

National Certification Board for  
Therapeutic Massage & Bodywork

# APPROVED PROVIDER HANDBOOK



**NCBTMB Mission:** Elevating the massage therapy profession nationwide by establishing and advancing the highest credentials and standards of excellence.

**VERSION 21**

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## 1 APPROVED PROVIDER OVERVIEW

The National Certification Board for Therapeutic Massage & Bodywork (NCBTMB) is a nationally-accredited credentialing organization, formed to set higher standards for those who practice therapeutic massage and bodywork.

Board Certification represents the highest attainable credential within the massage therapy profession; it is an advanced credential separate from entry-level massage therapy state licensure.

A NCBTMB Approved Continuing Education Provider (APCE) - commonly referred to as an Approved Provider or AP - is a massage therapy continuing education instructor or organization representing the highest standards for instruction throughout the profession.

The Approved Provider program ensures that Board Certificants and the massage profession have access to reliable, credible, high-quality massage therapy continuing education throughout their careers.

Board Certificants must renew their certification every two years and are required to earn 24 CEs from a NCBTMB Approved Provider within that two-year period - meaning the highest quality massage therapists and bodyworkers will be seeking out your classes to further improve their knowledge and skills.

## 2 TIPS ON GETTING ORGANIZED

Below are some helpful tips to get through the application process for Initial and Renewal applications.

- Review instructor requirements to ensure instructor(s) are eligible for approval.
- Review course requirements to ensure course(s) are eligible for approval.
- Gather required documentation to submit with application.
- Organize course content to include a description, learning objectives and learning outcomes

## 3 FEES

Fees must be paid by credit or debit card on [www.ncbtmb.org](http://www.ncbtmb.org) upon submission of your desired application. Please contact us at [info@ncbtmb.org](mailto:info@ncbtmb.org) or by calling 1-800-296-0664 if you prefer to pay by check, as special arrangements will need to be made.

**Individual Approved Provider Fee: \$225**

**Organization Approved Provider Fee: \$450**

**Course Fee: \$25 per course**

**Conference Fee:**

- **1-50 courses - \$50**
- **51-100 courses - \$100**
- **101-150 courses - \$150**
- **151-200 courses - \$200**

**NY Sponsorship Fee: \$50**

**Non-Sufficient Funds Fee: \$30**

**FEES ARE NONREFUNDABLE**

**NOTE:** Fees are always subject to change.

## 4 INSTRUCTOR REQUIREMENTS

Applicants should be established providers of continuing education courses in order to meet all of the criteria that the NCBTMB sets for approved providers of continuing education.

The following applies to all instructors:

- Holds a minimum of a Bachelor's Degree from a college or university accredited by a regional accrediting body recognized by the U.S. Department of Education, or a substantially equivalent accrediting body of a foreign sovereign state, with a major in a subject directly related to the content of the program to be offered; **OR**
- Has completed at least five years of professional experience in the practice of massage therapy; **OR**
- Has a minimum of two years of teaching experience; **OR**
- Has completed an NCBTMB approved teacher training program in the area of interest; **OR**
- Has completed at least 100 hours of non-entry level education in the subject matter to be offered and has a minimum of two years of professional experience in practice related to the subject

### Other requirements:

- A license or certification in massage therapy, massage therapy instruction or other related profession is required for those teaching massage technique if it is required by the state of residence.

All instructors teaching for approved organizations must be approved separately to ensure they are qualified to teach the subject matter.

## 5 COURSE REQUIREMENTS

NCBTMB requires that an initial applicant, submits at minimum one course for approval with the application. The course must:

- Have been taught at least one time in the last year to a group of 5 or more participants.
- Have completed evaluation forms from 5 or more participants.
- Exceed core curriculum content taught as part of entry level massage school programs.

**Adding Additional Courses** - Each new course to be offered from an Approved Provider must be submitted for review.

If applicant is a membership organization, non-profit association, or accreditation organization with annual conferences, symposia or other one-time only events, courses are not required to have been taught in the past year.

