

**The National Certification Board for Therapeutic Massage and Bodywork
Massage Therapists Job Analysis Study**

Prepared by:
Pearson VUE
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Table of Contents

Introduction	1
Background	1
The Purpose of a Job Analysis Study	1
Methodology	2
Overview of Methodology Used in This Study	2
Survey Development Meeting	2
Incumbent Survey.....	3
Results	4
Description of Survey Respondents.....	4
Survey Results.....	8
Test Specifications	14
Purpose of Test Specifications	14
Expert Panel Analysis of Survey Data	14
New Test Specifications.....	16
References	29
Appendices	30
Appendix A. Expert Panel Meeting Agenda	31
Appendix B. Test Specifications linked to Knowledge Areas	32
Appendix C. Survey Results by Number of Respondents	33

Tables and Figures

Table 1. Years in Profession	5
Table 2. Number of Massages per week	5
Table 3. Gender	5
Table 4. Age	5
Table 5. Ethnicity	6
Table 6. Level of Education	6
Table 7. Years Nationally Certified	6
Table 8. Licenses/Certifications	7
Table 9. Nature of Employment	7
Table 10. Massage Therapy Entry-level Education hours	7

Table 11. Massage Therapy Continuing-Education hours	7
Table 12. Position Title	8
Table 13. Primary Setting	8
Figure 1. Excerpt from Appendix A	9
Table 14. Mean Criticality Ratings for Tasks in the Safety Domain	9
Table 15. Mean Criticality Ratings for Tasks in the Communication Domain.....	10
Table 16. Mean Criticality Ratings for Tasks in the Law and Ethics Domain.....	10
Table 17. Mean Criticality Ratings for Tasks in the Evaluation and Assessment Domain.....	11
Table 18. Mean Criticality Ratings for Tasks in the Documentation and Planning Domain.....	11
Table 19. Mean Criticality Ratings for Tasks in the Massage Techniques and Application Domain	11
Table 20. Mean Criticality Ratings for Tasks in the Business Domain	12
Table 21. Mean Importance Ratings for Knowledge Areas	13
Table 22. New Test Specifications for the NCETM Exam.....	17
Table 23. New Test Specifications for the NCETMB Exam.....	19
Table 24. New Certification Test Specifications	21
Table 25. Knowledge Domains.....	27

Introduction

Background

The National Certification Board for Therapeutic Massage and Bodywork (NCBTMB) is a community of massage therapist professionals that provides support to members and seeks to strengthen the industry as well as the profession. NCBTMB provides two licensure credentials for massage therapists that are called the National Certification Examination for Therapeutic Massage (NCETM) and the National Certification Examination on Therapeutic Massage and Bodywork (NCETMB). This credential involves passing either the NCETM, or the slightly more advanced, NCETMB. In addition to these two licensure examinations, NCBTMB sought to develop an advanced certification exam for massage therapists.

The Purpose of a Job Analysis Study

The foundation of the development of high-stakes professional examinations is job analysis, as called for in the joint standards of the American Educational Research Association, the American Psychological Association, and the National Council on Measurement in Education (AERA, APA, & NCME, 1999). Standard 14.10 of these joint standards explains that the validity evidence for test content should include a description of the job content domain. Other popular standards in certification and licensure testing, such as the standards delineated for accreditation by the Institute for Credentialing Excellence (ICE) or the American National Standards Institute (ANSI), similarly cite job analyses as a necessary foundation of testing programs. The job analysis results are used to delineate or update the test specifications, ensuring that the testing program reflects the current practice of the field in question. The NCETM, NCETMB, and the new certification exams lead to competency-based certificates and are directly aligned with ICE Standard 7.5:

The certificate provider shall employ a procedure to demonstrate that the assessment is valid for its intended purpose. At a minimum, this procedure shall include documentation of the linkage between the assessment and the intended learning outcomes (e.g., documentation might be in the form of a table listing the knowledge, skills, and/or competencies needed for participants to achieve the intended learning outcomes and identifying how the specified knowledge, skills, and/or competencies are covered by the assessment). A job/practice analysis shall be conducted for high-stakes certificate programs when their scope is sufficiently broad to support such a study. (ICE 1100 2010(E) – Standard for Assessment-Based Certificate Programs, 2009)

In line with the standards cited above, the job-analysis study described in this report was undertaken to provide the foundation of updating the test specifications for the CSCP examination. Test specifications created using this process encourage the development of test items that reflect up-to-date practice in the field (Raymond, 2002, p. 32). The job-analysis study reported herein was undertaken to provide the foundation of the test development for the role of a massage therapist.

Methodology

Overview of Methodology Used in This Study

A description of the work in a field or in a profession is typically developed through a logical analysis of the literature or through panels of experts. Delineating the important tasks and/or knowledge required for competent practice is a lengthy and complex process. In this study, both the literature in the compliance field and the views of an expert panel were used to delineate the content for a survey of incumbents in the field.

The job analysis methodology used to study the massage therapist role consisted of three main steps. Initially, an expert panel recruited by NCBTMB was asked to delineate the major responsibilities of massage therapists and the tasks associated with each of those major responsibilities. This expert panel also delineated the knowledge needed to perform the tasks and responsibilities that they had outlined, and helped to craft demographic items for inclusion on a survey of incumbents in the field. Next, incumbents in the field were surveyed about the frequency and the importance of the delineated responsibilities and tasks, the importance of each of the listed knowledge areas, and their own demographic information. Finally, the expert panel reconvened to review the survey findings and develop the new test specifications.

Survey Development Meeting

NCBTMB selected a panel of content experts to meet to delineate the major job responsibilities and the associated tasks of massage therapists. The panel attended a two-day meeting in Downer's Grove, Illinois. The agenda for the meeting can be found in Appendix A. Prior to the meeting, each member of the panel was responsible for reviewing a major text in the literature of massage therapy practice. In this way, the content of the meeting would reflect current literature without taking time to sequentially review each major literary contribution to the field.

During the meeting, the panel worked in an iterative fashion to delineate the major job responsibilities that encompassed all the functions of the job of a massage therapist. There were a total of seven major responsibilities. The panel then worked in an iterative fashion to delineate the tasks underneath each of these responsibilities.

There were various ways the content of the field could have been organized, and the panel worked toward a structure that logically covered the work of massage therapists. Throughout the delineation of responsibilities and tasks, the panelists were asked to use as a rule of thumb that tasks must be observable: It must be possible to delegate the task to a colleague. This distinction ensured that there was no overlap with the next step in the process, the delineation of the knowledge section. Additionally, panelists were asked to focus exclusively on the work that is unique to massage therapists. They were asked to refrain from including tasks or skills that are important in many fields, such as arriving to work on time or communicating clearly with coworkers. In addition to delineating the tasks, the panel also worked to delineate major knowledge domains needed by massage therapists in order to fulfill the responsibilities and perform the tasks listed. The panel also discussed related aspects of the planned survey of incumbents, such as the demographic items and the context for the survey questions.

Incumbent Survey

The survey of incumbents was administered using SurveyMonkey, a powerful electronic survey tool. The introduction to the survey provided instructions as well as definitions of the rating terms ("frequency" and "importance"). Furthermore, the meaning of each level of frequency (e.g., "daily," "weekly," or "monthly/quarterly") and importance (e.g., "critical" or "less important") on the rating scales was clearly explained.

Prior to collecting responses from incumbents, the survey instrument was pilot tested by content experts and test developers. Based on the pilot-test findings, minor changes were made to the survey content. After revisions were made, the survey was prepared for responses from the field.

Task Ratings

For each task listed on the survey, respondents were asked to assign two ratings: one for frequency and another for importance. Respondents were asked to use drop-down menus to choose one of five options for frequency, and then one of four for importance.

For the frequency ratings, there were five response options:

- Daily
- Weekly
- Monthly/Quarterly
- Annually
- Not Performed

For the importance ratings, there were four response options:

- Critical
- Important
- Less Important
- Not Important

Demographic Items

Thirteen demographic items were included at the end of the survey to allow for analysis of how well the respondents represented the massage therapist role. Attrition increases as people progress through a survey, especially a long survey. If demographic questions are asked early in a survey, it is likely that most people will complete those items, which makes it easier to judge the representativeness of the respondents. However, many people find demographic items to be invasive, and may decide not to participate when the demographic items precede the content items. Asking the demographic questions after the content questions makes it possible to collect more content ratings, but the picture of the respondent group may be less complete due to attrition. For this survey, NCBTMB elected to maximize the content ratings by asking the 13 demographic questions at the end of the survey.

Pilot Tests

The survey instrument was pilot tested by content experts and test developers. Based on the pilot-test findings, minor changes were made to the survey content. After revisions were made, the survey was prepared for responses from the field.

