request additional evidence to support your reason for missing the exam.

11 CHANGING YOUR EXAM TYPE

CHANGING YOUR EXAM TYPE OR LANGUAGE

If you desire to change your exam type or language you will need to:

- Call NCBTMB at 1-800-296-0664. You will be given instructions on the necessary steps and

possible forms to submit if you need to select a different exam type or language than what you initially selected.

- NCBTMB Licensure exams are available in English and Spanish.

12 ACCOMMODATIONS FOR CANDIDATES WITH DISABILITIES

NCBTMB and Pearson VUE pledge to comply with the provisions of the Americans with Disabilities Act, as amended (42 USC Section 12101, et. seq.), and with Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e, et seq.), to the best of their ability. If you need special accommodations because of a disabling condition, you may ask for special testing services. This request must be submitted in writing and included in your application packet. All requests are handled on an individual basis.

If you are requesting special accommodations you must submit a letter from an appropriate healthcare 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 accommodations 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. Where applicable, copies of diagnostic reports should also be submitted.

Official documentation regarding your disability including the required "ADA Accommodation Request Form" (available on our web site at www.ncbtmb.org - login to your profile and click "Complete a Form") must be submitted to NCBTMB, at the time you apply. Special accommodations will be provided at no additional charge.

POLICY ON NON-DISCRIMINATION

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

13 SPANISH LANGUAGE EXAM

NCBTMB offers either of the Licensure exams in Spanish. The Board Certification exam is offered in English. Contact your state board to make sure they accept the Spanish language exams.

14 TEST CENTERS AND DATES

NCBTMB contracts with Pearson VUE, the global leader in technology-enabled testing and assessment services, to develop, administer, and deliver the two licensure tests - NCETMB and NCETM and the Board Certification exam for Therapeutic Massage and Bodywork - BCETMB. Test takers benefit from Pearson VUE's extensive test delivery network, which is the largest in the world. In addition, the exams will be available five days a week (many locations six days) at one of Pearson VUE's North American testing centers.

Please do not wait until the last week to schedule your exam as appointment times are limited. Extensions will not be given due to lack of availability at the testing center.

Please note you must have a current/valid Government I.D. and that visitors are not allowed in the test center. Childcare is not provided and children are not allowed in the testing center.

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.

Directions and tutorials to testing centers may be found on the Pearson VUE web site at www.pearsonvue.com/ncbtmb/.

15 SCHEDULING YOUR EXAM

All eligible candidates will receive an Authorization to Test Email. Candidates can schedule appointments by logging into their profiles, clicking "Schedule Exam" or by calling Pearson Vue directly at 1-888-699-1808. If your eligibility includes special ADA accommodations, YOU MUST schedule your exam through the Pearson Vue special accommodations group at 1-800-466-0450.

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.

16 PREPARING FOR YOUR EXAM: NCBTMB STUDY GUIDE

NCBTMB's Online Practice Exam is available for purchase online at www.ncbtmb.org. Please check out discounts for the Online Practice Exam once you have signed up for a test, within your profile.

17 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 items that appear on the examination. Once you begin your test, you will not be able to go back to the tutorial section.

DO NOT click End EXAM until you have completed the exam and all reviews.

When “End EXAM” is selected, the examination will end and you will not be able to review or change any answers. Staff at the testing center will only be able to answer questions that you might have about CBT—they have no knowledge about the exam content. Your exam will be scored as soon as you are finished. You will receive your official score report at the testing center following the completion of your exam.

18 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 other security procedures will be enacted.

The candidate must present at least one form of identification, which must include a current, valid (not expired) government issued picture ID and your signature.

This could include:

- Driver’s License
- Military ID Card
- Passport
- 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 to bring your Confirmation Letter to 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 cancelled 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 the Pearson VUE Candidate Rules Agreement (see next page), present your identification, and submit biometric samples (such as fingerprint or palm scan). Failure to comply with any of these requirements may result in your dismissal from the testing center and/or forfeiture of eligibility to test.