## 6 NEW YORK SPONSORSHIP

NCBTMB is an approved sponsor for continuing education in New York. If you wish to be sponsored by NCBTMB, complete the "NY Sponsorship Application" at the same time as you apply to become an Approved Provider.

Please note that the New York State Education Department, Office of the Professions New York will only recognize continuing education from providers who are sponsored by an approved entity. NCBTMB is please to offer continuing education providers the option of applying for both as a convenience.

Additional Information can be found [here](#) by downloading the New York Agreement and Sponsorship form (this is not the application)

## 7 NCBTMB'S REVIEW OF APPLICATION

### Application Submission Process:

- Requirement Review
  - Education, experience and expertise
  - Agree to Standards of Practice and Code of Ethics
- Course Information
  - Course description
  - Learning outcomes/objectives
  - Course breakdown
- New York approval (optional separate application)

### Approval Process:

- Instructor/Organization applications require:
  - All requested information is included
  - Experience matches content of courses submitted
- Course applications require:
  - Course adheres to the NCBTMB acceptable content list
  - Course information aligns with course titles, outcomes and objectives
  - Course has been taught at least once in the last year to 5 or more participants
  - Course includes proper citations and does not contain more than 30% of its content from outside sources
  - Confirmation that post course evaluations are distributed and collected from attendees
  - Confirmation that instructor/organization contact information (email address and/or phone) is included with every course for participant use from the time a course is purchased.
- Reasons for denial
  - The instructor/organization and/or course information is incomplete
  - Instructor/organization is determined not qualified to teach course content.
  - Course contains unacceptable content
  - NCBTMB may deny any instructor/organization and/or course at its discretion

Refunds will not be issued for denied applications

## 8 COURSE FORMATS

### Continuing education hours (CEs)

#### Face to face

- A face to face course is primarily made up of a synchronous education experience in which the learner and instructor are in the same location.
- A face to face course may include homework outside of the common learning environment in advance of, during or after the course for CE credit. Homework does not count for continuing education hours.
- CEs for face to face education experiences should match the number of hours of instruction based on a 50 minute hour. Meal breaks are excluded from instruction time and may not be skipped in the middle of a course and added on to the end for early dismissal.

#### Home study course

- A home study course is defined as synchronous and/or asynchronous education experiences in which learners are in a location remote (or separate) from the instructor. Courses can be distributed via website, email or as written material by the Approved Provider to the participant.
- Unsupervised practical assignments will not count for continuing education hours. Written assignments associated with the practical assignments may earn CEs.
- A final exam must be taken by all course participants. And submitted to the provider for grading. Requirements of the final exam are:
  - Written final exams must contain a minimum of 5 multiple-choice questions, (containing at least 4 possible choices), per hour of class. Essay questions may also be used in a written final exam.

- Exams must be evidence based.
- Participant must receive a score of 70% or higher on the exam prior to receiving a Certificate of Achievement.
- Approved Provider must inform participants of the required passing exam score prior to administering the exam.

## **Continuing education hours (CEs)**

Approved providers must provide documentation to support assignment of CE hours when courses are approved.

- Below are minimal criteria used for assigning CE hours when courses are approved:
  - 12,000 words read equals 1 CE
  - One hour of video or audio equals 1 CE
  - Providers may document additional CEs for course work beyond the word count (i.e. reflective assignments, additional reading)

Approved Providers may also work with an instructional designer to determine CE hours. Instructional designer must provide documentation of assignment of CE hours and demonstrate educational qualifications to serve in that capacity. Contact NCBTMB staff for additional information.

All CE hours must be clearly stated prior to purchasing courses. CE hours must be awarded in whole or half hour increments only.

NCBTMB uses the terms CE hours or Continuing Education Hours rather than CEUs.

## **Live Webinars**

- A live webinar is defined as a synchronous education experience in which learners are in a location remote (or separate) from the instructor who is teaching in real time using webinar technology. Learners are receiving instruction in real time using webinar broadcasting technology.
- Rebroadcast/recorded webinars should be classified as home study.

