

	ICM INTERNATIONAL MANAGEMENT SDN BHD	Document Code	CSM-ICM-001
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1.0	10/08/2025	Anna (CM) 	Kelly (CEO) 	Initial release

1. Scheme Overview

This Certification Scheme Manual outlines the certification schemes operated by ICM International Management Sdn Bhd for the certification of persons and management systems within the aesthetic, beauty, wellness, creative, and food industries. It is designed to comply with ISO/IEC 17024:2012 and ISO/IEC 17021-1:2015.

2. Scope of Certification

The certification scopes are as follows:

- - Aesthetic Practitioners – Non-Invasive
- - Beauty Technicians
- - Spa & Wellness Therapists
- - Laser Treatment Operators
- - Pedicure & Manicure Technicians

3. Eligibility Criteria

Candidates must meet the following prerequisites before applying for certification:

- Minimum education/training in the relevant field.
- Relevant work experience (1–3 years depending on level).
- Submission of application form with required supporting documents.
- Compliance with the CB's Code of Conduct and Impartiality Policy.

4. Competency Levels

Each certification scope is structured into four competency levels:

- Level 1 – Basic: Understands basic theory and practice.
- Level 2 – Intermediate: Applies skills independently in routine procedures.
- Level 3 – Advanced: Evaluates, plans, and improves services.
- Level 4 – Expert: Trains and assesses others; innovates in techniques.

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5. Continuing Professional Development (CPD) Requirements

Level	Minimum CPD Hours per 3-Year Cycle
Level 1 – Basic	15 hours
Level 2 – Intermediate	20 hours
Level 3 – Advanced	30 hours
Level 4 – Expert	40 hours

6. Assessment Methods

Assessments may include:

- Written Examinations (MCQ, short-answer)
- Practical Demonstrations
- Portfolio Review
- Oral Interview (for higher levels)

Assessment methods for each scope are defined in Annex D.

7. Maintenance, Surveillance, and Recertification

Certified persons must:

- Maintain professional practice and CPD.
- Undergo surveillance annually.
- Apply for recertification every 3 years.

8. Appeals, Complaints, and Scope Changes

Appeals and complaints are handled in accordance with SOP-11 and SOP-09. Certified persons may apply for scope expansion using Form FM-ICM-030.