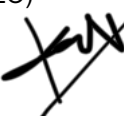
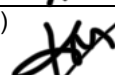


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Version	Date	Prepared by	Approved by	Changes
1.2	21/11/2025	Anna (CM) 	Kelly (CEO) 	Aligned with Annex A,B &C. Include training hours and work experience
1.3	28/11/2025	Anna (CM) 	Kelly (CEO) 	Removed Annex E.
1.4	9/12/2025	Anna (CM) 	Kelly (CEO) 	Added certificate validity; surveillance; recertification; suspension/withdrawal/lifting conditions; assessment time allocations; number of questions per assessment per level; CPD determination; reference standards; expanded Clause 8 alignment; inserted Annex D (Cross-Reference Matrix).
1.5	11/12/2025	Anna (CM) 	Kelly (CEO) 	• Added syllabus coverage statement for exam questions. • Added Level progression prerequisite rule (incl. RPL). • Improved cross-referencing of Annex A–C. • Editorial clarity updates.
1.6	17/12/2025	Anna (CM) 	Kelly (CEO) 	• Amended Level progression prerequisite rule (incl. RPL). • Explicit RPL • Explicit section 14 (Reference standard)
1.7	29/1/2026	Anna (CM) 	Kelly (CEO) 	• Added bakery & pastry, culinary, social media content scope.
1.8	26/4/2026	Anna (CM) 	Kelly (CEO) 	• Added sub-skilled for main scopes
1.9	26/5/2026	Anna (CM) 	Kelly (CEO) 	• Added sub-skilled for main scopes

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1. Scheme Overview

This Certification Scheme Manual outlines the certification schemes operated by ICM International Management Sdn Bhd for the certification of persons and management systems within the aesthetic, beauty and wellness. The scheme complies fully with ISO/IEC 17024:2012, including requirements under Clause 8.0 for development, review, validation, surveillance, recertification, suspension, withdrawal, and change of scope.

This certification scheme integrates Annex A (Competency Matrix), Annex B (Assessment Plan & Methods), and Annex C (Syllabus Requirements) to ensure a fully aligned competence-based assessment structure as required by ISO/IEC 17024:2012 Clause 8.0. Competence outcomes, syllabus content, and assessment mechanisms are mapped to each other to demonstrate transparency, consistency, and sufficiency.

Scheme development and review follow:

- SOP-ICM-015 Certification Scheme Development & Review
- TOR-ICM-CSRVC (Certification Scheme Review & Validation Committee)
- Annex A (Competency Matrix), Annex B (Assessment Plan), Annex C (Syllabus Requirements), Annex D (ISO/IEC 17024 Clause 8 Cross-Reference Matrix)

2. Scope of Certification

The certification scopes are as follows:

- Aesthetic Professionals
 - Scalp Micropigmentation (SMP)
 - Paramedical Micropigmentation (Skin Camouflage & Restoration)
 - Stretch Mark Reduction & Skin Regeneration Treatment
 - Microneedling (Skin Needling) Therapy
 - Permanent Makeup (PMU)
 - Eyebrow Micropigmentation
 - Eyeliner Micropigmentation
 - Lip Blush
 - Pinky & Skin Brightening Treatment
 - Facial Contouring & Lifting Treatments (Non-Surgical)
 - Benign Skin Lesion Removal (Non-Medical)
 - Plasma Fibroblast Treatment (Non-Medical)
 - Plasma Pen Serum Infusion
- Aesthetic & Beauty Therapists
 - Beauty Therapy

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- Keratin Lash Lift
- Eyelash Extension
- Makeup Artistry
- Spa & Wellness Therapy Professionals
 - Massage Therapy
 - Hydro Rehabilitation Tutor Certificate
 - Postnatal Care Therapy & Abdominal Binding
 - Acupuncture Therapy
 - Reflexology Therapy
 - Cupping Therapy
 - Depilation (Waxing) Treatment
 - Body Contouring & Firming Treatments (Non-Surgical)
 - Regenerative Hair Therapy Practitioner
 - Certified Hair & Scalp Care Therapist
 - Herbal Meridian Warming Therapy
 - Certified Hairdressing Professional
 - Sport Massage
- Aesthetic Device Practitioners
 - Radio Frequency (RF) Treatment Practitioner
 - Laser & Light Therapy Practitioner
 - High-Intensity Focus Ultrasound (HIFU) Practitioner
 - Multi-Modal Aesthetic Device Practitioner
- Nail Care & Nail Technology Professionals
 - Manicure & Pedicure Services
 - Nail Art Design
 - Nail Enhancement & Extensions
 - Advanced Nail Systems
- Patisserie & Bakery Professionals
- Culinary Arts Professionals
- Digital Content Creator & Social Media Professional
- Aviation & Drone Technology Professionals
 - Certified Drone Pilot Specialist
 - Certified Drone Maintenance Specialist

Each scope includes defined competency levels, assessment requirements, training prerequisites, CPD, surveillance and recertification requirements.

