

SELECTION CRITERIA & STAR TECHNIQUE WITH EXAMPLES

USING THE STAR MODEL FOR SELECTION CRITERIA

When a job application requires addressing selection criteria, there are certain things you need to remember. Some will be explicitly laid out in the position description like word or page limits, or directions to use STAR formatting. By using the STAR model, it is easy to see a link between your tasks, actions and results. It can be a helpful way to get your thoughts flowing and document your claims against the selection criteria in a way that makes sense.

- **Situation:** Set the context by describing the circumstance where you used the skills or qualities and gained the experience
- **Task:** What was your role?
- **Action:** What did you do and how did you do it?
- **Result:** What did you achieve? What was the end result and how does it relate to the job you are applying for?

EXAMPLE:

Situation – Role as research support officer at XYZ Bank

Task – Needed to ensure that managers were kept informed of policies and procedures

Action – initiated monthly newsletter, which was emailed to each manager. Took responsibility for writing the main articles. This involved obtaining ideas and input from other stakeholders to ensure that the articles reflected managers' needs in terms of content and language.

Result – led to improved lines of communication between managers and the Research Support Unit. Feedback was consistently excellent. Received divisional achievement award for newsletter quality.

Once this has been achieved, you can then write the draft paragraph in full. For example:

As Research Support Officer at XYZ Bank, I needed to ensure that managers were kept informed of policies and procedures. To do this, I initiated a monthly newsletter, which was emailed to each manager. I took responsibility for writing the main articles in each publication. This involved obtaining ideas and input from other stakeholders to ensure that the articles reflected the needs of managers, both in terms of content and language. I received consistently excellent feedback in relation to the newsletter from these internal stakeholders and my own manager. I received a divisional achievement award for the quality of the newsletter. Importantly, this initiative resulted in improved lines of communication between managers and the Research Support Unit.

Provide relevant examples from your work, study or community roles. Be clear and to the point. If a word or page limit is set, make sure you stick to it, and edit your responses for grammar, spelling and punctuation. It is important to provide evidence to back up your claims. Where possible use actual, specific examples of what you have done, how well you did it, what you achieved and how it related to the requirements of the job.

Key expressions when writing selection criteria

- Ability to discern differences between 'demonstrated', 'awareness', 'understanding of', 'ability to' and 'proven record'
 - Background in: often used in reference to areas of specialisation within a range of different industry types (for example accounting, human resources or administration)
 - Experience in: for this descriptor, you must have actually done the work as opposed to having observed it. For example, 'experience in analysing data' means you must demonstrably show that you have analysed data in another role or position
 - Proven record of/demonstrated: must be able to substantiate any claims to the experience or skill, and with positive outcomes that have been documented
 - Knowledge of, understanding of, awareness of: expressions are often used in reference to policies, practices or the specific responsibilities of a work area, 'awareness' involves the least amount of familiarity with a subject. Knowledge of' refers to familiarity gained from actual experience or from learning/study, 'understanding' is more than knowledge
- Ability to, aptitude for, the capacity to: 'Aptitude' suggests suitability or fitness for a task or a talent or flair for a particular skill or quality. 'Capacity' generally means that you will be qualified to perform a particular task however you are not expected to have actual experience. Ability means having the skills, knowledge or competency to do the task required

TIP!

Save all your completed selection criteria example and name them according to the criteria area so that you can easily draw on these when completing multiple applications. For example, most employers will request a selection criteria response for skills or competencies related to communication and / or interpersonal skills. Therefore, once you develop a selection criteria response for this, save it as "Selection Criteria – Communication and Interpersonal Skills".