

# BECOMING A CMTCA ACCREDITATION SURVEYOR

## The Application and Selection Process

The CMTCA entrusts our surveyors with the crucial responsibility of visiting massage therapy education programs in order to record observations and gather evidence. Based on this evidence, surveyors rate criteria and write recommendations that tell education programs what they need to do to meet the standards.

The work of surveyors is the cornerstone of the CMTCA. As a surveyor, you will be the face of the CMTCA to our clients and the public, and the reputation of the CMTCA rests on your shoulders. For this reason, becoming a surveyor is a thorough process that involves not only screening, but also successful completion of our training and orientation program. Selecting surveyors is one of the most important decisions we make.

Although we will only contact applicants who are successful at each stage of the selection process, rest assured that your application will be given very thoughtful and respectful consideration.

The surveyor selection process includes the following steps:

### 1. Self-screening

Read the Terms of Reference and surveyor characteristics posted on the website. If you

- are able to do the job well,
- meet our eligibility requirements, and
- agree to our terms of reference, then proceed to Step 2.

### 2. Assessing Essential Qualifications

Send us your

- Curriculum Vitae
- a cover letter demonstrating how you meet our eligibility requirements, and
- three professional references.

Send your documents to [info@cmtca.ca](mailto:info@cmtca.ca). Your application will be held on file until the next surveyor recruitment and training begins. If your application has been approved, you will receive an email invitation to proceed to the next step in the process.

### 3. Screening Interview

If your application shows potential, we will request a virtual interview to learn a more about your communication skills, your scope of knowledge and experience.



#### **4. Professional References**

For those applicants who move on to the next stage following the virtual interview, we will contact the people you have identified as your professional references.

#### **5. Surveyor Selection**

CMTCA will then identify a group of candidates to participate further in the screening and selection process. The invitation to continue will come via email.

#### **6. Orientation and Training**

Surveyor Candidates that have progressed this far will be invited to attend the next five-day orientation and training. The costs of attendance will be covered (travel, hotel, and meals) by CMTCA. Surveyor candidates will not only learn how to fulfill the role of surveyor, but they will practice in the field (at participating programs of massage therapy education) under the supervision of experienced surveyor mentors and CMTCA staff. The candidates' performance during the training is an essential determinant of success and will be evaluated throughout the training. Feedback on their performance will be provided during the final day of training. The final selection of CMTCA surveyors will be made following the conclusion of the training.

#### **7. Mentored Surveying Experience**

Surveyor candidates who meet the performance requirements of the training program will be assigned accreditation activities alongside experienced CMTCA surveyors and staff. Evaluation of surveyor performance will be completed and submitted to CMTCA following each activity and feedback will be provided to all surveyors.

The process to become a CMTCA surveyor is rigorous but also supportive. The process assures that our surveyors are skilled and capable ambassadors who can meet the challenge. We invite you to join us.

*CMTCA reserves the right to terminate a surveyor's participation in CMTCA activities should the surveyor no longer meet the Competencies or requirements defined in the Terms of Reference.*



## CMTCA Accreditation Surveyor Application Form

Please complete this form and submit it with your cover letter, CV, and contact information for three professional references to info@cmtca.ca.

Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Street Address

City

Province

Postal Code

Contact information

Daytime Phone number: \_\_\_\_\_

Evening Phone Number: \_\_\_\_\_

Email \_\_\_\_\_

Please answer the following questions

1. Have you ever served as an on-site evaluator, peer-reviewer, or surveyor for an accreditation program or for the massage therapy profession?

Yes

No

If yes, when was your most recent review? \_\_\_\_\_

YYYY/MM/DD

If yes, for which organization? \_\_\_\_\_

2. Check the boxes that best describes your current professional activity or experience.

Educator

Education program administrator

Qualified massage therapy provider

Massage-related business manager

Other (please specify)

\_\_\_\_\_





## CMTCA Surveyor Terms of Reference

### Purpose

To outline the various roles and responsibilities which surveyors with the Canadian Massage Therapy Council for Accreditation (CMTCA) may undertake during their tenure as a CMTCA surveyor. Surveyors champion accreditation of massage therapy education programs at a national level in support of quality improvement initiatives.

### Roles and Responsibilities

The surveyor may be involved in the following roles (when applicable):

1. Participate in Preliminary Accreditation reviews.
  - Review program evidence material, rate all criteria, and prepare recommendations/comments (as applicable) to inform the final preliminary accreditation report.
2. Participate in site visits (virtual or in-person).
  - Work collaboratively using the tracer methodology to review, discuss, determine ratings for all criteria, and include recommendations/comments (as applicable) to inform the final accreditation decision report.
3. Participate as a member of an appeal panel.
  - Conduct a thorough review of submitted evidence and CMTCA's survey team response and prepare a final recommendation.
4. Participate on review committees, focus groups and other special requests.
  - Review and advise on relevant documents/policies/procedures.
5. Participate as a mentor during surveyor candidate training and participate in ongoing surveyor education hosted by CMTCA.
  - Imparts knowledge and expertise as an experienced surveyor.
  - Share experiences and learn from fellow surveyors.

### Expectations

- To remain current in their professional field(s) through ongoing professional development.
- To remain current on accreditation updates including participation at webinars, access to CMTCAu resources, and social media.
- Are not the subject of a disciplinary or criminal investigation.
- Understanding of the most recent version of the CMTCA Accreditation Standards for Massage Therapy Education Programs.



- Understanding of the most recent version of the Interjurisdictional Practice Competencies and Performance Indicators for Massage Therapists at Entry-to-Practice, Federation of Massage Therapy Regulatory Authorities of Canada (FOMTRAC).
- Represent CMTCA professionally, adhering to CMTCA's surveyor policies on code of conduct, confidentiality, and conflicts of interest.
- Adhere to and comply with the CMTCA surveyor competencies, and act on relevant evaluation feedback received concerning performance on CMTCA activities.
- At the discretion of CMTCA, surveyors who are no longer engaged in providing massage therapy services or education due to career change or retirement may continue participating as a surveyor in CMTCA activities for a period of two years following the cessation of the described activities.
- At the discretion of CMTCA, surveyors who have not participated in a CMTCA accreditation activity over a two-year period may no longer continue participating as a surveyor in CMTCA activities. Attendance at a refresher course may be required to return to participation in site visits.
- Agree to receive correspondence from CMTCA, including mass emails, and our mailing list will never be shared with any other parties.

## Time Commitment

The frequency with which surveyors may be chosen for accreditation activities will be dependent on the following factors:

- the number of scheduled visits and preliminary accreditation submissions
- CMTCA's selection criteria and
- the surveyor's availability.

Each in-person site visit will take two days (not including travel days), virtual site visits will take three days, and preliminary accreditation reviews are allocated ten business days to complete. In rare instances accreditation activities may take place outside of regular weekday business hours. Site visits will, in most cases, be conducted outside of the province in which the surveyor resides.

Surveyors that participate on an appeal panel will follow the time commitment per the CMTCA Appeal of Accreditation Decision policy.

Time commitments for surveyors that participate on committees and focus groups will be determined based on the scope of the activity.

Surveyors that participate in the role of mentor at surveyor candidate training sessions will be in attendance for four or five days.

## Honorariums

Surveyors will be paid a lump sum honorarium for services rendered along with reimbursement for actual travel costs (where applicable). The number of working days allotted to each activity will be agreed upon prior to the commencement of the activity.