

NCETM
NCETMB
NESL



National Certification Examination

Candidate Handbook



National Certification Board for[®]
Therapeutic Massage & Bodywork

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

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

NATIONAL CERTIFICATION BOARD FOR THERAPEUTIC MASSAGE & BODYWORK

CODE OF ETHICS

(Revised October 2008)

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

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

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK: VERSION 10.2

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1 OVERVIEW OF THE NATIONAL CERTIFICATION PROGRAM

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

NCBTMB offers two examinations for candidates – the National Certification Examination for Therapeutic Massage (NCETM) and the National Certification Examination for Therapeutic Massage and Bodywork (NCETMB). In order to familiarize candidates with the exams, NCBTMB has included content outlines and sample questions for each within this handbook. The eligibility criteria to test for certification are the same for all candidates, regardless of which examination they plan to take. The eligibility criteria for national certification can be found on pages 5–6 of this handbook. Please review these criteria carefully before submitting your application to test.

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

NCBTMB contracts with Pearson VUE, an independent testing company, to administer the National Certification Examinations. Experts at Pearson VUE work closely with NCBTMB to develop the exams that are used to evaluate the knowledge of therapeutic massage and bodywork professionals. Pearson VUE also scores the exam and sends the results to NCBTMB. The NCBTMB Board of Directors oversees Pearson VUE's

activities to assure that all components of the examination process meet national standards.

2 GENERAL INFORMATION ABOUT THE EXAMINATIONS

As described, NCBTMB offers two examinations to candidates:

1. The National Certification Examination for Therapeutic Massage and Bodywork (NCETMB)
2. The National Certification Examination for Therapeutic Massage (NCETM)

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

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

EXAM FACTS

- Each exam is divided into six basic areas.
- Each exam consists of 160 multiple-choice questions.
- Four choices are provided for each multiple-choice question. **Only one choice is the correct answer.**
- You will have two hours and forty minutes to complete the exam.
- A computer scores the exam as either pass or fail.
- You will receive notification of having either passed or failed the exam as soon as you have completed it.
- Review the exam tutorial at <http://pearsonvue.com/ncbtmb/>
- NCBTMB study guide available at www.ncbtmb.org
- Online practice exam available at www.ncbtmb.org

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

CERTIFICATION PROCESS TIMETABLE

Activity	Time Frame
Request for Literature by Applicant (e.g. Candidate Handbook)	1-7 Days (Immediately if you choose to download a form or handbook from our web site)
Processing of your payment by Wachovia Bank	3-5 Days (1-3 Days if applying online)
Processing of your application by the NCBTMB	2-3 Weeks if all materials have been received
Candidate eligibility period	3 months from the day you are made eligible
Exam results	Immediately following your exam
Pass/Fail results received by NCBTMB from Pearson VUE	Within 48 hours of testing
Ability to use NCBTMB credentials following your name	Immediately following a "Pass" result at the test center
Receipt of certificate by Certificant	2-3 Weeks after your "Passing" exam date

3 ELIGIBILITY REQUIREMENTS

You must meet CURRENT eligibility guidelines in order to sit for one of the National Certification Examinations.

There are three ways that you may be eligible to take the exam. Each method requires that you have specific amounts of training and/or experience as a therapeutic massage and/or bodywork professional. The eligibility methods are the Education/Training Process, the Portfolio Review Process, and the National Examination for State Licensing (NESL) Option.

Applicants who have not completed a program of formal instruction may submit their documentation under the Portfolio Review process. For further info, download the portfolio review handbook on website.

EDUCATION CRITERIA

To be considered eligible to take the NCETMB or NCETM a candidate must have completed a minimum of 500 hours of instruction from a school that has a current NCB Assigned School Code.

The program of study must have included:

- 300 hrs (60%) delivered:
 - In-class (face-to-face) OR in a distance

education format (CD, DVD, online, videotape, telecourse, hybrid course, etc.) OR in some combination of both. Please note that not all states accept distance education when reviewing for licensure.

- 200 hrs (40%) of hands-on instruction delivered **in-class** (face-to-face) only.
- The program of instruction must include:
 - 200 hours of massage and bodywork assessment, theory, and application instruction.
 - A minimum of: 125 hours of instruction on the body systems (anatomy, physiology and kinesiology).
 - 40 hours of Pathology.
 - 10 hours of business and ethics instruction (a minimum of 6 hours in ethics).
 - 125 hours of instruction in an area or related field that theoretically completes your massage program of study.

One (1) clock hour equals 50 minutes of instruction. Formal training must be received from a state-licensed/approved/exempt training/education institution. Please ask your school administrator for the required "NCBTMB Assigned School Code" or visit <http://www.ncbtmb.org/cgi-bin/SchoolSearch.cgi> on the website. Include your School Code on your application form. Failure to include your school code will delay your application.

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

You must be able to prove that you have graduated from a formal training program. This proof must be in the form of an original official school transcript* and a photocopy of your diploma or certificate of completion.

*Official school transcripts must be sent to NCBTMB directly from the institution at which you received your training. Be sure to include all other documentation with your application packet. Photocopies of your school transcript are not acceptable. Your school must submit the original sealed transcript to:

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

If your school does not have a transcript, you MUST have the school director fill out and sign the “Verification of Education Form” found on page 34. This form may only be used if your school does not have a transcript. This form must contain the original signature of the school president or director.

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

You must have graduated from the program before you can apply for certification or NESL conversion. For example, if you are enrolled in an 800-hour program, you must finish ALL 800 hours before you can apply for certification. You cannot apply for certification after completing just 500 of the 800 clock hours.

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

PORTFOLIO REVIEW PROCESS

NCBTMB believes that the education you already have is valuable. That’s why it also offers the Portfolio Review Process. You can apply through the Portfolio Review Process if your program of study does not meet the requirements that are listed on page 5. It is important to note that all students who attend a school outside of the United States MUST apply through the Portfolio Review process.

The Portfolio Review Process lets you put a portfolio together of all of your training. The Portfolio Review team reviews your portfolio to see whether the training that you have is equivalent to the training you would get in a formal 500-hour program. For more information about the Portfolio Review Process, visit our website at www.ncbtmb.org. A different application and additional fee is required.

NESL OPTION

Each exam is available under the National Examination for State Licensing (NESL) option.

- NCETMB
- NCETM

With the NESL option:

- You can test prior to having satisfied the 500 hour requirement
- You can test prior to graduating from a program
- You can convert to national certification within two years of passing the exam under the NESL option once you have:
 - Met the 500 hour requirement
 - Graduated from your program
 - Agreed to adhere to the NCBTMB’s Code of Ethics
 - Filled out the conversion form included in this handbook
 - Submitted an official transcript mailed from your school

Before selecting the NESL option, make sure that your state allows you to test under this option. Also, you will need to select the NESL option on the application form included in this handbook.

