Training completion email

Send it within one business day of completion, ideally automatically from the learning system for online courses. For cohort programs like new-hire classes, send it on graduation day, before the first day on the floor.

COURSE CERTIFICATE

Subject: You've completed [Course Name]: your certificate

Hi [First Name],

Congratulations on completing [Course Name] on [Completion Date]. Your certificate is attached and also saved in your training record: [Training Record Link]

A few things to keep handy:
- Course notes and job aids: [Resource Link]
- [Certificate valid until [Expiry Date] / No renewal needed]
- Questions about applying it on the job: [Contact Name], [Contact Email]

Thanks for putting the time in.

[Your Name]
[Title], [Company]

NEW-HIRE CLASS GRADUATION

Subject: Congratulations, [Class Name]: you're ready for [Go-Live Date]

Hi [First Name],

You've finished new-hire training for [Job Title]. Well done!

Here's what happens next:
- Your first live shift is [Go-Live Date] at [Start Time] with [Team Lead Name]'s team.
- For your first [Number] weeks you'll be in nesting, with a coach on the floor and lighter targets while you build speed.
- Your quick-reference guides are here: [Resource Link]

Your final assessment score was [Score]. [Trainer Name] noted that you [one specific strength, e.g. handled the billing dispute roleplay calmly and found the right credit code on your own].

See you on the floor,

[Your Name]
[Title], [Company]

COMPLIANCE CONFIRMATION

Subject: Confirmed: [Course Name] complete for [Year]

Hi [First Name],

This confirms you completed [Course Name] on [Completion Date] with a score of [Score]. Your record is updated and no further action is needed until [Next Due Date].

You can download a copy of your certificate here: [Certificate Link]

If you have questions about the policy itself, contact [Contact Name] or see [Policy Link].

[Company] Training Team

NOTE TO THE MANAGER

Subject: [Employee Name] completed [Course Name]

Hi [Manager Name],

[Employee Name] completed [Course Name] on [Completion Date] (score: [Score]).

The course covered [two or three skills]. The best way to make it stick is to give them a chance to use it in the next two weeks, for example [specific on-the-job task].

A short check-in on what they found useful helps too. The team summary for this course is here: [Report Link]

[Your Name]
[Title], [Company]

SUBJECT LINE IDEAS

- You've completed [Course Name]: your certificate
- Congratulations on finishing [Program Name]
- Confirmed: [Course Name] complete for [Year]
- Your [Course Name] certificate is ready
- Well done, [First Name]: [Course Name] complete
- You're ready for [Go-Live Date]
- Training complete: what happens next

SMS / WHATSAPP VERSION

Congrats [First Name]! You've completed [Course Name]. Your certificate is in your training record: [Training Record Link]. Questions? Reply here. - [Company] Training

Placeholders to replace: [First Name], [Employee Name], [Course Name], [Program Name], [Class Name], [Completion Date], [Score], [Expiry Date], [Next Due Date], [Go-Live Date], [Trainer Name], [Team Lead Name], [Manager Name], [Training Record Link], [Certificate Link], [Resource Link], [Your Name], [Title], [Company]