Response Rates

Massage therapists were notified via an e-mail message of the opportunity to participate in the job-analysis survey. The message included a link to the survey. A survey link and a description of the purpose of the survey were sent to a wide range of massage therapists on the mailing list. The percentage of respondents in relation to the overall number of e-mail messages sent was monitored throughout the survey period. When responses waned, reminder messages and the survey link were resent with an email that reiterated the importance and the purpose of the survey. The survey link was open from April 11, 2012 through May 11, 2012.

Survey links were sent via e-mail to a wide-reaching sample of massage therapists. The survey was also advertised on the NCBTMB website as well as various professional websites. Respondents were asked to encourage their fellow professional massage therapists to respond to the survey as well. A total of 8, 869 respondents completed the survey either fully or partially. The number of respondents per survey question is shown in Appendix C. With regard to demographics, a balance of participants across the demographic variables was sought rather than a specific number of respondents in each demographic category.

Results

Responses to the 13 demographic items on the survey are presented in Tables 1–13. A complete presentation of the responses to all other survey items is located in Appendix A.

Description of Survey Respondents

The following description of respondents is based on the responses to the 13 demographic survey items. If a respondent chose not to answer the demographic items, the respondent is not represented in the following description of participants even though the respondent's ratings may have been included in the content responses that led to the test specifications.

Respondents were asked how long they've worked in the massage therapy and bodywork profession. Most respondents had worked in the field for more than 10 but less than 20 years.

Table 1. Years in Profession

Answer Options	Response Percent	Response Count
Less than 1 year	8.7%	334
1 year or more, but less than 3 years	15.2%	582
3 years or more, but less than 5 years	12.9%	496
5 years or more, but less than 10 years	25.0%	960
10 years or more, but less than 20 years	28.2%	1081
20 years or more	10.0%	383

Respondents were asked to indicate how many massages they gave in a week. Most respondents indicated that they gave 11 – 20 massages per week.

Table 2. Number of Massages per week

Answer Options	Response Percent	Response Count
Less than 5	20.0%	764
6 -10	25.1%	961
11- 20	35.5%	1358
21 – 30	15.4%	588
30+	4.0%	153

Respondents were asked to indicate their gender. Most respondents indicated they were female.

Table 3. Gender

Answer Options	Response Percent	Response Count
Female	82.3%	3144
Male	15.7%	601
No Response	1.9%	74

Respondents were asked to indicate their age. Most respondents were 41 years and older.

Table 4. Age

Answer Options	Response Percent	Response Count
Under 24	2.8%	106
24 to 30	10.6%	407
31 to 40	19.0%	728
41 to 50	24.9%	955
51 to 62	33.8%	1296
63 to 75	7.2%	275
Over 75	0.3%	10
No Response	1.6%	60

Respondents were asked to indicate their ethnicity. Most respondents indicated that they were Caucasian.

Table 5. Ethnicity

Answer Options	Response Percent	Response Count
African-American	2.4%	93
Asian	2.1%	79
Caucasian	80.0%	3054
Hispanic	3.7%	141
Native American	1.0%	37
Other or Multi-racial	2.8%	106
No Response	8.1%	309

Respondents were asked to indicate the highest level of education they had completed. Most respondents had completed at least some college.

Table 6. Level of Education

Answer Options	Response Percent	Response Count
Some High School	0.3%	10
High School Graduate	6.6%	254
Some College	27.9%	1068
Associate's Degree	18.7%	717
Bachelor's Degree	31.5%	1205
Master's Degree	11.0%	421
Doctorate	1.8%	70
No Response	2.1%	80

Respondents were asked to indicate how long they had been nationally certified. Most respondents indicated that they had been nationally certified for more than 1 year but less than 5 years.

Table 7. Years Nationally Certified

Answer Options	Response Percent	Response Count
Less than 1 year	11.6%	443
1 year or more, but less than 5 years	30.6%	1172
5 years or more, but less than 10 years	25.6%	981
10 years or more, but less than 15 years	16.1%	617
15 years or more, but less than 20 years	7.3%	279
20 years or more	2.3%	89
Not Certified	6.5%	247

Respondents were asked to indicate the licenses/certifications they currently hold. Most respondents indicated that they at least had their state licensure and/or national certification.

Table 8. Licenses/Certifications

Answer Options	Response Percent	Response Count
State certification	27.5%	1052
State licensure	73.6%	2822
City/county licensure	16.1%	618
National certification	86.2%	3305
State registration	9.6%	369
Not certified	0.9%	34

Respondents were asked to indicate the nature of employment. Respondents were split evenly between full-time and part-time employment.

Table 9. Nature of Employment

Answer Options	Response Percent	Response Count
Full Time (25 hours or more per week)	49.9%	1824
Part Time (Less than 25 hour per week)	51.4%	1877

Respondents were asked to indicate the number of massage therapy entry-level education hours they had completed. Most respondents had completed 601 hours or more.

Table 10. Massage Therapy Entry-level Education hours

Answer Options	Response Percent	Response Count
Less than 500	3.9%	148
500 to 600	27.3%	1039
601 to 750	31.6%	1203
751 to 1000	23.6%	899
1001 or more	13.6%	519

Respondents were asked to indicate the number of massage therapy continuing education hours they had completed. Most respondents had completed 251 hours or more.

Table 11. Massage Therapy Continuing-Education hours

Answer Options	Response Percent	Response Count
Less than 50	25.8%	978
50 to 100	20.0%	758
101 to 150	12.6%	479
151 to 250	12.5%	474
251 or more	29.1%	1104

Respondents were asked to indicate their position title. Most respondents identified themselves as a massage therapist.

Table 12. Position Title

Answer Options	Response Percent	Response Count
Massage therapist	96.9%	3642
Educator	20.5%	772
Manager	8.4%	317
Researcher	2.4%	92
School owner	1.8%	69
Massage-related business owner	26.9%	1010
Author	3.5%	130
Employer	4.1%	154
Regulator	0.6%	22

Respondents were asked to indicate their primary setting. Most respondents indicated that they practiced in a private practice.

Table 13. Primary Setting

Answer Options	Response Percent	Response Count
Spa	17.4%	630
Clinic	7.5%	273
Private Practice	42.6%	1546
Health club	1.6%	59
Hospital	1.8%	67
Wellness Center	7.0%	255
Chiropractor office	8.5%	310
Franchise	2.9%	106
Mall/Airport	0.3%	11
On-site/Out-call	5.8%	211
Cruise ship	0.0%	0
School	4.5%	163

Survey Results

Task Ratings

Importance and frequency ratings for each task within the eight responsibility areas were multiplied to create a measure of criticality. Frequency and importance were placed on different scales, with frequency ratings ranging from 1 through 5 and importance ranging from 1 through 4. Frequency was emphasized over importance since frequency is a more objective measure of the task than importance. The criticality scale (importance multiplied by frequency) extended from 1 through 20.

There is variability in the ratings that were given by respondents. Appendix A shows the number of respondents who chose each of the five options for frequency and each of the four options for importance. One example is shown here for clarity. The task "Maintain a clean working environment." was given a fairly high rating, with a mean criticality rating of 18.64. However, there were 64 respondents who indicated that they never perform this task and there were 20 respondents who noted it was either only somewhat important or not important to their role as massage therapists. The average criticality rating for this task was nonetheless relatively high because there were 5731 respondents who indicated they perform this task daily.

Figure 1. Excerpt from Appendix A

Frequency					
Answer Options	Daily	Weekly	Monthly/ Quarterly	Annually (or less)	Not performed
Maintain a clean working environment.	5731	414	26	2	64

Importance				
Answer Options	Critical	Important	Somewhat important	Not important
Maintain a clean working environment.	5103	1100	16	4

Tables 14 through 20 show in descending order the mean criticality ratings for the tasks within each of the eight responsibility areas (or domains). The ratings shown in the tables represent the mean across all respondents.

Table 14 shows the mean criticality ratings for the Safety domain, which range from 19.44 to 15.68. The maximum possible rating is 20.

Table 14. Mean Criticality Ratings for Tasks in the Safety Domain

Rank	Safety Tasks	Mean criticality rating
1	Practice standard precautions in order to prevent the spread of infection and protect the client and therapist.	19.44
2	Identify contraindications and considerations based on health history to avoid harm to the client.	19.28
3	Maintain a clean working environment.	18.64
4	Sanitize equipment and supplies.	18.17
5	Provide private area for changing to protect client privacy.	18.15
6	Provide proper bolstering based on client needs.	17.38
7	Evaluate and maintain physical safety for the therapist.	17.02
8	Maintain and properly utilize massage equipment (massage table, hydrocollator, heating pads, hot stones heater, etc.).	16.30
9	Modify treatment environment to address client needs.	16.02
10	Select the correct massage equipment to ensure the safety of the clients.	15.68

Table 15 shows the mean criticality ratings for the Communication domain, which range from 17.41 to 4.67. The maximum possible rating is 20.