NCBTMB EXAM CANDIDATE HANDBOOK

No materials, notes, papers and/or electronic devices of any kind, other than a visual aid pre-approved in writing by NCBTMB pursuant to the ADA Accommodation Request Form, are permitted in the examination room or center.

The performance of all candidates is monitored and will be analyzed to detect fraud. No candidate is permitted to give or receive assistance from others during the testing period. In the event that a test proctor observes or is notified that an applicant is behaving unethically during the exam (including such time an applicant is outside the examination room), such applicant's examination results shall be withheld pending further review. Examples of unethical conduct include, but are not limited to:

- unauthorized possession, receipt or disclosure of materials relating to the examination during or after the examination testing period;
- use of a cell phone or other communication device during the examination testing period;
- other evidence indicating the security of the examination has been breached;
- any other assistance that would provide the recipient of such information with an advantage while taking the current or future examination.

Any individual suspected of such a violation will be subject to NCBTMB disciplinary and/or legal action.

Additionally, no test materials, 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 NCBTMB disciplinary and/or legal action.

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.

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.

PEARSON VUE CANDIDATE RULES AGREEMENT

- I will bring current/valid Government I.D.
- I will not take the following types of personal items into the testing room: cellular phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, hats, bags, coats, books and notes. Studying is not allowed in the test center.
- I will store these items in a secure area indicated by the administrator. Cellular phones, pagers, and other electronic devices must be turned off prior to placing them in the designated secure area. The testing center is not responsible for lost, stolen or misplaced personal items.
- If I am given an erasable noteboard or exam-specific materials, I will not use them until after the exam has started. I will not remove these items from the testing room at any time during the exam, and I will return them to the administrator immediately after the exam.
- The administrator will log me in to my assigned workstation, verify that I am taking the intended exam and start the exam. I will sit in my assigned seat until escorted out by a Test Administrator. I understand that eating, drinking, smoking, chewing gum and making noise that creates a disturbance for other candidates are prohibited during the exam.
- The administrator will monitor me continuously while I take my exam. The session may be videotaped or otherwise recorded for security or other purposes.
- If I experience problems that affect my ability to take the exam, I will notify the administrator immediately.
- The administrator cannot answer questions related to exam content. If I have questions of this nature, I will contact the exam sponsor after I leave the testing center.
- Break policies are established by the exam sponsor. Some exams may include scheduled breaks, and instructions will appear on the computer screen at the appropriate time; whether or not the exam timer stops depends on the sponsor's policy. If I take an unscheduled break at any other time, the exam timer will not be stopped. The administrator will set my workstation to the break mode, and I will take my ID with me when I leave the room. The administrator will check my ID before I return to my seat and will then restart my exam.

- While I am taking a scheduled break, I am permitted to access personal items that I stored during the exam. While I am taking an unscheduled break, I am NOT allowed access to personal items other than medication required at a specific time and with the approval of the test administrator. Items not permitted include but are not limited to: cellular phones, exam notes and study guides, unless specifically permitted by the exam sponsor.
- I will not try to remove copies of exam questions and answers from the testing center, and I will not share or discuss the questions or answers seen in my exam with other candidates.
- After the exam ends, the administrator will come to my workstation and ensure my exam has ended properly. The exam sponsors may display my score on the screen after the exam or may provide a printed score report. If a printed score report is provided, I will receive it after returning the erasable noteboard and other materials to the administrator.

Your Privacy—Your exam results will be encrypted and transmitted to Pearson VUE and to the exam sponsor. The testing center does not keep any information other than when and where your exam was taken. The Pearson VUE Privacy Policy Statement provides additional information regarding this; you can obtain this by visiting the Pearson VUE Web site (www.pearsonvue.com) or by contacting a Pearson VUE Call Center.

19 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 Examinations shall remain confidential unless otherwise stipulated by the examinee. Licensure exam score transfers to state licensing boards, regulatory commissions, etc. are sent by NCBTMB upon passing a licensure exam. 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, within the Complete a Form tab under your profile. You should submit this form, along with payment of \$20.00 for each agency listed in your request. NCBTMB 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. 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 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). In such cases an incident report must be filled out before leaving the Pearson VUE test facility.

