

Business _____ Location _____ Date _____

Purpose and audience

Which role or task the manual trains, who it's for, and what they should already know before they start.

Learning objectives

What the trainee will be able to do at the end, each starting with a verb, for example: "Open the store on their own using the opening checklist."

How to use this manual

The order to work through it, how long each part takes, who the trainer is, and how trainees ask for help.

Modules

List the modules in order, each with its objective, how long it takes and how it's delivered (reading, shadowing, video or practice).

Procedures

For each task, the steps in order, starting with a verb, with screenshots or photos where they help. Link to the full SOP rather than repeating it.

Practice tasks

Real or practice tasks the trainee completes, and what “done well” looks like for each.

Checks of understanding

How you'll know they've learned it, such as quiz questions, an observed task or a sign-off by the trainer.

Resources and contacts

Where to find the SOPs, forms and systems, and who to ask about each topic.

Sign-off

The trainee and trainer sign and date when each module is complete, and when the whole manual is finished.

Review and version control

Who owns the manual, the version and date, and when it will next be reviewed.
