Therapist Onboarding Checklist

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

Use this onboarding checklist as a guide to ensure you have everything you need to help fulfill our purpose - *to make more people feel confident in their own skin.*

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.

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
- Payworks - Our paystub and T4 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 rostering and payroll system. You will use this system to view your upcoming schedules, leave requests and timesheets. 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

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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	support@pinnacleips.com
PEOPLE, MEDICAL AND CAPABILITY	People Manager	Bryanne Aubrey b.aubrey@laserclinics.ca
	Learning & Capability (Spark/Zapp enquires)	support@pinnacleips.com
COUNTRY	Head of Sales and Operations	Jennifer Cheong j.cheong@laserclinics.ca
LEARNING & CAPABILITY	Learning & Capability Manager	Caitlin Chisholm C.Chisholm@laserclinics.ca

Address Book

Clinic Manager/Franchisee

Name _____

Email: _____

Phone _____

Assistant Clinic Manager or Supervisor

Name _____

Email: _____

Phone _____

Health and Safety Representative

Name _____

Email: _____

Phone _____

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Therapist Orientation
Day One (4-6 hours)

Welcome to Laser Clinics and Introductions (15 Minutes)

- ☐ Meet clinic leadership & team
- ☐ Introduction and nurse credentialling
- ☐ Provide brief clinic tour of rooms & common areas
- ☐ Overview of clinic's mission, vision and values
- ☐ Overview of moments that matter
- ☐ Overview of bonus structure
- ☐ Overview of employee discounts (products, treatments, injectables)

Onboarding Booklet Review (30 Minutes)

- ☐ Walkthrough of onboarding booklet sections
- ☐ Clarify expectations for completion (signature pages, checklists, training sign offs)
- ☐ Note important milestones (30, 60, 90 days) 6-month review and 12 month review
- ☐ Discuss how the booklet will be reviewed in follow-up meetings and daily completion is required
- ☐ Go over Make Magic Happen boards

Uniform Distribution & Appearance Standards (15 Minutes)

- ☐ Provide clinic scrubs & expectations
- ☐ Show where protective goggle bin is located and the expectations of goggle care and use
- ☐ Name tag provided with expectations
- ☐ Review dress code and grooming standards (hair pulled back, white shoes, name tag & white undershirt)
- ☐ Locker or personal storage assignment

Clinic Tour & Team (15-20 Minutes)

- ☐ Follow Page 11 of onboarding booklet

Systems Logins and Portal Walkthrough (60-90 Minutes)

Ensure login credentials are provided before this section begins and candidate has a safe storage place for all credentials.

- ☐ Email
  - Outlook authentication app download
  - Outlook app download & setup
  - Set up email signature
  - Setup, internal communication standards
- ☐ Zapp
  - Internal communications, clinic-wide announcements
  - Policies & protocols
  - HR resources & sign offs
  - Completion of all sign offs
- ☐ Spark
  - Access to training modules & internal resources
  - How to view learning plans & enrolled courses
  - Link between Spark & booklet
- ☐ Zenoti
  - Provide brief overview of system
  - Description of colors (purple, green, yellow, orange, blue)
  - Set up of reports: cash sales & product sales
- ☐ IWS
  - Provide brief overview of system
  - Explain how to submit leave request & sick leave
  - Review sick leave and leave request policies & expectations based on role

Training Integration (1-2 Hours)

- ☐ Complete assigned modules in Spark/Zapp (30 min-1 hour)
- ☐ Front desk shadowing (30 min-1 hour)
- ☐ Observe client intake and check out processes
- ☐ Observe scheduling, confirmations, payment processes
- ☐ Observe turnover of rooms and rotation of clients

Wrap-up and Day 2 Preview (15 Minutes)

- ☐ Confirm training schedule for the rest of the week
- ☐ Assign point of contact or training lead (clinic leadership, learning & capability trainer)
- ☐ Discuss expected completion of onboarding booklet and training modules
- ☐ Review communication process for questions and scheduling issues
- ☐ Provide brief overview of Day 2: shadowing treatments, charting practice, hands on product use
- ☐ Provide lock box code/key and any codes/passwords unique to clinic

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.

Training	Date	Location

Therapist Training Pathway

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 completed. You must complete all components as follows:

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

After completing the eLearning and the practical component of each Learning Plan, your L&C Manager will mark you off as competent in each area (ILT or in-clinic training).

Once each Learning Plan is completed, 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.