## 9

ACCEPTABLE  
COURSE CONTENT**Massage Modalities, Techniques and Manual Forces**

- Applications of massage and bodywork therapy for specific needs, conditions, or client populations
- The use of massage therapy tools and their specific needs
- Working with the muscles within the oral cavity for specific treatments
- Use of external agents such as water, heat, cold, or topicals
- Energy work that includes "professional therapeutic hands-on applications"

**Applied Sciences (Anatomy, Physiology, Kinesiology, Pathology/Injury and Pharmacology)**

- Anatomy, physiology and kinesiology beyond core massage therapy school curriculum
- Pathology beyond core massage therapy school curriculum
- Body-centered or somatic psychology
- Psychophysiology
- Theory or practice of ergonomic science as applied to therapist or client
- Advanced science courses that contain content which goes beyond the massage therapist's scope of practice (as defined by state and/or local legislation), and that is instructive in understanding systems of the body more in depth
- Hygiene, methods of infectious disease control, organization and management of the treatment environment
- Research literacy
- Self-care\*:
  - courses concentrating on nutrition and/or diet, but only as it enhances the learner's knowledge about the practice of massage therapy
  - Perform yoga/yoga teacher training programs (acceptable for therapist's self-care only)
  - Active strengthening/physical training (acceptable for therapist's self-care only)

**Professional Communications**

- Strategies for communicating and collaborating with other health care providers
- Interpersonal skills which may include communication skills, boundary functions, phenomena of transference, counter-transference and projection

**Laws and Business Practices**

- State laws
- Marketing for massage and bodywork therapy practices

**Professionalism and Ethics**

- Standards of practice and professional ethics

**Assessment**

- Client assessment protocols
- Client record keeping

***\*NCBTMB only accepts 4 CEs per renewal period in Self-Care. Self-Care is NOT a requirement.***

## 10 UNACCEPTABLE COURSE CONTENT

- Core curriculum content including basic anatomy, physiology, kinesiology, pathology, and Swedish massage applications
- Diagnoses (allopathic-based) of clinical conditions
- Implementation of allopathic medical/surgical procedures
- Physically invasive modalities, e.g., ear candles, intra-anal, intra-vaginal modalities, etc.
- Incorporation of chiropractic/osteopathic, e.g., ballistic, thrust oriented or other services and procedures which require additional licensure or certification, i.e., Yoga or Pilates Instructor Certification, Physical Therapy, Personal Training, Weight Training
- Prescription of herbs, nutritional supplements, and /or pharmaceuticals
- Performing hypnosis
- Performing an aesthetician facial or exfoliation of cells from the body
- Performing electrical stimulation, using electrical devices on clients or ultrasound of any kind
- Psychological counseling
- Psychic, clairvoyance, telepathic, astrology, religious practices
- Dry needling and acupuncture
- Breaking or removing tissue from the body
- CBD Products\*
- Energy work that does not include "professional therapeutic hands-on applications"
- Aura techniques
- Crystal healing
- Sound Therapy
- Tuning Fork
- Light Therapy
- Qi Gong or Tai Chi
- Fire cupping or any procedure that works with fire
- Breast massage classes are accepted as part of medical procedures, as prescribed by a physician, when they meet state licensing board requirements for practicing breast massage, or when learning about oncology (specifically, breast cancer procedures)
- Moxibustion
- Tongue Reading
- Erroneous, misleading titles of modalities; a description of the course must be added to the title if the modality cannot be easily deciphered by the title

**Exceptions:** Courses that will be allowed only when the course is designed/outlined and titled as strictly for the therapist's personal self-care and not to be taught to others or performed on clients, such as:

- Performing active strengthening/physical training to others (acceptable for the therapist's self care only).
- Perform yoga/yoga teacher programs (acceptable for therapist's self-care only).

**Please note:** Basic/fundamental course content represented in the initial massage therapist training, does not qualify for CEs as it is not continued education. Continuing education must be of an advanced nature, with more specific approaches.

\*How CBD products are derived may mean some products are controlled substances under federal law. There is also scarce research on the efficacy, dosing and contraindications for the consumer or a provider using CBD products.

