

## OUR VISION

To be the Premier Educator for Service Excellence

## OUR MISSION

To inspire Passion for Service and Contribution to Society through Excellence in Continuous Education

## OUR VALUES

Responsibility, Integrity, Passion and Excellence (RIPE)

## OUR CULTURE

An Open and Conducive Learning Environment, With Mutual Respect and Professionalism to Build A High Performance Organization



**CSM ACADEMY**  
INTERNATIONAL

## COURSE UNITS

### (1) LEVEL 2 DIPLOMA FOR BEAUTY SPECIALISTS - (CSMTEC-BS)

#### Units:

1. Skincare and Eye Treatments
2. Make-up
3. Manicure and Pedicure
4. Waxing
5. Professional Conduct and Business Awareness

### (2) LEVEL 3 DIPLOMA IN HOLISTIC MASSAGE - (CSMTEC-HM)

#### Units:

1. Anatomy and Physiology
2. Holistic Massage
3. Professional Conduct and Business Awareness

### (3) LEVEL 3 DIPLOMA IN ANATOMY AND PHYSIOLOGY - (CSMTEC-AP)

#### Units:

1. Skeletal System
2. Muscular System
3. Skin
4. The Cell
5. Circulatory and Lymphatic Systems
6. Neurological System
7. Endocrine System
8. Respiratory System
9. Digestive System
10. Urinary System
11. Reproductive System

### (4) LEVEL 2 & 3 CERTIFICATE IN CUSTOMER SERVICE - (CSMTEC-CS)

#### Units (Level 2):

1. Delivery of Effective Customer Service
2. Supporting the Customer Service Environment

#### Units (Level 3):

1. Principles of Customer Service Delivery
2. Developing and Improving the Customer Service Process

## COUSE DEVELOPER & AWARDING BODY

(1) to (4): International Therapy Examination Council (ITEC)



LEVEL 2 DIPLOMA FOR BEAUTY SPECIALISTS



LEVEL 3 DIPLOMA IN HOLISTIC MASSAGE



LEVEL 2 & 3 CERTIFICATE IN CUSTOMER SERVICE



LEVEL 3 DIPLOMA IN ANATOMY AND PHYSIOLOGY

# ITEC QUALIFICATIONS FOR THE WORLD



Cert No. : EDU-2-2105  
Validity: 31-08-2021 to 30-08-2025

ERF Registration No. 200505735M  
ERF Validity: 20/05/2018 - 19/5/2022

Awarded by:



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Updated on 7 September 2021

[www.csmacademy.edu.sg](http://www.csmacademy.edu.sg)



## WHY YOU SHOULD STUDY FOR ITEC QUALIFICATIONS

ITEC has always had a passion for educational and the need to provide the highest standards of education for our industry but especially to offer standardization in qualifications around the world. As a Specialist Examination Board we offer a variety of exciting pathways for your advancement in Beauty & Spa Industry not only as a practitioner but also as a professional.