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.

20 IF YOU FAIL THE EXAM

If you fail either of the licensure 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 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.

If you fail the Board Certification Examination you may retake it after 45 days from the time you took the original test. You may only take the Board Certification two times within a six month period.

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.

An applicant shall have thirty (30) days to file a written request for an appeal following receipt of such notice that they were unsuccessful in their attempt on any NCBTMB examination.

If the appeal is based on examination content, such request shall be sent to the Chief Executive Officer by certified mail, overnight express mail, or such other delivery method containing written verification of its delivery. The Chief Executive Officer shall notify the NCBTMB Examination Development Committee about the written request for an appeal.

NCBTMB EXAM CANDIDATE HANDBOOK

If the appeal is based on scoring of an examination, such request shall be sent to the NCBTMB testing vendor by certified mail, overnight express mail, or such other delivery method containing written verification of its delivery. The testing vendor will notify the applicant of their final determination. The testing vendor's determination is final and no further appeals are allowed.

3/5 FAILURE POLICY FOR THE LICENSURE TEST

- a. Candidates who do not achieve a passing score after three (3) attempts:
 1. Must notify NCBTMB in writing within sixty (60) days from the last failed exam date that they intend to retest.
 2. Will have four (4) months from the last failed exam date to submit their score report, \$185 reexamination fee and proof of completing 100 hours of additional education before they can test again. NCBTMB recommends that education is in the core curriculum and/or areas of weakness.
 3. Will then be allowed two (2) additional attempts to successfully pass the examination.
- b. If the candidate fails the examination five (5) times, the candidate will be required to:
 1. Notify NCBTMB within sixty (60) days from the last failed exam date that they intend to retest.
 2. Submit their score report, \$185 reexamination fee and proof of completing 500 hours of additional education before they can test again. NCBTMB recommends that education is in the core curriculum and/or areas

- of weakness. Applicant will have 1 year from the last failed exam to provide the completed documentation.
- c. Proof of additional education may be demonstrated by the submission of:
 1. An additional transcript from a school, or
 2. Certificates of completion demonstrating that the required hours were taken.

3/5 FAILURE POLICY FOR THE BOARD CERTIFICATION TEST

- a. Candidates who do not achieve a passing score after three (3) attempts:
 1. Must notify NCBTMB in writing within sixty (60) days from the last failed exam date that they intend to retest.
 2. Will have four (4) months from the last failed exam date to submit their score report, \$250 (\$225 for people that previously took an NCBTMB exam for their licensure requirements) reexamination fee and proof of completing 100 hours of additional education before they can test again. NCBTMB recommends that education is in the core curriculum and/or areas of weakness.
 3. Will then be allowed two (2) additional attempts to successfully pass the examination.
- b. If the candidate fails the examination five (5) times, the candidate will be required to:
 1. Notify NCBTMB within sixty (60) days from the last failed exam date that they intend to retest.
 2. Submit their score report, \$250 (\$225 for

NUMBER OF UNSUCCESSFUL ATTEMPTS	NOTIFICATION OF INTENT TO TEST AGAIN	NUMBER OF DOCUMENTED HOURS REQUIRED	TIME FRAME FOR SUBMISSION OF HOURS	ADDITIONAL ATTEMPTS ALLOWED
3	60 DAYS	100	UP TO 4 MONTHS AFTER 3RD FAILED EXAM*	2
5	60 DAYS	500	UP TO 1 YEAR AFTER 5TH FAILED EXAM*	3

people that previously took an NCBTMB exam for their licensure requirements) reexamination fee and proof of completing 500 hours of additional education before they can test again. NCBTMB recommends that education is in the core curriculum and/or areas of weakness. Applicant will have 1 year from the last failed exam to provide the completed documentation.

- c. Proof of additional education may be demonstrated by the submission of:
 1. An additional transcript from a school, or
 2. Certificates of completion demonstrating that the required hours were taken.
 3. The Board Certification Exam can only be taken twice within a 6 month period.
 4. Candidates must wait a period of 45 days between tests.

