

YOUR REMOTE WORKING JOURNEY STARTS **HERE**

At **Smart Workforce Academy**, we are dedicated to transforming lives by equipping South Africans with the skills and training needed to thrive in remote roles with Australian companies.

- *Get Skilled*
- *Get Certified*
- *Get Hired*

YOUR FUTURE STARTS NOW!



Our mission is clear: to train and prepare South Africans for long-term, successful employment in the global workforce.

We believe that with the right preparation, talent can shine - regardless of location.

How We Do It

- ✓ Tailored Training – A structured course designed to prepare candidates for remote work with Australian businesses.
- ✓ Engaging Online Learning – Interactive, structured training to ensure maximum knowledge retention and real-world readiness.
- ✓ Opportunities for Growth – A clear pathway to high-quality employment, helping businesses scale while empowering skilled professionals.





By reaching our goal of training individuals and placing them in long-term remote roles - we are not only building successful careers but also strengthening the global workforce.

*Ready to be part of the future of work?
Enroll for our Courses Today!*

Remote Team Member Preparation Course

The Remote Team Member Preparation (RTMP) Course is designed for South African professionals who want to secure and succeed in remote roles with Australian companies.

This practical, five-day course builds essential skills in remote workplace readiness, communication, time management, and cross-cultural collaboration.

With industry-relevant tools, real-world scenarios, and certification on completion, it's the ideal starting point for anyone looking to thrive in the global remote workforce.

Boost your employability, stand out to international employers, and start your remote career with confidence.

Remote Team Member Preparation Course Overview

Course Structure

- 7 Comprehensive Modules
- 40+ Engaging Lessons
- Practical Assessments
- Course Completion Certificate

Module 1: Introduction to Smart Workforce Academy

- ✓ Purpose, mission, and structure of SWA
- ✓ Understanding our workforce development goals

Module 2: Professional Conduct and Workplace Readiness

- ✓ Workplace ethics and core values
- ✓ Online professionalism and moral courage
- ✓ Cross-cultural collaboration with Australian, Filipino, and South African teams
- ✓ Mastering clear and concise communication

Module 3: Effective Online Work Practices and Tools

- ✓ Working with international clients
- ✓ Cloud-based tools (Google Suite, Tekmatix)
- ✓ Time zone management and virtual meetings
- ✓ Business communication in a remote setting

Module 4: Job Application and Interview Process

- ✓ How to apply for jobs via SWA
- ✓ CV, online profile, and interview preparation
- ✓ Employer research and professional conduct

Module 5: Workplace Excellence and Remote Work Success

- ✓ Creating SOPs and professional briefs
- ✓ Task and project management using remote tools
- ✓ Problem-solving, initiative, and critical thinking
- ✓ Time management, KPIs, and performance excellence

Module 6: Workplace Challenges and Conflict Resolution

- ✓ Managing conflict and difficult work situations
- ✓ Mental health, ethics, and remote team culture
- ✓ Navigating onboarding gaps and communication issues

Module 7: Final Assessment and Certification

- ✓ Theory exam on remote work best practices
- ✓ Practical assessments:
 - Create a professional brief
 - Record a training video
 - Present a business slide deck
- ✓ Course certificate and next steps

Certification & Career Outcomes

Upon successful completion, you'll receive an industry-recognised certificate to showcase your readiness for international remote roles. You'll also gain access to job placement opportunities through Smart Workforce Academy.

Executive Assistant Mastery (EAM) Course

The Executive Assistant Mastery Course is a practical, interactive professional development programme designed to equip current and aspiring Executive Assistants with the essential skills, tools, systems, and confidence required to thrive in modern executive support environments.

Through structured learning modules, practical workplace scenarios, real-world assessments, templates, and expert guidance, this course prepares participants to effectively support executives, leadership teams, and growing organisations in both remote and in-person business environments.

The programme focuses on executive-level professionalism, organisational excellence, digital productivity, strategic communication, time-zone coordination, business operations support, and high-pressure decision-making.

