

CE STANDARDS & REGISTRY GUIDEBOOK



FSMTB
FEDERATION OF STATE
MASSAGE THERAPY BOARDS

CONTINUING
EDUCATION
REGISTRY



TABLE OF CONTENTS

Introduction	4	Complaint Submission	16
Professional Competence	4	Right to Take Adverse Action	16
The Regulatory Role	5	Foreign Provider Policy	16
Development of FSMTB Continuing Education Standards	6	FSMTB CE Standards	18
Licensed Therapists	6	Standard 1: Administration	18
State Licensing Boards	6	Standard 2: Disclosure	18
CE Providers	6	Standard 3: Content	19
FSMTB License Renewal Committee Mission	7	Standard 4: Assessment	19
Registration Overview	9	Standard 5: Instructor	19
Provisional Provider	10	Rationale and Guidelines	20
Use of FSMTB Registered Provider Language	11	Standard 1: Administration	20
Icons	11	Standard 2: Disclosure	22
Provider Responsibilities for Continued Participation	12	Standard 3: Content	23
Required Documents	13	Standard 4: Assessment	24
Registry Account Owner	14	Standard 5: Instructor	24
Change of Information or Contact Person	14	Course Category Policy	26
Refund Policy	14	Distance Education Policy	29
Right of Refusal	14	Terms and Conditions	33
Awarding Credit for Renewal	15	Glossary	36
Certificates	15		
Privacy Statement	16		
Course Inactivation	16		
Course Renewal	16		
Disclaimers	16		
Course Evaluations	16		

For the purpose of this Guidebook, a massage/bodywork/somatic therapist/practitioner is defined as an expert who uses massage, bodywork or somatic practices to promote, maintain or restore health and wellness. Whenever the term "Massage Therapist" is used in this document, it encompasses bodywork and somatic practitioners.

INTRODUCTION



CE STANDARDS & REGISTRY GUIDEBOOK

FSMTB CE REGISTRY | 2020 ALL RIGHTS RESERVED

INTRODUCTION

The Federation of State Massage Therapy Boards (FSMTB) is pleased to present the CE Registry Continuing Education Standards and Guidebook. The CE Registry represents the culmination of one aspect of an initiative that was set in motion with the inception of the FSMTB to facilitate licensure portability through simplification of regulation and provision of uniform standards.

The intent of this Guidebook is to provide a comprehensive resource to CE Registry Providers. The national CE Standards are based on the collective wisdom of the massage therapy regulatory community in the United States. As set forth in its mission, vision and values statements, FSMTB promotes uniformity where appropriate and the CE Registry is intended to enhance this mission.

The FSMTB Board of Directors and membership convey a special thanks to the volunteers from the massage and bodywork profession and the regulatory committee who provided countless hours of their time and expertise to the development of this program. Their contributions cannot be overstated and their efforts are gratefully acknowledged and recognized.

PROFESSIONAL COMPETENCE

The public has a right to expect competence throughout massage and bodywork therapists' careers. Regulating professional education is a necessary part of ensuring professionalism and protecting the public, and regulators normally require licensees to complete a certain amount of education each licensing period to meet minimum standards. Continuing Education enables massage and bodywork professionals to keep their knowledge and skills up-to-date, with the ultimate goal of improving performance and client outcomes.

For emerging and seasoned professionals alike, competence and the maintenance of competence of therapists are vitally important to public safety. At entry into

the profession, the level of competence is established through verification of education and entry-level assessment via the Massage & Bodywork Licensing Examination (MBLEx). To determine competence over time without periodic reassessment leaves doubt as to the ongoing effectiveness of the licensed professional.

Assurance of continuing competence is the shared responsibility of the regulatory community, professional associations, employers, educators and the massage and bodywork professionals who are individually responsible for maintaining their continuing competence.

THE REGULATORY ROLE

State licensing boards set minimum requirements to ensure public safety. It is not appropriate for the state to prevent the adequate therapist from working by setting standards that require excellence. Not everyone will excel.

The FSMTB provides education, services and guidance to the State Licensing Boards and Agencies in the United States and Territories. The mission of the FSMTB is to support its member boards in their work to ensure that the practice of massage therapy is provided to the public in a safe and effective manner.

A primary FSMTB goal is to support efforts among our member boards to establish compatible requirements and cooperative procedures for the legal regulation of massage and bodywork therapists, in order to facilitate professional mobility and simplify and standardize the licensing process. A key initiative in fulfilling this goal is to establish robust, fair and reasonable standardized requirements of quality for continuing education.

The FSMTB has taken steps to ensure a system that is streamlined, fair and manageable, honors legal/regulatory needs, and that delivers quality education to the licensed therapist seeking to refresh or enhance their professional competence. In essence, the system supports quality assurance by ensuring that the public is protected through strategic education of massage and bodywork professionals.

Licensed therapists are a crucial partner in supporting the regulatory community to ensure the integrity of the education it approves. This mutually beneficial relationship facilitates regulatory boards and agencies fulfilling their responsibilities for relevant, efficient, and effective oversight of professional education to protect the public interest.

While FSMTB undertakes the provision of services for our member boards and agencies, individual states will always have the ability to regulate their licensees as they deem appropriate. For states that opt to continue to independently evaluate instructors and courses, the FSMTB offers the recommended standards for adoption by the state.

The FSMTB perspective on continuing education recognizes and respects that:

- licensed therapists wish to maintain as much control as possible over their continuing education choices;
- the majority of continuing education providers have experience using best practices in education to develop and deliver quality courses for their students; and
- state licensing boards and agencies will always have the final determination regarding whether continuing education credit is granted to a licensee.



DEVELOPMENT OF FSMTB CONTINUING EDUCATION STANDARDS

The Continuing Education Standards have been developed by massage therapy state licensing boards and agencies, through a process of inclusion and consensus, and adopted by the FSMTB. The hallmarks of this process ensured that the Standards were developed in a manner that was fair, accessible and responsive to the needs of the regulatory community, licensed professionals, and educators.

The following key differentiators highlight the FSMTB approach to fair and reasonable regulation of continuing education that supports public protection, consumer rights and quality marketplace choice.

