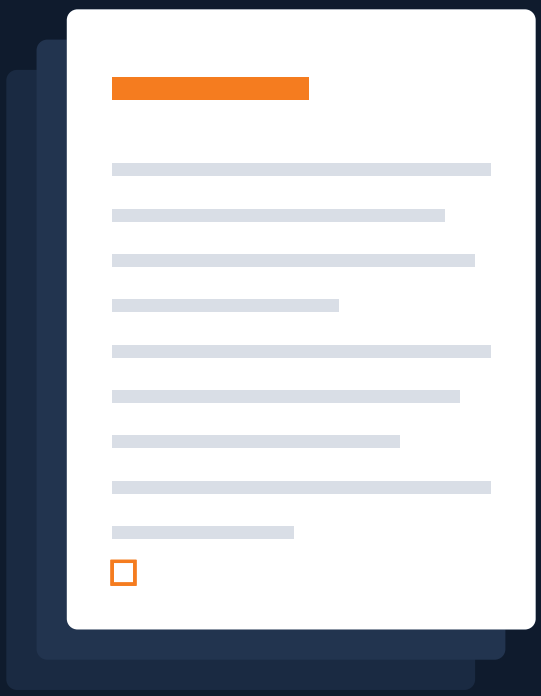
Documentation
Services Lab



FREE TEMPLATE

BUSINESS DOCUMENTS

Training Documentation

A structured guide for teaching a skill, introducing software or training someone for a role.

INTENDED AUDIENCE

Trainers, team leads, HR and L&D;

TYPICAL USE CASE

Onboarding, software rollouts, role and skills training

About this template

Training Documentation turns know-how into a repeatable course. It starts from clear learning objectives, breaks the content into short modules with practice activities, checks understanding along the way, and records who completed it. Use it for onboarding, new software rollouts, or any skill you need people to perform the same way every time.

Detail	
Intended audience	Trainers, team leads, HR and L&D;
Typical use case	Onboarding, software rollouts, role and skills training

How to use it

- Replace every *[grey bracketed placeholder]* with your own details.
- Delete the orange **Guidance** boxes and green **Example** boxes before you publish or circulate it.
- Add or remove table rows as needed; keep the section order so readers can find things quickly.

Document Control

Course title		**Course code**	
Version		**Course owner**	
Trainer(s)		**Approved by**	
Effective date		**Next review date**	

Version	Date	Author	Summary of changes
[1.0]	*[DD/MM/YYYY]*	*[Name]*	*[Initial release]*

01 Course Overview

GUIDANCE *Give learners and managers the essentials at a glance.*

Course title	*[e.g. CRM Basics for Sales Reps]*
Who it's for	*[Role, team, experience level]*
Format	*[In person / live online / self-paced]*
Duration	*[e.g. 2 x 90-minute sessions]*
Prerequisites	*[Accounts, prior courses]*
Completion requirement	*[e.g. Pass assessment at 80%]*

02 Learning Objectives

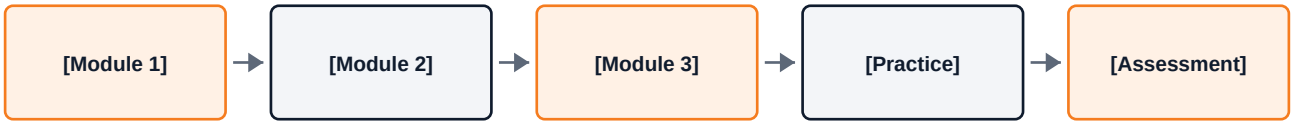
GUIDANCE *Write 3-6 objectives with measurable verbs: identify, explain, perform, apply. Every module and question should serve one.*

ID	By the end, learners will be able to...	Assessed by
LO1	*[Create a new contact and log a call in the CRM]*	*[Practical task]*
LO2		
LO3		
LO4		

EXAMPLE LO2: Learners will be able to move a deal to the correct pipeline stage and add the required next-step note, without help.

03 Course Outline

GUIDANCE *List modules in order with time and the objective each covers.*



#	Module	Objective(s)	Method	Time
1	*[Introduction and navigation]*	*[LO1]*	*[Demo]*	*[20 min]*
2				
3				
4				

#	Module	Objective(s)	Method	Time
5				

04 Module 1: [Title]

GUIDANCE *Copy this section for each module. Keep it short: explain, show, then let them try.*

Key points	*[2-4 things learners must remember]*
Demonstration	*[What the trainer shows, with screenshots or props]*
Practice activity	*[What learners do themselves]*
Common mistakes	*[What to watch for]*

Step-by-step (for the learner)
1. [Step]
2. [Step]
3. [Step]
4. [Step]

05 Module 2: [Title]

Key points	
Demonstration	
Practice activity	
Common mistakes	

06 Materials & Resources

Item	Purpose	Location / link
[Slide deck]		
[Practice account / sandbox]		
[Quick reference card]		
[Video recording]		

07 Knowledge Checks

GUIDANCE *Short questions after each module. Map each to an objective.*

#	Question	Correct answer	Objective
1			LO1
2			
3			
4			
5			

08 Final Assessment

GUIDANCE *Describe how learners prove they can do the job, not just recall facts.*

Assessment type	*[Practical task / quiz / observed shift]*
Pass mark	*[e.g. 80%]*
Assessor	*[Role]*
If not passed	*[Retake rules and support]*

09 Training Record

GUIDANCE *Keep this as evidence of completion and competence.*

Learner	Role	Date	Score	Passed?	Trainer signature

10 Feedback & Improvement

GUIDANCE *Collect feedback after each run and update the course.*

Question	Avg score (1-5)	Comments / change to make
[The objectives were clear]		
[Practice time was enough]		
[I can do this in my job now]		

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