

The Science
Of Feeling

[GOOD]

**Medical
Aestheticians
Onboarding
Checklist LCC**

laserclinics™
SKIN INJECT HAIR

Welcome to Laser Clinics

Congratulations on your employment at Laser Clinics! At Laser Clinics we believe that our people make our success.

About Us

Laser Clinics Group is the largest employer of Medical Aestheticians and Cosmetic Nurse Practitioners globally. We employ over 2500 people, performing over 4.2 million treatments a year.

We are proud to be in the business of transforming skin and help more people feel confident in their own skin. At Laser Clinics, we pride ourselves on offering continuous training and professional development to all our team members, and in doing so providing long-term unique career pathways like no one else in the beauty industry.

Your Training

Our goal is to attract, develop, and retain the most highly trained professionals in the industry. As part of your Medical Aestheticians on-boarding process, we will not only provide you with all the knowledge that you need to perform our treatments, but also help you lay the foundation for further up skilling in all aspects of your role.

You will have access to:

- Continued guidance and training from our dedicated in-field Learning & Capability Team
- Support from our in-house Group Learning and Capability team
- Access to our learning management portal (Spark) with over 150 courses
- Treatment protocols backed by our inhouse medical and safety team in addition to the Medical Advisory Board (MAC) to ensure safety and compliance in all that we do

Onboarding Checklist

This onboarding checklist will be your guide to ensure you have everything you need to set yourself up for success in your new role. Please ensure you have a copy of this checklist printed during your first week in clinic, and utilise it to discuss with your manager the best way to progress through all the important parts of your on-boarding program.

The Science
Of Feeling

wow

Online Systems

We use a number of online systems at LCC.

These include:

- Microsoft Outlook – for emails and calendar
- Spark – Our Learning Management System
- Zapp – Our Intranet that holds Policies and Procedures
- Zenoti - Our Point Of Sale and bookings platform used in clinic
- IWS - Our payroll system

Below is an overview of each system and how these will assist you in your role

Outlook Email & Calendar

Your Franchise Partner/Clinic Manager will provide you with your Laser Clinics email login details. This is how you will access everything in clinic. Ensure you check your email often and utilise your outlook calendar for any new training updates, Spark reminders, newsletters or business announcements.

Zapp

Zapp is our central platform for all policies, procedures and forms. Many of our SPARK training modules link to policies in Zapp so you must ensure you have access. You will use your LC email to login. While in clinic you will also access Zapp for a number of things including the latest newsletters. You can access the “Skin Handbook” and “Laser Handbook” on the homepage of Zapp which houses all protocols and treatment procedures.

Spark

SPARK is our online Learning Management System (LMS). All Online training is housed here, as well as new training that is introduced to the business. Please note you will receive email notifications to alert you to new training enrolments so please ensure you check for these periodically.

Zenoti

LCC uses an in-clinic system called Zenoti as a point of sale, take bookings report Adverse Events related to treatments and products.

IWS

IWS is our payroll system. You will use this system to view your payslips and manage your leave. Communication will always go to your personal email address.

Online Details

Please use this handy page to record all of your system logins.

Outlook

Username:

Password:

Zenoti

Username:

Password:

Spark

Username:

Password:

Zapp

Username:

Password:

IWS

Account:

Username:

Password:

Login Details

LC Contact List

Below is a list of contacts you may need. Please note a current list of contacts will always be available to download via Zapp. For any password resets please contact your Clinic Manager.