Licensed Therapists

- Massage and bodywork professionals need a dependable basis for choosing among continuing education programs.
- Licensees will provide important feedback to facilitate performance improvement and provider accountability.
- Licensees may access a national database to search for continuing education courses.

State Licensing Boards

- FSMTB records CE Registry and course completion information in the Massage Therapy Licensing Database (MTLD), thus allowing state licensing boards to receive primary source verification of a licensee's completion of CE courses.
- The FSMTB program is governed, developed, delivered and monitored by the regulatory community resulting in reliable authority, consistent requirements, efficient administrative processes, and appropriate vetting.
- State massage boards make the final determination if courses and hours count for license renewal.

CE Providers

- The FSMTB accepts provider and course submissions in the CE Registry based upon self-reported compliance with the standards. Providers accepted into the CE Registry are held responsible for meeting or exceeding the standards.
- In the event of provider non-compliance, the FSMTB, if appropriate, will indicate areas for improvement to initiate corrective action prior to any restriction or revocation of the registration.
- Auditing occurs randomly throughout the process and 100% auditing occurs upon completion of courses via direct feedback from licensed therapists.

Following recommendations and input from the massage therapy regulatory community, licensed therapists, educators and professional associations, the member boards of the FSMTB voted to implement a program that provides reliable, unbiased, and appropriate vetting of continuing education providers and the courses offered to the consuming public, and to adopt the FSMTB Standards for Continuing Education. After careful deliberation and research by a broad spectrum of expert representatives of the FSMTB regulatory boards, the following Standards and policies were developed and adopted to fulfill this mandate.

FSMTB LICENSE RENEWAL COMMITTEE MISSION

The License Renewal Committee is the committee that oversees the development, delivery and maintenance of the CE Registry. Its members consist of massage therapy regulators from FSMTB member boards with experience in massage therapy education.

The License Renewal Committee (LRC) supports the mission of the FSMTB by creating services for assessing compliance with continuing education criteria and for use by member boards for making license renewal decisions.

To fulfill this mission, the committee:

- establishes standards for license renewal;
- vets/monitors CE courses;
- enforces compliance with CE Registry standards;
- registers CE providers; and
- performs any other related activity associated in the management and administration of CE Registry as determined by the Board of Directors.

OVERVIEW




CE STANDARDS & REGISTRY GUIDEBOOK

FSMTB CE REGISTRY | 2020 ALL RIGHTS RESERVED

REGISTRATION OVERVIEW

This is an overview of the process for Providers to apply to become FSMTB Registered CE Providers.

There are no
paper applications.



STEP 1	Register electronically by signing up at fsmtb.org .
STEP 2	Attest to the accuracy of the information.
STEP 3	Read, understand, and agree to the Terms and Conditions.
STEP 4	Pay the registration fee.
STEP 5	Submit courses that meet the FSMTB CE Standards.
STEP 6	Pay the course submission fee.
STEP 7	Add one or more sessions.
STEP 8	Upon student completion of the course, upload the course completion roster, including date, license number(s) and student email information.

PROVISIONAL PROVIDER

The CE Registry provides FSMTB member boards with assurance that all CE providers in the CE Registry system adhere to the established FSMTB CE Standards. To make this assurance, the FSMTB must determine that CE Providers have demonstrated compliance with these standards. The CE Registry Provisional Provider Status will inform FSMTB member boards which Providers have demonstrated compliance and which Providers have yet to complete that demonstration. Prior to completion, the Provider will be identified as “Provisional” by default in the course search.

During the provisional time period, an icon will appear in all Provider information in the course search. The provisional status does not negatively affect the function of the Provider account, course or session in any way; the status icon is for informational purposes only and will be removed upon demonstration of compliance.

The Provisional period lasts from initial registration until the following criteria have been met.

To move from **provisional provider status** to **registered provider status** a provider must have at least:

1. 10% of students in each course complete the FSMTB course survey
2. 50% of survey results indicate that students are generally happy with the course
3. 50 favorable student survey results



Once the provider has met the criteria, they may use the term Registered Provider and display the Registered Continuing Education Provider logo.

The FSMTB Registered Provider logo may **only** be displayed by Registered Providers who have demonstrated compliance with the CE Standards and criteria.



PROVISIONAL PROVIDERS MAY NOT USE THE REGISTERED PROVIDER LOGO.

USE OF FSMTB REGISTERED PROVIDER LANGUAGE

Only currently registered providers who have demonstrated compliance and are in good standing may display language indicating registration on any materials, including but not limited to websites, brochures, advertisements, certificates, agendas, or syllabi.

The following is acceptable language:

This organization/entity is an FSMTB Registered Continuing Education Provider and reports all student course completion information to the CE Registry. Participants in courses are responsible for ascertaining whether the course satisfies their jurisdiction's specific Continuing Education requirements.

ICONS

As licensed massage therapists use the course search located on the FSMTB website, they may see the icons below associated with a provider, course or session. The following explains the meanings of these icons.



PROVISIONAL

Providers who have not yet met all requirements to move to Registered Provider status. This does not indicate that any disciplinary action has taken place or that there is anything wrong with this Provider, it simply means that they are new to CE Registry and have not yet met the criteria to be considered a Registered Provider.



RESTRICTED

A provider, course or session has been restricted due to an unresolved audit or investigation in which the determination has yet to take place. Restricted providers will not have access to their accounts and will be contacted prior to this action being taken. Restricted course sessions may continue to take place while a decision is being made.



UNDER REVIEW

The provider is in the process of taking corrective action in order to comply with FSMTB CE Standards. Courses and sessions may continue to take place while under review.

PROVIDER RESPONSIBILITIES FOR CONTINUED PARTICIPATION

The following responsibilities must be met by Providers in CE Registry for continued participation in CE Registry.

