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	REV. NO.	03
DOCUMENT : CERTIFICATION BODY MANUAL	EFF. DATE	20.02.23
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CERTIFIED LIGHT THERAPIST PROGRAMME

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SECTION 1: GENERAL

1.1 LEARNING OBJECTIVES

The candidate will be able to:

- i) Understand basic skin anatomy, recognise skin types and facial skin pigmentation related knowledge and to apply the knowledge in selecting and advising clients about the treatments, procedures and aftercare.
- ii) Perform the skill on the following areas;
 1. Aesthetic Assessment and Skills:
 2. Technical skills (Skin analysis and Photo taking)
 3. Aesthetic Field Sales skills (Closing Skills)
 4. Customer service (Communication skills)
 5. Operation skills related to aesthetic business (operational systems)
- iii) Perform safe and effective treatments to an acceptable standard in the following areas:
 1. Face Washing Treatment
 2. Oxyinfusion Treatment
 3. Skin Renewal Whitening Treatment
 4. Assisting in Light Therapy Treatment
 5. Assisting in Facial Skin Firming Treatment

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1.2 LEARNING OUTCOMES BY TOPICS

1. General Knowledge

- Describe the General principles UR Must know

2. Theory

Facial Skin Pigmentation Knowledge

- Describe and explain the function of basic skin anatomy
- Understand a variety of skin pigmentation pathology
- Explain the causative factors leading to skin pigmentation disorder and basic preventions.
- Explain the pathophysiology of aging skin and acne skin.
- Explain and understand skin care products

3. Skills

3.1 Aesthetic Assessment and Skills:

- **History Taking Skills**

- Perform a comprehensive history taking by obtaining and document information from a client, to include all the standard information.
- Understand the purpose of history taking and able to identify the key information needed to provide a provisional diagnosis and advice on treatment.

- **Consent Taking Skills**

- Understand the purpose and importance of consent taking for treatment and ensure the client has full understanding of the procedures.

- **Consultation skills**

- Able to perform a successful consultation with a client.
- To apply theoretical knowledge on pigmentations during consultation to help clients to understand their pigmentation concerns.
- Understand and explain skin analysis
- Understand and explain the functions and benefits of Light Therapy Treatment.
- Understand and explain the functions and benefits of Facial Skin Firming Treatment.

- **Post Treatment Skills**

- Able to provide appropriate post treatment care for client and to explain the importance of post treatment care for client
- Perform post treatment follow up professionally.
- Understand and explain the functions and benefits of skin care products.

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- Identify and understand the key ingredients in skin products and the effects in skin pigmentation.
- To explain the functions and benefits of skin care products as well as to demonstrate the skin care usage application to clients.

- **Major and Minor Review**

- To carry out review sessions with clients to identify and to address clients concerns.
- Devise a treatment plan according to the client's concerns and show knowledge of additional treatments that can benefit the clients.
- Explain and recognise the contra-actions and adapt the treatment when necessary.

3.2 Technical skills (Skin analysis and photo taking)

- Perform, interpret and analyze skin analysis for a variety of clients.
- Able to provide a detailed explanation of the client's skin conditions based on the skin analysis.
- Able to take accurate 5 angle photos for medical photography purposes.

3.3 Aesthetic Field Sales skills (Closing Skills)

- Demonstrate professional aesthetic sales skills to a variety of client's needs and personalities.

3.4 Customer service (Communication skills)

- Display a high level of interpersonal and professional communication skills with the client.

3.5 Operation skills related to aesthetic business (operational systems)

- Understand the principles of laser treatment and facial skin firming treatment.
- Understand the basic key skin care ingredients related to skin pigmentation.
- Adapt treatments to suit the individual's client needs by gathering information through history taking, consultation and analyzing the skin conditions.
- Understand the basic operational skills in an established aesthetic center
- Perform daily departmental tasks including appointment making, invoice, stocks management, customer treatment collection, provide daily closing reports and other outlet's related operations.

4. Treatment

4.1 Facial Treatment (Washing) , Oxyinfusion Treatment and Skin Renewal Whitening Treatment

- Demonstrate face washing cleansing and also facial treatment using a medical facial machine.
- Demonstrate a knowledge of the benefits of facial treatments carried out.