## WHERE ITEC GRADUATES WORK

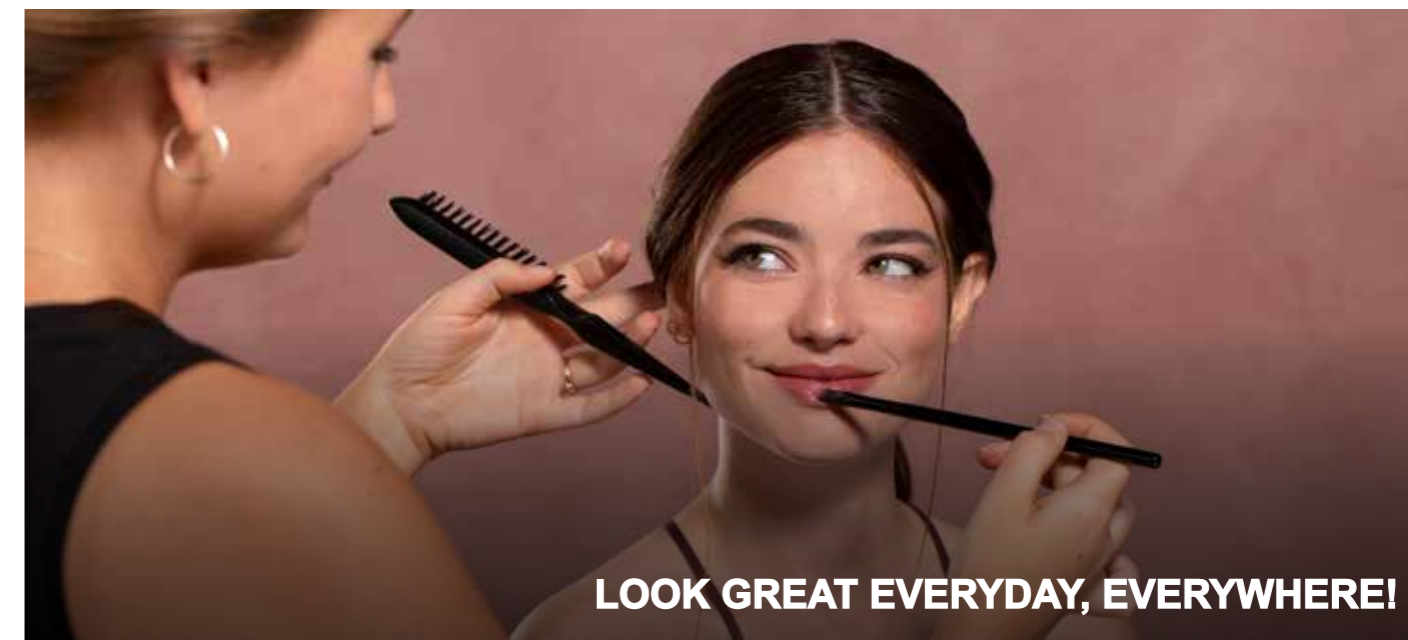
As salon owners; in spas and salons; on cruise liners; in fact anywhere that employs top quality beauty specialists, therapists and customer service representatives, you will find ITEC graduates. As an ITEC graduate, you have the chance to be a salon owner by franchising the Beauty Products used in Diploma for Beauty Specialists.



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## LEVEL 2 DIPLOMA FOR BEAUTY SPECIALISTS - (CSMTEC-BS)



**LOOK GREAT EVERYDAY, EVERYWHERE!**

### WHAT YOU WILL LEARN

This diploma aims to equip the student with the necessary skills in communicating with customer, performing treatments within industry time limit, planning and marketing strategies. It also aims to provide basic knowledge in the human body structures and functions, diseases and disorders that contradicts treatments and develop his / her personal qualities and attitudes essential for successful performance in as a beauty therapist.

### ADMISSION REQUIREMENTS

Applicants must be at least 16 years of age with two-year industrial working experience and proficiency in English /Chinese and possess a keen interest in beauty and wellness.

A minimum of GCE 'N' Level qualification is required for admission of local students. International applicants will be assessed based on the equivalent to GCE 'N' Level. However, it is at the discretion of the school that the adult learners' experiences are taken into consideration for admission to this course. Applicants from non-English speaking countries need to pass Literacy Test or enrol on Basic English Communication Course. Applicants with following Certificates awarded by the CSM Academy International or other relevant and qualified organizations are eligible to directly enrol on Diploma for Beauty Specialists course:

1. Skincare & Eye Treatments
2. Make-up
3. Waxing
4. Manicure & Pedicure
5. Professional Conduct & Business Awareness

Applicants are eligible to directly enrol on Diploma for Beauty Specialists course. Upon successful completion of three case studies and the examination for CSMTEC-BS by ITEC, the Diploma for Beauty Specialists will be conferred by ITEC - a leading International Specialist Examination Board in the United Kingdom.

### PROGRAMME DURATION

**Full Time:** 3 months (6 hours lesson per day/5 days per week)

**Part Time:** 6 months (6 hours lesson per day/3 days per week)

### ASSESSMENT METHODOLOGY

Formative and Summative Assessments

### GRADUATION REQUIREMENTS

Upon successful completion of three cases and a pass grade for examination by ITEC, you will be awarded with a Level 2 Diploma for Beauty Specialists from ITEC.