- ✔ Meet all CE standards.
- ✔ Adhere to all federal, state, and local laws.
- ✔ Complete all required documentation of course and instructor information in CE Registry.
- ✔ Respond to all FSMTB communication within seven (7) business days.
- ✔ Respond to learner grievances in a timely fashion.
- ✔ Acknowledge all documentation as correct.
- ✔ Pay fees as described.
- ✔ Register a designated Registry Account Owner, who ensures that the CE standards are met.
- ✔ Update account contact information in CE Registry in a timely fashion.
- ✔ Ensure more than 10% of students complete evaluations for each course taken.
- ✔ Upload course completion rosters to the CE Registry within 10 days of completion of the course.
- ✔ Take corrective action when learner evaluations determine the need for corrective action or investigation by FSMTB.
- ✔ Guarantee that the contents of the course(s) reflect topics accepted by the FSMTB.
- ✔ Inform learners that acceptance of CE course hours for license renewal are subject to state criteria that may vary from jurisdiction to jurisdiction.



REQUIRED DOCUMENTS

Providers are required to attest that they have the following documents and, if requested, are required to submit this documentation to the FSMTB within 7 days. Some policy language is a required part of the registration process.

ADA Accommodation Policy

Provide reasonable accommodation to individuals with disabilities and afford learners the opportunity to request accommodations in accordance with the Americans with Disabilities Act (ADA) prior to the course as required by applicable law.

Assessments

Create and document an assessment component for each learning objective.

Cancellation Policy

Description of what a student would need to do to officially cancel their enrollment.

Completion Criteria

Document the criteria to determine which learners have successfully completed the course. (Only learners who meet the course completion criteria are awarded course credit.)

Conflict of Interest Statement

A document that provides information to potential learners regarding actual or potential conflicts of interest and any related financial gain by the provider.

Copyright and Licensing Documentation

Ensure that all third-party materials are referenced to the original source, including copyright and/or licensing permissions, if applicable.

Course Development Process

A written description of the processes to develop, administer, deliver, and assess the course.

Diversity Policy

A written policy that ensures that instructors and course materials affirm diversity and inclusiveness in all courses.

Grievance Policy

Written procedures for addressing learner complaints professionally and within a reasonable time frame.

Instructor Biography and Qualifications

Make a biography of the course instructor/developer available to students prior to the course, and document that instructors demonstrate the appropriate knowledge and expertise required for the course learning objectives.

Learning Environment

Explain the use of an environment conducive to learning, including the physical, material, technological, and supervisory resources necessary to support the course.

Learning Objectives

Create and document learning objectives that clearly describe what participants are expected to learn and how the learning is accomplished.

Security Measures

Document the security measures taken for all records, including those pertaining to the learner, instructor, and course materials.

REGISTRY ACCOUNT OWNER

In addition to setting up the original account, the provider can create up to two other users in the account without additional cost. The original user is an administrator and is called a Registry Account Owner. Registry Account Owner accounts can create, edit, remove and delete other users, including administrators. Notifications always go to the email address of the Registry Account Owner; other users have the option to receive notifications. FSMTB suggests that the Registry Account Owner designates multiple Admin users for backup.

There are five levels of users:

Registry Account Owner - can make all changes, get payment and renewal information and create, edit and delete all other users;

Admin - can make all changes, get payment and renewal information and create, edit and delete other users, with the exception of the Registry Account Owner;

Courses Only - can add, edit and submit courses and sessions only;

Rosters Only - can upload student course completion rosters only; and

Courses and Rosters Only - can add, edit and submit courses and sessions and upload student course completion rosters only.

Change of Information or Contact Person

Change of information can be made at any time by going to the dashboard of the Provider's account. Providers are required to have a contact person available and current contact information as a requirement of their registration.

Refund Policy

The FSMTB makes no full, partial, or prorated refunds, nor allows any partial year registrations. The course submission fee is nonrefundable, regardless of the outcome.

Right of Refusal

The FSMTB may refuse to accept or renew a registered provider, course or session for cause, determined by the FSMTB.

AWARDING CREDIT FOR RENEWAL

The CE Registry program registers providers of continuing education, based upon information provided and attested to by applicants. It reviews and accepts appropriate courses but does not award credit hours. Instead, it securely validates the achievement of continuing education hours for regulatory boards to review based upon criteria set forth in law. Course completion rosters successfully uploaded into CE Registry will be transferred by FSMTB into the national Massage Therapy Licensing Database (MTLD).

Certificates

The FSMTB does not provide certificates. A certificate issued by a Provider is not proof of completion for states participating in the Massage Therapy Licensing Database. For situations where a state board does not participate in MTLD but accepts courses from providers registered with CE Registry, a certificate would be necessary.

Provider offered certificates must include:

- ✓ Therapist name _____
- ✓ Therapist license number _____
- ✓ Course name _____
- ✓ Session ID number _____
- ✓ Number of CE hours _____
- ✓ Completion date _____
- ✓ Provider name _____
- ✓ CE Registry provider logo *(if not provisional)*



PRIVACY STATEMENT

Any information submitted is confidential and subject to disclosure within the FSMTB as necessary and to the FSMTB member boards, upon request.

COURSE INACTIVATION

The FSMTB reserves the right to inactivate any/all courses and/or sessions offered by a provider, if necessary.

COURSE RENEWAL

Continuing education courses that are in good standing will remain active in the FSMTB CE Registry for five (5) years following the course submission date. The provider is required to evaluate the course at least every five (5) years, update its content and resubmit the course, inclusive of the course submission fee. Courses not evaluated within two (2) months following the course's five-year (5) anniversary will become inactive.

This measure ensures that the FSMTB CE Registry continues to provide massage and bodywork practitioners with quality, up-to-date course offerings.

DISCLAIMERS

Massage therapy continuing education is not uniform among all state massage boards; each maintains its own requirements. Individual jurisdictions retain their right to refuse, partially or in full, any provider, instructor or course. Providers must inform participants in all FSMTB accepted courses of the fact that acceptance of CE courses or credits are subject to state criteria that may vary from jurisdiction to jurisdiction. Contact information for FSMTB member boards is available on the FSMTB website at www.fsmtb.org.

COURSE EVALUATIONS

Providers are encouraged to direct students to take the course evaluation surveys. Providers who have less than 10% student course evaluation response rates may be subject to loss of registration.

COMPLAINT SUBMISSION

Complaints related to Providers or courses may be submitted to FSMTB via email at CE@fsmtb.org. Complaints should provide a detailed description of the alleged issues, including contact information.