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3. Eligibility Criteria

Candidates applying for certification must meet the following requirements depending on the scope and level. These criteria ensure alignment between prerequisites, competence requirements, and assessment mechanisms in accordance with ISO/IEC 17024:2012 Clause 8.4.

Eligibility criteria are structured to ensure alignment between training, work experience, competence outcomes, and assessment mechanisms.

3.1 Minimum Training Requirements

Candidates must complete structured training covering the theory and practical modules listed in **Annex C – Syllabus Requirements**.

Training hours per level (minimum):

- **Level 1:** 20–40 hours
- **Level 2:** 40–60 hours
- **Level 3:** 60–80 hours
- **Level 4:** 80–100 hours

Training must include:

- Mandatory theory modules
- Practical skill modules
- Hygiene & safety protocols
- Equipment handling
- Contraindication and adverse reaction management
- Client consultation and documentation standards

Detailed syllabus requirements are defined in Annex C.

3.2 Working Experience Requirements

Relevant industry experience ensures candidates can apply the required competencies in real practice settings.

Minimum experience per level:

- **Level 1:** 0–6 months (recommended)
- **Level 2:** Minimum 1 year
- **Level 3:** Minimum 2 years
- **Level 4:** Minimum 3–5 years + evidence of mentoring/training roles

Acceptable evidence includes:

- Employment records
- Service logbooks
- Portfolio of work
- Letters from employers or supervisors

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Progression between levels shall follow a structured pathway. Candidates must successfully complete Level 1 before progressing to Level 2, Level 2 before Level 3, and Level 3 before Level 4, unless they are granted exemption through Recognition of Prior Learning (RPL) or equivalent qualification. Evidence of prior competence must be submitted and verified to support any exemption from lower-level requirements.

3.3 Continuing Professional Development (CPD)

Certified persons must complete CPD hours across a 3-year certification cycle (not per year) to maintain competence.

Minimum CPD hours (3-year cycle):

- **Level 1:** 15 hours
- **Level 2:** 20 hours
- **Level 3:** 30 hours
- **Level 4:** 40 hours

Acceptable CPD activities:

- Workshops and seminars
- Skill enhancement training
- Industry conferences
- Research, professional reading
- Teaching & mentoring activities

(See: CSM-ICM-004 & CSM-ICM-005 for CPD details and acceptable evidence.)

3.4 Recognition of Prior Learning (RPL)

Candidates applying directly for Level 3 or Level 4 certification without holding the immediately preceding level shall be required to demonstrate equivalent competence through Recognition of Prior Learning (RPL).

Recognition of Prior Learning (RPL) may be applied to recognise prior education, training, and professional experience.

RPL may be used to exempt candidates from certain training prerequisites; however, it shall not exempt candidates from competence assessment.

Where RPL is granted, supplementary theory, practical, portfolio, and/or interview assessments shall be conducted as necessary to verify equivalent competence.

3.5 Alignment Assurance

All prerequisites above have been mapped to:

- ✓ Competence requirements (Annex A)
- ✓ Assessment methods and content (Annex B)
- ✓ Syllabus structure (Annex C)

Ensuring full compliance with ISO/IEC 17024 Clause 8.4 (a–i).

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4. Competency Levels

Each certification scope is structured into four competency levels:

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

Competence elements and performance outcomes are fully detailed in Annex A – Competency Matrix.

5. Relevant Work Experience (Per Level)

- Level 1: 0–6 months
- Level 2: ≥1 year
- Level 3: ≥2 years
- Level 4: ≥3 years + training/mentoring experience

6. Certificate Validity

- Certificates are valid for 3 years from the date of issuance.
- Certification continuity requires annual surveillance compliance, completion of CPD, and meeting recertification requirements as defined in Section 10.
- Certificate validity automatically lapses upon withdrawal or expiry.

7. Assessment Requirements

Assessment methods are designed to test knowledge, skills, practical competence, professional judgement, and ethical behaviour.

7.1 Assessment Components

- Written Examination (MCQ / short answer)

All written examination questions shall be mapped to and shall cover all syllabus topics listed in Annex C. The distribution of questions across topics ensures full coverage of the required competence elements as defined in Annex A (Competency Matrix) and Annex C (Syllabus Requirements). The Certification Body shall ensure that the number of questions is sufficient to represent all major domains in the syllabus.

- Practical Skill Assessment
- Portfolio / Case Studies (Level 3)
- Oral Interview / Viva Voce (Level 4)

Details per scope and level are defined in Annex B.

