



Building a Multi-VA Business – Course Syllabus

Course Length: 4 - weeks

Course Description

There has been dramatic growth in the Virtual Assistant Profession since it's inception. Virtual Assistants have dramatic impact on business owners worldwide.

When the client base increases and the business fills to capacity, clients may need to be turned away. The solution is a Multi-VA business.

Multi-VA businesses are gaining popularity when taking the business to a new level. The challenge is where to start and how to sustain and manage a Multi-VA business. This 4week course provides the knowledge, tools and resources needed to transition from solo VA to Multi-VA business owner.

Course Objectives

Participants will:

- Understand what a Multi-VA business is and isn't
- Explore the reasons for starting a Multi-VA Business
- Discuss strategies and tips for transitioning from a solo VA to Multi-VA owner
- Learn two common Multi-VA business structures
- Examine the pro's and cons of each structures
- Discuss the structure that is best suited for each participant
- Understand the fee structure of a Multi-VA business
- Learn how to define a Multi-VA business to clients
- Explore the benefits to clients and to the Associate VA
- Review the roles and responsibilities of both the business owner and Associate VA
- Discuss how to find Associate VA's and build a team
- Identify an ideal Associate
- Examine Associate fees, time keeping and invoicing procedures
- Create an effective hiring and interview process



- Be introduced to the Multi-VA tool kit which includes:
 - Associate Information package
 - Associate contract
 - Client contract
 - Company Policy and Procedure Manual

Course Agenda

Defining the Multi-VA Business

- What is a Multi-VA Business?
- Why start a Multi-VA Business?
- The reality of a Multi-VA Business.
- Is a Multi-VA Business right for you?
 - What are your expectations? Are they realistic?
- Are you ready to transition to Multi-VA business owner?

The Multi-VA Business Structure

- How do you structure a Multi-VA Business?
 - What are the possibilities?
- What are the pros and cons?
- Which structure is right for you and why?
- How do you structure your Associate and client fees?

Clients and the Multi-VA Business

- What are the benefits to clients?
- What is the role of the Multi-VA Business owner within the client relationship?
- What is the role of the Associate VA within the client relationship?
- What is the responsibility of both the Associate VA and the Multi-VA owner within the client relationship?
- How do you present this relationship to the client?
- What information needs to be present on the client contract?

Building Your Associate team

- What are the benefits to the Associate?
- What type of Associate is right for my Multi-VA business?
- Where do I find the perfect VA Associate?
- What characteristics, qualities and skills should I be looking for in an Associate VA?



- How do you hire an Associate VA and what is the process?
- How do Associates keep track of time and how do they invoice?
- What information needs to be present in an Associate contract?
- What is a company policy and procedure manual and how do I implement one in my business?

Required Text

Participants must purchase *The Virtual Assistant's Guide to the Multi-VA Business* e-book. The e-book will be supplied to you upon enrollment into the course.

Guidelines

- Class time will be devoted to Q & A and discussion.
- The class will be based on the assumption that the participants have read the required reading before class. Pre-reading is the responsibility of the participant as classes will only serve as a discussion period based on the reading material. Reading assignments will be given each week.
- This course is a non-credit course