**Additionally, NCBTMB reserves the right to reject any course content that does not adhere to federal laws and regulation, risks participant or instructor safety, and/or is not sufficiently backed up by research.**

As with all continuing education, it is understood that the massage therapist is responsible for verifying that information provided in courses is within the therapist's state and/or local scope of practice as defined by law. In addition, course participants should be advised that additional training and education is required to be truly proficient in any topic. Once courses are completed, Approved Providers provide Certificates of Achievement or Certificates of Completion. After taking Approved Provider's course, a participant is not certified in a topic. Approved Providers are encouraged to include this information in course materials for participants.

Please be sure to review the NCBTMB website as content is subject to change.

**For additional information about course categories or advanced science courses, [click here](#) to download the Continuing Education Course Categories and Advanced Science Course Forms.**



## 11 APPROVAL STATUS

Approved Providers are approved for a period of three (3) years from the date of approval.

While approved, use the designation of Approved Provider with your AP number. All Approved Providers will receive a frame-able certificate.

## 12 RENEWAL

Approved Providers must renew every three (3) years to maintain Approved Provider status.

- Submit updated instructor names/resumes (must meet NCBTMB's AP Instructor Qualifications)
- Confirm course offerings
- Submit renewal fees
- Reaffirm commitment to uphold NCBTMB's Standards of Practice and Code of Ethics

### Costs

- \$225 for Individuals
- \$450 for organizations or conference/tradeshows providers
- \$25 per new course submitted
- \$50 for New York Sponsorship approval

## 13 AP DIRECTORY

NCBTMB offers an Approved Provider and Course Directory locator on its website. This service allows consumers the opportunity to locate Approved Providers or courses by name, city, zip code, etc.

## 14 CONTACT US

The NCBTMB office is open from 8am - 5pm Central Time, Monday-Friday. You can call us at 1-800-296-0664 or email at: [info@ncbtmb.org](mailto:info@ncbtmb.org)

Or visit the NCBTMB website at [www.ncbtmb.org](http://www.ncbtmb.org) to review and update your account, find current information on programs and access the Directory of Approved Providers.

## STANDARDS OF PRACTICE

### **Background**

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

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

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

### **Preamble**

These Approved Provider Standards of Practice for the profession of therapeutic massage and bodywork are the guiding principles by which Approved Providers and applicants for Approved Provider status 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 Approved Provider 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 and continuing education. 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 Approved Providers and applicants for Approved Provider status are held accountable. Upon submission of the application to become an Approved Provider, each applicant for Approved Provider status must agree to uphold and abide by the NCBTMB Approved Provider Code of Ethics, Approved Provider Standards of Practice and applicable policies. Approved Providers or applicants for Approved Provider status failure to comply with the Approved Provider Code of Ethics and the Approved Provider 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 Approved Provider status.

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

# NCBTMB APPROVED PROVIDER HANDBOOK

These Approved Provider Standards of Practice reflect NCBTMB's clear commitment that Approved Providers and applicants for Approved Provider status provide an optimal level of service and strive for excellence in their businesses. 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. Approved Providers and applicants for Approved Provider status are responsible for showing and maintaining professional compliance with the Approved Provider Standards of Practice.

NCBTMB requires Approved Providers and applicants for Approved Provider status to conduct themselves in a highly professional and dignified manner. NCBTMB will not consider and/or adjudicate complaints against Approved Providers and applicants for Approved Provider status 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 Approved Provider Standards of Practice. The Approved Provider 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 Approved Provider or applicant for Approved Provider status must provide optimal levels of professional therapeutic massage and bodywork continuing education and demonstrate expert knowledge in specific modalities taught by seeking continuous education of each subject taught. Massage therapy and bodywork modalities must always be within the massage therapist's/bodyworker's scope of practice and taught ethically and non-judgmentally to other professionals in the field. In his/her professional role the Approved Provider or applicant for Approved Provider status shall:

- a. adhere to the NCBTMB Approved Provider Code of Ethics, Approved Provider Standards of Practice, policies and procedures
- b. comply with the peer review process conducted by the NCBTMB Approved Provider Committee regarding any alleged violations of the NCBTMB Approved Provider Standards of Practice
- c. comply with the peer review process conducted by the NCBTMB Ethics & Standards Committee regarding any alleged violations of the NCBTMB Approved Provider Code of Ethics
- d. treat each student with respect, dignity and worth
- e. use professional verbal, nonverbal and written communications
- f. provide an environment that is safe and comfortable for the student and which, at a minimum, meets all legal requirements for health and safety
- g. use standard precautions to insure professional hygienic practices and maintain a level of personal hygiene appropriate for continuing education providers in the therapeutic setting
- h. wear clothing that is clean, modest, and professional
- i. obtain voluntary and informed consent from students prior to initiating the lab/clinical portions of the class
- j. if applicable, conduct an accurate needs assessment, develop a curriculum, and update the curriculum as needed
- k. require that students use appropriate draping techniques to protect other students' physical and emotional privacy while in the classroom, lab/clinical setting
- l. be knowledgeable of the subject being taught and teach within the massage therapist's scope of practice
- m. respect the traditions and practices of other Approved Providers

- n. not falsely impugn the reputation of any other Approved Provider
- o. use the initials NCBTMB only to designate his/her status as an Approved Provider
- p. remain in good standing with NCBTMB
- q. understand that the NCBTMB Approved Provider certificate may be displayed prominently in the Approved Provider's business
- r. use the NCBTMB Approved Provider logo and approval number on business cards, brochures, advertisements, and stationery only in a manner that is within established NCBTMB guidelines
- s. not duplicate the NCBTMB Approved Provider certificate for purposes other than verification of the Approved Provider's status
- t. immediately return the certificate to NCBTMB if Approved Provider status is revoked
- u. inform NCBTMB of any changes or additions to information included in his/her application for NCBTMB Approved Provider status or renewal of status

## Standard II: Legal and Ethical Requirements

The Approved Provider or applicant for Approved Provider status must comply with all the legal requirements in applicable jurisdictions regulating the profession of therapeutic massage and bodywork. In his/her professional role the Approved Provider or applicant for Approved Provider status 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 Approved Providers, certificants or applicants for Approved Provider status
- 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 Approved Providers, certificants or applicants for Approved Provider status
- g. report to NCBTMB any pending litigation and resulting resolution related to the Approved Provider or applicant for Approved Provider's status professional practice and the professional practice of other Approved Providers, certificants or applicants for Approved Provider status
- 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 Approved Provider, and the resulting resolution of such complaint

## Standard III: Confidentiality

The Approved Provider or applicant for Approved Provider status shall respect the confidentiality of student information and safeguard all records. In his/her professional role the Approved Provider or applicant for Approved Provider status shall:

- a. protect the confidentiality of the student's identity in conversations, all advertisements, and any and all other matters unless disclosure of identifiable information is requested by the student in writing, is medically necessary, is required by law or for purposes of public protection
- b. solicit only information that is relevant to the professional student/Approved Provider relationship
- c. share pertinent information about the student with third parties when required by law or for purposes of public protection
- d. maintain the student files for a minimum period of four years
- e. store and dispose of student files in a secure manner

## Standard IV: Business Practices

The Approved Provider or applicant for Approved Provider status shall teach with honesty, integrity, and lawfulness in the business of therapeutic massage and bodywork continuing education. In his/her professional role the Approved Provider or applicant for Approved Provider status 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 records and required documentation for each student
- d. accurately and truthfully inform the profession of courses 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 Approved Provider Code of Ethics and Approved Provider Standards of Practice
- h. advertise in a manner that is not misleading to the profession and shall not use sensational, sexual or provocative language and/or pictures to promote business or in the learning environment
- i. comply with all laws regarding sexual harassment
- j. not exploit the trust and dependency of others, including students and employees/co-workers
- k. display/discuss a schedule of fees in advance of the session that is clearly understood by the student or potential student
- l. make financial arrangements in advance that are clearly understood by and safeguard the best interests of the student
- m. have clearly defined cancelation and refund policies
- n. follow acceptable accounting practices
- o. file all applicable municipal, state and federal taxes
- p. maintain accurate financial records, contracts and legal obligations, continuing education course records, tax reports, copies of certificates, transcripts and receipts for at least four years