4 APPLYING FOR THE EXAMINATIONS

To apply for a certification exam using the application in this handbook you must complete and mail the items below in one packet to: Wachovia Bank NCBTMB, P.O. Box 758845, Baltimore, MD 21275-8845

- ❑ The signed application, indicating which exam you plan to take.
- ❑ A photocopy of a current government issued identification (For example, your current/valid drivers license, state identification card, or current/valid Passport).
- ❑ An official transcript (sent directly from the school at which you received your training in a sealed envelope).
- ❑ All of the necessary fees. (See Section #5)
- ❑ Statement of Understanding.
- ❑ Candidate Compliance.
- ❑ Background Check.
- ❑ ADA form if applicable.

Failure to submit these documents will result in the delay of processing the application.

Once NCBTMB has processed your application, you will receive a Confirmation Letter, a Letter of Incomplete Application, or a Letter of Denial. The Confirmation Letter will give you instructions for making your examination appointment. The Letter of Denial will explain why your application was denied, and the Letter of Incomplete Application will explain what missing documents you need to submit. See Incomplete Applications and Denial of Eligibility on page 8 for more details.

Candidates have three (3) months to test from the time they are deemed eligible to take the exam.

APPLYING FOR THE ONLINE APPLICATION

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

- ❑ If you are applying online it is important to note that in addition to your electronic signature, you

must also download, complete, print and submit all of the other required documents (Statement of Understanding, Candidate Compliance, Background Check, current valid government ID and ADA form if applicable).

- ❑ Candidates must use a credit card to complete the online application process.
- ❑ Only **MasterCard and Visa credit cards are accepted.**
- ❑ Please submit your payment information only once. Entering this information more than once will result in duplicate charges to your credit card.
- ❑ If you need to make changes to your online application you must wait at least 72 hours before you can access your account on our web site.
- ❑ You will have 60 days to submit the required signature pages and government identification or your portion of the application fee will be forfeited.
- ❑ The forms that are required to be submitted are available to download at the time you access the initial online application. You can find these forms on our web site at www.ncbtmb.org
- ❑ It is important to note that the Official school transcript must still be sent **DIRECTLY** to the NCBTMB by your school.
- ❑ When applying online you will need to send all of your documents to:
NCBTMB-Eligibility Department
Online Applications
1901 S. Meyers Road, Suite 240
Oakbrook Terrace, IL 60181
- ❑ Before you seal and send documents, refer to Section #28.

5 FEES

Fees must be paid by credit card, money order, cashier's check, or personal check, made payable to NCBTMB. You **MUST** print your name on the money order or cashier's check if you use that payment option or your payment may not get credited to your account.

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

If paying by credit card, fill out all information on the application form including the signature. NCBTMB will only accept VISA or MasterCard. If payment is coming from a state vocational rehabilitation department you must enclose a voucher with your application.

If you are paying online you should NOT enter your credit card information on the application.

If you are paying online you should NOT mail your documentation to Wachovia Bank. Mail it directly to our office.

THE NATIONAL CERTIFICATION EXAMINATION FEE: \$225

This fee entitles you to one examination registration, one copy of your results, and when you pass, one copy of your certificate.

NATIONAL EXAMINATION FOR STATE LICENSURE FEE: \$175

This fee entitles you to one examination for state licensure only. No certificate will be issued until a completed conversion form is processed. (pg 40)

There are certain cases when part of or the entire exam fee can be forfeited.

PROCESSING FEE: \$150

There is a \$150 processing fee if you cancel your application before the exam date or are deemed ineligible to take the exam. You may, however, receive a \$75 refund if you submit a refund request before your eligibility expiration date.

NON SUFFICIENT FUNDS FEE: \$30

If your credit card is declined, we will only accept payment by money order or certified check. If your personal check is returned for any reason a \$30 charge will be added and we will only accept subsequent payment by money order or certified check.

NOTE: Fees are always subject to change. It is your responsibility to make sure you have the most current copy

of the National Certification Examination Candidate Handbook and that you submit the correct fee.

6

NCBTMB'S REVIEW OF APPLICATION PACKET

NCBTMB staff will review all application packets to determine if a candidate is eligible to take an exam.

You must make sure that your application packet has all of the required information before it is submitted.

If your application is complete and you are eligible to take the exam, you will receive an Authorization Letter within two weeks of being made eligible. This letter will include instructions from Pearson VUE on how to make your appointment to take an exam. If you have not received correspondence from NCBTMB within one month of submitting your application, please contact: 1-800-296-0664.

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

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

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

7 INCOMPLETE APPLICATIONS AND DENIAL OF ELIGIBILITY

INCOMPLETE APPLICATIONS

If your application is incomplete, you will receive a “missing document” email (if one is provided) or letter detailing the items that are missing. You will have 90 days from the date your application was processed to submit the missing items. If you do not submit the items within this time frame, your application will expire and you will **forfeit** all examination fees. If, at a future date, you decide to reapply for eligibility, you will need to comply with all current requirements, submit a new application, and pay all current examination fees.

All requests for refunds must be submitted in writing by the deadlines described above (see section 10 for further information on canceling your exam). NCBTMB reserves the right to deny refunds.

DENIAL OF ELIGIBILITY

If you do not meet the criteria to become eligible for the National Certification Examination(s), we will send you a letter stating why you are not eligible. If you are denied eligibility to take either examination, you may submit an appeal in writing, postmarked within thirty days from the date your Denial of Eligibility Letter was sent. If you decide not to appeal, you have 30 days, from the date your Denial of Eligibility Letter was sent, to state that you do not wish to appeal the decision and to request a refund. Upon receipt of your written request for a refund, NCBTMB will issue you a refund, minus the \$150.00 processing fee.

NOTE: There is no appeal allowed on the basis of incomplete applications.

8 APPEAL OF DENIAL OF ELIGIBILITY

Candidates who have been denied eligibility can appeal this decision to NCBTMB. Applicants

have thirty (30) days to file a written request for an appeal following receipt of a notice that their application for certification has been denied. Such request shall be sent to the Chief Executive Officer by certified mail, overnight express mail, or such other delivery method containing a written verification of its delivery. The Chief Executive Officer shall notify the NCBTMB Eligibility Committee and/or the Ethics & Standards Committee about the written request for an appeal.

There is no appeal process for incomplete applications and/or applications from former applicants/certificants sanctioned with permanent revocation by NCBTMB.

Candidates should e-mail the Eligibility Department (eligibility@ncbtmb.org) or call **1-800-296-0664** for more information about this issue and in determining how to proceed.

9 RESCHEDULING YOUR EXAM

RESCHEDULING AN EXAM YOU HAVE YET TO TAKE

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

Exams rescheduled via the Internet must be done **at least** 24 hours prior to your exam appointment date and time.

