

Learner Resources and Certificates Briefing

This guide is designed to help you spot tasks that can be handed over to a VA, what Jessanol would usually need from you, and what the end result could look like.

HOW THIS HELPS

Learner resources and certificates are often the bits that make training feel complete. They help learners follow the session, remember key points, complete activities, reflect on learning or show evidence of attendance or completion.

Jessanol can help create, update and organise learner resources and certificates so they are ready to use and easier to manage.

THIS IS USEFUL IF

This type of support may be useful if:

-  You need handouts, worksheets or support materials for a course
-  Learners need a simple resource to take away
-  Certificates need creating, updating or issuing
-  You have old resources that need refreshing
-  You want course materials to feel more consistent
-  You need learner documents saved, named or shared properly
-  You are spending too much time manually preparing course admin materials

WHAT JESSANOL CAN SUPPORT WITH

Jessanol can help create, update and organise learner resources and certificates.

This may include:

- Creating or updating learner resources
- Formatting learner guides or support documents
- Creating certificate templates
- Preparing certificates from completion or attendance records
- Saving certificates or resources in agreed folders
- Checking names, dates and course details for consistency
- Creating resource packs for courses or workshops

RECOMMENDED RHYTHM

This can be done as part of a course project, before a training session, or after completion.

For example:

- New workshop or course delivery
- Improvement or update of existing course
- Evergreen courses

ACCESS LIKELY NEEDED

Jessanol will probably need:

- Existing learner resources, templates or examples
- Attendance or completion records
- Course names, dates and learner details
- Brand guidance or certificate style preferences
- Access to Canva, Microsoft, Google or agreed design/file systems
- Guidance on how resources or certificates should be shared
- Details of where final files should be saved

IMPORTANT CONSIDERATIONS

Before starting, we will agree:

- What resources or certificates are needed
- Who they are for
- What information must be included
- What format the final files should be in
- Whether templates already exist
- How names, dates and course titles should be checked
- Who needs to review or approve the final version
- How and when resources or certificates should be shared

Learner names, attendance and completion information should be handled carefully. Certificates should only be issued where the completion or attendance requirements have been confirmed.

STEP-BY-STEP INSTRUCTIONS

1. Confirm what learner resources or certificates are needed.
2. Gather existing templates, examples or source content.
3. Confirm learner names, course details, dates and completion information where relevant.
4. Create or update the resource or certificate template.
5. Prepare individual resources or certificates if required.
6. Check names, dates, course titles and formatting.
7. Save final files in the agreed format and location.
8. Share with learners or the client where agreed.
9. Flag any missing information, unclear records or approval queries.

WHAT YOU NEED TO PROVIDE

To get started, you will usually need to provide:

- Details of the course, workshop or programme
- Existing resource or certificate templates if available
- Learner names and completion or attendance information
- Any required wording, logos or brand guidance
- The format needed for final files
- Guidance on who should receive the resources or certificates
- Details of who needs to approve them before sharing

You do not need to have perfect templates already. Jessanol can help create or tidy them so they are easier to use again.

WHAT YOU'LL GET BACK

You should have:

- Clearer learner resources
- Consistent certificate templates
- Certificates prepared from agreed records
- Better organised course materials
- Files saved in the right place and format
- Less manual formatting and checking
- A more polished learner experience

If this sounds familiar, we can use this as a starting point to work out what support would be most useful. Contact me: jane@jessanol.com