Month 1 - 2

Month 3 - 4

STAGE 1

Welcome to Laser Clinics Learning Plan
(5 hours)

Zenoti Foundation
(40 mins)

Laser Hair Removal Induction
(3 hours)

Introduction to Skinstitut®
(2 hours)

LCX Service Model & CARE
(Practical)

STAGE 2

LCX/CARE Refresher
+
Green to Gold
(Practical)

Microdermabrasion & LED
(30 mins)

HydroJelly Masks
(30 mins)

ExoBooster
(30 mins)

Pro Power Eye Peel
(15 mins)

STAGE 3

Chemical Peels
(30 mins)

Product Knowledge Masterclass
(Practical)

STAGE 4

HydraFacial
(30 mins)

*Suggested timeframes, depending on skills assessment following training completion in each stage.

eLEARNING MODULES ON SPARK

+

ACADEMY FACE TO FACE TRAINING CLINIC COACHING

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Month 5

STAGE 5

Microneedling
(30 mins)

ExoBooster
(30 mins)

Pro Restore
(15 mins)

Month 6

STAGE 6

Advanced Laser
Pigment/Vascular/
Skin Tightening/Flushing
(1 hour)

Melanopro Peel
(30 mins)

*Suggested timeframes, depending on skills assessment following training completion in each stage.

eLEARNING
MODULES ON SPARK

+

ACADEMY FACE TO FACE
TRAINING CLINIC COACHING

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Day One - Clinic Walkthrough

Your clinic manager/franchisee will show you the following :

Safety:

- Fire extinguisher
- Hose Reel (Found in Mall)
- Assembly Point
- Evacuation Signage
- Evacuation Route
- Garbage disposal
- First Aid Kit
- Hygiene Binder
- Health and Safety Representative
  Name: _____

Amenities:

- Bathrooms
- Kitchenette
- Parking
- Where to clock in/out
- Storage for Belongings
- Food court/Cafes

Clinic:

- Goggles Bin
- Fingerprint set up
- Clinic Access and Entry Codes
- Scrubs & Nametag
- Reception Area and Office
- Treatment rooms and Machinery

Meet the Team

Fill out the below table to meet your clinic team members

Team Members Name	Role

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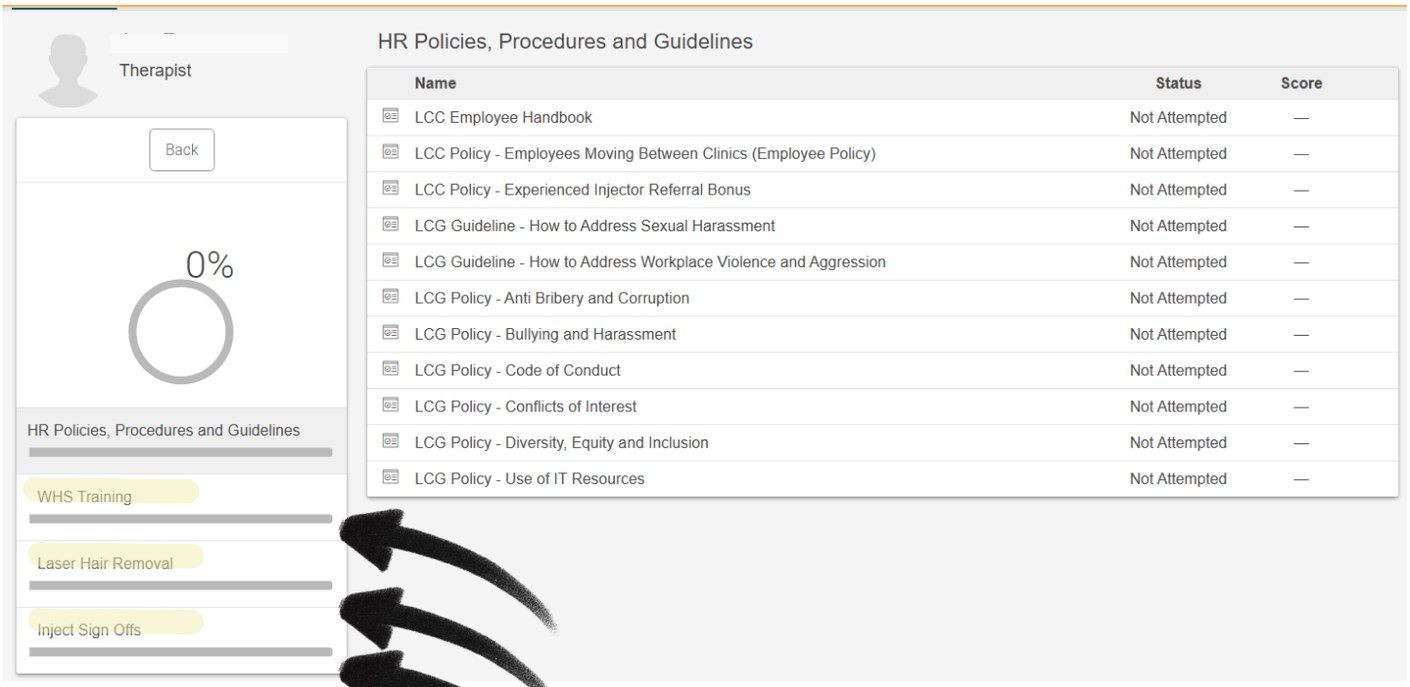
Zapp Sign Offs

