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Version	Date	Prepared by	Approved by	Changes
1.0	21/11/2025	Anna (CM) 	Kelly (CEO) 	Initial Release
1.1	29/1/2026	Anna (CM) 	Kelly (CEO) 	• Added bakery & pastry, culinary, social media content scope.
1.2	2/5/2026	Anna (CM) 	Kelly (CEO) 	• Added sub-scope to align with CSM and Annex A & B
1.3	25/5/2026	Anna (CM) 	Kelly (CEO) 	• Added sub-scope to align with CSM and Annex A & B

Purpose:

This Annex defines the minimum training syllabus necessary to ensure candidates have the knowledge, skills, and professional behaviours required to meet the competence outcomes stated in the scheme.

It ensures compliance with ISO/IEC 17024:2012 Clause 8.4 by aligning:

- ✓ prerequisites
- ✓ competence requirements
- ✓ theory modules
- ✓ practical skill modules
- ✓ safety & hygiene
- ✓ assessment criteria
- ✓ adverse reaction management

1. General Syllabus Structure

Each scope follows a standardized syllabus structure consisting of:

1.1 Theory Modules

Fundamental knowledge required for safe and competent practice.

1.2 Practical Skill Modules

Hands-on competencies, techniques, and performance tasks.

1.3 Hygiene, Safety & Infection Control

Mandatory for all candidates regardless of level or scope.

1.4 Client Consultation & Professional Practice

Communication, documentation, contraindications, and aftercare.

1.5 Equipment Handling & Safety Protocols

Safe use, calibration, troubleshooting, and compliance.

1.6 Contraindications & Adverse Reaction Management

Recognition, prevention, response, and documentation.

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1.7 Professional Ethics & Code of Conduct

Aligned with ICM policies and ISO 17024 principles.

2. Syllabus Requirements by Certification Scope

2.1.1 Aesthetic Professionals – Scalp Micropigmentation (SMP)

LEVEL 1 – BASIC (FOUNDATION OPERATOR)

Objective: Develop foundational understanding of SMP safety, hygiene, and basic machine handling.

Knowledge Requirements (K1) (40% – MCQ)

Candidate shall understand:

- **Basic Anatomy & Physiology**
 - Scalp structure (epidermis, dermis)
 - Hair follicle basics
- **Hygiene & Infection Control**
 - Cross-contamination prevention
 - PPE usage
 - Sterilisation vs disinfection
- **SMP Fundamentals**
 - Definition and purpose of SMP
 - Indications (hair thinning, cosmetic enhancement)
- **Pigment Basics**
 - Types of pigments
 - Basic color selection awareness
- **Health & Safety**
 - Contraindications (open wounds, infections)
 - Basic client screening

Skill Requirements (S1) (60% – Practical)

Candidate shall demonstrate:

- **Workstation Setup**
 - Hygiene-compliant setup
- **Machine Handling**
 - Basic grip, control, and angle
- **Dot Simulation**
 - Practice on latex / artificial skin
 - Consistency in dot size and spacing
- **Basic Procedure Flow**
 - Preparation → execution → cleanup

Competency Outcome

Candidate can:

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- Perform **basic SMP simulation safely**
- Maintain hygiene and proper handling techniques

LEVEL 2 – INTERMEDIATE (JUNIOR PRACTITIONER)

Objective: Perform supervised SMP with basic design and density control.

Knowledge Requirements (K2) (40% – Short Answer)

- **Hairline Design Principles**
 - Natural vs artificial hairline
 - Age-appropriate design
- **Density & Pattern**
 - Dot layering concepts
 - Density gradients
- **Pigment Theory (Basic)**
 - Matching pigment to skin tone
 - Oxidation basics
- **Client Consultation**
 - Basic assessment & expectations
- **Contraindications**
 - Expanded medical awareness

Skill Requirements (S2) (60% – Practical)

- **Hairline Mapping**
 - Basic front hairline design
- **Controlled Dot Placement**
 - Even spacing
 - Density control
- **Live Model / Supervised Work**
 - Basic SMP under supervision
- **Procedure Hygiene**
 - Full compliance during treatment

Competency Outcome

Candidate can:

- Perform **basic SMP procedures under supervision**
- Apply simple hairline designs with controlled density

LEVEL 3 – ADVANCED (INDEPENDENT PRACTITIONER)

Objective: Deliver full SMP procedures independently with blending techniques.

Knowledge Requirements (K3) (Embedded in Portfolio)

- **Advanced Hairline Design**
 - Ethnic and facial structure adaptation
- **Blending Techniques**
 - Transition zones (hairline to crown)

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- **Pigment Depth Control**
 - Avoiding blowouts
 - Skin depth understanding
- **Client Case Planning**
 - Multi-session planning

Skill Requirements (S3) (60% – Practical)

- **Full SMP Procedure**
 - Hairline + density + blending
- **Advanced Machine Control**
 - Speed, depth, consistency
- **Aesthetic Judgment**
 - Natural finish

Portfolio Requirements (A3) (40%)

Submit:

- **3 case studies**
 - Before & after photos
 - Treatment plan
 - Outcome evaluation

Competency Outcome

Candidate can:

- Perform **complete SMP independently**
- Deliver **natural blending results**

LEVEL 4 – EXPERT (SPECIALIST PRACTITIONER)

Objective: Handle complex cases, corrections, and advanced clinical decision-making.

Knowledge Requirements (K4) (Viva Voce)

- **Risk Management**
 - Adverse reactions
 - Complication handling
- **Advanced Pigment Theory**
 - Color correction
 - Long-term fading behavior
- **Medical Considerations**
 - Alopecia types
 - Scar tissue behavior
- **Ethics & Professional Judgment**
 - Client suitability decisions

Skill Requirements (S4) (50% – Practical)

- **Advanced Design**
 - Customised hairline

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- **Correction Work**
 - Previous SMP correction
 - Color neutralisation
- **Complex Cases**
 - Alopecia
 - Scar camouflage

Portfolio Requirements (A4) (30%)

Submit:

- Complex cases:
 - Alopecia / scars
 - Correction work

Interview (A4) (20%)

- Oral defense of:
 - Case decisions
 - Risk handling
 - Technical reasoning

Competency Outcome

Candidate can:

- Perform **high-risk & complex SMP treatments**
- Demonstrate **expert-level decision making**

SYLLABUS–ASSESSMENT TRACEABILITY

Level	Knowledge	Practical	Portfolio	Interview
L1	Anatomy, hygiene	Machine basics	—	—
L2	Hairline, density	Basic SMP	—	—
L3	Blending, planning	Full SMP	Case studies	—
L4	Risk, pigment theory	Advanced work	Complex cases	Viva voce

2.1.2 Aesthetic Professionals – Paramedical Micropigmentation (Skin Camouflage & Restoration)

LEVEL 1 – BASIC

Objective: Understand fundamental principles of skin camouflage and perform simulation safely.

Knowledge (K1) – 40% (MCQ)

- **Skin Anatomy & Tone**
 - Skin layers
 - Fitzpatrick skin types
 - Undertones
- **Hygiene & Safety**
 - Cross-contamination
 - PPE
 - Infection control

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- **Camouflage Fundamentals**
 - Purpose of skin camouflage
 - Indications (scars, stretch marks)
- **Colour Basics**
 - Basic colour theory
 - Pigment selection principles
- **Contraindications**
 - Open wounds
 - Active infections

Skills (S1) – 60% (Practical)

- Workstation setup
- Basic pigment blending (simulation)
- Machine handling (control, depth)
- Even application on practice surface

Outcome:

- Perform **basic pigment blending simulation safely**

LEVEL 2 – INTERMEDIATE

Objective: Perform supervised camouflage with basic colour correction.

Knowledge (K2) – 40% (Short Answer)

- **Scar Types**
 - Atrophic, hypertrophic, keloid
- **Colour Correction**
 - Neutralisation principles
 - Undertone balancing
- **Client Consultation**
 - Skin assessment
 - Expectation management
- **Pigment Behaviour**
 - Healing process
 - Retention factors

Skills (S2) – 60% (Practical)

- Skin tone matching
- Basic camouflage technique
- Colour blending on model
- Supervised treatment execution

Outcome:

- Perform **basic camouflage under supervision**

LEVEL 3 – ADVANCED

Objective: Deliver full camouflage procedures independently.

Knowledge (K3 – Embedded)

- Advanced colour layering

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- Multi-session planning
- Skin regeneration considerations
- Texture vs colour camouflage

Skills (S3) – 60%

- Full camouflage procedure
- Blending with surrounding skin
- Natural finish achievement

Application (A3) – 40% (Portfolio)

Submit:

- 3 cases:
 - Scar camouflage
 - Stretch mark camouflage

Each must include:

- Before/after photos
- Treatment plan
- Outcome evaluation

Outcome:

- Perform **complete camouflage independently**

LEVEL 4 – EXPERT

Objective: Handle complex pigmentation and medical-related cases.

Knowledge (K4 – Viva)

- Complex pigmentation disorders
- Medical considerations (non-invasive scope)
- Risk & complication management
- Ethics & client suitability

Skills (S4) – 50%

- Advanced correction techniques
- Multi-tone blending
- Complex case execution

Application (A4)

Portfolio (30%)

- Complex cases (scar / pigmentation)

Interview (20%)

- Risk management
- Decision-making

Outcome:

- Perform **complex camouflage & correction work**

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TRACEABILITY (MANDATORY)

Competency	Assessment
Colour Theory	Theory + Practical
Skin Assessment	Theory + Practical
Camouflage Technique	Practical
Complex Case Handling	Portfolio + Viva

2.1.3 Aesthetic Professionals – Stretch Mark Reduction & Skin Regeneration

2.1.3.1 SCOPE DEFINITION

Professionals performing non-invasive skin regeneration treatments to improve the appearance of stretch marks using advanced aesthetic techniques, including microneedling and regeneration protocols.

2.1.3.2 ENTRY REQUIREMENTS

Candidates shall possess prior competency in basic skin therapy or aesthetic treatments (minimum Level 2 or equivalent) before undertaking this certification.

2.1.3.3 LEVEL STRUCTURE

Level	Description
Level 3 – Advanced	Perform stretch mark reduction independently using microneedling and regeneration protocols
Level 4 – Expert	Design advanced treatment plans and manage complex cases

2.1.3.4 LEVEL 3 – ADVANCED

Competency Objective

To perform stretch mark reduction procedures independently using appropriate regeneration techniques safely and effectively.

2.1.3.4.1 KNOWLEDGE REQUIREMENTS (K3)

Skin & Stretch Mark Science

- Skin anatomy and healing
- Stretch mark formation
- Scar tissue behaviour

Microneedling Principles

- Controlled skin injury
- Collagen induction
- Needle depth selection

Regeneration Protocols

- Serum selection
- Treatment intervals
- Contraindications

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Risk & Safety

- Infection prevention
- Skin reactions
- Post-treatment care

2.1.3.4.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate:

- Skin assessment
- Stretch mark analysis
- Safe microneedling technique
- Regeneration serum application
- Treatment parameter selection
- Post-care instruction

2.1.3.4.3 APPLICATION REQUIREMENTS (A3)

Portfolio Submission

Submit 3 documented cases including:

- Before & after photos
- Treatment protocol
- Progress evaluation
- Client consent

Cases must include:

- Stretch mark regeneration
- Texture improvement

LEVEL 3 OUTCOME

Candidate can:

- Independently perform stretch mark reduction treatments safely and effectively

2.1.3.5 LEVEL 4 – EXPERT

Competency Objective

To manage complex skin regeneration cases and integrate multiple treatment modalities.

2.1.3.5.1 KNOWLEDGE REQUIREMENTS (K4)

Advanced Skin Regeneration

- Tissue response
- Advanced collagen stimulation

Complex Cases

- Deep scars
- Post-liposuction cases
- Resistant stretch marks

Treatment Planning

- Multi-session planning

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- Combination protocols

Professional Judgement

- Contraindications
- Ethical decisions
- Referral criteria

2.1.3.5.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate:

- Advanced microneedling protocols
- Multi-modality treatment planning
- Precision depth control
- Combination regeneration techniques
- Advanced skin evaluation

2.1.3.5.3 APPLICATION REQUIREMENTS (A4)

Portfolio (30%)

Complex cases including:

- Deep scars
- Post-liposuction regeneration
- Resistant stretch marks

Viva Voce (20%)

Candidate shall explain:

- Treatment planning
- Risk management
- Outcome evaluation
- Combination modalities

LEVEL 4 OUTCOME

Candidate can:

- Design and manage advanced regeneration treatment plans independently

2.1.3.6 TRACEABILITY MATRIX

Competency	Assessment Method
Skin Assessment	Practical
Microneedling Technique	Practical
Regeneration Planning	Portfolio
Complex Case Handling	Portfolio + Viva
Risk Management	Viva

All syllabus requirements are directly aligned with competency requirements defined in Annex A and assessment methods defined in Annex B in accordance with ISO/IEC 17024.

2.1.4 Aesthetic Professionals – Microneedling (Skin Needling) Therapy

2.1.4.1 PURPOSE

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This Annex defines the competency requirements, syllabus structure, and learning outcomes for Microneedling (Skin Needling) Therapy certification, aligned with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.1.4.2 SCOPE DEFINITION

Professionals performing controlled microneedling procedures to stimulate collagen production and improve skin conditions such as acne scars, pigmentation, skin texture, and overall skin rejuvenation using non-medical aesthetic techniques.

2.1.4.3 ENTRY REQUIREMENTS

Candidates shall possess prior competency in basic skin therapy or aesthetic treatments (minimum Level 2 or equivalent) before undertaking this certification.

2.1.4.4 LEVEL STRUCTURE

Level	Description
Level 3 – Advanced	Perform microneedling independently using appropriate techniques and parameters
Level 4 – Expert	Design and manage advanced microneedling treatment plans for complex cases

2.1.4.5 LEVEL 3 – ADVANCED

Competency Objective

To independently perform safe and effective microneedling procedures for skin rejuvenation and correction.

2.1.4.5.1 KNOWLEDGE REQUIREMENTS (K3)

Skin Anatomy & Physiology

- Epidermis and dermis structure
- Skin healing response
- Collagen induction mechanism

Microneedling Principles

- Controlled skin injury
- Needle depth selection
- Treatment intervals

Skin Conditions

- Acne scars
- Pigmentation
- Enlarged pores
- Texture irregularities

Safety & Contraindications

- Infection control
- Contraindications

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- Adverse reactions
- Post-care management

2.1.4.5.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate:

- Client consultation
- Skin analysis
- Needle depth selection
- Safe microneedling execution
- Device parameter adjustment
- Serum application
- Post-treatment care instruction

2.1.4.5.3 APPLICATION REQUIREMENTS (A3)

Portfolio Submission

Submit 3 documented case studies including:

- Acne scars
- Pigmentation
- Skin texture improvement

Each case shall include:

- Skin assessment
- Needle depth rationale
- Treatment protocol
- Before & after photos
- Outcome evaluation

LEVEL 3 OUTCOME

Candidate can:

- Independently perform microneedling treatments safely using appropriate techniques and parameters.

2.1.4.6 LEVEL 4 – EXPERT

Competency Objective

To manage advanced microneedling treatment plans and complex rejuvenation cases using integrated therapies.

2.1.4.6.1 KNOWLEDGE REQUIREMENTS (K4)

Advanced Skin Needling Science

- Advanced collagen stimulation
- Tissue regeneration
- Healing optimisation

Complex Conditions

- Deep acne scars
- Resistant pigmentation
- Stretch marks

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Combination Therapies

- Multi-modality treatment planning
- Regeneration integration
- Advanced protocols

Risk & Ethics

- Contraindications
- Complication management
- Ethical treatment decisions

2.1.4.6.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate:

- Advanced needle depth control
- Complex skin evaluation
- Advanced protocol execution
- Combination therapy integration
- Multi-session treatment planning

2.1.4.6.3 APPLICATION REQUIREMENTS (A4)

Portfolio (30%)

Complex cases including:

- Deep acne scars
- Stretch marks
- Combination therapy cases

Viva Voce (20%)

Candidate shall explain:

- Risk management
- Contraindications
- Treatment planning
- Outcome evaluation

LEVEL 4 OUTCOME

Candidate can:

- Design and manage advanced microneedling treatment plans independently and supervise other practitioners.

2.1.4.7 TRACEABILITY MATRIX

Competency	Assessment Method
Skin Assessment	Practical
Needle Depth Selection	Practical
Treatment Planning	Portfolio
Complex Case Management	Portfolio + Viva
Risk Management	Viva

All syllabus requirements are directly aligned with competency requirements defined in Annex A and assessment methods defined in Annex B in accordance with ISO/IEC 17024.

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2.1.5 Aesthetic Professionals – Permanent Makeup (PMU)

2.1.5.1 PURPOSE

This Annex defines the syllabus structure, competency requirements, and learning outcomes for the Permanent Makeup (PMU) certification scheme aligned with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.1.5.2 SCOPE DEFINITION

Professionals performing cosmetic micropigmentation procedures involving implantation of pigment into the upper dermis to enhance facial features including eyebrows, eyeliner, and lips using non-medical aesthetic techniques.

2.1.5.3 ENTRY REQUIREMENTS

Level	Requirement
Level 1	No prior certification required
Level 2–4	Prior competency in basic skin therapy or aesthetic treatments (minimum Level 2 or equivalent)

2.1.5.4 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Theory & supervised eyebrow micropigmentation
Level 2 – Intermediate	Basic eyebrow micropigmentation under supervision
Level 3 – Advanced	Independent eyebrow & eyeliner micropigmentation
Level 4 – Expert	Full PMU including lip blush and correction work

2.1.5.5 LEVEL 1 – BASIC

Competency Objective

To understand the fundamental principles of PMU and perform supervised introductory eyebrow micropigmentation skills safely.

2.1.5.5.1 KNOWLEDGE REQUIREMENTS (K1)

PMU Fundamentals

- Introduction to permanent makeup
- PMU terminology
- Treatment workflow

Skin Anatomy & Healing

- Skin structure
- Healing phases
- Pigment retention basics

Hygiene & Safety

- Infection control

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- Sterilisation
- PPE usage
- Cross-contamination prevention

Pigments & Equipment

- PMU machines
- Needle configurations
- Pigment basics

Brow Mapping Principles

- Basic symmetry
- Facial proportions
- Shape fundamentals

Contraindications

- Skin conditions
- Medical considerations
- Client safety

2.1.5.5.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate:

- Workstation setup
- Hygiene preparation
- Machine handling (basic)
- Basic brow mapping
- Hand positioning and control
- Latex/model practice under supervision

LEVEL 1 OUTCOME

Candidate can:

- Demonstrate supervised introductory PMU skills without independent treatment.

2.1.5.6 LEVEL 2 – INTERMEDIATE

Competency Objective

To perform supervised eyebrow micropigmentation procedures safely and accurately.

2.1.5.6.1 KNOWLEDGE REQUIREMENTS (K2)

Brow Design

- Brow symmetry
- Face shape suitability

Pigment Selection

- Skin undertones
- Colour matching
- Pigment behaviour

Technical Principles

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- Needle depth
- Pressure control
- Machine movement

Safety & Client Care

- Contraindications
- Consultation
- Aftercare

2.1.5.6.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate:

- Brow mapping and symmetry
- Pigment selection
- Machine handling and depth control
- Safe eyebrow micropigmentation under supervision
- Client communication

LEVEL 2 OUTCOME

Candidate can:

- Perform basic eyebrow micropigmentation procedures under supervision.

2.1.5.7 LEVEL 3 – ADVANCED

Competency Objective

To independently perform eyebrow and eyeliner micropigmentation procedures safely and professionally.

2.1.5.7.1 KNOWLEDGE REQUIREMENTS (K3)

Advanced Brow Techniques

- Ombre brows
- Combination brows
- Pigment layering

Eyeliner Procedures

- Lash line enhancement
- Eyeliner symmetry

Pigment Retention & Correction

- Healing variations
- Colour correction basics

Client Consultation

- Treatment planning
- Expectation management

2.1.5.7.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate:

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- Ombre brow procedures
- Combination brow procedures
- Eyeliner micropigmentation
- Pigment implantation consistency
- Client consultation and planning

2.1.5.7.3 APPLICATION REQUIREMENTS (A3)

Portfolio Submission

Submit 3 documented cases including:

- Ombre brow
- Combination brow
- Eyeliner

Each case shall include:

- Consultation records
- Procedure details
- Healing results
- Correction notes
- Before & after photos

LEVEL 3 OUTCOME

Candidate can:

- Independently perform eyebrow and eyeliner micropigmentation procedures.

2.1.5.8 LEVEL 4 – EXPERT

Competency Objective

To independently perform full PMU procedures including lip blush and advanced correction work.

2.1.5.8.1 KNOWLEDGE REQUIREMENTS (K4)

Lip Blush Procedures

- Lip anatomy
- Colour layering
- Lip neutralisation

Advanced Facial Design

- Symmetry refinement
- Multi-area harmony

Correction Work

- Colour correction
- Shape correction
- Complex PMU cases

Professional Practice

- Risk management
- Training capability
- Advanced consultation

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2.1.5.8.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate:

- Lip blush procedures
- Advanced colour correction
- Complex design & symmetry
- Multi-area PMU integration
- Advanced consultation and planning

2.1.5.8.3 APPLICATION REQUIREMENTS (A4)

Portfolio (30%)

Complex cases including:

- Lip blush
- Colour correction
- Multi-area PMU
- Correction work

Viva Voce (20%)

Candidate shall explain:

- Risk management
- Complication handling
- Training capability
- Advanced planning

LEVEL 4 OUTCOME

Candidate can:

- Independently perform full PMU procedures including lips and complex corrections.

