



# Selection Criteria

Selection criteria are statements that describe the personal qualities, qualifications, skills, knowledge, abilities and experience that are required in a job. In responding to selection criteria, you need to describe how you meet the requirements of the job and provide examples.

## WHY SELECTION CRITERIA?

- An employer would like a summary of how you meet their desirable and essential skills without having to tease this out of your resume/CV
- Often a separate statement/document is required to formally and clearly address each of the criteria/how you meet each of the criterion that they are looking for

## WHAT DO I DO?

- Identify criteria and make each one a separate heading
- Make sure you are addressing each one (roughly a paragraph to half a page long)
- Draw on a range of evidence from
  - University and other formal education
  - Employment experience
  - Extra-curricular activities

## STRUCTURE OF RESPONSES

1. Introduction: (1 sentence). Answer the question; introduce the example.
2. Body: Support your answer by providing a relevant example. Demonstrate research of the company and role. Use the **STAR** approach
  - **SITUATION:** Brief outline of the situation or setting Who was involved? What was your role?
  - **TASK:** What did you do? What happened next?
  - **ACTION OR APPROACH:** How did you do it?
  - **RESULT:** What was the outcome? What was the feedback you received?
3. Conclusion: (1 Sentence). Summarise your answer to the question.

## TIPS

- Stick to the word limit
- Answer the question
- Proofread, check grammar, and spelling
- Use examples from within the last two years, such as your employment, education and/or extra-curricular activities

- Use examples that have a clear beginning, middle and end
- Focus on your own involvement (use “I” not “We”)
- Link your transferable skills to the job and company
- Keep your responses for future reference. Many jobs have similar selection criteria, so you should keep a copy to use as a template and tailor it for every single job application
- Ask for help. It is perfectly fine to ring the employers and ask for more information about what they are looking for in the selection criteria, length of response and format. Also have a friend read over it before submitting, or log onto CareerWise on iLearn for further assistance with application writing.

## TYPES OF SELECTION CRITERIA

### COMMUNICATION SKILLS (ORAL & WRITTEN)

- The ability to express yourself clearly and logically both orally and in writing
- The ability to communicate effectively with a wide range of individuals
- Selectors will assess your written communication skills by the clarity and relevance of your response to the selection criteria

### AREAS TO DRAW ON

Oral: public speaking, debating, tutorial discussions, presentations, conferences, explain solutions to convince audiences, facilitate discussion, customer service

Written: research papers, written reports, essays, assignments, story writing, writing for specific purposes, published papers or articles

### TEAMWORK SKILLS

- The ability or potential to contribute effectively to a work team to achieve team goals
- Ability to share information and work co-operatively with other team members
- Willingness to assist and support team members where necessary
- An understanding of team dynamics and factors that can affect team performance

## AREAS TO DRAW ON

Group work, supervision, leadership, goal setting, training, participation, the understanding and valuing of difference, using strengths of members and balancing weaknesses.

Try to demonstrate your understanding of roles within a team and to support this with examples of how you have effectively contributed to a team.

## PROBLEM SOLVING & INNOVATION SKILLS

- The ability to analyse and synthesise information presented in a variety of forms (e.g. verbal and quantitative) to assist in problem solving
- The ability to identify key issues, trends and interrelationships between issues
- The ability to place information in a broader context and identify likely implications
- The ability to generate new ideas and creative approaches to issues and practices

## AREAS TO DRAW ON

**Problem solving:** demonstrate your capacity to understand and solve complex problems and provide analysis for informed decision making, show your ability to research and analyse convincingly, identify key issues, counter arguments, setting out ideas, how you identify and collect information, use the internet, journals, books, research papers etc.

**Innovation:** show your ability to think differently, open mindedness, your capacity to introduce new ideas and approaches into existing working practices, demonstration of original and lateral thinking, ability to adapt to change, going the extra step, making a difference, thinking on your feet, ability to devise and implement new skills and ideas.

## LEADERSHIP & INFLUENCING SKILLS

- Capacity or potential to lead and develop individuals and teams
- Ability to provide direction and feedback to others
- Ability to motivate, influence and engage others in the achievement of goals

## AREAS TO DRAW ON

Cultivation of a productive working environment, supervision and coaching of others, providing leadership and direction, achievement of results, ability to shape-strategic thinking, communication with influence, illustrate personal drive and integrity, use of enthusiasm and commitment to influence issues

## DESIRE TO WORK IN THE ORGANISATION

- A genuine interest in and commitment to work for them
- An awareness of one's ability to make a contribution to the work of the departments

## AREAS TO DRAW ON

Interest in and knowledge of broad goals, aims and objectives of the department, how your studies apply, what contribution you can make, how work experience if any, relates and what the organisation can do for you i.e. training, career etc. *Research the organisation via internet, research papers, media and other sources.*

## EXAMPLE\*

### SOUND ORAL AND WRITTEN COMMUNICATION SKILLS

*My work experience at Readers' 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.*

*One of my duties was to field customer enquiries, which utilised all of my communication skills. Dealing with a customer request to order a book involved talking to the suppliers over the phone, entering the book and customer's information into the computer database, ordering the book and re-contacting 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.*

*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.*

\* taken from <http://www.careerfaqs.com.au/careers/resumes-and-cover-letters-tips/sample-selection-criteria-responses/>

For more examples and information on selection criteria visit:

<http://www.careerfaqs.com.au/careers/resumes-and-cover-letters-tips/sample-selection-criteria-responses/>

#### FIND OUT MORE

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