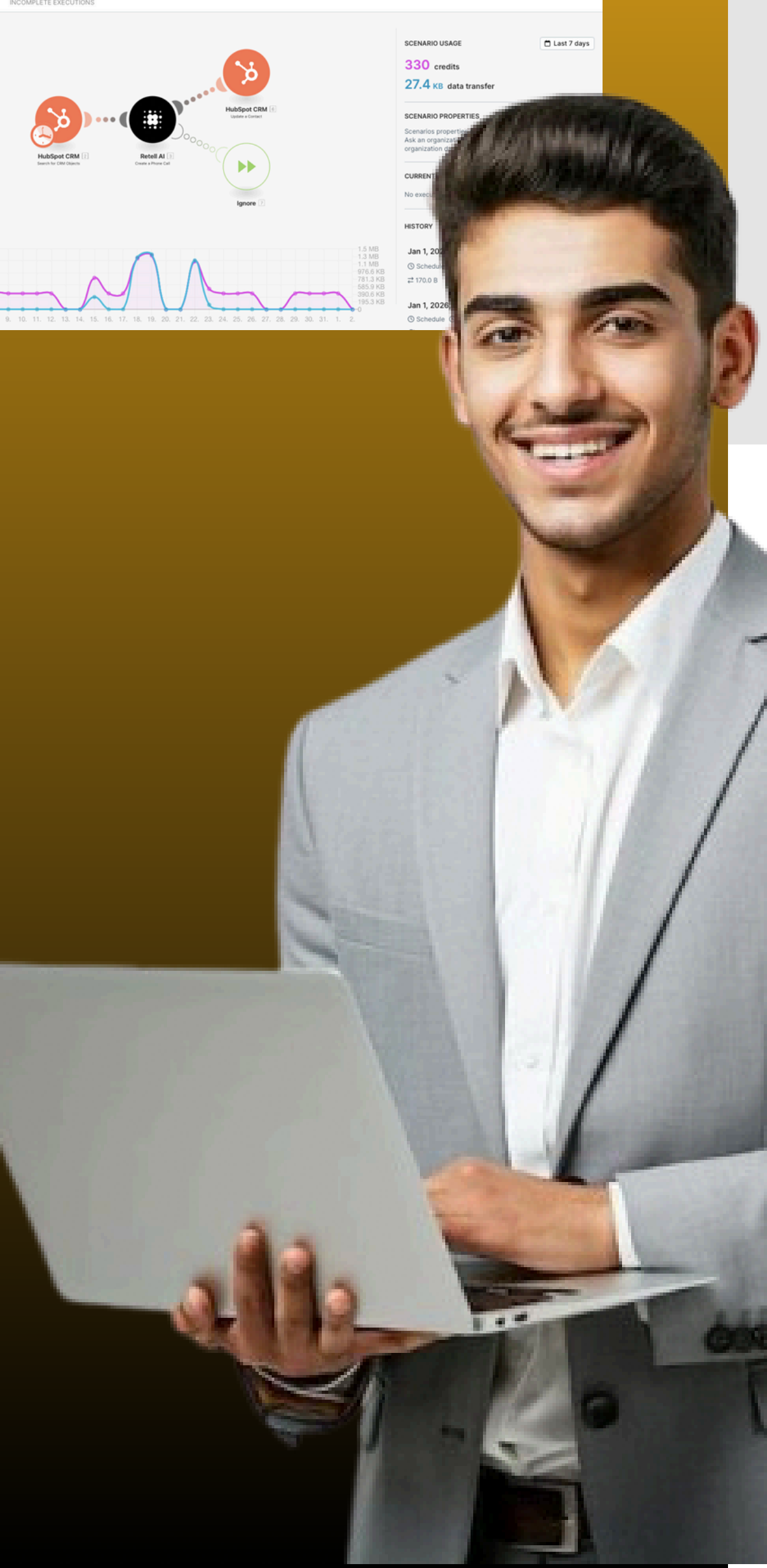
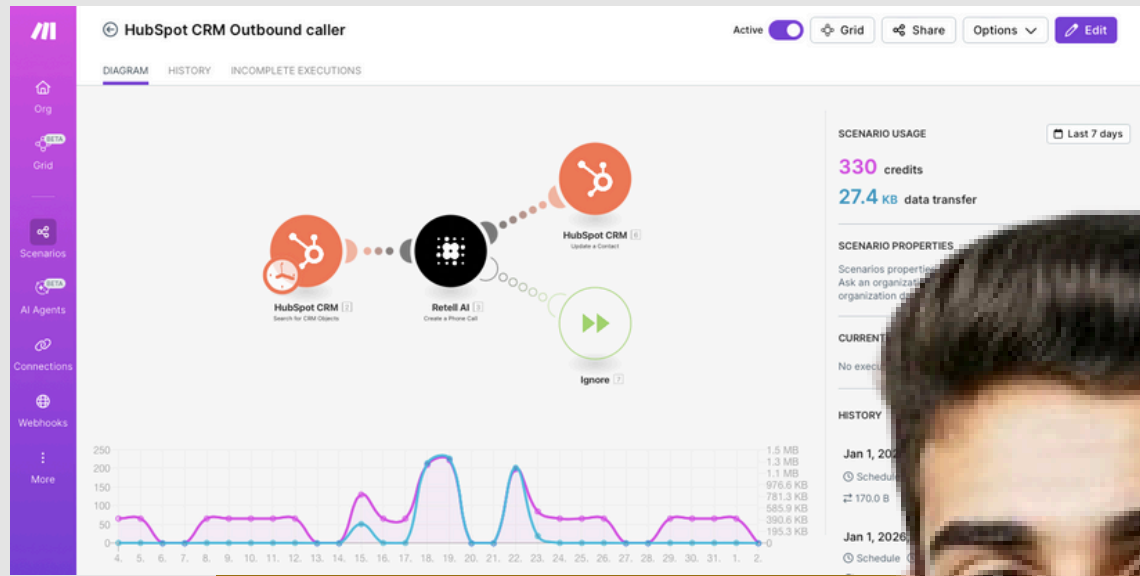




JOB AID

# INFORMATION HIERARCHY PROMPT

A mental model for organizing content.



- What does the client need to know first?
- What supports that understanding?
- What can be secondary or optional?
- Where might confusion occur?

### Key Reminder

Certified VAs follow systems. Clear systems create reliable results.

