[Training title: role or system] training manual

Field	Value
For	[role or team, example: new customer support agents]
Duration	[example: 2 days, 6 modules]
Trainer	[name, role]
Version	[1.0]
Date	[YYYY-MM-DD]
Owner	[name, role]
Next review	[YYYY-MM-DD]

1. Purpose and learning goals

Purpose: [Why this training exists, in one or two sentences.]

After this training the trainee can:

□ [Action. Example: open a support request and assign it]

□ [Action]

□ [Action]

2. Audience and prerequisites

- Who it is for: [role, experience level]
- Needed before day one: [accounts, permissions, equipment]
- Read first: [document or link]

3. Schedule

Module	Topic	Time	How
1	[Topic]	[30 min]	[Demo and practice]
2	[Topic]	[45 min]	[Self-study and practice]

4. Modules

Module 1: [task name, start with a verb]

Goal: [What the trainee can do after this module.]

Steps:

1. [Start with a verb. Example: Click New request.]

[Screenshot: button marked]

1. [One action per step.]

[Screenshot]

1. [What the trainee should see when it worked.]

Watch out: [the mistake new staff make most often here]

Practice task: [A task with made-up data. Example: open a request for customer "Maya Brooks" and assign it to yourself.]

Check questions:

1. [Question] Answer: [answer]
2. [Question] Answer: [answer]

Module 2: [task name]

[Copy the module block above for each task.]

5. Assessment and sign-off

Skill	Shown on (date)	Trainer initials
[Action from the learning goals]	[YYYY-MM-DD]	[ ]

Trainee: [name, signature] Trainer: [name, signature]

6. Resources

- [SOP, user manual, video or guide link]
- [Who to ask after the training]

7. Feedback

- What was unclear? [ ]
- What was missing? [ ]

8. Revision history

Version	Date	Changed by	Change
[1.0]	[YYYY-MM-DD]	[name]	[First release]