All team members must complete, read and acknowledge the below sign-offs on Zapp:



Ensure that you click into each section to complete all sign-offs assigned to your account.

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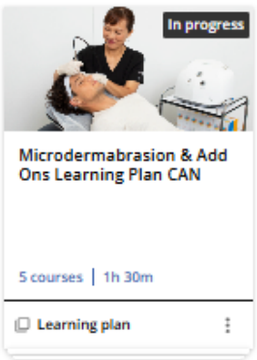
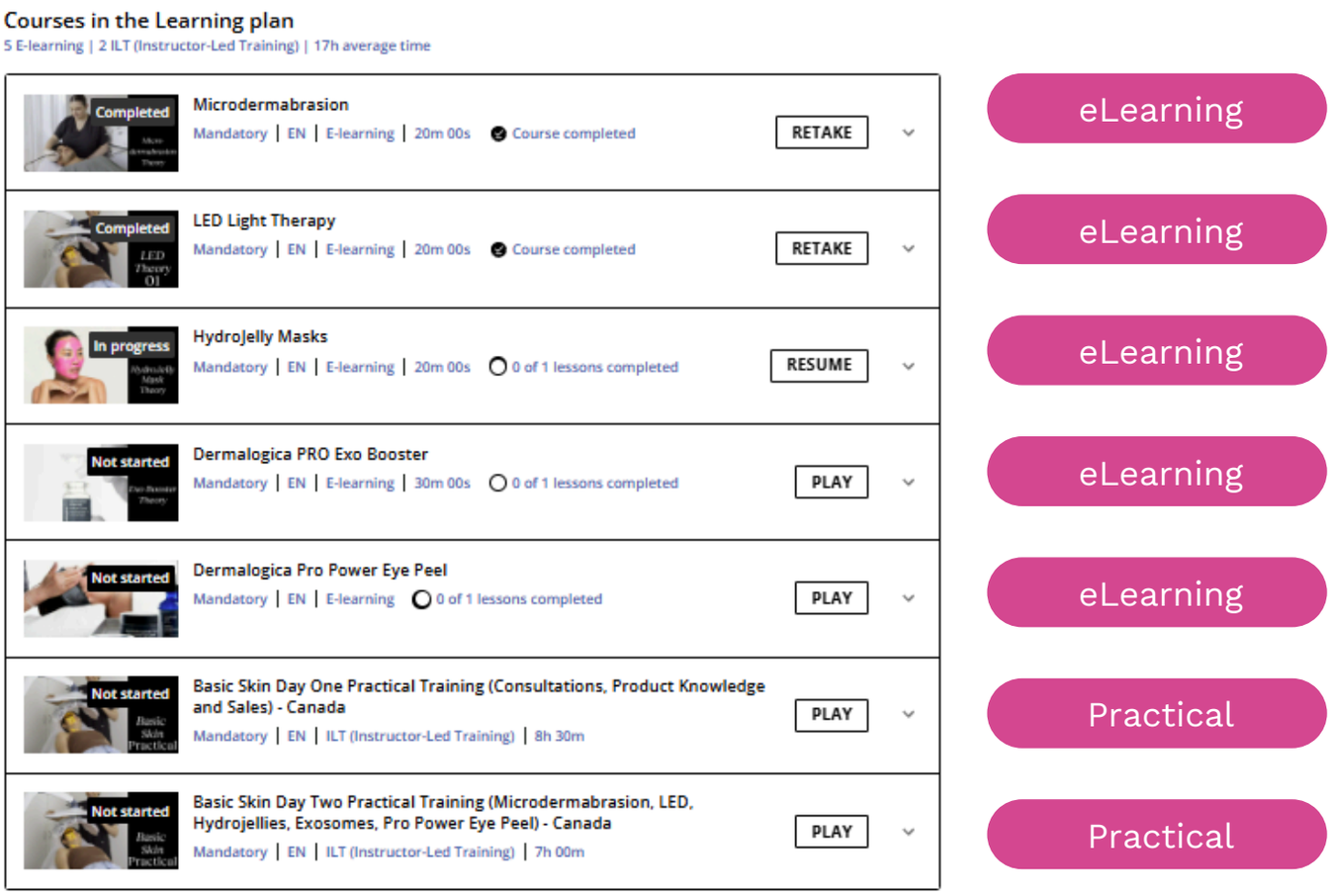
How a Learning Plan Works