IT	Helpdesk -Issues with IT, email, Zenoti, etc	Help Desk helpdesk@laserclinics.com.au Mukul Bhardwaj m.bhardwaj@laserclinics.ca
PEOPLE, MEDICAL AND CAPABILITY	Human Resources	hr@laserclinics.com.au
	Learning & Capability (Spark/Zapp enquires)	Mukul Bhardwaj m.bhardwaj@laserclinics.ca
COUNTRY	Head of Sales & Operations	Jennifer Cheong J.Cheong@laserclinics.ca
LEARNING & CAPABILITY	Learning & Capability Manager	Caitlin Chisholm C.Chisholm@laserclinics.ca

Clinic
Manager/*Franchisee*

Name

Email:

Phone

Head of Sales &
Operations

Name

Email:

Phone

L&C Manager

Name

Email:

Phone

Day One - Clinic Walkthrough

Your clinic manager/franchisee will show you the following :

Safety:

- ☐ Fire extinguisher
- ☐ Evacuation Signage
- ☐ First Aid Kit
- ☐ Hose Reel (Found in Mall)
- ☐ Evacuation Route
- ☐ First Aid Officer
- ☐ Fire Blanket (Found in Mall)
- ☐ Assembly Point
- ☐ Garbage disposal

Amenities:

- ☐ Bathrooms
- ☐ Parking
- ☐ Storage for personal belongings
- ☐ Kitchenette
- ☐ Where to clock in/out
- ☐ Food court/Cafes

Clinic:

- ☐ Treatment rooms
- ☐ Machinery
- ☐ Reception area and Office
- ☐ Fingerprint set up
- ☐ Scrubs & Goggles

Meet the Team

Fill out the below table to meet your clinic team members

Team Members Name	Role	Full-time/Part-time?



Onboarding Calendar

Use this calendar to keep track of your first month at Laser Clinics. Enter your first day, upcoming mandatory training dates and home clinic shadowing dates.

SUN	MON	TUES	WED	THUR	FRI	SAT

Pre Training Six Day In-Clinic Shadowing

You manager will show you how to perform the below store tasks. Please have them mark off once complete.

✓	New Starter Checklist
Day 1	ORIENTATION: Introduction to clinic, team & systems.
Day 2	FRONT DESK: Consent forms, clinic rooms, client cancelation policies and promotions. Treatment notes, consult notes, calls and scripting. Daily huddle sheet, client check-in form.
Day 3	CLOSING SHIFT: KPI board review, sales training review, call training: (opportunities, confirmations, booking out next 3 days, managing bookings) shadowing 5 treatments, consult notes, treatment notes and consent forms.
Day 4	OPENING SHIFT: Opening duties, confirmation calls, introduce daily duty checklist, walk through machine maintenance and cleaning protocols - shadowing 5 treatments, consult notes, treatment notes and consent forms.
Day 5	CLOSING: Closing report/duties, daily equipment maintenance, shadow 3 consultations & shadow 3 treatments (various areas) up to standards, consult notes, treatment notes and consent forms. Recap Day 1-5 understanding.
Day 6	OPENING: Opening duties, daily equipment maintenance, shadow 3 consultations, shadow 3 treatments (various areas) up to standards, consult notes, treatment notes and consent forms. Recap Day 1-5 understanding.

