

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?

During my training with Pathcutters Affordable Staff, I have learned valuable things that I can carry through my journey to connect with a client. First, focus on accuracy. When making tasks, information is very crucial that I need to put accurate data, avoid typo errors, extra spaces, and misspelled words. Second, accept constructive criticism. I cannot avoid mistakes, but I can do better to improve and avoid it. I learned a lot during my three feedback with my trainer that showcased my strengths and weaknesses that helped me know the things that I need to maintain and I need to improve. And I believe that every advice is an opportunity to be better in the fields of my future client. Lastly, I can learn things. I started my training with a little bit of doubt, believing that I cannot do things in the field that I applied to. Later, I was introduced to tools, processes, and information that I am not yet familiar with but as the time goes by, little by little, I can do things that I thought I could not do. These experiences shaped me to be a prepared virtual assistant for my future client because I can prioritize accuracy, receive constructive criticism, and open for every opportunity that will help me to learn.

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 past work, I was a customer service representative while I was studying. It was a hassle since I had to study during the day and work during the night. My time was my enemy since I didn't have enough sleep and enough time to study for my classes. My shift was from 12 AM to 9 AM and on the other side, my first major class was scheduled for 9 AM. So, I don't have enough time to prepare, study, or even change clothes. What I did to manage my time was to be professional to both commitments that I have during that time. I talked to my supervisor about my breaks and lunch to adjust it and I also told my teacher that I might be late sometimes since I was working. After I fixed the times of both of my commitments, I managed to have enough time to prepare for both my class and work. What I realized after that situation is that communication is very important. Communication helps you to express and learn through differences. And having communication skills in this kind of role will help me to connect with my future clients and will make things clear and possible.

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

I was a fresh graduate and organising things is very fresh to me. During my study, I was always the leader of a lot of school projects knowing I was also working during that time. What I do is prioritize the importance of each task. First, I create a to-do list and then prioritize the urgency and complexity of each task. It is very important to me that I will do the difficult one first because I have enough energy to start the task. After doing it and giving enough effort for the primary tasks that I did, I will jump off to the easier ones. In that way, I can give the effort that is needed for each task.

And I know that this routine will surely help me to maintain the quality of a better Virtual Assistant that also can give a quality service to my future clients.

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?

I was a competitive student way back, and that spirit did not leave me, actually. I believe that what I achieved during this age was to complete my studies with an honor while also working during that time and having this opportunity to be accepted by one of the qualifying VA in Pathcutters. My road wasn't straight from the beginning because I must cater my own needs and not rely to my parents when I was studying. I often sleep during classes, overslept and sometimes cause myself to be late to my commitments. Receiving my salary that ended up with my tuition at the end of the month that also left me with nothing. I've struggled and what I did was compete with myself. Compared to the idea that I must be better and do better. So, finishing my studies with the experience that I have had is what I believe is the biggest achievement I have accomplished.

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.

Qualities that I have that will help me to become an excellent Virtual Assistant is that when I am committed to a thing, I am committed to that thing. I had the choice to stop my studies or my work, but I believe that I can do it and commit to both. Knowing that I was a student in my workplace, I was often the most punctual team member because even though I came from school exhausted, I still managed to do my task accordingly. It was the same with the school scenario, I was exhausted coming from work, but I still managed to do my part as a student and as a leader. I was able to pass the exams and be on time with the deadline. I believe that commitment is a quality that Virtual Assistant should have because it will allow you to give the best quality work and relationship with your future clients.