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4.2 Laser Treatment

- Understand and explain the principles of laser treatment.

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- Demonstrate and assist Laser Treatment safely and able to explain the benefits of laser treatment for every individual client.

4.3 Facial Skin Firming Treatment

- Understand and explain the principles of facial skin firming treatment
- Demonstrate and assist Skin Firming Treatment safely and able to explain the benefits of facial skin firming treatment for every individual client.

CERTIFIED LIGHT THERAPIST PROGRAMME

SECTION 2: INTRODUCTION

- This certification scheme will enable the candidates to have an understanding and exposure on the subject of Customer Service in the beauty aesthetic field, knowledge of normal skin & its function, knowledge of facial skin pigmentation and the treatments related to facial skin pigmentations.
- The participants will be assessed both in theory & practical aspects which will determine their competency in accordance with the terms and conditions of UR Academy Certified Light Therapist Scheme.

2.1 Entry Level:

- This certification scheme is suitable for females with (preferably >2 years) or without working experience in the beauty aesthetic field who wish to be certified.
- Age: 18-30 (therapist)
- Able to communicate in Mandarin
- A person displaying a high level of good morality and character, listening skill, diplomacy and time keeping.

2.2 Objective:

To be able to:

- Apply theoretical knowledge by handling client's enquiries and educating clients about Facial Skin
- Pigmentation treatments and products professionally.
- Perform hands on treatment and services related to Facial Skin Pigmentation professionally.

2.3 Pre-requisites training:

Candidates must attend a self-study online module and complete the online quiz for 1 week prior to the training

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2.4 COURSE TOPICS:

Components	Topics
1. General Knowledge	<ul style="list-style-type: none"> • UR Must Know Theory • 5 Management Skills (五项管理) • DISC Personalities
2. Theory	<p>Facial Skin Pigmentation related Knowledge (Skin Anatomy , Skin Physiology , Facial Skin Pigmentation , UV and Sunblock Knowledge, Aging Skin, Acne Skin)</p> <ul style="list-style-type: none"> • Skin Care Products • Laser Knowledge • Facial Skin Firming Knowledge • Medical Facial Knowledge (Oxyinfusion Treatment and Skin Renewal Whitening Treatment)
3. Skills	<p>Aesthetic Assessment and skills:</p> <ul style="list-style-type: none"> • History Taking Skills • Consent Taking Skills • Consultation Skills • Post treatment Skills • Minor and Major Review <p>Technical skills:</p> <ul style="list-style-type: none"> • 5 angles photo taking skills • Skin analysis photo taking <p>Aesthetic Field Sales skills:</p> <ul style="list-style-type: none"> • Closing Skills <p>Customer Service Skills:</p> <ul style="list-style-type: none"> • Communication skills (Referral programme and phone calling skills for new and existing clients) <p>Operational Skills</p> <ul style="list-style-type: none"> • Aesthetic business operation system
4. Treatment	<ul style="list-style-type: none"> • Face Washing Treatment • Oxyinfusion Treatment • Skin Renewal Whitening Treatment • Assisting in Laser Treatment • Assisting in Facial Skin Firming treatment

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2.5 PROGRAM DURATION AND STAGES

The course is:

- Total duration of 28 training days.
- Course conducted online and onsite with outlet attachment

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SECTION 3 EXAMINATION PROCESS

3.1 GUIDES ON EXAMINATION PROCEDURES

1. Examination Methods:

- a. Oral question and answer (Viva)
 - Open or closed questions for immediate response.
 - The examiner will assess the candidate's ability to apply underpinning knowledge and their ability to provide professional and accurate answers.
- b. Practical demonstration
 - A practical demonstration of a skill selected by the Examiner, to enable candidates to practice and apply skills, knowledge and treatments. The candidate is observed by the examiner who records the candidate's performance and scoring.
- c. Simulation
 - The Examiner may ask Candidates to role-play various scenarios and to perform various skills. For example, a Client consultation.
- d. Logbook
 - The purpose of a logbook is to keep, in one place, a record of evidence of all treatments or occasions where practice and experience of techniques and ranges meet learning outcomes for the qualification being studied.
 - The candidate must complete and submit the Logbook by Day 28 of training.

