

To: Ryan Smith  
From: Heather Cory  
Date: March 8, 2025  
Subject: Request for Technical Writing Course Reimbursement

I am writing to request reimbursement for the online Technical Writing course I'm currently enrolled in through Franklin University. As you are aware, I started this course with the hope to improve my professional writing skills and make the training process of future employees more efficient.

Over the past few years, I have built a number of documents for Bermex Inc, including;

- A study guide for gas leak survey certification
- Step-by-step instructions for navigating our computer programs
- SOPs on a number of our company's protocols

These documents have been valuable in streamlining the training process for new employees, as well as providing a quick reference guide for current staff members. This has already increased the passing rates of new employees taking the certification exam and decreased confusion while out in the field. As we continue to grow our department, these aids will be even more vital in our training process.

With this course, I will gain knowledge to make writing documents more efficient and professional. I will have a clear understanding of formats required for instructional documents, manuals, professional letters, emails and proposals. I will be able to design clear, focused and organized documents that will allow employees to be more efficient, reduce unnecessary distractions, and give the company consistent results.

In total, the cost for the Technical Writing course is \$2195. In time, this investment will pay for itself in company savings. With higher success rates for certification, the costly fees to retake the exam (around \$1000) would be greatly diminished, if not completely eliminated. More effective training could reduce our lengthy training period, which is currently averaging 2-3 months. This will also allow new staff members out in the field sooner, not only saving the company money long-term, but actually bringing in money per our contract with Columbia Gas. This would also free our other staff members to focus on their own work, instead being slowed down by training new employees.

In conclusion, I believe the benefits of covering my technical writing course will greatly outweigh the cost. With higher certification rates and shorter training periods, our company can focus on building up our department and fulfilling our contracts with Columbia Gas. Not only will this provide considerable savings to the company through shorter training periods but also allow new hires to bring in revenue sooner. Thank you for your consideration.

Sincerely,

Heather Cory