Local students must achieve an attendance of 75% and international students must achieve an attendance of 90% in any month of the course.

### DELIVERY MODE

Classroom-based lectures and practical sessions

### COURSE FEE\*

\$3,200 (before GST)  
\$468 (before GST) for skincare products to be used for practice in class.

### APPLICATION FEE (NON-REFUNDABLE)

Local Students: S\$ 50 (before GST)  
International Students: S\$ 600 (before GST)

Note:

- Singaporeans/PRs can obtain up to 95% funding by SDF.
- \*Terms & Conditions (Refer to Page 8)



## LEVEL 3 DIPLOMA IN HOLISTIC MASSAGE - (CSMTEC-HM)



**BODY & SOUL REFRESHED!**

### WHAT YOU WILL LEARN

This diploma aims to equip the student with an understanding of the human body system, the origins of and benefits of Holistic Massage and other complementary therapies, performing a full body massage within industry time limit, planning and marketing strategies.

It also aims to teach the student to maintain personal hygiene, workplace health and safety and to exhibit their professionalism in their conduct and image as a therapist.

CSM Academy provides complimentary materials and tools.

### ADMISSION REQUIREMENTS

Applicants must be at least 16 years of age with two-year industrial experience and proficiency in English/Chinese and possess a keen interest in beauty and wellness.

A minimum of GCE 'N' Level qualification is required for admission of local students. International students will be assessed based on the equivalent of GCE 'N' Level. However, it is the discretion of the school and the adult learners' experience will be taken into consideration for admission to this course. Applicants from non-English speaking countries need to pass Literacy Test or enrol for Basic English Communication Course. CSM Academy International or other relevant and qualified organizations are eligible to directly enrol on Diploma for Holistic Massage course:

1. Anatomy and Physiology
2. Holistic Massage
3. Professional Conduct and Business Awareness

Applicants are eligible to directly enrol for Diploma in Holistic Massage course. Upon successful completion of three case studies and passing the examination for CSMTEC-HM by ITEC, Diploma in Holistic Massage will be conferred by ITEC - a leading International Specialist Examination Board in the United Kingdom.

### PROGRAMME DURATION

**Full Time:** 5 weeks (8 hours lesson per day/5 days per week)

**Part Time:** 6 months (3 hours lesson per day/3 days per week)

### ASSESSMENT METHODOLOGY

Formative and Summative Assessments

### GRADUATION REQUIREMENTS

Upon meeting all graduation requirements, you will be awarded with a Level 3 Diploma in Holistic Massage from ITEC International.

Local students must achieve an attendance of 75% and international students must achieve an attendance of 90% in any month of the course.

### DELIVERY MODE

Classroom-based lectures and practical sessions

### COURSE FEE\*

S\$ 3,300 (before GST)

