Training certificate template for attendance and completion, with mail merge

A training certificate template should say exactly what happened: that a person attended a session, or that they completed a named task that someone observed. This kit gives you an attendance certificate and a completion certificate in A4 and US Letter landscape, a Word mail merge that fills them from your attendance list, an issue register and a guide to what a certificate can and cannot say.

60 minutes | Any group | Issued on paper or by email after the session

Updated 2026-10-10

The outcome

Every eligible participant has a correct certificate, with their name spelled as they asked and hours that match the sign-in times, and a register row, within one working day of the session.

Before the session

- For trainers and facilitators who issue proof of attendance or completion after a workplace session. The 60 minutes cover the whole issue for a group of up to 16; most of it happens on the day after the session.
- Before the session, decide the one observable task that earns a completion certificate, such as a practice conversation the trainer observes, and say it at the start. Everyone else who attends receives an attendance certificate. Nobody has to take part in a practice to receive a certificate.
- Have the issuer details ready: your organisation’s name, the facilitator’s name and role, a short session code for the certificate IDs, and the session title as it appeared on the invitation. Print the completion evidence record, one row per person, and keep the sign-in sheet.
- Plan accessible issue: a digital PDF for each person, the statement in plain text in the email body, a private name check for people who prefer not to show their name to the group, and a large-print copy on request.

Included in this kit

A facilitator run of show, participant worksheets with real tables, reference tables, debrief questions, adaptation notes and a follow-up plan. Use the editable Word copy to tailor examples and prompts before delivery.

Original material by Superglue. Timings are suggestions; adjust them to your participants. This resource has not been independently evaluated.

What is inside

- Completion evidence record
- Filled example: completion evidence record
- Filled example: issue register
- Certificates, one per page with no Superglue name: attendance and completion merge versions and filled examples, in A4 landscape and US Letter landscape
- Facilitator section: run of show, reference tables, debrief and adaptations

Completion evidence record

Fill in one row per participant on the day. Each person checks their own name and ticks the box. Write what you observed in one factual line, or why the task was not observed. This record decides which certificate each person receives.

Session title, date, facilitator, and the task that earns a completion certificate

No.	Name as it should be printed	Name checked	Time in	Time out	Hours	Observed ? Y/N	What the trainer saw, or why not	Design
1		☐						
2		☐						
3		☐						
4		☐						
5		☐						
6		☐						
7		☐						
8		☐						
9		☐						
10		☐						

Filled example: completion evidence record

A fictional workshop, “Giving feedback that lands”, Thursday 15 October 2026, 09:30 to 12:30, eight participants. The announced task: run a 10-minute feedback conversation in a trio, observed by the trainer against a four-point checklist. Five people did it; three receive an attendance certificate.

Ruth Adeyemi left at 11:00, so her hours are 1.5 (09:30 to 11:00). “☒” shows a ticked box. All names are invented.

No.	Name as it should be printed	Name checked	Time in	Time out	Hours	Observed ? Y/N	What the trainer saw, or why not	Design
1	Zoë Ó Briain	☒	09:24	12:30	3	Y	Ran the conversation as the giver; trainer observed all four points.	completion
2	José Núñez Fernández	☒	09:29	12:30	3	Y	Ran the conversation as the giver; all four points seen.	completion
3	Nguyễn Thị Lan	☒	09:20	12:30	3	N	Chose to observe instead of running a practice. Offered a slot in the follow-up session.	attendance
4	Anna-Katharina Wolff-Rosenberg de la Fuente	☒	09:27	12:30	3	Y	Ran the conversation as the giver; all four points seen.	completion
5	Daniel Mensah	☒	09:26	12:30	3	Y	Ran it twice; the second run met all four points.	completion
6	Ruth Adeyemi	☒	09:28	11:00	1.5	N	Left at 11:00 for a site call, before the practice round.	attendance
7	Marek Kowalczyk	☒	09:25	12:30	3	Y	Ran the conversation as the giver; all four points seen.	completion
8	Sofia Lindqvist	☒	09:30	12:30	3	N	Practice partner, but the trio ran out of time before her turn.	attendance

Filled example: issue register

The same fictional workshop, as the register stood on Monday 19 October 2026. Nine rows for eight people: the first certificate for José Núñez Fernández lost its accents because the CSV was not saved as UTF-8, so it was withdrawn and reissued with -R1. Current certificates: five completion, three attendance.

The Excel register adds the session, the issuer, the name check, the replaced ID, a check column and the working days from session to issue.