Your rescheduled examination date must still fall within your original three-month eligibility period. The full exam fee from your first reservation will be applied to your new exam date. If you do not reschedule within these guidelines, you will forfeit your entire exam fee. If you wish to reapply at a later date, you will be required to submit all applicable fees.

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

RESCHEDULING A MISSED EXAM APPOINTMENT

If you missed your scheduled exam appointment you will need to complete an Application for Retest and submit an additional \$225 fee. Once this is processed you will be reset for a new three month eligibility period.

10 CANCELING YOUR EXAM AND ELIGIBILITY

CANCELING YOUR EXAM ELIGIBILITY IF YOU HAVE ALREADY SCHEDULED AN EXAM

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

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

CANCELING YOUR EXAM ELIGIBILITY IF YOU HAVE NOT SCHEDULED AN EXAM

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

CANCELED EXAM FEE REFUND

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

of NCBTMB. A refund of your application fee, minus a \$150 processing fee will be sent within four weeks of the written request. Once NCBTMB receives your letter requesting a refund, you will no longer be eligible to take the exam.

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

11 MISSING YOUR EXAM

MISSING A SCHEDULED EXAM

If on the day you are scheduled to take the exam you do not appear, and you have not rescheduled or canceled your exam as outlined above, you will forfeit the full exam fee.

There are five acceptable reasons for missing a scheduled exam:

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

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

12 CHANGING YOUR EXAM TYPE

CHANGING YOUR EXAM TYPE OR LANGUAGE

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

- Call NCBTMB at 1-800-296-0664. You will be given instructions on the necessary steps and possible forms to submit if you need to select a different exam type or language than what you initially selected.
- Submit the \$100 exam type or language change request processing fee.
- NCBTMB exams are available in English and Spanish.
- Available on our website at (www.ncbtmb.org/pdf/ExamChangeRequest.pdf)

13 ACCOMMODATIONS FOR CANDIDATES WITH DISABILITIES

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

If you are requesting special accommodations you must submit a letter from an appropriate healthcare professional that is licensed to evaluate the disability. The letter must be written on the healthcare professional's letterhead and include the professional's title, address and telephone number and date. The letter must also include a diagnosis of the disabling condition and explain why special testing accommodations are necessary. The letter must have an original signature from the professional and be dated no more than 5 years

prior to application. Faxes and photocopies will not be accepted. Where applicable, copies of diagnostic reports should also be submitted.

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

POLICY ON NON-DISCRIMINATION

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

14 SPANISH LANGUAGE EXAM

NCBTMB now offers an exam Candidate Handbook in Spanish. Contact your state board to make sure they accept the Spanish Language Exams.

15 TEST CENTERS AND DATES

NCBTMB contracts with Pearson VUE, the global leader in technology-enabled testing and assessment services, to develop, administer, and deliver the NCETMB and NCETM. Test takers benefit from Pearson VUE's extensive test delivery network, which is the largest in the world. In addition, the exams will be available five days a week (many locations six days) at one of Pearson VUE's North American testing centers. To schedule an appointment contact the Pearson VUE Registration Call Center at **1-888-699-1808** Monday – Friday between the hours of 8:00 am – 8:00 pm Eastern Time. You can also schedule an appointment 24 hours a day on-line at www.pearsonvue.com/ncbtmb.

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

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

Any violation of testing policies and procedures may result in dismissal from the testing center, cancellation of exam scores and forfeiture of eligibility for certification and exam fees.

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

16 SCHEDULING YOUR EXAM

All eligible candidates will receive an Authorization to Test Letter, which contains instructions on how to schedule an appointment to test. When you receive your letter you should call or access the Pearson VUE website www.pearsonvue.com/ncbtmb/ and schedule an appointment as soon as possible. The Candidate Service Contact Center at Pearson VUE will help you schedule an appointment. If your eligibility includes special ADA accommodations, schedule your exam through the Pearson Vue special accommodations group at 1-800-466-0450. Be sure you plan your exam date well in advance. You should also pick alternate dates and times, just in case your first choice is not available. Exam appointments are subject to change if the test center is closed for some reason. Directions to the selected test center are provided when you receive your reservation confirmation.

17

PREPARING FOR YOUR EXAM: NCBTMB STUDY AIDS

NCBTMB has created a number of tools to help you prepare for the National Certification Examinations, including the test questions in this handbook.

NCBTMB's new and improved Study Guide is available for purchase online at www.ncbtmb.org, by calling 1-888-802-6600 or completing the order form in this handbook. The Study Guide includes test-taking strategies, vocabulary, practice questions and more.

NCBTMB's online practice exam simulates the real NCE experience and helps build confidence by reducing test-taking anxiety. It also:

- Familiarizes you with computer-based testing
- Serves as an additional learning opportunity - it provides explanations for correct and incorrect answers
- Generates a score report so you can review your performance
- Costs \$20 and can be taken 3 times

It is available at www.ncbtmb.org.

18

COMPUTER BASED TESTING

You will take your examination using Computer Based Testing (CBT) technology. You do not need extensive computer experience to take either examination. At the beginning of your examination, a tutorial will be provided on how to take the test. You will be instructed on how to provide responses to the 160 items that appear on the examination. Once you begin your test, you will not be able to go back to the tutorial section.

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

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

19 EXAMINATION DAY

A. ARRIVAL TIME

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

B. WHAT YOU NEED TO BRING ON EXAM DAY

Testing centers utilize biometric procedures for validating candidate identification. The candidate’s government issued photo ID will be scanned, the candidate will be photographed, and other security procedures will be enacted.

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

- Driver’s License Passport
- Military ID Card State ID Card

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

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

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

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

C. LATE ARRIVAL

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

D. INCLEMENT WEATHER

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

E. EXAM SECURITY

When you arrive at the testing center, you will be asked to sign in on a test center log, copy and sign the Pearson VUE Candidate Rules Agreement (see next page), present your identification, and submit biometric samples (such as fingerprint or palm scan). Failure to comply with any of these requirements may result in your dismissal from the testing center and/or forfeiture of eligibility to test.

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

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

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

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

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

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

Candidates in violation of any NCBTMB testing policy are subject to forfeiture of examination fee, cancellation of exam scores, forfeiture of eligibility to test and disciplinary and/or legal action.

Sanctions could result in the removal or denial of certification.

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

PEARSON VUE CANDIDATE RULES AGREEMENT

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

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

20 RESULTS AND SCORE REPORTS

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

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

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

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

Unlike cases of individual candidate misconduct, occasionally testing irregularities occur that affect a group of test takers. Such problems include, but are not limited to, administrative errors, defective equipment or materials, improper access to test content and/or the unauthorized general availability of test content, as well as other disruptions of test administrations (e.g. natural disasters and other emergencies). **In such cases an incident report must be filled out before leaving the Pearson VUE test facility.**

When group-testing irregularities occur, Pearson VUE will conduct an investigation to provide information to NCBTMB. Based on this information, NCBTMB may direct Pearson VUE

either not to score the test or to cancel the test score. When it is appropriate to do so, NCBTMB will arrange with Pearson VUE to give affected test takers the opportunity to take the test again as soon as possible, without charge. Affected test takers will be notified of the reasons for the cancellation and their options for retaking the test. NCBTMB's appeals process does not apply to group testing irregularities.