Table 15. Mean Criticality Ratings for Tasks in the Communication Domain

Rank	Communication tasks	Mean criticality rating
1	Communicate with client during the session in order to respond to their needs.	17.41
2	Respond appropriately to client's emotional responses to session.	17.16
3	Conduct an effective and thorough intake interview to gather information from the client.	17.12
4	Discuss assessment and treatment plan with the client.	15.09
5	Teach client about the benefits of massage therapy.	15.03
6	Collaborate with other healthcare professionals about the course of care for client.	8.24
7	Teach other healthcare professionals about the benefits of massage therapy.	7.03
8	Communicate findings from client assessment and massage session/treatment with other healthcare professionals.	5.83
9	Interpret and utilize charts and other information from other healthcare professionals.	4.81
10	Case conference about treatment methodology and clinical techniques with other healthcare professionals. (specialty)	4.67

Table 16 shows the mean criticality ratings for the Law and Ethics domain, which range from 19.18 to 5.66. The maximum possible rating is 20.

Table 16. Mean Criticality Ratings for Tasks in the Law and Ethics Domain

Rank	Law and Ethics tasks	Mean criticality rating
1	Maintain proper physical and emotional boundaries by using appropriate touch skills.	19.18
2	Maintain client confidentiality.	19.14
3	Perform only within your legal scope of practice.	19.02
4	Provide only services that you are qualified to perform.	18.84
5	Drape clients appropriately to protect their privacy.	18.76
6	Respect the client's right to say no to any service at any time.	18.58
7	Refrain from participating in a sexual relationship or sexual misconduct with clients, whether consensual or otherwise.	18.07
8	Represent educational and professional qualifications honestly.	17.98
9	Obtain informed consent from the client.	16.86
10	Recognize and limit the impact of transference and counter-transference between the client and the practitioner.	15.93
11	Avoid dual and/or multi-dimensional relationships that could impair professional judgment or result in exploitation of the client, employees, and or co-workers.	15.63
12	Recognize and limit conflicts of interest with clients.	15.61
13	Report unlicensed massage activity.	5.66

Table 17 shows the mean criticality ratings for the Evaluation and Assessment domain, which range from 17.75 to 3.98. The maximum possible rating is 20.

Table 17. Mean Criticality Ratings for Tasks in the Evaluation and Assessment Domain

Rank	Evaluation and Assessment tasks	Mean criticality rating
1	Utilize palpatory skills to assess soft tissue.	17.75
2	Perform and interpret active and passive range of motion assessments.	13.62
3	Perform functional assessment of the client's lifestyle (activities, occupation, etc.).	12.30
4	Perform and interpret postural analysis.	11.32
5	Perform and interpret gait assessment.	9.16
6	Perform and interpret manual resistance tests.	7.17
7	Perform and interpret special orthopedic tests.	3.98

Table 18 shows the mean criticality ratings for the Documentation and Planning domain, which range from 14.98 to 12.49. The maximum possible rating is 20.

Table 18. Mean Criticality Ratings for Tasks in the Documentation and Planning Domain

Rank	Documentation and Planning tasks	Mean criticality rating
1	Interpret client health history form.	14.98
2	Maintain accurate session notes and follow-up documentation.	14.55
3	Document the results of the intake interview.	14.50
4	Document the assessment findings.	14.19
5	Create a treatment plan.	12.49

Table 19 shows the mean criticality ratings for the Massage Techniques and Application domain, which range from 18.19 to 2.05. The maximum possible rating is 20.

Table 19. Mean Criticality Ratings for Tasks in the Massage Techniques and Application Domain

Rank	Massage Techniques and Application tasks	Mean criticality rating
1	Utilize proper body mechanics while performing massage techniques in order to improve effectiveness and quality of touch.	18.19
2	Adjust technique based on observation and palpatory findings (breathing, temperature, and other somatic responses).	17.93
3	Apply fundamental techniques of massage (gliding, kneading, friction, static-touch, percussion, vibration, etc.) appropriately.	17.54
4	Perform a massage incorporating trigger point/neuromuscular therapy.	13.09
5	Perform a massage incorporating stretching (proprioceptive neuromuscular facilitation, active isolated stretching, etc.).	11.91
6	Perform a massage incorporating myofascial release technique.	11.69
7	Perform a massage on athletes.	9.51
8	Perform a massage incorporating muscle energy techniques (positional release/strain-counterstrain, etc.).	7.39
9	Perform a massage on geriatric patients.	7.36
10	Perform a massage incorporating reflexology.	7.16
11	Perform a massage on prenatal/postnatal populations.	6.42
12	Perform a massage incorporating seated techniques.	6.24

Rank	Massage Techniques and Application tasks	Mean criticality rating
13	Perform a massage incorporating manual lymph drainage.	4.98
14	Perform a massage incorporating hot stones.	4.91
15	Perform a massage incorporating craniosacral technique.	4.89
16	Perform a massage on cancer patients.	4.68
17	Perform a massage incorporating other techniques (you will be asked to specify other techniques that you use at the bottom of this page).	4.66
18	Perform a massage incorporating structural integration.	4.37
19	Perform a massage incorporating hydrotherapy.	4.35
20	Perform a massage incorporating Reiki technique.	3.96
21	Perform a massage incorporating orthopedic techniques.	3.96
22	Perform a massage on other populations (you will be asked to specify other populations with which you work at the bottom of this page).	3.59
23	Perform a massage incorporating shiatsu.	3.51
24	Perform an oncology massage.	2.75
25	Perform a massage on hospice patients.	2.60
26	Perform a massage on infants.	2.25
27	Perform a Thai massage.	2.05

Table 20 shows the mean criticality ratings for the Business domain, which range from 17.98 to 3.10. The maximum possible rating is 20.

Table 20. Mean Criticality Ratings for Tasks in the Business Domain

Rank	Business tasks	Mean criticality rating
1	Demonstrate appropriate professionalism (including dress, image, facilities).	17.86
2	Maintain current and accurate financial records.	12.93
3	Obtain current and appropriate licenses and credentials to maintain practice.	9.80
4	Market and advertise honestly and effectively.	9.07
5	Develop a contact list.	7.08
6	Develop massage-specific interview skills.	4.32
7	Write a resume.	4.28
8	Develop and write a business plan.	4.24
9	Conduct a job search.	3.10
6	Establish document retention and destruction policies.	6.100

Table 21 shows in descending order the mean importance ratings for the knowledge area. The ratings shown in the tables represent the mean across all respondents. The ratings range from 3.79 to 2.48. The maximum possible rating is 5.

Table 21. Mean Importance Ratings for Knowledge Areas

Rank	Knowledge Areas	Mean criticality rating
1	Endangerment/Cautionary Sites	3.79
2	Principles of confidentiality	3.79
3	Quality of touch	3.77
4	Pathology and contra-indications	3.76
5	Palpation skills	3.76
6	Body mechanics	3.76
7	Professionalism	3.74
8	Scope of practice	3.73
9	Muscles and muscle groups (includes attachments, actions and functions of a muscle, types of muscle contractions, agonist/antagonist and synergistic relationships, tendons, etc.)	3.72
10	Customer service	3.72
11	Self care	3.72
12	Professional codes of ethics and standards of practice	3.69
13	Client-centered approach to massage therapy	3.66
14	Methods for effective communication	3.65
15	General massage therapy theory, methods and techniques	3.65
16	Soft tissue injury/pathology	3.64
17	State and local credentialing requirements	3.64
18	Soft tissue manipulation	3.62
19	Bones and bony landmarks	3.61
20	Therapeutic relationships (boundaries, transference and counter-transference, conflicts of interest, dual or multi-dimensional relationships)	3.61
21	General anatomy and physiology	3.60
22	General law and ethics	3.60
23	General muscle physiology	3.57
24	Joints (includes ligaments, joint capsules, bursae, etc.)	3.54
25	Liability insurance requirements	3.53
26	Fascia	3.51
27	Record keeping practices	3.41
28	Nervous system	3.35
29	Client referral	3.35
30	Stretching	3.35
31	Treatment plan and documentation	3.34
32	Kinesiology	3.33
33	Active and passive range of motion assessments	3.31
34	Lymphatic system	3.29
35	Time management	3.28
36	Integumentary system	3.27
37	Cardiovascular system	3.27
38	Functional assessment of lifestyle (activities, occupation, etc.)	3.23
39	Basic business and accounting practices	3.22
40	Legal employment status (e.g. independent contractor, employee, owner)	3.21
41	Anatomical position and terminology (e.g., planes, directions)	3.19

