

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 in Pathcutters Affordable Staff, I have developed my attention to detail and communication skills. I believe these skills are valuable for me to be able to support clients efficiently. Attention to detail is one of the most important skills a VA should possess. During training, I was able to handle a large amount of information from tasks wherein we carefully review client documents, organize files, and identify relevant information. I have learned how to handle client information and make sure that details are recorded correctly before submitting my work.

I was also able to practice and improve my communication skills. I have learned how to listen attentively during feedback and discussions, ask questions if there is a need for clarification, and record important information for future use. I also learned to provide updates to become proactive in my work and construct my emails and messages professionally. In this industry, communication is very valuable because sometimes you would need to communicate with clients, applicants, and lenders. I have learned a lot during training, and I am still open to improving and learning new skills, but I believe that learning these skills has truly prepared me to support a client 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?

During training, every task and assignment I encountered is a challenge. It is a challenge because I have come across new information and I must apply what I have learned in the modules. I also need to make sure that I submit quality work to my trainer. For me to overcome these challenges, I have utilized the modules and taken my time to learn from them. I took notes and recorded important steps or information that could be useful. Then, I did each task diligently while also applying what I've learned in the modules. I did my best and used my communication, attention to detail, accuracy, organizational, and time-management skills to finish each task. In the end, I was able to overcome these challenges and was satisfied with the results. This experience taught me a lot of things. Most importantly, I learned it from making mistakes. My results may not be perfect, but I did my best in each task. What is important is that I continue to learn from my mistakes and grow from them.

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

When managing multiple responsibilities or deadlines, I usually plan my schedule, create a checklist of to-dos, and manage which task I should prioritize. Planning my schedule helps me stay on time and meet deadlines. It is an effective way to keep yourself on track and avoid spending too much time on one task and leave little time on other tasks. It's important to know how to allocate your time to each task as well. Next, I create a checklist to keep track of my responsibilities and deadlines. It helps me monitor what task to do next and boosts my productivity. It also prevents me from making mistakes and helps me stay consistent. Lastly, I use prioritization to boost my efficiency when working. I believe that it results in efficiency when proper time and focus are given in each task. Doing this allows me to focus on the most important and urgent tasks, while avoiding too much time on secondary tasks.

For instance, when I was in college and a working student. My responsibilities and deadlines from both my work and school are piling up. For me to overcome them, I plan my schedule, create a checklist, and determine which task I should prioritize. These methods and habits help me manage my time effectively and fulfill my responsibilities.

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 this training period, I can say that I am proud of my progress as a trainee here in Pathcutters Affordable Staff. I was able to learn about tools navigation, data entry, and the industry of Mortgage Broking. Moreover, I learned how to carefully review documents, enter data into CRMs, and even become confident through Daily Speaking Activities. It was a very meaningful experience because I realized in myself that there are so many things to explore and there is so much room for improvement. My progress indicates that I am capable of learning and growth if I try my best, and I find that meaningful. That's why I always take this program seriously and continuously improve myself. I track my progress by reviewing my mistakes, setting goals, and taking actions to achieve my desired results. I believe that this experience will prepare me for any future opportunities as I've learned a lot from it. It makes me confident that I have the knowledge, skills, and ability to take on any tasks through the lessons I learned from this experience.

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 professionalism, integrity, and having passion for excellence are qualities I possess that would help me become an excellent Virtual Assistant for Australian clients. I recently learned that Australians are generally polite and laid back. They are usually respectful and courteous to others while maintaining a calm and positive attitude. For this reason, I will treat them with utmost respect as well and approach clients with my best attitude. This highlights my ability to maintain professionalism, meet standards, and become a reliable team member.

Integrity is also an important quality. I show this through the way I do my work. For example, during training I diligently comply with the rules and regulations of the company. It shows that I follow consistently even when no one is watching. When doing VA work, you are entrusted with important responsibilities by your client. It is important that you uphold being honest and be committed to doing what is right.

Lastly, I always strive for excellence. No matter what I do, I always try to achieve the best results I can get. If I fail, I will try again until I improve and become the best version of myself. I believe that this is important because even if you failed to be perfect in your work, at least you did your best. I try not to be hard on myself and be open to constructive feedback. Therefore, I believe that professionalism, integrity, and passion for excellence are the qualities that would help me become an excellent VA.