21 DURATION OF CERTIFICATION

Your Board Certification in Therapeutic Massage and Bodywork certification will remain current for a period of two (2) years from the date you pass an exam. During that time, use the designation "BCTMB" (Board Certified in Therapeutic Massage and Bodywork) after your name to identify yourself as being Board Certified. You will receive a certificate that you can frame.

22 RECORDS RETENTION

Records of candidates who test under the policies and procedures in this handbook will have their records retained for 8 years. These documents shall remain confidential and be deleted 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 (two recertification cycles). 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.

23 RECERTIFICATION PROGRAM

You must recertify every two years to maintain your certification status. Recertification is a process whereby the Board 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 Board 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 review the current recertification requirements 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.

24 CERTIFICANTS REGISTRY

NCBTMB releases the names and business telephone numbers of Board 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 Board Certified therapists by name, city, or zip code. You will be included in the Practitioner Locator Program unless you state that you don't want to be included.

25 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 answers to general questions and to view current and past issues of NCBTMB blog and webinars, along with other information.

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:

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

MOVING?

NCBTMB makes every effort to keep the most current mailing and email addresses of its certificants. However, we need your help to do so. If you move, change your name or change your mailing or email 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.

27 STOP: DOES YOUR ID MATCH YOUR APPLICATION NAME?

NCBTMB and our test vendor, Pearson VUE, will not allow identification (ID) discrepancies. Please make sure that your photo ID and the name on the NCBTMB application do not result in any of the following discrepancies:

- Substitutions for either the first or last name are not permitted:
 - “Smith” to “Jones”
 - “Mary” to “Margaret”
- Incorrect Letters in One Version:
 - “Diller” vs. “Ditter”
 - Maiden name as a middle name on one document, while given middle name is used on another document:
 - “Mary Elizabeth Smith” vs. “Mary Jones Smith”

Legal name changes must be approved by NCBTMB prior to scheduling an appointment. Name discrepancies are one of the most common reasons why applicants are not allowed to test. If you encounter one of the ID/name discrepancies above or if the name on your application does not match your current/valid Government I.D. the Pearson VUE testing center has been instructed to not allow you to test. You will forfeit your exam and all associated fees. Please contact NCBTMB to discuss how to resolve these ID/name discrepancies if this relates to you.

28 YOU ARE IMPORTANT TO US!

Update your personal information online or call if:

- Your school filled out your application with their contact information.
- You have moved.
- You have changed your email address.
- Your phone number has changed.

NCETMB LICENSURE EXAM CONTENT OUTLINE

I. Kinesiology and Musculo-skeletal Anatomy and Physiology (19 - 23%)

A. Anatomical position and terminology (e.g., planes; directions)

B. Muscles and muscle groups

1. Tendons and attachment sites
2. Actions and functions
3. Types of contractions
4. Agonist/antagonist and synergistic relationships

C. Bones and bony landmarks

D. Joints

1. Types
2. Locations
3. Names
4. Structure
5. Function

E. Fascia

F. Muscle physiology

II. Systemic Anatomy and Physiology (13 - 17%)

A. Integumentary

B. Nervous

C. Endocrine

D. Cardiovascular

E. Lymphatic

F. Urinary

G. Respiratory

H. Digestive

I. Reproductive

III. Pathology, Contraindications and Cautionary Sites (14 - 18%)

A. Contraindications

B. Endangerment/Cautionary Sites

C. Soft tissue injury

D. General pathology

IV. Professional Standards (11 - 15%)

A. Law

1. State and local credentialing requirements
2. Business types/legal entities (e.g., independent contractor, employee, etc...)
3. Scope of practice

B. Ethics

1. Professional codes of ethics
2. Draping
3. Standards of practice
4. Therapeutic relationships
 - a. Boundaries
 - b. Transference and countertransference
 - c. Conflicts of interest
 - d. Dual or multi - dimensional relationships
5. Client referral
6. Principles of confidentiality

C. Business

1. General business practices
2. Professionalism
3. Marketing
4. Customer service
5. Methods for effective communication
6. Types of insurance (e.g., liability, fire, etc)
7. Roles of professional organizations