Rank	Knowledge Areas	Mean criticality rating
42	Modality literacy (familiarity with other modalities)	3.16
43	Respiratory system	3.12
44	Legal entities (e.g., sole proprietor, corporations)	3.08
45	Endocrine system	3.06
46	Postural analysis	3.05
47	Digestive system	3.01
48	Marketing	2.96
49	Manual resistive tests	2.93
50	Gait assessment	2.93
51	Research literacy (how to read a research study)	2.87
52	Urinary system	2.81
53	Roles of professional organizations	2.77
54	Reproductive system	2.76
55	Job interview skills	2.66
56	Special orthopedic tests (drawer, empty can, etc.)	2.48

Test Specifications

Purpose of Test Specifications

Test specifications are used by various groups, including certification candidates, educational programs, employers, subject matter experts involved in the test development process, and the public at large. Test specifications should provide examinees with clear communication of the content that will be covered in an examination. Test specifications should also guide test-question writers by providing them with specifications for test-form assembly and inventories of the question pool. Certification testing standards recommend updating test specifications regularly, or more frequently if there are significant changes in the profession or in testing practices. Because test specifications have so many audiences and uses, it is imperative they are developed carefully based on input from experts in the field. NCBTMB convened a panel of content experts to interpret the survey results and to update the test specifications for the NCETM and NCETMB examinations, as well as to develop new test specifications for the certification examination.

Expert Panel Analysis of Survey Data

The expert panel met for two days on May 18 and 19, 2012, in Chicago, Illinois. They received an overview of how job analyses serve as the foundation for testing programs and then reviewed summary presentations of the data collected through the massage therapist incumbent survey.

After reviewing the responses to the demographic survey items, the panelists were asked whether the respondents were representative of the field of massage therapists. The panelists agreed that the respondents were representative and that the data should be reviewed altogether and not broken down by group.

The panel reviewed the criticality ratings from each domain (shown in Tables 14–20). After becoming familiar with the distribution of criticality ratings across and within domains, the panel was asked to consider whether any tasks should be excluded from the test specifications due to low ratings. If any task’s criticality ratings could be considered low enough to merit exclusion, a cutoff point would be needed. A full discussion of an appropriate cutoff point ensued. In addition to offering voluntary comments, the panel participated in a roll-call vote to ensure that each person had a chance to express a view and to persuade his or her peers. The group decided that all tasks, whether they had a low criticality rating or not, should be included. They reasoned that massage therapists tend to give lower ratings than incumbents from other fields. In addition to reviewing the criticality ratings of the tasks, panelists also edited and combined tasks that frequently occurred together.

Panelists were then asked to identify domains and tasks that could be categorized as either advanced knowledge or basic knowledge, allowing for some of the tasks within common domains (30%) to overlap. The advanced tasks were reviewed, edited, and expanded to comprise the new certification examination specifications. Additionally, skills and knowledge were linked to each task in order to give more information to candidates about the new blueprint. The basic knowledge were also reviewed and edited to make the NCETM blueprint examination. Finally, bodywork modalities were added to the basic knowledge areas to create the NCETMB blueprint examination. The addition of bodywork modalities is the only difference between the NCETM and NCETMB examinations. Content domains for all three blueprints were retitled as needed.

The panel also considered the importance ratings for the knowledge areas. They agreed that the knowledge areas globally support the responsibility domains and tasks for all three blueprints. Additionally, the knowledge areas were also specifically linked to each task for the new certification blueprint.

Finally, the panel considered how much emphasis (in terms of percentage of total test items) each of the content domains should receive on each of three blueprints. Panelists kept individual scorecards throughout the meeting to note their intuitive preferences for relative emphases for each of the content domains based on the data being presented and discussed. In order to generate discussion, panelists were initially asked to consider three possible configurations for each of the three test specifications for massage therapists. The first configuration was not based on survey data and represented an equal distribution of emphasis across all of the content domains. It was rejected immediately by all panelists. The next two configurations were based on the data from the survey of incumbents. The panel recognized the fact that survey respondents were working in isolation and did not have the opportunity to discuss their ratings or rankings with other massage therapists. They also acknowledged that rating specific tasks and knowledge areas resulted in a “trees” perspective and that the application of relative emphases across content domains was more aptly viewed as a “forest” task.

The panel considered two models as possible configurations for each of the three test specifications. Model 1 was based on the mean task-criticality ratings per content domain. Model 2 was based on the number of tasks within a content domain in addition to the mean criticality rating. The panel then worked through individual preferences for particular configurations and arrived at consensus on the final percentages through the process of voluntary comment and private voting. The facilitator calculated mean and mode percentages per domain and led the consensus discussion. The final average weights assigned to the content domains for the NCETM, NCETMB, and the new certification examinations were as follows:

NCETM Test Specifications

22%	Kinesiology and Musculo-skeletal Anatomy & Physiology
16%	Systemic Anatomy and Physiology
17%	Pathology, Contra-indications, and Cautionary sites
13%	Professional Standards
32%	Massage Therapy Theory, Evaluation, Methods, and Techniques

NCETMB Test Specifications

21%	Kinesiology and Musculo-skeletal Anatomy & Physiology
15%	Systemic Anatomy and Physiology
16%	Pathology, Contra-indications, and Cautionary sites
13%	Professional Standards
35%	Massage and Bodywork Techniques and Application

New Certification Examination Test Specifications

10-12%	Communication
8-10%	Law and Ethics
34-37%	Evaluation, Planning, and Documentation
43-46%	Massage and Bodywork Techniques and Application

(Note that the panel focused on percentages rather than the number of test questions. If the actual number of test questions had been used, it is likely that some rounding of the percentages would have been necessary.)

New Test Specifications

Next, the panel considered the primary users of the test specifications (i.e., the candidates). They decided that the content domains communicated clear and appropriate information to candidates. The new test specifications are presented in Tables 22 through 24 for the NCETM, NCETMB, and the new certification examination, respectively.

Table 22. New Test Specifications for the NCETM Exam

Domain	Knowledge
I. Kinesiology and Musculo-skeletal Anatomy & Physiology (22%)	
	a) Anatomical position and terminology (e.g., planes; directions)
	b) Muscles and Muscle groups
	i) Tendons and attachment sites
	ii) Actions and functions
	iii) Types of contractions
	iv) Agonist/Antagonist and Synergistic relationships
	c) Bones and bony landmarks
	d) Joints
	i) Types
	ii) Location
	iii) Names
	iv) Structure
	v) Function
	e) Fascia
	f) Muscle physiology
II. Systemic Anatomy and Physiology (16%)	
	a) Integumentary
	b) Nervous
	c) Endocrine
	d) Cardiovascular
	e) Lymphatic
	f) Urinary
	g) Respiratory
	h) Digestive
	i) Reproductive
III. Pathology, Contra-indications, and Cautionary sites (17%)	
	a) Contra-indications
	b) Endangerment/Cautionary Sites
	c) Soft tissue injury
	d) General pathology
IV. Professional Standards (13%)	
	a) Law
	i) State and local credentialing requirements
	ii) Business types/legal entities (e.g., independent contractor, employee, etc.)
	iii) Scope of practice
	b) Ethics
	i) Professional codes of ethics
	ii) Draping
	iii) Standards of practice
	iv) Therapeutic relationships
	(1) Boundaries
	(2) Transference and Counter-transference
	(3) Conflicts of interest

Domain	Knowledge
	(4) Dual or multi-dimensional relationships
	v) Client referral
	vi) Principles of confidentiality
	c) Business
	i) General business practices
	ii) Professionalism
	iii) Marketing
	iv) Customer Service
	v) Methods for effective communication
	vi) Types of insurance (e.g., liability, fire, etc.)
	vii) Roles of professional organizations
V. Massage Therapy Theory, Evaluation, Methods, and Techniques (32%)	
	a) Theory, Methods, and Techniques
	i) Basic therapeutic massage techniques/strokes
	(1) Gliding/effleurage
	(2) Kneading/petrissage
	(3) Percussion/tapotement
	(4) Vibration
	(5) Friction
	(6) Compression
	(7) Rocking
	(8) Shaking
	(9) Traction
	ii) Hydrotherapy
	iii) Self care
	iv) Positional support techniques
	v) Quality of touch
	vi) Client centered
	vii) Stretching
	viii) Soft tissue healing
	ix) Body mechanics
	x) Treatment plan and documentation
	b) Evaluation
	i) Written
	ii) Visual
	iii) Palpatory
	iv) Active and passive range of motion assessments
	v) Functional assessment of lifestyle (activities, occupation, etc.)