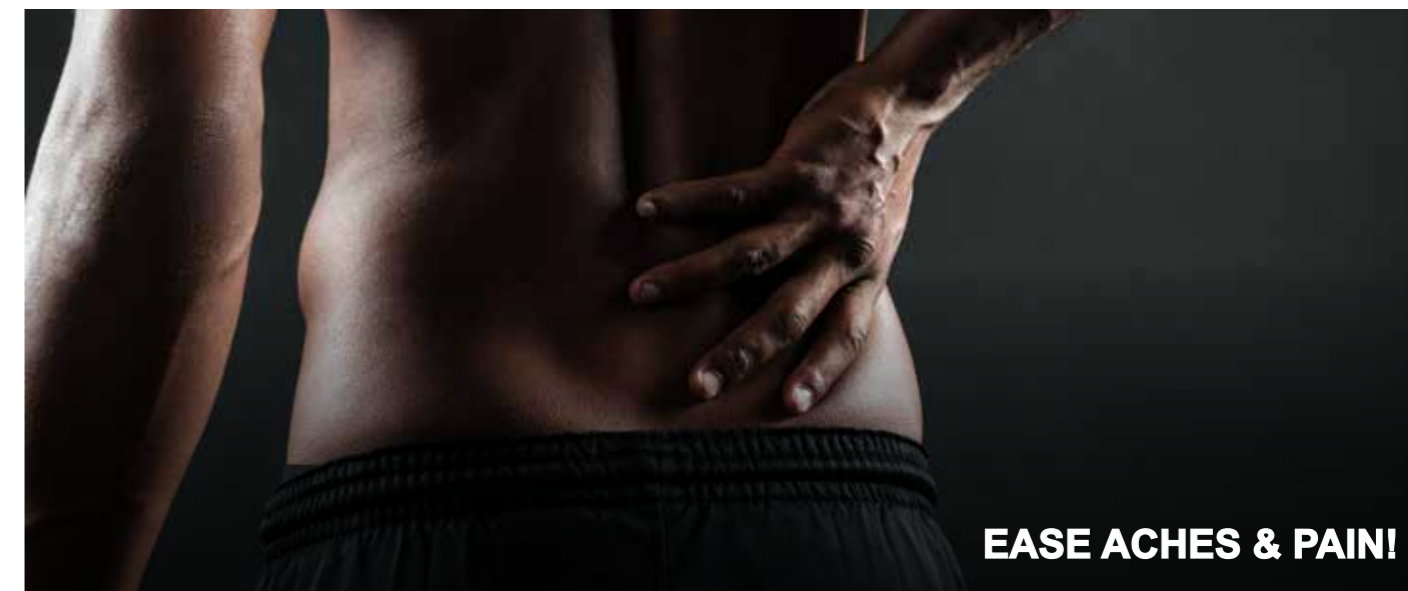
### APPLICATION FEE (NON-REFUNDABLE)

Local Students: S\$ 50 (before GST)  
International Students: S\$ 600 (before GST)

Note:

- Singaporeans/PRs can obtain up to 90% funding by SSG.
- \*Terms & Conditions (Refer to Page 8)

## LEVEL 3 DIPLOMA IN ANATOMY AND PHYSIOLOGY - (CSMTEC-AP)



**EASE ACHES & PAIN!**

### WHAT YOU WILL LEARN

This diploma aims to equip the student with a sound understanding of the human body system as the Diploma in Anatomy and Physiology is the foundation upon which all other Complementary, Beauty and Sports Therapy awards are based.

Upon successful completion of the course, students will have a comprehensive knowledge of diseases and disorders of the human body so that they are aware of when to and when not to treat a client, and only operate within certain parameters.

### ADMISSION REQUIREMENTS

Applicants must be at least 16 years of age with two-year industrial experience and proficiency in English/Chinese and possess a keen interest in beauty and wellness.

A minimum of GCE 'N' Level qualification is required for admission of local students. International students will be assessed based on the equivalent of GCE 'N' Level. However, it is the discretion of the school and the adult learners' experience will be taken into consideration for admission to this course.

Applicants from non-English speaking countries need to pass Literacy Test or enrol for Basic English Communication Course.

### PROGRAMME DURATION

**Full Time:** 2 months (3 hours lesson per day/5 days per week)  
**Part Time:** 4 months (3 hours lesson per day/3 days per week)

### ASSESSMENT METHODOLOGY

Formative and Summative Assessments

### GRADUATION REQUIREMENTS

Upon successful completion of eleven cases and a pass grade for examination by ITEC.

Local students must achieve an attendance of 75% and international students must achieve an attendance of 90% in any month of the course.

### DELIVERY MODE

Classroom-based lectures and practical sessions

### COURSE FEE\*

S\$ 900 (before GST)