V. Massage Therapy Theory, Evaluation, Methods and Techniques (33 - 37%)

A. Theory, Methods and Techniques

1. Basic therapeutic massage techniques/strokes
 - a. Gliding/effleurage
 - b. Kneading/petrissage
 - c. Percussion/tapotement
 - d. Vibration
 - e. Friction
 - f. Compression
 - g. Rocking
 - h. Shaking
 - i. Traction
2. Hydrotherapy
3. Self care
4. Positional support techniques
5. Quality of touch

6. Client centered
 7. Stretching
 8. Soft tissue healing
 9. Body mechanics
 10. Treatment plan and documentation
- B. Evaluation
1. Written
 2. Visual
 3. Palpatory
 4. Active and passive range of motion assessments
 5. Functional assessment of lifestyle (activities, occupation, etc...)
- C. Basic Modality literacy (familiarity with other modalities)
1. Trigger point/neuromuscular therapy
 2. Stretching (proprioceptive neuromuscular facilitation, active isolated stretching, etc...)
 3. Myofascial release technique
 4. Muscle energy (e.g., positional release/strain-counterstrain, etc...)
 5. Reflexology
 6. Seated technique
 7. Manual lymph drainage
 8. Hot stones
 9. Craniosacral technique
 10. Structural integration
 11. Reiki
 12. Shiatsu
 13. Acupressure
 14. Aromatherapy
 15. Thai massage
 16. Sports massage

NCETM LICENSURE EXAM CONTENT OUTLINE

- I. Kinesiology and Musculo-skeletal Anatomy and Physiology (21 - 24%)
- A. Anatomical position and terminology (e.g., planes and directions)
- B. Muscles and muscle groups
1. Tendons and attachment sites
 2. Actions and functions
 3. Types of contractions
 4. Agonist/antagonist and synergistic relationships
- C. Bones and bony landmarks
- D. Joints
1. Types
 2. Locations
 3. Names
 4. Structure
 5. Function
- E. Fascia
- F. Muscle physiology
- II. Systemic Anatomy and Physiology (14 - 18%)
- A. Integumentary
- B. Nervous
- C. Endocrine
- D. Cardiovascular
- E. Lymphatic
- F. Urinary
- G. Respiratory
- H. Digestive
- I. Reproductive
- III. Pathology, Contraindications and Cautionary Sites (15 - 19%)
- A. Contraindications
- B. Endangerment/cautionary Sites
- C. Soft tissue injury
- D. General pathology
- IV. Professional Standards (11 - 15%)
- A. Law
1. State and local credentialing requirements
 2. Business types/legal entities (e.g., independent contractor, employee, etc...)

NCBTMB EXAM CANDIDATE HANDBOOK

- 3. Scope of Practice
- B. Ethics
 - 1. Professional codes of ethics
 - 2. Draping
 - 3. Standards of practice
 - 4. Therapeutic relationships
 - a. Boundaries
 - b. Transference and countertransference
 - c. Conflicts of interest
 - d. Dual or multi - dimensional relationships
 - 5. Client referral
 - 6. Principles of confidentiality
- C. Business
 - 1. General business practices
 - 2. Professionalism
 - 3. Marketing
 - 4. Customer service
 - 5. Methods for effective communication
 - 6. Types of insurance (e.g., liability, fire, etc)
 - 7. Roles of professional organizations, etc)
- V. Massage Therapy Theory, Evaluation, Methods and Techniques (30 - 34%)
 - A. Theory, Methods and Techniques
 - 1. Basic therapeutic massage techniques/strokes
 - a. Gliding/effleurage
 - b. Kneading/petrissage
 - c. Percussion/tapotement
 - d. Vibration
 - e. Friction
 - f. Compression
 - g. Rocking
 - h. Shaking
 - i. Traction
 - 2. Hydrotherapy
 - 3. Self care
 - 4. Positional support techniques
 - 5. Quality of touch
 - 6. Client centered
 - 7. Stretching
 - 8. Soft tissue healing
 - 9. Body mechanics
 - 10. Treatment plan and documentation
 - B. Evaluation
 - 1. Written
 - 2. Visual
 - 3. Palpatory
 - 4. Active and passive range of motion assessments
 - 5. Functional assessment of lifestyle (activities, occupation, etc...)