Table 23. New Test Specifications for the NCETMB Exam

Domain	Knowledge
I. Kinesiology and Musculo-skeletal Anatomy & Physiology (21%)	
	a) Anatomical position and terminology (e.g., planes; directions)
	b) Muscles and Muscle groups
	i) Tendons and attachment sites
	ii) Actions and functions
	iii) Types of contractions
	iv) Agonist/Antagonist and Synergistic relationships
	c) Bones and bony landmarks
	d) Joints
	i) Types
	ii) Location
	iii) Names
	iv) Structure
	v) Function
	e) Fascia
	f) Muscle physiology
II. Systemic Anatomy and Physiology (15%)	
	a) Integumentary
	b) Nervous
	c) Endocrine
	d) Cardiovascular
	e) Lymphatic
	f) Urinary
	g) Respiratory
	h) Digestive
	i) Reproductive
III. Pathology, Contra-indications, and Cautionary sites (16%)	
	a) Contra-indications
	b) Endangerment/Cautionary Sites
	c) Soft tissue injury
	d) General pathology
IV. Professional Standards (13%)	
	a) Law
	i) State and local credentialing requirements
	ii) Business types/legal entities (e.g., independent contractor, employee, etc.)
	iii) Scope of practice
	b) Ethics
	i) Professional codes of ethics
	ii) Draping
	iii) Standards of practice
	iv) Therapeutic relationships
	(1) Boundaries
	(2) Transference and Counter-transference
	(3) Conflicts of interest

Domain	Knowledge
	(4) Dual or multi-dimensional relationships
	v) Client referral
	vi) Principles of confidentiality
	c) Business
	i) General business practices
	ii) Professionalism
	iii) Marketing
	iv) Customer Service
	v) Methods for effective communication
	vi) Types of insurance (e.g., liability, fire, etc.)
	vii) Roles of professional organizations
V. Massage Therapy Theory, Evaluation, Methods, and Techniques (32%)	
	a) Theory, Methods, and Techniques
	i) Basic therapeutic massage techniques/strokes
	(1) Gliding/Effleurage
	(2) Kneading/Petrissage
	(3) Percussion/Tapotement
	(4) Vibration
	(5) Friction
	(6) Compression
	(7) Rocking
	(8) Shaking
	(9) Traction
	ii) Hydrotherapy
	iii) Self care
	iv) Positional support techniques
	v) Quality of touch
	vi) Client centered
	vii) Stretching
	viii) Soft tissue healing
	ix) Body mechanics
	x) Treatment plan and documentation
	b) Evaluation
	i) Written
	ii) Visual
	iii) Palpatory
	iv) Active and passive range of motion assessments
	v) Functional assessment of lifestyle (activities, occupation, etc.)
	c) Basic Modality literacy (familiarity with other modalities)
	i) Trigger point/neuromuscular therapy
	ii) Stretching (proprioceptive neuromuscular facilitation, active isolated stretching, etc.)
	iii) Myofascial release technique
	iv) Muscle energy (e.g., positional release/strain-counterstrain, etc.) technique
	v) Reflexology
	vi) Seated technique

Domain	Knowledge
	vii) Manual lymph drainage
	viii) Hot stones
	ix) Craniosacral technique
	x) Structural integration
	xi) Reiki
	xii) Shiatsu
	xiii) Acupressure
	xiv) Aromatherapy
	xv) Thai massage
	xvi) Sports massage

Table 24. New Certification Test Specifications

Communication (10 – 12%)	
Tasks	
1. Conduct an effective and thorough intake interview to gather information from the client.	
Knowledge	Skills
a. Functional assessment of lifestyle (activities, occupation, etc.)	a. Customer service skills
b. Pathology and contra-indications	b. Professional skills
c. Scope of practice	c. Communication skills
d. General anatomy and physiology	
2. Discuss assessment and treatment plan with the client.	
Knowledge	Skills
a. Treatment plan and documentation	a. Communication skills
	b. Time management skills
3. Teach others about the benefits of massage therapy.	
Knowledge	Skills
a. General massage therapy theory, methods and techniques	a. Professional skills
b. Marketing	b. Business skills
c. Modality literacy (familiarity with other modalities)	c. Communication skills
e. Scope of practice	
f. General anatomy and physiology	
g. Research literacy (how to read a research study)	
4. Collaborate with other healthcare professionals about the course of care for client.	
Knowledge	Skills
a. General anatomy and physiology	a. Professional skills
b. Principles of confidentiality	b. Communication skills
c. Treatment plan and documentation	
5. Communicate findings from client assessment and massage session/treatment with other healthcare professionals.	
Knowledge	Skills
a. Principles of confidentiality	a. Professional skills
b. Scope of practice	b. Communication skills
c. General massage therapy theory, methods and techniques	

Law and Ethics (8 – 10%)	
Tasks	
1. Maintain proper physical and emotional boundaries by using appropriate touch skills.	
Knowledge	Skills
a. Quality of touch	a. Professional skills
b. Client centered massage therapy	
c. Therapeutic relationships (e.g., boundaries, transference and counter-transference, etc.)	
d. General law and ethics	
2. Maintain client confidentiality.	
Knowledge	Skills
a. Principles of confidentiality	a. Business skills
b. Professional codes of ethics and standards of practice	b. Professional skills
c. Record keeping practices	c. Customer service skills
d. General law and ethics	
3. Perform only within your legal scope of practice.	
Knowledge	Skills
a. General law and ethics	a. Professional skills
b. Modality literacy (familiarity with other modalities)	
4. Provide only services that you are qualified to perform.	
Knowledge	Skills
a. Scope of practice	a. Professional skills
b. General law and ethics	
c. Modality literacy (familiarity with other modalities)	
5. Drape clients appropriately to protect their privacy.	
Knowledge	Skills
a. Professional codes of ethics and standards of practice	a. Customer service skills
	b. Professional skills
6. Respect the client’s right to say no to any service at any time.	
Knowledge	Skills
a. Professional codes of ethics and standards of practice	a. Professional skills
b. Client centered massage therapy	b. Customer service skills
7. Refrain from participating in a sexual relationship or sexual misconduct with clients, whether consensual or otherwise.	
Knowledge	Skills
a. Professional codes of ethics and standards of practice	a. Professional skills
b. General law and ethics	
c. Scope of practice	
8. Represent educational and professional qualifications honestly.	
Knowledge	Skills

a. Scope of practice	a. Professional skills
b. General law and ethics	
c. Modality literacy (familiarity with other modalities)	
9. Obtain informed consent from the client.	
Knowledge	Skills
a. Professional codes of ethics and standards of practice	a. Professional skills
b. General law and ethics	b. Communication skills
c. Treatment plan and documentation	
10. Recognize and limit the impact of transference and counter-transference between the client and the practitioner.	
Knowledge	Skills
a. Professional codes of ethics and standards of practice	a. Professional skills
b. Therapeutic relationships (e.g., boundaries, transference and counter-transference, etc.)	
11. Avoid dual and/or multi-dimensional relationships that could impair professional judgment or result in exploitation of the client, employees, and or co-workers.	
Knowledge	Skills
a. Professional codes of ethics and standards of practice	a. Professional skills
b. Therapeutic relationships (e.g., boundaries, transference and counter-transference, etc.)	
c. General law and ethics	
12. Recognize and limit conflicts of interest with clients.	
Knowledge	Skills
a. Professional codes of ethics and standards of practice	a. Professional skills
b. Therapeutic relationships (e.g., boundaries, transference and counter-transference, etc.)	
13. Report unlicensed massage activity.	
Knowledge	Skills
a. General law and ethics	a. Professional skills
b. State and local credentialing requirements	
c. Professional codes of ethics and standards of practice	
d. Modality literacy (familiarity with other modalities)	
Evaluation, Planning, and Documentation (34 - 37%)	
Tasks	
1. Utilize palpatory skills to assess soft tissue.	
Knowledge	Skills
a. Quality of touch	a. Palpation skills
b. Muscles and muscle groups	
c. Bones and bony landmarks	
d. Soft tissue injury/pathology	
e. General muscle physiology	
f. Joints (includes ligaments, joint capsules, bursae, etc.)	
g. Fascia	

h. All body systems and their functions	
i. Kinesiology	
2. Perform and interpret active and passive range of motion assessments.	
Knowledge	Skills
b. Joints (includes ligaments, joint capsules, bursae, etc.)	a. Palpation skills
c. Muscles and muscle groups	b. Critical thinking skills
d. Bones and bony landmarks	
e. Kinesiology	
3. Perform functional assessment of the client's lifestyle (activities, occupation, etc.).	
Knowledge	Skills
b. Body mechanics	b. Documentation skills
c. Self care	
4. Perform and interpret postural analysis.	
Knowledge	Skills
a. Muscles and muscle groups	a. Critical thinking skills
b. Postural analysis	b. Palpation skills
c. Soft tissue injury/pathology	
d. Bones and bony landmarks	
5. Perform and interpret gait assessment.	
Knowledge	Skills
a. gait assessment	a. Critical thinking skills
b. Muscles and muscle groups	b. Palpation skills
c. Soft tissue injury/pathology	
d. Kinesiology	
e. Joints (includes ligaments, joint capsules, bursae, etc.)	
6. Perform and interpret manual resistance tests.	
Knowledge	Skills
a. Manual resistive test	a. Critical thinking skills
a. Postural analysis	b. Palpation skills
b. Soft tissue injury/pathology	
c. Muscles and muscle groups	
d. Kinesiology	
e. Joints (includes ligaments, joint capsules, bursae, etc.)	
7. Perform and interpret special orthopedic tests.	
Knowledge	Skills
a. Special orthopedic tests (drawer, empty can, etc.)	a. Critical thinking skills
b. Muscles and muscle groups	b. Palpation skills
c. Joints (includes ligaments, joint capsules, bursae, etc.)	
d. Bones and bony landmarks	
e. Kinesiology	
8. Interpret client health history form.	