21 IF YOU FAIL THE EXAM

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

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

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

NCBTMB'S POLICY ON CHALLENGING RESULTS

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

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

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

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

Development Committee about the written request for an appeal.

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

3/5 FAILURE POLICY

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

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

- c. Proof of additional education may be demonstrated by the submission of:
 1. An additional transcript from a school, or
 2. Certificates of completion demonstrating that the required hours were taken.

22 DURATION OF CERTIFICATION

Your National Certification in Therapeutic Massage and Bodywork or National Certification in Therapeutic Massage certification will remain current for a period of four (4) years from the date you pass an exam. During that time, use the designation "NCTMB" (Nationally Certified in Therapeutic Massage and Bodywork) or "NCTM" (Nationally Certified in Therapeutic Massage) after your name to identify yourself as being nationally certified. You will receive a certificate that you can frame. Note: If you applied under the NESL option, you may not use either designation until completing the NESL conversion process (see section 3).

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

**If you need more time to complete additional education, the request must be submitted in writing to NCBTMB with the specified time frame.*

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

23 RECORDS RETENTION

Records of candidates who test under the policies and procedures in this handbook will have their records retained for 8 years. These documents shall remain confidential and be deleted after the eight-year cycle is complete. NCBTMB will maintain electronic records of all applicants and certificants, subject to the retention policy. Test scores (passing and failing) are maintained indefinitely for all candidates in a secure electronic format.

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

24 RECERTIFICATION PROGRAM

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

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

25 CERTIFICANTS REGISTRY

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

Additionally, NCBTMB offers a practitioner locator service on its web site. This service allows consumers the opportunity to locate Nationally Certified therapists by name, city, or zip code. You will be included in the Practitioner Locator Program unless you state that you don't want to be included (in #8 of your application).

26 WEB SITE - WWW.NCBTMB.ORG

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

27 CONTACTING STAFF

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

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

MOVING?

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

If you move, change your name or change your mailing or email address please contact NCBTMB as soon as possible. Please call NCBTMB at **1-800-296-0664** or go online at www.ncbtmb.org to update your Certificant Profile with address changes.

contact information.

- You have moved.
- You have changed your email address.
- Your phone number has changed.

28

STOP: DOES YOUR ID MATCH YOUR APPLICATION NAME?

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

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

Legal name changes must be approved by NCBTMB prior to scheduling an appointment.

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

29

You ARE IMPORTANT To Us!

Update your personal information online or call if:

- Your school filled out your application with their

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

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

- A. Integumentary system
- B. Skeletal system
- C. Muscular system
- D. Nervous system
- E. Endocrine system
- F. Cardiovascular system
- G. Lymphatic system
- H. Urinary system
- I. Respiratory system
- J. Gastrointestinal system
- K. Reproductive system
- L. Energetic systems (e.g., chakras; channel [meridians]; primary and extraordinary channels)
- M. Medical terminology

II. Knowledge of Anatomy, Physiology and Kinesiology (19%)

- A. Anatomy (includes structure and/or location)
 - 1. anatomical position and terminology (e.g., planes; directions)
 - 2. individual muscles/muscle groups
 - 3. muscle attachments
 - 4. muscle fiber direction
 - 5. tendons
 - 6. fascia/connective tissue
 - 7. joint structure
 - 8. ligaments
 - 9. bursae
 - 10. dermatomes
 - 11. primary and extraordinary meridians

- B. Physiology (function)
 - 1. response of the body to stress
 - 2. basic principles of nutrition
 - 3. mind-body connection
 - 4. relaxation response
 - 5. reciprocal inhibition
- C. Kinesiology (movement)
 - 1. actions of individual muscles/muscle groups
 - 2. types of muscle contractions (e.g., concentric; eccentric; isometric)
 - 3. joint movements (e.g., flexion; extension)
 - 4. movement patterns (e.g., lifting; walking)
 - 5. proprioception (e.g., awareness of body's position and movement through space)
 - 6. postural alignment

III. Pathology (13%)

- A. Etiology (cause) of disease
- B. Modes of contagious disease transmission (e.g., blood; saliva; parasites)
- C. Terminology, signs and symptoms of disease
- D. Psychological and emotional states (e.g., depression; anxiety; grief)
- E. Effects of life stages (e.g., childhood; adolescence; geriatric)
- F. Effects of physical and emotional abuse and trauma
- G. Factors that aggravate or alleviate disease (e.g., biological; psychological; environmental)
- H. Physiological healing process
- I. Indications and contraindications/cautions
- J. Principles of acute versus chronic conditions
- K. Aspects of serious/terminal illness (e.g., cancer; AIDS)
- L. Drug interactions with massage/bodywork
 - 1. medications (e.g., prescription; over-the-counter)
 - 2. recreational drugs (e.g., tobacco; alcohol)
 - 3. herbs
 - 4. natural supplements
- M. Approaches used in Western medicine by other health professionals (e.g., chiropractic; physical therapy)
- N. Approaches used in Asian medicine by other health professionals

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IV. Therapeutic Massage and Bodywork

Assessment (18%)

- A. Assessment methods
 - 1. visual
 - 2. palpatory
 - 3. auditory
 - 4. olfactory
 - 5. energetic
 - 6. intuitive
- B. Assessing range of motion
- C. Assessment areas
 - 1. soft tissues and bony landmarks
 - 2. endangerment sites
 - 3. adhesions
 - 4. energy blockages
 - 5. circulatory pulse
 - 6. pain levels and locations
 - 7. edema
- D. Somatic (physical body) holding patterns (e.g., guarding; muscle/fascial memory)
- E. Posture analysis
- F. Ergonomic factors
- G. Effects of gravity
- H. Proprioception (e.g., client's awareness of body position and movement)
- I. Integration of assessment findings

V. Therapeutic Massage and Bodywork

Application (22%)

- A. Theory
 - 1. effects/benefits of massage/bodywork
 - a. physiological
 - b. emotional/psychological
 - c. energetic
 - 2. principles of holistic practice/approach
 - 3. mind-body principles
- B. Methods and Techniques
 - 1. client draping and positional support techniques
 - 2. hydrotherapy application
 - 3. stress management and relaxation techniques
 - 4. self-care activities for the client to maintain health (e.g., stretching; swimming)
 - 5. use of massage and/or bodywork tools
 - 6. joint movement techniques