BOARD CERTIFICATION FOR THERAPEUTIC MASSAGE AND BODYWORK (BCETM) CONTENT OUTLINE

I. Communication (10 - 12%)

A. Conduct an effective and thorough intake interview to gather information from the client.

Knowledge

1. Functional assessment of lifestyle (activities, occupation, etc...)
2. Pathology and contraindications
3. Scope of practice
4. General anatomy and physiology Anatomical position and terminology (e.g., planes; directions)

Skills

1. Customer service skills
2. Professional skills
3. Communication skills

B. Discuss assessment and treatment plan with the client.

Knowledge

1. Treatment plan and documentation
2. Time management skills

Skills

1. Communication skills

C. Teach others about the benefits of massage therapy.

Knowledge

1. General massage therapy theory, methods and techniques
2. Marketing
3. Modality literacy (familiarity with other modalities)
4. Scope of practice
5. General anatomy and physiology
6. Research literacy (how to read a research study)

Skills

1. Professional skills
2. Business skills
3. Communication skills

D. Collaborate with other healthcare professionals about the course of care for client.

Knowledge

1. General anatomy and physiology

2. Principles of confidentiality

3. Treatment plan and documentation

Skills

1. Professional skills
2. Communication skills

E. Communicate findings from client assessment and massage session/treatment with other healthcare professionals.

Knowledge

1. Principles of confidentiality
2. Scope of practice
3. General massage therapy theory, methods and techniques

Skills

1. Professional skills
2. Communication skills

II. Law and Ethics (8 - 10%)

A. Maintain proper physical and emotional boundaries by using appropriate touch skills.

Knowledge

1. Quality of touch
2. Client centered massage therapy
3. Therapeutic relationships (e.g., boundaries, transference and counter-transference, etc...)
4. General law and ethics

Skills

1. Professional skills

B. Maintain client confidentiality.

Knowledge

1. Principles of confidentiality
2. Professional codes of ethics and standards of practice
3. Record keeping practices
4. General law and ethics

Skills

1. Business skills
2. Professional skills
3. Customer service skills

C. Perform only within your legal scope of practice.

Knowledge

1. General law and ethics
2. Modality literacy (familiarity with other modalities)

Skills

1. Professional skills

NCBTMB EXAM CANDIDATE HANDBOOK

D. Provide only services that you are qualified to perform.

Knowledge

1. Scope of practice
2. General law and ethics
3. Modalities literacy (familiarity with other modalities)

Skills

1. Professional skills

E. Drape clients appropriately to protect their privacy.

Knowledge

1. Professional codes of ethics and standards of practice
2. Professional skills

Skills

1. Customer service skills

F. Respect the client's right to say no to any service at any time.

Knowledge

1. Professional codes of ethics and standards of practice
2. Client centered massage therapy

Skills

1. Professional skills
2. Customer service skills

G. Refrain from participating in a sexual relationship or sexual misconduct with clients, whether consensual or otherwise.

Knowledge

1. Professional codes of ethics and standards of practice
2. General law and ethics
3. Scope of practice

Skills

1. Professional skills

H. Represent educational and professional qualifications honestly.

Knowledge

1. Scope of practice
2. General law and ethics
3. Modality literacy (familiarity with other modalities)

Skills

1. Professional skills

I. Obtain informed consent from the client.

Knowledge

1. Professional codes of ethics and standards of practice
2. General law and ethics
3. Treatment plan and documentation

Skills

1. Professional skills
2. Communication skills

J. Recognize and limit the impact of transference and counter-transference between the client and the practitioner.

Knowledge

1. Professional codes of ethics and standards of practice
2. Therapeutic relationships (e.g., boundaries, transference and counter-transference, etc...)

Skills

1. Professional skills

K. Avoid dual and/or multi-dimensional relationships that could impair professional judgement or result in exploitation of the client, employees and or co-workers.