2.1.5.9 TRACEABILITY MATRIX

Competency	Assessment Method
Brow Mapping	Theory + Practical
Pigment Selection	Theory + Practical
Eyeliner Procedure	Practical
Lip Blush	Practical
Colour Correction	Portfolio + Practical
Risk Management	Viva

All syllabus requirements are aligned with competency requirements defined in Annex A and assessment methods defined in Annex B in accordance with ISO/IEC 17024.

2.1.6 Aesthetic Professionals – Pinky & Skin Brightening Treatment

2.1.6.1 PURPOSE

This Annex defines the competency requirements, syllabus structure, and learning outcomes for Pinky & Skin Brightening Treatment certification aligned with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

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2.1.6.2 SCOPE DEFINITION

Professionals performing non-invasive aesthetic treatments to improve skin tone, brightness, and pigmentation using topical, chemical, and device-assisted techniques. This includes treatments for body, lip, areola, and intimate areas within non-medical practice limits.

2.1.6.3 ENTRY REQUIREMENTS

Level	Requirement
Level 1	Limited to non-sensitive treatment areas only
Level 2–4	Progressive competency based on treatment sensitivity and complexity

2.1.6.4 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Simple peel-based brightening under supervision
Level 2 – Intermediate	Whitening and basic pinky treatments
Level 3 – Advanced	Advanced pinky treatments including lips
Level 4 – Expert	Full-scope treatments including areola and intimate areas

2.1.6.5 LEVEL 1 – BASIC

Competency Objective

To safely perform basic peel-based skin brightening procedures on non-sensitive areas under supervision.

2.1.6.5.1 KNOWLEDGE REQUIREMENTS (K1)

Skin Basics

- Skin structure
- Pigmentation fundamentals
- Skin sensitivity

Hygiene & Safety

- Infection prevention
- PPE usage
- Product safety

Product Knowledge

- Brightening products
- Basic peel types
- Ingredient awareness

Contraindications

- Allergies
- Irritated skin
- Sensitive conditions

2.1.6.5.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate:

- Consultation basics
- Product preparation

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- Simple peel application
 - Safe handling procedures
 - Post-care advice
- No intimate or specialised areas permitted.

LEVEL 1 OUTCOME

Candidate can:

- Perform supervised basic brightening treatments on non-sensitive areas only.

2.1.6.6 LEVEL 2 – INTERMEDIATE

Competency Objective

To perform whitening and basic pinky treatments with controlled technique and client monitoring.

2.1.6.6.1 KNOWLEDGE REQUIREMENTS (K2)

Whitening Mechanism

- Skin response
- Pigmentation reduction principles

Product Selection

- Active ingredients
- Treatment suitability

Contraindications

- Skin reactions
- Irritation risks

Client Monitoring

- Treatment observation
- Aftercare management

2.1.6.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate:

- Whitening treatment execution
- Basic pinky procedures
- Technique control
- Product selection
- Client communication and monitoring

LEVEL 2 OUTCOME

Candidate can:

- Perform whitening and basic pinky treatments safely.

2.1.6.7 LEVEL 3 – ADVANCED

Competency Objective

To independently perform advanced pinky treatments including lips with controlled technique and strong understanding of skin response.

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2.1.6.7.1 KNOWLEDGE REQUIREMENTS (K3)

Advanced Brightening Science

- Pigmentation management
- Skin regeneration response

Lip Brightening

- Lip anatomy
- Sensitivity management

Advanced Product Use

- Combination protocols
- Treatment planning

Risk Management

- Irritation control
- Healing monitoring

2.1.6.7.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate:

- Advanced pinky treatment execution
- Lip brightening procedures
- Technique precision
- Skin response monitoring
- Independent treatment planning

2.1.6.7.3 APPLICATION REQUIREMENTS (A3)

Portfolio Submission: Submit 3 documented cases including:

- Pinky treatment
- Lip treatment

Each case shall include:

- Consultation
- Before & after photos
- Treatment protocol
- Healing evaluation

LEVEL 3 OUTCOME

Candidate can:

- Independently perform advanced pinky treatments including lips.

2.1.6.8 LEVEL 4 – EXPERT

Competency Objective

To perform full-scope brightening treatments including intimate and specialised areas while managing complex cases and supervising practitioners.

2.1.6.8.1 KNOWLEDGE REQUIREMENTS (K4)

Complex Case Management

- Complication handling
- Skin recovery evaluation

Intimate Area Protocols

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- Safety considerations
- Sensitivity management
- Professional boundaries

Ethical & Professional Practice

- Consent
- Privacy
- Client suitability

Training & Supervision

- Practitioner guidance
- Quality control

2.1.6.8.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate:

- Full-scope treatment execution
- Intimate area protocols
- Advanced technique control
- Complication management
- Practitioner supervision capability

2.1.6.8.3 APPLICATION REQUIREMENTS (A4)

Portfolio (30%)

Complex cases including:

- Complication handling
- Outcome evaluation
- Sensitive area protocols

Viva Voce (20%)

Candidate shall explain:

- Risk management
- Ethical judgement
- Training capability
- Advanced planning

LEVEL 4 OUTCOME

Candidate can:

- Perform full-scope pinky and brightening treatments including intimate areas within non-medical practice scope.

2.1.6.9 TREATMENT AREA PROGRESSION

Treatment areas shall be progressively introduced based on:

- Sensitivity level
- Risk level
- Technical complexity

Intimate and specialised areas are restricted to higher certification levels only.

2.1.6.10 TRACEABILITY MATRIX

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Competency	Assessment Method
Product Knowledge	Theory
Whitening Technique	Practical
Lip Brightening	Practical + Portfolio
Intimate Area Protocol	Practical + Viva
Risk Management	Viva

All syllabus requirements are aligned with competency requirements defined in Annex A and assessment methods defined in Annex B in accordance with ISO/IEC 17024.

2.1.7 Aesthetic Professionals – Facial Contouring & Lifting Treatment (Non-Surgical)

2.1.7.1 PURPOSE

This Annex defines the competency requirements, syllabus structure, and learning outcomes for Facial Contouring & Lifting Treatment certification aligned with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.1.7.2 SCOPE DEFINITION

Professionals performing non-surgical aesthetic treatments to improve facial contour, skin tightening, and lifting effects using non-invasive or device-assisted technologies such as:

- Radio Frequency (RF)
- High Intensity Focused Ultrasound (HIFU)
- Manual lifting techniques

within non-medical practice limits.

2.1.7.3 ENTRY REQUIREMENTS

Candidates must possess prior competency in basic skin therapy or aesthetic treatments (minimum Level 2 or equivalent).

2.1.7.4 LEVEL STRUCTURE

Level	Description
Level 2 – Intermediate	Basic lifting treatments under supervision
Level 3 – Advanced	Independent facial contouring treatments
Level 4 – Expert	Full treatment planning and multi-modality contouring

2.1.7.5 LEVEL 2 – INTERMEDIATE

Competency Objective

To perform basic facial lifting treatments safely under supervision using low-risk settings and basic device handling.

2.1.7.5.1 KNOWLEDGE REQUIREMENTS (K2)

Facial Anatomy

- Skin layers

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- Facial structure
- Ageing and skin laxity basics

Safety & Contraindications

- Contraindications for RF/HIFU
- Skin sensitivity
- Client suitability

Device Fundamentals

- Basic RF/HIFU principles
- Device settings
- Safety precautions

Treatment Principles

- Lifting mechanisms
- Skin tightening concepts
- Energy delivery basics

2.1.7.5.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate:

- Client consultation
- Basic skin assessment
- Device setup and preparation
- Safe treatment execution
- Client safety monitoring

LEVEL 2 OUTCOME

Candidate can:

- Perform supervised lifting treatments using low-risk device settings.

2.1.7.6 LEVEL 3 – ADVANCED

Competency Objective

To independently perform facial contouring procedures with proper parameter adjustment and treatment suitability assessment.

2.1.7.6.1 KNOWLEDGE REQUIREMENTS (K3)

Advanced Facial Assessment

- Skin laxity grading
- Facial contour analysis
- Treatment suitability

RF & HIFU Parameters

- Energy adjustment
- Depth selection
- Treatment mapping

Treatment Planning

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- Protocol selection
- Treatment sequencing
- Outcome evaluation

Risk Management

- Burns prevention
- Skin reaction management
- Contraindication monitoring

2.1.7.6.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate:

- Facial contouring treatment execution
- RF/HIFU parameter adjustment
- Skin laxity assessment
- Treatment suitability decision-making
- Safe and independent operation

2.1.7.6.3 APPLICATION REQUIREMENTS (A3)

Portfolio Submission

Submit 3 documented lifting treatment cases including:

- Skin laxity assessment
- Treatment parameters used
- Outcome evaluation

Each case shall include:

- Consultation
- Treatment plan
- Before & after photos
- Client response evaluation

LEVEL 3 OUTCOME

Candidate can:

- Independently perform facial contouring and lifting treatments safely and effectively.

2.1.7.7 LEVEL 4 – EXPERT

Competency Objective

To design and manage advanced facial contouring plans using multiple modalities while handling complex cases and supervising practitioners.

2.1.7.7.1 KNOWLEDGE REQUIREMENTS (K4)

Multi-Modality Treatment Planning

- RF + HIFU integration
- Manual lifting integration
- Combination sequencing

Complex Case Management

- Difficult skin conditions
- Treatment correction
- Outcome optimisation

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Advanced Risk Management

- Energy safety
- Complication prevention
- Treatment escalation

Professional Practice

- Ethical decision making
- Practitioner supervision
- Training capability

2.1.7.7.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate:

- Full contouring treatment plan design
- Combination modality execution
- Complex case handling
- Precision parameter adjustment
- Practitioner supervision and guidance

2.1.7.7.3 APPLICATION REQUIREMENTS (A4)

Portfolio (30%)

Complex cases including:

- Multi-modality treatments
- Treatment plan design
- Outcome correction
- Advanced skin assessment
-

Viva Voce (20%)

Candidate shall explain:

- Risk management
- Device selection
- Contraindications
- Training and supervision capability

LEVEL 4 OUTCOME

Candidate can:

- Independently design and perform advanced facial contouring treatments using multiple modalities within non-medical practice limits.

2.1.7.8 TREATMENT CLASSIFICATION

Treatments are classified based on:

- Device complexity
- Depth of energy delivery
- Risk level

Advanced modalities such as HIFU are restricted to higher certification levels.

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2.1.7.9 TRACEABILITY MATRIX

Competency	Assessment Method
Facial Anatomy	Theory
Device Handling	Practical
Skin Assessment	Practical + Portfolio
Treatment Planning	Portfolio + Viva
Risk Management	Viva

All syllabus requirements are aligned with competency requirements defined in Annex A and assessment methods defined in Annex B in accordance with ISO/IEC 17024.

2.1.8 Aesthetic Professionals – Benign Skin Lesion Removal (Non-Medical)

2.1.8.1 PURPOSE

This Annex defines the competency standards, syllabus structure, learning outcomes, and assessment requirements for certification of practitioners performing non-medical benign skin lesion removal procedures.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan
- Annex E – Standardised Assessment Rubrics

2.1.8.2 SCOPE DEFINITION

Professionals performing non-medical removal of benign skin lesions such as:

- Skin tags (Acrochordons)
- Milia
- Superficial cosmetic imperfections

using non-surgical and device-assisted techniques such as:

- Plasma
- Cautery
- Similar approved non-medical technologies

within defined safety and non-medical practice limits.

2.1.8.3 SCOPE LIMITATION

This certification:

- Does NOT permit medical diagnosis
- Does NOT permit treatment of suspicious lesions
- Does NOT permit invasive medical procedures

All suspicious, abnormal, or uncertain lesions must be referred to a qualified medical professional.

2.1.8.4 ENTRY REQUIREMENTS

Candidates must possess prior competency in:

- Basic skin therapy OR
 - Aesthetic treatments
- (minimum Level 2 or equivalent)

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2.1.8.5 LEVEL STRUCTURE

Level	Description
Level 3 – Advanced	Perform benign lesion removal independently
Level 4 – Expert	Handle complex lesion cases and supervise practitioners

2.1.8.6 LEVEL 3 – ADVANCED

Competency Objective

To safely perform non-medical benign lesion removal procedures using approved device techniques within non-medical practice limitations.

2.1.8.6.1 KNOWLEDGE REQUIREMENTS (K3)

Skin Lesion Fundamentals

- Benign lesion characteristics
- Skin tags
- Milia
- Superficial imperfections

Contraindications & Referral

- Suspicious lesion indicators
- Non-diagnostic screening
- Referral obligations

Infection Control

- Sterilisation
- Hygiene protocols
- Cross contamination prevention

Device Safety

- Plasma/cautery basics
- Device settings
- Energy safety

Aftercare Principles

- Healing process
- Client instructions
- Adverse reaction awareness

2.1.8.6.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate:

- Client consultation
- Non-diagnostic lesion screening
- Safe device handling
- Skin tag and milia removal techniques
- Hygiene and sterilisation compliance
- Post-treatment care instruction

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2.1.8.6.3 APPLICATION REQUIREMENTS (A3)

Portfolio Submission

Submit 3 documented cases involving:

- Skin tag removal OR
- Milia removal

Each portfolio shall include:

- Before & after photos
- Procedure details
- Healing outcomes
- Aftercare records

LEVEL 3 OUTCOME

Candidate can:

- Independently perform benign skin lesion removal procedures safely within non-medical practice limitations.

2.1.8.7 LEVEL 4 – EXPERT

Competency Objective

To manage complex lesion removal cases, apply advanced risk management, and supervise practitioners within approved non-medical scope.

2.1.8.7.1 KNOWLEDGE REQUIREMENTS (K4)

Complex Lesion Cases

- Multiple lesions
- Sensitive areas
- Healing complications

Risk Assessment

- Contraindication screening
- Referral judgement
- Adverse reaction prevention

Advanced Device Application

- Precision technique
- Energy adjustment
- Tissue protection

Professional Practice

- Ethical boundaries
- Protocol development
- Training and supervision

2.1.8.7.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate:

- Advanced lesion removal technique
- Multiple lesion management
- Sensitive area handling

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- Risk assessment and referral judgement
- Complication management approach
- Practitioner supervision capability

2.1.8.7.3 APPLICATION REQUIREMENTS (A4)

Portfolio (30%)

Complex documented cases involving:

- Multiple lesions
- Sensitive areas
- Complication management
- Referral decisions

Viva Voce (20%)

Candidate shall explain:

- Risk management
- Referral judgement
- Device selection
- Contraindications
- Training capability

LEVEL 4 OUTCOME

Candidate can:

- Safely perform advanced benign lesion removal procedures while recognising limitations requiring medical referral.

2.1.8.8 TREATMENT RESTRICTIONS

Treatment is restricted to:

- ✓ Benign lesions only
- ✓ Superficial non-medical procedures only

Mandatory referral required for:

- Abnormal lesions
- Bleeding abnormalities
- Pigmented suspicious lesions
- Uncertain diagnosis
- Medical complications

2.1.8.9 TRACEABILITY MATRIX

Competency	Assessment Method
Lesion Knowledge	Theory
Device Handling	Practical
Infection Control	Practical
Risk Assessment	Viva
Referral Judgement	Viva + Portfolio
Complication Management	Portfolio + Practical

All syllabus and competency requirements are aligned with Annex A and Annex B in accordance with ISO/IEC 17024 competency-based certification principles.

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2.1.9 Aesthetic Professionals – Plasma Fibroblast

C.1 PURPOSE

This Annex defines the competency standards, syllabus structure, learning outcomes, assessment criteria, and scope limitations for certification of practitioners performing non-medical Plasma Fibroblast treatments.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.1.9.2 SCOPE DEFINITION

Professionals performing non-medical plasma fibroblast treatments using controlled plasma energy to create superficial skin tightening and cosmetic improvement of:

- Skin laxity
- Fine lines
- Minor cosmetic imperfections

within defined non-medical practice limitations.

2.1.9.3 SCOPE LIMITATION

This certification:

- Does NOT permit medical diagnosis
- Does NOT permit deep dermal procedures
- Does NOT permit invasive medical treatment
- Does NOT permit treatment of suspicious lesions

Treatments are restricted to:

- ✓ Superficial epidermal effects only
- ✓ Cosmetic outcomes only

All suspicious or abnormal skin conditions must be referred to a qualified medical professional.

2.1.9.4 ENTRY REQUIREMENTS

Candidates must possess prior competency in:

- Basic skin therapy OR
- Aesthetic treatments

(minimum Level 2 or equivalent)

including understanding of:

- Skin anatomy
- Contraindications
- Infection control

2.1.9.5 LEVEL STRUCTURE

Level	Description
Level 3 – Advanced	Perform plasma fibroblast independently
Level 4 – Expert	Manage advanced cases and supervise practitioners

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2.1.9.6 LEVEL 3 – ADVANCED

Competency Objective

To safely perform plasma fibroblast procedures independently using approved cosmetic protocols and superficial epidermal techniques.

2.1.9.6.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate knowledge of:

Skin & Healing Science

- Epidermal structure
- Skin healing response
- Collagen stimulation basics

Plasma Device Safety

- Plasma principles
- Device operation
- Energy settings
- Dot spacing principles

Contraindications

- Skin conditions
- Infection risks
- Abnormal skin recognition
- Referral limitations

Treatment Planning

- Pattern design
- Treatment spacing
- Safety zones
- Sensitive areas

Post-Treatment Care

- Healing stages
- Infection prevention
- Client aftercare guidance

2.1.9.6.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Conduct consultation and screening
- Identify contraindications
- Perform device setup correctly
- Apply safe plasma treatment pattern
- Maintain proper spacing and precision
- Deliver safe post-treatment care instructions

2.1.9.6.3 APPLICATION REQUIREMENTS (A3)

Portfolio Submission

Submit 3 documented cases involving:

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- Skin tightening
- Minor cosmetic imperfections

Each case shall include:

- Before & after photos
- Treatment parameters
- Dot pattern documentation
- Healing outcomes
- Aftercare records

LEVEL 3 OUTCOME

Candidate can:

- Independently perform cosmetic plasma fibroblast treatments safely within superficial epidermal limits.

2.1.9.7 LEVEL 4 – EXPERT

Competency Objective

To perform advanced plasma fibroblast procedures involving sensitive areas, risk management, protocol adjustment, and practitioner supervision.

2.1.9.7.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate advanced knowledge of:

Advanced Treatment Planning

- Sensitive areas (e.g. eyelids)
- Pattern modification
- Protocol adjustment

Risk & Complication Management

- Adverse skin response
- Infection risks
- Hyperpigmentation risks
- Healing abnormalities

Contraindication & Referral Judgement

- Suspicious skin abnormalities
- Medical referral requirements
- Scope limitation compliance

Professional Practice

- Training capability
- Ethical representation
- Cosmetic-only practice boundaries

2.1.9.7.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Perform advanced plasma fibroblast procedures

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- Treat sensitive cosmetic areas safely
- Adjust treatment protocols appropriately
- Manage skin response and complications
- Apply advanced pattern precision
- Train and supervise practitioners

2.1.9.7.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission (30%)

Complex documented cases involving:

- Sensitive areas
- Complex skin conditions
- Protocol adjustment
- Outcome evaluation

Viva Voce / Professional Interview (20%)

Candidate shall explain:

- Risk management
- Referral judgement
- Contraindications
- Protocol development
- Training capability

LEVEL 4 OUTCOME

Candidate can:

- Perform advanced cosmetic plasma fibroblast procedures safely while managing risk and maintaining non-medical practice boundaries.

2.1.9.8 TREATMENT RESTRICTIONS

The following are strictly prohibited:

- Deep dermal treatment
- Medical claims
- Suspicious lesion treatment
- Clinical diagnosis
- Medical skin resurfacing

Mandatory medical referral required for:

- Abnormal lesions
- Suspicious pigmentation
- Uncertain skin conditions
- Severe complications
- Infection signs

2.1.9.9 TRACEABILITY MATRIX

Competency	Assessment Method
Skin Anatomy Knowledge	Theory

Plasma Device Safety	Theory + Practical
Pattern Technique	Practical
Consultation & Screening	Practical
Risk Management	Interview
Protocol Adjustment	Portfolio + Practical
Training Capability	Interview

All competency requirements are aligned with Annex A and Annex B and comply with ISO/IEC 17024 competency-based certification principles.

2.1.10 Aesthetic Professionals – Plasma Pen Serum Infusion Therapy

2.1.10.1 PURPOSE

This Annex defines the competency requirements, syllabus structure, and learning outcomes for Plasma Pen Serum Infusion Therapy certification, aligned with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.1.10.2 SCOPE DEFINITION

Professionals performing non-invasive plasma pen serum infusion procedures to improve skin rejuvenation, enhance serum absorption, improve skin texture, pigmentation, fine lines, acne scars, and overall skin appearance using controlled aesthetic techniques.

2.1.10.3 ENTRY REQUIREMENTS

Candidates shall possess prior competency in basic skin therapy or aesthetic treatments (minimum Level 2 or equivalent) before undertaking this certification.

2.1.10.4 LEVEL STRUCTURE

Level	Description
Level 3 – Advanced	Perform plasma pen serum infusion treatments independently using appropriate techniques and treatment parameters
Level 4 – Expert	Design and manage advanced plasma pen serum infusion treatment plans for complex cases

2.1.10.5 LEVEL 3 – ADVANCED

Competency Objective

To independently perform safe and effective plasma pen serum infusion procedures for skin rejuvenation and aesthetic skin improvement.