2. Examination Modes:

- a. Online Assessment:
 - All candidates must be available during their examination date and slots and enter the examination zoom link 10 mins before the examination time.
 - All candidates must ensure that they are ready with good internet connection with no distractions in their surroundings for online assessment.
 - Candidates must make sure that they have prepared the materials needed, such as mannequin/ models for practical demonstration and simulation through online assessment.
 - All candidates are not allowed to refer to any materials during the online assessment process and to make sure their camera is on the whole time to prevent fraudulent activity.
- b. Onsite Assessment:
 - All candidates must be available during their examination date and slots and enter the examination room 10 mins before the examination time.
 - All candidates must wear their uniform with their name tag.

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- All candidates are not allowed to bring any communication devices (e.g. handphone) into the examination room
- Candidates will be allocated with treatments or machines if necessary and candidates are allowed to ask for the materials needed for examination if it is not provided.
- For onsite assessment requiring models, all treatments must be safe for the models. Any unsafe practice will be discontinued immediately by the Examiner.

3.2 EXAMINATION COMPONENTS

Component	Topic	Time	Assessment Methods	Assessment Mode
1. General Knowledge &	UR Must Know Theory	by 1st week	Oral questions and answers (Viva)	Online
2. Theory Assessment	Facial Skin Pigmentation related Knowledge (Skin Anatomy , Skin Physiology , Facial Skin Pigmentation , UV and Sunblock Knowledge, Aging Skin, Acne Skin) <ul style="list-style-type: none"> • Skin Care Products • Laser Knowledge • Facial Skin Firming Knowledge • Medical Facial Knowledge (Oxyinfusion Treatment and Skin Renewal Whitening Treatment) 			
3. Skills Assessment	Client Assessment and skills <ul style="list-style-type: none"> • History Taking Skills • Consent Taking Skills • Consultation Skills • Post treatment Skills • Minor and Major Review Technical skills <ul style="list-style-type: none"> • 5 angles photo taking skills • Skin analysis photo taking Aesthetic Field Sales skills <ul style="list-style-type: none"> • Closing Skills Customer Service Skills <ul style="list-style-type: none"> • Communication skills Operational skills <ul style="list-style-type: none"> • Aesthetic business operation system 	by 2nd week	Practical demonstration Simulation (Role Play)	Online/ Onsite

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4. Treatment Assessment	<ul style="list-style-type: none"> • Face Washing Treatment • Oxyinfusion Treatment • Skin Renewal Whitening Treatment 	by 3rd Week	Practical demonstration Simulation (Role Play)	Onsite

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3.3 DECISION ON CERTIFICATION

Passing criteria:

1. The candidate must obtain a minimum of 80% assessment passing mark for each component.
2. The candidate must complete and submit the Light Consultant Logbook by Day 28 of training

Certificate awarded:

Certificate of Light Therapist (awarded after Day 28 of training) upon completion and submission of Logbook.

The certified person will receive a soft copy of the certificate in their email and hard copy will be given in person or through postage.

Validity period of certificate:

3 years

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SECTION 4: CERTIFICATION PROCESS

4.1 CERTIFICATE REPRINT GUIDE

This guide explains the criteria for requesting a URAC certificate reprint.

Criteria to meet for certificate reprint:

- the reprint request has been made within 3 years of the date of issue of your certificate. A UR-F-URAC-17 Certificate Reprint Form will need to be submitted with the appropriate fee of RM 100.
- your URAC certificate was issued over 14 days ago, but you haven't received it.
- the address you request your certificate to be reprinted and sent to matches the address on your URAC application.

If your reprint request meets the criteria complete the relevant UR-F-URAC-17 Certificate Reprint Form and email to HR/Recruitment Department. We will aim to process your request within 5 working days.

We can't guarantee the security of information until it is in our possession and will not take responsibility for information until we receive it.

4.2 SUSPENDING, WITHDRAWING OR DEFERMENT FROM THE CERTIFICATION

1. Suspension

Suspension is usually the first step in resolution of an identified issue; however, depending on the seriousness of the nonconformity, UR Academy may proceed directly to withdrawal.