Whether you are entering the Executive Assistant profession for the first time or looking to elevate your existing administrative and operational capabilities, this course provides the foundation to become a confident, capable, and highly effective executive support professional.

Executive Assistant Mastery Course Overview

Course Structure

- 13 Comprehensive Modules + Capstone Simulation
- Practical Workplace Assessments
- Video Lessons, Slide Decks & Screen Recordings
- Downloadable Templates & Resource Kits
- Reflection Activities & Quizzes
- Course Completion Certificate

Module 1: Understanding the Executive Assistant Role

- ✓ The evolving Executive Assistant role in modern organisations
- ✓ Executive Assistant vs. general administration roles
- ✓ Professional image, discretion, and executive alignment
- ✓ Anticipating executive needs and priorities
- ✓ Leadership support and strategic partnership
- ✓ Core competencies of elite Executive Assistants
- ✓ Developing resilience, professionalism, and executive mindset

Module 2: Calendar, Scheduling & Life Management

- ✓ Strategic calendar and schedule management
- ✓ Managing business and personal executive calendars
- ✓ Time-zone coordination and DST awareness
- ✓ Coordinating meetings, travel, and executive priorities
- ✓ Time-zone mastery using digital tools
- ✓ Strategic gatekeeping and executive access management

Module 3: Organisation, Filing & Document Control

- ✓ Inbox and communication management systems
- ✓ Filing systems and document control best practices
- ✓ SOP writing, version control, and archiving
- ✓ Meeting preparation, agenda building, and transcription
- ✓ Workflow organisation using Google Tasks and email systems
- ✓ Task automation and productivity management
- ✓ Trello, Slack, and Asana workflow practices

Module 4: Communication & Interpersonal Skills

- ✓ Professional verbal and written communication
- ✓ Stakeholder etiquette and client-facing professionalism
- ✓ Emotional intelligence in executive environments
- ✓ Maintaining confidentiality and professionalism under pressure
- ✓ Constructive feedback and communication frameworks
- ✓ Active listening, empathy, and assertiveness strategies
- ✓ Managing communication feedback loops and executive alignment

Module 5: Tech Tools & Digital Productivity

- ✓ Google Workspace and Microsoft Office tools
- ✓ Trello, Asana, Calendly, Zoom, Skype, and Slack
- ✓ Canva for executive presentations and visuals
- ✓ Productivity automations and scheduling systems
- ✓ AI tools for administrative efficiency
- ✓ Remote and on-site support tool selection
- ✓ Comparison of free vs. paid productivity platforms

Module 6: Strategic Business Support & Compliance

- ✓ Understanding business structures and operations
- ✓ Supporting recruitment, onboarding, and HR workflows
- ✓ Legal documentation and compliance awareness
- ✓ Coordinating across departments and business functions
- ✓ Conflict support and escalation awareness
- ✓ Industry-specific legal and compliance considerations
- ✓ Reflection activities on escalation and professional boundaries

Module 7: Event, Travel & Offsite Logistics

- ✓ Executive travel and accommodation coordination
- ✓ Event planning and logistical support
- ✓ Courier, vendor, and offsite coordination
- ✓ Budgeting and travel expense reconciliation
- ✓ CEO travel preferences and itinerary management
- ✓ Google Maps and travel planning systems
- ✓ Managing disrupted travel schedules professionally

Module 8: Critical Thinking & Decision-Making

- ✓ Risk identification and solution-based thinking
- ✓ Decision-making under pressure
- ✓ Scenario-based executive support problem-solving
- ✓ Balancing initiative with authority boundaries
- ✓ Managing conflicting priorities and urgent situations
- ✓ Clarification and ambiguity management tools
- ✓ Interactive executive pressure simulations

Module 9: SOP Writing & EA Succession

- ✓ Writing and maintaining operational SOPs
- ✓ Process documentation and recurring task management
- ✓ Executive Assistant handovers and succession planning
- ✓ Quarterly SOP review systems
- ✓ Supporting managers with SOP extraction and formatting
- ✓ Operational continuity and process improvement strategies

