

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 at Pathcutters has been both refreshing and challenging, as I was initially new to the specific and technical aspects of the tasks. However, through continuous learning and valuable feedback from my trainers, I have been able to strengthen my skills and deepen my understanding of both the industry and the tasks involved. The training also provided exposure to the industry from an Australian perspective, which helped us understand workplace culture and improve our communication skills. In addition, we were given practical, hands-on training in administrative tasks, invoicing simulations, and going through the accounting cycle. I was also given the opportunity to learn how to use the Xero application, through which I gained certification. Working here helped me learn to become more professional, especially in dealing with tasks that are unfamiliar and dealing with situations as well in a calm but direct way. Growing alongside people of different backgrounds and experiences, especially our trainers, helped in developing our skills, accuracy, and proficiency.

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?

During my time as a university student, I took on various informal part-time roles to support myself and gain practical workplace experience. One of these roles involved working as a secretary for three lawyers at a busy law firm. Managing the tasks, documents, and errands they assigned to me each day kept me constantly occupied and taught me how to work efficiently under pressure, prioritize competing demands, and remain composed in a fast-paced environment. On one occasion, I was recording entries for notarized documents in the notarial book when another lawyer asked me to photocopy an important file. When I returned to the register, I realized that I had accidentally skipped two documents. As a result, I was reprimanded for the mistake. However, I was also shown how to correct the error properly and was given constructive advice on how I could improve my attention to detail and organization. Although the experience was confronting, it became a valuable learning opportunity that helped me develop greater accountability, accuracy, and care in handling administrative responsibilities. This experience taught me the importance of staying organized, maintaining focus, and carefully managing multiple tasks at once. It also reinforced the value of checking my work thoroughly, asking for clarification when needed, and approaching mistakes as opportunities to learn and improve professionally.

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

A habit I developed at school was keeping track of tasks I needed to complete, tasks I was currently working on, and tasks I had already finished. This approach helped me stay focused on the outcomes I needed to achieve and enabled me to manage my workload more effectively. I also enjoy using color coding to organize information, highlight deadlines, and distinguish between task priorities. In addition, I often listen to classical or theatre music while working, as it helps create a focused atmosphere and allows me to stay mentally organized. As an example, while working at the law firm, I used colored sticky notes and labels to help me better understand legal terminology and keep track of where I had left off in various documents. I also used a whiteboard to list my tasks and review them regularly when needed. As my role

required travel from one agency to another, I needed to manage my time carefully and plan when to complete urgent tasks. I also relied on my calendar app to keep myself on track and ensure I met deadlines efficiently.

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?

One achievement I am most proud of was being able to join the lawyers in a hearing and being tasked with taking the minutes. Given the tension and intimidating atmosphere, I was initially frightened about carrying out the task. While the hearing was in progress, I focused on the key details, including dates, amounts, names, places, and documents, jotting them down, listening attentively, and responding appropriately. I needed to maintain a presence of mind, a clear understanding of the proceedings, and the ability to write quickly to capture all important information accurately. After the hearing, I was required to summarize the proceedings in a file, like those submitted as supporting documents. The lawyers guided me on how to structure it more effectively using the standard format followed in the Philippines. Once completed, it was reviewed, verified, and approved. The key skill I developed through this experience was the ability to remain composed under pressure while maintaining accuracy and attention to detail.

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.

The qualities that I believe would help me become an excellent Virtual Assistant include being attentive to detail, communicating effectively, having a willingness to learn, and maintaining a high level of accuracy. These qualities were demonstrated during my experience attending a hearing with lawyers where I managed documents, errands, and daily administrative tasks. During a hearing, I carefully noted key details such as dates, amounts, names, places, and documents, while listening attentively and responding appropriately. This experience taught me how to prioritize competing demands, stay organized, and work efficiently under pressure. It also strengthened my attention to detail and accountability, particularly when I learned the importance of checking my work carefully and improving mistakes. To stay organized, I used task lists, color coding, sticky notes, and my calendar to manage deadlines and keep track of responsibilities effectively. This experience strengthened my ability to remain composed under pressure, pay close attention to detail, and produce accurate work, all of which are essential qualities for a Virtual Assistant.