## Standard V: Roles and Boundaries

The Approved Provider or applicant for Approved Provider status shall adhere to ethical boundaries and perform the professional roles designed to protect both the student and the Approved Provider, and safeguard the professional relationship between the student and Approved Provider. In his/her professional role the Approved Provider or applicant for Approved Provider status shall:

- a. recognize his/her personal limitations and teach course only within these limitations
- b. recognize his/her influential position with students and not exploit the relationship for personal or other gain
- c. recognize and limit the impact of transference and counter-transference between the Approved Provider and students
- d. avoid dual or multidimensional relationships that could impair professional judgment or result in exploitation of students or employees and/or coworkers
- e. not engage in any sexual activity with any student
- f. refrain from teaching 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 Approved Provider)
- g. have the right to refuse and/or terminate a class with a student who is abusive or under the influence of alcohol, drugs, or any illegal substance

## Standard VI: Prevention of Sexual Misconduct

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

- a. refrain from participating in a sexual relationship or sexual conduct with the student, whether consensual or otherwise, from the beginning of the student/Approved Provider relationship and for a minimum of six months after the course end date unless a pre-existing relationship exists between the Approved Provider or applicant for Approved Provider status and student prior to the Approved Provider or applicant for Approved Provider status applying for Approved Provider status by NCBTMB
- b. in the event that the student initiates sexual behavior, clarify the purpose of the continuing education course, and, if such conduct does not cease, terminate or refuse the student for further courses
- c. recognize that sexual activity with students, employees, supervisors, or trainees is prohibited even if consensual
- d. not touch the genitalia
- e. only teach therapeutic treatments within the massage therapy scope of practice

## Glossary of Terms

**Acceptable Accounting Procedures:** Rules, conventions, standards, and procedures that are widely accepted among financial accountants.

**Boundary:** A boundary is a limit that separates one person from another. Its function is to protect the integrity of each person.

**Competency:** Study and development of a particular professional knowledge base and skills associated with and applied in practice within that knowledge base.

**Counter-Transference:** A practitioner's unresolved feelings and issues which are unconsciously transferred to the student or client.

**Dignity:** The quality or state of being worthy, honored or esteemed.

**Dual Relationships:** An alliance in addition to the student/Approved Provider relationship, such as social, familial, business or any other relationship that is outside the therapeutic relationship.

**Genitalia, Female:** Labia majora, labia minora, clitoris and vaginal orifice.

**Genitalia, Male:** Testes, penis and scrotum.

**Impugn:** To assail by words or arguments, oppose or attack as false.

**Integrity:** Honesty. Firm adherence to a code of values.

**Multidimensional Relationships:** Overlapping relationships in which the Approved Provider and student share an alliance, in addition to the instructor/student relationship.

**Sexual Activity:** Any verbal and/or nonverbal behavior for the purpose of soliciting, receiving or giving sexual gratification.

**Sexual Harassment:** Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when: 1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; 2. Submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting such individuals; or 3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

**Scope of Practice:** The minimum standards necessary for safe and effective practice and the parameters of practice determined by the Approved Provider's/student's professional training and education, and, when applicable, regulatory bodies.

**Therapeutic Breast Massage:** Manipulation of the non-muscular soft tissue structure of the breast up to and including the areola and nipple.

**Transference:** The displacement or transfer of feelings, thoughts, and behaviors originally related to a significant person, such as a parent, onto someone else, such as a massage therapist (or doctor, psychotherapist, teacher, spiritual advisor, etc.).

