



Addressing Selection Criteria



Careers and
Employment

Selection criteria are used by some organisations as the basis for selection panel to short-list applicants for interviews. Selection criteria are a summary of the key requirements of a position and are a mandatory requirement for selection into public sector and are becoming increasingly common in the private sector.

The selection panel determines standards for each selection criterion. Applicants are ranked according to how closely they meet the selection criteria in comparison to the standards expected by the panel. You must satisfactorily address each selection criterion to be considered for an interview.

And for more information you may visit the C&E website (www.qut.edu.au/careers) and the Career Planning website.

Notes

Alternative terms for selection criteria include:

- ★ **Key Selection Criteria**
- ★ **Selection Requirements**
- ★ **Requirements of the job**
- ★ **Personal Requirements**
- ★ **Short-list Criteria**

Selection criteria may be categorised as mandatory and desirable.

- ★ **Mandatory criteria** are considered to be essential
- ★ **Desirable criteria** are those considered to be important but are not essential

The major types of selection criteria may relate to:

- ★ **Qualifications** – detail educational and professional qualifications.
- ★ **Experience** – show the extent of direct involvement in an area.
- ★ **Knowledge**, understanding – outline theory, application and implications.
- ★ **Skills** – provide details of competency and proficiency.
- ★ **Abilities** – indicate your potential to develop skills and outline the expertise you have developed.
- ★ **Personal characteristics** – provide details of the kind of person you are and how well you fit into the environment.

Wording used for each selection criterion indicates the level sought for that criterion. for example:

- ★ Knowledge may include the range of thorough, sound, general, awareness, and ability to rapidly acquire knowledge.
- ★ Skills required may include the range of excellent, highly developed, demonstrated, and ability to develop.

Hints

- ★ Individually address each criterion under separate headings.
- ★ Carefully read each selection criterion. Break down each criterion into parts and address each aspect thoroughly.
- ★ Be aware of key expressions and levels required in each criterion.
- ★ Use as many concrete examples as possible to support your claim to meet each criterion. Draw examples from your academic, employment and social experience, committee participation, voluntary work, hobbies etc.
- ★ If an example applies to a number of selection criteria, include it under each relevant criterion.
- ★ Where possible substantiate your examples with indicators of how well you did them. This might include results, comments, extended contracts, happy customers, etc.
- ★ In your response to the selection criteria do not refer to your resume. If something is relevant in your resume write it into your selection criteria statement.
- ★ Use good English. Ensure that your application is written clearly and concisely, that it is grammatically correct, and free of spelling errors.
- ★ Use active rather than passive verbs.

Steps To Take When Addressing Selection Criteria

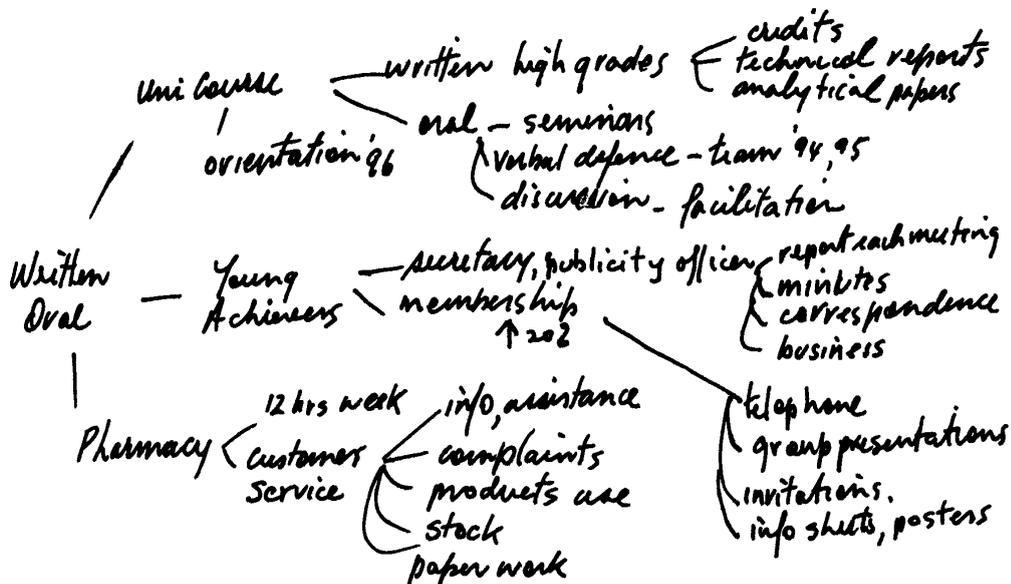
Follow the steps below when applying for a position which requires you to address selection criteria.

The criterion High level of written and oral communication skills is referred to below to illustrate the process. (Italics below refer to this example)

1. Analyse each selection criterion according to the type and level required. In the example, *two skill types are required – written communication skills and oral communication skills. Both are required at a high level.*
2. Read the job description thoroughly. Understand what is involved in the position and give relevant examples of how you meet every part of each criterion. *If you were in the position, how would you apply your high-level oral and written communication skills? What will the panel be looking for?*
3. Research the position. Gain a good understanding of the position before you apply. If possible contact the person in the organisation responsible for selection to clarify requirements and expectations. *Gauge an understanding of communication skills required in the position.*
4. Start developing your responses by writing each selection criterion on a separate piece of paper. Brainstorm as many ideas and concrete examples of how you can meet each criterion. Even if it seems even slightly related write it down at this stage (see *example below*).
5. Develop your response to each criterion drawing from ideas you have written down.
6. When writing your application use a separate heading for each criterion. Use either prose or a combination of note and prose form. Read the application material or contact the organisation to determine if the panel has a preferred style. (see *example on next page*).
7. Check that you have included, when possible, some information on how well you did an activity.
8. Have someone check each response. Ask them to read for clarity of expression, correct grammar and spelling as well as how adequately the response addresses the selection criterion.
9. Include a letter of application and resume with your response to selection criteria

EXAMPLE: Step 4 – Brainstorming on Selection criteria

High level of written and oral communication skills



Statement Addressing Selection Criteria

The response to the selection criterion: *High level of written and oral communication skills* has been presented as both text and in bullet point format. Either or both are acceptable. When addressing selection criteria, use the style that best suits the position you are applying for.