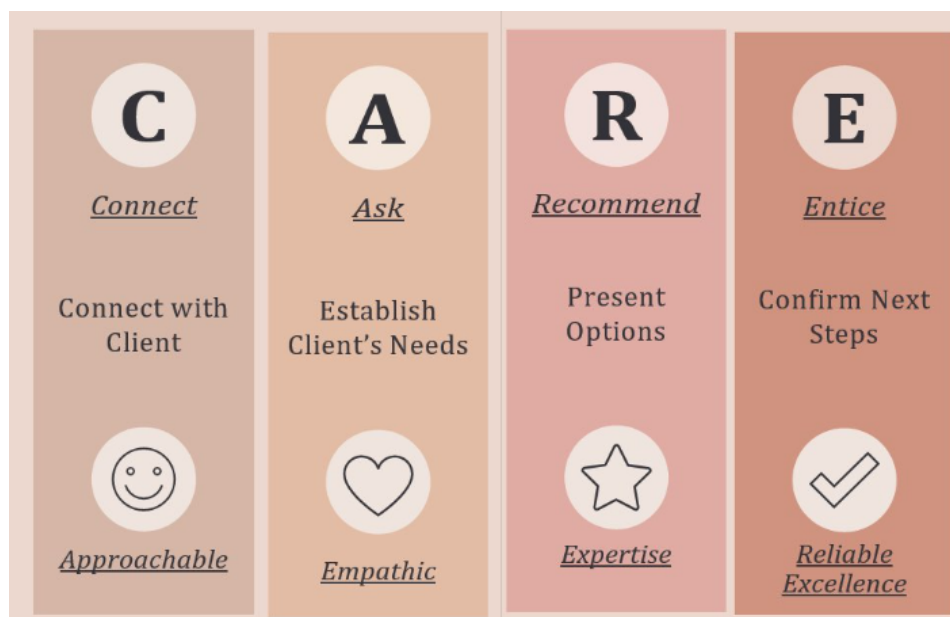
LCX Service Model

This is LCC’s Client Service Model. This model will help you personalise service and engage with your clients to make them feel they are in a trusted professionals hands.



LCX CARE: Our Client Consult

This is LCC's Client CARE Consult Model. This model will help you personalise treatments and engage with your clients to make them feel confident.



C

Connect

- 1 Meet and Greet, Welcome, Introduce and Build Connection
- 2 Explain the treatment process

A

Ask

- 3 Discover their needs: Ask, probe and qualify
- 4 Analyse and establish the client's story: Past, present, future

R

Recommend

- 5 Discuss options and personalise a plan
- 6 Offer solutions, treatments, protocols and cross category sell
- 7 Deal with objections and concerns

E

Entice

- 8 Establish next steps and confirm way forward
- 9 Book or Rebook treatment
- 10 Thank the Client

Post Training Two Day In-Clinic Hands-on Support Training

Your Post Training two Day in-clinic hands-on support training will be booked with your Clinic Manager or 2IC to check your confidence in competence.

✓ New Starter Checklist	
DAY 1	Demonstrates opening duties Demonstrates confirmation calls Demonstrates opportunity calls, pre-paid calls, skin consultation calls and online sales calls Demonstrating 5 treatments while being shadowed (mixture of 5 areas) Demonstrates machine maintenance and cleaning protocols Demonstrates completing client check-in Demonstrates reviewing and completing consent forms with the client while being shadowed Demonstrates making consult notes Demonstrates making treatment notes Demonstrate ability to execute on sales training in the treatment room
DAY 2	Demonstrates closing reports and duties Demonstrates booking a skin consultation Demonstrate a CARE consult and a treatment plan Demonstrates confirmation calls Demonstrates opportunity calls, pre-paid calls, skin consultation calls and online sales calls Demonstrating 8 treatments while being shadowed (mixture of areas 4 small and 4 large) Demonstrates completion of weekly and monthly equipment maintenance Demonstrates completing client check-in Demonstrates reviewing and completing consent forms with the client while being shadowed Demonstrates making consult notes Demonstrates making treatment notes Demonstrate ability to execute on sales training in the treatment room

Hands-on Support Training

Feedback

Feedback	KPI Review (Cash Sales, POA, X sell)	Strengths	Opportunities	Support Needed (Manager or Trainer)
DAY 1				
DAY 2				

Laser Clinics Training Plan - Medical Aestheticians Onboarding Checklist

The training you will receive throughout your career at Laser Clinics will be delivered through a variety of different methods.

They include:

- eLearning – courses on Spark
- Webinars
- Workshop Training
- Clinic Visits with an L&C Manager
- On-the-job experience
- External training via supplier

There are Learning Plans to complete for each treatment or service and to be marked off as competent you must complete all components as follows:

- 1 An eLearning on the topic
- 2 Practical Training (Workshop or In-Clinic)
- 3 Assessment on Spark

After completing the practical component of each Learning Plan, your L&C Manager will release an assessment for you to complete so that you may be fully marked off as competent in each area.

