

CE STANDARDS



CE STANDARDS & REGISTRY GUIDEBOOK

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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