Knowledge

1. Professional codes of ethics and standards of practice
2. Therapeutic relationships (boundaries, transference and counter-transference, etc...)
3. General law and ethics

Skills

1. Professional skills

L. Recognize and limit conflicts of interest with clients.

Knowledge

1. Professional codes of ethics and standards of practice
2. Therapeutic relationships (boundaries, transference and counter-transference, etc...)

Skills

1. Professional Skills

M. Report unlicensed massage activity.

Knowledge

1. General law and ethics
2. State and local credentialing requirements
3. Professional codes of ethics and standards of practice
4. Modality literacy (familiarity with other modalities)

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Skills

1. Professional skills

III. Evaluation, Planning and Documentation (34 - 37%)

A. Utilize palpatory skills to assess soft tissue.

Knowledge

1. Quality of touch
2. Muscles and muscle groups
3. Bones and bony landmarks
4. Soft tissues injury/pathology
5. General muscle physiology
6. Joints (includes ligaments, joint capsules, bursae, etc...)
7. Fascia
8. All body systems and their functions
9. Kinesiology

Skills

1. Palpation skills

B. Perform and interpret active and passive range of motion assessments.

Knowledge

1. Joints (includes ligaments, joint capsules, bursae, etc...)
2. Muscles and muscle groups
3. Bones and bony landmarks
4. Kinesiology

Skills

1. Palpation skills
2. Critical thinking skills

C. Perform functional assessment of the client's lifestyle (activities, occupation, etc...).

Knowledge

1. Body mechanics
2. Self care

Skills

1. Documentation skills

D. Perform and interpret postural analysis.

Knowledge

1. Muscles and muscle groups
2. Postural analysis
3. Soft tissue injury/pathology
4. Bones and bony landmarks

Skills

1. Critical thinking skills
2. Palpation skills

E. Perform and interpret gait assessment.

Knowledge

1. Gait assessment
2. Muscles and muscle groups
3. Soft tissue injury/pathology
4. Kinesiology
5. Joints (includes ligaments, joint capsules, bursae, etc...)

Skills

1. Critical thinking skills
2. Palpation skills

F. Perform and interpret manual resistance tests.

Knowledge

1. Manual resistive test
2. Postural analysis
3. Soft tissue injury/pathology
4. Muscles and muscle groups
5. Kinesiology
6. Joints (includes ligaments, joint capsules, bursae, etc...)

Skills

1. Critical thinking skills
2. Palpation skills

G. Perform and interpret special orthopedic tests.

Knowledge

1. Special orthopedic tests (drawer, empty can, etc...)
2. Muscles and muscle groups
3. Joints (includes ligaments, joint capsules, bursae, etc...)
4. Bones and bony landmarks
5. Kinesiology

Skills

1. Critical thinking skills
2. Palpation skills

H. Interpret client health history form.

Knowledge

1. Pathology and contraindications
2. Soft tissue injury/pathology
3. General anatomy and physiology
4. General muscle physiology
5. All body systems and their functions
6. Functional assessment of lifestyle (activities, occupation, etc...)

Skills

1. Critical thinking skills

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I. Document the results of the intake interview.

Knowledge

1. Professional codes of ethics and standards of practice
2. Record keeping practices
3. Treatment plan and documentation
4. Business skills

Skills

1. Documentation skills
2. Communication skills
3. Professional skills

J. Create a treatment plan.

Knowledge

1. Treatment plan and documentation
2. Professional codes of ethics and standards of practice
3. Client centered massage therapy
4. General massage therapy theory, methods and techniques
5. Pathology and contraindications
6. Soft tissue injury/pathology
7. General anatomy and physiology
8. Functional assessment of lifestyle (activities, occupation, etc...)
9. Modality literacy (familiarity with other modalities)
10. Postural analysis
11. Scope of practices

Skills

1. Documentation skills
2. Communication skills
3. Time management skills
4. Professional skills
5. Business skills
6. Critical thinking skills

IV. Massage and Bodywork Techniques and Applications (43 - 46%)

A. Determine applicable massage and bodywork technique(s) for client and refer as necessary to other healthcare professionals.