RIGHT TO TAKE ADVERSE ACTION

FSMTB reserves the right to perform audits on any courses or sessions to ensure compliance with the CE Standards. Providers must comply with requests related to audits. Failure to comply will result in removal from the CE Registry and/or loss of course acceptance. FSMTB reserves the right in its sole discretion to investigate any Provider and/or course for compliance with standards or based upon a complaint.

Providers (and courses) are required to comply with and maintain compliance with the Standards. FSMTB reserves the right, under procedures established by the FSMTB Board of Directors, to enforce compliance through means necessary to maintain the integrity of the program including, but not limited to, audit procedures and investigation of complaints.

FOREIGN PROVIDER POLICY

The FSMTB does not accept providers from outside the United States at this time.

CE STANDARDS



CE STANDARDS & REGISTRY GUIDEBOOK

FSMTB CE REGISTRY | 2020 ALL RIGHTS RESERVED

CE STANDARDS

STANDARD 1: ADMINISTRATION

The Provider has clear processes for developing, administering and documenting the course(s).

1.1 The Provider must identify and provide an environment conducive to learning, including the physical, material, technological and supervisory resources necessary to support the course.

1.2 The Provider must have a designated Registry Account Owner who is responsible for ensuring that the Standards are met and must inform the FSMTB of any changes of circumstances in Provider designation.

1.3 The Provider must have written procedures for addressing learner complaints professionally and within a reasonable timeframe.

1.4 The Provider must have a written description of the processes to develop and deliver the course and assess the learner.

1.5 The Provider maintains records including those pertaining to the learner, instructor and course materials, in a secure manner.

1.6 The Provider must ensure that instructors and course materials affirm diversity and inclusiveness.

1.7 The Provider must afford course participants the opportunity to request accommodations in accordance with the Americans with Disabilities Act (ADA) within a reasonable timeframe prior to

the course delivery and must provide accommodations required by applicable law.

1.8 The Provider must facilitate submission of course evaluations to FSMTB by course participants.

1.9 The Provider must have a minimum of 10% response rate for each course by the learners, of which a majority must be favorable.

STANDARD 2: DISCLOSURE

The Provider furnishes clear, complete information to potential learners about the course.

2.1 Information regarding actual or potential conflicts of interest and any related financial gain must be disclosed to potential learners, prior to the course.

2.2 The Provider must supply necessary information to the potential learners, including completion criteria, prior to the course.

2.3 The Provider must ensure that a biography, resume, or curriculum vitae of the course instructor is available, prior to the course.

2.4 The Provider must reference all third-party materials to the original source, including copyright and/or licensing permissions.

STANDARD 3: CONTENT

Content of the course is directly applicable to the practice of massage therapy and public protection.

3.1 Content of the course must reflect topics accepted by the FSMTB.

3.2 Providers must develop learning objectives that clearly describe what participants are expected to learn and how the learning is accomplished.

STANDARD 4: ASSESSMENT

Each course includes methods to assess the learner's achievement of the learning objectives.

4.1 Each learning objective must have an assessment component.

4.2 Only participants who meet the course completion criteria are awarded course completion credit.

4.3 Providers must submit verification of course completion to the FSMTB within thirty (30) days of participants' completion of the course.

STANDARD 5: INSTRUCTOR

Providers must ensure that instructors have proficiency and qualifications to teach the course(s).

5.1 Providers must ensure and document that the instructor possesses the appropriate knowledge and expertise to teach the course.



RATIONALE AND GUIDELINES

STANDARD 1: ADMINISTRATION

The provider has clear processes for developing, administering and documenting the course(s).

Rationale: Effective program management is essential to the provision of continuing education.

1.1 *The Provider must identify and provide an environment conducive to learning, including the physical, material, technological and supervisory resources necessary to support the course.*

Guideline: Participants must be able to learn in an environment that is conducive to effective learning. Learner/instructor ratios should ensure that each learner has the opportunity to ask questions of the instructor, learners should be able to participate in all hands-on activities and be evaluated effectively by the instructor prior to completion of the course. Demonstrations of practical methods without the learner participating are acceptable as long as the learner has access to the instructor to ask questions. Environmental safety is inherent in this standard.

The following are examples of some methods that could be provided upon request during a course audit to demonstrate an environment conducive to learning.

1. Floor plan of site including square footage
2. Picture or video of the space with or without equipment
3. Copies of course materials
4. Plan for using technology in the course
5. List of Instructor Assistants
6. Ratios of Student to Instructor and if applicable, Student to Instructor Assistant

1.2 *The Provider must have a designated Registry Account Owner who is responsible for ensuring that the Standards are met and must inform the FSMTB of any changes of circumstances in Provider designation.*

Guideline: Inherent in this standard is the responsibility to maintain a continuing awareness of the policies and procedures required to attain and maintain acceptance. This includes, but is not limited to, accessing a copy of the most recent submission(s) to the FSMTB and keeping the FSMTB informed of any changes in contact information. Program administrators may also be the provider and/or instructor/developer; they are not required to be massage therapists. The Provider must clearly identify the administrator on the application. Any changes in provider designation circumstances, such as retirement, death, etc., require that all records are in the care of a responsible party. If a provider trustee is not able to be appointed, all records must be transferred to the FSMTB.

1.3 *The Provider must have written procedures for addressing learner complaints professionally and within a reasonable timeframe.*

Guideline: Procedures must clearly indicate the steps that will be taken to resolve complaints, and these procedures must be available in written format upon request.

1.4 *The Provider must have a written description of the processes to develop and deliver the course and assess the learner.*

Guideline: A statement of the processes must show that the developer of the course has used established methods of instructional design.

[ELAP Instructional Design Basics \(Page 13\)](#)

1.5 *The Provider maintains records including those pertaining to the learner, instructor and course materials, in a secure manner.*

Guideline: General records must be maintained and accessible for at least 36 months after the conclusion of the course. Course completion outcomes for each learner must be maintained in perpetuity. Records stored electronically must be formatted to be accessible for audit. Examples of items that require security include materials kept in offices, proprietary information and materials imparted during course delivery, client names, payment information, etc. Examples of security measures for test materials could be storage in a secure location such as a locked file cabinet or locked office. Electronic passwords and user IDs must be used to protect materials online.