## CODE OF ETHICS

NCBTMB Approved Providers and applicants for Approved Provider status shall act in a manner that justifies professional trust and confidence, enhances the education of continuing education student, and safeguards the interest of each individual in the classroom. Approved Providers and applicants for Approved Provider status will:

- I. Have a sincere commitment to provide the highest quality of education to those who seek their professional services.
- II. Represent their qualifications honestly, including education and professional affiliations, and provide instruction for only those courses that they are qualified to teach.
- III. Accurately inform students and the profession of the scope and limitations of their continuing education courses.
- IV. Acknowledge the limitations of and contraindications for massage and bodywork in each specific modality.
- V. Consistently maintain and improve professional knowledge and competence, striving for professional excellence through regular assessment of personal and professional strengths and weaknesses and through student evaluations and continued education training.
- VI. Conduct their business and professional activities with honesty and integrity, and respect the inherent worth of all persons.
- VII. Refuse to unjustly discriminate against students.
- VIII. Safeguard the confidentiality of all student information, unless disclosure is requested by the student in writing, is medically necessary, is required by law, or necessary for the protection of the public.
- IX. Provide draping and treatment in a way that ensures the safety, comfort and privacy of all students.
- X. Refrain, under all circumstances, from initiating or engaging in any sexual conduct, sexual activities, or sexualizing behavior involving a student, even if the student attempts to sexualize the relationship unless a pre-existing relationship exists between an Approved Provider and the student prior to the student's class attendance.
- XI. Avoid any interest, activity or influence which might be in conflict with the Approved Provider's obligation to act in the best interests of students or the profession.
- XII. Respect the student's boundaries with regard to privacy, disclosure, exposure, emotional expression, beliefs and the student's reasonable expectations of professional behavior. Approved Providers will respect the student's autonomy.
- XIII. Refuse any gifts or benefits that are intended to influence grades, decisions or attendance, or that are purely for personal gain.
- XIV. Follow the NCBTMB Approved Provider Standards of Practice, this Approved Provider Code of Ethics, and all policies, procedures, guidelines, regulations, codes, and requirements promulgated by the National Certification Board for Therapeutic Massage & Bodywork.



## CODE OF CONDUCT

As an Approved Provider applicant, I/our organization agree(s) to:

- I. Provide accurate information to the NCBTMB in all transactions to the best of our knowledge.
- II. Assure that course credits are awarded only to certificants who successfully complete the course according to the published requirements.
- III. Conduct the operations and programs in an ethical manner that respects the rights and worth of the clients we serve.
- IV. Use and display the provider statement and logo according to the NCBTMB requirements.
- V. Furnish requested information, work cooperatively with the NCBTMB, and pay fees in a timely manner.
- VI. Accept that the NCBTMB audits courses for purposes of compliance with the criteria.
- VII. After due review and comment period, abide by any revisions of the criteria or inform the NCBTMB of any intention to withdraw providership.
- VIII. Maintain compliance with the NCBTMB's Code of Ethics, Standards of Practice, and policies and procedures.
- IX. Adhere to the NCBTMB criteria/standards or relinquish the NCBTMB approval status after due process.
- X. Report to the NCBTMB within thirty (30) days any major organizational or program change that impacts the operation of the administrative unit on which provider approval is based.
- XI. Keep participant records in a locked file cabinet and/or a password protected computer for at least four years from the date of the course.
- XII. Adhere to NCBTMB policy to keep participants' personal and business information private and not give out or sell to another party.