- 7. static touch/holding
- 8. techniques/strokes
 - a. gliding (e.g., effleurage)
 - b. kneading (e.g., petrissage)
 - c. percussion (e.g., tapotement)
 - d. vibration
 - e. friction
 - f. compression
 - g. rocking
 - h. shaking
 - i. traction
- 9. stretching
 - a. active stretching
 - b. passive stretching
 - c. resisted stretching
- 10. gauging pressure as appropriate
- 11. practitioner body mechanics
- 12. standard precautions
- 13. CPR/first aid

VI. Professional Standards, Ethics, Business and Legal Practices (12%)

- A. Professional boundaries
- B. Client interviewing techniques
- C. Methods for effective communication with other health professionals
- D. When to refer clients
- E. Verbal and nonverbal communication skills
- F. NCBTMB Code of Ethics and Standards of Practice
- G. Principles of confidentiality (e.g., HIPAA)
- H. Legal and ethical parameters of scope of practice
- I. Planning strategies for single and multiple sessions
- J. Client record keeping practices (e.g., documentation; effective filing system)
- K. Basic business and accounting practices
- L. Liability insurance requirements
- M. Professional affiliations (e.g., ABMP; AMTA; AOBTA)
- N. State and local credentialing requirements
- O. Legal entities (e.g., independent contractor; employee)

NATIONAL CERTIFICATION EXAMINATION FOR THERAPEUTIC MASSAGE & BODYWORK SAMPLE QUESTIONS

The following questions are representative of the type that will appear on the National Certification Examination for Therapeutic Massage and Bodywork (NCETMB). If you are interested in purchasing a Study Guide for the National Certification Examinations, please see the study guide order form in this handbook. You may also want to purchase the online practice exam available at www.ncbtmb.org.

1. Content Area I.

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

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

2. Content Area I.

The psoas muscle is located in which body cavity?

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

3. Content Area I.

The Stomach Channel begins:

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

4. Content Area I.

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

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

5. Content Area II. A.

What motion at the ankle joint causes a lateral sprain?

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

6. Content Area III. C.

Which of the following conditions BEST defines psoriasis?

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

7. Content Area III. I.

Heavy percussion is contraindicated over the:

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

8. Content Area V. A.

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

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

9. Content Area V. B.

Which of the following does a moist heat compress produce?

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

10. Content Area VI. I.

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

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

CORRECT ANSWERS

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

NATIONAL CERTIFICATION EXAMINATION FOR THERAPEUTIC MASSAGE (NCETM) CONTENT OUTLINE

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

- A. Integumentary system
- B. Skeletal system
- C. Muscular system
- D. Nervous system
- E. Endocrine system
- F. Cardiovascular system
- G. Lymphatic system
- H. Urinary system
- I. Respiratory system
- J. Gastrointestinal system
- K. Reproductive system
- L. Medical terminology

II. Knowledge of Anatomy, Physiology, and Kinesiology (19%)

- A. Anatomy (includes structure and/or location)
 - 1. anatomical position and terminology (e.g., planes; directions)
 - 2. individual muscles/muscle groups
 - 3. muscle attachments
 - 4. muscle fiber direction
 - 5. tendons
 - 6. fascia/connective tissue
 - 7. joint structure
 - 8. ligaments
 - 9. bursae
 - 10. dermatomes
- B. Physiology(function)
 - 1. response of the body to stress
 - 2. basic nutrition
 - 3. mind-body connection
 - 4. relaxation response
 - 5. reciprocal inhibition
- C. Kinesiology(movement)
 - 1. actions of individual muscles/muscle groups
 - 2. types of muscle contractions (e.g., concentric; eccentric; isometric)

- 3. joint movements (e.g., flexion; extension)
- 4. movement patterns (e.g., lifting; walking)
- 5. proprioception (e.g., awareness of body's position and movement through space)
- 6. postural alignment

III. Pathology (13%)

- A. Etiology (cause) of disease
- B. Modes of contagious disease transmission (e.g., blood; saliva; parasites)
- C. Terminology, signs and symptoms of disease
- D. Psychological and emotional states (e.g., depression; anxiety; grief)
- E. Effects of life stages (e.g., childhood; adolescence; geriatric)
- F. Effects of physical and emotional abuse and trauma
- G. Factors that aggravate or alleviate disease (e.g., biological; psychological; environmental)
- H. Physiological healing process
- I. Indications and contraindications/cautions
- J. Principles of acute versus chronic conditions
- K. Aspects of serious/terminal illness (e.g., cancer; AIDS)
- L. Drug interactions with massage/bodywork
 - 1. medications (e.g., prescription; over-the-counter)
 - 2. recreational drugs (e.g., tobacco; alcohol)
 - 3. herbs
 - 4. natural supplements
- M. Approaches used in Western medicine by other health professionals (e.g., chiropractic; physical therapy)

IV. Therapeutic Massage Assessment (16%)

- A. Assessment methods
 - 1. visual
 - 2. palpatory
 - 3. auditory
 - 4. olfactory
 - 5. energetic
 - 6. intuitive
- B. Assessing range of motion

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

- C. Assessment areas
 - 1. soft tissues and bony landmarks
 - 2. endangerment sites
 - 3. adhesions
 - 4. energy blockages
 - 5. circulatory pulse
 - 6. pain levels and locations
 - 7. edema
- D. Somatic (physical body) holding patterns (e.g., guarding; muscle/fascial memory)
- E. Posture analysis
- F. Ergonomic factors
- G. Effects of gravity
- H. Proprioception (e.g., client's awareness of body position and movement)
- I. Integration of assessment findings

V. Therapeutic Massage Application (24%)

- A. Theory
 - 1. effects/benefits of massage
 - a. physiological
 - b. emotional/psychological
 - c. energetic
 - 2. principles of holistic practice/approach
 - 3. mind-body principles
- B. Methods and Techniques
 - 1. client draping and positional support techniques
 - 2. hydrotherapy application
 - 3. stress management and relaxation techniques
 - 4. self-care activities for the client to maintain health (e.g., stretching; swimming)
 - 5. use of massage tools
 - 6. joint movement techniques
 - 7. static touch/holding
 - 8. techniques/strokes
 - a. gliding (e.g., effleurage)
 - b. kneading (e.g., petrissage)
 - c. percussion (e.g., tapotement)
 - d. vibration
 - e. friction
 - f. compression
 - g. rocking

- h. shaking
- i. traction
- 9. stretching
 - a. active stretching
 - b. passive stretching
 - c. resisted stretching
- 10. gauging pressure as appropriate
- 11. practitioner body mechanics
- 12. standard precautions
- 13. CPR/first aid

VI. Professional Standards, Ethics, Business, and Legal Practices (12%)

- A. Professional boundaries
- B. Client interviewing techniques
- C. Methods for effective communication with other health professionals
- D. When to refer clients
- E. Verbal and nonverbal communication skills
- F. NCBTMB Code of Ethics and Standards of Practice
- G. Principles of confidentiality (e.g., HIPAA)
- H. Legal and ethical parameters of scope of practice
- I. Planning strategies for single and multiple sessions
- J. Client record keeping practices (e.g., documentation; effective filing system)
- K. Basic business and accounting practices
- L. Liability insurance requirements
- M. Professional affiliations (e.g., ABMP; AMTA; AOBTA)
- N. State and local credentialing requirements
- O. Legal entities (e.g., independent contractor; employee)

NOTE: NCETM candidates are expected to have basic, general knowledge of common systems of bodywork, whether Eastern or Western in origin, in order to communicate with other providers and appropriately refer clients. No detailed questions, such as those requiring knowledge of Eastern anatomy, will be presented.