The major causes requiring a suspension/ withdrawal of certification follow:

- The candidate has persistently or seriously failed to meet certification requirements
- The certified person does not allow/ declined surveillance or recertification to be conducted at the required frequencies
- Improper use of the certificate or the logo is discovered
- Required corrective actions are not implemented in the specified timeframes.
- The candidate has been found to be guilty of misconduct.

Candidates can appeal against his/her suspensions/ withdrawal if they have justifications and are able to produce proof support to their claim; at the sole discretion of the Academy.

All appeals will not be entertained if the candidate is deemed to have committed a major misconduct.

2. Voluntary Withdrawal

The certified person has the right to request withdrawal of his/her certificate. In this case, the request must come to the Recruitment Department in writing.

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3. Deferment

Deferment refers to an application delaying his/her study of the course and to carry forward his/her pre- paid fees to a later period.

A deferment period of up to 1 month may be granted with supporting documentation.

The general conditions that are taken into consideration for deferment are:

- Compassionate grounds (accompanied by a supporting document from an appropriate person)
- Medical grounds (certificate from a medical practitioner)

4.3 RECERTIFICATION PROCESS

Certifications must be renewed prior to the certificate expiration date in order to ensure that the URAC certification stays up-to-date with current best practice guidelines and skills.

Most URAC certifications must be renewed every THREE years from the date of certification. The certification expiration date is printed on all certificates and the application process of recertification should be done THREE months prior to expiry of certification.

To be eligible for renewal, Candidates must meet the following requirements within the renewal term of their certification:

- Re-sit and pass the recertification examination.
- Cumulative experience > 3 years in light therapy field.(Certified person is required to show evidence of working experience in related light therapy field if the certified person is working in another organization.)
- No disciplinary actions

Recertification Submission

- The initial certification cycle shall begin the day the certified person has passed the examination and ends 3 years later.
- If the certified person fails to recertify by the end date, the certified person is provided with a 60-day grace period during which to complete the recertification process.
- The certification will expire if the recertification process is not completed by the end of the grace period.
- Once the recertification record is complete and has been approved, a new 3-year recertification cycle will begin the NEXT DAY.

Recertification Examination

- Certified person have the option to maintain their Certified Light Therapist certification credential by retaking the certification exam.
- If a certified person chooses this option, she must:
 - Retest as a Light Therapist
 - Complete the recertification application process .Candidate will be call for exam within 1 month of submission of recertification application
 - Pay RM 200 the full examination fee if applicable.

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4.4 RECERTIFICATION COMPONENTS

Component	Subjects	Assessment Methods	Assessment Mode
General Knowledge & Theory Assessment	Theory : Facial Skin Pigmentation related Knowledge	Oral questions and answers (Viva)	Onsite
Skills Assessment	<p>Client Assessment and skills</p> <ul style="list-style-type: none"> • Post treatment Skills <p>Technical skills</p> <ul style="list-style-type: none"> • 5 angles photo taking skills • Skin analysis photo taking <p>Customer Service Skills</p> <ul style="list-style-type: none"> • Communication skills (Referral programme and phone calling skills for new and existing clients) • Standard Operating Procedures 	<p>Practical demonstration</p> <p>Simulation (Role Play)</p>	Onsite
Treatment Assessment	<ul style="list-style-type: none"> • Face Washing Skills • Oxyinfusion Medical Facial Treatment • Skin Renewal Whitening 	<p>Practical demonstration</p> <p>Simulation (Role Play)</p>	Onsite

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Recertification Examination passing criteria :

- The certified person must obtain a **minimum of 80%** assessment passing mark for each component for recertification
- If the certified person does not pass the exam, her credential will be revoked and the certified person will have to reapply to take the exam.

Recertification Procedure

1. 3 months before expiration of certificate
2. Approach HR Department
3. Fill in Recertification Form UR-F-URAC-06 Pay Examination Fees if applicable
4. Retest current skills/levels/scopes
5. Recertification Successful: Pass the recertification examination. Cumulative experience > 3 years in light therapy field.
6. Receive NEW Certificate

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SECTION 5: APPEALS AGAINST DECISIONS ON CERTIFICATIONS

URAC is committed to the maintenance and improvement of excellent academic standards in the field of aesthetic therapies. However, there may be occasions where individuals believe that an academic decision reached by the Certification Body of URAC is incorrect or has in some way been based on incorrect or partial information. Candidates have the right to appeal and can expect URAC to deal with an academic appeal seriously and impartially with appropriate corrective actions.