Certificate ID	Participant name	Design	Hours	Evidence	Issued	Sent as	Status	Note
FBW-20261015-01	Zoë Ó Briain	completion	3	Observed feedback conversation	Fri 16 Oct	PDF by email	Issued	
FBW-20261015-02	Jose Nunez Fernandez	completion	3	Observed feedback conversation	Fri 16 Oct	PDF by email	Withdrawn	Accents lost (CSV not UTF-8). Replaced
FBW-20261015-02-R1	José Núñez Fernández	completion	3	Observed feedback conversation	Mon 19 Oct	PDF by email	Issued	Reissue of -02
FBW-20261015-03	Nguyễn Thị Lan	attendance	3		Fri 16 Oct	PDF by email	Issued	Can complete at the follow-up
FBW-20261015-04	Anna-Katharina Wolff-Rosenberg de la Fuente	completion	3	Observed feedback conversation	Fri 16 Oct	Printed and handed over	Issued	Long name checked on paper
FBW-20261015-05	Daniel Mensah	completion	3	Observed feedback conversation	Fri 16 Oct	PDF by email	Issued	
FBW-20261015-06	Ruth Adeyemi	attendance	1.5		Fri 16 Oct	PDF by email	Issued	Sign-in times: 09:30 to 11:00
FBW-20261015-07	Marek Kowalczyk	completion	3	Observed feedback conversation	Fri 16 Oct	Printed and handed over	Issued	
FBW-20261015-08	Sofia Lindqvist	attendance	3		Fri 16 Oct	PDF by email	Issued	

«issuer_name»

Certificate of attendance

This certificate confirms that

«participant_name»

attended

«session_title»

on «session_date».

Hours of scheduled contact time attended: «hours».

«facilitator_name»
«facilitator_role»

Issued by «issuer_name»
Issue date: «issue_date»
Certificate ID: «certificate_id»

This certificate records attendance at one session. It is not an assessment of skill.

«issuer_name»

Certificate of completion

This certificate confirms that

«participant_name»

took part in

«session_title»

on «session_date» and completed the observed task below.

Observed task: «evidence»

Hours of scheduled contact time attended: «hours».

«facilitator_name»
«facilitator_role»

Issued by «issuer_name»
Issue date: «issue_date»
Certificate ID: «certificate_id»

This certificate records one task observed during the session. It does not grant any formal status or credit.

FERNBROOK HOUSING CO-OPERATIVE

Certificate of attendance

This certificate confirms that

Nguyễn Thị Lan

attended

Giving feedback that lands: practice workshop

on Thursday 15 October 2026.

Hours of scheduled contact time attended: **3**.

Halima Yusuf
Trainer

Issued by Fernbrook Housing Co-operative
Issue date: Friday 16 October 2026
Certificate ID: **FBW-20261015-03**

This certificate records attendance at one session. It is not an assessment of skill.

Fictional example: the person, the issuer and the session are invented.

FERNBROOK HOUSING CO-OPERATIVE

Certificate of completion

This certificate confirms that

Zoë Ó Briain

took part in

Giving feedback that lands: practice workshop

on Thursday 15 October 2026 and completed the observed task below.

Observed task: *Ran a 10-minute feedback conversation in a practice trio, observed by the trainer against a four-point checklist.*

Hours of scheduled contact time attended: **3**.

Halima Yusuf
Trainer

Issued by Fernbrook Housing Co-operative
Issue date: Friday 16 October 2026
Certificate ID: **FBW-20261015-01**

This certificate records one task observed during the session. It does not grant any formal status or credit.
Fictional example: the person, the issuer and the session are invented.

«issuer_name»

Certificate of attendance

This certificate confirms that

«participant_name»

attended

«session_title»

on «session_date».

Hours of scheduled contact time attended: «hours».

«facilitator_name»
«facilitator_role»

Issued by «issuer_name»
Issue date: «issue_date»
Certificate ID: «certificate_id»

This certificate records attendance at one session. It is not an assessment of skill.

«issuer_name»

Certificate of completion

This certificate confirms that

«participant_name»

took part in

«session_title»

on «session_date» and completed the observed task below.

Observed task: «evidence»

Hours of scheduled contact time attended: «hours».

«facilitator_name»
«facilitator_role»

Issued by «issuer_name»
Issue date: «issue_date»
Certificate ID: «certificate_id»

This certificate records one task observed during the session. It does not grant any formal status or credit.

FERNBROOK HOUSING CO-OPERATIVE

Certificate of attendance

This certificate confirms that

Ruth Adeyemi

attended

Giving feedback that lands: practice workshop

on Thursday 15 October 2026.

Hours of scheduled contact time attended: **1.5**.