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

You are enrolled into the Learning Plan



A learning plan will consist of eLearning modules first, and practical components at the end once all prerequisite eLearning is completed. Some learning plans may contain an assessment at the end.



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Pre Training Five Day In-Clinic Shadowing

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

Orientation - Refer to Orientation Checklist (Page 6)

- ☐ Introduction to clinic, teams and systems
- ☐ Onboarding book reviewed in full

Day 1: Front Desk Training

- ☐ Client check in and Daily Client Check-In Form
- ☐ Providing clients consent forms (Areas of interest)
- ☐ Clinic Rooms: Turnover
- ☐ Client cancellation policies and scripts
- ☐ Promotional overview and rotations: Always on promo, Menu A, B, BBS, Flash Sales, Skinstitut 3 for 25%
- ☐ Shadowing 5 treatments from various LHR areas
- ☐ Treatment notes, consult notes, calls and scripting
- ☐ Daily Huddle Sheet and Daily Planner
- ☐ Review Laser Clinics Canada website - treatment offerings, terms and conditions

Notes:

Day 2: Closing Shift

- ☐ KPI Review: POA, X-Sell, ER, Cash Sales, ATV, GBR, NPS
- ☐ Make Magic Happen boards
- ☐ Call tracker and call training scripts/expectations (opportunities, confirmations, booking out next 3 days, managing bookings)
- ☐ Shadowing 5 treatments from various LHR areas
- ☐ Consult notes, treatment notes and consult forms
- ☐ LCX service model review
- ☐ CARE consult model review
- ☐ Closing checklist duties in full - daily planner, closing report and sign offs
- ☐ Review *Intro to Inject*, nurse bed cards, and scripting

Notes:

Day 3: Opening Shift

- ☐ Opening checklist duties in full - daily planner
- ☐ Confirmation calls and scripts
- ☐ Call tracker and call training scripts/expectations (opportunities, confirmations, booking out next 3 days, managing bookings)
- ☐ Introduce Weekly Maintenance Checklist
- ☐ Walk through machine maintenance and cleaning protocols
- ☐ Shadowing 5 treatments from various LHR areas
- ☐ Consult notes, treatment notes and consent forms

Notes:

Day 4: Closing Shift

- ☐ Daily equipment maintenance checklist
- ☐ Shadow 3 CARE LHR Consultations and shadow 3 treatments (various areas) up to standards, consult notes, treatment notes and consent forms
- ☐ KPI review and reverse teach back: POA, X-Sell, ER, Cash sales, ATV, GBR, NPS
- ☐ Review daily planner, daily huddle, daily client check-in sheet, teach back of expectations
- ☐ Call tracker and call training scripts/expectations (opportunities, confirmations, booking out next 3 days, closing all 5 minute gaps)
- ☐ Closing checklist duties in full - daily planner, closing report and sign offs

Notes:

Day 5: Opening Shift

- ☐ Opening checklist duties in full - complete daily planner in full
- ☐ Shadow 3 consultations (LHR)
- ☐ Shadow 3 treatments (various areas) up to standards
- ☐ Consult notes, treatment notes and consent forms
- ☐ Teach-back KPIs, refund and cancellation policies, no-show policy, confirmation calls, website overview, booking in a skin consult
- ☐ Teach-back product knowledge - Glycolic Scrub, Laseraid, Gentle Cleanser, Normal Moisturiser, SPF
- ☐ Reverse roleplay of inbound and outbound call scripts

Post 5 Shadow Shift Feedback

Therapist	Feedback/More Clarification Needed	Clinic Leader	Areas of Opportunity/Feedback

Stage One Checklist

Use checklist to mark off your progress.