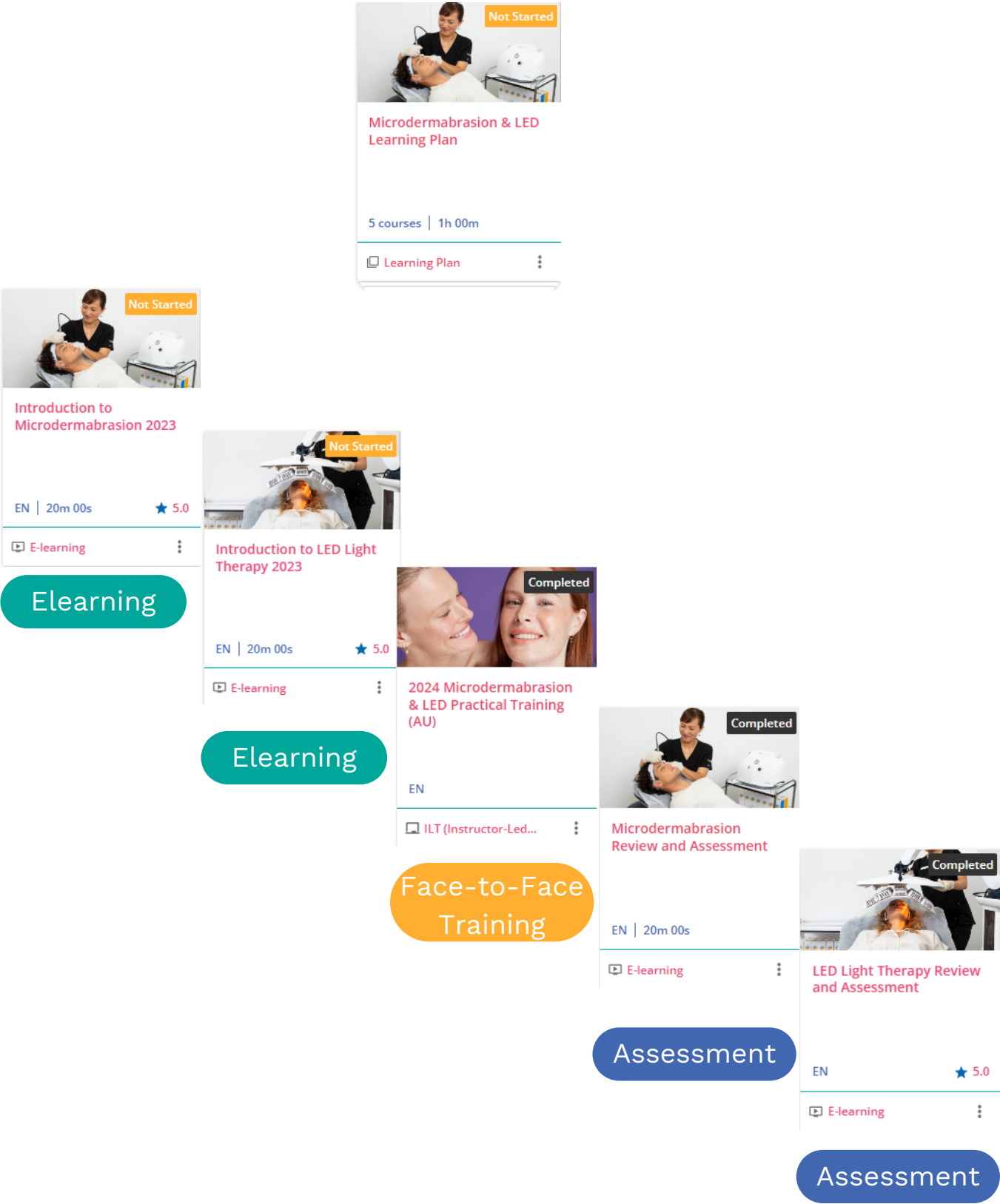
Once each Learning Plan is completed including the competency assessment, you may download a certificate if desired.

