Competency Based Approach

Based on the idea that the best way to assess your potential future performance in the job is from examples of past performance.

Examples can be from any job you have had, education or personal life.

The Application Form

In your answers, give examples of how you meet the Essential Criteria listed in the advert.

Examples should provide specific evidence and follow the STAR format (Situation, Task, Action and Result).

You must meet all of the essential criteria to pass the sift.

You can claim a Guaranteed Interview if have a disability and meet the essential criteria.

Writing your Answer

• Read the question 3 times
• Think of your example
• Look at the Skills for Success Framework
• Plan your answer and draft
• Have someone read your answer
• Finalise your answer and Spellcheck!

Dignity, fairness, respect.
When you are writing your application answers, follow the STAR based approach outlined below:

**Situation** – where, when, with whom 10%

**Task** – describe the situation or the project you were faced with 10%

**Action** – how and what action did you take? Why did you take that action/how did you decide what to do? 60%

**Result** – what results did you achieve and what conclusions did you reach and what did you learn from the experience? Where possible quantify the result 20%

Dignity, fairness, respect.
Prompts

When trying to form your answer, you might also want to ask yourself the following questions.

- What was the situation and what were you trying to achieve?
- What were the main issues?
- What did you do to improve the situation?
- What other resolutions did you consider?
- What emotions did you need? Empathy/Tact/Resilience?
- How did you implement changes?
- Who was affected?
- What was the reaction?
- What was the outcome?
- What did you learn?

The Interview

In the interview give examples of how you meet the Competencies which are detailed in the Skills for Success Framework.

The panel will ask questions against competency such as...

- ‘tell me about a time when you have ... worked as part of a team to achieve a goal’
- managed a conflict between teams’
- had to make a difficult decision’.

Dignity, fairness, respect.
Examples should provide specific evidence and follow the STAR format (Situation, Task, Action, Result, and Reflection).

When answering, you can take a moment to think and ask the panel to clarify or repeat the question if you need.

**On the day...**

We know you’ll be nervous, but we want you to feel at ease so you can give your very best. Remember to listen actively to the interview questions and answer as clearly and honestly as possible.

We ask that you arrive about 15 minutes in advance of your interview and remember to bring any documents you have been asked to bring in your email invitation.

Dignity, fairness, respect.