Halima Yusuf
Trainer

Issued by Fernbrook Housing Co-operative
Issue date: Friday 16 October 2026
Certificate ID: **FBW-20261015-06**

This certificate records attendance at one session. It is not an assessment of skill.

Fictional example: the person, the issuer and the session are invented.

FERNBROOK HOUSING CO-OPERATIVE

Certificate of completion

This certificate confirms that

José Núñez Fernández

took part in

Giving feedback that lands: practice workshop

on Thursday 15 October 2026 and completed the observed task below.

Observed task: *Ran a 10-minute feedback conversation in a practice trio, observed by the trainer against a four-point checklist.*

Hours of scheduled contact time attended: **3**.

Halima Yusuf
Trainer

Issued by Fernbrook Housing Co-operative
Issue date: Monday 19 October 2026
Certificate ID: **FBW-20261015-02-R1**

This certificate records one task observed during the session. It does not grant any formal status or credit.
Fictional example: the person, the issuer and the session are invented.

FERNBROOK HOUSING CO-OPERATIVE

Certificate of completion

This certificate confirms that

Anna-Katharina Wolff-Rosenberg de la Fuente

took part in

Giving feedback that lands: practice workshop

on Thursday 15 October 2026 and completed the observed task below.

Observed task: *Ran a 10-minute feedback conversation in a practice trio, observed by the trainer against a four-point checklist.*

Hours of scheduled contact time attended: **3**.

Halima Yusuf
Trainer

Issued by Fernbrook Housing Co-operative
Issue date: Friday 16 October 2026
Certificate ID: **FBW-20261015-04**

This certificate records one task observed during the session. It does not grant any formal status or credit.
Fictional example: the person, the issuer and the session are invented.

Facilitator run of show

1 Check the attendance list | 10 minutes

On the day of the session, compare the sign-in sheet with the people you saw. Count the names and compare the count with the one you recorded at the start. For each person who arrived late or left early, work out the hours attended from the time in and time out: from the later of their arrival and the start, to the earlier of their departure and the finish, rounded down to the half hour. Write the hours on the completion evidence record. Leave out meal breaks; short breaks inside the session count.

2 Name check with each participant | 5 minutes

In the last five minutes of the session, pass round the completion evidence record or show it on screen, one row at a time for online groups. Say: “Please check the name in your row. Write it exactly as you want it printed, with any accents, and tick the box.” Online, ask each person to send their name in a private chat message instead. Do not read names aloud to the group. A person may choose a preferred name; print that one.

3 Mark the completion evidence | 10 minutes

Decide before the session which observable task earns a completion certificate, and say it at the start: “If you run one practice conversation and I observe it, you will receive a certificate of completion. If you prefer not to, you will receive a certificate of attendance. Both are fine.” After the session, mark Y or N for each person and write one line on what you saw, or why not. Someone who chose not to do the task, or who left before it, receives an attendance certificate. Never write a judgement on the record that you would not say to the person.

4 Fill the merge source | 10 minutes

Open the CSV or the Merge source sheet in the workbook. Keep the header row exactly as it is: the names match the fields in the Word file. Type one row per person, copy the session details down, set design to attendance or completion, and fill evidence only on completion rows. Give each row a certificate ID: the session code, the date and a two-digit number. Save as CSV UTF-8 so that names such as Nguyễn Thị Lan keep their accents. If accents look broken when you open the CSV in Excel, import it with Data, From Text/CSV and choose UTF-8, or use the Merge source sheet in the workbook as the list instead.

5 Run the merge | 10 minutes

Save a copy of the Word file and delete every page except the merge certificate you need: attendance or completion, in A4 or US Letter. In Word: Mailings, Start Mail Merge, Letters; Select Recipients, Use an Existing List, and choose your CSV; if Word asks for the encoding, choose Unicode (UTF-8). Use Edit Recipient List to filter on design, so the attendance page only receives attendance rows. The fields are already in place. Preview the results, then Finish & Merge, Edit Individual Documents. Run the second design the same way.

6 Check three certificates by eye | 5 minutes

Before you send anything, open three certificates: the longest name, a name with accents and one of each design. Check that the name sits on one line, that every accent shows, that the hours match the record and that the completion certificate names the task. If a name is longer than about 45 characters, reduce the name size in the Word file from 24 to 20 point and merge again. Read one statement aloud to yourself: it must be true for that person.

7 Send or hand over | 5 minutes

Sign each printed certificate by hand, or use the typed name and role. For digital issue, save one PDF per person and name it with the certificate ID. Send one message per person, never to the group, with the plain-text statement in the message body. Add: “If anything on your certificate is wrong, reply to this message within ten working days and I will reissue it.”