2.1.10.5.1 KNOWLEDGE REQUIREMENTS (K3)

Skin Anatomy & Physiology

- Epidermis and dermis structure
- Skin healing response
- Skin regeneration process
- Collagen stimulation mechanism

Plasma Pen Principles

- Plasma energy fundamentals
- Non-invasive skin rejuvenation principles

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- Treatment intensity selection
- Treatment intervals

Serum Infusion Principles

- Serum absorption mechanisms
- Active ingredient selection
- Hydration and rejuvenation support
- Serum compatibility

Skin Conditions

- Pigmentation
- Acne scars
- Enlarged pores
- Fine lines and wrinkles
- Texture irregularities

Safety & Contraindications

- Infection control
- Contraindications
- Adverse reactions
- Post-care management

2.1.10.5.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate:

- Client consultation
- Skin analysis
- Plasma pen parameter selection
- Safe plasma pen execution
- Device parameter adjustment
- Serum application
- Hygiene and sterilization
- Post-treatment care instruction

2.1.10.5.3 APPLICATION REQUIREMENTS (A3)

Portfolio Submission

Submit 3 documented case studies including:

- Pigmentation improvement
- Acne scar improvement
- Skin rejuvenation / texture improvement

Each case shall include:

- Skin assessment
- Treatment rationale
- Treatment protocol
- Before & after photos
- Outcome evaluation
- Aftercare recommendations

LEVEL 3 OUTCOME

Candidate can:

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- Independently perform plasma pen serum infusion treatments safely using appropriate techniques and treatment parameters.

2.1.10.6 LEVEL 4 – EXPERT

Competency Objective

To manage advanced plasma pen serum infusion treatment plans and complex rejuvenation cases using integrated aesthetic therapies.

2.1.10.6.1 KNOWLEDGE REQUIREMENTS (K4)

Advanced Plasma Pen Science

- Advanced skin regeneration
- Tissue healing optimization
- Advanced rejuvenation protocols
- Plasma energy optimization

Complex Conditions

- Resistant pigmentation
- Deep acne scars
- Sensitive skin management
- Aging skin rejuvenation

Combination Therapies

- Multi-modality treatment planning
- Serum infusion integration
- Advanced rejuvenation protocols
- Treatment progression planning

Risk & Ethics

- Contraindications
- Complication management
- Ethical treatment decisions
- Professional responsibilities

2.1.10.6.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate:

- Advanced plasma pen parameter control
- Complex skin evaluation
- Advanced protocol execution
- Combination therapy integration
- Multi-session treatment planning
- Complication prevention and management
- Professional treatment evaluation

2.1.10.6.3 APPLICATION REQUIREMENTS (A4)

Portfolio (30%)

Complex cases including:

- Resistant pigmentation
- Deep acne scars

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- Combination therapy cases

Viva Voce (20%)

Candidate shall explain:

- Risk management
- Contraindications
- Treatment planning
- Outcome evaluation
- Complication handling

LEVEL 4 OUTCOME

Candidate can:

- Design and manage advanced plasma pen serum infusion treatment plans independently and supervise other practitioners.

2.1.10.7 TRACEABILITY MATRIX

Competency	Assessment Method
Skin Assessment	Practical
Plasma Pen Parameter Selection	Practical
Treatment Planning	Portfolio
Complex Case Management	Portfolio + Viva
Risk Management	Viva
Serum Infusion Protocol	Practical + Portfolio
Combination Therapy Integration	Portfolio + Viva

All syllabus requirements are directly aligned with competency requirements defined in Annex A and assessment methods defined in Annex B in accordance with ISO/IEC 17024.

2.2.1 Aesthetic & Beauty Therapists – Beauty Therapy

C.1 PURPOSE

This Annex defines the competency standards, syllabus structure, learning outcomes, practical competency requirements, and assessment expectations for certification of Beauty Therapy practitioners under the ICM certification scheme.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.2.1.2 SCOPE DEFINITION

Professionals providing non-invasive beauty treatments including:

- Facial skincare
- Basic facial massage
- Skin analysis
- Electrotherapy-based facial treatments
- Makeup application
- Eyelash services
- Basic aesthetic treatments

within non-medical practice limits.

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2.2.1.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical diagnosis
- Injectable procedures
- Prescription-based treatments
- Invasive dermal procedures
- Treatment of severe medical skin disorders

Candidates must refer clients to qualified medical professionals where abnormalities or medical conditions are identified.

2.2.1.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior certification required
Level 2	Basic beauty therapy knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced beauty therapy competency

2.2.1.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Fundamental beauty therapy under supervision
Level 2 – Intermediate	Independent facial treatment practice
Level 3 – Advanced	Advanced skin treatment competency
Level 4 – Expert	Multi-modality program planning and supervision

2.2.1.6 LEVEL 1 – BASIC

Competency Objective

To perform basic facial treatments safely under supervision.

2.2.1.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate understanding of:

- Skin care basics
- Facial treatment steps
- Hygiene and sterilization
- Contraindications
- Client safety
- Product handling basics

2.2.1.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Prepare treatment area
- Conduct simple skin analysis
- Perform cleansing procedures
- Apply facial massage safely
- Apply masks correctly
- Maintain hygiene standards

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LEVEL 1 OUTCOME

Candidate can:

- Perform basic facial treatments under supervision safely and professionally.

2.2.1.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To independently perform facial treatments and basic electrotherapy-assisted procedures.

2.2.1.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Skin types and conditions
- Electrotherapy basics
- Facial anatomy
- Product selection
- Contraindications
- Treatment planning

2.2.1.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Conduct detailed skin analysis
- Develop treatment plans
- Perform facial independently
- Use electrotherapy equipment safely
- Monitor client skin response
- Adapt products appropriately

LEVEL 2 OUTCOME

Candidate can:

- Independently perform standard facial treatments and basic electrotherapy procedures.

2.2.1.8 LEVEL 3 – ADVANCED

Competency Objective

To perform advanced beauty therapy treatments and manage complex skin conditions safely.

2.2.1.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Advanced skin conditions
- Chemical peel fundamentals
- Advanced massage methods
- Skin response management
- Treatment modification
- Risk assessment

2.2.1.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform advanced facial treatments
- Adjust treatment dynamically

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- Manage different skin responses
- Conduct advanced treatment planning
- Evaluate treatment outcomes
- Maintain professional documentation

2.2.1.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 different skin condition cases
- Treatment plans
- Before & after records
- Outcome evaluation
- Homecare recommendations

LEVEL 3 OUTCOME

Candidate can:

- Perform advanced beauty therapy treatments independently and safely.

2.2.1.9 LEVEL 4 – EXPERT

Competency Objective

To design advanced treatment programs, combine multiple modalities, and supervise practitioners.

2.2.1.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Multi-modality treatments
- Risk assessment
- Severe skin condition handling
- Advanced consultation
- Training methodology
- Professional ethics

2.2.1.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Design advanced treatment programs
- Combine multiple modalities safely
- Adapt treatment dynamically
- Handle complex skin conditions
- Conduct advanced consultations
- Train and supervise practitioners

2.2.1.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Complex cases involving:

- Multi-modality programs
- Skin condition management
- Advanced treatment planning
- Outcome evaluation

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Interview / Viva Voce

Candidate shall demonstrate competency in:

- Risk assessment
- Treatment planning
- Training capability
- Professional judgement

LEVEL 4 OUTCOME

Candidate can:

- Independently manage advanced beauty therapy programs and supervise practitioners.

2.2.1.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain hygiene standards
- ✓ Follow infection control procedures
- ✓ Obtain informed consent
- ✓ Maintain client confidentiality
- ✓ Operate within non-medical practice scope

2.2.1.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

C2.2.1.12 TRACEABILITY MATRIX

Competency	Assessment Method
Skin Knowledge	Theory
Facial Technique	Practical
Electrotherapy	Practical
Treatment Planning	Practical + Interview
Advanced Adjustment	Portfolio + Practical
Training Capability	Interview

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.2.2 Aesthetic & Beauty Therapists – Keratin Lash Lift

2.2.2.1 PURPOSE

This Annex defines the competency standards, syllabus requirements, learning outcomes, practical competency expectations, and assessment requirements for certification in Keratin Lash Lift treatments under the ICM certification scheme.

This Annex shall be read together with:

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- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.2.2.2 SCOPE DEFINITION

Professionals performing eyelash enhancement treatments using keratin-based lifting techniques to:

- Curl lashes
- Strengthen lashes
- Enhance natural lashes

without the use of eyelash extensions, within non-medical aesthetic practice.

2.2.2.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical eye treatment
- Use of prescription substances
- Treatment of eye diseases
- Invasive ocular procedures

Candidates must refer clients to qualified medical professionals if abnormalities or eye conditions are identified.

2.2.2.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior certification required
Level 2	Basic lash lift knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced lash lift competency

2.2.2.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Theory and controlled practical
Level 2 – Intermediate	Lash lift under supervision
Level 3 – Advanced	Independent lash lift practice
Level 4 – Expert	Correction, advanced styling & supervision

2.2.2.6 LEVEL 1 – BASIC

Competency Objective

To understand lash anatomy, hygiene, contraindications, and controlled practical procedures.

2.2.2.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

- Lash anatomy
- Lash growth cycle
- Contraindications
- Product chemistry

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- Hygiene & sanitation
- Eye safety

2.2.2.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Prepare treatment area
- Handle tools safely
- Perform lash isolation
- Conduct rod placement basics
- Maintain hygiene standards
- Protect eye area safely

LEVEL 1 OUTCOME

Candidate can:

- Assist and perform controlled lash lift procedures safely under supervision.

2.2.2.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To perform lash lift procedures safely with supervision and controlled timing.

2.2.2.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate understanding of:

- Lash analysis
- Rod selection
- Contraindications
- Solution timing
- Product handling
- Client consultation basics

2.2.2.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Conduct lash analysis
- Select suitable rods
- Perform lash lift procedure
- Apply lifting products correctly
- Control processing timing
- Maintain eye safety throughout treatment

LEVEL 2 OUTCOME

Candidate can:

- Safely perform lash lift treatments under supervision with proper timing and hygiene.

2.2.2.8 LEVEL 3 – ADVANCED

Competency Objective

To independently perform lash lift treatments and adjust techniques according to eye shape and lash condition.

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2.2.2.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Eye shape adaptation
- Lash direction correction
- Product processing control
- Lash health management
- Styling modification
- Client suitability assessment

2.2.2.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform lash lift independently
- Modify technique for eye shapes
- Adjust lifting patterns
- Control processing precisely
- Manage tinting integration
- Evaluate lash lift outcomes

2.2.2.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 before & after cases
- Different lash types
- Treatment records
- Timing documentation
- Outcome evaluation

LEVEL 3 OUTCOME

Candidate can:

- Independently perform professional lash lift procedures with technique adjustment capability.

2.2.2.9 LEVEL 4 – EXPERT

Competency Objective

To manage correction cases, advanced styling, and supervise practitioners.

2.2.2.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Over-processed lash correction
- Advanced lash styling
- Risk management
- Chemical processing complications
- Professional supervision
- Training methodology

2.2.2.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Handle correction cases

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- Perform advanced lash styling
- Combine lifting and enhancement techniques
- Evaluate complex lash conditions
- Train practitioners
- Supervise treatment quality

2.2.2.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Complex cases including:

- Over-processed lash correction
- Styling enhancement
- Lash restructuring
- Advanced timing management

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Risk management
- Correction decisions
- Training capability
- Professional judgement

LEVEL 4 OUTCOME

Candidate can:

- Independently manage advanced lash lift correction and styling cases and supervise practitioners.

2.2.2.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain hygiene standards
- ✓ Follow eye safety procedures
- ✓ Use approved products only
- ✓ Maintain professional conduct
- ✓ Operate within non-medical scope

2.2.2.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.2.2.12 TRACEABILITY MATRIX

Competency	Assessment Method
Lash Anatomy	Theory
Rod Placement	Practical
Product Timing	Practical

Styling Adjustment	Practical + Portfolio
Correction Cases	Portfolio
Training Capability	Interview

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.2.3 Aesthetic & Beauty Therapists – Eyelash Extension

2.2.3.1 PURPOSE

This Annex defines the competency standards, syllabus structure, learning outcomes, practical competency requirements, and assessment expectations for the Eyelash Extension certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics
-

2.2.3.2 SCOPE DEFINITION

Professionals performing eyelash enhancement procedures by applying individual or volume lash extensions to natural lashes using adhesive techniques to enhance:

- Lash length
- Lash volume
- Lash styling
- Eye enhancement

within non-medical aesthetic practice.

2.2.3.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical eye procedures
- Treatment of eye diseases
- Use of prescription substances
- Invasive cosmetic procedures

Candidates must refer clients to qualified medical professionals where abnormalities or infections are identified.

2.2.3.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic lash extension competency preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced lash extension competency

2.2.3.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Theory and controlled practical
Level 2 – Intermediate	Classic lash extensions under supervision
Level 3 – Advanced	Independent classic and volume lash application
Level 4 – Expert	Mega volume, correction, removal & training

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2.2.3.6 LEVEL 1 – BASIC

Competency Objective

To understand lash anatomy, adhesives, hygiene, contraindications, and controlled lash application procedures.

2.2.3.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate understanding of:

- Lash anatomy
- Lash growth cycle
- Contraindications
- Adhesive basics
- Lash materials & tools
- Hygiene & eye safety

2.2.3.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Prepare workstation safely
- Handle lash tools correctly
- Perform basic lash isolation
- Control adhesive pick-up
- Apply controlled lash placement
- Maintain hygiene standards

LEVEL 1 OUTCOME

Candidate can:

- Perform controlled basic lash extension procedures safely under supervision.

2.2.3.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To perform basic classic lash extensions safely with correct isolation and placement.

2.2.3.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Lash mapping basics
- Isolation principles
- Contraindications
- Adhesive control
- Lash direction
- Client consultation basics

2.2.3.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Perform proper lash isolation
- Apply classic lash extensions
- Control adhesive quantity
- Maintain lash direction consistency
- Ensure client eye safety

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- Maintain hygiene throughout procedure

LEVEL 2 OUTCOME

Candidate can:

- Safely perform classic lash extension procedures under supervision.

2.2.3.8 LEVEL 3 – ADVANCED

Competency Objective

To independently perform classic and volume lash extensions with customised lash styling.

2.2.3.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Lash mapping
- Eye shape customisation
- Volume lash theory
- Styling techniques
- Retention factors
- Lash correction basics

2.2.3.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform classic lash sets independently
- Create volume lash fans
- Apply lash mapping designs
- Customise styling for eye shapes
- Control lash retention quality
- Correct minor styling inconsistencies

2.2.3.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 before & after cases
- Different lash types
- Lash mapping designs
- Styling documentation
- Retention evaluation

LEVEL 3 OUTCOME

Candidate can:

- Independently perform professional classic and volume lash extension procedures with customised styling.

2.2.3.9 LEVEL 4 – EXPERT

Competency Objective

To perform advanced lash extension techniques including mega volume, hybrid styling, correction, removal, and practitioner supervision.

2.2.3.9.1 KNOWLEDGE REQUIREMENTS (K4)

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Candidate shall demonstrate expert knowledge of:

- Mega volume techniques
- Hybrid styling
- Adhesive troubleshooting
- Lash correction procedures
- Safe removal procedures
- Risk management & supervision

2.2.3.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Perform mega volume lash sets
- Create advanced hybrid styling
- Handle correction cases
- Perform safe lash removal
- Evaluate complex lash conditions
- Train and supervise practitioners

2.2.3.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases including:

- Mega volume styling
- Correction procedures
- Removal procedures
- Advanced lash mapping

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Risk management
- Correction decisions
- Adhesive troubleshooting
- Training capability

LEVEL 4 OUTCOME

Candidate can:

- Independently perform advanced lash extension procedures and supervise practitioners professionally.

2.2.3.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain hygiene & sanitation
- ✓ Follow eye safety standards
- ✓ Use approved lash products only
- ✓ Operate within non-medical scope
- ✓ Maintain professional conduct

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2.2.3.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.2.3.12 TRACEABILITY MATRIX

Competency	Assessment Method
Lash Anatomy	Theory
Isolation Technique	Practical
Adhesive Control	Practical
Lash Mapping	Practical + Portfolio
Volume Styling	Practical
Correction Procedures	Portfolio + Interview

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.2.4 Aesthetic & Beauty Therapists – Makeup Artistry

2.2.4.1 PURPOSE

This Annex defines the competency standards, syllabus structure, learning outcomes, practical competency requirements, and assessment expectations for the Makeup Artistry certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.2.4.2 SCOPE DEFINITION

Professionals performing makeup application services to enhance facial appearance for various occasions including:

- Daily wear
- Bridal makeup
- Fashion makeup
- Editorial makeup
- Stage makeup
- Special event makeup

using cosmetic products and techniques within non-medical aesthetic practice.

2.2.4.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical cosmetic procedures
- Permanent makeup procedures
- Injectable cosmetic procedures

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- Medical skin diagnosis

Candidates shall refer clients to qualified medical professionals where skin abnormalities or infections are identified.

2.2.4.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic makeup knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced makeup artistry competency

2.2.4.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Theory and controlled makeup application
Level 2 – Intermediate	Basic day makeup and blending
Level 3 – Advanced	Bridal, event & advanced eye techniques
Level 4 – Expert	Editorial, stage & creative makeup artistry

2.2.4.6 LEVEL 1 – BASIC

Competency Objective

To understand skin types, makeup products, hygiene standards, and controlled makeup application procedures.

2.2.4.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate understanding of:

- Skin types
- Face shapes
- Makeup products & tools
- Basic colour theory
- Hygiene & sanitation
- Makeup preparation procedures

2.2.4.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Prepare workstation hygienically
- Perform basic cleansing & skin preparation
- Select basic makeup products
- Apply foundation evenly
- Perform basic blending techniques
- Maintain hygiene throughout procedure

LEVEL 1 OUTCOME

Candidate can:

- Perform controlled basic makeup application safely under supervision.

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2.2.4.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To perform balanced natural makeup with correct colour matching and client care.

2.2.4.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Skin analysis
- Colour matching
- Product selection
- Hygiene standards
- Client care
- Basic facial balancing

2.2.4.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Perform day makeup application
- Match foundation accurately
- Blend makeup naturally
- Apply basic eye makeup
- Apply lip makeup appropriately
- Maintain professional client care

LEVEL 2 OUTCOME

Candidate can:

- Independently perform balanced natural makeup applications.

2.2.4.8 LEVEL 3 – ADVANCED

Competency Objective

To perform bridal and event makeup using advanced eye techniques, contouring, and customised styling.

2.2.4.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Bridal makeup principles
- Event makeup styling
- Face contouring & highlighting
- Advanced eye makeup techniques
- Client feature adaptation
- Photography makeup considerations

2.2.4.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform bridal makeup professionally
- Perform event makeup applications
- Execute smoky eye and cut crease techniques
- Apply contouring & highlighting correctly
- Adapt styles to face shape & client features

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- Maintain long-wear makeup quality

2.2.4.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 different makeup styles
- Face shape adaptations
- Before & after documentation
- Product usage records
- Style rationale

LEVEL 3 OUTCOME

Candidate can:

- Independently perform professional bridal and advanced event makeup services.

2.2.4.9 LEVEL 4 – EXPERT

Competency Objective

To perform advanced creative, editorial, fashion, and stage makeup while demonstrating styling innovation and practitioner supervision.

2.2.4.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Editorial makeup styling
- Stage & lighting adaptation
- High-fashion makeup
- Creative styling concepts
- Trend interpretation
- Professional makeup supervision

2.2.4.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Perform editorial makeup looks
- Adapt makeup for lighting & photography
- Create signature makeup styles
- Execute advanced creative makeup
- Customise styling for environment & theme
- Train and supervise practitioners

2.2.4.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases including:

- High-fashion makeup
- Editorial styling
- Stage makeup
- Lighting adaptation
- Creative styling work

Interview / Viva Voce

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Candidate shall demonstrate competency in:

- Style decision-making
- Trend interpretation
- Client adaptation
- Training capability
- Professional consultation

LEVEL 4 OUTCOME

Candidate can:

- Independently perform advanced editorial and creative makeup artistry at professional industry level.

2.2.4.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain hygiene & sanitation
- ✓ Use cosmetic products safely
- ✓ Maintain professional conduct
- ✓ Operate within non-medical scope
- ✓ Follow client safety procedures

2.2.4.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.2.4.12 TRACEABILITY MATRIX

Competency	Assessment Method
Skin Analysis	Theory
Foundation Matching	Practical
Eye Techniques	Practical
Bridal Makeup	Practical + Portfolio
Editorial Styling	Portfolio
Trend Interpretation	Interview

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.3.1 Spa & Wellness Therapy Professionals – Massage Therapy

2.3.1.1 PURPOSE

This Annex defines the competency standards, syllabus structure, practical competency requirements, and assessment expectations for the Massage Therapy certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

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- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.3.1.2 SCOPE DEFINITION

Professionals performing structured manual massage techniques to:

- Promote relaxation
- Improve circulation
- Relieve muscle tension
- Support general wellness

within non-medical wellness practice.

Aromatherapy may be applied as a supporting wellness technique within massage treatments.

2.3.1.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical diagnosis
- Chiropractic manipulation
- Invasive therapy
- Medical rehabilitation treatment
- Prescription-based therapeutic procedures

Candidates shall refer clients to qualified healthcare professionals where abnormal conditions or medical concerns are identified.

2.3.1.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic massage knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced massage therapy competency

2.3.1.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Fundamental massage theory & supervised practice
Level 2 – Intermediate	Full-body massage competency
Level 3 – Advanced	Targeted therapeutic massage
Level 4 – Expert	Advanced programme integration & supervision

2.3.1.6 LEVEL 1 – BASIC

Competency Objective

To understand basic anatomy, massage principles, hygiene, client positioning, and supervised massage application.