NATIONAL CERTIFICATION EXAMINATION FOR THERAPEUTIC MASSAGE SAMPLE QUESTIONS

The following questions are representative of the type that will appear on the National Certification Examination for Therapeutic Massage (NCETM). If you are interested in purchasing a Study Guide for the National Certification Examinations, please see the study guide order form in this handbook. You may also want to purchase the online practice exam available at www.ncbtmb.org.

1. Content Area I.

Where does the massage practitioner palpate the medial longitudinal arch?

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

2. Content Area II. A.

The elbow is proximal to the:

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

3. Content Area I.

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

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

4. Content Area I.

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

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

5. Content Area I.

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

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

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NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

6. Content Area III. C.

Which term refers to a spinal curvature?

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

7. Content Area III. I.

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

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

8. Content Area V. A.

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

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

9. Content Area V. B.

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

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

10. Content Area VI. I.

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

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

CORRECT ANSWERS

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

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NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK REFERENCE LIST

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

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

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

APPLICATION FOR NATIONAL CERTIFICATION EXAMINATIONS

Please complete this application legibly and in blue or black pen (no pencil). Applications completed in pencil cannot be read by our scanners. Applications that are not legible and/or difficult to read will not be processed.

1. CHOOSE EXAM YOU WISH TO TAKE:

- National Certification Examination (\$225.00)
- National Examination for State Licensure (**NESL option**) (\$175.00)

- You must complete section one and choose an exam type in order to take the NESL option.
- You will not be nationally certified until you complete the NESL conversion form, pay the fee, send in a photocopy of your Government ID, and your school submits a sealed transcript.
- You will not get a certificate until the conversion process is completed.

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

2. CHOOSE EXAM TYPE:

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

3. CHOOSE LANGUAGE:

- English
- Spanish

4. PERSONAL (Drivers license, passport or state ID must match **EXACTLY** name listed below. **IMPORTANT NOTICE:**

If your government ID and name do not match you will be turned away from the PearsonVUE testing site and forfeit your examination fee).

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

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

Address: _____ Apt. _____

City _____ State _____ Zip Code _____

Phone (Primary) _____ (Secondary) _____

E-mail Applicant email only _____

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

5. Have you ever completed an application for the NCBTMB before? _____ No _____ Yes

If yes, Account number: _____

Name at the time of previous application: _____

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NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

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

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

7. PAYMENT INFORMATION*

- \$225.00 Examination fee for NCETM or NCETMB
- \$175.00 Examination fee for NESL option
- Check Check# _____
- Online (If you already paid online DO NOT submit additional payment information)
- Voucher (please attach copy), Money Order Visa, MasterCard

For credit card:

Total Amount Charged _____

Name On Card: _____

Card Number: _____

Exp. Date: ____/____

SIGNATURE _____

*Fees may increase at anytime

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

8. SPECIAL ACCOMMODATIONS FOR CANDIDATES WITH A DISABILITY

Do you require special accommodations under the Americans with Disabilities Act and/or Title VII of the Civil Rights Act? *(This field is designated for those candidates that require special accommodations under the Americans with Disabilities Act and Title VII of the Civil Rights Act. Please provide the attachments as specified in section 13 of the handbook.)*

- Yes No

If yes, a letter and supporting documentation MUST accompany this application when it is submitted. Please refer to section 13 of this handbook for directions regarding the materials that are required.

NCBTMB and Pearson VUE pledge to comply with the provisions of the Americans with Disabilities Act, as amended (42 USC Section 12101, et. seq.), and with Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e, et. seq.), to the best of their ability.

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

9. CERTIFICATION REGISTRY

One of the benefits of National Certification is a listing in our “Find a Practitioner” registry on our website. Our website statistics show that this page is consistently one of the top viewed pages on our site. **ONLY SELECT THE BOX BELOW IF YOU DO NOT WANT TO BE INCLUDED IN THE FIND A PRACTITIONER REGISTRY. DO NOT MARK THIS BOX IF YOU WISH YOUR NAME AND PHONE INCLUDED IN THE MAILING LIST AND LOCATOR PROGRAM.**

Mark only if you do not wish your name, address and office contact information released from the Nationally Certified Practitioners database for referral purposes. This includes web site referrals.

10. EDUCATION AND TRAINING

Highest Education Level

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

11. HOURS OF MASSAGE/BODYWORK TRAINING

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

12. CLIENT SESSIONS PER WEEK (OPTIONAL)

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

13. PRIMARY DISCIPLINE

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

14. SCHOOL(S) ATTENDED:

(It is very important that your application have your school code. Contact your school and ask for their “NCBTMB Assigned School Code Number” or check the website - <http://www.ncbtmb.org/cgi-bin/SchoolSearch.cgi>).

- Assigned School Code # _____
- School Name _____

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NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

15. YEARS PRACTICING MESSAGE OR BODYWORK (OPTIONAL)

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

16. PROFESSIONAL WORK EXPERIENCE

Do you work:

- Full time Part time Waiting to begin practice

17. RECEIPT OF MATERIALS (OPTIONAL)

Please indicate how you obtained the Candidate Handbook and Application

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

18. MAILING LIST OPT-IN

NCBTMB sends periodic updates with relevant information about the massage profession and program news that is of value to certificants. Every certificant is included in the mailing list unless he/she requests to be taken off the list. Please check the box(es) below if you wish to opt-out.

- I DO NOT wish to receive electronic notification from NCBTMB. This INCLUDES official notification, newsbriefs, press releases, etc.
 I DO NOT wish to be contacted about continuing education courses or other professional opportunities from other organizations through the sale of mailing labels.

19. BACKGROUND CHECK

In an effort to better serve the public trust, NCBTMB reserves the right to conduct and/or review a criminal history background check and to deny an application or remove a credential based on the commission of a crime. Such denial and/or removal of a credential shall be determined on a case-by-case basis. Answers to the following questions are mandatory. Failure to respond to each question will result in the application being returned. Failure to provide accurate, true and correct information shall constitute grounds for denial of your application, or removal of the credential.

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

- Yes No

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

- Yes No

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

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

Yes No

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

Yes NO

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

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

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

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

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

Signature _____ Date _____
Printed name _____

20. STATEMENT OF UNDERSTANDING

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

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

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NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

for additional information shall constitute grounds for rejection of my application or denial or revocation of my certification. NCBTMB has the right to require retesting or revoke certification if statistical aberrations are evident.