## Home Study/Distance Learning Course Evaluation

Student's Name (Optional): \_\_\_\_\_ Phone (Optional): \_\_\_\_\_

Course Title: \_\_\_\_\_ Name of the

Instructor: \_\_\_\_\_ Date of Course

Completion: \_\_\_\_\_

- |                  |   |                   |
|------------------|---|-------------------|
| 1.               | I will use the information that I have learned in my practice.  | 7                 |
|                  | 1      2      3      4      5      6  |                   |
| Strongly Agree   | Agree   | Strongly Disagree |
| 2.               | The course was challenging and motivated me to learn.   | 7                 |
|                  | 1      2      3      4      5      6  |                   |
| Strongly Agree   | Agree   | Strongly Disagree |
| 3.               | The number of CEs the course offered directly correlated with the time it took me to complete the course. | 7                 |
|                  | 1      2      3      4      5      6  |                   |
| Strongly Agree   | Agree   | Strongly Disagree |
| 4.               | The course material matched the learning objectives.  | 7                 |
|                  | 1      2      3      4      5      6  |                   |
| Strongly Agree   | Agree   | Strongly Disagree |
| 5.               | The course information was well organized.  | 7                 |
|                  | 1      2      3      4      5      6  |                   |
| 3 Strongly Agree | Agree   | Strongly Disagree |
| 6.               | The information was relevant to the massage therapy profession.   | 7                 |
|                  | 1      2      3      4      5      6  |                   |
| Strongly Agree   | Agree   | Strongly Disagree |
| 7.               | The information asked on the test was consistent with the course material.                                | 7                 |
|                  | 1      2      3      4      5      6  |                   |
| Strongly Agree   | Agree   | Strongly Disagree |
| 8.               | I would suggest this course and instructor to a peer.   | 7                 |
|                  | 1      2      3      4      5      6  |                   |
| 3 Strongly Agree | Agree   | Strongly Disagree |
| 9.               | I rate my overall course experience as excellent.   | 7                 |
|                  | 1      2      3      4      5      6  |                   |
| 3 Strongly Agree | Agree   | Strongly Disagree |
| 10.              | This course was worth the money I paid to take it.  | 7                 |
|                  | 1      2      3      4      5      6  |                   |
| 3 Strongly Agree | Agree   | Strongly Disagree |
| 11.              | This course was worth my time.  | 7                 |
|                  | 1      2      3      4      5      6  |                   |
| Strongly Agree   | Agree   | Strongly Disagree |

Comments:

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## Live Course Evaluation

Student's Name (Optional): \_\_\_\_\_ Phone (Optional): \_\_\_\_\_

Course Title: \_\_\_\_\_ Name of the

Instructor: \_\_\_\_\_ Date of Course

Completion: \_\_\_\_\_

1. The facility in which the course was taught in was adequate.  

1	2	3	4	5	6	7
Strongly Agree			Agree			Strongly Disagree
2. I will use the information that I have learned in my practice.  

1	2	3	4	5	6	7
Strongly Agree			Agree			Strongly Disagree
3. The course was challenging and motivated me to learn.  

1	2	3	4	5	6	7
Strongly Agree			Agree			Strongly Disagree
4. The course started and ended on time.  

1	2	3	4	5	6	7
3 Strongly Agree			Agree			Strongly Disagree
5. The course material was consistent with the learning objectives.  

1	2	3	4	5	6	7
Strongly Agree			Agree			Strongly Disagree
6. The instructor was well organized throughout the course.  

1	2	3	4	5	6	7
Strongly Agree			Agree			Strongly Disagree
7. The instructor was well prepared for the course.  

1	2	3	4	5	6	7
3 Strongly Agree			Agree			Strongly Disagree
8. The instructor communicated well.  

1	2	3	4	5	6	7
3 Strongly Agree			Agree			Strongly Disagree
9. The instructor treated all students fairly.  

1	2	3	4	5	6	7
3 Strongly Agree			Agree			Strongly Disagree
10. The instructor asked appropriate questions to challenge my knowledge.  

1	2	3	4	5	6	7
Strongly Agree			Agree			Strongly Disagree
11. The instructor motivated me to participate.  

1	2	3	4	5	6	7
3 Strongly Agree			Agree			Strongly Disagree

12. I would suggest this course and instructor to a peer.						
1	2	4	5	6	7	
3 Strongly Agree		Agree				Strongly Disagree
13. I rate my overall course experience as excellent.						
1	2	4	5	6	7	
3 Strongly Agree		Agree				Strongly Disagree
14. This course was worth the money I paid to take it.						
1	2	4	5	6	7	
3 Strongly Agree		Agree				Strongly Disagree
15. This course was worth my time.						
1	2	3	4	5	6	7
Strongly Agree			Agree			Strongly Disagree

Comments:

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**1333 Burr Ridge Parkway, Suite 200  
Burr Ridge, IL 60527**

**(800) 296-0664 or (630) 627-8000  
[www.ncbtmb.org](http://www.ncbtmb.org)**

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

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