2.3.1.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

- Basic anatomy

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- Muscle groups
- Massage principles
- Client positioning
- Hygiene standards
- Therapist posture

2.3.1.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Prepare massage workstation hygienically
- Position client safely
- Perform basic effleurage techniques
- Demonstrate correct hand positioning
- Maintain therapist posture
- Apply hygiene practices throughout treatment

LEVEL 1 OUTCOME

Candidate can:

- Perform basic massage techniques safely under supervision.

2.3.1.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To independently perform structured full-body massage using multiple massage techniques.

2.3.1.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Full-body massage theory
- Massage flow & sequencing
- Technique variation
- Client consultation
- Contraindications
- Client comfort principles

2.3.1.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Perform full-body massage independently
- Apply effleurage & petrissage correctly
- Maintain massage flow & rhythm
- Conduct basic client consultation
- Ensure client comfort & positioning
- Adapt pressure appropriately

LEVEL 2 OUTCOME

Candidate can:

- Independently perform structured full-body wellness massage.

2.3.1.8 LEVEL 3 – ADVANCED

Competency Objective

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To perform targeted therapeutic massage and develop client-specific treatment plans.

2.3.1.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Therapeutic massage principles
- Client condition adaptation
- Treatment planning
- Pressure management
- Wellness assessment
- Massage contraindications

2.3.1.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform targeted therapeutic massage
- Adapt techniques to client conditions
- Manage pressure and treatment depth
- Develop treatment plans
- Evaluate therapist effectiveness
- Modify massage sequence appropriately

2.3.1.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 different client cases
- Treatment plans
- Therapist evaluations
- Client progress documentation
- Technique justification

LEVEL 3 OUTCOME

Candidate can:

- Perform customised therapeutic massage treatments professionally and independently.

2.3.1.9 LEVEL 4 – EXPERT

Competency Objective

To design advanced therapy programmes integrating multiple massage techniques while demonstrating supervisory competency.

2.3.1.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Deep tissue techniques
- Lymphatic techniques
- Programme integration
- Risk management
- Technique justification
- Advanced treatment planning

2.3.1.9.2 SKILL REQUIREMENTS (S4)

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Candidate shall demonstrate ability to:

- Integrate multiple massage techniques
- Perform deep tissue massage safely
- Perform lymphatic massage techniques
- Customise advanced therapy programmes
- Manage client risk factors
- Train and supervise practitioners

2.3.1.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases involving:

- Multi-technique integration
- Customised programmes
- Therapeutic adaptation
- Client evaluation
- Programme effectiveness review

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Treatment planning
- Risk management
- Technique justification
- Professional ethics
- Training capability

LEVEL 4 OUTCOME

Candidate can:

- Independently perform advanced therapeutic massage programmes and supervise practitioners.

2.3.1.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain hygiene & sanitation
- ✓ Operate within non-medical wellness scope
- ✓ Maintain professional conduct
- ✓ Protect client comfort and dignity
- ✓ Apply safe therapist posture and ergonomics

2.3.1.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

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2.3.1.12 TRACEABILITY MATRIX

Competency	Assessment Method
Anatomy Knowledge	Theory
Massage Techniques	Practical
Client Consultation	Theory + Practical
Treatment Planning	Portfolio
Technique Integration	Practical
Risk Management	Interview

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.3.2 Spa & Wellness Therapy Professionals – Hydro Rehabilitation Tutor Certificate

2.3.2.1 PURPOSE

This Annex defines the competency standards, syllabus structure, practical competency requirements, and assessment expectations for the Hydrotherapy Treatment certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.3.2.2 SCOPE DEFINITION

Professionals performing structured water-based therapeutic treatments using hydro rehabilitation techniques to:

- Support rehabilitation
- Improve mobility
- Enhance circulation
- Promote overall wellness

within non-medical wellness practice.

This includes:

- Aquatic exercise
- Water support techniques
- Controlled water environments
- Movement rehabilitation activities

2.3.2.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical diagnosis
- Clinical physiotherapy practice
- Prescription rehabilitation
- Invasive treatment
- Medical hydrotherapy procedures requiring healthcare licensing

Candidates shall refer clients to qualified healthcare professionals where medical conditions exceed non-medical wellness scope.

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2.3.2.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic hydrotherapy understanding preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced hydrotherapy competency

2.3.2.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Fundamental hydrotherapy principles & supervised practice
Level 2 – Intermediate	Structured hydrotherapy session delivery
Level 3 – Advanced	Condition-based hydrotherapy programme application
Level 4 – Expert	Rehabilitation programme integration & supervision

2.3.2.6 LEVEL 1 – BASIC

Competency Objective

To understand basic hydro rehabilitation principles, water safety, hygiene, and supervised hydrotherapy exercises.

2.3.2.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

- Hydro Rehabilitation principles
- Water safety & risks
- Basic anatomy
- Hygiene procedures
- Environmental control
- Contraindications

2.3.2.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Perform simple hydro rehabilitation exercises under supervision
- Apply client positioning techniques in water
- Maintain safe water-entry procedures
- Demonstrate environmental safety control
- Apply hygiene standards
- Identify contraindications and risk factors

LEVEL 1 OUTCOME

Candidate can:

- Safely perform basic hydrotherapy exercises under supervision.

2.3.2.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To conduct structured hydrotherapy sessions with safe exercise sequencing and client assessment.

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2.3.2.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Session structure
- Client assessment
- Exercise modification
- Safety compliance
- Water support techniques
- Client response monitoring

2.3.2.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Conduct hydrotherapy client assessment
- Deliver structured hydrotherapy sessions
- Apply support holds safely
- Modify exercises based on client response
- Sequence exercises appropriately
- Maintain session safety compliance

LEVEL 2 OUTCOME

Candidate can:

- Independently conduct structured hydrotherapy sessions safely and professionally.

2.3.2.8 LEVEL 3 – ADVANCED

Competency Objective

To perform advanced hydrotherapy programmes for multiple client conditions using clinical reasoning and risk control.

2.3.2.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Condition-based hydrotherapy
- Program design
- Risk control
- Movement pattern analysis
- Therapeutic adaptation
- Multi-condition case handling

2.3.2.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform advanced hydrotherapy programmes
- Apply clinical reasoning
- Manage multi-condition client cases
- Deliver group & individual sessions
- Adapt movement patterns safely
- Implement risk-control measures

2.3.2.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

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- 3 different client conditions
- Hydrotherapy programme designs
- Treatment progression documentation
- Risk assessment records
- Outcome evaluations

LEVEL 3 OUTCOME

Candidate can:

- Professionally deliver advanced condition-based hydrotherapy programmes.

2.3.2.9 LEVEL 4 – EXPERT

Competency Objective

To design complex rehabilitation hydrotherapy programmes integrating evidence-based practice and supervisory leadership.

2.3.2.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Rehabilitation programme design
- Multi-condition case integration
- Clinical reasoning logic
- Leadership capability
- Risk & safety management
- Outcome optimisation

2.3.2.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Design complex rehabilitation programmes
- Integrate evidence-based hydrotherapy practice
- Lead and supervise practitioners
- Perform advanced integration techniques
- Execute precision movement rehabilitation
- Ensure quality assurance & outcome optimisation

2.3.2.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases involving:

- Rehabilitation programme design
- Multi-condition integration
- Clinical adaptation
- Risk management
- Outcome optimisation

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Clinical reasoning
- Programme design logic
- Leadership capability

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- Risk & safety management
- Professional ethics

LEVEL 4 OUTCOME

Candidate can:

- Independently manage advanced hydrotherapy rehabilitation programmes and supervise practitioners.

2.3.2.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain water safety standards
- ✓ Operate within non-medical wellness scope
- ✓ Ensure client dignity and comfort
- ✓ Apply hygiene and infection-control procedures
- ✓ Monitor environmental safety continuously

2.3.2.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.3.2.12 TRACEABILITY MATRIX

Competency	Assessment Method
Hydrotherapy Principles	Theory
Water Safety	Theory + Practical
Exercise Sequencing	Practical
Programme Design	Portfolio
Clinical Reasoning	Interview
Rehabilitation Integration	Practical

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.3.3 Spa & Wellness Therapy Professionals – Postnatal Care & Abdominal Binding

2.3.3.1 PURPOSE

This Annex defines the competency requirements, syllabus structure, professional scope, and assessment expectations for the Postnatal Care & Abdominal Binding certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

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2.3.3.2 SCOPE DEFINITION

Professionals providing non-medical postnatal care treatments including:

- Postnatal assessment
- Belly binding (Bengkung/traditional techniques)
- Postnatal massage
- Abdominal compression support
- Personalised postpartum care programmes

to support recovery, improve abdominal muscle condition, enhance circulation, and promote maternal wellbeing within non-medical wellness practice.

2.3.3.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical diagnosis
- Obstetric treatment
- Prescription-based rehabilitation
- Surgical wound treatment
- Management of medical emergencies
- Clinical physiotherapy practice

Candidates shall refer clients to licensed healthcare professionals where medical complications or high-risk postpartum conditions are identified.

2.3.3.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic postnatal care competency preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced postnatal care competency

2.3.3.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Basic postnatal assessment & supervised binding
Level 2 – Intermediate	Structured belly binding & massage integration
Level 3 – Advanced	Complex postnatal case handling
Level 4 – Expert	Evidence-based programme design & supervision

2.3.3.6 LEVEL 1 – BASIC

Competency Objective

To perform safe basic postnatal assessment and supervised abdominal binding procedures.

2.3.3.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

- Postnatal physiology
- Healing stages
- Basic abdominal anatomy
- Hygiene & infection control
- Compression principles
- Contraindications

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2.3.3.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Conduct client consultation and history review
- Perform basic postnatal assessment
- Conduct basic diastasis recti screening
- Prepare binding materials properly
- Perform basic belly binding safely
- Apply hygiene and infection-control procedures

LEVEL 1 OUTCOME

Candidate can:

- Safely perform supervised basic postnatal care and abdominal binding.

2.3.3.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To deliver structured postnatal care sessions integrating abdominal binding and massage techniques.

2.3.3.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Postnatal recovery stages
- Binding principles
- Safety procedures
- Contraindications
- Massage integration
- Client aftercare

2.3.3.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Perform advanced postnatal assessment
- Deliver structured belly binding sessions
- Integrate abdominal massage techniques
- Apply safe compression methods
- Provide aftercare advice
- Deliver lifestyle recommendations

LEVEL 2 OUTCOME

Candidate can:

- Independently conduct professional postnatal care and abdominal binding sessions.

2.3.3.8 LEVEL 3 – ADVANCED

Competency Objective

To manage complex postnatal conditions using customised treatment plans and integrated techniques.

2.3.3.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

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- Complex postpartum conditions
- Multi-session planning
- Binding customisation
- Recovery monitoring
- Psychological wellbeing support
- Referral procedures

2.3.3.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Handle complex postnatal cases
- Customise abdominal binding techniques
- Integrate multi-session treatment plans
- Adjust care based on recovery progression
- Provide psychological support guidance
- Make appropriate referrals where necessary

2.3.3.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 different postnatal cases
- Assessment findings
- Treatment plans
- Progress monitoring
- Outcome evaluations

LEVEL 3 OUTCOME

Candidate can:

- Professionally manage advanced postnatal care cases using integrated wellness approaches.

2.3.3.9 LEVEL 4 – EXPERT

Competency Objective

To design evidence-based postnatal programmes integrating massage, abdominal binding, and holistic care approaches.

2.3.3.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Evidence-based postnatal recovery
- Complex case management
- Holistic postpartum care
- Leadership capability
- Risk management
- Professional ethics

2.3.3.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Design evidence-based postnatal programmes
- Manage advanced postpartum complications

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- Integrate massage, binding, and holistic care
- Supervise and train practitioners
- Handle multi-session complex cases
- Ensure client safety and programme effectiveness

2.3.3.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases involving:

- Complex postpartum recovery
- Integrated therapy planning
- Multi-session case management
- Risk management
- Outcome optimisation

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Clinical reasoning
- Complex case judgement
- Leadership capability
- Risk & safety management
- Professional ethics

LEVEL 4 OUTCOME

Candidate can:

- Independently manage complex postnatal wellness programmes and supervise practitioners.

2.3.3.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain client dignity and privacy
- ✓ Apply hygiene and infection-control standards
- ✓ Operate strictly within non-medical wellness scope
- ✓ Conduct proper contraindication screening
- ✓ Ensure safe compression application

2.3.3.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.3.3.12 TRACEABILITY MATRIX

Competency	Assessment Method
Postnatal Physiology	Theory
Belly Binding Principles	Theory + Practical

Postnatal Assessment	Practical
Treatment Planning	Portfolio
Complex Case Management	Interview
Integrated Therapy Application	Practical

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.3.4 Spa & Wellness Therapy Professionals – Acupuncture Therapy

2.3.4.1 PURPOSE

This Annex defines the competency requirements, syllabus structure, professional scope, and assessment expectations for the Acupressure Therapy certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.3.4.2 SCOPE DEFINITION

Professionals performing non-invasive acupressure techniques by applying manual pressure to specific meridian points to:

- Promote circulation
- Relieve muscular tension and pain
- Restore energy balance
- Reduce stress and fatigue
- Support overall wellness

within non-medical wellness practice.

2.3.4.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical diagnosis
- Needle insertion (Acupuncture)
- Prescription treatment
- Treatment of medical emergencies
- Claims of curing diseases
- Clinical Traditional Chinese Medicine practice

Candidates shall refer clients to licensed healthcare professionals when medical conditions or red-flag symptoms are identified.

2.3.4.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic wellness/bodywork knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced acupressure competency

2.3.4.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Basic meridian understanding & observation
Level 2 – Intermediate	Safe acupressure application

Level 3 – Advanced	Condition-based treatment sequencing
Level 4 – Expert	Integrated treatment programme design

2.3.4.6 LEVEL 1 – BASIC

Competency Objective

To understand meridian theory, identify pressure points, and observe safe treatment procedures.

2.3.4.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

- Basic meridian theory
- Pressure points locations
- Basic anatomy awareness
- Contraindications
- Hygiene & safety principles
- Practitioner ergonomics

2.3.4.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Identify major meridian points
- Demonstrate safe finger positioning
- Observe proper therapist posture
- Apply basic pressure safely
- Recognise contraindications
- Maintain hygiene procedures

LEVEL 1 OUTCOME

Candidate can:

- Demonstrate foundational acupressure understanding and safe point identification.

2.3.4.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To independently conduct structured acupressure sessions using correct pressure and positioning techniques.

2.3.4.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Meridian pathways
- Pressure techniques
- Session sequencing
- Client positioning
- Consultation principles
- Contraindications & precautions

2.3.4.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Conduct client consultation
- Select appropriate acupressure points
- Apply safe pressure techniques
- Position clients correctly

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- Deliver structured acupressure sessions
- Ensure client comfort and safety

LEVEL 2 OUTCOME

Candidate can:

- Independently perform basic acupressure treatments safely and professionally.

2.3.4.8 LEVEL 3 – ADVANCED

Competency Objective

To treat specific wellness conditions using customised acupressure treatment sequences.

2.3.4.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Pain management support
- Stress & fatigue protocols
- Treatment sequencing
- Point selection rationale
- Client-response adaptation
- Session modification

2.3.4.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Treat targeted conditions
- Develop treatment sequences
- Adapt techniques based on client response
- Modify pressure intensity appropriately
- Apply advanced sequencing logic
- Maintain professional judgement during treatment

2.3.4.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 treatment cases
- Client conditions
- Point selection rationale
- Treatment planning
- Outcome monitoring

LEVEL 3 OUTCOME

Candidate can:

- Deliver condition-based acupressure programmes using advanced sequencing approaches.

2.3.4.9 LEVEL 4 – EXPERT

Competency Objective

To design integrated acupressure therapy programmes and supervise practitioners within non-medical wellness practice.

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2.3.4.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Advanced treatment sequencing
- Multi-condition integration
- Clinical reasoning principles
- Professional ethics
- Safety judgement
- Integrated therapy planning

2.3.4.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Design full treatment programmes
- Integrate acupuncture with complementary therapies
- Manage multi-condition wellness cases
- Supervise practitioners
- Apply advanced sequencing techniques
- Ensure professional safety and competency

2.3.4.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases involving:

- Complex treatment planning
- Multi-condition support
- Integrated therapy strategies
- Advanced sequencing
- Outcome optimisation

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Clinical reasoning
- Treatment planning
- Safety judgement
- Professional ethics
- Practitioner supervision

LEVEL 4 OUTCOME

Candidate can:

- Independently design integrated acupuncture wellness programmes and supervise practitioners.

2.3.4.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain client safety and comfort
- ✓ Apply professional hygiene standards
- ✓ Operate strictly within non-medical scope
- ✓ Avoid unsafe pressure application
- ✓ Respect contraindications and referral requirements

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2.3.4.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.3.4.12 TRACEABILITY MATRIX

Competency	Assessment Method
Meridian Theory	Theory
Pressure Point Identification	Practical
Client Consultation	Practical
Treatment Sequencing	Portfolio
Clinical Reasoning	Interview
Integrated Programme Design	Practical + Portfolio

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.3.5 Spa & Wellness Therapy Professionals – Reflexology Therapy

2.3.5.1 PURPOSE

This Annex defines the competency requirements, syllabus structure, professional scope, and assessment expectations for the Reflexology Therapy certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.3.5.2 SCOPE DEFINITION

Professionals performing non-invasive reflexology treatments by applying manual pressure to specific reflex points on the feet, hands, or ears that correspond to body organs and systems in order to:

- Promote relaxation
- Improve circulation
- Support body balance
- Reduce stress and tension
- Enhance overall wellness

within non-medical wellness practice.

2.3.5.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical diagnosis
- Prescription treatment

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- Invasive procedures
- Claims of curing diseases
- Clinical podiatry or medical treatment
- Treatment of medical emergencies

Candidates shall refer clients to licensed healthcare professionals where medical concerns are identified.

2.3.5.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic wellness/bodywork knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced reflexology competency

2.3.5.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Reflexology fundamentals & reflex zone awareness
Level 2 – Intermediate	Structured reflexology application
Level 3 – Advanced	Condition-based reflexology treatment
Level 4 – Expert	Integrated reflexology programme design

2.3.5.6 LEVEL 1 – BASIC

Competency Objective

To understand reflexology principles, identify reflex zones, and observe safe treatment procedures.

2.3.5.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

- Reflexology principles
- Reflex zones (feet/hands)
- Contraindications
- Hygiene & safety
- Basic anatomy awareness
- Practitioner ergonomics

2.3.5.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Identify reflex zones
- Demonstrate basic finger walking techniques
- Apply correct hand positioning
- Maintain therapist posture
- Observe hygiene practices
- Recognise contraindications

LEVEL 1 OUTCOME

Candidate can:

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- Demonstrate foundational reflexology understanding and safe reflex point identification.

2.3.5.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To independently conduct basic reflexology sessions using correct pressure, rhythm, and positioning.

2.3.5.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Reflex zone mapping
- Pressure techniques
- Session structure
- Consultation procedures
- Client positioning
- Contraindications & precautions

2.3.5.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Conduct client consultation
- Apply reflexology pressure safely
- Use correct pressure rhythm
- Position clients appropriately
- Deliver structured reflexology sessions
- Ensure client comfort and safety

LEVEL 2 OUTCOME

Candidate can:

- Independently perform safe and professional reflexology sessions.

2.3.5.8 LEVEL 3 – ADVANCED

Competency Objective

To deliver condition-based reflexology treatments and adapt treatment according to client response.

2.3.5.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Stress-related reflexology
- Digestive support reflexology
- Circulation-focused reflexology
- Treatment adaptation
- Reflex sensitivity management
- Session sequencing

2.3.5.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform full reflexology sessions independently
- Address specific wellness conditions

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- Adapt treatment based on client response
- Modify pressure intensity appropriately
- Apply advanced treatment sequencing
- Maintain professional judgement during treatment

2.3.5.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 treatment cases
- Client conditions
- Reflex points utilised
- Treatment plans
- Treatment outcomes

LEVEL 3 OUTCOME

Candidate can:

- Deliver customised reflexology treatments for specific wellness objectives.

2.3.5.9 LEVEL 4 – EXPERT

Competency Objective

To design integrated reflexology treatment programmes and supervise practitioners within non-medical wellness practice.

2.3.5.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Multi-condition reflexology planning
- Advanced sequencing
- Integrated wellness approaches
- Clinical reasoning principles
- Professional ethics
- Safety judgement

2.3.5.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Design full treatment programmes
- Integrate reflexology with complementary therapies
- Manage multi-condition wellness cases
- Supervise practitioners
- Apply advanced reflexology sequencing
- Ensure professional safety and competency

2.3.5.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases involving:

- Multi-condition support
- Integrated therapy planning
- Reflexology programme design

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- Outcome optimisation
- Advanced treatment adaptation

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Clinical reasoning
- Treatment planning
- Safety judgement
- Professional ethics
- Practitioner supervision

LEVEL 4 OUTCOME

Candidate can:

- Independently design integrated reflexology wellness programmes and supervise practitioners.

2.3.5.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain client safety and comfort
- ✓ Apply hygiene and infection-control practices
- ✓ Operate strictly within non-medical scope
- ✓ Avoid excessive pressure application
- ✓ Respect contraindications and referral requirements

2.3.5.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.3.5.12 TRACEABILITY MATRIX

Competency	Assessment Method
Reflexology Principles	Theory
Reflex Zone Identification	Practical
Client Consultation	Practical
Treatment Planning	Portfolio
Clinical Reasoning	Interview
Integrated Programme Design	Practical + Portfolio

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.3.6 Spa & Wellness Therapy Professionals – Cupping Therapy

2.3.6.1 PURPOSE

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This Annex defines the competency requirements, syllabus structure, professional scope, and assessment expectations for the Cupping Therapy certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.3.6.2 SCOPE DEFINITION

Professionals performing non-invasive cupping therapy techniques using suction cups applied to the skin to:

- Promote blood circulation
- Relieve muscle tension
- Support detoxification
- Improve relaxation
- Enhance overall wellness

within non-medical wellness practice.