Knowledge	Skills
a. Pathology and contra-indications	a. Critical thinking skills
b. Soft tissue injury/pathology	
c. General anatomy and physiology	
d. General muscle physiology	
e. All body systems and their functions	
i. Functional assessment of lifestyle (activities, occupation, etc.)	
9. Document the results of the intake interview.	
Knowledge	Skills
a. Professional codes of ethics and standards of practice	a. Documentation skills
b. Record keeping practices	b. Communication skills
c. Treatment plan and documentation	c. Professional skills
	d. Business skills
10. Create a treatment plan.	
Knowledge	Skills
a. Treatment plan and documentation	a. Documentation skills
b. Professional codes of ethics and standards of practice	b. Communication skills
c. Client centered massage therapy	c. Time management skills
b. General massage therapy theory, methods and techniques	d. Professional skills
c. Pathology and contra-indications	e. Business skills
d. Soft tissue injury/pathology	f. Critical thinking skills
e. General anatomy and physiology	
f. Functional assessment of lifestyle (activities, occupation, etc.)	
g. Modality literacy (familiarity with other modalities)	
h. Postural analysis	
i. Scope of practice	
Massage and Bodywork Techniques and Application (43 - 46%)	
Tasks	
1. Determine applicable massage and bodywork technique(s) for client and refer as necessary to other healthcare professionals.	
Knowledge	Skills
a. Client referral	a. Professional skills
b. Modality literacy (familiarity with other modalities)	b. Customer service skills
c. Research literacy (how to read a research study)	c. Communication skills
d. Scope of practice	d. Palpation skills
e. Professional codes of ethics and standards of practice	e. Critical thinking skills
f. General massage therapy theory, methods and techniques	
g. General anatomy and physiology	
h. General muscle physiology	
i. Joints (includes ligaments, joint capsules, bursae, etc.)	
j. Fascia	
k. All body systems and their functions	
l. Stretching	
m. Kinesiology	
n. Functional assessment of lifestyle (activities, occupation, etc.)	

2. Apply massage and bodywork techniques appropriately.	
Knowledge	Skills
a. Endangerment/Cautionary Sites	a. Palpation skills
b. Quality of touch	b. Time management skills
c. Body mechanics	c. Critical thinking skills
d. Muscles and muscle groups	d. Professional skills
e. General massage therapy theory, methods and techniques	
f. Soft tissue injury/pathology	
g. Soft tissue manipulation	
h. Bones and bony landmarks	
i. Therapeutic relationships (e.g., boundaries, transference and counter-transference, etc.)	
j. General anatomy and physiology	
k. General muscle physiology	
l. Joints (includes ligaments, joint capsules, bursae, etc.)	
m. Fascia	
o. All body systems and their functions	
p. Stretching	
q. Kinesiology	
r. Anatomical position and terminology (e.g., planes, directions)	
3. Perform massage/bodywork on special populations (e.g. athletes, geriatric patients, prenatal/postnatal populations).	
Knowledge	Skills
a. Endangerment/Cautionary Sites	a. Palpation skills
b. Pathology and contra-indications	b. Time management skills
c. Client centered massage therapy	c. Critical thinking skills
d. Quality of touch	d. Professional skills
e. Body mechanics	e. Communication skills
f. Muscles and muscle groups	
g. General massage therapy theory, methods and techniques	
h. Soft tissue injury/pathology	
i. Soft tissue manipulation	
j. Bones and bony landmarks	
k. Therapeutic relationships (e.g., boundaries, transference and counter-transference, etc.)	
l. General anatomy and physiology	
m. General muscle physiology	
n. Joints (includes ligaments, joint capsules, bursae, etc.)	
o. Fascia	
p. All body systems and their functions	
q. Stretching	
r. Kinesiology	
s. Anatomical position and terminology (e.g., planes, directions)	
t. Functional assessment of lifestyle (activities, occupation, etc.)	
4. Identify contraindications and apply appropriate techniques.	
Knowledge	Skills

a. Pathology and contra-indications	a. Palpation skills
b. Soft tissue injury/pathology	b. Critical thinking skills
c. Endangerment/Cautionary Sites	c. Communication skills
d. General anatomy and physiology	d. Professional skills
e. Musculo-skeletal system	
f. All body systems and their functions	
g. Modality literacy (familiarity with other modalities)	
h. Kinesiology	
5. Identify fundamental attributes of bodywork modalities.	
Knowledge	Skills
a. Modality literacy (familiarity with other modalities)	a. Professional skills
b. Scope of practice	b. Critical thinking skills
c. Research literacy (how to read a research study)	

Information about the knowledge required by a massage therapist is also an important component of the test specifications. These knowledge areas were linked to the new certification blueprint, but can also apply to the NCETM and NCETMB licensure examinations. Table 25 presents the final knowledge domains.

Table 25. Knowledge Domains

Knowledge domains	
1	Endangerment/Cautionary Sites
2	Principles of confidentiality
3	Quality of touch
4	Pathology and contra-indications
5	Palpation skills
6	Body mechanics
7	Professionalism
8	Scope of practice
9	Muscles and muscle groups (includes attachments, actions and functions of a muscle, types of muscle contractions, agonist/antagonist and synergistic relationships, tendons, etc.)
10	Customer service
11	Self care
12	Professional codes of ethics and standards of practice
13	Client-centered approach to massage therapy
14	Methods for effective communication
15	General massage therapy theory, methods and techniques
16	Soft tissue injury/pathology
17	State and local credentialing requirements
18	Soft tissue manipulation
19	Bones and bony landmarks
20	Therapeutic relationships (boundaries, transference and counter-transference, conflicts of interest, dual or multi-dimensional relationships)
21	General anatomy and physiology
22	General law and ethics
23	General muscle physiology
24	Joints (includes ligaments, joint capsules, bursae, etc.)
25	Liability insurance requirements

Knowledge domains	
26	Fascia
27	Record keeping practices
28	Nervous system
29	Client referral
30	Stretching
31	Treatment plan and documentation
32	Kinesiology
33	Active and passive range of motion assessments
34	Lymphatic system
35	Time management
36	Integumentary system
37	Cardiovascular system
38	Functional assessment of lifestyle (activities, occupation, etc.)
39	Basic business and accounting practices
40	Legal employment status (e.g. independent contractor, employee, owner)
41	Anatomical position and terminology (e.g., planes, directions)
42	Modality literacy (familiarity with other modalities)
43	Respiratory system
44	Legal entities (e.g., sole proprietor, corporations)
45	Endocrine system
46	Postural analysis
47	Digestive system
48	Marketing
49	Manual resistive tests
50	Gait assessment
51	Research literacy (how to read a research study)
52	Urinary system
53	Roles of professional organizations
54	Reproductive system
55	Job interview skills
56	Special orthopedic tests (drawer, empty can, etc.)