The following on-boarding pathway outlines the ideal structure and order in which you should complete all components of your training.

How a Learning Plan Works

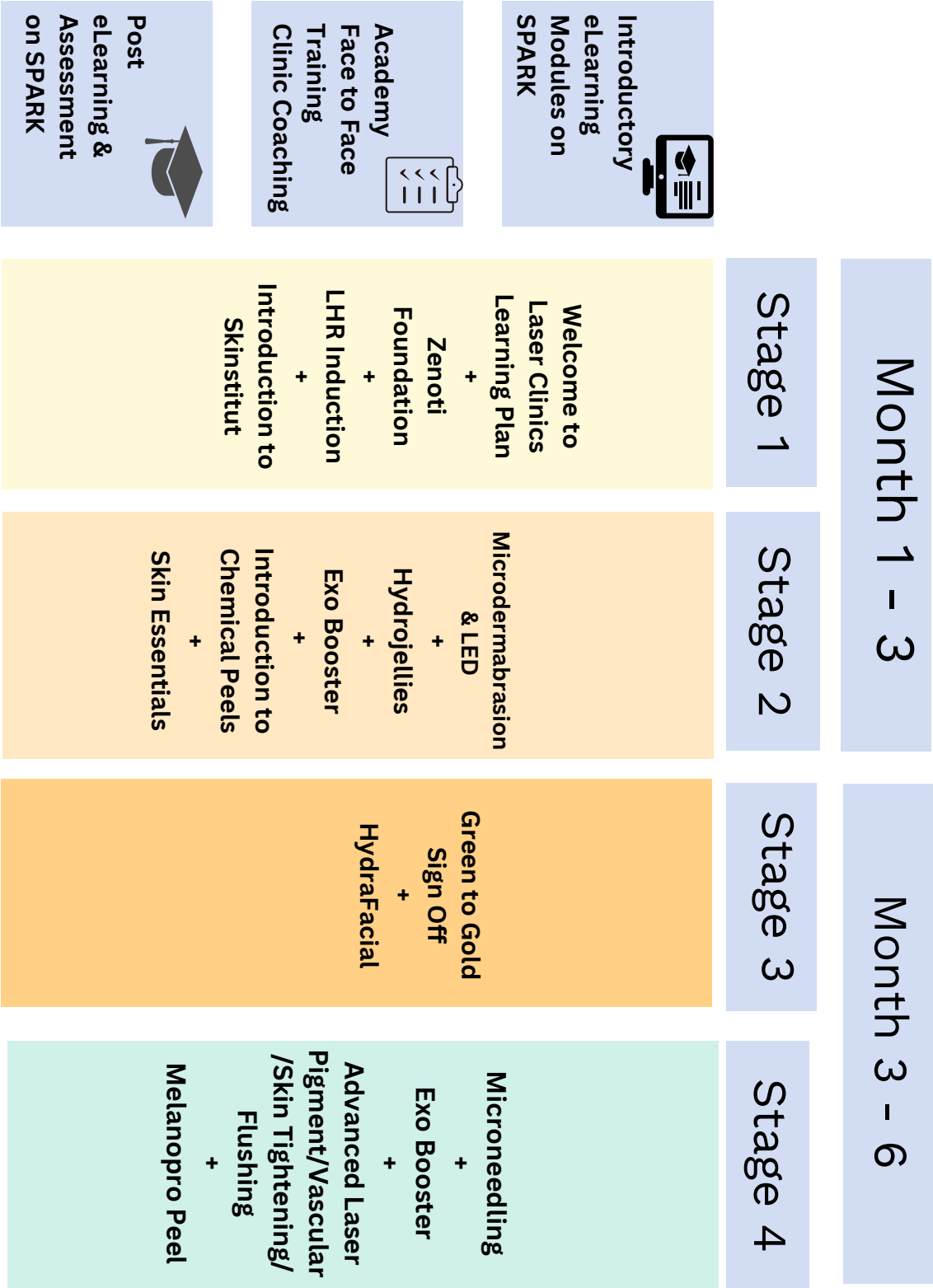
This is an example of a Learning Plan and all its components