This includes:

- Dry cupping
- Moving cupping
- Basic therapeutic cupping applications

ONLY within non-medical practice.

2.3.6.3 SCOPE LIMITATION

This certification does NOT permit:

- Wet cupping / bloodletting
- Skin cutting or invasive procedures
- Medical diagnosis
- Prescription treatment
- Claims of curing diseases
- Treatment of medical emergencies

Candidates shall refer clients to licensed healthcare professionals where medical concerns are identified.

2.3.6.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic wellness/bodywork knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced cupping competency

2.3.6.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Cupping principles & safety awareness
Level 2 – Intermediate	Basic dry cupping competency
Level 3 – Advanced	Therapeutic and moving cupping

2.3.6.6 LEVEL 1 – BASIC**Competency Objective**

To understand cupping therapy principles, indications, contraindications, hygiene, and safe basic procedures.

2.3.6.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

- Principles of cupping therapy
- Types of cupping
- Indications & contraindications
- Hygiene and safety
- Basic anatomy awareness
- Safe treatment areas

2.3.6.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Identify safe treatment zones
- Handle cups correctly
- Observe basic cupping procedures
- Demonstrate hygiene practice
- Understand basic suction control
- Recognise contraindications

LEVEL 1 OUTCOME

Candidate can:

- Demonstrate safe foundational cupping therapy awareness and basic operational competency.

2.3.6.7 LEVEL 2 – INTERMEDIATE**Competency Objective**

To independently conduct basic dry cupping sessions safely and professionally.

2.3.6.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Suction principles
- Placement zones
- Consultation procedures
- Client positioning
- Controlled suction application
- Contraindications and precautions

2.3.6.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Conduct client consultation
- Apply dry cupping safely
- Control suction appropriately
- Position cups correctly
- Monitor client response
- Maintain hygiene and safety compliance

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LEVEL 2 OUTCOME

Candidate can:

- Deliver safe and structured dry cupping sessions independently.

2.3.6.8 LEVEL 3 – ADVANCED

Competency Objective

To perform advanced cupping techniques and customise treatment according to client condition.

2.3.6.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Moving cupping techniques
- Suction intensity adjustment
- Muscle pain and stiffness support
- Circulation enhancement
- Treatment sequencing
- Outcome evaluation

2.3.6.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform moving cupping techniques
- Adjust suction intensity appropriately
- Treat specific wellness conditions
- Adapt treatment duration safely
- Develop treatment plans
- Evaluate client outcomes

2.3.6.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 treatment cases
- Techniques utilised
- Suction control rationale
- Treatment outcomes
- Client monitoring records

LEVEL 3 OUTCOME

Candidate can:

- Deliver customised therapeutic cupping sessions safely and professionally.

2.3.6.9 LEVEL 4 – EXPERT

Competency Objective

To design integrated cupping therapy programmes and manage advanced wellness cases within non-medical practice.

2.3.6.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Advanced protocol design

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- Complex case handling
- Integrated therapy planning
- Risk management
- Professional judgement
- Safety leadership

2.3.6.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Design full treatment programmes
- Integrate cupping with other therapies
- Handle complex wellness cases
- Supervise practitioners
- Apply advanced treatment sequencing
- Ensure safety and professional compliance

2.3.6.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases involving:

- Multi-session programmes
- Complex conditions
- Integrated therapy plans
- Advanced suction protocols
- Outcome optimisation

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Clinical reasoning
- Risk management
- Professional judgement
- Treatment planning
- Practitioner supervision

LEVEL 4 OUTCOME

Candidate can:

- Independently design advanced cupping wellness programmes and supervise practitioners.

2.3.6.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Operate within non-medical wellness scope
- ✓ Maintain hygiene and infection-control practices
- ✓ Avoid excessive suction application
- ✓ Respect contraindications and referral requirements
- ✓ Ensure client comfort and safety

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2.3.6.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.3.6.12 TRACEABILITY MATRIX

Competency	Assessment Method
Cupping Principles	Theory
Cup Handling	Practical
Suction Control	Practical
Treatment Planning	Portfolio
Risk Management	Interview
Integrated Programme Design	Practical + Portfolio

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.3.7 Spa & Wellness Therapy Professionals – Depilation (Waxing) Treatment

2.3.7.1 PURPOSE

This Annex defines the competency requirements, syllabus structure, professional scope, knowledge areas, practical competencies, and assessment expectations for the Depilation (Waxing) Treatment certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Methods
- Annex E – Standardised Assessment Rubrics

2.3.7.2 SCOPE DEFINITION

Professionals performing non-invasive hair removal treatments using waxing techniques to:

- Remove unwanted body and facial hair
- Maintain hygiene and skin protection
- Support client comfort and skin integrity

within non-medical aesthetic practice.

This includes:

- Strip waxing
- Hot wax techniques
- Facial waxing
- Body waxing
- Sensitive area waxing
- Pre- and post-care procedures

2.3.7.3 SCOPE LIMITATION

This certification does NOT permit:

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- Medical dermatological procedures
- Laser/IPL procedures
- Prescription treatments
- Skin lesion removal
- Treatment of active skin infections
- Medical diagnosis

Candidates shall refer clients to licensed healthcare professionals when medical concerns are identified.

2.3.7.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic waxing knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced waxing competency

2.3.7.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Waxing principles & hygiene awareness
Level 2 – Intermediate	Basic waxing treatment competency
Level 3 – Advanced	Sensitive area and advanced waxing
Level 4 – Expert	Full-body advanced waxing & protocol management

2.3.7.6 LEVEL 1 – BASIC

Competency Objective

To understand hair growth cycles, waxing principles, hygiene, contraindications, and safe waxing preparation.

2.3.7.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

- Hair growth cycle
- Skin types
- Wax types
- Hygiene and infection control
- Indications and contraindications
- Patch testing principles

2.3.7.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Prepare waxing workstation
- Conduct hygiene procedures
- Explain patch testing
- Handle wax safely
- Apply wax in correct direction
- Recognise contraindications

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LEVEL 1 OUTCOME

Candidate can:

- Demonstrate safe foundational waxing knowledge and preparation competency.

2.3.7.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To independently perform basic waxing treatments safely and professionally.

2.3.7.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Wax temperature control
- Skin preparation
- Consultation procedures
- Contraindications
- Client positioning
- Pre- and post-care

2.3.7.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Conduct client consultation
- Prepare treatment area
- Control wax temperature safely
- Apply and remove wax correctly
- Position client appropriately
- Apply pre- and post-care procedures

LEVEL 2 OUTCOME

Candidate can:

- Deliver safe and structured waxing services independently.

2.3.7.8 LEVEL 3 – ADVANCED

Competency Objective

To perform advanced waxing techniques for sensitive areas and manage treatment adaptation according to client condition.

2.3.7.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Sensitive area waxing
- Ingrown hair management
- Skin reaction monitoring
- Hair variation management
- Pain control principles
- Treatment adaptation

2.3.7.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform waxing on sensitive areas

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- Adapt technique based on skin/hair condition
- Minimise discomfort safely
- Manage mild skin reactions
- Maintain treatment efficiency
- Evaluate treatment outcome

2.3.7.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 waxing treatment cases
- Different body areas
- Hair/skin variation analysis
- Treatment adaptation rationale
- Outcome evaluation

LEVEL 3 OUTCOME

Candidate can:

- Deliver advanced waxing treatments safely and professionally for varied client conditions.

2.3.7.9 LEVEL 4 – EXPERT

Competency Objective

To manage full-body advanced waxing programmes and supervise professional waxing standards.

2.3.7.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Full-body waxing protocols
- Complex skin conditions
- Difficult hair growth patterns
- Professional hygiene systems
- Risk management
- Professional judgement

2.3.7.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Perform full-body advanced waxing
- Handle complex waxing cases
- Maintain skin integrity and safety
- Develop waxing protocols
- Train and supervise practitioners
- Ensure hygiene compliance

2.3.7.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases involving:

- Full-body waxing programmes
- Complex client conditions

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- Sensitive skin management
- Advanced hygiene systems
- Outcome optimisation

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Risk management
- Skin integrity protection
- Professional judgement
- Hygiene standards
- Advanced waxing decision-making

LEVEL 4 OUTCOME

Candidate can:

- Independently manage advanced waxing operations and supervise practitioners professionally.

2.3.7.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain hygiene and infection-control standards
- ✓ Conduct proper consultation and contraindication screening
- ✓ Use safe wax temperature control
- ✓ Protect skin integrity
- ✓ Respect client dignity and privacy
- ✓ Operate within non-medical aesthetic scope

2.3.7.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.3.7.12 TRACEABILITY MATRIX

Competency	Assessment Method
Hair Growth Knowledge	Theory
Wax Handling	Practical
Wax Application	Practical
Treatment Planning	Portfolio
Risk Management	Interview
Full-Body Advanced Waxing	Practical + Portfolio

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

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2.3.8 Spa & Wellness Therapy Professionals – Body Contouring & Firming Treatments (Non-Surgical)

2.3.8.1 PURPOSE

This Annex defines the competency requirements, syllabus structure, knowledge areas, practical competencies, assessment expectations, and professional scope for the Body Contouring & Firming Treatments (Non-Surgical) certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Structure & Methods
- Annex E – Standardised Assessment Rubrics

2.3.8.2 SCOPE DEFINITION

Professionals performing non-invasive body contouring and firming treatments using manual and aesthetic technologies to:

- Improve body shape
- Reduce appearance of fat and cellulite
- Enhance skin firmness
- Improve body aesthetics

within non-medical aesthetic practice.

This includes:

- Radio Frequency (RF)
- Ultrasound-based treatments
- Vacuum therapies
- Lymphatic drainage massage
- Skin tightening treatments
- Non-surgical body sculpting procedures

2.3.8.3 SCOPE LIMITATION

This certification does NOT permit:

- Surgical body contouring
- Liposuction procedures
- Injection-based fat reduction
- Medical diagnosis
- Prescription treatment
- Invasive aesthetic procedures

Candidates shall refer clients to licensed healthcare professionals when medical conditions are identified.

2.3.8.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic body contouring knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced body contouring competency

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2.3.8.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Foundational anatomy and treatment awareness
Level 2 – Intermediate	Basic treatment delivery competency
Level 3 – Advanced	Independent treatment planning and device use
Level 4 – Expert	Advanced programme design and multi-technology integration

2.3.8.6 LEVEL 1 – BASIC

Competency Objective

To understand body anatomy, treatment indications, contraindications, hygiene, and foundational body contouring procedures.

2.3.8.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

- Fat layers and skin structure
- Basic body anatomy
- Indications and contraindications
- Hygiene and safety
- Introduction to contouring technologies
- Treatment objectives

2.3.8.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Prepare treatment setup
- Maintain hygiene and safety
- Handle basic contouring equipment
- Position clients correctly
- Demonstrate basic manual techniques
- Recognise contraindications

LEVEL 1 OUTCOME

Candidate can:

- Demonstrate foundational understanding of body contouring principles and safe treatment preparation.

2.3.8.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To perform basic body contouring treatments safely under supervision using manual techniques and basic aesthetic devices.

2.3.8.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Device basics
- Safety parameters
- Client consultation
- Contraindications
- Treatment preparation

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- Monitoring procedures

2.3.8.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Conduct client consultation
- Apply manual lymphatic techniques
- Operate basic contouring devices safely
- Prepare treatment areas
- Monitor client safety
- Apply treatment under supervision

LEVEL 2 OUTCOME

Candidate can:

- Safely perform basic contouring and firming procedures under controlled supervision.

2.3.8.8 LEVEL 3 – ADVANCED

Competency Objective

To independently perform advanced body contouring treatments and adjust treatment protocols according to client response.

2.3.8.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- RF and ultrasound applications
- Device parameter adjustment
- Skin tightening principles
- Cellulite management
- Treatment adaptation
- Safety monitoring

2.3.8.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform treatments independently
- Apply RF and ultrasound treatments
- Adjust device parameters safely
- Conduct multi-area treatments
- Develop treatment plans
- Monitor treatment outcomes

2.3.8.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 body contouring cases
- Fat reduction and firming goals
- Treatment planning rationale
- Device parameters used
- Outcome evaluation

LEVEL 3 OUTCOME

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Candidate can:

- Independently manage advanced body contouring and firming procedures safely and professionally.

2.3.8.9 LEVEL 4 – EXPERT

Competency Objective

To design full body transformation programmes using multiple contouring technologies while managing complex aesthetic conditions safely.

2.3.8.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Multi-device integration
- Advanced contouring strategies
- Severe skin laxity management
- Complex body contouring planning
- Risk management
- Professional judgement

2.3.8.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Design full transformation programmes
- Integrate multiple technologies safely
- Handle complex contouring cases
- Optimise treatment outcomes
- Train and supervise practitioners
- Maintain advanced safety control

2.3.8.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases involving:

- Multi-modal contouring integration
- Complex body transformation
- Severe skin laxity
- Advanced protocol development
- Long-term treatment planning

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Clinical reasoning
- Risk management
- Client expectation handling
- Professional judgement
- Safety decision-making

LEVEL 4 OUTCOME

Candidate can:

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- Independently manage advanced body contouring programmes and supervise professional contouring practices.

2.3.8.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Conduct consultation and contraindication screening
- ✓ Maintain hygiene and infection-control standards
- ✓ Operate devices within approved parameters
- ✓ Maintain client safety and dignity
- ✓ Use non-invasive procedures only
- ✓ Operate within non-medical scope

2.3.8.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.3.8.12 TRACEABILITY MATRIX

Competency	Assessment Method
Anatomy Knowledge	Theory
Device Safety	Theory + Practical
Manual Techniques	Practical
RF / Ultrasound Application	Practical
Treatment Planning	Portfolio
Risk Management	Interview

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.3.9 Spa & Wellness Therapy Professionals – Regenerative Hair Therapy Practitioner

2.3.9.1 PURPOSE

This Annex defines the competency standards, syllabus structure, practical competency requirements, and assessment expectations for the Regenerative Hair Therapy Practitioner certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.3.9.2 SCOPE DEFINITION

Professionals performing non-invasive regenerative hair and scalp therapy techniques to:

- Improve scalp condition

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- Support healthy hair growth
 - Reduce hair thinning appearance
 - Enhance scalp circulation
 - Promote overall scalp wellness
- within non-medical wellness practice.

Technologies may include:

- LED scalp therapy
- RF scalp therapy
- Ultrasound scalp infusion
- Scalp serum infusion
- Scalp massage
- Micromist and non-invasive hair rejuvenation techniques

2.3.9.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical diagnosis
- Hair transplantation procedures
- Prescription-based treatment
- Injectable therapy
- Surgical hair restoration
- Medical rehabilitation treatment

Candidates shall refer clients to qualified healthcare professionals where abnormal scalp conditions or medical concerns are identified.

2.3.9.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic scalp care knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced regenerative hair therapy competency

2.3.9.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Fundamental scalp care theory and supervised practice
Level 2 – Intermediate	Basic regenerative scalp treatment competency
Level 3 – Advanced	Independent regenerative hair therapy treatment planning
Level 4 – Expert	Advanced scalp rejuvenation programme integration and supervision

2.3.9.6 LEVEL 1 – BASIC

Competency Objective

To understand basic scalp anatomy, hygiene, hair growth principles, client positioning, and supervised scalp care application.

2.3.9.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

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- Basic scalp anatomy
- Hair growth cycle
- Hair follicle structure
- Scalp hygiene principles
- Hair thinning factors
- Client positioning
- Hygiene standards
- Therapist posture

2.3.9.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Prepare scalp treatment workstation hygienically
- Position client safely
- Perform basic scalp cleansing techniques
- Demonstrate correct scalp massage positioning
- Maintain therapist posture
- Apply hygiene practices throughout treatment

LEVEL 1 OUTCOME

Candidate can:

- Perform basic scalp care techniques safely under supervision.

2.3.9.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To independently perform structured scalp wellness and basic regenerative hair therapy treatments.

2.3.9.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Hair and scalp therapy principles
- Treatment flow and sequencing
- Serum application techniques
- Client consultation
- Contraindications
- Scalp sensitivity management
- Client comfort principles

2.3.9.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Perform scalp therapy independently
- Apply scalp massage correctly
- Maintain treatment flow and rhythm
- Conduct basic client consultation
- Ensure client comfort and positioning
- Apply scalp serums appropriately
- Use basic scalp therapy devices safely

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LEVEL 2 OUTCOME

Candidate can:

- Independently perform structured scalp wellness and regenerative scalp treatments.

2.3.9.8 LEVEL 3 – ADVANCED

Competency Objective

To perform advanced regenerative hair therapy and develop client-specific scalp treatment plans.

2.3.9.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Regenerative scalp therapy principles
- Hair thinning management
- Client condition adaptation
- Treatment planning
- Device parameter management
- Wellness assessment
- Scalp contraindications

2.3.9.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform regenerative hair therapy treatments
- Adapt treatment techniques to scalp conditions
- Manage treatment intensity and parameters
- Develop treatment plans
- Evaluate treatment effectiveness
- Modify treatment sequence appropriately
- Apply serum infusion techniques safely

2.3.9.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 different client cases
- Treatment plans
- Therapist evaluations
- Client progress documentation
- Technique justification
- Before and after photographs

LEVEL 3 OUTCOME

Candidate can:

- Perform customised regenerative hair therapy treatments professionally and independently.

2.3.9.9 LEVEL 4 – EXPERT

Competency Objective

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To design advanced scalp rejuvenation programmes integrating multiple regenerative hair therapy techniques while demonstrating supervisory competency.

2.3.9.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Advanced scalp rejuvenation techniques
- RF and LED scalp technologies
- Programme integration
- Risk management
- Technique justification
- Advanced treatment planning
- Combination therapy integration

2.3.9.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Integrate multiple regenerative hair techniques
- Perform advanced scalp rejuvenation safely
- Perform serum infusion techniques
- Customise advanced scalp therapy programmes
- Manage client risk factors
- Train and supervise practitioners
- Evaluate programme effectiveness

2.3.9.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases involving:

- Multi-technology integration
- Customised scalp rejuvenation programmes
- Hair thinning management
- Client evaluation
- Programme effectiveness review

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Treatment planning
- Risk management
- Technique justification
- Professional ethics
- Training capability
- Contraindication management

LEVEL 4 OUTCOME

Candidate can:

- Independently perform advanced regenerative hair therapy programmes and supervise practitioners.

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2.3.9.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain hygiene & sanitation
- ✓ Operate within non-medical wellness scope
- ✓ Maintain professional conduct
- ✓ Protect client comfort and dignity
- ✓ Apply safe therapist posture and ergonomics

2.3.9.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.3.9.12 TRACEABILITY MATRIX

Competency	Assessment Method
Scalp Anatomy Knowledge	Theory
Scalp Therapy Techniques	Practical
Client Consultation	Theory + Practical
Treatment Planning	Portfolio
Technique Integration	Practical
Risk Management	Interview

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.3.10 Spa & Wellness Therapy Professionals – Certified Hair & Scalp Care Therapist

2.3.10.1 PURPOSE

This Annex defines the competency standards, syllabus structure, practical competency requirements, and assessment expectations for the Certified Hair & Scalp Care Therapist certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.3.10.2 SCOPE DEFINITION

Professionals performing structured hair and scalp care treatments to:

- Improve scalp condition
- Promote healthy hair maintenance
- Enhance scalp circulation
- Reduce scalp discomfort and dryness
- Support overall hair and scalp wellness

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within non-medical wellness practice.

Hair and scalp care treatments may include:

- Scalp cleansing
- Scalp exfoliation
- Hair spa treatments
- Scalp massage
- Serum application
- LED scalp care
- Hydration therapy
- Non-invasive scalp wellness treatments

2.3.10.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical diagnosis
- Prescription-based treatment
- Injectable therapy
- Hair transplantation procedures
- Surgical scalp procedures
- Medical rehabilitation treatment

Candidates shall refer clients to qualified healthcare professionals where abnormal scalp conditions or medical concerns are identified.

2.3.10.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic scalp care knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced hair and scalp care competency

2.3.10.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Fundamental hair and scalp care theory and supervised practice
Level 2 – Intermediate	Full hair and scalp care treatment competency
Level 3 – Advanced	Advanced scalp wellness treatment planning
Level 4 – Expert	Advanced scalp wellness programme integration and supervision

2.3.10.6 LEVEL 1 – BASIC

Competency Objective

To understand basic scalp anatomy, hygiene, hair structure, client positioning, and supervised scalp care application.

2.3.10.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

- Basic scalp anatomy
- Hair structure

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- Hair growth cycle
- Scalp hygiene principles
- Basic scalp conditions
- Client positioning
- Hygiene standards
- Therapist posture

2.3.10.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Prepare scalp treatment workstation hygienically
- Position client safely
- Perform basic scalp cleansing techniques
- Demonstrate correct scalp massage positioning
- Maintain therapist posture
- Apply hygiene practices throughout treatment

LEVEL 1 OUTCOME

Candidate can:

- Perform basic hair and scalp care techniques safely under supervision.

2.3.10.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To independently perform structured hair and scalp care treatments using professional scalp wellness techniques.

2.3.10.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Hair and scalp care theory
- Treatment flow & sequencing
- Hair care product application
- Client consultation
- Contraindications
- Scalp sensitivity management
- Client comfort principles

2.3.10.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Perform hair and scalp care independently
- Apply scalp massage correctly
- Maintain treatment flow & rhythm
- Conduct basic client consultation
- Ensure client comfort & positioning
- Apply scalp serums appropriately
- Use scalp care devices safely

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LEVEL 2 OUTCOME

Candidate can:

- Independently perform structured hair and scalp wellness treatments.

