

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 by far full of learning and skill acquisition. I have used tools and software I have never heard of before. I made boards, cards, and lists in Trello to manage my tasks. Moreover, I was able to access PropertyMe and had a tour around different features of it. My skills in using excel have also improved through excel tasks. Additionally, I also used applications such as: MS Teams, HubStaff, Outlook, Canva, and Zoom.

Despite being a newbie in the workplace, the training helped me to understand the real estate industry. I have completed tasks following a meticulous process of assisting Property Managers, before, during, and after Tenancy, including data entry tasks and emailing tasks. I also enjoyed tasks such as creating social media posts using Canva and organizing my tasks in Trello.

The training not only focused on improving trainees' skills and tools navigation, but it also taught us culture and values of the Australian workplace. Australian workplace culture has a lot of difference than that of the culture of workplaces in the Philippines. Despite that, I am glad to have learned professionalism in a low context culture that allowed me to focus and work efficiently with my tasks.

Overall, I believe that these relevant experiences had greatly improved my tool navigation skills, handling administrative tasks, communication skills, and understanding of the Australian culture. Everything I have learned in this training will be my foundation in completing real-life tasks that I will be doing in the future.

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?*

My training period was not perfect as some flaws were seen in my outputs. The feedback sessions with trainers have most definitely helped me improve my work.

One time, we were given data entry tasks in which we had to type addresses, contact information, property features, and relevant dates in a spreadsheet to manage tenancy information. At first, I thought of the task as something easy as it is mostly a typing task. The instructions were simple; the task does not require deeper knowledge about real estate but just rather time consuming as each item must be manually typed, and copy-pasting is not allowed, only that ACCURACY must be put first.

During the Feedback session I was shocked to see how many errors I have committed. There was a lot of mistyped information in my work despite repeatedly checking each and every cell. The trainer explained the importance of accuracy in data entry tasks as one small mistake can cause a big discrepancy in accuracy and timeliness of our work.

To improve my work, I did my trainer's suggestions such as reading my work backwards, zooming in words, checking entries from time to time, and instantly reviewing data after being typed. Those steps actually improved a lot with my accuracy. During the second feedback session, I was able to commit little to no mistyped information. Accuracy is something that we must comply with as it plays an important role in the productivity and outcome of our work.

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

When met with multiple responsibilities and deadlines, I first make sure to plan and fix my schedule by listing what should be prioritized based on urgency and difficulty, but at the same time ensuring quality in each output. I usually make sure to organize files by categories and color so it's easier to remember. During my training, filename formats and simplified folder titles helped me locate and save my files easily.

In my personal tasks, I utilize Trello and calendar to keep track of what to do next within the week. In tracking deadlines, I make sure to set prior reminders based on difficulty and deadlines of tasks so that I won't have to be overwhelmed if there is a case where I must meet the same deadline with multiple tasks. There are many tools out there to manage tasks, files, time, and productivity. When organizing, a clear mind must be put first to achieve a clearer outcome.

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?*

During my training, I was able to finish courses with lessons and tasks specifying real estate in Australia. Those courses include tasks of virtual assistant roles. I was proud to have received positive feedback that I have greatly improved with my accuracy. Comparing my before and during training skills, I can say that I have improved a lot with my computer skills utilizing multiple tools while actively following a strict guideline. It was such a meaningful experience because it is somewhat something that I was worried about thinking of committing a mistake or failing, but it had taught me so many lessons and the importance of following instructions and focusing with the goal in mind.

Personally, I am proud of myself for graduating in college, it is something that a lot of young dreamers like me have dreamt about and achieved after years. The opportunities, knowledge, and social connections I have earned from university are what's valuable to my future career and overall personal growth. These achievements have been very helpful and meaningful to me, and these achievements are essential for achieving more.

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 I have a lot of good qualities such as my ability to communicate, being organized, my adaptability in the workplace, my willingness to learn, and holding things with accountability. Although, one that stands out would be my comprehension and problem-solving skills. I do believe that my comprehension skills in understanding tasks, steps, and rules have helped me complete tasks in the courses I took during the training.

The thing about VA tasks is that they can be rule-governed by adhering to certain rules and standards. They also follow specific step-by-step processes that are crucial given that just one skipped step can cause a big setback to progress. There are tasks that might be difficult to understand and would somewhat give VAs a hard time completing them. With those situations given, I think that my qualities as an employee would be suitable to face such challenges.