



UR[®]

CERTIFIED LIGHT THERAPIST PROGRAMME

LEARNING OBJECTIVES

The candidate will be able to:

- 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.
- Perform safe and effective treatments to an acceptable standard in the following areas:
 - i. Facial skin pigmentation knowledge
 - ii. Aesthetic Assessment and Skills:
 - History taking skills
 - Consent taking skills
 - Consultation skills
 - Post Treatment skills
 - Major and Minor Review
 - v. Technical skills (Skin analysis and Photo taking)
 - vi. Skin care knowledge and usage
 - vii. Facial treatment
 - viii. Facial skin firming treatment
 - ix. Laser treatment
 - x. Customer service (Communication skills)
 - xi. Aesthetic Field Sales skills (Closing Skills)
 - xii. 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.

LEARNING OUTCOMES BY TOPICS

1. 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.
2. 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.
3. Consent Taking Skills
 - Understand the purpose and importance of consent taking for treatment and ensure the client has full understanding of the procedures.
4. 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 using 3D analysis
 - Understand and explain the functions and benefits of light therapy treatment.
5. 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.
6. 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.

7. Technical skills (Skin analysis and photo taking)

- Perform, interpret and analyze skin 3D analysis for a variety of clients.
- Able to provide a detailed explanation of the client's skin conditions based on the skin 3D analysis.
- Able to take accurate 5 angle photos for medical photography purposes.

8. Skin Care Knowledge and Usage

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

9. Facial 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.

10. Facial Skin Firming Treatment

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

11. Laser Treatment

- Understand and explain the principles of laser treatment.
- Demonstrate and perform laser treatment safely and able to explain the benefits of laser treatment for every individual client.

12. Customer service (Communication skills)

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

13. Aesthetic Field Sales skills (Closing Skills)

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

14. Operation skills related to aesthetic business (operational systems)

- Perform daily departmental tasks including appointment making, invoice, stocks management, customer treatment collection, provide daily closing reports and other outlet's related operations.

CERTIFIED LIGHT THERAPIST PROGRAMME

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.

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.

Objective:

To be able to :

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

Pre-requisites training :

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

Course topics:

Components	Topics
General Knowledge	<ul style="list-style-type: none"> ● 5 Types of Management (五项管理) ● DISC Personalities ● General Principles (UR Must Know)
Theory	<ul style="list-style-type: none"> ● Facial Skin Pigmentation related Knowledge (Skin Anatomy , Skin Physiology , Facial Skin Pigmentation , UV and Sunblock Knowledge, Aging Skin, Acne Skin) ● Skin Care Products ● Laser Knowledge ● Facial Skin Firming Knowledge ● Medical Facial Knowledge
Skills	<p>Client 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 ● 3D 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
Treatment	<ul style="list-style-type: none"> ● Face Washing ● Skin Care Usage ● Medical Facial Treatment ● Skin Renewal Whitening Treatment

PROGRAM DURATION AND STAGES

- Full time
- Online (Zoom) and Onsite Training total 80 days

The course is divided into two stages:

- Induction stage 1:
Total duration of 20 days
Course conducted online and onsite with outlet attachment
- Induction stage 2:
Total duration of 60 days
Course conducted during respective allocated outlet attachment



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

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.
- It is compulsory for candidates to isolate individually in a room/ area without accompaniment

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.
- 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.

EXAMINATION COMPONENTS

Induction Stage 1

Component	Topic	Time	Assessment Methods	Assessment Mode
General Knowledge & Theory Assessment	UR Must Know Theory : Facial Skin Pigmentation related Knowledge	by 1st week (Friday)	Oral questions and answers (Viva)	Online
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 • 3D 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) 	by 2nd week (Friday)	<p>Practical demonstration</p> <p>Simulation (Role Play)</p>	Online/ Onsite
Treatment Assessment	Face Washing Treatment Oxyinfusion Treatment Skin Renewal Whitening Treatment	by 3rd Week (Friday)	<p>Practical demonstration</p> <p>Simulation (Role Play)</p>	Onsite

Induction Stage 2

Component	Subjects	Time	Assessment Methods	Assessment Mode
General Knowledge & Theory Assessment	UR Must Know Theory : Facial Skin Pigmentation related Knowledge	on 6th and 11/12th weeks	Oral questions and answers (Viva)	Online
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 • 3D 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) 	on 6th and 11/12th weeks	Practical demonstration Simulation (Role Play)	Online
Treatment Assessment	Face Washing Skills Oxyinfusion Skills Skin Renewal Whitening Skills	on 6th and 11/12th weeks	Practical demonstration Simulation (Role Play)	Online