2.3.10.8 LEVEL 3 – ADVANCED

Competency Objective

To perform advanced scalp wellness treatments and develop client-specific hair and scalp care plans.

2.3.10.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Advanced scalp care principles
- Hair thinning management
- Client condition adaptation
- Treatment planning
- Device parameter management
- Wellness assessment
- Scalp contraindications

2.3.10.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform advanced scalp care treatments
- Adapt treatment techniques to scalp conditions
- Manage treatment intensity and parameters
- Develop treatment plans
- Evaluate treatment effectiveness
- Modify treatment sequence appropriately
- Apply serum infusion techniques safely

2.3.10.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 different client cases
- Treatment plans
- Therapist evaluations
- Client progress documentation
- Technique justification
- Before and after photographs

LEVEL 3 OUTCOME

Candidate can:

- Perform customised hair and scalp care treatments professionally and independently.

2.3.10.9 LEVEL 4 – EXPERT

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Competency Objective

To design advanced scalp wellness programmes integrating multiple hair and scalp care techniques while demonstrating supervisory competency.

2.3.10.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Advanced scalp wellness techniques
- LED and scalp device technologies
- Programme integration
- Risk management
- Technique justification
- Advanced treatment planning
- Combination therapy integration

2.3.10.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Integrate multiple scalp care techniques
- Perform advanced scalp wellness treatments safely
- Perform serum infusion techniques
- Customise advanced scalp care programmes
- Manage client risk factors
- Train and supervise practitioners
- Evaluate programme effectiveness

2.3.10.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases involving:

- Multi-technology integration
- Customised scalp wellness programmes
- Hair thinning management
- Client evaluation
- Programme effectiveness review

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Treatment planning
- Risk management
- Technique justification
- Professional ethics
- Training capability
- Contraindication management

LEVEL 4 OUTCOME

Candidate can:

- Independently perform advanced hair and scalp wellness programmes and supervise practitioners.

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2.3.10.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain hygiene & sanitation
- ✓ Operate within non-medical wellness scope
- ✓ Maintain professional conduct
- ✓ Protect client comfort and dignity
- ✓ Apply safe therapist posture and ergonomics

2.3.10.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.3.10.12 TRACEABILITY MATRIX

Competency	Assessment Method
Scalp Anatomy Knowledge	Theory
Hair & Scalp Care Techniques	Practical
Client Consultation	Theory + Practical
Treatment Planning	Portfolio
Technique Integration	Practical
Risk Management	Interview

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.3.11 Spa & Wellness Therapy Professionals – Herbal Meridian Warming Therapy

2.3.11.1 PURPOSE

This Annex defines the competency requirements, syllabus structure, professional scope, and assessment expectations for the Herbal Meridian Warm Cupping Practitioner certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.3.11.2 SCOPE DEFINITION

Professionals performing non-invasive herbal meridian warm cupping techniques using warming cups, herbal formulations, meridian pathway applications, and thermal wellness principles to:

- Promote circulation
- Support relaxation
- Encourage meridian balance
- Reduce muscle tension
- Support wellness maintenance

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- Enhance overall wellbeing
- Within non-medical wellness practice.
This includes:
- Herbal Warm Cupping
 - Meridian Warm Cupping
 - Moving Warm Cupping
 - Stationary Warm Cupping
 - Moxa Warm Cupping
 - Herbal Compress Integration
 - Meridian Pathway Applications
- ONLY within non-medical wellness practice.

2.3.11.3 SCOPE LIMITATION

This certification does NOT permit:

- Acupuncture
- Wet cupping / bloodletting
- Skin cutting or invasive procedures
- Medical diagnosis
- Prescription treatment
- Claims of curing diseases
- Treatment of medical emergencies
- Prescription of herbal medicine

Candidates shall refer clients to licensed healthcare professionals where medical concerns are identified.

2.3.11.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic wellness or bodywork knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced warm cupping competency

2.3.11.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Warm cupping principles, meridian awareness and safety
Level 2 – Intermediate	Basic herbal meridian warm cupping competency
Level 3 – Advanced	Advanced treatment planning and customised protocols
Level 4 – Expert	Integrated programme design and advanced case management

2.3.11.6 LEVEL 1 – BASIC

Competency Objective

To understand herbal meridian warm cupping principles, meridian pathways, contraindications, hygiene, and safe treatment procedures.

2.3.11.6.1 KNOWLEDGE REQUIREMENTS (K1)

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Candidate shall demonstrate knowledge of:

- Principles of warm cupping therapy
- Introduction to meridian pathways
- Basic herbal wellness concepts
- Types of warm cupping applications
- Contraindications and precautions
- Hygiene and infection control
- Thermal safety awareness
- Safe treatment areas

2.3.11.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Identify major meridian pathways
- Prepare treatment equipment
- Handle warming cups correctly
- Observe warm cupping procedures
- Monitor heat safety
- Demonstrate hygiene practices
- Recognise contraindications

LEVEL 1 OUTCOME

Candidate can:

- Demonstrate safe foundational herbal meridian warm cupping awareness and basic operational competency.

2.3.11.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To independently conduct basic herbal meridian warm cupping sessions safely and professionally.

2.3.11.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Meridian pathway functions
- Herbal selection principles
- Consultation procedures
- Treatment indications
- Client positioning
- Thermal regulation
- Contraindications and precautions

2.3.11.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Conduct client consultation
- Perform herbal warm cupping safely
- Apply moving warm cupping techniques
- Position cups correctly along meridians
- Monitor client response

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- Adjust heat appropriately
- Maintain hygiene and safety compliance

LEVEL 2 OUTCOME

Candidate can:

- Deliver safe and structured herbal meridian warm cupping sessions independently.

2.3.11.8 LEVEL 3 – ADVANCED

Competency Objective

To perform advanced herbal meridian warm cupping techniques and customise treatment according to client condition.

2.3.11.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Advanced meridian assessment
- Herbal application strategies
- Heat intensity adjustment
- Meridian balancing concepts
- Treatment sequencing
- Outcome evaluation
- Wellness programme planning

2.3.11.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform advanced meridian warm cupping
- Adjust heat intensity appropriately
- Select suitable herbal applications
- Adapt treatment duration safely
- Develop treatment plans
- Evaluate client outcomes
- Modify treatment protocols

2.3.11.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- 3 treatment cases
- Meridian assessment records
- Herbal formulations utilised
- Treatment rationale
- Outcome evaluation
- Client monitoring records

LEVEL 3 OUTCOME

Candidate can:

- Deliver customised herbal meridian warm cupping sessions safely and professionally.

2.3.11.9 LEVEL 4 – EXPERT

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Competency Objective

To design integrated herbal meridian warm cupping programmes and manage advanced wellness cases within non-medical practice.

2.3.11.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Advanced protocol design
- Complex case handling
- Integrated therapy planning
- Risk management
- Professional judgement
- Practitioner supervision
- Quality assurance

2.3.11.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Design full treatment programmes
- Integrate warm cupping with other wellness therapies
- Handle complex wellness cases
- Supervise practitioners
- Apply advanced treatment sequencing
- Ensure safety and professional compliance

2.3.11.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases involving:

- Multi-session programmes
- Complex wellness conditions
- Integrated therapy plans
- Advanced meridian protocols
- Outcome optimisation

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Professional reasoning
- Risk management
- Professional judgement
- Treatment planning
- Practitioner supervision

LEVEL 4 OUTCOME

Candidate can:

- Independently design advanced herbal meridian warm cupping wellness programmes and supervise practitioners.

2.3.11.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

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- ✓ Operate within non-medical wellness scope
- ✓ Maintain hygiene and infection-control practices
- ✓ Follow thermal safety requirements
- ✓ Respect contraindications and referral requirements
- ✓ Ensure client comfort and safety
- ✓ Maintain professional treatment records
- ✓ Use herbal products safely and responsibly

2.3.11.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.3.11.12 TRACEABILITY MATRIX

Competency	Assessment Method
Warm Cupping Principles	Theory
Meridian Pathway Knowledge	Theory
Herbal Selection	Theory + Practical
Warm Cup Handling	Practical
Heat Safety Management	Practical
Client Consultation	Practical
Treatment Planning	Portfolio
Outcome Evaluation	Portfolio
Risk Management	Interview
Integrated Programme Design	Practical + Portfolio

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A, Annex B and Annex E.

2.3.12 Spa & Wellness Therapy Professionals – Certified Hairdressing Professional

2.3.12.1 PURPOSE

This Annex defines the competency standards, syllabus structure, practical competency requirements, and assessment expectations for the **Certified Hairdressing Professional** certification scheme under ICM International Management Sdn Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.3.12.2 SCOPE DEFINITION

Professionals performing structured hairdressing services to:

- Maintain healthy hair condition

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- Enhance personal appearance through professional hair services
- Improve hair manageability and style
- Apply hair colouring and texture modification techniques
- Perform haircutting and hairstyling services
- Support client image enhancement and confidence

Hairdressing services may include:

- Shampooing
- Head and scalp massage
- Hair treatment
- Blow-drying
- Hair colouring
- Haircutting
- Hair perming
- Hair straightening
- Hair styling
- Bridal hairstyling
- Special event hairstyling
- Hair finishing and product application

2.3.12.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical diagnosis
- Prescription-based treatment
- Injectable procedures
- Hair transplantation
- Surgical procedures
- Medical trichology practice
- Treatment of medical scalp disorders

Candidates shall refer clients to qualified healthcare professionals when medical conditions are suspected.

2.3.12.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic hairdressing knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced hairdressing competency

2.3.12.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Fundamental hairdressing theory and supervised practice
Level 2 – Intermediate	Hair colouring, treatment and styling competency
Level 3 – Advanced	Professional haircutting and texture transformation competency
Level 4 – Expert	Advanced hairdressing design, corrective services and supervision

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2.3.12.6 LEVEL 1 – BASIC

Competency Objective

To understand basic hair anatomy, salon hygiene, shampooing procedures, scalp massage techniques, and client preparation.

2.3.12.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

- Hair anatomy and structure
- Hair growth cycle
- Hair types and textures
- Scalp hygiene principles
- Shampoo types and functions
- Salon hygiene standards
- Infection control procedures
- Client positioning
- Hairdressing tools identification
- Professional conduct

2.3.12.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Prepare workstation hygienically
- Conduct client preparation
- Perform professional shampooing
- Apply basic scalp and head massage
- Maintain hygiene throughout service
- Handle basic salon equipment safely
- Demonstrate correct therapist posture

LEVEL 1 OUTCOME

Candidate can:

- Perform shampooing and scalp massage safely under supervision.

2.3.12.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To independently perform hair colouring, treatment and hairstyling services using professional salon techniques.

2.3.12.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Hair colouring theory
- Colour wheel principles
- Hair treatment products
- Hair damage assessment
- Product selection
- Client consultation
- Contraindications

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- Hair condition analysis
- Hair styling products
- Client comfort principles

2.3.12.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Conduct client consultation
- Perform hair analysis
- Apply hair colouring products correctly
- Perform hair treatment services
- Conduct blow-drying techniques
- Create basic hairstyling designs
- Apply finishing products appropriately
- Maintain client comfort and safety

LEVEL 2 OUTCOME

Candidate can:

- Independently perform hair colouring, treatment and basic hairstyling services.

2.3.12.8 LEVEL 3 – ADVANCED

Competency Objective

To perform professional haircutting and hair texture modification services and develop client-specific hairdressing plans.

2.3.12.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Haircutting principles
- Face shape analysis
- Hair design concepts
- Hair perming theory
- Hair straightening principles
- Texture transformation
- Treatment planning
- Risk assessment
- Hair condition adaptation
- Contraindications

2.3.12.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform professional haircutting
- Create layered haircuts
- Create graduated haircuts
- Create uniform haircuts
- Perform combination haircuts
- Conduct hair perming services

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- Perform texture transformation services
- Develop treatment plans
- Evaluate service outcomes
- Provide aftercare recommendations

2.3.12.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- Three different client cases
- Haircutting services
- Hair colouring or treatment services
- Hair perming or texture services
- Consultation records
- Before and after photographs
- Service evaluation reports

LEVEL 3 OUTCOME

Candidate can:

- Perform professional haircutting, perming and advanced hairdressing services independently.

2.3.12.9 LEVEL 4 – EXPERT

Competency Objective

To design advanced hairdressing programmes integrating multiple hairdressing disciplines while demonstrating supervisory competency.

2.3.12.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Advanced hair design
- Corrective colour theory
- Advanced haircut architecture
- Advanced texture transformation
- Bridal hairstyling design
- Fashion and editorial hairstyling
- Salon management principles
- Risk management
- Professional ethics
- Training methodology

2.3.12.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Perform corrective colour services
- Design advanced haircut structures
- Execute advanced perming services
- Perform bridal hairstyling
- Perform fashion and competition hairstyling
- Integrate multiple hairdressing techniques

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- Train and supervise practitioners
- Evaluate programme effectiveness
- Manage client risk factors

2.3.12.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases involving:

- Corrective colouring
- Bridal hairstyling
- Creative hairstyling
- Advanced haircut design
- Texture transformation
- Client evaluation
- Programme effectiveness review

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Treatment planning
- Corrective service decisions
- Risk management
- Professional ethics
- Training capability
- Contraindication management
- Salon supervision

LEVEL 4 OUTCOME

Candidate can:

- Independently perform advanced hairdressing services and supervise practitioners.

2.3.12.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain hygiene and sanitation
- ✓ Operate within non-medical scope
- ✓ Maintain professional conduct
- ✓ Protect client comfort and dignity
- ✓ Apply safe ergonomics and posture
- ✓ Maintain confidentiality
- ✓ Follow workplace health and safety requirements

2.3.12.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

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2.3.12.12 TRACEABILITY MATRIX

Competency	Assessment Method
Hair Anatomy Knowledge	Theory
Shampooing & Scalp Massage	Practical
Hair Colouring	Theory + Practical
Hair Treatment	Practical
Haircutting	Practical
Hair Perming	Practical
Client Consultation	Theory + Practical
Treatment Planning	Portfolio
Corrective Services	Portfolio + Practical
Risk Management	Interview
Professional Supervision	Interview + Practical

All competency requirements are aligned with ISO/IEC 17024 competency-based certification principles and mapped directly to Annex A and Annex B.

2.3.13 Spa & Wellness Therapy Professionals – Certified Sports Massage & Stretching Professional

2.3.13.1 PURPOSE

This Annex defines the competency standards, syllabus structure, practical competency requirements, and assessment expectations for the **Sports Massage Therapy** certification scheme under ICM International Management Sdn. Bhd.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.3.13.2 SCOPE DEFINITION

Professionals performing structured sports massage techniques to:

- Prepare athletes before physical activity
- Assist post-exercise recovery
- Reduce muscle soreness and fatigue
- Improve flexibility and mobility
- Enhance circulation and tissue recovery
- Support injury prevention programmes
- Improve sports performance through non-medical massage interventions

Sports massage shall be performed within the scope of non-medical wellness practice.

2.3.13.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical diagnosis
- Physiotherapy treatment
- Chiropractic manipulation
- Osteopathy

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- Medical rehabilitation
- Prescription of medication
- Invasive procedures
- Dry needling
- Injection therapy

Candidates shall refer athletes to qualified healthcare professionals whenever injuries, suspected pathology, or medical conditions are identified.

2.3.13.4 ENTRY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior experience required
Level 2	Basic massage knowledge preferred
Level 3	Competency in Level 2 or equivalent
Level 4	Advanced Sports Massage competency

2.3.13.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Fundamental sports massage theory & supervised practice
Level 2 – Intermediate	Full sports massage competency
Level 3 – Advanced	Athlete assessment & treatment planning
Level 4 – Expert	High-performance sports massage programme design & supervision

2.3.13.6 LEVEL 1 – BASIC

Competency Objective

To understand fundamental anatomy, sports massage principles, hygiene, athlete positioning and supervised sports massage application.

2.3.13.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

- Basic anatomy
- Major muscle groups
- Skeletal system
- Massage principles
- Introduction to sports massage
- Pre-event vs post-event massage
- Hygiene standards
- Therapist posture & ergonomics
- Client positioning
- Basic contraindications

2.3.13.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Prepare treatment area hygienically
- Position athlete safely
- Apply basic effleurage
- Apply basic petrissage

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- Maintain therapist posture
- Demonstrate correct body mechanics
- Follow hygiene procedures
- Communicate professionally

LEVEL 1 OUTCOME

Candidate can:

- Perform basic sports massage safely under supervision.

2.3.13.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To independently perform structured sports massage treatments using multiple massage techniques.

2.3.13.7.1 KNOWLEDGE REQUIREMENTS (K2)

Candidate shall demonstrate knowledge of:

- Sports massage theory
- Muscle physiology
- Exercise recovery
- Massage sequencing
- Sports injuries overview
- Client consultation
- Contraindications
- Stretching principles
- Recovery protocols
- Pressure adaptation

2.3.13.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Perform full-body sports massage
- Apply effleurage, petrissage, friction and tapotement
- Maintain treatment flow
- Conduct athlete consultation
- Adapt pressure appropriately
- Perform basic stretching techniques
- Prepare athletes pre-event
- Assist athlete recovery post-event

LEVEL 2 OUTCOME

Candidate can:

- Independently perform structured sports massage treatments.

2.3.13.8 LEVEL 3 – ADVANCED

Competency Objective

To perform targeted sports massage and develop athlete-specific treatment programmes.

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2.3.13.8.1 KNOWLEDGE REQUIREMENTS (K3)

Candidate shall demonstrate advanced knowledge of:

- Functional anatomy
- Sports biomechanics
- Soft tissue dysfunction
- Trigger points
- Myofascial release principles
- Injury prevention
- Performance enhancement
- Treatment planning
- Pressure management
- Contraindications

2.3.13.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Perform targeted sports massage
- Apply trigger point therapy
- Apply myofascial release
- Perform assisted stretching
- Adapt treatment according to sporting discipline
- Develop treatment plans
- Evaluate treatment effectiveness
- Modify massage techniques according to athlete response

2.3.13.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio submission shall include:

- Three athlete case studies
- Sports assessment records
- Treatment plans
- Progress documentation
- Therapist evaluations
- Technique justification

LEVEL 3 OUTCOME

Candidate can:

- Perform customised sports massage treatments independently.

2.3.13.9 LEVEL 4 – EXPERT

Competency Objective

To design advanced sports massage programmes integrating multiple therapeutic techniques while demonstrating supervisory competency.

2.3.13.9.1 KNOWLEDGE REQUIREMENTS (K4)

Candidate shall demonstrate expert knowledge of:

- Advanced sports massage
- Deep tissue techniques

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- Myofascial therapy
- Lymphatic recovery techniques
- Sports rehabilitation support
- Programme integration
- Risk management
- Advanced treatment planning
- Athlete monitoring
- Professional ethics

2.3.13.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Integrate multiple sports massage techniques
- Perform deep tissue massage safely
- Apply advanced myofascial techniques
- Perform sports recovery protocols
- Develop customised athlete programmes
- Monitor athlete progress
- Train and supervise practitioners
- Manage complex athlete cases

2.3.13.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission

Advanced cases involving:

- High-performance athletes
- Multi-technique integration
- Competition preparation
- Recovery programmes
- Therapeutic adaptations
- Programme effectiveness review

Interview / Viva Voce

Candidate shall demonstrate competency in:

- Athlete assessment
- Treatment planning
- Risk management
- Technique justification
- Professional ethics
- Training capability
- Sports massage programme design

LEVEL 4 OUTCOME

Candidate can:

- Independently perform advanced sports massage programmes and supervise practitioners.

2.3.13.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain hygiene & sanitation

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- ✓ Operate within non-medical sports massage scope
- ✓ Maintain professional conduct
- ✓ Protect athlete comfort and dignity
- ✓ Apply safe body mechanics and ergonomics
- ✓ Maintain athlete confidentiality
- ✓ Refer injuries requiring medical management appropriately

2.3.13.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.3.13.12 TRACEABILITY MATRIX

Competency	Assessment Method
Anatomy Knowledge	Theory
Sports Massage Theory	Theory
Sports Massage Techniques	Practical
Athlete Consultation	Theory + Practical
Treatment Planning	Portfolio
Technique Integration	Practical
Risk Management	Interview
Professional Practice	Practical & Interview

2.4 Aesthetic Device Practitioners

2.4.1 PURPOSE

This Annex defines the competency requirements, syllabus structure, knowledge areas, practical competencies, assessment expectations, and professional scope for the Aesthetic Device Practitioners certification scheme.

2.4.2 SCOPE DEFINITION

Professionals operating non-invasive aesthetic devices, including laser, IPL, radio frequency, ultrasound, and HIFU, to perform treatments such as:

- Hair removal
 - Skin rejuvenation
 - Body contouring
 - Skin tightening
 - Non-surgical aesthetic improvement
- within non-medical aesthetic practice.

2.4.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical diagnosis
- Surgical procedures

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- Injection-based procedures
- Ablative medical laser procedures
- Prescription treatment
- Treatment of medical skin disease

Any abnormal skin condition or adverse reaction requiring medical attention must be referred to a qualified medical professional.

2.4.4 LEVEL STRUCTURE

Level	Title
Level 1	Basic RF Treatment Practitioner
Level 2	Laser & Light Therapy Practitioner
Level 3	HIFU Practitioner
Level 4	Multi-Modal Aesthetic Device Practitioner

2.4.5 LEVEL 1 – BASIC RF TREATMENT PRACTITIONER

Competency Objective

To understand device fundamentals, skin anatomy, contraindications, PPE, hygiene, and basic RF handling under supervision.