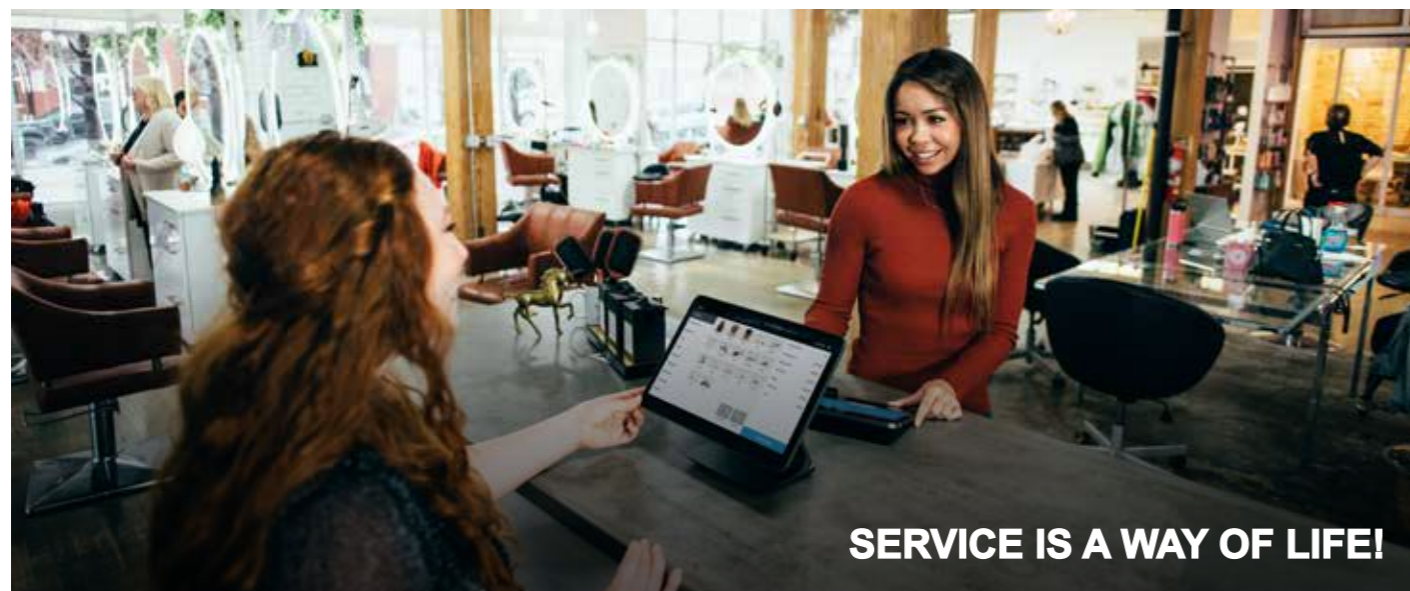
### APPLICATION FEE (NON-REFUNDABLE)

Local Students: S\$ 50 (before GST)  
International Students: S\$ 600 (before GST)

Note:

- Singaporeans/PRs can obtain up to 95% funding by SDF.
- \*Terms & Conditions (Refer to Page 8)

## LEVEL 2 & 3 CERTIFICATE IN CUSTOMER SERVICE - (CSMTEC-CS)



SERVICE IS A WAY OF LIFE!

### WHAT YOU WILL LEARN

#### Level 2 Certificate in Customer Service (2 Units)

This Level 2 certificate focuses on a range of knowledge and skills required by the Customer Service Industry. The qualification is designed to provide a sound platform onto further training and learning at Level 3 or to enable students to gain the necessary skills so as to provide quality Customer Service.

#### Level 3 Certificate in Customer Service (2 Units)

The main aim of the Level 3 Certificate is to enable students to gain the necessary practical and theoretical skills in order to provide quality Customer Service. It also provides students with opportunities to focus on the development of the major key skills in a Customer Service context, such as communicating with clients, working with others and problem solving.

### ADMISSION REQUIREMENTS

#### Level 2 Certificate in Customer Service (2 Units)

Applicants must be at least 16 years of age with proficiency in English/Chinese and possess a keen interest in Customer Service. Local students are required to have a minimum of GCE 'N' Level qualification for admission. International students will be assessed based on the equivalent of GCE 'N' Level. However, it is the discretion of the school and the adult learners' experience will be taken into consideration for admission to this course. Applicants from non-English speaking countries need to pass Literacy Test or enrol for Basic English Communication Course.