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

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

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

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

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

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

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

Signature _____ Date _____
Printed name _____

21. CANDIDATE COMPLIANCE

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

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

Signature _____ Date _____
Printed name _____

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

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

Wachovia Bank/NCBTMB
P.O. Box 758845
Baltimore, MD 21275-8845

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

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

NOTE: If you completed an online application, send your supporting documentation to:

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

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

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22. APPLICANT AUTHORIZATION

Occasionally, an applicant will need a representative from their school to contact NCBTMB to provide additional information to assist in the processing of their application. If you require this assistance, you must provide the name(s) of the individual(s) from your school who are authorized to act on your behalf. Spouses, friends, significant others and any individuals not affiliated with the school will be denied third party consent. Your confidentiality is our priority and after you have passed the NCBTMB exam, this authorization will cease.

Please PRINT the names of those individuals you authorize NCBTMB to speak with on your behalf:

Signature _____ Date _____
Printed name _____

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NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

NCBTMB VERIFICATION OF EDUCATION FORM

This form may be used in lieu of an official transcript, if the education/training institution does not issue transcripts, or as a supplement to an official transcript, if the transcript does not provide information regarding the number of hours in a particular course. Verification must be signed by the School President or Program Director.

Name of Candidate: _____

SCHOOL

(1) Name: _____

(2) Address: _____

(Please attach grade sheets, mark sheets or other record showing courses completed by year and grades)

(3) Length of Program: _____

(4) Data of Admission: _____ Date of Completion: _____

Date of Graduation: _____ Credential Award: _____

(5) Program is accredited or recognized by: _____

(6) List the hours spent in instruction in each of the following subjects:

Subject	Hours of Instruction
Human Anatomy/Physiology, Kinesiology <i>(To include all 11 systems of the human body)</i>	
Clinical Pathology and recognition of various conditions	
Massage/bodywork theory, assessment and practice* <i>(Must be in-class, instructor supervised coursework)</i>	
Adjunct techniques and methods	
Business practices and professionalism <i>(Minimum 6 clock hours of ethics required)</i>	
Other:	
TOTAL Hours <i>(To include above and any additional hours required for graduation)</i>	

DETACH HERE

Verification must be signed by the school President or Program Director and must include the official seal or stamp of the school.

I hereby certify that to the best of my knowledge and belief the foregoing is a true statement of the record of the individual named on this form. NCBTMB reserves the right to request additional documentation or further evidence of academic accomplishments.

Signature: _____

Print Name: _____

Title: _____ Date: _____

Phone: _____

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

OFFICIAL SCORE REPORT REQUEST FORM

DIRECTIONS: Please complete and submit this form along with appropriate payment to have your scores on the National Certification Examinations sent to a state Department of Health, licensing agency or employer. **Note:** If you had a name change and wish to make the change in NCBTMB's system, please provide a copy of the legal documentation supporting the name change.

Step 1: Provide your certificant information.	
Name: _____ Former Name: _____ NCBTMB ID (000000-00): _____ Test Date: _____ Phone: _____ E-mail: _____ Street Address: _____ City: _____ State: _____ Zip Code: _____ Signature* _____ Date _____ <p style="text-align: center; font-size: small;">* By my signing above, I authorize NCBTMB to release my test scores to the institution(s) I have listed below.</p>	
Step 2: Provide the name and address of the institution to which you would like your scores sent.	
Institution / Agency Name: _____ Address: _____ _____ City: _____ State: _____ Zip Code: _____	***** \$ 20.00 *****
Provide the name and address of an additional institution to which you would like your scores sent.	
Institution / Agency Name: _____ Address: _____ _____ City: _____ State: _____ Zip Code: _____	***** \$ 20.00 *****
Step 3: Calculate your total payment.	
_____ Number of score report requests x \$20.00 =	\$ _____ TOTAL
Step 4: Select a method of payment.	
If you wish to pay by credit card, please go online and complete the application, or fax your completed application with the credit card information to 866-524-9762 or scan and email to scores@ncbtmb.org . This fee is non-refundable. <ul style="list-style-type: none"> • Card Type (Check One) <input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express <input type="checkbox"/> Discover • Name (as it appears on the credit card) _____ • Credit Card Number _____ • Expiration Date (MM/YYYY) _____ Security Code _____ To pay by money order or certified check made payable to NCBTMB please send with completed form to the address below. Cash and Personal Checks are not accepted. <div style="text-align: center; margin-top: 20px;"> NCBTMB Attn: Score Report Requests 1901 South Meyers Road, Suite 240 Oakbrook Terrace, IL 60181 </div>	
<p>Please allow 5 business days from the date you mail this request for complete processing before contacting us for an update. Should you have any questions or concerns, you may e-mail us at info@ncbtmb.org</p>	

DETACH HERE

* Performance on the National Certification Examinations is held in confidence and may only be released with written permission by the certificant. To ensure this confidentiality, this form serves as written authorization by the certificant to release this information.

NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

STUDY GUIDE FOR THE NATIONAL CERTIFICATION EXAMINATIONS ORDER FORM

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

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

You may order a copy of the National Certification Examination Study Guide online or by detaching the following form and submitting it, along with a \$24.95 payment to:

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

Name: _____
Address: _____
City: _____
State: _____
Zip Code: _____
Phone: _____
Email: _____

Please charge \$24.95 to my credit card for the Study Guide for the National Certification Examination:
Credit Card Type: _____ # _____ exp. date _____
CVV code: _____
Name as appears on card: _____
Signature: _____

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NATIONAL CERTIFICATION EXAMINATION CANDIDATE HANDBOOK

APPLICATION CHECKLIST

PAPER (HARD COPY) APPLICATIONS AND SUPPORTING MATERIALS CHECKLIST:

- You signed this application
- You have read the handbook in its entirety and understand all of its contents and policies
- Read and agreed to be bound by the NCBTMB Code of Ethics, Standards of Practice, and the policies and procedures outlined in this handbook
- You attached a photocopy of your current U.S. government issued photo ID that includes your signature
- Transcripts: You contacted your school and had them send your official (sealed) transcripts directly to our offices at: NCBTMB, 1901 S. Meyers Road, Suite 240, Oakbrook Terrace, IL, 60181
- Application: You placed your entire application and supporting materials in the envelope (excluding your official (sealed) transcripts which will be sent to NCBTMB directly from the school)
- Application: You made a copy of your entire application packet for your records. (Your original records will not be returned to you.)
- You submitted your payment using a personal check, cashier's check, credit card, voucher or money order. Fees must be made payable to NCBTMB.
- Your envelope is addressed to:
Wachovia Bank/NCBTMB
P.O. Box 758845
Baltimore, MD 21275-8845