You are enrolled into the Learning Plan



LCC 12 Month Medical Aestheticians Onboarding Pathway:

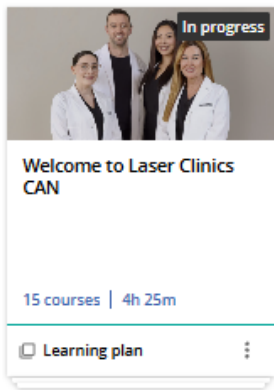
This pathway outlines the ideal structure in which you will complete your onboarding journey with Laser Clinics. Each Stage or Month contains a combination of elearning modules on Spark, practical training at an Academy location or in-clinic and competency assessments. Once marked complete in all components of Stage one, Spark will automatically enrol you into Stage 2. This continues until you have completed all treatment training.



Training Tracker

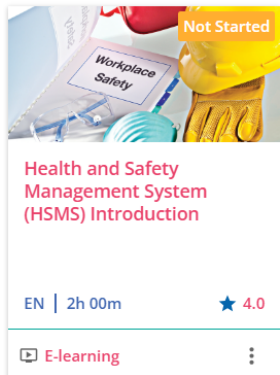
Use this in-clinic to mark off your onboarding progress.

Welcome to Laser Clinics (Learning Plan)



✓	Course Name	Type
	How to Use Spark	eLearning
	How to download the Go.Learn mobile app	eLearning
	Work Health and Safety at Laser Clinics	eLearning
	LHR Client Safety Essentials	eLearning
	Skin Fitzpatrick Assessing	eLearning
	LCG Handling Workplace Aggression	eLearning
	LCG Sexual Harassment in the workplace	eLearning
	Front Desk Training - Vision Impairment	eLearning
	Introduction to The LCX CARE Client Consult	eLearning
	Adverse Events Reporting through Zenoti - Canada	eLearning
	Ontario Customer Service Standard - Accessible Customer Service for People with Disabilities	eLearning
	LCC Cyber Security Awareness	eLearning
	LCG Safety Guide to Manual Handling	eLearning

Safety



✓	Course Name	Type
	HSMS Learning Plan to be commenced (Managers only)	eLearning

Systems - Zenoti Learning Plan



✓	Course Name	Type
	Zenoti 1F (Foundation): Managing Appointments	eLearning
	Zenoti 2F (Foundation): Processing Orders	eLearning
	Zenoti3F (Foundation): Managing Clients	eLearning

Stage One

Introduction to Skinitut Learning Plan



In progress

Introduction to Skinitut Canada

7 courses | 1h 15m

 Learning plan

✓	Course Name	Type
	Skinitut the Brand	eLearning
	Skinitut Product Knowledge	eLearning
	Skinitut Expert Product Knowledge	eLearning
	Prescribing Skinitut and Expert	eLearning
	CARE and Product Knowledge in-Clinic Training	Face-to-Face
	Skinitut Product Knowledge Review and Assessment	Assessment

Laser Hair Removal Induction Learning Plan



In progress

Laser Hair Removal Induction Program- Theory and Practical CAN

6 courses | 2h 30m

 Learning plan

✓	Course Name	Type
	LHR Fundamentals	eLearning
	LHR Policies & Procedures: Preparing for a Treatment	eLearning
	LHR Policies & Procedures: Selecting Laser Parameters	eLearning
	LHR Policies & Procedures: Conducting a Treatment	eLearning
	LHR Client Safety Essentials	eLearning
	CAN Laser Hair Removal In-Clinic Training	Face-to-Face

