**Selection Criteria**

Applicants for public service positions usually need to provide a statement addressing a number of selection criteria as part of the application process. Responding to Selection Criteria doesn’t need to be a tear your hair out kind of experience.

4 Easy Steps to Approach Selection Criteria

1. **Analyse each Selection Criteria – Do you have the skills/knowledge?**

   **Essential: these are ‘must-have’s’**
   - Won’t be asked for an interview if you don’t have

   **Desirable: these are ‘be-great-if-you-have’s’**
   - Increase chances of getting an interview
   - Used to choose between group of candidates similar in skill/experience/ability

   So you have the skills / knowledge for the Essential Selection Criteria, and as bonus you can perhaps tick off a few of the desirable criteria. Now lets break down each selection criteria further!

2. **What are they looking for?**

   There are particular phrases that will be used to qualify the amount of knowledge or skills required to perform the role competently, for example:

   - "**Demonstrate**" or "**Proven**" = you must give examples from your own experience that demonstrate your skill ability or effectiveness
   - "**Basic Understanding**" = you are required to know basic concepts and your response needs to show that you have this understanding
   - "**High level**" = experienced and able to demonstrate an example relating to this
   - "**Sound understanding/knowledge**" = in-depth knowledge and understanding of topic
   - "**Ability to ...**" = you must prove you capacity to learn something new and quickly, think of your transferable skills

   **For example** "**Ability to exercise judgement and make decisions**"
4. Responding to each Selection Criteria using the STAR principle?

The STAR principle is a way to structure your response to keep your answers concise and give the interviewer a good indication if you have the skills from previous experience that will transfer across to the new role.

As they say “The best indicator of future behaviour is past behaviour”

**SITUATION**
Paint a Picture of the situation

“In my role as Customer Service Officer at...”

**RESULT**
What was the outcome for the client and employer

**TASK**
Keep painting the picture...The part/role you played in the situation

**ACTION**
What were the steps that you took to achieve the outcome?

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**Do’s and Don’ts**

✓ Individually address each selection criteria as a separate heading

✓ Carefully read each criterion, is it easier to perhaps break it down into parts and address each aspect separately

✓ Give specific examples to address each criterion

✓ If the same example applies under multiple selection criteria include it under each one

✓ Back up examples with the result/outcome, that they can measure
  I.e. “Resulted in an 10% increase of sales for the division”

✓ Get someone to proof read your application before you submit it!

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4. Cont’d….. Writing your selection criteria

**SC1. Ability to exercise judgement and make decisions**

Over the past four years I have worked as a Customer Service Attendant at Kmart. I commenced in this role and within a 3 month period was promoted to a senior in-charge of the Lay-by division on weekends. Through my employment, it has provided me with the ability to exercise judgement and make decision effectively in the work place. This is clearly demonstrated through the following examples:

- Being responsible for a minimum of 2 staff members on any one shift and ensuring customer service needs were met to meet company standards.
- 2nd example

My ability to exercise judgement and make decision can be further demonstrated through the following:

As an member of the Blah Blah Student Association

- I was responsible for the planning and organisation of the 2007 Recruitment drive to increase student membership. As one of 6 initial members I was heavily involved in the decision making process. I was responsible for establishing the most effective ways to market through doing research via contacts in existing associations and reporting the finding to fellow members.

These actions as a team lead to a 20% increase in memberships during the 2007 recruitment drive. With 100% of these new members still actively involved.

I am confident that the development of these judgement and decision making skills across such a broad range of situations, will transfer well into the policy officer role and allow me to work both autonomously and as part of the team in the development unit.

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**What are they looking for?**

The Recruiter will rank applicants according to how closely they meet the selection criteria in comparison to standards pre-determined to perform the role. As an applicant you must ensure that you satisfactorily address each criterion to be considered for an interview.

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**Additional Resources**

Visit [www.careerhub.uq.edu.au/events](http://www.careerhub.uq.edu.au/events) to register for selection criteria workshops held throughout the semester.