Training no-show email

Within an hour or two of the session start for a new hire class, after a phone call or text attempt. For a missed optional or compliance session, the same day or the next morning.

DAY-ONE NO-SHOW, NEW HIRE CLASS

Subject: We missed you at training today

Hi [First Name],

Your new hire training class for [Job Title] started this morning at [Start Time] at [Location / online link], and we didn't see you. I tried calling [Phone Number] as well.

I hope everything is OK. If something came up, please call or text me at [Trainer or Recruiter Phone] by [Time Today] so we can talk about options.

If you can join tomorrow at [Start Time], you can still start with this class. After [Deadline], we'll need to move you to the next class on [Next Class Date] or, if that doesn't work, withdraw the offer.

[Your Name]
[Title], [Company]

ABSENCE DURING TRAINING

Subject: Missed training on [Date]

Hi [First Name],

You weren't in training on [Date], and we didn't receive a call-out before the session started.

The class covered [Module Topics], which you'll need to pass the [assessment / certification] on [Assessment Date]. Here's how to catch up:
- Review [Materials / Recording Link] before [Date].
- Join the catch-up session with [Trainer Name] on [Catch-Up Date and Time].

Under our training attendance policy, [Number] unexcused absences during training [result in removal from the class / require a meeting with your supervisor]. This is your [first / second] absence.

If there's something going on that's affecting your attendance, please let me know. We may be able to help.

[Your Name]
[Title], [Company]

MISSED COMPLIANCE TRAINING

Subject: Action needed: [Training Name] missed on [Date]

Hi [First Name],

You were registered for [Training Name] on [Date] but didn't attend. This training is required for [reason, e.g. all staff handling patient information / all people managers] and must be completed by [Due Date].

Please sign up for one of these sessions: [Session Options / Enrollment Link]. If none work, reply and I'll find an alternative.

I've copied [Manager Name] so they can plan coverage for your session.

[Your Name]
[Training Team], [Company]

FINAL NOTICE

Subject: Your place in the [Class Name] training class

Hi [First Name],

We've tried to reach you by phone, text and email since you missed training on [Date], and haven't heard back.

If we don't hear from you by [Deadline], we'll assume you're no longer interested and will [withdraw your offer / end your employment] effective [Date]. Any hours you worked in training will be paid on [Pay Date].

If we've got this wrong, please call me at [Phone Number]. We'd still be glad to talk.

[Your Name]
[Title], [Company]

SUBJECT LINE IDEAS

- We missed you at training today
- Missed training on [Date]
- Action needed: [Training Name] missed on [Date]
- Your place in the [Class Name] training class
- Can you join us tomorrow? Training started today
- Training absence follow-up
- Rescheduling your missed [Training Name] session

SMS / WHATSAPP VERSION

Hi [First Name], it's [Your Name] from [Company]. Training started at [Start Time] today and we didn't see you. Is everything OK? Call or text me by [Time] and we'll work out how you can still start this week.

Placeholders to replace: [First Name], [Job Title], [Start Time], [Location], [Next Class Date], [Training Name], [Class Name], [Module Topics], [Assessment Date], [Trainer Name], [Catch-Up Date and Time], [Due Date], [Manager Name], [Deadline], [Pay Date], [Phone Number], [Your Name], [Title], [Company]