Stage Two

Microdermabrasion & LED Learning Plan



✓	Course Name	Type
	Introduction to Microdermabrasion	eLearning
	Introduction to LED Light Therapy	eLearning
	Microdermabrasion In-Clinic Training	Face-to-Face
	Microdermabrasion Review and Assessment	Assessment
	LED Light Therapy Review and Assessment	Assessment

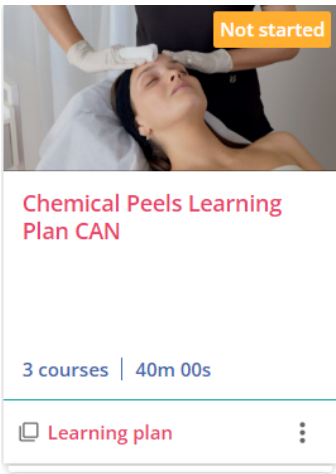
✓	Course Name	Type
	Dermalogica Pro Exo Booster	eLearning

Hydrojelly Masks Learning Plan



✓	Course Name	Type
	Introduction to Hydrojelly Masks	eLearning
	Hydrojelly Masks In-Clinic Training	Face-to-Face
	Hydrojelly Masks Review and Assessment	Assessment

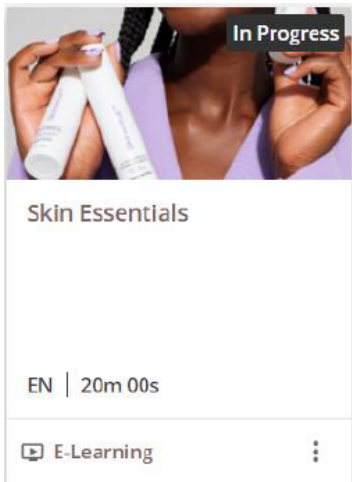
Chemical Peels Learning Plan



✓	Course Name	Type
	Introduction to Chemical Peels	eLearning
	Chemical Peels In-Clinic Training	Face-to-Face
	Chemical Peels Review and Assessment	Assessment

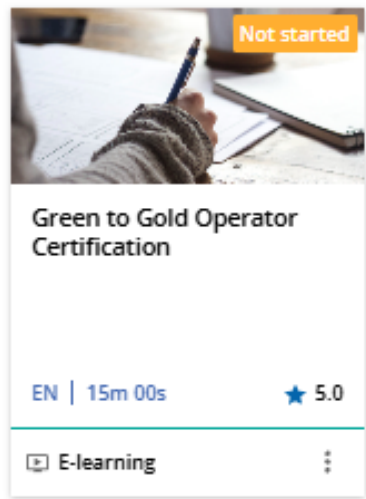
Stage Three

Skin Essentials Learning Plan



✓	Course Name	Type
	Skin Essentials	eLearning
	Skin Fitzpatrick Assessing (to be recompleted)	eLearning

Green to Gold Sign Off



✓	Course Name	Type
	Green to Gold Operator Certification	Assessment

HydraFacial Learning Plan



✓	Course Name	Type
	HydraFacial - Coming Soon	eLearning
	HydraFacial In-Clinic Training	Face-to-Face

Stage Four

Skin Needling Learning Plan



✓	Course Name	Type
	Introduction to Skin Needling	eLearning
	Skin Needling In-Clinic Training	Face-to-Face
	Skin Needling Review and Assessment	Assessment

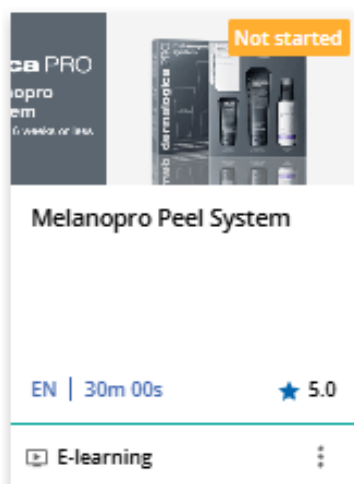
✓	Course Name	Type
	Dermalogica Pro Exo Booster	eLearning