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Appendices

Appendix A Test Specifications Agenda

Appendix B Expert Panel Meeting Agenda

Appendix C Survey Results by Number of Respondents

Appendix A. Expert Panel Meeting Agenda



JOB ANALYSIS STUDY for Massage Therapists Expert Panel Meeting March 16 – 17, 2012 Downer's Grove, IL

Agenda

Facilitator: Harini Soni, Pearson VUE

Friday, March 16th

- 9:00 a.m. Welcome, introductions
- 9:30 a.m. Orientation and discussion
- 10:00 a.m. Delineate major job responsibilities
- 11:00 a.m. Break
- 11:15 a.m. Training on how to write tasks
- 12:30 p.m. Lunch Break
- 1:30 p.m. Delineate tasks of largest major job responsibility
- 3:00 p.m. Break
- 3:15 p.m. Delineate tasks of the second largest major job responsibility
- 4:00 p.m. Delineate tasks for the rest of the major job responsibilities
- 5:00 p.m. Adjourn

Saturday, March 17th

- 9:00 a.m. Review/refine work of Day 1
- 10:15 a.m. Knowledge needed to perform tasks
- Noon Lunch Break
- 1:00 p.m. Content Areas of the Current Examination
- 2:00 p.m. Demographics
- 3:15 p.m. Break
- 3:30 p.m. Phrasing the survey questions
- 4:30 p.m. Discussion
- 5:00 p.m. Evaluation/Adjourn

Appendix B. Test Specifications linked to Knowledge Areas



JOB ANALYSIS STUDY: Massage Therapists Examination Specifications Meeting May 18 -19, 2012 Chicago, IL

Agenda

May 18, 2012 – Day 1

- 8:30 Welcome and introductions
- 8:45 Overview of agenda
Background information
- 9:00 Survey respondents
Survey findings
- 10:00 Review of criticality ratings per domain
Cull any unsupported tasks
- 10:45 Break
- 11:00 Review write-in summaries
- Noon Lunch
- 1:00 Licensure vs. certification
- 2:45 Break
- 3:00 Licensure I. vs. licensure II.
- 4:30 Knowledge certification vs. licensure I. vs. licensure II.
- 5:30 Adjourn for the day

May 19, 2012 – Day 2

- 8:30 Review day 1
- 9:30 Review domain statistics
- 10:00 Preliminary examination specifications
- 10:30 Break
- 10:45 Possible configurations for examination specifications for certification, licensure I., and licensure II.
- Noon Lunch
- Final examination specifications
- 1:00 Domains
Domains and tasks
- 2:45 Break
- 3:00 Map knowledge to certification tasks
- 5:00 Meeting process evaluation
- 5:30 Adjourn

Appendix C. Survey Results by Number of Respondents

Safety

Frequency						
Answer Options	Daily	Weekly	Monthly/ Quarterly	Annually	Not performed	Response count
Maintain a clean working environment.	5731	414	26	2	64	6237
Sanitize equipment and supplies.	5375	573	98	8	156	6210
Select the correct massage equipment to ensure the safety of the clients.	4518	299	495	517	320	6149
Maintain and properly utilize massage equipment (massage table, hydrocollator, heating pads, hot stones heater, etc.).	4548	948	443	90	144	6173
Modify treatment environment to address client needs.	5022	481	342	73	249	6167
Provide proper bolstering based on client needs.	5936	154	40	4	37	6171
Practice standard precautions in order to prevent the spread of infection and protect the client and therapist.	6027	88	23	5	21	6164
Evaluate and maintain physical safety for the therapist.	5232	504	226	38	163	6163
Identify contraindications and considerations based on health history to avoid harm to the client.	5949	142	48	10	21	6170
Provide private area for changing to protect client privacy.	5959	78	15	5	92	6149

Importance					
Answer Options	Critical	Important	Less important	Not performed	Response count
Maintain a clean working environment.	5103	1100	16	4	6223
Sanitize equipment and supplies.	5155	935	42	56	6188
Select the correct massage equipment to ensure the safety of the clients.	4187	1729	95	134	6145
Maintain and properly utilize massage equipment (massage table, hydrocollator, heating pads, hot stones heater, etc.).	3747	2219	121	63	6150
Modify treatment environment to address client needs.	3378	2429	223	125	6155
Provide proper bolstering based on client needs.	3390	2622	139	18	6169
Practice standard precautions in order to prevent the spread of infection and protect the client and therapist.	5689	454	15	8	6166
Evaluate and maintain physical safety for the therapist.	3967	2012	105	66	6150
Identify contraindications and considerations based on health history to avoid harm to the client.	5577	575	9	8	6169
Provide private area for changing to protect client privacy.	4377	1686	51	42	6156

Communication

Frequency						
Answer Options	Daily	Weekly	Monthly/ Quarterly	Annually	Not performed	Response count
Respond appropriately to client's emotional responses to session.	4896	303	132	27	49	5407
Teach client about the benefits of massage therapy.	4294	750	275	12	73	5404
Conduct an effective and thorough intake interview to gather information from the client.	4622	339	220	126	80	5387
Discuss assessment and treatment plan with the client.	4128	703	355	16	181	5383
Communicate with client during the session in order to respond to their needs.	5157	146	42	6	33	5384
Collaborate with other healthcare professionals about the course of care for client.	1095	1152	1445	155	1495	5342
Teach other healthcare professionals about the benefits of massage therapy.	778	688	1682	422	1775	5345
Case conference about treatment methodology and clinical techniques with other healthcare professionals.	376	464	1179	449	2871	5339
Interpret and utilize charts from other healthcare professionals.	691	510	880	264	2994	5339
Communicate findings from client assessment and massage session/treatment with other healthcare professionals.	691	747	1191	284	2402	5315

Importance					
Answer Options	Critical	Important	Less important	Not performed	Response count
Respond appropriately to client's emotional responses to session.	3072	2262	74	23	5431
Teach client about the benefits of massage therapy.	1505	3518	369	31	5423
Conduct an effective and thorough intake interview to gather information from the client.	3510	1800	73	34	5417
Discuss assessment and treatment plan with the client.	1943	3147	235	84	5409
Communicate with client during the session in order to respond to their needs.	3000	2314	81	21	5416
Collaborate with other healthcare professionals about the course of care for client.	931	2856	629	914	5330
Teach other healthcare professionals about the benefits of massage therapy.	746	2868	632	1050	5296
Case conference about treatment methodology and clinical techniques with other healthcare professionals.	513	2138	763	1812	5226
Interpret and utilize charts from other healthcare professionals.	588	1868	770	1987	5213
Communicate findings from client assessment and massage session/treatment with other healthcare professionals.	675	2308	597	1642	5222

Law and Ethics

Frequency						
Answer Options	Daily	Weekly	Monthly/ Quarterly	Annually	Not performed	Response count
Obtain informed consent from the client.	4052	158	128	374	146	4858
Maintain proper physical and emotional boundaries by using appropriate touch skills.	4779	56	15	2	7	4859
Maintain client confidentiality.	4790	48	14	2	8	4862
Drape clients appropriately to protect their privacy.	4751	52	14	1	43	4861
Perform only within your legal scope of practice.	4780	54	10	1	11	4856
Provide only services that you are qualified to perform.	4775	53	15	2	10	4855
Represent educational and professional qualifications honestly.	4612	113	57	48	18	4848
Respect the client's right to say no to any service at any time.	4680	61	46	11	47	4845
Report unlicensed massage activity.	971	101	304	300	3071	4747
Recognize and limit the impact of transference and counter-transference between the client and the practitioner.	4049	332	164	43	208	4796
Avoid dual and/or multi-dimensional relationships that could impair professional judgment or result in exploitation of the client, employees, and or co-workers.	3966	311	185	60	270	4792
Recognize and limit conflicts of interest with clients.	3991	288	222	77	217	4795
Refrain from participating in a sexual relationship or sexual misconduct with clients, whether consensual or otherwise.	4341	62	37	37	316	4793

Importance					
Answer Options	Critical	Important	Less important	Not performed	Response count
Obtain informed consent from the client.	3607	1137	72	71	4887
Maintain proper physical and emotional boundaries by using appropriate touch skills.	4200	690	6	3	4899
Maintain client confidentiality.	4160	735	8	2	4905
Drape clients appropriately to protect their privacy.	3943	920	12	27	4902
Perform only within your legal scope of practice.	4059	817	15	6	4897
Provide only services that you are qualified to perform.	3883	996	16	5	4900
Represent educational and professional qualifications honestly.	3295	1553	37	8	4893
Respect the client's right to say no to any service at any time.	3847	1007	14	23	4891
Report unlicensed massage activity.	1835	1240	237	1444	4756
Recognize and limit the impact of transference and counter-transference between the client and the practitioner.	2445	2101	189	116	4851

Importance					
Answer Options	Critical	Important	Less important	Not performed	Response count
Avoid dual and/or multi-dimensional relationships that could impair professional judgment or result in exploitation of the client, employees, and or co-workers.	2470	1988	286	117	4861
Recognize and limit conflicts of interest with clients.	2291	2242	232	103	4868
Refrain from participating in a sexual relationship or sexual misconduct with clients, whether consensual or otherwise.	4396	369	16	100	4881

