

- 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 most valuable thing I learn about time and time again is the value of proper communication. How our choice of words matters, how proper construction of dialogue and messages, and how our tone of voice sets the meaning of our words.

This was given strong emphasis during the training here. Both the feedback sessions and modules were helpful in developing my communication skills. Because there were lessons on proper email structure and writing, and how calls should be handled, I was able to practice the skill a lot when writing answers and communicating with the trainers professionally during the activities and assignments section. Though other skills like accuracy and attention-to-details were also emphasized, communication is the backbone of most of the tasks in the profession.

Because I sometimes struggle when it comes to writing clearly and plainly. The training here has been a very useful hands-on experience. One that I could take with me when I begin working with and supporting clients.

- 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?**

The most challenging experience I had was the lack of open communication between my thesis group and I during our last year in college.

It was the last few weeks before the deadline of our final hardbound manuscript, and we still did not get the approval of all our panel members. Our paper was filled with red marks and revision notes, and no one was really working on our paper, or processing our compliance reports. All of them just apologized because they were processing papers for our incoming internship. Meanwhile, I was already doing mine at our university's guidance office. By the time everyone was finally available to help, I was almost done with the paper and compliance. Another member was helping but our efforts were not enough to fully finish everything.

When I started doing my second rotation in the industrial setting, I talked to our group leader privately. Telling her I was burnt-out, and I had done my share, and it was now time to hand them the reigns. She told me she understood me and she apologized, she didn't know it had gotten that bad. She also promised that she would take over and thanked me for my effort. So, I let them do their part.

I had kept quiet so that we wouldn't fight, and it burnt me out. It was only when I communicated my frustration and communicated with them that they were able to understand me and take accountability.

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

Please include an example.

The most common habit I use when managing multiple responsibilities or deadlines is the building-up method. What this means is you organize tasks according to scale and importance, to build confidence to tackle other and bigger tasks along the way.

What you do first is to list all the tasks that are to be done, then you make a note of each deadline. Next is to group the tasks according to deadlines, the rest of the tasks you group to scale. What I personally do first is to complete smaller and easier tasks, then I move up to the more urgent deadlines until I finish everything.

This was very useful during the last year of college, with all the deadlines being close together and fast approaching. I did my internship compliance requirements first, because that was the easiest and soonest deadline. While waiting for approval for the internship, I edited some parts of the paper to be submitted to the panel for checking. When I got approved, I was fully able to focus on the paper because it was the biggest task and the last deadline.

This has been my method of managing most tasks since I was in high school, and it has served me well over the years.

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 believe my proudest achievement to date is my 10 years of volunteering in my local church's kids ministry. It started out as a simple idea of a pastor's wife. But that ministry was my childhood, and foundation for who I am as a person. It was the people and the work that helped me develop the many skills and talents I use to this day.

I started volunteering the summer after Grade 6, and just like me over the years, my role in that ministry also grew. Back then, I started as a young assistant, helping leaders older than me teach kids Bible verses and stories. A year later, they discovered my love for math and promoted me as scorekeeper, which transitioned me into being the records keeper, the person responsible for registration, storing, and organizing personal information and scores from kids. Then, 4 years ago, after seeing my growth in the role, I was promoted. I was now the internal secretary and had more tasks to my load, like making and releasing forms, managing records and scores, and managing volunteer schedules and assignments.

It was that ministry, its volunteers, and challenges over the years that helped me grow into a more confident and reliable person. The person who has grown to love all types of people, forms, and data.

- 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 years of doing secretarial work have taught me a lot about the importance of organisation and reliability. And my years in college were crucial in developing my adaptability and communication skills.

Last June of this year we had a meeting for the kick-off of the church's kids club. Before the meeting, as the internal secretary, I prepared a binder with the calendars from previous years and printed out the dates we needed to fill out themes for the club events. During the meeting, I took note of the possible leader volunteers, events we would be planning and the themes we chose for the entire club year. After the meeting, I sent a summary to the group chat we shared, and I collaborated with another core member to prepare forms and nametags for the registration of volunteers, sponsors, and kids.

This happens every year and it has been how I was able to develop and use my skills throughout the years. And since most of my skills were from volunteering and school, the training here has been very helpful in improving my skills for professional use.