

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?

My training in Pathcutters Affordable Staff was packed with lessons that I believe are absolutely essential when the time comes that I am in the position to support a client. One of the valuable things I have learned is learning new software, which is Xero accounting software. As a fresh graduate with no experience, navigating through this was really a challenge for me. However, I am grateful that through detailed lessons provided and practice through assessments, I was able to be comfortable working with it. I also realized that the software makes things easier, especially accounting, since I don't have to do everything manually anymore. I only need to be patient with learning the process and where to find certain functions. When I mastered that, everything went more smoothly and I realized that navigating it was actually easier than I expected. I believe that this learning has prepared me to support a client in a way that I can help them process their financial transactions efficiently, prepare their accounting records accurately, and organize their accounting information.

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?

Challenges are things that can be building blocks towards success. Through these challenges, we can learn things, develop new skills, and give us more confidence in managing another challenge. One of the challenges I have experience in my training is understanding the Australian tax and income documents. I find it challenging because I am unfamiliar with their processes, terminologies, and documents. However, instead of dwelling on the overwhelming feeling of uncertainty in an unfamiliar situation, I took my time to review the lessons provided and followed carefully the instructions given. This is where I applied my adaptability and willingness to learn. When my mistakes were made known to me, I took that positively and used that as a key for me to improve and correct my errors. In the end, I was able to be familiar with the documents and comfortable with handling them. I learned that when we face a new and unfamiliar situation, we need to keep our mind open to learning it and utilize all available resources to our advantage.

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

Organisation is a skill that is very important when it comes to managing multiple responsibilities and meeting deadlines. This is one of the valuable skills that I have learned from my training in Pathcutters Affordable Staff and will carry with me for the rest of my professional career. The methods or habits that help me stay organised are planning my schedule before I begin any task. This involves knowing what tasks need to be done, when the deadline of a task is, and arranging them based on their importance and urgency. In my training, we have a module with lessons and tasks assigned to us with a corresponding time duration. To stay organised and make sure I don't miss any task, I do them systematically and in accordance with the order provided by the module. Additionally, I organized the files for a task properly and

accurately to their respective folders with the correct file name. This is to locate them easily when I need to use them and to avoid unnecessary delays on my part. I believe that when we are organised, we can do any tasks efficiently and prevent ourselves from getting unnecessary stress caused by disorganisation.

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?

An achievement that I am proud of was when I improved my performance in the training. At the early stage of the training, I can really say that my attention to details is not that polished. It may be because I was trying to finish the tasks within the given timeframe, so sometimes, I forget to review my answer, which I didn't realize was compromising my accuracy. However, I was enlightened that accuracy is an important aspect, especially when handling documents. I learned that a small error could create confusion and delay, which can cause big problems if left unnoticed, so accuracy should always be a priority in any task. I have also learned that once you master accuracy, speed will follow because you don't have to redo anything or correct the errors, especially typographical ones. Now, whenever I have a task that needs to be done, I make sure that all details are accurate and complete and review everything before I submit it. I have noticed that because of that habit, my errors are becoming fewer, and I am able to finish my tasks accurately and on time.

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 believe that the qualities that would help me become an excellent virtual assistant for Australian clients are reliability, adaptability, willingness to learn, organisation, and accountability. In my training at Pathcutters Affordable Staff, I faced processes, tools, and software I have little knowledge about. However, I understand how important knowing these things is in supporting the clients, so I applied my adaptability and willingness to learn in every task I encountered. Moreover, I try my best to be organised when it comes to completing a task and handling documents. I work on tasks that are high priority and urgent first, properly organising files and tracking deadlines. Additionally, I work on improving my knowledge and skills, especially in accounting concepts, accounting software, and Australian taxation, which are the areas that I need to improve more. I do this by reviewing the lessons constantly, searching for unfamiliar ideas, and practicing regularly to be reliable. Lastly, if I make a mistake, I immediately own up to it once I notice it. There's one task where I must organise the clients' documents in a folder based on their names. The two documents are quite similar to each other, but the difference is the spelling of their names. So, I put them in two separate folders but later, when I reviewed each document, I found the correct spelling of the client in the document. When I discovered that, I immediately transferred the document to the other folder with the same client's name and deleted the folder I created for that document. Then, I take notes to scan everything in the document before I make a decision to not misplace any document.