Evaluation and Assessment

Frequency						
Answer Options	Daily	Weekly	Monthly/ Quarterly	Annually	Not performed	Response count
Utilize palpatory skills to assess soft tissue.	4470	115	21	3	30	4639
Perform and interpret active and passive range of motion assessments.	2956	974	354	15	328	4627
Perform and interpret postural analysis.	2366	814	607	60	769	4616
Perform and interpret gait assessment.	1859	726	658	110	1260	4613
Perform and interpret manual resistance tests.	1291	737	698	87	1783	4596
Perform and interpret special orthopedic tests.	658	357	430	79	3069	4593
Perform functional assessment of the client's lifestyle (activities, occupation, etc.).	2874	575	459	114	583	4605

Importance					
Answer Options	Critical	Important	Less important	Not performed	Response count
Utilize palpatory skills to assess soft tissue.	2855	1776	26	23	4680
Perform and interpret active and passive range of motion assessments.	1363	2785	313	210	4671
Perform and interpret postural analysis.	1061	2715	375	491	4642
Perform and interpret gait assessment.	826	2400	583	815	4624
Perform and interpret manual resistance tests.	667	1959	720	1235	4581
Perform and interpret special orthopedic tests.	462	1234	574	2252	4522
Perform functional assessment of the client's lifestyle (activities, occupation, etc.).	1198	2659	370	405	4632

Documentation and Planning

Frequency						
Answer Options	Daily	Weekly	Monthly/ Quarterly	Annually	Not performed	Response count
Create a treatment plan.	2430	831	717	56	495	4529
Document the results of the intake interview.	3445	382	219	87	391	4524
Interpret client health history form.	3407	411	281	140	275	4514
Document the assessment findings.	3403	400	237	32	444	4516
Maintain accurate session notes and follow-up documentation.	3497	386	178	33	425	4519

Importance						
Answer Options	Critical	Important	Less important	Not performed	Response count	
Create a treatment plan.	1337	2619	316	279	4551	
Document the results of the intake interview.	1927	2218	171	232	4548	
Interpret client health history form.	2176	2055	131	186	4548	
Document the assessment findings.	1802	2270	187	283	4542	
Maintain accurate session notes and follow-up documentation.	2020	2059	199	274	4552	

Massage Techniques and Application

Frequency						
Answer Options	Daily	Weekly	Monthly/ Quarterly	Annually	Not performed	Response count
Utilize proper body mechanics while performing massage techniques in order to improve effectiveness and quality of touch.	3899	142	16	1	17	4075
Apply fundamental techniques of massage (gliding, kneading, friction, static-touch, percussion, vibration, etc.) appropriately.	3924	85	23	1	36	4069
Adjust technique based on observation and palpatory findings (breathing, temperature, and other somatic responses).	3947	81	15	2	23	4068
Perform a massage incorporating trigger point/neuromuscular therapy.	2835	659	167	17	379	4057
Perform a massage incorporating myofascial release technique.	2502	665	229	31	633	4060
Perform a massage incorporating shiatsu.	642	314	302	71	2710	4039
Perform a massage incorporating craniosacral technique.	922	466	329	75	2246	4038
Perform a massage incorporating muscle energy techniques (positional release/strain-counterstrain, etc.).	1320	751	451	63	1448	4033
Perform a massage incorporating stretching (proprioceptive neuromuscular facilitation, active isolated stretching, etc.).	2206	951	421	37	428	4043
Perform a massage incorporating	618	545	636	137	2099	4035

Frequency						
Answer Options	Daily	Weekly	Monthly/ Quarterly	Annually	Not performed	Response count
manual lymph drainage.						
Perform a massage incorporating reflexology.	1346	691	540	81	1388	4046
Perform a Thai massage.	177	154	248	83	3376	4038
Perform a massage incorporating Reiki technique.	813	315	246	68	2591	4033
Perform a massage incorporating structural integration.	824	409	247	52	2491	4023
Perform a massage incorporating hydrotherapy.	665	551	415	73	2327	4031
Perform a massage incorporating hot stones.	474	649	939	203	1782	4047
Perform a massage incorporating orthopedic techniques.	711	379	256	45	2622	4013
Perform a massage incorporating seated techniques.	532	661	1246	412	1178	4029
Perform an oncology massage.	115	251	455	214	2987	4022
Perform a massage incorporating other techniques (you will be asked to specify other techniques that you use at the bottom of this page).	935	390	200	38	2284	3847
Perform a massage on infants.	72	95	312	368	3182	4029
Perform a massage on hospice patients.	91	163	342	357	3070	4023
Perform a massage on geriatric patients.	459	1108	1002	227	1234	4030
Perform a massage on cancer patients.	165	468	917	418	2061	4029
Perform a massage on athletes.	780	1358	1117	196	594	4045
Perform a massage on prenatal/postnatal populations.	230	631	1481	463	1226	4031
Perform a massage on other populations (you will be asked to specify other populations with which you work at the bottom of this page).	456	357	333	103	2513	3762

Importance					
Answer Options	Critical	Important	Less important	Not performed	Response count
Utilize proper body mechanics while performing massage techniques in order to improve effectiveness and quality of touch.	2818	1220	23	9	4070
Apply fundamental techniques of massage (gliding, kneading, friction, static-touch, percussion, vibration, etc.) appropriately.	2364	1619	47	29	4059
Adjust technique based on observation and palpatory findings (breathing, temperature, and other somatic responses).	2593	1414	36	15	4058
Perform a massage incorporating trigger point/neuromuscular therapy.	967	2391	341	320	4019
Perform a massage incorporating myofascial release technique.	859	2289	332	527	4007
Perform a massage incorporating shiatsu.	203	810	585	2277	3875

Importance					
Answer Options	Critical	Important	Less important	Not performed	Response count
Perform a massage incorporating craniosacral technique.	330	1206	509	1855	3900
Perform a massage incorporating muscle energy techniques (positional release/strain-counterstrain, etc.).	455	1780	504	1197	3936
Perform a massage incorporating stretching (proprioceptive neuromuscular facilitation, active isolated stretching, etc.).	745	2467	426	358	3996
Perform a massage incorporating manual lymph drainage.	358	1389	454	1700	3901
Perform a massage incorporating reflexology.	346	1601	804	1162	3913
Perform a Thai massage.	92	484	392	2862	3830
Perform a massage incorporating Reiki technique.	241	964	503	2161	3869
Perform a massage incorporating structural integration.	358	1120	285	2097	3860
Perform a massage incorporating hydrotherapy.	223	1108	586	1956	3873
Perform a massage incorporating hot stones.	177	1114	1128	1496	3915
Perform a massage incorporating orthopedic techniques.	311	1047	275	2224	3857
Perform a massage incorporating seated techniques.	283	1506	1118	994	3901
Perform an oncology massage.	341	821	184	2496	3842
Perform a massage incorporating other techniques (you will be asked to specify other techniques that you use at the bottom of this page).	378	1058	257	1993	3686
Perform a massage on infants.	182	797	234	2608	3821
Perform a massage on hospice patients.	331	902	141	2439	3813
Perform a massage on geriatric patients.	613	2098	203	991	3905
Perform a massage on cancer patients.	544	1538	178	1616	3876
Perform a massage on athletes.	656	2415	366	509	3946
Perform a massage on prenatal/postnatal populations.	493	2064	352	1009	3918
Perform a massage on other populations (you will be asked to specify other populations with which you work at the bottom of this page).	326	904	166	2199	3595

Business

Frequency						
Answer Options	Daily	Weekly	Monthly/ Quarterly	Annually	Not performed	Response count
Develop and write a business plan.	64	58	344	1749	1750	3965
Maintain current and accurate financial records.	1673	896	822	205	383	3979
Market and advertise honestly and effectively.	933	499	1233	352	943	3960
Obtain current and appropriate licenses and credentials to maintain practice.	692	20	272	2960	29	3973
Demonstrate appropriate professionalism (including dress, image, facilities).	3866	63	25	12	13	3979
Write a resume.	68	20	430	2092	1343	3953
Conduct a job search.	135	135	424	840	2395	3929
Develop a contact list.	703	464	1035	579	1158	3939
Develop interview skills.	404	109	497	917	1993	3920

Importance					
Answer Options	Critical	Important	Less important	Not performed	Response count
Develop and write a business plan.	635	1594	588	1067	3884
Maintain current and accurate financial records.	2110	1513	73	261	3957
Market and advertise honestly and effectively.	1445	1643	193	640	3921
Obtain current and appropriate licenses and credentials to maintain practice.	3187	722	45	25	3979
Demonstrate appropriate professionalism (including dress, image, facilities).	2496	1432	50	11	3989
Write a resume.	404	1543	875	1044	3866
Conduct a job search.	246	911	686	1954	3797
Develop a contact list.	650	1848	500	881	3879
Develop interview skills.	466	1303	501	1553	3823