



Virtual Assistant Course

Course Brochure

Course Overview

Accelerate Virtual Assistant Success: Practical Skills for Delivering Outstanding Client Support

Virtual assistance is one of the fastest-growing remote careers, offering flexibility, autonomy, and the ability to work from anywhere. However, succeeding as a VA requires more than admin skills—you need to master remote work tools, client management, professional communication, and business development.

What You'll Learn

1 The Virtual Assistant Role

- ▶ Understanding the VA landscape
- ▶ Setting up your virtual workspace
- ▶ Managing your time and priorities
- ▶ Professionalism working remotely

2 Communication & Client Management

- ▶ Written and verbal communication
- ▶ Managing client expectations
- ▶ Email and diary management
- ▶ Building strong working relationships

3 Organisation & Administration

- ▶ Document and file management
- ▶ Scheduling and calendar management
- ▶ Meeting preparation and follow-up
- ▶ Handling confidential information

4 Digital Tools & Technology

- ▶ Microsoft 365 and Google Workspace
- ▶ Project management tools
- ▶ Video conferencing platforms
- ▶ Cloud storage and collaboration

5 Managing Multiple Clients

- ▶ Juggling competing priorities
- ▶ Setting boundaries and expectations
- ▶ Tracking tasks across clients
- ▶ Handling difficult situations

6 Your VA Action Plan

- ▶ Identifying your strengths and niche
- ▶ Building your professional profile
- ▶ Setting rates and onboarding clients
- ▶ Continuous professional development

Who Should Attend

This course is ideal for anyone looking to start or develop a career as a Virtual Assistant or remote PA

- ▶ Looking to launch a VA career and wanting the confidence, skills and knowledge to attract and work with clients professionally
- ▶ Already working remotely and wanting to formalise their skills, improve their processes and increase their value to clients
- ▶ Transitioning from office-based admin or PA roles and wanting to make the move to flexible, self-employed virtual working
- ▶ Offering admin or support services and wanting to professionalise their approach, expand their client base and increase their rates
- ▶ Returning to work and looking for a flexible career that fits around family life, with strong earning potential and growth opportunities
- ▶ Experienced EAs or PAs moving to a remote or hybrid model and needing to adapt their skills and tools for a virtual environment

What's Included

- ✓ Course Materials: Comprehensive workbook, templates, and reference guides to take away
- ✓ Lunch & Refreshments: Full lunch with dietary requirements catered for, plus tea, coffee, and snacks
- ✓ Certificate of Attendance: Personalised certificate to mark your completion of the course
- ✓ 3-Month Support: Post-course email support to answer questions as you apply your learning
- ✓ Action Plan: Personalised development roadmap tailored to your specific goals
- ✓ Premium City-Centre Venues: Easy-to-reach venues with excellent transport links and facilities
- ✓ Small Groups: Maximum 12 delegates ensuring personalised attention
- ✓ Expert Trainers: Experienced professionals with real-world expertise and engaging delivery styles

Ready to book, or want to know more?

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