Stage One - Welcome Modules, Product Knowledge, Zenoti and Laser Hair Removal

Pre Hands On Training

- ☐ Complete all online modules in Spark
- ☐ Peer shadow 3 LHR consultations
- ☐ Intro to Inject Training
- ☐ Booking a skin consult training
- ☐ KPI Benchmark Review: GBR, NPS, POA, Cross Sell, ATV, Utilization
- ☐ Make Magic Happen Board Review
- ☐ Daily Huddle, Client Check In, Daily Planner Expectations & Review
- ☐ Daily Call performance, scripting, lists, and tracking expectations
- ☐ Thorough understanding of guest intake form, consent form, areas of interest
- ☐ Thorough understanding of all 5 LHR product knowledge

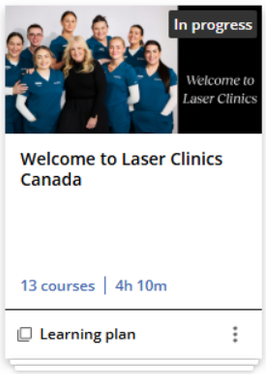
Post Hands On Training

- ☐ Complete all hands-on treatment sign offs
- ☐ Complete Day 1 and Day 2 sign offs with leadership
- ☐ 3 LHR Consults completed and observed by Leadership

Training Tracker

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

Welcome to Laser Clinics (Learning Plan)



✓	Course Name	Type
	How to download the Go.Learn mobile app	eLearning
	Work Health and Safety at Laser Clinics	eLearning
	Handling Workplace Violence and Aggression	eLearning
	Sexual Harassment in the Workplace	eLearning
	Introduction to the LCX CARE Client Consult	eLearning
	The LCX Service Model - How we Treat and Care for our Clients	eLearning
	The LCX Service Model - Client Recovery Strategy	eLearning
	Zenoti Instructions - Adverse Event Reporting	eLearning
	Ontario Customer Service Standard - Accessible Customer Service for People with Disabilities	eLearning
	LCC Cyber Security Awareness	eLearning
	Safe Manual Handling	eLearning
	Front Desk Training - Vision Impairment	eLearning

When completed please email to MOD

Due Date: _____

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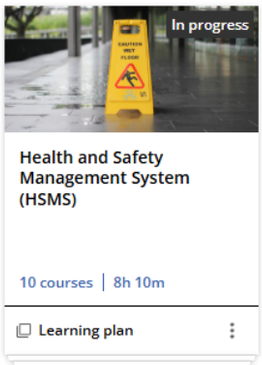
Stage One

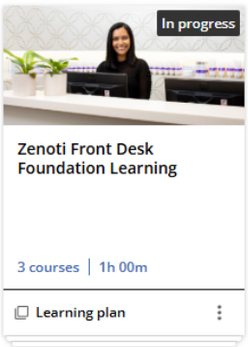
Use this in-clinic to mark off your onboarding progress.

Safety



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

Systems - Zenoti Learning Plan



✓	Course Name	Type
	Zenoti 1F (Foundation): Managing Appointment	eLearning
	Zenoti 2F (Foundation): Processing Orders	eLearning
	Zenoti 3F (Foundation): Managing Clients	eLearning

Introduction to Skinstitut Learning Plan

	Course Name	Type
	Skinstitut the Brand	eLearning
	Skinstitut - Product Knowledge	eLearning
	Skinstitut - Expert Product Knowledge	eLearning
	Skinstitut - Prescribing Core and Expert Products	eLearning
	Skin Science	eLearning
	LCX Service Model, CARE and Product Knowledge Practical Training	Face-to-Face