Grounds for appeal

The grounds on which URAC will consider an appeal against an academic decision are:

- a) That, in reaching its decision, URAC was unaware of factors which had affected the Learner's performance,
e.g. family or personal circumstances or ill-health, which, for valid reasons, had been unable to make known earlier
- b) There had been a mathematical or procedural error in recording or calculating the marks on which a decision was based
- c) There had been irregularities or administrative errors in the conduct of an examination or marking of course work of such a nature as to cause reasonable doubt about the Examiners' decision
- d) The Candidate has reason to believe that the Examiner was prejudiced or biased

URAC will not consider appeals on grounds other than the above, particularly:

- a) Those made wilfully or flippantly without justifiable grounds
- b) Those made on the basis of alleged insufficiencies in teaching or supervision or the provision of materials or equipment – these are matters to address with the Academy
- c) Those based on ill-health or other circumstances which could and should have been reported to the Academy at the time of their occurrence.

Appeal against any examination questions:

- Within 24hours of examination.
- Indicate reasons/grounds of appeal on the form and include any relevant documentary evidence.
- RM200 deposit will be charged for appeal

Appeal against results:

- Within 3 working days or receipt of the results
- A candidate who failed in one or all examinations can apply to re-sit for that component of the examination within **7 working days** from the date of the last examination.
- RM200 deposit will be refundable if appeal is successful.

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Appeal against suspension/ withdrawal:

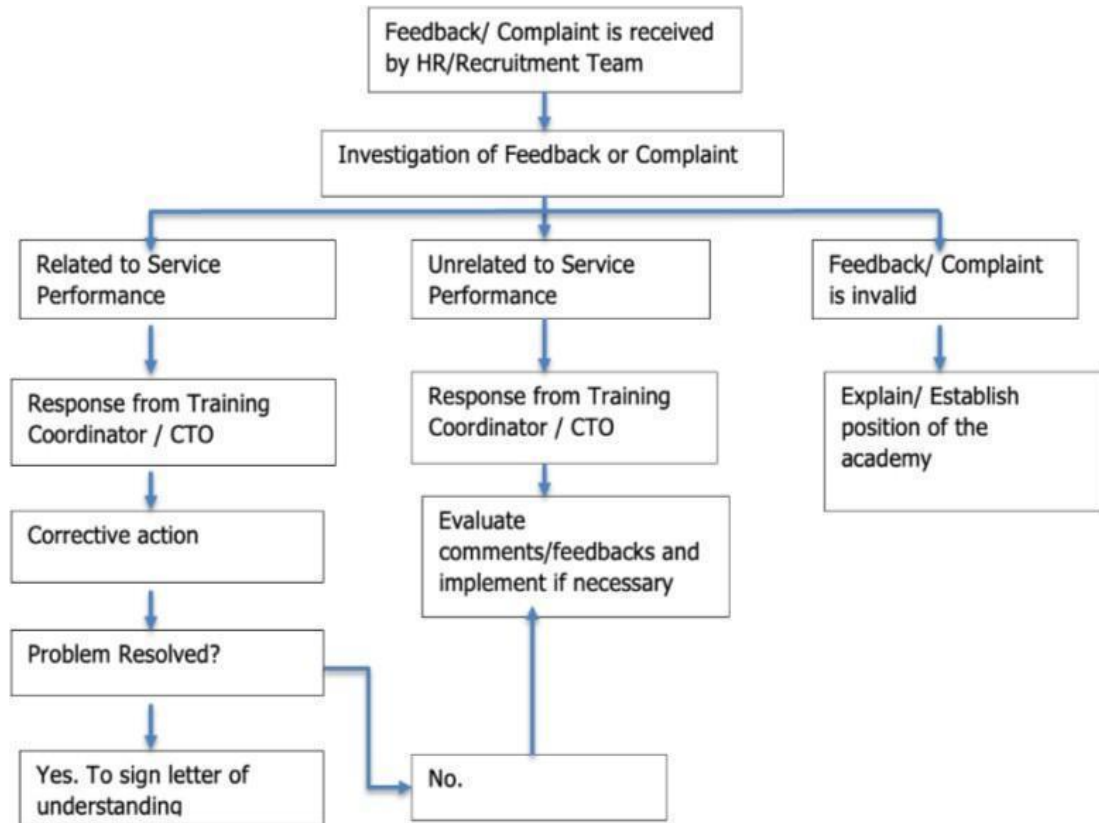
- Within 7 working days
- Results of appeal will be directed to the Candidate within 30 working days of receiving the initial appeal.
- Appeal results are final and no further actions will be taken.
- RM200 deposit will be refundable if appeal is successful.

