

Training or Course Admin

Briefing

This guide is designed to help you spot tasks that can be handed over to a VA, what Jessanol would usually need from you, and what the end result could look like.

HOW THIS HELPS

Training and course admin can involve a lot of practical detail before anyone even gets to the learning itself. Learner lists, dates, joining instructions, course links, access details, resources, attendance, certificates and follow-up all need to be managed.

Jessanol can help organise the admin around training or courses so learners, facilitators and organisers have the information they need.

THIS IS USEFUL IF

This type of support may be useful if:

-  You are running a training session, course or learning programme
-  Learners need joining instructions, reminders or resources
-  Attendance or completion needs to be tracked
-  Course links, resources or certificates need organising
-  You need admin support across several sessions or cohorts
-  You want a smoother learner experience
-  You need someone to keep practical course details up to date

WHAT JESSANOL CAN SUPPORT WITH

Jessanol can help with training and course admin.

This may include:

- Setting up learner lists or course trackers
- Sending agreed learner communications
- Preparing joining instructions or reminders
- Uploading or organising course resources
- Tracking attendance, completion or feedback
- Supporting LMS or learning platform admin where agreed
- Creating or updating course folders
- Checking links, dates and access details
- Supporting post-course follow-up

RECOMMENDED RHYTHM

This can be done before, during and after a training session, course or programme.

For example:

- One-off admin support or weekly support during a course programme
- Cohort setup before a course begins
- Completion tracking after training
- Ongoing admin for repeated training delivery

ACCESS LIKELY NEEDED

Jessanol will probably need:

- Access to learner lists, booking forms or registration details
- Access to LMS, learning platform or course folders
- Existing course emails, templates or joining instructions
- Details of session dates, times and facilitators
- Access to resources, handouts or course materials
- Guidance on attendance, completion or certificate requirements

IMPORTANT CONSIDERATIONS

Before starting, we will agree:

- What course or training is being supported
- Who the learners are
- What information learners need and when
- What records need to be tracked
- What Jessanol can send or update directly
- What needs checking before it is shared
- Where learner records and resources should be stored
- How personal or learner data should be handled

Learner information should be handled carefully and only used for the agreed purpose. Any course content, dates, access links or completion information should be checked before being shared if there is any uncertainty.

STEP-BY-STEP INSTRUCTIONS

1. Confirm the course, session or programme details.
2. Gather learner lists, booking information or registration details.
3. Set up or update the course tracker.
4. Prepare learner communications, joining instructions or r reminders.
5. Check course links, access details and resource locations.
6. Save or upload resources in the agreed place.
7. Track attendance, completion or follow-up requirements.
8. Send agreed post-course information or certificates where required.
9. Flag any missing information, access issues or learner queries.

WHAT YOU NEED TO PROVIDE

To get started, you will usually need to provide:

- Course or session dates and times
- Learner or attendee information
- Access to relevant systems, folders or platforms
- Existing templates, joining instructions or emails
- Course links, resources or handouts
- Details of what needs tracking
- Guidance on what Jessanol can send or update directly
- Any deadlines for reminders, resources or certificates

Your course admin does not need to be perfectly organised before support starts. Jessanol can help create the tracker, tidy the resources and clarify the steps.

WHAT YOU'LL GET BACK

You should have:

- Clearer course admin
- Better organised learner information
- More consistent learner communication
- Easier tracking of attendance or completion
- Course resources saved in the right place
- Fewer last-minute questions or missing details
- A smoother experience for learners and facilitators

If this sounds familiar, we can use this as a starting point to work out what support would be most useful. Contact me: jane@jessanol.com