Module 10: Executive Profiling & Trust Building

- ✓ Understanding executive personalities and leadership styles
- ✓ Adapting support to executive preferences
- ✓ Building long-term professional trust
- ✓ Leadership productivity and support systems
- ✓ Executive case studies and workplace scenarios
- ✓ Reflection activities on professional trust-building

Module 11: Remote & Hybrid Executive Support

- ✓ Remote and hybrid executive support workflows
- ✓ Time-zone coordination and global team alignment
- ✓ Asynchronous and synchronous communication practices
- ✓ Reporting systems and visibility protocols
- ✓ On-camera professionalism and meeting etiquette
- ✓ Anticipatory executive support strategies
- ✓ Remote workspace setup and optimisation

Module 12: Financial & Administrative Awareness

- ✓ Financial administration fundamentals
- ✓ Invoicing, reconciliation, and reporting awareness
- ✓ Contract drafting and document support
- ✓ Professional renewal and licence tracking
- ✓ Xero vs. QuickBooks comparison overview
- ✓ Debt collection etiquette and payment follow-up strategies
- ✓ Financial administration workplace scenarios

Module 13: CEO Personal Branding & Social Media Management

- ✓ Executive personal branding and professional positioning
- ✓ LinkedIn and social media management support
- ✓ Reputation and digital visibility coordination
- ✓ Supporting executive communication and online presence
- ✓ Managing professional tone and public-facing content
- ✓ Balancing authenticity and professionalism in executive branding

Capstone Simulation: Executive Assistant in Action

Participants will complete a practical, multi-part simulation designed to assess real-world Executive Assistant competencies.

Practical Simulation Tasks:

- ✓ Executive travel itinerary planning
- ✓ Meeting slide deck development
- ✓ Board meeting and conference coordination
- ✓ Global time-zone scheduling assessments
- ✓ High-pressure executive scenario responses

Included Resource Library

- ✓ Executive Profile Templates
- ✓ Daily & Weekly Planning Tools
- ✓ Calendar & Travel Templates
- ✓ SOP Writing Frameworks
- ✓ Stakeholder Communication Templates
- ✓ Remote Workspace Checklists
- ✓ Time-Zone Scheduling Tools
- ✓ Meeting & Event Coordination Resources

Certification & Career Outcomes

Upon successful completion of the course, participants will receive a Certificate of Completion demonstrating their readiness to support executives, leadership teams, and business operations in professional corporate and remote work environments.

Participants will also develop practical workplace skills that enhance their readiness for roles such as:

- Executive Assistant
- Senior Administrative Professional
- Executive Operations Coordinator
- Remote Executive Assistant
- Leadership Support Coordinator
- Office & Operations Support Specialist
- Executive Office Administrator

Hear from Others!



"The courses have seamlessly blended theoretical knowledge with practical application, making it both engaging and highly relevant for real-world scenarios." - Bianca

"The elements in these courses have provided valuable guidelines, enabling Team Members to work efficiently, collaborate effectively, and adapt to the demands of a remote environment." - Frik



"Unlike other courses I've taken, which often provide general or overly theoretical content, this one truly understood the unique demands of remote work and equipped me with actionable skills I could apply immediately." - Laura

Australian employers are looking for remote team members who are prepared, professional, and confident.

Our courses helps you master communication, tools, and work culture - so you can get hired faster.

Real Success Stories

“Taking on a role as the book writer has pushed me professionally to expand my skills in some ways and given me the opportunity to explore different mediums of writing that I've come to realise I love the most. And the job has also given me the opportunity to engage with new people and get to know different cultures too within our virtual office.”

- Nicole



“I have a degree in public relations and communication studies as well as experience with brand and reputation management, and I currently manage a personal brand for a CEO. I have been placed with an amazing Australian company and from my placement and my onboarding, everything just ran seamlessly. I really think that I've been placed in the perfect position.” - Maxine



Ready To Kick-Start Your Career?

Contact

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