1.6 *The Provider must ensure that instructors and course materials affirm diversity and inclusiveness.*

Guideline: Diversity is all of the ways in which each of us differ. People must be treated fairly regardless of sex, age, race, color, ethnicity, religion, national origin, ancestry, status as a veteran, sexual orientation, gender identity, gender expression, genetic information, marital status, parental status, mental and physical abilities and characteristics, or communication style.

1.7 *The Provider must afford course participants the opportunity to request accommodations in accordance with the Americans with Disabilities Act (ADA) within a reasonable timeframe prior to the course delivery and must provide accommodations required by applicable law.*

Guideline: Providers must provide reasonable accommodations requested by individuals with disabilities. Providers are required to make their courses accessible to all otherwise qualified individuals. Facilities used by a provider must be in compliance with the Americans with Disabilities Act. A reasonable timeframe allows the Provider adequate time to provide agreed upon accommodations. Participants with service animals must be accommodated.

1.8 *The Provider must facilitate submission of course evaluations to FSMTB by course participants.*

Guideline: Student evaluations include an opportunity for students to comment on content, the instructor, the facilities or technology, and their overall satisfaction with the course. Course completers will automatically be sent a link to the evaluation when the provider uploads the course completion roster.

1.9 *The Provider must have a minimum of 10% response rate for each course by the learners, of which a majority must be favorable.*

STANDARD 2: DISCLOSURE

The provider furnishes clear, complete information to potential learners about the course.

Rationale: When determining if a course is appropriate for their educational needs, learners need to have accurate information which includes both financial and academic expectations. Failure to furnish complete information can erode the relationship between the provider and the learner when expectations are poorly communicated or not met.

2.1 *Information regarding actual or potential conflicts of interest and any related financial gain must be disclosed to potential learners, prior to the course.*

Guideline: A conflict of interest may be circumstances wherein the instructor or provider is involved in multiple interests, which could negatively influence professional judgment. An example of a conflict of interest may be an instructor choosing a specific tool to use during a demonstration because of a financial relationship that the instructor has with the company that manufactures the tool. Therefore, the professional judgment could be influenced by the financial relationship. The provider assumes the responsibility to disclose to the learner any actual or potential conflicts of interest as well as any related financial gain prior to registration. This standard does not pertain to the financial gain from providing the course.

2.2 *The Provider must supply necessary information to the potential learners, including completion criteria, prior to the course.*

Guideline: Potential learners need information prior to the course to be able to make informed decisions about choosing a course.

This information must include:

1. Instructor name
2. Number of CE hours
3. Cost
4. Date/time
5. Location/method of delivery
6. Course description
7. Learning objectives
8. Course completion criteria
9. Cancellation/refund policy
10. ADA request materials
11. Required supplies
12. Prerequisites
13. Grievance/complaint process

2.3 *The Provider must ensure that a biography, resume, or curriculum vitae of the course instructor is available, prior to the course.*

Guideline: Biographies of instructor/developers need to be accessible to learners prior to registration. Accessibility includes a link on the internet or provision of a document upon request.

2.4 *The Provider must reference all third-party materials to the original source, including copyright and/or licensing permissions.*

Guideline: Presentation materials must have references to documents, articles, websites, photos, audio or video used in the creation and delivery of the course. Video or slideshow materials can be cited anytime during the presentation. Photos, graphics and video/audio must be cited and it is the responsibility of the Provider to attain all rights to use the material in the course.

STANDARD 3: CONTENT *Content of the course is directly applicable to the practice of massage therapy and public protection.*

Rationale: All activities must pertain to the practice of Massage Therapy and public protection.

3.1 *Content of the course must reflect topics accepted by the FSMTB.*

Guideline: Topics deemed acceptable by the FSMTB are defined by the MBLEx Content Outline and the Entry Level Massage Education Blueprint.

MBLEx Content Outline:

<https://www.fsmtb.org/media/1104/content-outline.pdf>

Entry Level Massage Education Blueprint:

http://www.elapmassage.org/_files/ELAP_Blueprint.pdf

Providers will indicate during the application process exactly which categories of content are applicable to the course. All content must relate to the practice of massage therapy and to public protection. If the category for a course is not listed, the provider may select the “other” option which will begin the process to petition the License Renewal Committee to accept the course if the provider clearly demonstrates that the content directly relates to the practice of massage therapy and to public protection.

3.2 *Providers must develop learning objectives that clearly describe what participants are expected to learn and how this is accomplished.*

Guideline: Learning objectives give structure to any well-prepared learning activity. Providers are required to develop learning objectives. In addition, providers may choose to identify which level and domains of the ELAP Learning Taxonomy are addressed by meeting the course objectives. (see Entry Level Massage Education Blueprint: http://www.elapmassage.org/_files/ELAP_Blueprint.pdf page 14)

STANDARD 4: ASSESSMENT

Each course includes methods to assess the learner's achievement of the learning objectives.

Rationale: To determine if learning objectives have been met, a method of evaluation or assessment must be used. Attending a lecture or demonstration alone is not sufficient to measure the effectiveness of the course. Providers assume the responsibility of determining the assessment methodology and the completion criteria.

4.1 *Each learning objective must have an assessment component.*

Guideline: Formal tests are not the only method of assessing learners' proficiency in attaining the learning objectives. Remediation and retakes of learning objective assessments is at the discretion of the instructor/developer. Assessments need to be appropriate for the objectives. For example, a knowledge-based assessment would not be appropriate for a performance-based objective.

4.2 *Only participants who meet the course completion criteria are awarded course completion credit.*

4.3 *Providers must submit verification of course completion to the FSMTB within thirty (30) days of participants' completion of the course.*

STANDARD 5: INSTRUCTOR

Providers must ensure that instructors have proficiency and qualifications to teach the course(s).

Rationale: It is important that all courses are taught by qualified personnel. Although years of professional practice, credentials, and teacher training may be helpful to document that the instructor/developer understands the topic and best practices in adult education, this may not be sufficient to determine if the instructors/developers are proficient in its execution.