SECTION 6: COMPLAINTS

1. The candidate will be required to submit via email or physically the complaints by filling up the UR-F-URAC-13 Complaint form to any of our HR/Recruitment team
2. The Human Resource/ Recruitment Department is responsible for coordinating and responding to complaints received depending on the nature of the complaints, be it related to service providence or not.
3. Upon receiving of the complaint form , for HR/ Recruitment to email the candidate that the complaint has been received and now under investigation.
4. Upon receiving the complaint information, the Human Resource/ Recruitment Department shall record the details of the complaint in the Complaint Form and submit the information to the Training Coordinator/ CTO.
5. If necessary, the Training Coordinator shall convene a meeting with the appropriate personnel to discuss the complaints information.
6. The concerned personnel shall analyze the certification processes, work operations and related records to trace back to the root cause.
7. Once the cause(s) is established, the appropriate correction and corrective action shall be determined and recorded in Complaint Form.
8. The actions taken shall be verified by the Training Coordinator to ensure implementation and effectiveness.
9. The Human Resource/ Recruitment Department shall then reply via email to the candidate will regarding the outcomes to candidate via email within 30 working days upon receiving of complaint.
10. Complaints report shall be presented by the Human Resource/ Recruitment Department at the Management Review.
11. The complaints-handling process shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

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COMPLAINT FLOW CHART







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SECTION 7: USE OF CERTIFICATES LOGOS AND MARKS

The certification body shall require that a certified person signs an agreement UR-F-URAC-15 Certification Logos and Marks Usage Agreement for the following reasons:

- a) to comply with the relevant provisions of the certification scheme;
- b) to make claims regarding certification only with respect to the scope for which certification has been granted;
- c) not to use the certification in such a manner as to bring the certification body into disrepute, and not to make any statement regarding the certification which the certification body considers misleading or unauthorized;
- d) to discontinue the use of all claims to certification that contain any reference to the certification body or certification upon suspension or withdrawal of certification, and to return any certificates issued by the certification body.
- e) not to use the certificate in a misleading manner.
- f) Any misuse of certificate/ logos will be subjected to legal actions.

Rev.	Date	Description Of Changes
0	01/05/22	New Release
1	01/01/23	Added in Certificate Reprint Guide and the certificate will be awarded in soft copy and hard copy and Passing Criteria and Skin Analysis
2	01/02/23	1.changes in learning objectives (assisting in light therapy treatment and facial skin firming treatment); 2.added in learning outcomes: explain and understand skin care products, understand and explain the functions and benefits of Facial Skin Firming Treatment, Understand and explain the functions and benefits of skin care products, Identify and understand the key ingredients in skin products and the effects in skin pigmentation, To explain the functions and benefits of skin care products as well as to demonstrate the skin care usage application to clients, Facial Treatment (Washing) , Oxyinfusion Treatment and Skin Renewal Whitening Treatment. 3.Changes made in the course topics UR Must know Theory Medical Facial Knowledge (Oxyinfusion Treatment and Skin Renewal Whitening Treatment) Assisting in Laser Treatment Assisting in Facial Skin Firming treatment 4.Change day 28 to 28 training days for program duration, examination process, logbook and decision on certificate. 5. update section 5 and section 6 6. Added in contents page
3	20/02/23	Changed in section 06 complaints.

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APPROVED BY	: Dr. Fong Toh Jeng/ Dr. Jaya  Tan Soo Hua / Dr. Jovyn Ng  Wen	DATE APPROVED	: 20/02/2023