

# Selection Criteria Success

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**Selection criteria are the skills, attributes, knowledge and qualifications that the employer has defined as being essential for satisfying the requirements of the job and can be found in every Position Description and sometime detailed in the job advert.**

When applying for a job you may be required to write a short statement against each criterion, which outlines how your current skills, attributes, knowledge or qualifications satisfy this criterion. This can be done in a separate document if necessary to your application, however you can include the detail in a cover letter as well.

## How do I answer them?

### 1. Address each Selection Criteria individually

Use each of the key selection criteria as a separate heading in the document and summarise in the space below how your skills, qualifications, experience and personal attributes are relevant for that particular criteria. This should be done in a separate document to your resume and should be structured in an easy to read format such as a table.

### 2. Support your claims with evidence

Avoid blank unsubstantiated statements such as 'I have extremely well developed communication skills'. This is your opinion; the employer needs evidence that it is true. You need to provide concrete examples that demonstrate your skills and abilities and illustrate the complexity and demands of the task used as an illustration.

### 3. It may be easier to do this if you use the CAR approach:

- **Context** - Describe the situation.
- **Action** - Explain your actions. What were your actions? What did you do?
- **Results** - Detail the result of the actions which you took.

### 4. Use appropriate language and correct spelling

Statements such as I negotiated or I liaised with have more impact than I was involved in or I was responsible for. The use of strong, specific verbs will help you to describe your role more clearly.

Your ability to communicate in writing will be assessed by the way in which you address the key selection criteria. Ask someone else to proofread your responses for you as it is easy to make spelling and grammatical mistakes without realising!

### 5. Lastly, ask yourself the 'so what?' question

When attempting to provide appropriate evidence to support your claims it is useful to ask yourself the 'So What?' question. This should fall under the result of the situation and detail any accomplishments you achieved.

**Example CAR:**

**Context:** My work experience at Readings Bookstore meant that I developed and applied skills in these areas. I was dealing regularly with customers, suppliers and staff in person and over the phone.

**Action:** One of my duties was to field customer enquiries, which utilised all my communication skills. Dealing with a customer request to order a book involved talking to the supplier over the phone, entering the book and customer's information into the computer database, ordering the book and recontacting the customer when the book arrived.

Further to this, I clearly and concisely documented this information in our filing system for the benefit of other staff. Using clear communication, in oral and written forms, I ensured a good relationship with our suppliers was maintained and provided efficient and effective customer service.

**Result:** As a result of this, my manager commended my communication skills at my performance appraisal, and I was delegated to the task of staff trainer.