In the event of an audit, it is the responsibility of the provider to supply evidence that supports how the provider has determined that the instructor/developer is qualified.

5.1 *Providers must ensure and document that the instructor possesses the appropriate knowledge and expertise to teach the course.*

Guideline: Instructors are not necessarily required to be massage therapists; however, they must have expertise and be competent in the content being taught.

Expertise might be demonstrated by some combination of the following:

1. Relevant educational experience
2. Records of previous teaching experiences
3. Professional experience
4. Publications in areas relevant to the content being taught
5. Evaluation forms from previous courses taught
6. Taking and passing the assessment for the course
7. Video documentation
8. Curriculum vitae
9. Resume
10. Biography, with attached relevant certifications, if any
11. Instructor certification or credential



COURSE CATEGORY POLICY

CE STANDARDS & REGISTRY GUIDEBOOK

COURSE CATEGORY POLICY

The FSMTB has determined that courses taught in the following categories are acceptable for inclusion in the CE Registry.

Inclusion does not guarantee acceptance for license renewal; only state licensing boards have the authority to accept continuing education for license renewal.

ACCEPTABLE COURSE TOPICS

Anatomy & Physiology - Courses whose main purpose is to instruct students in the structure and function of the body.

Applications & Tools - Courses whose main purpose is to instruct students in using applications and tools in the practice of massage therapy:

Applications - The topical application of any preparation, including but not limited to, the external application of hydrotherapy, thermotherapy and cryotherapy to augment the effects of massage therapy treatment.

Tools - Manual devices that mimic or enhance the actions of the hands.

Instructor Training - Courses to prepare individuals to teach in the massage profession.

Kinesiology - Courses whose main purpose is to instruct students in the study of the movement of the body.

Modalities - *Eastern/Asian* - Courses whose main purpose is to instruct students in Eastern/Asian massage modalities.

Modalities - *Western* - Courses whose main purpose is to instruct students in Western massage modalities.

Pathology - Courses whose main purpose is to instruct students in the study of diseases that affect the human body and their implications for massage.

Pharmacology - Courses whose main purpose is to instruct students in the interactions between medications and massage.

Professional Practice - Courses in the following topic areas:

- Assessment*
- Benefits of Massage*
- Body Mechanics*
- Business*
- Communication with Clients*
- Contraindications*
- Documenting/Charting*
- Record Keeping*
- Treatment Planning*
- Third Party Reimbursement*
- Universal Precautions*

Regulatory Ethics - State required regulatory education courses.

- Addictions/Substance Abuse*
- Boundaries*
- Cultural Competence*
- Ethics*
- Human Trafficking*
- Infectious Disease Control*
- Laws*
- Mandated Reporting*
- Medical Error Prevention*
- Regulations*
- Scope of Practice*
- Sexual Misconduct/Abuse*

Research - Courses whose main purpose is to instruct students in the process of scientific research pertaining to massage therapy.

Special Populations – Courses whose main purpose is to instruct students in providing massage/bodywork to special populations of clients.

Athletes/Fitness
Disabilities
Geriatric
Hospice
Infants and Children
Military
Orthopedic
Obesity
Oncology
Pregnancy
Trauma

Other – Courses whose main purpose is not found in any other category. These courses will be reviewed for acceptance on a scheduled basis.

UNACCEPTABLE COURSE TOPICS

The FSMTB does not accept courses that are outside of the massage therapy scope of practice. Some unacceptable course types pertain to:

Advanced science
Applied Kinesiology
Animal massage
Bamboo
Chiropractic assistant
Crystals
Crystal bowls
Dancing
Diets
Dry needling
Electric stimulation
Energy work

Exercise
Feng Shui
Herbal remedies
Homeopathic remedies
Light therapy
Martial Arts
Meditation
Non-biological science
Nutrition
Personal training
Pilates
Psychology

Qi Gong
Sea shells
Social work
Spirituality
Supplements
Tai Chi
Therapist Self-care
Tuning Forks
Ultrasound
Weightlifting
Yoga



DISTANCE EDUCATION POLICY

CE STANDARDS & REGISTRY GUIDEBOOK

DISTANCE EDUCATION POLICY

1.0 COURSE CONTENT REQUIREMENTS

The provider shall ensure that:

1.1 distance education course content is equivalent to the content of a face-to-face version of the course.

1.2 distance education is limited to theory, unless the provider utilizes a paid proctor for evaluation and feedback on the performance of a technique or modality.

1.3 online technique or modality courses are not taken for credit as “hands-on” or “in person,” even though a practical assessment is given.

1.4 other requirements that are set out in the “Rationale and Guidelines” section of this Guidebook are followed.

1.5 U.S. copyright laws are followed.

2.0 PROCTORS

2.1 Proctored exams count toward the credit hours of the course.

2.2 It is the responsibility of the provider to establish standards for the qualifications of the proctor and to verify that each proctor meets the standards as an approved proctor.

2.3 Evidence of how the proctor standards were set and met are provided to the FSMTB upon request.

3.0 DETERMINATION OF CREDIT HOURS

The provider will be prepared to submit documentation of the method used to determine credit hours awarded for the course when asked to do so by FSMTB. Some acceptable methods of determining credit hours are:

3.1 Conducting a pilot study to determine an average of the time it takes to complete the course and assessments.

3.2 If materials are entirely written, 12,000 words equal one continuing education hour (200 words per minute).

3.3 Audio and visual instruction will be credited for the actual run time of the material.

3.4 Participation in forum and discussion boards may be awarded credit based upon pilot study times or 200 words per minute.

4.0 ASSESSMENTS

The provider shall ensure that:

4.1 assessments are included within the course and in the credit hours awarded.

4.2 evidence of assessment tools used for each distance education course are provided to the FSMTB upon request.

4.3 per hour, the course includes at least one of the following:

4.3.1 a journaling or essay opportunity

4.3.2 tests or quizzes with at least 5 questions per hour using 3 different question formats.