Due Date: _____

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Stage One

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

Laser Hair Removal Induction Learning Plan

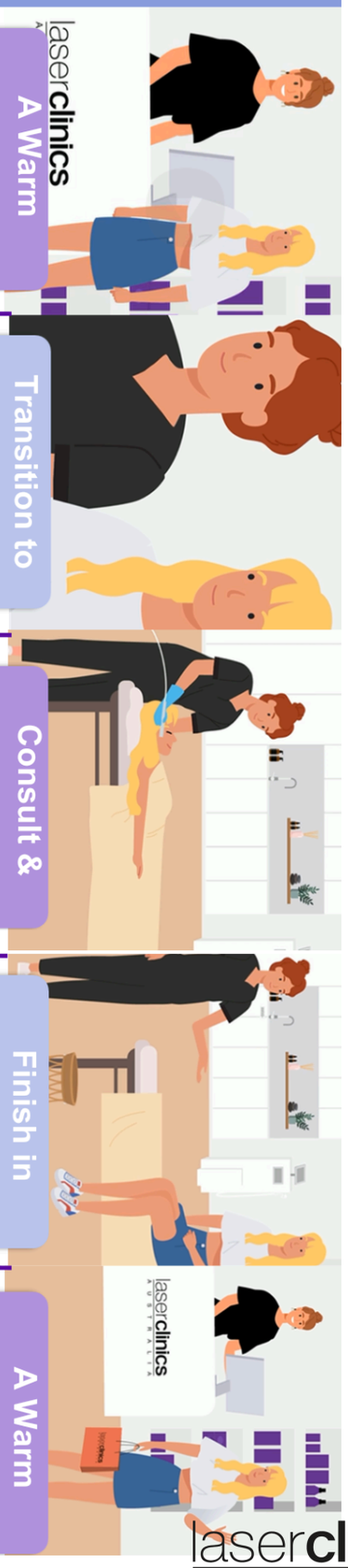
	Course Name	Type
	Laser Hair Removal - Fundamentals	eLearning
	Laser Hair Removal - Safety Essentials	eLearning
	Laser Hair Removal - Preparing for a Treatment	eLearning
	Laser Hair Removal - Selecting Parameters	eLearning
	Laser Hair Removal - Conducting a Treatment	eLearning
	Skin FItzpatrick Assessing	eLearning
	Laser Hair Removal - Candela Device Maintenance and Consumables	eLearning
	Laser Hair Removal Practical Training - Day One Theory and Didactic	Face-to-Face
	Laser Hair Removal Practical Training - Day Two Practical	Face-to-Face

Due Date: _____

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 Service Model



A Warm Welcome	Transition to Room	Consult & Treat	Finish in Room	A Warm Farewell
"I feel welcome"	"I feel comfortable"	"I trust you as the expert"	"I feel confident"	"I look forward to coming back"
Acknowledge EVERY Client as they enter; stand, smile, and make eye contact	Show the way, ensure the Client knows what to expect and is feeling comfortable	C A R E Converse, Consult, Treat and recommend	Recommend, Advise, Check In and thank the Client for choosing Laser Clinics	Use the Clients name, confirm the plan, farewell

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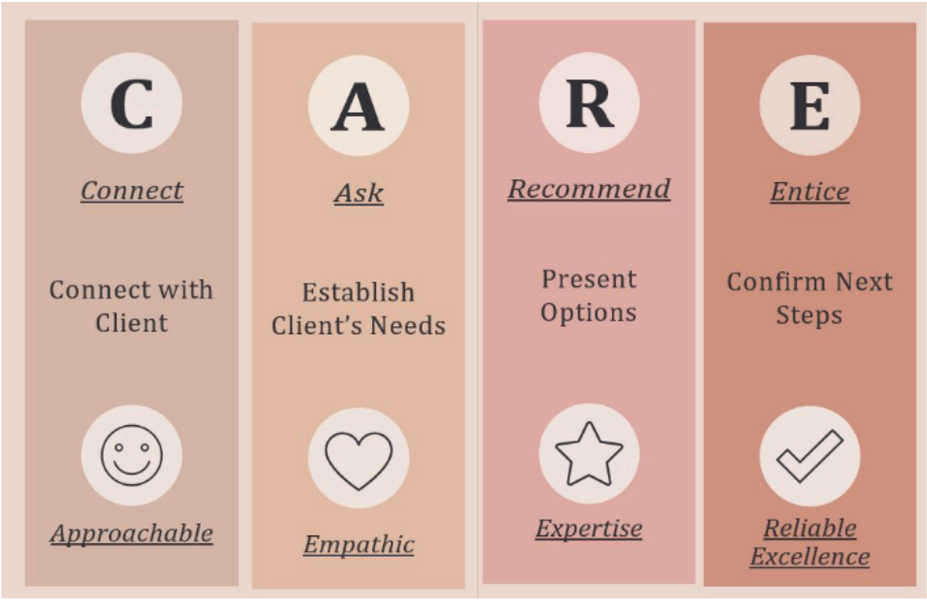
LCX CARE: Our Client Consult