Knowledge Requirements

Candidate shall understand:

- Device fundamentals
- RF basic principles
- Skin anatomy
- Contraindications
- Safety risks and PPE
- Hygiene and infection control
- SOP-based treatment flow

Skill Requirements

Candidate shall demonstrate ability to:

- Prepare treatment area
- Apply PPE correctly
- Set up RF device safely
- Perform basic RF handling under supervision
- Position client safely
- Follow SOP and hygiene protocols

2.4.6 LEVEL 2 – LASER & LIGHT THERAPY PRACTITIONER

Competency Objective

To perform laser/IPL/RF treatments independently with correct client assessment, parameter selection, and skin-response monitoring.

Knowledge Requirements

Candidate shall understand:

- Laser and IPL physics
- Wavelength, energy, pulse duration, and depth

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- Fitzpatrick skin typing
- Laser/IPL contraindications
- Device settings and treatment parameters
- Skin response and adverse reaction management

Skill Requirements

Candidate shall demonstrate ability to:

- Conduct full client consultation
- Perform skin assessment
- Select suitable device parameters
- Operate device safely
- Monitor skin response
- Provide aftercare
- Manage basic risks

2.4.7 LEVEL 3 – HIGH-INTENSITY FOCUSED ULTRASOUND (HIFU) PRACTITIONER

Competency Objective

To perform advanced device treatments such as HIFU, RF, and combination protocols with structured planning and parameter justification.

Knowledge Requirements

Candidate shall understand:

- HIFU treatment principles
- RF and ultrasound combination protocols
- Tissue response and treatment depth
- Advanced contraindications
- Complication and adverse reaction management
- Outcome evaluation

Skill Requirements

Candidate shall demonstrate ability to:

- Develop structured treatment plans
- Perform advanced device procedures
- Adjust parameters based on tissue response
- Justify treatment settings
- Manage complications and adverse reactions
- Evaluate treatment outcomes

Portfolio Requirement

Candidate shall submit 3 case studies including:

- Treatment plan
- Before and after results
- Parameter justification
- Outcome evaluation

2.4.8 LEVEL 4 – MULTI-MODAL AESTHETIC DEVICE PRACTITIONER

Competency Objective

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To design and manage full multi-device treatment programmes and supervise advanced aesthetic device practice.

Knowledge Requirements

Candidate shall understand:

- Multi-device integration
- Treatment strategy justification
- HIFU + RF combination logic
- Risk mitigation
- SOP development
- Practitioner supervision

Skill Requirements

Candidate shall demonstrate ability to:

- Design full treatment programmes
- Integrate multiple device modalities
- Justify treatment strategy
- Perform advanced risk management
- Develop SOPs and protocols
- Train, assess, and supervise practitioners

Portfolio Requirement

Candidate shall submit:

- Multi-device treatment plan
- Complex case documentation
- Outcome evaluation
- SOP justification

2.4.9 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Follow device SOPs
- ✓ Use PPE correctly
- ✓ Conduct consultation and contraindication checks
- ✓ Maintain hygiene and infection control
- ✓ Monitor skin/tissue response
- ✓ Operate within non-medical aesthetic scope
- ✓ Refer abnormal reactions to medical professionals

2.4.10 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 hours
Level 2	20 hours
Level 3	30 hours
Level 4	40 hours

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2.4.11 TRACEABILITY MATRIX

Annex C Competency	Annex B Assessment
Device fundamentals	Theory
RF handling	Practical
Laser/IPL parameter selection	Theory + Practical
HIFU treatment planning	Portfolio + Practical
Risk mitigation	Interview
Multi-device protocol design	Portfolio + Practical

All syllabus and competency requirements are competency-based, level-specific, and mapped to Annex A and Annex B to ensure valid, reliable, fair, and objective certification assessment.

2.5 Nail Care & Nail Technology Professionals

2.5.1 PURPOSE

This Annex defines the competency requirements, syllabus content, knowledge areas, practical competencies, and professional expectations for the Nail Care & Nail Technology Professionals certification scheme.

2.5.2 SCOPE DEFINITION

Professionals providing non-medical nail care and enhancement services including:

- Manicure
- Pedicure
- Nail art
- Gel systems
- Acrylic systems
- Nail extensions
- Nail correction and restoration

within non-medical aesthetic practice.

2.5.3 SCOPE LIMITATION

This certification does NOT permit:

- Medical nail treatment
- Diagnosis of nail disease
- Surgical nail procedures
- Prescription medication use
- Invasive podiatry procedures

Candidates must refer abnormal nail conditions to appropriate healthcare professionals.

2.5.4 LEVEL STRUCTURE

Level	Title
Level 1	Basic Manicure & Pedicure Services
Level 2	Nail Art Design
Level 3	Advanced Nail Enhancement & Extension
Level 4	Expert Advanced Nail Systems

2.5.5 LEVEL 1 – BASIC MANICURE & PEDICURE SERVICES

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Competency Objective

To understand nail anatomy, hygiene, contraindications, and perform basic manicure and pedicure procedures under supervision.

Knowledge Requirements

Candidate shall understand:

- Nail anatomy and structure
- Hygiene and sanitation
- Contraindications
- Infection prevention
- Basic manicure and pedicure procedures
- Tool handling and sterilisation

Skill Requirements

Candidate shall demonstrate ability to:

- Prepare workstation safely
- Conduct basic nail preparation
- Perform simple manicure and pedicure
- Handle tools hygienically
- Apply basic finishing
- Follow hygiene protocols

2.5.6 LEVEL 2 – NAIL ART DESIGN

Competency Objective

To independently perform manicure and pedicure services with basic nail art application and client consultation.

Knowledge Requirements

Candidate shall understand:

- Nail products and tools
- Nail design principles
- Hygiene and safety
- Client consultation
- Service planning
- Basic nail art techniques

Skill Requirements

Candidate shall demonstrate ability to:

- Perform manicure and pedicure independently
- Apply basic nail art
- Conduct consultation
- Maintain hygiene compliance
- Plan suitable nail services

2.5.7 LEVEL 3 – ADVANCED NAIL ENHANCEMENT & EXTENSION

Competency Objective

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To perform advanced nail enhancements, extension systems, and customised nail design while managing nail correction cases.

Knowledge Requirements

Candidate shall understand:

- Gel and acrylic systems
- Nail extension structures
- Nail correction techniques
- Nail condition management
- Design customisation
- Client suitability assessment

Skill Requirements

Candidate shall demonstrate ability to:

- Perform nail enhancements
- Apply extension systems
- Create customised designs
- Handle correction procedures
- Supervise junior staff
- Maintain treatment quality

Portfolio Requirement

Candidate shall submit 3 case studies including:

- Nail enhancement case
- Design customisation
- Problem-solving case
- Before and after evidence

2.5.8 LEVEL 4 – EXPERT ADVANCED NAIL SYSTEMS

Competency Objective

To design advanced nail structures, manage complex restoration cases, and supervise high-level nail technology practice.

Knowledge Requirements

Candidate shall understand:

- Advanced nail structures
- Restoration and correction systems
- Complex design techniques
- Service protocol development
- Client management
- Business operations

Skill Requirements

Candidate shall demonstrate ability to:

- Design advanced nail systems
- Perform complex nail corrections
- Restore damaged nail structures

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- Develop service protocols
- Train and supervise practitioners
- Justify advanced design decisions

Portfolio Requirement

Candidate shall submit:

- Complex design case
- Restoration case
- Structure build documentation
- Service protocol evidence

2.5.9 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain hygiene and sanitation
- ✓ Follow infection control procedures
- ✓ Conduct contraindication checks
- ✓ Use safe tool handling practices
- ✓ Maintain professional client communication
- ✓ Operate within non-medical scope

2.5.10 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 hours
Level 2	20 hours
Level 3	30 hours
Level 4	40 hours

2.5.11 TRACEABILITY MATRIX

Annex C Competency	Annex B Assessment
Nail anatomy and hygiene	Theory
Basic manicure/pedicure	Practical
Nail art application	Practical
Nail enhancement systems	Portfolio + Practical
Complex restoration	Portfolio
Professional judgement	Interview
Advanced structures	Practical

All competency requirements are level-based, measurable, and aligned with Annex A and Annex B to ensure fair, valid, and reliable certification assessment.

2.6 Pâtisserie & Bakery Professionals

2.6.1 PURPOSE

This Annex defines the competency requirements, syllabus structure, technical knowledge areas, practical competencies, and professional expectations for the Pâtisserie & Bakery Professionals certification scheme.

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2.6.2 SCOPE DEFINITION

Professionals engaged in the preparation, production, artistic presentation, and service of bakery and pâtisserie products including:

- Bread production
- Cakes and pastries
- Laminated dough products
- Chocolate work
- Desserts and plated desserts
- Sugar work
- Bakery production workflow
- Food safety and quality assurance

within professional or commercial food service environments.

2.6.3 SCOPE LIMITATION

This certification does NOT permit:

- Commercial food manufacturing licensing authority
- Medical or nutritional diagnosis
- Operation outside food safety regulations
- Hazardous industrial food processing outside competency scope

Candidates must comply with applicable food hygiene and local food safety regulations.

2.6.4 ELIGIBILITY REQUIREMENTS

Level	Entry Requirement
Level 1	No prior certification required
Level 2	Basic bakery competency or equivalent
Level 3	Intermediate bakery competency
Level 4	Advanced pâtisserie competency

Food hygiene and safety certification is mandatory for all levels.

2.6.5 LEVEL STRUCTURE

Level	Title
Level 1	Basic Bakery & Pastry
Level 2	Intermediate Bakery Production
Level 3	Advanced Pâtisserie (Technical & Creative)
Level 4	Expert (Innovative & Leadership)

2.6.6 LEVEL 1 – BASIC BAKERY & PASTRY

Competency Objective

To perform basic bakery and pastry preparation tasks safely under supervision.

Knowledge Requirements

Candidate shall understand:

- Food hygiene and safety
- Basic baking principles
- Ingredient knowledge

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- Equipment usage
- Dough and batter basics
- Hygiene compliance

Skill Requirements

Candidate shall demonstrate ability to:

- Prepare basic dough and batter
- Produce simple bakery items
- Handle equipment safely
- Follow hygiene procedures
- Perform basic pastry preparation

2.6.7 LEVEL 2 – INTERMEDIATE BAKERY PRODUCTION

Competency Objective

To independently produce bakery and pastry items using standard production techniques and quality control methods.

Knowledge Requirements

Candidate shall understand:

- Fermentation science
- Temperature control
- Baking techniques
- Food safety compliance
- Quality standards
- Production workflow

Skill Requirements

Candidate shall demonstrate ability to:

- Produce bakery items independently
- Apply baking techniques correctly
- Maintain hygiene consistency
- Follow standard recipes
- Conduct basic production planning

2.6.8 LEVEL 3 – ADVANCED PÂTISSERIE (TECHNICAL & CREATIVE)

Competency Objective

To execute advanced pâtisserie techniques, develop recipes, and manage creative bakery production.

Knowledge Requirements

Candidate shall understand:

- Laminated dough systems
- Chocolate and plated dessert techniques
- Recipe modification
- Product presentation
- Workflow management
- Quality consistency

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Skill Requirements

Candidate shall demonstrate ability to:

- Develop and modify recipes
- Perform advanced pastry techniques
- Produce plated desserts
- Execute chocolate work
- Supervise junior staff
- Maintain artistic presentation standards

Portfolio Requirement

Candidate shall submit 3 documented cases including:

- Recipe development/modification
- Product photographs
- Technique explanation
- Quality evaluation

2.6.9 LEVEL 4 – EXPERT (INNOVATIVE & LEADERSHIP)

Competency Objective

To design innovative bakery and pâtisserie products while managing production systems, food safety, and operational leadership.

Knowledge Requirements

Candidate shall understand:

- Advanced product innovation
- Production planning
- Food safety systems
- Quality assurance implementation
- Workflow optimisation
- Leadership and supervision

Skill Requirements

Candidate shall demonstrate ability to:

- Design innovative bakery products
- Lead production operations
- Optimise workflow efficiency
- Implement QA and food safety systems
- Train and assess practitioners
- Justify innovation strategies

Portfolio Requirement

Candidate shall submit:

- Innovative product development
- Production planning evidence
- QA implementation records
- Workflow optimisation case

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2.6.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain hygiene and sanitation
- ✓ Follow food safety procedures
- ✓ Operate equipment safely
- ✓ Maintain production consistency
- ✓ Conduct professional workflow management
- ✓ Work within legal food handling requirements

2.6.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 hours
Level 2	20 hours
Level 3	30 hours
Level 4	40 hours

2.6.12 TRACEABILITY MATRIX

Annex C Competency	Annex B Assessment
Food hygiene & safety	Theory
Basic bakery preparation	Practical
Production consistency	Practical
Advanced pâtisserie techniques	Practical
Recipe development	Portfolio
Innovation and QA	Portfolio + Interview
Leadership and workflow management	Interview

All competency requirements are measurable, competency-based, and aligned with Annex A and Annex B to ensure valid, reliable, and fair certification assessment under ISO/IEC 17024 requirements.

2.7 Culinary Arts Professional

2.7.1 PURPOSE

This Annex defines the competency requirements, syllabus structure, practical competencies, technical knowledge, and professional expectations for the Culinary Arts Professional certification scheme.

2.7.2 SCOPE DEFINITION

Professionals engaged in:

- Food preparation
- Cooking and culinary production
- Menu execution
- Kitchen workflow operations
- Food presentation
- Kitchen hygiene and safety
- Professional culinary standards

within commercial or semi-commercial food service environments.

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This certification excludes:

- Clinical nutrition
- Dietetics practice
- Medical dietary prescription

2.7.3 ELIGIBILITY REQUIREMENTS

Level	Requirement
Level 1	No prior certification required
Level 2	Prior competency equivalent to Level 1
Level 3	Prior competency equivalent to Level 2
Level 4	Prior competency equivalent to Level 3

Additional requirements:

- Relevant industry experience may be considered under RPL
- Food hygiene and safety certification is mandatory

2.7.4 LEVEL STRUCTURE

Level	Title
Level 1	Basic Culinary Practitioner
Level 2	Intermediate Culinary Practitioner
Level 3	Advanced Culinary Practitioner
Level 4	Expert Culinary Practitioner

2.7.5 LEVEL 1 – BASIC CULINARY PRACTITIONER

Competency Objective

To perform basic food preparation and cooking tasks safely under supervision.

Knowledge Requirements

Candidate shall understand:

- Food hygiene and safety
- Knife skill theory
- Basic cooking methods
- Kitchen operations
- Ingredient handling
- Safe food preparation

Skill Requirements

Candidate shall demonstrate ability to:

- Prepare basic food items
- Apply knife handling safely
- Follow hygiene procedures
- Assist kitchen operations
- Perform simple dish preparation

2.7.6 LEVEL 2 – INTERMEDIATE CULINARY PRACTITIONER

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Competency Objective

To independently prepare standard dishes while maintaining timing, consistency, and kitchen workflow standards.

Knowledge Requirements

Candidate shall understand:

- Cooking techniques
- Portion control
- Timing and workflow
- Food safety compliance
- Kitchen quality standards
- Recipe execution

Skill Requirements

Candidate shall demonstrate ability to:

- Prepare standard dishes independently
- Apply correct cooking methods
- Maintain timing consistency
- Demonstrate kitchen hygiene
- Manage workflow effectively

2.7.7 LEVEL 3 – ADVANCED CULINARY PRACTITIONER

Competency Objective

To perform advanced culinary techniques, dish design, and professional kitchen management responsibilities.

Knowledge Requirements

Candidate shall understand:

- Advanced cooking techniques
- Sauce preparation
- Professional plating
- Recipe adaptation
- Multi-component dish execution
- Workflow management

Skill Requirements

Candidate shall demonstrate ability to:

- Design and adapt recipes
- Execute advanced cooking techniques
- Produce professional plating
- Manage workstations
- Supervise junior staff
- Maintain quality consistency

Portfolio Requirement

Candidate shall submit 3 documented cases including:

- Dish design / recipe adaptation

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- Process documentation
- Product photographs
- Quality evaluation

2.7.8 LEVEL 4 – EXPERT CULINARY PRACTITIONER

Competency Objective

To lead kitchen operations, develop menus, optimise culinary workflow, and implement food safety systems.

Knowledge Requirements

Candidate shall understand:

- Menu development
- HACCP awareness
- Kitchen management
- Workflow optimisation
- Food safety systems
- Costing and operational efficiency

Skill Requirements

Candidate shall demonstrate ability to:

- Develop culinary concepts
- Lead kitchen operations
- Optimise kitchen workflow
- Implement food safety systems
- Train and assess practitioners
- Execute advanced signature dishes

Portfolio Requirement

Candidate shall submit:

- Menu development plan
- Kitchen flow planning
- Quality & safety system implementation
- Costing and efficiency analysis

2.7.9 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Maintain food hygiene and sanitation
- ✓ Follow food safety regulations
- ✓ Handle kitchen equipment safely
- ✓ Maintain workflow efficiency
- ✓ Demonstrate professional kitchen conduct
- ✓ Work within legal food handling requirements

2.7.10 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 hours

Level 2	20 hours
Level 3	30 hours
Level 4	40 hours

2.7.11 TRACEABILITY MATRIX

Annex C Competency	Annex B Assessment
Food hygiene & safety	Theory
Knife skills & cooking methods	Practical
Dish preparation	Practical
Workflow & timing management	Practical
Recipe adaptation	Portfolio
HACCP & kitchen management	Interview
Leadership & operations	Portfolio + Interview

All competency requirements are measurable, competency-based, and aligned with Annex A and Annex B to ensure valid, reliable, and fair certification assessment under ISO/IEC 17024 requirements.

2.8 Digital Content Creator & Social Media Professional

2.8.1 PURPOSE

This Annex defines the competency requirements, syllabus structure, practical competencies, technical knowledge, ethical requirements, and performance expectations for the Digital Content Creator & Social Media Professional certification scheme.

2.8.2 SCOPE DEFINITION

The International Social Media Professional Certification Scheme applies to professionals who design, create, analyse, manage, optimise, train, coach and lead digital content activities across social media platforms for:

- Personal Branding
- Business Development
- Audience Engagement
- Marketing Communication
- Lead Generation
- Conversion Optimisation
- Content Strategy
- Platform Growth
- Social Media Education and Coaching

This certification scheme covers competency in

- ✓ Content Planning
- ✓ Content Creation
- ✓ Script Writing
- ✓ Photography & Videography
- ✓ Content Editing
- ✓ Publishing & Scheduling
- ✓ Platform Strategy
- ✓ Audience Behaviour Analysis
- ✓ Instagram Analytics
- ✓ KPI Monitoring & Reporting

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- ✓ Weighted Scoring Evaluation
- ✓ Funnel Analysis
- ✓ Performance Optimisation
- ✓ Social Media Training
- ✓ Business Coaching
- ✓ Organisational Social Media Leadership

Scope by Certification Level

Level 1 – International Social Media Content Analyst

Focuses on:

- Content creation fundamentals
- Social media analytics interpretation
- KPI monitoring
- Funnel understanding
- Content performance analysis
- Improvement recommendations

Not authorised to provide training or coaching services.

Level 2 – International Social Media Trainer & Strategist

Focuses on:

- Content strategy development
- KPI analysis
- Funnel optimisation
- Social media training
- Coaching content creators
- Performance improvement planning

Authorised to conduct training and mentoring activities.

Level 3 – International Social Media Business Coaching Consultant

Focuses on:

- Business-oriented content strategy
- Lead generation systems
- Conversion optimisation
- Business advisory services
- Social media consulting
- Coaching business owners and teams

Authorised to provide professional consulting and coaching services.

Level 4 – International Social Media Principal Assessor / Certified Trainer

Focuses on:

- Organisational strategy development
- Certification and competency systems
- KPI benchmarking frameworks
- Coaching programme development
- Leadership and governance
- Assessor and trainer development

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Authorised to lead organisational and international social media development programmes.

This Certification Scheme Excludes

This certification does not cover regulated professional advice or activities including:

- Financial Advisory Services
- Investment Recommendations
- Medical Communication or Clinical Advice
- Legal Consultancy
- Psychological or Counselling Services
- Regulated Professional Practice
- Activities requiring statutory licensing or government authorisation

2.8.3 COMPETENCY DOMAINS

The certification scheme is structured around the following competency domains:

Domain	Description
Content Creation & Production	Filming, editing, publishing
Content Strategy & Planning	Content planning and campaign development
Audience Engagement & Communication	Audience interaction and engagement
Personal Branding & Positioning	Brand identity and market positioning
Analytics, KPI & Performance Optimisation	Data interpretation, KPI tracking and optimisation
Funnel Strategy & Conversion Management	Awareness, engagement, lead generation and conversion funnels
Ethics & Platform Compliance	Ethical practice and platform policies

2.8.4 ELIGIBILITY REQUIREMENTS

Level	Requirement
Level 1	Open Entry
Level 2	Prior competency equivalent to Level 1
Level 3	Prior competency equivalent to Level 2
Level 4	Prior competency equivalent to Level 3

Additional Requirements

- Relevant industry experience may be recognised under RPL.
- Basic digital literacy is required.
- Ethical content practices are mandatory across all levels.
- Candidates must demonstrate understanding of social media platforms.

2.8.5 LEVEL STRUCTURE

Level	Title
Level 1	International Social Media Content Analyst
Level 2	International Social Media Trainer & Strategist
Level 3	International Social Media Business Coaching Consultant
Level 4	International Social Media Principal Assessor/ Certified Trainer

2.8.6 LEVEL 1 – INTERNATIONAL SOCIAL MEDIA CONTENT ANALYST

Competency Objective

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To analyse social media content performance, interpret platform analytics and identify improvement opportunities through KPI and funnel evaluation.