8 Record in the register | 5 minutes

Add one row per certificate to the issue register: ID, name, design, hours, evidence for completion rows, issue date, who issued it and how it was sent. The workbook refuses an issue date on a completion row with no evidence, and counts certificates by design. For a correction, mark the old row Withdrawn, add a new row with the same number plus -R1, and write the reason. Do not delete the old row.

Reference tables

What a certificate can and cannot say

Use this table when you write or edit a certificate. The words in the third column are the reason the certificates in this kit say “confirms that … attended” and “completed the observed task below”.

Topic	The certificate can say	It cannot say
Attendance or completion	Attendance: the person took part, on which date, for how many hours. Completion: the person did one named, observable task, and who observed it.	Do not call an attendance certificate a completion certificate. Do not say anyone is competent, qualified or proficient on the strength of one session.
Hours	The scheduled contact time the person attended: start to finish, without meal breaks, rounded down to the half hour. Use the sign-in times for anyone who arrived late or left early.	Do not add hours for pre-reading, homework or travel unless you record them separately and say so.
Accreditation	Nothing, unless an accrediting body has approved this course and tells you the exact words and mark to use.	Do not write “accredited”, “accreditation” or “approved by” for an in-house or freelance session. Do not copy a body’s logo.
CPD or CEU points	Hours of contact time. A participant may log those hours in their own professional development record if their scheme allows it.	Do not write “CPD points”, “CPD hours” or “CEU credit” unless a scheme has registered the course and given you a number to print.
“Certified”, “certification”, “qualification”, “licence”	“Confirms that … attended” or “completed the observed task below”.	Do not use these words on the certificate. They suggest a formal assessment and a status that a single workshop does not give.
The issuer	Your organisation, or your own business if you are a freelance trainer, with the facilitator’s typed name and role.	Do not name Superglue or any template maker as the issuer. Do not name a client as the issuer without its permission.
Signatures	A signature line signed by hand, or a typed name and role. A scanned signature is your own choice.	This kit supplies no signature image. Do not sign for another person.
Grades and ranks	On a completion certificate: the task and that it was observed.	No grade, score, mark or rank on an attendance certificate. Do not rank people on any certificate.

Topic	The certificate can say	It cannot say
Verification	The certificate ID, which matches one row in your register.	No QR code, verification portal, digital badge or blockchain claim. This kit supplies none.

Merge fields

The header row of the CSV and the fields in the Word file use these exact names. Keep them in lower case with underscores.

Field	What goes in it	Example	Used on
participant_name	The name as the person asked for it on the evidence record, with all accents.	Zoë Ó Briain	Both
session_title	The session title as it appeared on the invitation.	Giving feedback that lands: practice workshop	Both
session_date	The date written out, with the weekday. For a course over several days, write the range.	Thursday 15 October 2026	Both
hours	Scheduled contact time the person attended, as a number. Half hours as .5.	3	Both
evidence	The observed task in one sentence: what the person did and who observed it. Empty for attendance rows.	Ran a 10-minute feedback conversation …	Completion
issuer_name	Your organisation or your business name.	Fernbrook Housing Co-operative	Both
facilitator_name	The trainer who ran the session and signs.	Halima Yusuf	Both
facilitator_role	The signer’s role.	Trainer	Both
issue_date	The day you issue the certificate.	Friday 16 October 2026	Both
certificate_id	Session code, session date and a two-digit number. Add -R1 for a reissue.	FBW-20261015-01	Both
design	attendance or completion. Used to filter the merge; not printed.	completion	Filter only

From the sign-in sheet to the merge source

The training sign-in sheet is the attendance list. Copy only what the certificate needs.

Sign-in sheet column	Merge field	Rule
Printed name	participant_name	Copy, then correct it with the name check. The sign-in sheet is handwritten; the certificate must use the spelling the person confirmed.
Time in and time out	hours	Full session: the scheduled hours. Late or early: count from the later of time in and the start to the earlier of time out and the finish, rounded down to the half hour.
Team or organisation	(not printed)	Keep it in the register if you report by team. It does not go on the certificate.

Sign-in sheet column	Merge field	Rule
Session, date, location or link, trainer (sheet header)	session_title, session_date, facilitator_name	Same for every row. Type them once and fill down.
Photos OK? and Contact me privately	(not used)	Never copy these into the merge source or the register.

Send certificates digitally

Each person receives only their own certificate. Nobody sees the group list.