DECISION ON CERTIFICATION

Passing criteria:

- The candidate must obtain a minimum of 80% assessment passing mark for each component.
- Candidate's attendance must be at least 90% for each mode training duration.
- The candidate must have no misconduct throughout the training period
- The candidate must complete and submit the Light Therapist Logbook by Day 28

Certificate awarded:

Certificate of Attendance (awarded after Day 28) upon completion and submission of Logbook

Certificate of Light Therapist to be awarded after Day 80 and have passed the examination criteria.

Validity period of certificate:

3 years



GUIDES ON EXAMINATION PROCEDURES

3. 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.

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- 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

4. Examination Modes:

c. 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.
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- All candidates must wear their uniform with their name tag.
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EXAMINATION COMPONENTS

Induction Stage 1

Component	Topic	Time	Assessment Methods	Assessment Mode
General Knowledge & Theory Assessment	UR Must Know Theory : Facial Skin Pigmentation related Knowledge	by 1st week (Friday)	Oral questions and answers (Viva)	Online
Skills Assessment	<p>Client 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 • 3D 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) 	by 2nd week (Friday)	Practical demonstration Simulation (Role Play)	Online/ Onsite
Treatment Assessment	Face Washing Treatment Oxyinfusion Treatment	by 3rd Week (Friday)	Practical demonstration	Onsite
	Skin Renewal Whitening Treatment Laser Treatment Facial Skin Firming treatment		Simulation (Role Play)	

LEARNING OBJECTIVES

Induction Stage 2

Component	Subjects	Time	Assessment Methods	Assessment Mode
General Knowledge & Theory Assessment	UR Must Know Theory : Facial Skin Pigmentation related Knowledge	on 6th and 11/12th weeks	Oral questions and answers (Viva)	Online
Skills Assessment	<p>Client 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 • 3D 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 	on 6th and 11/12th weeks	Practical demonstration Simulation (Role Play)	Online
	calling skills for new and existing clients)			
Treatment Assessment	Face Washing Treatment Oxyinfusion Treatment Skin Renewal Whitening Treatment Laser Treatment Facial Skin Firming treatment	on 6th and 11/12th weeks	Practical demonstration Simulation (Role Play)	Online

DECISION ON CERTIFICATION

Passing criteria:

- The candidate must obtain a minimum of 80% assessment passing mark for each component.
- Candidate's attendance must be at least 90% for each mode training duration.
- The candidate must have no misconduct throughout the training period
- The candidate must complete and submit the Light Consultant Logbook by Day 28

Certificate awarded:

Certificate of Attendance (awarded after Day 28) upon completion and submission of Logbook

Certificate of Light Consultant to be awarded after Day 80 and have passed the examination criteria.

Validity period of certificate:

3 years



1. Suspension

Suspension is usually the first step in resolution of an identified issue; however, depending on the seriousness of the nonconformity, Certification Body Team 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 Certification Body Team in writing.

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)

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.

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 persons have the option to maintain their URAC certification credential by retaking the certification exam.
- If a certified person chooses this option, he/she must:
 - Retest at his/her current level/ scope.
 - Complete the recertification application process.
 - Pay the full examination fee if applicable
- If the certified person does not pass the exam, his/her credential will be revoked, and the certified person will have to reapply to take the exam.

RECERTIFICATION PROCEDURES

1. 3 months before expiration of certificate
2. Approach HR Department
3. Fill in Recertification Form UR-F-URAC 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

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
- e) 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 24 hours of examination.
- Examiners hold all rights to amend or remove questions if appeal is successful.
- 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.
- Appeal results are final and no further actions will be taken.
- RM200 deposit will be refundable if appeal is successful.

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.

COMPLAINTS

URAC cares for the welfare of the students and the standards of the certifica

All complaints/ feedback will be kept confidential and anonymous. Alternatively, the candidate can lodge a complaint via submitting a complaint form UR-F-URAC or written email to any of our HR personnel. Depending on the nature of the complaints, be it related to service providence or not a separate set of reviewing standards may be applied.