Knowledge

1. Client referral
2. Modality literacy (familiarity with other modalities)

3. Research literacy (how to read a research study)

4. Scope of practice

5. Professional codes of ethics and standards of practice
6. General massage therapy theory, methods and techniques
7. General anatomy and physiology
8. General muscle physiology
9. Joints (includes ligaments, joint capsules, bursae, etc...)
10. Fascia
11. All body systems and their functions
12. Stretching
13. Kinesiology
14. Functional assessment of lifestyle (activities, occupation, etc...)

Skills

1. Professional skills
2. Customer service skills
3. Communications skills
4. Palpation skills
5. Critical thinking skills

B. Apply massage and bodywork techniques appropriately.

Knowledge

1. Endangerment/cautionary sites
2. Quality of touch
3. Body mechanics
4. Muscles and muscle groups
5. General massage therapy theory, methods and techniques
6. Soft tissue injury/pathology
7. Soft tissue manipulation
8. Bones and bony landmarks
9. Therapeutic relationships (e.g., boundaries, transference and counter-transference, etc...)
10. General muscle physiology
12. Joints (includes ligaments, joint capsules, bursae, etc...)
13. Fascia
14. All body systems and their functions
15. Stretching
16. Kinesiology
17. Anatomical position and terminology (e.g., planes, directions)

NCBTMB EXAM CANDIDATE HANDBOOK

Skills

1. Palpation skills
2. Time management skills
3. Critical thinking skills
4. Professional skills

C. Perform massage/bodywork on special populations (e.g., athletes, geriatric patients, prenatal/postnatal populations).

Knowledge

1. Endangerment/cautionary sites
2. Pathology and contraindications
3. Client centered massage therapy
4. Quality of touch
5. Body mechanics
6. Muscles and muscle groups
7. General massage therapy theory, methods and techniques
8. Soft tissue injury/pathology
9. Soft tissue manipulation
10. Bones and bony landmarks
11. Therapeutic relationships (boundaries, transference and counter-transference, etc...)
12. General anatomy and physiology
13. General muscle physiology
14. Joints (includes ligaments, joint capsules, bursae, etc...)
15. Fascia
16. All body systems and their functions
17. Stretching
18. Kinesiology
19. Anatomical position and terminology (e.g., planes, directions)
20. Functional assessment of lifestyle (activities, occupation, etc...)

Skills

1. Palpation skills
2. Time management skills
3. Critical thinking skills
4. Professional skills
5. Communication skills

D. Identify contraindications and apply appropriate techniques.

Knowledge

1. Pathology and contraindications

2. Soft tissue injury/pathology
3. Endangerment/cautionary sites
4. General anatomy and physiology
5. Musculoskeletal system
6. All body systems and their functions
7. Modality literacy (familiarity with other modalities)
8. Kinesiology

Skills

1. Palpation skills
2. Critical thinking skills
3. Communication skills
4. Professional skills

E. Identify fundamental attributes of bodywork modalities.

Knowledge

1. Modality literacy (familiarity with other modalities)
2. Scope of practice
3. Research literacy (how to read a research study)

Skills

1. Professional skills
2. Critical thinking skills

DETACH HERE

NCBTMB EXAM CANDIDATE HANDBOOK

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' for certification's 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.

DETACH HERE

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

NCBTMB EXAM CANDIDATE HANDBOOK

- 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

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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

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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

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CODE OF ETHICS

Revised October of 2008

Copyright 2007 National Certification Board for Therapeutic Massage & Bodywork

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 & Bodywork.

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JOB TASK ANALYSIS EXPLAINED

A job analysis study is conducted every five years to make sure the exams are current. The most recent job analysis for the NCETMB and NCETM was conducted in 2012. 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.

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 therapy.

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.

NCBTMB's examinations are developed in accordance with Standards for Educational and Psychological Testing (AERA, APA and NCME, 1999) and the Uniform Guidelines on Employee Selection Procedures (EEOC, 1978).

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