ELECTRONIC (ONLINE) APPLICATIONS AND SUPPORTING MATERIALS CHECKLIST:

- Entered electronic signature exactly as your name was entered on the application.
- You have read the handbook in its entirety and understand all of its contents and policies
- Read and agreed to be bound by the NCBTMB Code of Ethics, Standards of Practice, and the policies and procedures outlined in this handbook
- Downloaded the background check, candidate compliance, and statement of understanding forms; printed, completed and signed all 3 forms.
- You included a photocopy of your current U.S. government issued photo ID that includes your signature
- Transcripts: You contacted your school and had them send your official (sealed) transcripts directly to our offices at: NCBTMB, 1901 S. Meyers Road, Suite 240, Oakbrook Terrace, IL, 60181
- Documents: You made a copy of your required documents for your records. (Your original records will not be returned to you.)
- You submitted your payment using a credit card (MasterCard or Visa only)
- Mail required documents and copy of ID to address below:
NCBTMB-Eligibility Department
Online Applications
1901 S. Meyers Road, Suite 240
Oakbrook Terrace, IL 60181

NESL Option Certification Conversion Application

For those candidates who have taken and passed one of the National Certification Examinations under the National Examination for State Licensing (NESL) Option and wish to become nationally certified, please complete this form and submit it to the address at the end of this form with the following items:

1. A sealed official school transcript.
2. A clear and fully legible photocopy of a current/valid government issued identification (e.g. driver's license, passport or military ID). The form of identification must include a picture of yourself.
3. Payment (Please refer to the date on which you tested to determine the necessary fee)
 - a. If you tested within six months of the date this application is postmarked, please include a check or money order in the amount of \$50.00
Payable to: NCBTMB/NESL Conversion.
 - b. If you tested more than six months from the date this application is postmarked please include a check or money order in the amount of \$75.00
Payable to: NCBTMB/NESL Conversion.

PLEASE NOTE: If your test date is more than 2 years (24 months) from the date this application is postmarked you are NOT eligible for conversion and must complete the certification application process and retest in order to become nationally certified.

Please make sure you have completed all steps (1–15) on this form and included all items listed above (1–3) before submitting. If any of the items are not completed and included, your request will not be processed.

1. Full Name: _____
2. Name at Time of Testing (if different): _____
3. Social Security Number: _____
4. Address: _____
5. City: _____ 6. State: _____ 7. Zip: _____
8. Is this an address change? Yes No
9. Phone Number: _____ 10. Email: _____
11. Name of School Attended: _____ 12. School Code: _____
(If you do not know your school code, please go to <http://www.ncbtmb.org/cgi-bin/SchoolSearch.cgi> to search for your school.)
13. City and State of School Attended: _____
14. NESL Examination Date (month, day and year): _____

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15. Examination Taken : NCETM NCETMB

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

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

- 1) Have you ever been convicted of, or entered a plea of guilty, nolo contendere, or no contest to, a crime in any jurisdiction other than a minor traffic offense? *Please include all misdemeanors and felonies, even if the court withheld adjudication so that you would not have a record of conviction. For the purposes of this question, driving under the influence and driving while impaired are not considered minor traffic offenses.*
 Yes No
- 2) Are you now or have you ever been a defendant in a civil litigation in which the basis of the complaint against you was alleged negligence, malpractice, lack of professional competence, or sexual misconduct?
 Yes No
- 3) Is there currently pending against you, in any state or jurisdiction, a complaint against your professional conduct or competence?
 Yes No
- 4) With respect to any of the questions above to which you answered “Yes,” did any of the proceedings involve sexual misconduct?
 Yes No

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

1. A complete written explanation of the circumstances surrounding the proceedings, including a narrative describing:
 - a. Where the incident occurred
 - b. The date the incident occurred
 - c. The outcome of the proceedings. Any penalty/sentence associated with the incident
 - d. When the penalty/sentence was or will be fulfilled or completed
2. Copies of court documents. If the documents are not available, indicate the jurisdiction in which the proceedings occurred and why the documents are not available. The more information that you provide, the less time will be needed to review your eligibility status. If all of the appropriate information is not provided, the processing of your application will be delayed and your application may be considered incomplete. All information submitted in accordance with this Question shall remain confidential, except that it may be disclosed to NCBTMB staff and legal counsel for processing and to law enforcement agencies, and state, county and/or local governmental agencies as provided below.

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The information I have provided is accurate, true, and correct to the best of my knowledge. I agree to inform NCBTMB of all changes to the information included in this application while I am an applicant and for as long as I am certified by NCBTMB. I understand that the NCBTMB reserves the right to verify any and all information in this application or in connection with my certification. Therefore, I understand and agree that my failure to provide accurate, true and correct information or to respond to authorized NCBTMB requests for additional information shall constitute grounds for rejection of my application or denial or revocation of my certification. I have read, understand and agree to be bound by the policies and procedures, Code of Ethics, and Standards of Practice promulgated by the National Certification Board for Therapeutic Massage & Bodywork (NCBTMB). I understand and agree that my failure to abide by NCBTMB's policies and procedures, Code of Ethics, and Standards of Practice shall constitute grounds for rejection of my application or denial or revocation of my certification.

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

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

Signature _____ Date _____

Printed name _____

**Wachovia Bank/NCBTMB
PO Box 758845
Baltimore, MD 21275-8845**

DETACH HERE

STANDARDS OF PRACTICE

Revised October 2009

BACKGROUND

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

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

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

PREAMBLE

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

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

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

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

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

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

STANDARD I: PROFESSIONALISM

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

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

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

STANDARD II: LEGAL AND ETHICAL REQUIREMENTS

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

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

STANDARD III: CONFIDENTIALITY

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

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

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STANDARD IV: BUSINESS PRACTICES

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

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

STANDARD V: ROLES AND BOUNDARIES

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

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

STANDARD VI: PREVENTION OF SEXUAL MISCONDUCT

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

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

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 client.
- **Dignity:** The quality or state of being worthy, honored or esteemed.
- **Dual Relationships:** An alliance in addition to the client/therapist 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 therapist and client share an alliance, in addition to the therapeutic relationship.
- **Progress Notes:** Notes written, by a practitioner certified by NCBTMB, and kept in a separate client file that indicates the date of the session, areas of complaint as stated by client, and observations made and actions taken by the practitioner.
- **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 certificant'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.).

JOB TASK ANALYSIS EXPLAINED

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

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

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

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



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Oakbrook Terrace, IL 60181
1 (800) 296-0664 or (630) 627-8000
www.ncbtmb.org

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

**Mail Hard Copy Applications
And Payments To:**

Wachovia Bank/NCBTMB
P.O. Box 758845
Baltimore, MD 21275-8845

**Mail Online Applications and
Supporting Documents To:**

NCBTMB–Eligibility Department
Online Applications
1901 S. Meyers Road, Suite 240
Oakbrook Terrace, IL 60181

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