Formats may include:

- (a) multiple choice with a minimum of 4 possible choices,
- (b) true/false,
- (c) fill-in-the-blank,
- (d) short answer,
- (e) matching,
- (f) drag and drop, or
- (g) another test question genre.

4.4 technique or modality courses use a proctored check-off of skills.

4.5 if a course is synchronous, discussion boards, chat rooms and other activities are used as evidence of participation.

5.0 SECURITY

5.1 The provider must describe how the program ensures student identity and academic integrity in completing coursework, including secure logins, timed examinations or other practices.



6.0 TECHNOLOGY REQUIREMENTS

The provider shall:

6.1 maintain control over the curriculum within the distance education courses.

6.2 describe the methods and resources used for distance education, such as documents, learning management systems, video, synchronous and asynchronous systems.

6.3 describe the security used to maintain faculty and student privacy in distance education.

6.4 provide students with contact information for technical support, such as email, phone or other elements. Resolution of technical support issues must take place in a timely manner.

6.5 describe the turnaround time for resolution of technical support issues.

6.6 provide students detailed information regarding technology requirements, such as hardware, software and internet connection that students must have to participate in the course.

6.7 describe expectations for online interaction, student participation and responses.

6.8 ensure that the content used for the course and documentation of student work and interaction between faculty and students is preserved in a daily back-up system.

7.0 ACCESSIBILITY

Additional information to guide ADA compliant access to course content and resources can be found at: <https://section508.gov/best-practices>

The provider shall:

7.1 provide access to course resources in accordance with the Americans with Disabilities Act.

7.2 ensure that video files are captioned and written transcripts are available for audio files.

7.3 ensure there are no flashing elements (graphics or text) that may cause seizures (content should not flash more than 3 times in any 1 second period).

7.4 use readable fonts, such as Arial, Calibri, Verdana, or Times New Roman.

7.5 ensure that ALT text or some other means of description is included for all images related to evaluated materials. ALT text is the alternative text for images that get read by screen readers. This description should be succinct, accurately represent the image and/or convey the purpose of the image.

7.6 provide an audio description of visual materials in videos.

TERMS AND CONDITIONS



CE STANDARDS & REGISTRY GUIDEBOOK

FSMTB CE REGISTRY | 2020 ALL RIGHTS RESERVED

TERMS AND CONDITIONS

This Agreement is entered into by the Federation of State Massage Therapy Boards (FSMTB), as the accepting Organization, and the Provider. The Provider and FSMTB mutually agree and acknowledge that in consideration for FSMTB's agreement to allow Provider's participation in the CE Registry, the Provider agrees to abide by and comply with the terms and conditions set forth in the CE Standards and Registry Guidebook, the terms and conditions of this Agreement, and other applicable FSMTB policies and procedures.

UNDERSTANDING REQUIREMENTS AND STANDARDS

The Provider attests that they have read, understand and agree to comply with the requirements and standards for continuing education courses accepted by FSMTB as set forth in the FSMTB CE Standards and Registry Guidebook, posted on the FSMTB website (www.fsmtb.org) and as otherwise specified in this Agreement.

REGISTRATION PERIOD

Provider registration is valid for one (1) year from the date of registration and may be renewed each year upon receipt of the renewal fee and confirmation of good standing by the CE Registry. The Provider acknowledges that the acceptance by the CE Registry covers only the courses submitted to CE Registry during the timeframe the Provider account is active. Providers are granted Provisional status upon initial registration. Upon completion of the Provisional status requirements as set forth in the CE Standards and Registry Guidebook, the Provider will be considered a FSMTB Registered Continuing Education Provider.

USE OF FSMTB CE REGISTRY LOGO AND NAME

The CE Registry name and logo are owned and trademarked by the FSMTB. A Provider is authorized to advertise or display its FSMTB Registered CE Provider status only with permission of the CE Registry and after the provisional registration period has been successfully completed and the Provider is otherwise in good standing. Once a CE Registry Provider is authorized to advertise their CE Registry approved Provider status, if they choose to promote its CE Registry approval status, they must utilize the language set forth in the CE Standards and Registry Guidebook.

Falsely advertising or otherwise misrepresenting that a person or an organization is a FSMTB Registered CE Provider or that its continuing education courses are accepted into the CE Registry is a violation of CE Registry policies and FSMTB's trademarks and intellectual property rights and may result in the FSMTB taking legal action.

INDEMNIFICATION CLAUSE

The Provider shall indemnify and hold harmless the FSMTB and its directors, officers, employees, agents, members, affiliates, subcontractors and learners from and against all allegations, claims, actions, suits, demands, damages, liabilities, obligations, losses, settlements, judgments, costs and expenses (including attorneys' fees and costs) of any kind whatsoever, which arise out of, relate to or result from any act or omission of the Provider, including without limitation any actual or alleged infringement or misappropriation of any United States copyright, trade secret, patent, trademark, or other proprietary right related to any materials provided or submitted by the Provider to the CE Registry.

RIGHT OF REFUSAL

The FSMTB and CE Registry reserves the right to refuse, accept or renew a registered Provider account, and/or accepted course status, and/or accepted session for any reason as determined by the FSMTB and CE Registry in its sole discretion.

CONTINUED RESPONSIBILITY/ PENALTY FOR NON- COMPLIANCE

The Provider understands and acknowledges that failure to comply with the terms of this Agreement or any terms and conditions contained in the CE Standards and Registry Guidebook may constitute a basis for corrective action, remediation, and/or fine(s) to the Provider which may include the denial, suspension or revocation of registered course/session(s) and/or registered Provider status.

MEANING OF ACCEPTANCE

Clicking "ACCEPT" signifies I am the Provider or authorized representative of the Provider, that the Provider acknowledges and agrees to the terms in this "Terms and Conditions" document and the requirements set forth in the FSMTB CE Standards and Registry Guidebook. I understand that failure to comply with any terms and conditions contained in this Provider Agreement and/or the FSMTB CE Standards and Registry Guidebook may result in action on the public CE Registry status for Providers and/or courses, which may include the denial, suspension or revocation of registered course/session(s) and/or registered Provider status.