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

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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

In-Clinic Logbook

All team members must 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	Therapists Signature	Clinic Manager Signature	Feedback
LHR Underarms				
LHR Underarms				
LHR Underarms				
LHR Hollywood Brazilian (Female)				
LHR Hollywood Brazilian (Female)				
LHR Hollywood Brazilian (Male)				
LHR Hollywood Brazilian (Male)				
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 Chest/Stomach				
LHR Chest/Stomach				

In-Clinic Logbook

All team members must 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	Therapists Signature	Clinic Manager Signature	Feedback
LHR Lip and Chin				
LHR Lip and Chin				
LHR Lip and Chin				
LHR Snail Trail/Areola				
LHR Snail Trail/Areola				
LHR Snail Trail/Areola				
LHR Full Body				

Hands-on Support Training Feedback

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

Stage Two Checklist

Use checklist to mark off your progress.

Stage Two - Microdermabrasion & Add Ons and Green to Gold/LCX & CARE Refresher

Pre Hands on Training

- ☐ Skin Consult Introduction: Minimum of 3 consults shadowed that are performed by leadership
- ☐ Complete all online modules in Spark
- ☐ Receive a skin consult by leadership
- ☐ Shadow 1 of each treatment within this training stage performed by leadership
- ☐ Review and roleplay intro to inject, nurse bed cards and scripting
- ☐ AE Management and Treatment Review Processes
- ☐ Book/experience an inject consultation with your clinic nurse(s)
- ☐ Thorough understanding of Basic Skin product knowledge

Post Hands on Training

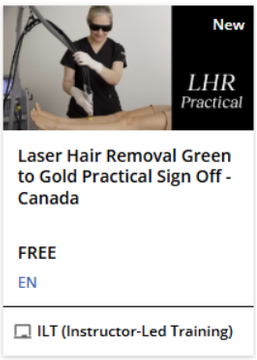
- ☐ Complete all hands-on treatment sign offs
- ☐ 3 Skin Consults completed and observed by Leadership

Stage Two

Microdermabrasion & Add Ons Learning Plan

✓	Course Name	Type
	Microdermabrasion	eLearning
	LED Light Therapy	eLearning
	HydroJelly Masks	eLearning
	Dermalogica PRO Exo Booster	eLearning
	Dermalogica PRO Power Eye Peel	eLearning
	Basic Skin Day One Practical Training (Consultations, Product Knowledge and Sales)	Face-to-Face
	Basic Skin Day Two Practical Training (Microdermabrasion, LED, HydroJellies, Exosomes, Pro Power Eye Peel)	Face-to-Face

Green to Gold Sign Off



✓	Course Name	Type
	Green to Gold Operator Certification	eLearning
	LCX & CARE Refresher & Green to Gold	Face-to-Face

Due Date: _____

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In-Clinic Logbook

Treatment	Treatment Date	Therapists Signature	Clinic Manager Signature	Feedback
Microdermabrasion				
Microdermabrasion				
LED Light Therapy				
LED Light Therapy				
Exo Booster				
Exo Booster				
Pro Power Eye Peel				
Pro Power Eye Peel				
Revive and repair				
Revive and repair				
Hydrojelly Advanced				
Hydrojelly Advanced				

Treatment	Treatment Date	Therapists Signature	Clinic Manager Signature	Feedback
Green to Gold - Full Face				
Green to Gold - Full Face				
Green to Gold - Beard Sculpting				
Green to Gold - Beard Sculpting				
Green to Gold - Ears				
Green to Gold - Ears				

Stage Three Checklist

Use checklist to mark off your progress.

Stage Three - Chemical Peels and Product Knowledge Masterclass

Pre Hands on Training

- ☐ Complete all online modules in Spark
- ☐ Shadow 2-3 of each treatment within this training stage performed by leadership
- ☐ Thorough understanding of Advanced Skin product knowledge
- ☐ Thorough understanding of Peels usage and consumption

Post Hands on Training

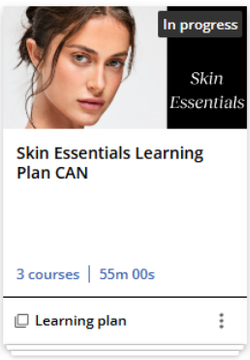
- ☐ Complete all hands-on treatment sign offs
- ☐ Thorough understanding of treatment usage, consumption tracking, and record keeping

