

1. Tell us about something valuable you learned during your training with Pathcutters Affordable Staff, your studies, or previous experience. How do you believe this learning has prepared you to support a client?

The overall experience was one of the things that made my training program at Pathcutters Affordable Staff worthwhile. I did not just study the lessons in the course modules, but instead, I am able to understand the reasons accompanied by realistic examples that paved way for me to get a clearer picture of what's happening on a specific transaction or topic. For example, I get to learn and use actual accounting software rather than just reading instructions on how to use it. Navigating my way through different tabs of accounting software really challenged me, and it took a while for me to get used to the interface, processes, and navigation of each feature. Additionally, this training helped me boost my confidence in the sense that it allowed me to practice and improve my communication and speaking skills, may it be virtual or give an impromptu speech in front of unfamiliar people.

2. Share an example of a challenge you experienced during your studies, training, or previous work. How did you work through it, and what did you learn from the experience?

Getting myself familiar and used to the Australian Taxation terminologies is probably the most challenging part of the training. As someone who is used to taking his time to understand a newly introduced topic or process, this challenge really puts me to the test, where I need to make use of the allotted time as much as possible, at the same time, without compromising the accuracy and quality of my work. To manage this, I had to make an extra effort in learning those unfamiliar topics at home and always ask "why" questions. By doing so, I was able to gradually get and understand the topic better, and made my pacing with the succeeding tasks smoother, as those terminologies serve as my foundation across foundational accounting principles, data entries, and practical tasks. I learned the true value of practicing regularly, that practice really does build competence, and that when partnered with consistent effort, it can lead to meaningful progress as time goes by.

3. What methods or habits help you stay organised when managing multiple responsibilities or deadlines? Please include an example.

During training, everyday tasks include typing test drills, data entries, learning a new lesson from the modules, and performing tasks. To manage these, I had to divide some of the tasks into smaller manageable steps to avoid getting overwhelmed by the overall task. For instance, my journey on getting my Xero certifications and payroll specialist badge allowed me to manage multiple set of tasks and instructions at the same time, like setting up Xero, managing customer sales, reconciling bank accounts, at the same time going through the lessons and taking quizzes to check my knowledge. Maintaining a positive mindset also plays a vital role, especially when encountering a challenging topic, at the same time, acknowledging problems and owning up to my mistakes, but focusing more on solution and progress. When in doubt, I seek guidance from my trainer to make sure that I am on the right track because I believe that an explanation to clarify my concerns can really make a big difference.

4. Tell us about an achievement that you are proud of from your studies, training, volunteer work, or previous employment. Why was it meaningful to you, and what did you learn from it?

Relearning my accounting lessons from college is an achievement that I'm proud of. Despite not being exposed to accounting-related situations or concepts for more than a year since graduation, I am delighted that I'm still able to make zero to minimal mistakes with the accounting tasks by refreshing my accounting knowledge for a small amount of time. Encountering accounting topics like analyzing transactions, journalizing, posting, financial statements, and bank reconciliations brought back memories of how I struggled to understand these topics before. As someone who considers accounting as one of my weakest areas during my college years, hearing those words from my trainer that I did a good job made me realize that I actually learned from the mistakes I made when I was an accounting student, and that mistakes are part of learning which leads me to analyzing what went wrong, adjusting my approaches and utilizing those mistakes to grow continuously.

5. What qualities do you believe would help you become an excellent Virtual Assistant for Australian clients? Share an example of how you have demonstrated these qualities through your studies, training, volunteer work, or previous experience.

I strongly believe that I possess certain qualities that would support me becoming an excellent Virtual Assistant for Australian clients which includes my reliability, adaptability, accountability, and willingness to learn. When it comes to tasks assigned, I always make the deliberate effort to make sure that I consistently meet clients' expectations and deliver quality work like what I did during my training period. Also, I adjust to newly introduced tasks and adapt to new changes in technology. I also take full responsibility for my duties assigned, accept varying feedback from my work, and owning or making up to my mistakes whenever they happen. My willingness to learn and grow continuously in a professional environment would also greatly help me become fit for a Virtual Assistant role as I always learn from my mistakes, adjust my approaches when handling different situations, and always ask questions when enlightenment is needed. For me, progress is not measured by perfection but is measured by persistence.