Investigation procedures:

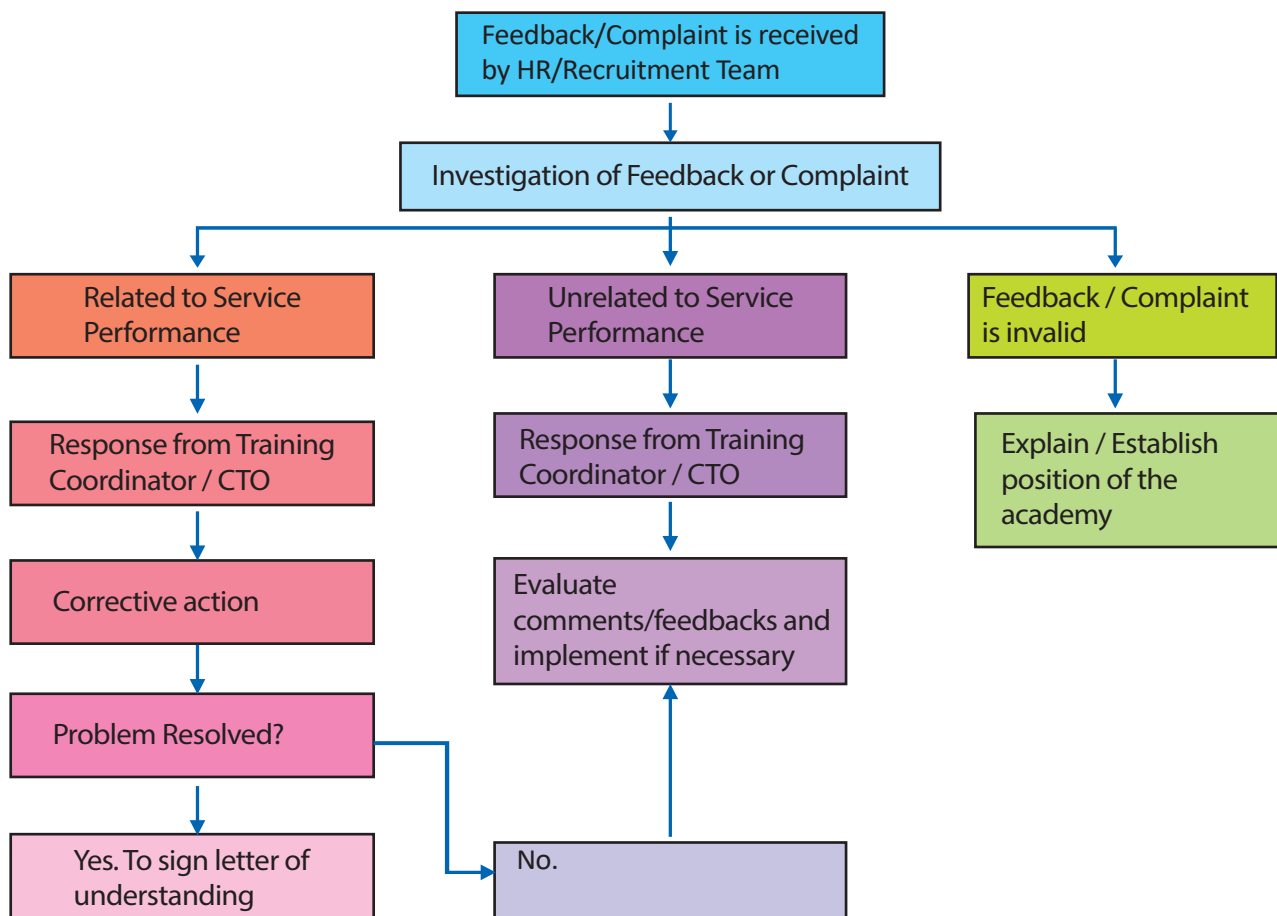
1. Clarification of issues that lead to the problem.
2. Verification process that includes interview with supporting evidences
3. Identify the nature and cause of complaint.
4. Corrective actions

Outcome of complaint:

If the complaint is deemed reasonable and constructive for the improvement of the academy, the academy shall examine the suggestions/ feedback given and act upon it accordingly.

In the event that the complaint is found to be unfounded and invalid, the academy shall explain its position to the complaint person and at the same time may provide supportive services/ mentoring.

COMPLAINT FLOW CHART



USE OF CERTIFICATES LOGOS AND MARKS

The certification body shall require that a certified person signs an 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.

URACADEMY®

For more enquiries, please contact:

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