Stage Three

Chemical Peels Learning Plan

✓	Course Name	Type
	Chemical Peels (Canada)	eLearning
	Chemical Peels Practical Training	Face-to-Face

Skin Essentials Learning Plan/ Product Knowledge Masterclass



✓	Course Name	Type
	Skinstitut - Skin Essentials	eLearning
	Skin Fitzpatrick Assessing (To Be Recompleted)	eLearning
	Product Knowledge Masterclass Practical Training	Face-to-Face

Due Date: _____

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In-Clinic Logbook

Treatment	Treatment Date	Therapists Signature	Clinic Manager Signature	Feedback
AHA Enzymatic Micro Peel (Calm and Hydrate)				
AHA Enzymatic Micro Peel (Calm and Hydrate)				
Dermalogica UltraBright Peel				
Dermalogica UltraBright Peel				
Dermalogica Advanced Renewal Peel				
Dermalogica Advanced Renewal Peel				
Dermalogica Salicylic Gel Peel				
Dermalogica Salicylic Gel Peel				

Stage Four Checklist

Use checklist to mark off your progress.

Stage Four - HydraFacial

Pre Hands on Training

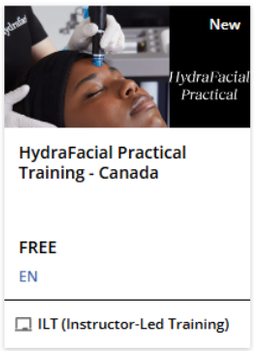
- ☐ Complete all online modules in Spark
- ☐ Shadow 2-3 of each treatment within this training stage performed by leadership
- ☐ Thorough understanding of HydraFacial

Post Hands on Training

- ☐ Complete all hands-on treatment sign offs

Stage Four

HydraFacial Learning Plan



	Course Name	Type
	HydraFacial (Coming Soon)	eLearning
	HydraFacial Practical Training	Face-to-Face

Due Date: _____

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In-Clinic Logbook

Treatment	Treatment Date	Therapists Signature	Clinic Manager Signature	Feedback
Signature HydraFacial				
Deluxe HydraFacial				
Platinum HydraFacial				
Eye Perk				
Lip Perk				
Lymphatic Drainage				
Lymphatic Drainage				

Stage Five Checklist

Use checklist to mark off your progress.

Stage Five - Microneedling

Pre Hands on Training

- ☐ Complete all online modules in Spark
- ☐ Shadow 2-3 of each treatment within this training stage performed by leadership
- ☐ Thorough understanding of Microneedling

Post Hands on Training

- ☐ Complete all hands-on treatment sign offs

Stage Five

Microneedling Learning Plan

	Course Name	Type
	Microneedling	eLearning
	Microneedling Practical Training	Face-to-Face

	Course Name	Type
	Dermalogica PRO Exo Booster (To Be Recompleted)	eLearning
	Dermalogica PRO Restore (To Be Recompleted)	eLearning

Due Date: _____

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In-Clinic Logbook

Skin Treatments

Treatment	Treatment Date	Therapists Signature	Clinic Manager Signature	Feedback
Microneedling				
Microneedling with Exo Booster				
Microneedling with Pro Restore				

Stage Six Checklist

Use checklist to mark off your progress.

Stage Six - Advanced Laser and Melanopro Peel

Pre Hands on Training

- ☐ Complete all online modules in Spark
- ☐ Shadow 2-3 of each treatment within this training stage performed by leadership
- ☐ Thorough understanding of Advanced Laser and Melanopro

Post Hands on Training

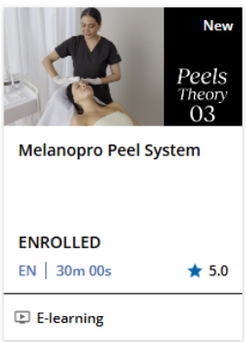
- ☐ Complete all hands-on treatment sign offs

Stage Six

Advanced Laser Learning Plan

	Course Name	Type
	Advanced Laser - Pigmentation	eLearning
	Advanced Laser - Vascular, Flushing and Skin Tightening	eLearning
	Advanced Laser Practical Training	Face-to-Face

Melanopro Peel Learning Plan



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

Due Date: _____

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In-Clinic Logbook

Treatment	Treatment Date	Therapists Signature	Clinic Manager Signature	Feedback
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

Notes