

Virtual Assistant - Level 2 Course

Key Information

Course Format:
Paper Based Course Materials

Price:
£312.00

Assessment:
Written Assignments

Payment Options:
Spread the cost over 4 monthly payments

Approximate Study Time:
100 Hours of Self Study

Initial Payment of
£153.00

Approximate Delivery Time:
1-2 Working Days (Courier Service)

Followed by 3 payments of:
£53.00



The **Virtual Assistant - Level 2 Course** will take you step-by-step through the thought and learning processes involved in being a Virtual Assistant. A VA is very much like a PA except they work from home using the internet and telephone to help clients all over the world. If you have experience of office work and good communication skills, then this is an excellent way to either build a business or supplement your income.

On successful completion of this course students will receive an accredited Level 2 Certificate of Achievement.

The Virtual Assistant course consists of the following 23 Units:

- **Unit One - What is a Virtual Assistant?**

This Unit contains the following topics: What is a Virtual Assistant?, Who uses a Virtual Assistant and why?, What tasks can a Virtual Assistant do?, What skills will a Virtual Assistant need?, Issues to Consider When Setting up a Home Office; What organisations are available to Virtual Assistants?

- **Unit Two – How to Market yourself as a VA**

This Unit contains the following topics: Tips on where to Market your Business; How to write a Marketing Plan; Marketing in other countries.

- **Unit Three – Starting Your Own Business – Decisions**

This Unit contains the following topics: How to succeed with your business; How to start up your new business; Getting the right mindset.

- **Unit Four – Starting a Business from scratch**

This Unit contains the following topics: Why start a Business from scratch; Buying an existing Business; Buying a Franchise.

- **Unit Five – Recruiting Staff**

This Unit contains the following topics: How to Recruit Staff; The Process of Recruiting.

- **Unit Six – Dealing with Staff**

This Unit contains the following topics: Introduction to dealing with Staff; Paying Staff; Training and Development; The Law; Discrimination; Health & Safety; Trade Unions; Taxation.

- **Unit Seven – Fraud and Theft**

This Unit contains the following topics: Protect your Business: Stop Fraud before it starts; Theft of money; Theft of inventory or equipment; Theft of intellectual property.

- **Unit Eight – The Business Plan**

This Unit contains the following topics: Understand the function of the business plan; Reasons for developing a business plan; Identify sources to get help in developing a business plan; Identify the type of information to include in a business plan; Prepare an outline of a business plan.

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- **Unit Nine – Customer Care an Introduction**

This Unit contains the following topics: What is Customer Care?; Defining Customer Care; Characteristics of effective Customer Care.

- **Unit Ten – Customer Care and the Benefits**

This Unit contains the following topics: Increase in profits; Customer loyalty and long-term profitability; Fewer complaints; Staff know what is expected of them; More pleasant work environment; Customer integration and specialisation.

- **Unit Eleven – Considering a Policy and Plan?**

This Unit contains the following topics: Who are our current and potential customers, their characteristics and needs? Staff interfacing with customers; What tangible or intangible assets does the company currently have? Competitor Characteristics; Improvements and additions to Customer Care and Service

- **Unit Twelve – Customer Care and You**

This Unit contains the following topics: The Right Attitude; Looking and Sounding Right; Having the Right Information; Keeping Control; Working within a Team; Customer Complaints; Answering the Phone; A Checklist.

- **Unit Thirteen – Customer Care and Service Plans**

This Unit contains the following topics: Contents of The Plan; The Advantages of Planning; Objectives, Strategies And Tactics; Forecast or assumptions of Outcomes; A sample case on Customer Care Planning; Company policies; People make a Plan work; Current Customer Care and Services.

- **Unit Fourteen – Basics of the Internet**

This Unit contains the following topics: Internet Basics; How the Internet works; Internet Access; Understanding Email; About the Web; Internet Safety; Learning about Viruses.