Advanced Laser Learning Plan



✓	Course Name	Type
	Advanced Laser -Pigmentation	eLearning
	Advanced Laser –Vascular, Flushing & Tightening	eLearning
	Advanced Laser In-Clinic Training	Face-to-Face
	Advanced Laser Review and Assessment	Assessment

Melanopro Peel Learning Plan



✓	Course Name	Type
	Melanopro Peel System	eLearning
	Melanopro Peel Practical Training	Face-to-Face

Track your face-to-face Training

Use this area to fill in your core face-to-face training. For example The LCX Service Model, CARE, LHR and more.

[illegible]



In-Clinic Logbook

Use this in-clinic logbook to log your treatments during your onboarding process and have your Direct Manager sign off your competency

Treatment	Treatment Date	Medical Aestheticians Signature	Clinic Manager Signature	Feedback
LHR Brazilian/Underarms				
LHR Brazilian/Underarms				
LHR Brazilian/Underarms				
LHR Hollywood Brazilian				
LHR Hollywood Brazilian				
LHR Hollywood Brazilian				
LHR Full Legs				
LHR Full Legs				
LHR Full Legs				
LHR Full Arms				
LHR Full Arms				
LHR Full Arms				
LHR Back/Shoulders				
LHR Back/Shoulders				
LHR Back/Shoulders				



In-Clinic Logbook

Use this in-clinic logbook to log your treatments during your onboarding process and have your Direct Manager sign off your competency

Treatment	Treatment Date	Medical Aestheticians Signature	Clinic Manager Signature	Feedback
LHR Lip and Chin				
LHR Lip and Chin				
LHR Lip and Chin				
LHR Behind/Areola				
LHR Behind/Areola				
LHR Behind/Areola				
Green to Gold - Full Face				
Green to Gold - Full Face				
Green to Gold - Beard Sculpting				
Green to Gold - Beard Sculpting				
Green to Gold - Beard Sculpting				



In-Clinic Logbook

Skin Treatments

Treatment	Treatment Date	Medical Aestheticians Signature	Clinic Manager Signature	Feedback
Microdermabrasion				
Microdermabrasion				
LED Light Therapy				
LED Light Therapy				
Exo Booster				
Exo Booster				
Revive and repair				
Revive and repair				
Expert Firming Facial				
Expert Firming Facial				
Expert Firming Facial				
Hydrojelly Advanced				
Hydrojelly Advanced				
Hydrojelly Advanced				
AHA Enzymatic Micro Peel (Calm and Hydrate)				
AHA Enzymatic Micro Peel (Calm and Hydrate)				
Boosted NoPeel				
Boosted NoPeel				
Basic No Peel Peel				
Basic No Peel Peel				
Boosted Perfecting Peel				
Boosted Perfecting Peel				
PCA Perfecting Peel				
PCA Perfecting Peel				



In-Clinic Logbook

Skin Treatments

Treatment	Treatment Date	Medical Aestheticians Signature	Clinic Manager Signature	Feedback
Signature HydraFacial				
Signature HydraFacial				
Deluxe HydraFacial				
Deluxe HydraFacial				
Platinum HydraFacial				
Platinum HydraFacial				
Microneedling				
Microneedling				
Microneedling with Exo Booster				
Microneedling with Exo Booster				
Melanopro Peel				
Melanopro Peel				
Melanopro Peel				
Advanced Laser (Pigment)				
Advanced Laser (Pigment)				
Advanced Laser (Capillary Reduction)				
Advanced Laser (Capillary Reduction)				
Advanced Laser Skin Tightening				
Advanced Laser Skin Tightening				
Advanced Laser Flushing				
Advanced Laser Flushing				

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has rounded corners at the top and bottom edges. The background behind the paper is dark grey.

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