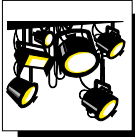


Virtual Assistance 101

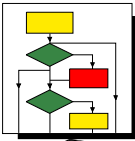


Overview

Introduction to Virtual Assistance 101 is a primer (introductory) course for students who are interested in becoming Virtual Assistants (VAs). A virtual assistant typically works from his or her home-office, offering administrative and business support services, to other companies or professionals over the Internet.

A virtual assistant can earn between \$35-\$100 per hour performing tasks ranging from basic word processing to high-end personal support services. In most instances VAs typically work from their home office, supporting clients located in other cities, states or even other countries. Due to the nature of the virtual working relationship, there is a 99.9% chance that a VA will never meet their client face to face, nor will they ever step foot inside the clients office.

Students enrolled in this self-paced course will learn the how-tos of starting, growing, and managing a successful VA Practice. This course will provide a simulated experience of building your own VA Practice.



Process: Self-paced – Instructor led

Using Interactive PowerPoint slides, Student Handouts and Reference/Resource Materials

Expected Outcomes and Deliverables

- Develop work for hire agreements for services provided
- Establish competitive hourly rate and fee schedules
- Comprehend basic legal and tax issues related to operating a business from home
- Setup and perform basic recordkeeping, bookkeeping and accounting procedures
- Design creative and attractive business collateral materials
- Understand basic business terminology: business structures,

financial management, organization, cash flow, billing practices, and insurance

- Write a clear and concise vision and mission statement for your new practice
- Ability to design or hire a professional to design a website for your new practice
- Basic understanding of: design, layout, and placement in major search engines
- Implement creative processes for delivering excellent online customer support solutions

Course Prerequisites:

We require a minimum of two (2) years executive-level support experience and:

- General knowledge of how to operate a computer
- Internet access is a MUST (see computer requirements below)
- Conduct online research: locating information and resources
- Present your business idea / concept into written word format
- Ability to design and setup a working in-home office
- Capable of working alone and/or as part of a distance learning group

To ensure the best online learning experience possible, please ensure that your computer meets at least the minimum technology requirements:

PC User: Windows Client - RECOMMENDED

Pentium IV® or later

Windows XP® or later

512 MB (RAM)

60 MB free disk space

Display Resolution: 1024 x 768 or higher

Internet Connection: Broadband Cable or DSL

Soundcard with speakers and microphone or headset with microphone

Web Browsers: Netscape, IE, Firefox, Opera or later
Plug-ins: Acrobat Acrobat, Flash, Real Media, Windows Media
Internet Access: High speed DSL or Cable Modem

PC User: Windows Client - Minimum

Windows 98/ME/2000
Pentium III 500 MHz processor
128 MB RAM
20 MB free disk space
Display Resolution: 800 x 600 or higher
Soundcard with speakers and microphone or headset with microphone
Web Browsers: Netscape, IE, Firefox, Opera or later
Plug-ins: Acrobat Acrobat, Flash, Real Media, Windows Media
Internet Access: 28.8 kbps - 56 kbps dialup

Mac User:

Mac OS 9.1/9.2, Mac OS X 10.1.5, 10.2, 10.3, and 10.4
G3 233 MHz
64 MB RAM (OS 9.x), 128 MB RAM (OS X 10.1.5, 10.2, and 10.3),
and 256 MB (OS X 10.4)
20 MB free disk space
28.8 kbps Internet connection
Speakers and microphone or headset with microphone