Knowledge Requirements

Candidate shall understand:

- Social media fundamentals
- Platform functions
- Content formats and content types
- Audience behaviour fundamentals
- Instagram Insights
- Reach and Impressions
- Engagement Rate calculations
- KPI fundamentals
- Awareness and Engagement Funnels
- Weighted Scoring concepts
- Content performance measurement
- Basic ethics and compliance

Skill Requirements

Candidate shall demonstrate ability to:

- Create simple content posts
- Perform basic filming and editing
- Write captions
- Upload and publish content
- Read Instagram Insights reports
- Identify performance problems
- Analyse engagement performance
- Interpret KPI indicators
- Evaluate content using weighted scoring
- Identify funnel weaknesses
- Recommend improvement actions
- Follow platform guidelines

Portfolio Requirement

Candidate shall submit:

- 5 social media posts
- Analytics screenshots
- Basic KPI report
- Performance analysis summary

2.8.7 LEVEL 2 – INTERNATIONAL SOCIAL MEDIA TRAINER & STRATEGIST

Competency Objective

To develop content strategies, optimise social media performance and provide training and coaching to individuals and teams.

Knowledge Requirements

Candidate shall understand:

- Content planning methodologies
- Audience behaviour analysis
- Platform optimisation techniques
- KPI management systems

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- Engagement metrics
- Funnel optimisation
- Conversion principles
- Content strategy development
- Training methodologies
- Coaching fundamentals
- Hashtag and SEO strategies

Skill Requirements

Candidate shall demonstrate ability to:

- Develop structured content plans
- Create platform-specific content
- Conduct KPI analysis
- Perform funnel analysis
- Apply weighted scoring systems
- Interpret analytics reports
- Optimise audience engagement
- Improve content performance
- Deliver training sessions
- Coach content creators
- Conduct content audits
- Prepare strategic recommendations

Portfolio Requirement

Candidate shall submit:

- Content calendar
- KPI performance reports
- Funnel analysis report
- Training materials
- Campaign optimisation case

2.8.8 LEVEL 3 – INTERNATIONAL SOCIAL MEDIA BUSINESS COACHING CONSULTANT

Competency Objective

To develop business-oriented social media strategies aligned with branding, lead generation and audience growth objectives.

Knowledge Requirements

Candidate shall understand:

- Campaign planning
- Brand positioning
- Audience targeting
- Lead generation systems
- Funnel design and optimisation
- Conversion optimisation
- Business analytics
- Customer journey mapping
- Platform-specific strategies
- Performance measurement frameworks

Skill Requirements

Candidate shall demonstrate ability to:

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- Develop business content strategies
- Conduct social media audits
- Design lead generation systems
- Analyse campaign performance
- Improve conversion rates
- Refine content strategies
- Provide business advisory services
- Coach business owners and teams
- Execute business-aligned campaigns
- Develop growth frameworks

Portfolio Requirement

Candidate shall submit 3 documented cases including:

- Content campaigns
- KPI analysis
- Funnel optimisation reports
- Before and after results
- Business strategy recommendations
- Evidence of improvement outcomes

2.8.9 LEVEL 4 – INTERNATIONAL SOCIAL MEDIA PRINCIPAL ASSESSOR / CERTIFIED TRAINER

Competency Objective

To lead organisational social media strategy, coaching systems, certification standards and competency assessment programmes.

Knowledge Requirements

Candidate shall understand:

- Strategic content planning
- Organisational branding
- KPI benchmarking systems
- Funnel architecture
- Training programme development
- Coaching methodologies
- Competency assessment systems
- Certification scheme development
- Leadership principles
- Ethical decision making

Skill Requirements

Candidate shall demonstrate ability to:

- Design training programmes
- Develop certification standards
- Lead organisational strategy
- Develop KPI frameworks
- Design funnel systems
- Assess candidate competency
- Validate performance outcomes
- Manage trainers and consultants
- Develop optimisation systems

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- Lead international projects

Portfolio Requirement

Candidate shall submit:

- Organisational strategy plan
- Training programme materials
- KPI benchmarking framework
- Funnel optimisation framework
- Certification standards
- Case studies
- Performance optimisation plans

2.8.10 PROFESSIONAL PRACTICE REQUIREMENTS

All candidates shall:

- ✓ Follow ethical content practices
- ✓ Respect platform guidelines
- ✓ Maintain audience responsibility
- ✓ Avoid misleading claims
- ✓ Demonstrate professional communication
- ✓ Protect intellectual property rights
- ✓ Respect confidentiality and consent requirements
- ✓ Comply with applicable laws and regulations

2.8.11 CPD REQUIREMENTS

Level	CPD Hours
Level 1	15 Hours
Level 2	20 Hours
Level 3	30 Hours
Level 4	40 Hours

2.8.12 TRACEABILITY MATRIX

Annex C Competency	Annex B Assessment
Platform Fundamentals	Theory
Content Production	Practical
KPI Analysis	Theory + Practical
Instagram Analytics	Theory + Practical
Weighted Scoring	Practical
Funnel Analysis	Practical
Content Strategy	Practical
Training Delivery	Practical + Interview
Business Coaching	Portfolio + Practical
Leadership & Organisational Strategy	Portfolio + Interview
Performance Optimisation	Portfolio + Practical
Competency Assessment	Interview + Practical

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2.9.1 Aviation & Drone Technology Professionals – Certified Drone Pilot Specialist (CDPS)

2.9.1.1 PURPOSE

This Annex defines the competency standards, syllabus structure, learning outcomes, assessment criteria, and operational limitations for certification of personnel performing drone flight operations.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.9.1.2 SCOPE DEFINITION

Certified Drone Pilot Specialists perform drone flight operations for:

- Aerial Photography & Videography
- Infrastructure Inspection
- Surveying & Mapping
- Agricultural Operations
- Environmental Monitoring
- Public Safety Support
- Industrial Data Collection
- Commercial UAV Operations

within applicable aviation regulations and operational safety requirements.

2.9.1.3 SCOPE LIMITATION

This certification:

- Does NOT grant authority to operate beyond national aviation regulations.
- Does NOT replace government-issued pilot licences where legally required.
- Does NOT permit military drone operations.
- Does NOT permit operation of prohibited or restricted aircraft systems.
- Does NOT permit operations outside approved airspace restrictions.

Operations shall be restricted to:

- ✓ Approved commercial and civil drone activities
- ✓ Applicable aviation authority regulations
- ✓ Operational safety requirements
- ✓ Manufacturer operating specifications

Any operation requiring special regulatory approval must comply with the relevant aviation authority requirements.

2.9.1.4 ENTRY REQUIREMENTS

Level 1: No prior drone certification required.

Level 2: Candidate shall demonstrate competency equivalent to Level 1.

Level 3: Candidate shall possess:

- Level 2 certification or equivalent competency
- Demonstrated operational flight experience

Level 4: Candidate shall possess:

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- Level 3 certification or equivalent competency
- Drone operation supervisory, training or assessment experience

2.9.1.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Perform basic drone operations under supervision
Level 2 – Intermediate	Conduct independent drone flight missions
Level 3 – Advanced	Manage specialised drone operations and supervise pilots
Level 4 – Expert	Conduct assessments, training and operational leadership

2.9.1.6 LEVEL 1 – BASIC

Competency Objective

To safely perform basic drone flight operations under supervision.

2.9.1.6.1 KNOWLEDGE REQUIREMENTS (K1)

Candidate shall demonstrate knowledge of:

Drone Fundamentals

- Types of drones
- Drone components
- Flight principles
- UAV terminology

Flight Safety

- Basic aviation safety
- Operational hazards
- Weather awareness
- Safety zones

Battery Management

- Battery types
- Charging procedures
- Storage requirements
- Battery safety

Aviation Awareness

- Airspace concepts
- Basic regulations
- Privacy considerations
- Operational responsibilities

2.9.1.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Conduct pre-flight inspection
- Perform take-off procedures
- Maintain stable hover
- Execute basic manoeuvres
- Perform controlled landing
- Complete post-flight checks

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2.9.1.6.3 APPLICATION REQUIREMENTS (A1)

Practical Demonstration:

Candidate shall successfully demonstrate:

- Pre-flight inspection
- Hover control
- Directional flight
- Safe landing
- Equipment handling

LEVEL 1 OUTCOME

Candidate can:

- Safely operate a drone under supervision
- Apply basic flight safety procedures

2.9.1.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To independently conduct drone flight missions within approved operating conditions.

2.9.1.7.1 KNOWLEDGE REQUIREMENTS (K2)

Flight Planning

- Mission planning
- Route planning
- Airspace assessment
- Weather analysis

Drone Navigation

- GPS systems
- Waypoint operations
- Return-to-home systems
- Navigation monitoring

Risk Management

- Hazard identification
- Risk assessment
- Emergency procedures
- Incident reporting

Operational Documentation

- Flight logs
- Maintenance records
- Mission reports
- Compliance documentation

2.9.1.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Plan drone missions
- Operate GPS-assisted flight
- Execute waypoint missions

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- Conduct aerial photography tasks
- Respond to emergencies
- Maintain flight records

2.9.1.7.3 APPLICATION REQUIREMENTS (A2)

Practical Demonstration:

Candidate shall complete:

- Mission planning exercise
- GPS flight mission
- Aerial photography assignment
- Emergency scenario exercise
- Flight log documentation

LEVEL 2 OUTCOME

Candidate can:

- Independently perform commercial drone operations safely and effectively.

2.9.1.8 LEVEL 3 – ADVANCED

Competency Objective

To manage specialised drone operations involving complex missions and operational supervision.

2.9.1.8.1 KNOWLEDGE REQUIREMENTS (K3)

Specialised Operations

- Mapping principles
- Survey operations
- Infrastructure inspection
- Agricultural applications

Operational Management

- Team coordination
- Resource allocation
- Mission supervision
- Quality assurance

Regulatory Compliance

- Aviation regulations
- Operational limitations
- Documentation requirements
- Safety management systems

Advanced Risk Assessment

- Dynamic risk assessment
- Complex mission planning
- Emergency escalation
- Operational decision-making

2.9.1.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

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- Conduct advanced mission planning
- Perform specialised drone operations
- Supervise flight teams
- Implement safety management procedures
- Manage operational risks
- Evaluate mission performance

2.9.1.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio Submission

Submit 3 documented drone missions involving:

- Aerial photography/videography
- Mapping or surveying
- Inspection or agricultural operation

Each case shall include:

- Flight plan
- Risk assessment
- Operational records
- Mission outputs
- Lessons learned

LEVEL 3 OUTCOME

Candidate can:

- Independently manage advanced drone operations and supervise operational teams.

2.9.1.9 LEVEL 4 – EXPERT

Competency Objective

To perform operational leadership, assessor responsibilities and advanced risk management.

2.9.1.9.1 KNOWLEDGE REQUIREMENTS (K4)

Operational Leadership

- Strategic mission planning
- Organisational procedures
- Operational governance
- Performance management

Assessment & Training

- Competency assessment principles
- Assessment methodologies
- Training programme design
- Learner evaluation

Advanced Safety Management

- Safety auditing
- Incident investigation
- Compliance management
- Corrective actions

Professional Practice

- Ethical responsibilities

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- Regulatory compliance
- Assessor impartiality
- Industry best practices

2.9.1.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Conduct competency assessments
- Deliver pilot training
- Lead operational audits
- Evaluate flight performance
- Manage complex operational risks
- Develop operational procedures

2.9.1.9.3 APPLICATION REQUIREMENTS (A4)

Portfolio Submission (30%)

Complex documented cases involving:

- Multi-team operations
- Operational leadership
- Safety management
- Compliance monitoring
- Training activities

Viva Voce / Professional Interview (20%)

Candidate shall explain:

- Aviation safety management
- Risk management
- Regulatory compliance
- Competency assessment
- Training methodology
- Operational leadership

Practical Assessment (50%)

Candidate shall demonstrate:

- Mission supervision
- Flight assessment
- Training delivery
- Operational decision-making
- Emergency management
- Assessor competency

LEVEL 4 OUTCOME

Candidate can:

- Lead drone operations, assess pilot competency, deliver training and manage aviation safety programmes.

2.9.1.10 OPERATIONAL RESTRICTIONS

The following are strictly prohibited:

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- Illegal airspace operations
- Operations in restricted zones without approval
- Flights beyond authorised limitations
- Dangerous or reckless operation
- Privacy law violations
- Operation of unairworthy aircraft

Mandatory regulatory referral required for:

- Restricted airspace operations
- BVLOS operations requiring approval
- Special aviation permissions
- Government-controlled flight zones
- High-risk operational environments

2.9.1.11 TRACEABILITY MATRIX

Competency	Assessment Method
Drone Fundamentals	Theory
Aviation Safety	Theory + Practical
Flight Planning	Theory + Practical
Flight Operations	Practical
Risk Assessment	Theory + Practical
Emergency Procedures	Practical
Regulatory Compliance	Theory + Interview
Operational Management	Portfolio + Practical
Training Capability	Interview
Assessor Competency	Interview + Practical

All competency requirements are aligned with Annex A and Annex B and comply with ISO/IEC 17024 competency-based certification principles.

2.9.2 Aviation & Drone Technology Professionals – Certified Drone Maintenance Specialist (CDMS)

2.9.2.1 PURPOSE

This Annex defines the competency standards, syllabus structure, learning outcomes, assessment criteria, and scope limitations for certification of personnel performing drone maintenance, inspection, repair, calibration, troubleshooting, and technical support activities.

This Annex shall be read together with:

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Method
- Annex E – Standardised Assessment Rubrics

2.9.2.2 SCOPE DEFINITION

Certified Drone Maintenance Specialists perform maintenance and technical support activities involving:

- Drone assembly and configuration
- Preventive maintenance
- Component replacement
- Electrical and electronic testing

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- Flight controller maintenance
 - Communication system maintenance
 - Firmware updates and configuration
 - Fault diagnosis and troubleshooting
 - Calibration and performance verification
 - Maintenance quality assurance
- within approved aviation, safety and manufacturer specifications.

2.9.2.3 SCOPE LIMITATION

This certification:

- Does NOT permit aircraft design certification
- Does NOT permit aviation authority airworthiness certification
- Does NOT permit modification outside manufacturer specifications
- Does NOT permit operation of uncertified electrical systems
- Does NOT permit maintenance beyond competency limitations

Maintenance activities shall be restricted to:

- ✓ Manufacturer-approved procedures
- ✓ Applicable aviation regulations
- ✓ Technical safety requirements
- ✓ Approved maintenance documentation

Any structural modification or specialised aviation approval shall be referred to the appropriate authority or manufacturer.

2.9.2.4 ENTRY REQUIREMENTS

Level 1: No prior drone maintenance certification required.

Level 2: Candidate shall demonstrate competency equivalent to Level 1.

Level 3: Candidate shall possess:

- Level 2 certification or equivalent competency
- Practical maintenance experience

Level 4: Candidate shall possess:

- Level 3 certification or equivalent competency
- Supervisory, training, assessment, or technical management experience

2.9.2.5 LEVEL STRUCTURE

Level	Description
Level 1 – Basic	Perform basic maintenance and inspection activities under supervision
Level 2 – Intermediate	Conduct independent maintenance and troubleshooting activities
Level 3 – Advanced	Manage advanced repair, calibration and maintenance operations
Level 4 – Expert	Conduct assessments, audits, training and maintenance leadership activities

2.9.2.6 LEVEL 1 – BASIC

Competency Objective

To safely perform basic drone maintenance and inspection procedures under supervision.

2.9.2.6.1 KNOWLEDGE REQUIREMENTS (K1)

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Drone Fundamentals

- Types of UAV systems
- Drone components and functions
- Mechanical systems overview
- Electronic systems overview

Drone Structure

- Frame components
- Propulsion systems
- Battery systems
- Communication modules

Maintenance Safety

- Workshop safety
- Electrical safety
- Battery safety
- Tool safety

Maintenance Documentation

- Maintenance records
- Inspection checklists
- Equipment logs
- Service reports

2.9.2.6.2 SKILL REQUIREMENTS (S1)

Candidate shall demonstrate ability to:

- Identify drone components
- Perform basic assembly and disassembly
- Conduct visual inspections
- Perform routine maintenance
- Handle batteries safely
- Use maintenance tools correctly

2.9.2.6.3 APPLICATION REQUIREMENTS (A1)

Practical Demonstration

Candidate shall successfully demonstrate:

- Component identification
- Basic maintenance procedures
- Safe tool handling
- Battery inspection
- Maintenance record completion

LEVEL 1 OUTCOME

Candidate can:

- Perform routine drone maintenance under supervision
- Apply safe maintenance procedures

2.9.2.7 LEVEL 2 – INTERMEDIATE

Competency Objective

To independently perform drone maintenance, troubleshooting and repair procedures.

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2.9.2.7.1 KNOWLEDGE REQUIREMENTS (K2)

Electrical Systems

- Motor systems
- ESC systems
- Wiring systems
- Power distribution systems

Flight Controllers

- Flight controller architecture
- Configuration systems
- Sensor integration
- Communication protocols

Firmware Management

- Firmware installation
- Software updates
- Configuration procedures
- Data backup

Fault Diagnosis

- Troubleshooting principles
- Fault isolation techniques
- Component testing
- Repair verification

2.9.2.7.2 SKILL REQUIREMENTS (S2)

Candidate shall demonstrate ability to:

- Replace motors
- Test ESC systems
- Inspect flight controllers
- Update firmware
- Troubleshoot electrical faults
- Perform corrective maintenance

2.9.2.7.3 APPLICATION REQUIREMENTS (A2)

Practical Demonstration

Candidate shall complete:

- Motor replacement
- ESC testing
- Firmware update
- Wiring inspection
- Fault diagnosis exercise
- Maintenance documentation

LEVEL 2 OUTCOME

Candidate can:

- Independently perform drone maintenance and fault diagnosis.

2.9.2.8 LEVEL 3 – ADVANCED

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Competency Objective

To perform advanced maintenance, calibration and technical troubleshooting activities.

2.9.2.8.1 KNOWLEDGE REQUIREMENTS (K3)

Advanced Electronics

- Electronic component functions
- Signal transmission systems
- Communication systems
- Navigation systems

Calibration Systems

- Flight controller calibration
- Sensor calibration
- GPS calibration
- System optimisation

Quality Control

- Quality assurance procedures
- Maintenance standards
- Inspection protocols
- Corrective actions

Maintenance Management

- Maintenance planning
- Resource allocation
- Technical supervision
- Operational reporting

2.9.2.8.2 SKILL REQUIREMENTS (S3)

Candidate shall demonstrate ability to:

- Calibrate flight control systems
- Repair electronic components
- Troubleshoot communication systems
- Conduct advanced diagnostics
- Perform quality inspections
- Supervise maintenance activities

2.9.2.8.3 APPLICATION REQUIREMENTS (A3)

Portfolio Submission

Submit 3 documented maintenance cases involving:

- Electronic fault diagnosis
- System calibration
- Communication system repair

Each case shall include:

- Fault description
- Diagnostic process
- Repair procedures
- Calibration records
- Verification results
- Corrective actions

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LEVEL 3 OUTCOME

Candidate can:

- Independently manage advanced maintenance and repair activities.

2.9.2.9 LEVEL 4 – EXPERT

Competency Objective

To lead maintenance operations, conduct assessments, develop standards and implement quality systems.

2.9.2.9.1 KNOWLEDGE REQUIREMENTS (K4)

Maintenance Governance

- Technical standards
- Regulatory requirements
- Maintenance auditing
- Quality management systems

Assessment & Training

- Competency assessment principles
- Assessment methodologies
- Training programme design
- Technical mentoring

Risk Management

- Maintenance risk assessment
- Failure analysis
- Root cause investigation
- Corrective action systems

Professional Practice

- Ethical responsibilities
- Technical leadership
- Continuous improvement
- Organisational compliance

2.9.2.9.2 SKILL REQUIREMENTS (S4)

Candidate shall demonstrate ability to:

- Conduct technical audits
- Assess maintenance competency
- Deliver technical training
- Develop maintenance procedures
- Lead quality improvement activities
- Manage maintenance operations

2.9.2.9.3 APPLICATION REQUIREMENTS (A4)

Case Study Submission (20%)

Complex documented cases involving:

- Maintenance management systems
- Technical audits
- Quality assurance implementation
- Corrective action programmes

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Interview / Viva Voce (20%)

Candidate shall explain:

- Technical decision-making
- Maintenance standards
- Assessment methodology
- Quality systems
- Training capability

Practical Assessment (60%)

Candidate shall demonstrate:

- Advanced diagnostics
- Technical audit capability
- Assessment competency
- Training delivery
- Maintenance leadership

LEVEL 4 OUTCOME

Candidate can:

- Lead drone maintenance programmes, assess technical competency, conduct audits and implement quality systems.

2.9.2.10 MAINTENANCE RESTRICTIONS

The following are strictly prohibited:

- Maintenance beyond manufacturer specifications
- Unauthorised system modifications
- Use of non-approved replacement components
- Falsification of maintenance records
- Unsafe repair practices

Mandatory technical referral required for:

- Structural damage
- Major flight system failures
- Manufacturer recall issues
- Airworthiness concerns
- Safety-critical incidents

2.9.2.11 TRACEABILITY MATRIX

Competency	Assessment Method
Drone Fundamentals	Theory
Maintenance Safety	Theory + Practical
Component Identification	Practical
Electrical Systems	Theory + Practical
Flight Controller Maintenance	Theory + Practical
Firmware Management	Practical
Fault Diagnosis	Practical
Calibration Systems	Portfolio + Practical

Quality Assurance	Portfolio + Interview
Technical Auditing	Interview + Practical
Training Capability	Interview
Assessment Competency	Interview + Practical

All competency requirements are aligned with Annex A and Annex B and comply with ISO/IEC 17024 competency-based certification principles.