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7.2 Number of Questions & Assessment Duration

MCQ Examination

Scope	Level	No. of MCQs	Duration
Aesthetic Professionals	L1	50	60 mins
Aesthetic & Beauty Therapists	L1	50	60 mins
Spa & Wellness Therapy Professionals	L1	50	60 mins
Aesthetic Device Practitioners	L1	50	60 mins
NailCare & Nail Technology Professionals	L1	50	60 mins
Patisserie & Bakery Professionals	L1	50	60 mins
Culinary Arts Professionals	L1	50	60 mins
Digital Content Creator & Social Media	L1	50	60 mins
Aviation & Drone Technology Professionals	L1	50	60 mins

Higher level written tests (where applicable) follow the same structure but cover advanced syllabus topics.

Practical Assessments

Level	Duration
Level 1	90 mins
Level 2	120 mins
Level 3	150 mins
Level 4	45 min oral interview & 150 min practical

8. Assessment Decision & Moderation

- Minimum pass marks: MCQ 60%, Practical 70%, Portfolio 70%, Interview 80%
- Double marking and moderation conducted for Level 3 and Level 4
- Annual statistical review included

9. Re-Assessment and Moderation

- Candidates failing one component may re-sit that component within 6 months.
- Two qualified assessors review all Level 3 and Level 4 portfolios.
- Statistical moderation performed annually to detect anomalies.

10. Record Control

All assessment records (exam papers, evaluation forms, portfolios, and interview notes) are retained for **minimum** of 6 years under the custody of the Certification Manager in accordance with SOP-09 and SOP-14.

11. Maintenance, Surveillance, and Recertification

11.1 Surveillance Requirements (Annual)

Certified persons must:

- Maintain active professional practice.

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- Provide CPD evidence.
- Declare any changes affecting competence (Clause 7.1.3.
- Undergo surveillance annually.
- Apply for recertification every 3 years.

11.2 Recertification (Every 3 Years)

Recertification requires:

- Full CPD hours
- Surveillance compliance
- Evidence of continued practice
- Reassessment (if required by scope)

Failure to comply results in suspension or withdrawal.

Continuing Professional Development (CPD) Requirements

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

12. Suspension, Withdrawal & Lifting Conditions

ICM may suspend or withdraw certification due to:

- Ethical violations
- Non-compliance with scheme requirements
- Fraudulent behaviour
- Failure to complete surveillance or CPD
- Safety risks to clients

Certification may be **reinstated** once corrective actions are verified.
(Linked to SOP-ICM-011 & Clause 7.1.3.)

13. Change of Scope / Level

Candidates may request scope expansion by submitting:

- FM-ICM-030
- Evidence of training, experience, and competence aligned to the new scope
- Additional assessments may be required

12. Reference Standards & Normative Documents

This certification scheme has been developed and implemented in accordance with ISO/IEC 17024:2012 – Conformity assessment — General requirements for bodies operating certification of persons, with particular emphasis on Clause 8 (Development and maintenance of certification schemes).

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As the beauty, aesthetics, spa, and wellness sectors are service-based professions without a single universal product or service ISO standard, this scheme is supported by a combination of international standards, technical guidelines, and globally recognised industry codes of practice, ensuring that competence assessment is objective, fair, valid, and industry-relevant.

The normative and reference documents used in the development of this scheme include, but are not limited to:

Primary Normative Standard

- **ISO/IEC 17024:2012** – Conformity assessment — Certification of persons

Quality, Hygiene & Occupational Safety References

- **ISO 9001:2015** – Quality management systems (service quality, documentation, process control)
- **ISO 45001:2018** – Occupational health and safety management systems
- **ISO 14698** – Cleanrooms and associated controlled environments – Biocontamination control
- **WHO Guidelines on Infection Prevention and Control**

Aesthetic, Beauty & Wellness Service References

- **EN 16844** – Aesthetic services – Non-medical beauty services – Hygiene and safety requirements
- **EN 16228 series** – Hygiene and safety requirements for tattooing, permanent make-up and similar services
- **ISPA (International SPA Association) – Global Spa Industry**

Guidelines

- **CIDESCO International Beauty Therapy Standards**
- **ITEC / VTCT International Occupational Standards**
- **CIBTAC International Beauty Education Standards**

Laser & Light-Based Treatment Safety References (Non-Medical)

- **IEC 60825-1** – Safety of laser products
- Relevant manufacturer technical manuals and safety instructions for non-medical aesthetic devices

Professional Practice & Ethical References

- Industry codes of conduct
- Client safety and informed consent principles
- Job and practice analysis conducted in accordance with **SOP-ICM-015**

These references collectively support the development of:

- Competency requirements (Annex A)

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- Syllabus structure (Annex C)
- Assessment methods and weightage (Annex B)
- Standardised assessment rubrics (Annex E)

This integrated approach ensures full compliance with ISO/IEC 17024:2012 while maintaining relevance to international industry practices.

15. Annexes

- Annex A – Competency Matrix
- Annex B – Assessment Plan & Methods
- Annex C – Syllabus Requirements
- Annex D – ISO/IEC 17024 Clause 8 Cross-Reference Matrix
- Annex E – Standardise Assessment Rubrics