#### Level 3 Certificate in Customer Service (2 Units)

Applicants must be at least 16 years of age with Level 2 Certificate in Customer Service (2 units) ITEC/equivalent certificate awarded by recognized organizations. If the Level 2 or equivalent Certificate in customer Service is not applicable, two-year working experience. Local students are required to have a minimum of GCE 'N' Level qualification for admission. International students will be assessed based on the equivalent of GCE 'N' Level. Applicants from non-English speaking countries need to pass Literacy Test or enrol for Basic English Communication Course.

### PROGRAMME DURATION

**Full Time:** 2 months (per level)  
3 hours lesson per day/5 days per week

**Part Time:** 4 months (per level)  
3 hours lesson per day/3 days per week

### ASSESSMENT METHODOLOGY

Formative and Summative Assessments

### GRADUATION REQUIREMENTS

Upon successful completion of two units for each level and a pass grade for examination by ITEC, Level 2 / 3 Certificate in Customer Service (2 Units) will be conferred by ITEC.

Local students must achieve an attendance of 75% and International students must achieve an attendance of 90% in any month of the course.

### DELIVERY MODE

Classroom-based lectures and practical sessions

### COURSE FEE\*

Per Level: S\$ 1,500 (before GST)

### APPLICATION FEE (NON-REFUNDABLE)

Local Students: S\$ 50 (before GST)  
International Students: S\$ 600 (before GST)

Note:

- Singaporeans/PRs can obtain up to 95% funding by SDF.
- \*Terms & Conditions (Refer to Page 8)

## ABOUT CSM INTERNATIONAL

CSM Academy International is established and headquartered in Singapore to address the needs of organisations for the training of their staff in excellent service management skills applicable in all industries.

We develop and deliver service skills programmes for students looking to pursue a life-long career in the services sector and distinguish ourselves with a core competence in healthcare services, tourism and hospitality, and business programmes.

We partner with Scotland's top employability university to deliver their degree programmes off-shore in Singapore so as to provide our students with a progression pathway to their highest level of achievement.

### COMMENCEMENT DATE

January, April, July, October

- A minimum number of 15 students for the commencement of the class.
- Students will be informed 2 weeks before the commencement of the class.

### APPLICATION PROCEDURE

To apply, you are required to submit copies of the following documents together with the Application Form:

1. Passport / Birth Certificate / NRIC
2. Highest Qualification Certificate
3. English Language Proficiency Certificate
4. 2 Passport-sized Photographs

Note:

- Please bring along copies of your original documents for verification.
- Application form is available on the school's website or at our reception counter.

### INSURANCE FEES

Fee Protection Scheme\*\*\*: Subject to prevailing market rate  
Medical Insurance Fee\*\*\*\*: Subject to prevailing market rate

\*\*\*The Fee Protection Scheme (FPS) serves to protect students' fees paid. \*\*\*\*It is compulsory for all local and international students to purchase medical insurance which is valid throughout their course of studies with the CSM Academy International. Local students (Singaporeans, PRs & Non-student's Pass holders) may opt-out for this scheme if they can provide the proof of adequate medical insurance coverage in Singapore.

Note:

- Payment of fee is in Singapore dollars
- Payment method only by cheque/nets/telegraphic transfer

### MISCELLANEOUS FEES

Please ask for a copy from our Programme Executives.

### TERMS & CONDITIONS

- Payment of fees is in Singapore dollars.
- Payment method only by cheque/nets/telegraphic transfer
- **Application Fee**  
Application fee is non-refundable and will not be protected. Application fee refers to the fee that the student pays the school for the sole purpose of processing the application and admission requirements.  
For course fee refund policy, please refer to Student Handbook.
- **Fee Protection Scheme (FPS)**  
Under Edutrust Certificate Scheme stipulated by Council for Private Education (CPE), student's fee must be protected. For more information, please refer to CPE's website, <http://www.cpe.gov.sg>
- **Student's Medical Insurance**  
It is compulsory for all local and international students to purchase medical insurance which is valid throughout their course of studies with the CSM Academy. Singaporeans, PRs and non-Student Pass holders may opt-out of this scheme if they can provide the proof of adequate medical insurance coverage in Singapore.