- **Unit Fifteen – Creating a Web Site**

This Unit contains the following topics: Introduction; Graphic Design; Web site Content; Navigation; Key points to remember.

- **Unit Sixteen – Meetings Skills**

This Unit contains the following topics: Introduction; Why do we have meetings?; Important things to know about meetings; How to plan a meeting; How to run a meeting.

- **Unit Seventeen – Introduction to Conflict Management**

This Unit contains the following topics: What do organisations use conflict management for? Important things to know about "conflict" and "conflict management"; How to identify signs and stages of conflict; How to build teamwork and co-operation; How to manage and resolve conflict situations; Outline for a Mediation Session; Mediation Guidelines.

- **Unit Eighteen – Introduction to Planning**

This Unit contains the following topics: What do you use planning and evaluation for? Important things to know about planning and evaluation; How to ensure planning is useful and contributes to effective results; How to plan – 8 basic planning steps.

- **Unit Nineteen – Introduction to Proof Reading**

This Unit contains the following topics: Introduction; What is Proof Reading?; Tips on Proof Reading.

- **Unit Twenty – Managing Stress**

This Unit contains the following topics: Introduction; What is Stress? Symptoms of Stress; Causes of Stress; How to reduce Stress.

- **Unit Twenty One – Managing your Time**

This Unit contains the following topics: Introduction; Managing Time step 1; Managing Time step 2; Schedules.

- **Unit Twenty Two – Small Business Bookkeeping**

This Unit contains the following topics: Introduction; Three steps to keeping your Books; Bookkeeping Systems, Software and Method; Accounting terms every business person should know.

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• Unit Twenty Three – Inland Revenue Requirements

This Unit contains the following topics: What type of Business are you? Registering as self-employed; How to pay your Class 2 National Insurance contributions (NICs); Basic Tax Records you must keep.

Prerequisites:

There are no particular entry requirements.

Course Duration & Support:

Students may register at any time and have a full year to complete their studies. You also have access to a personal tutor by mail or email for a 12 month period. As the course is self study you can complete in as little or as long a time as you prefer.

Assessment:

The course contains 4 tutor marked assignments which your tutor will mark and you will receive feedback on. The course also contains self-assessment exercises which are not returned for assessment but will help you to gauge your progress.

Certification:

At the end of this course successful learners will receive a Certificate of Achievement from ABC Awards and Certa Awards and a Learner Unit Summary (which lists the components the learner has completed as part of the course). The course has been endorsed under the ABC Awards and Certa Awards Quality Licence Scheme. This means that Kendal Publishing has undergone an external quality check to ensure that the organisation and the courses it offers, meet defined quality criteria. The completion of this course alone does not lead to a regulated qualification* but may be used as evidence of knowledge and skills gained.

The Learner Unit Summary may be used as evidence towards Recognition of Prior Learning if you wish to progress your studies in this subject. To this end the learning outcomes of the course have been benchmarked at Level 2 against level descriptors published by Ofqual, to indicate the depth of study and level of demand/complexity involved in successful completion by the learner. Information on level descriptors can be found on the Ofqual's level descriptors page. We provide a link to this on each course page of our website. The course itself has been designed by Kendal Publishing to meet specific learners' and/or employers' requirements which cannot be satisfied through current regulated qualifications. ABC Awards & Certa Awards endorsement involves robust and rigorous quality audits by external auditors to ensure quality is continually met. A review of courses is carried out as part of the endorsement process.

ABC Awards and Certa Awards have long-established reputations for providing high quality vocational qualifications across a wide range of industries. ABC Awards and Certa Awards combine over 180 years of expertise combined with a responsive, flexible and innovative approach to the needs of our customers.

Renowned for excellent customer service, and quality standards, ABC Awards and Certa Awards also offer regulated qualifications for all ages and abilities post-14; all are developed with the support of relevant stakeholders to ensure that they meet the needs and standards of employers across the UK.

*Regulated qualification refers to those qualifications that are regulated by Ofqual / CCEA / Qualification Wales