GLOSSARY



CE STANDARDS & REGISTRY GUIDEBOOK

FSMTB CE REGISTRY | 2020 ALL RIGHTS RESERVED

GLOSSARY

Activate – The ability, by way of the admin owner or other admin, to activate other users of the provider account.

Active – A course that has been submitted and accepted, where sessions may be associated with it.

Admin – An individual user that can make all changes, get payment/renewal information, and create/edit and delete other users, except Owner.

Audit – Investigation of a complaint by a student, instructor, provider or agency.

Competence – The ability to apply knowledge, skills and behaviors required to function effectively, safely, ethically and legally within the context of the individual's role and environment.

Competency – An ability or skill.

Continuing Education – Education and training that maintains, improves, or enhances Massage Therapy practice.

Clock Hour – A full sixty (60) minute period, with at least fifty (50) minutes of instruction or learning activities.

Corrective Action – Required actions to correct deficits in a program prior to review by the Licensure Renewal Committee or other authority.

Course – A single class or a series of classes about a particular topic, skill and/or technique or series of techniques, in a school or program.

Courses and Rosters Only – Type of user, created by an Admin, who can only edit course and roster information in the system.

Courses Only – Type of user, created by an Admin, who can only edit course information in the system.

Criteria – Indicators or measurements that are used to determine the level of adherence to the standards.

Denied – A submitted course that was reviewed to determine if it fits into an existing category and was denied acceptance in the CE Registry.

Deactivate – The ability, by way of the admin owner or other admin, to deactivate other users of the provider account. This allows provider admins to restrict the use of the account by other designated users.

Diversity – Cultural, individual and role differences, including those based on age, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, and socioeconomic status.

Draft Course – Course information that has been keyed in but not submitted to be reviewed.

Fee – The cost of the registration or course review.

Hands-On Application – An in-person learning method involving active participation in the application of manual techniques.

Hands-On Instruction – Must be provided in the presence of an instructor under the purview of a provider registered and in good standing with the FSMTB, and must include hands-on participation by the licensee.

In Good Standing – Regarded as having complied with all obligations, while not being subject to any form of sanction, suspension or disciplinary action.

Inactive Course – A previously active course that has been inactivated. Inactive courses will not appear in the CE Registry course search on the website.

Inclusivity – The state or property of being open to everyone; not limited to certain people. Available without unlawful discrimination to everyone having the educational or experiential qualification to participate.

Instructor – A person who has achieved a particular skill or expertise and teaches this particular subject or skill to others: someone who instructs people.

Instructor Assistant – A person qualified and acting to assist with instruction but doing so under the direct supervision and authority of approved faculty.

Learning Domain – A defined area or category of learning (cognitive, psychomotor, affective, and interpersonal).

Live – On Site – Instruction in a classroom environment where the instructor and learners are together at the same time and in the same physical location.

LRC – License Renewal Committee.

Maintained – Kept in a manner to be available, readable and accessible, includes converting electronic records to be able to access from modern electronic equipment and protecting data from loss.

Massage Therapist - An expert who uses massage, bodywork or somatic practices to promote, maintain or restore health and wellness.

Massage Therapy – The manual application of a system of structured touch to the soft tissues of the human body (see Massage Therapy Model Practice Act, pages 10-11 for full definition).

On Demand – A course that students can complete on their own schedule, at their own pace. On Demand course types include eLearning, recorded webinars, audio conferencing, home study, text- and video-based courses.

Pending Course – A course with a category of “other,” which is being reviewed to determine if it is acceptable for publication.

Professional – A person engaged or qualified in a profession that requires special education, training or skill and having a fiduciary responsibility to those served.

Provider – An organization or individual that offers continuing education to professional massage therapists for license renewal.

Provisional – Indicates providers who have not yet received 50 favorable reviews from students.

Published Course – A course that has been accepted and published in the CE Registry course search on the FSMTB website.

Reasonable Time Frame – A time period, beginning with the receipt of the learner’s request, prior to the activity that gives the sponsor realistic and appropriate notice to arrange for the requested accommodations.

Registration – Creating an account in the CE portal system.

Registry Account Owner– An individual user who can make all changes, get payment/renewal information, and create/edit and delete all other users.

Renewal – Continuing the account activation beyond the initial registration timeframe.

Restricted – A provider, course or session that has been restricted due to an unresolved audit or investigation. A provider account will have temporarily restricted access, a restricted course or session cannot be edited.

Revocation – A provider account that has been inactivated permanently.

Rosters Only – Type of user, created by an admin that can only upload roster information in the system.

Security – Measures taken to guard against data loss, sabotage, crime, cheating or cyberattack, including theft of intellectual property or personal information.

Session – A scheduled or on-demand instance of a single course. Sessions may be scheduled over days or even weeks.

Standards – Agreed upon principles for developing and evaluating continuing education.

Submitted Course – Data about a prospective course that has been sent to the LRC for approval.

Supervisory Resources

Supervisor: One that supervises, especially an administrative officer in charge of a business, government, or school unit or operation.

Resources: A supply of something that someone has and can use when it is needed.

Textbook – A book, whether printed or digital, about Massage Therapy, related sciences or professional development that is used as a fundamental part of an approved educational activity.

Timely – Done or occurring within an amount of time that is appropriate for the level of work required to respond and performed without unnecessary delay.

Topics Accepted – MBLEx content outline; Entry Level Massage Education Blueprint; Massage Therapy as defined by the Model Practice Act. See Course Category Policy.

Under Review – A provider, course or session that is in the process of taking corrective action in order to comply with FSMTB CE Standards.

University – An institution of higher learning that provides facilities for teaching and research and is authorized to grant academic degrees; specifically, one made up of an undergraduate division that confers bachelor's degrees and a graduate division that comprises a graduate school and professional schools, each of which may confer master's degrees and doctorates.

Webinar (Live) – A seminar or workshop in which the instructor and participants view the same screen at the same time. The webinar usually has an audio component that the instructor controls and functionality that allows participants to chat by entering text, answering polls, raising their hands and asking questions.

Webinar (Recorded) – A webinar in which the student cannot ask questions of the instructor in real time, but can communicate and ask question of the instructor via text, email, phone outside of the course delivery timeframe.