Route	How	Check
One PDF per person (any group size)	In Word: Mailings, Finish & Merge, Edit Individual Documents. Each certificate is one page. Save as PDF and choose one page at a time, or merge one record at a time with the record number. Name each file with the certificate ID, for example FBW-20261015-01.pdf.	Open three files and check the name, the design and the hours before you send anything.
Email from your own mailbox	Send one message per person with their own PDF attached. Put the plain-text statement in the message body for screen-reader users.	One recipient per message. Never put the group in To or Cc.
Merge to email (Word with desktop Outlook)	Add an email column to your own copy of the merge source only. Finish & Merge, Send Email Messages sends a separate message to each row, so nobody sees the other addresses. It sends the certificate text as the message body, not as a PDF attachment.	Delete the email column after sending. Never add email addresses to the sign-in sheet.
Printed and handed over	Print on plain white paper at 100% scale, landscape. Hand each person their own certificate, face down, or leave it in a named envelope.	Check the long names on paper: no name may wrap onto a second line.

Debrief and next steps

Questions for reflection

- Before you leave: is your name on the evidence record spelled exactly as you want it printed?
- Which certificate will you receive, attendance or completion, and which task decided it?
- What does your certificate say, and what does it not say? It records this session; it is not an accreditation, a professional credit or a judgement of your skill.
- If anything on your certificate is wrong, who do you tell, and by when?

Adapt the session

- Small group of two to five: do the name check face to face and hand over printed certificates at the end of the session. Keep the register anyway; a lost certificate is reissued from it.
- Short version: for a session of an hour or less with no observed task, issue attendance certificates only. Skip the evidence step and leave the evidence column empty.
- Online: run the name check by private chat message or a short form, never in the group chat. Send one PDF per person from your own mailbox, and use the plain-text statement in the message body.

- Accessibility: offer a large-print copy of the statement at 18 point, the plain-text statement for screen-reader users, and the choice of a preferred name. Nobody has to perform in front of the group to receive a certificate; offer a one-to-one observation as an alternative task.
- Multi-session course: issue one certificate at the end, with the date range and the total hours attended from the attendance tracker in the training sign-in sheet workbook. A person who missed sessions receives the hours they attended.

After the session

Keep the register with the session records. When someone reports an error, check the evidence record, mark the old row Withdrawn, issue a new certificate with the same ID plus -R1 and send it within five working days. When a person who received an attendance certificate completes the task later, for example in a follow-up session, issue a new completion certificate with its own ID and keep both rows. Once a year, check that the register holds no more than the certificate needs: no contact details, no photos and no notes you would not show the person.

Questions people ask

What should a training certificate include?

The participant’s name, the session title, the date, the hours of scheduled contact time attended, the issuer, the facilitator’s name and role, the issue date and a certificate ID. A completion certificate also names the task the person did and who observed it. Leave out grades on an attendance certificate, and anything you cannot prove from your records.

What is the difference between a certificate of attendance and a certificate of completion?

Attendance says the person took part, on which date and for how many hours. Completion says the person did something observable, such as running a practice conversation that the trainer observed, and names that task. Decide the task before the session and announce it, so nobody is surprised by which certificate they receive.

Can I say my training is accredited or gives CPD points?

Only if an accrediting body or a CPD or CEU scheme has registered the course and told you what to print. For an in-house or freelance session, state the hours of contact time instead; participants may log those hours in their own development record if their scheme allows it. Words such as “certified”, “accredited” and “qualification” suggest a formal status that one session does not give, so the certificates in this kit do not use them.

How do I mail merge certificates from the attendance list?

Fill the CSV, one row per person, under the header row in this kit. Save a copy of the Word file with only the certificate page you need, then use Mailings, Select Recipients, Use an Existing List and choose the CSV. The merge fields are already in place. Filter on the design column, preview, and finish with Edit Individual Documents. Check three certificates by eye before you send them.

How is this different from the training sign-in sheet?

The training sign-in sheet records who attended and when. This kit turns that record into certificates: it adds the name check, the completion evidence, the merge and a register of what was issued. Use the sign-in sheet on the day and this kit afterwards. To collect feedback on the session itself, use the training evaluation form.

What is in the free PDF, and what do subscribers also receive?

The open PDF holds both certificates, blank with the merge fields and filled with fictional names, in A4 and US Letter landscape, plus the evidence record, the issue register example, the wording table, the merge fields and the issuing steps. Subscribers also receive the editable Word file with real mail-merge fields, an Excel workbook with the issue register, an evidence record that calculates the hours attended and the merge source, and the CSV merge source with three example rows. The kit supplies no signature image, QR code or verification service.

Use and sharing

Free to use and adapt in your own training sessions, including paid client work. Do not resell or redistribute the unmodified download as a standalone product. Share the resource page instead.