Selection Criteria

High level of written and oral communication skills

Throughout my university course I have consistently achieved high grades. This achievement has required high levels of oral and written communication skills. For example, I have gained credits or better in written assessment items including detailed technical reports, analytical papers, and short answer and essay questions written under examination conditions. I have been required to present oral reports on several topics. For example, I have developed and presented a one-hour report on the advantages and disadvantages of working in a multidisciplinary team. Fulfilment of this has included research, development of an argument, production of a written paper, and presentation of the findings to seminar groups. Verbal defence of my position as well as facilitating discussion has been part of a team in 1999 and 2000. I have presented an orientation address to first year students in 2002, and received positive feedback from the program coordinator.

As secretary, treasurer, and publicity officer of Young Achievers in 2001 and 2002, high-level communication skills were necessary to execute my responsibilities effectively. For example, I was responsible for developing a strategy to encourage new memberships. It involved making telephone contacts and group presentations as well as writing and distributing invitations, information sheets, and advertising posters. This action contributed to a 20% increase in membership over a 12 month period.

Other responsibilities included:

- ★ developing and presenting oral and written reports for fortnightly meetings
- ★ recording and producing detailed minutes of meetings
- ★ reading, recording and responding to correspondence
- ★ developing both oral and written responses to club business

I have worked an average of 12 hours per week in a customer service position in a pharmacy for three years. This position has allowed me to develop high-level communication skills through clear, assertive, and emphatic communication skills with a broad band cross section of the community.

Communication skills demonstrated in this position include:

- ★ providing up to date information and advice at a level to match customer understanding
- ★ providing assistance with decision making
- ★ handling customer complaints and misunderstandings
- ★ explaining directions relating to correct and safe product use
- ★ undertaking written stock control
- ★ completing administrative paper work.

I know I have been doing my job well because:

- ★ The pharmacist has renewed my contract 3 times.
- ★ My supervisor has consistently given my good comments about my work and my approach to work.
- ★ I have a consistent group of customers who usually see me out for service.
- ★ I have a particularly strong relationship with 2 elderly partially disabled customers.

Examples Of Sets Of Selection Criteria

EXAMPLE 1. Government Criteria

Sample A

- ★ analytical and research skills
- ★ oral and written communication skills
- ★ teamwork and initiative
- ★ problem solving skills.

Sample B

- ★ ability to work as a member of a team
- ★ sound oral and written communication skills
- ★ analytical and research skills.

Sample C

- ★ demonstrated ability to work as part of a team
- ★ high level of oral and written communication skills
- ★ demonstrated self-management ability
- ★ demonstrated awareness of client service issues.

EXAMPLE 2.

KSC1 - Registered nurse with the Queensland Nursing Council and holds current practicing certification.

KSC2 - Demonstrated competence in clinical problem solving skills in health care service in accordance with the ANRAC national competencies.

KSC3 - Knowledge of and/or involvement in quality assurance processes.

KSC4 - Demonstrated ability to work within a diverse team structure to reach the most favourable outcome.

EXAMPLE 3. Community Development officer

1. Tertiary qualification in relevant discipline and/or demonstrated experience in working with community groups and an understanding of group work practice.
2. Proven ability in community development work including program development, needs assessment, implementation and practices.
3. Demonstrated highly developed interpersonal skills and the capacity to contribute positively to multi-skilled team and the willingness to accept responsibility in an allocated task.
4. Ability to liaise with community groups, health-related professionals, government departments and agencies at all levels.
5. A positive manner demonstrating initiative and resourcefulness and flexibility to adapt to changes as required by role.

EXAMPLE 4 Newspaper Advertisement

Marketing Assistant (Administration and Marketing Services)

This diverse position has a blow -the-line orientation, requiring hands-on implementation and coordination of database marketing, sales promotion, merchandising and displays as well as general administration.

The job would suit a person with work experience in related areas who wishes to apply their existing skills and broaden their experience in this multi-role position.

It is envisaged the successful applicant will possess the following:

- high level computer skills, word processing, spreadsheets and database
- good office and administration skills
- well developed organisational ability
- an eye for detail
- creative flair
- good literacy, numeracy and communication skills
- motivation, energy and a sense of humour
- a willing attitude that no job is too big or too small
- tertiary qualifications in a related area are desirable

Applicants should send a written application with resume and references to:

The Marketing Manager, XYZ Insurance,
111 Blue Street, Brisbane, Q 4001
Applications close Wednesday 10 March 2002.
XYZ is an equal opportunity employer

EXAMPLE 5. Newspaper Advertisement

123 Development & Maintenance Mechanical Engineering Graduate & Marketing/Construction Graduate

123 is a major operator in the pre-mix plaster and concrete industries.

An opportunity exists for a recent graduate of Mechanical and Marketing/Construction Engineering to undertake a training and development program.

The successful applicant will move into managerial roles within the organisation. Career opportunities within the Construction Group and other 123 businesses.

Applicants should possess:

- strong leadership skills
- well developed team working skills
- strong analytical skills
- excellent written and verbal communication skills
- self motivation and creativity
- Asian/International language and experience (preferred but not essential)

Applications close 19 May 2003
PO Box 555, Brisbane, QLD, 4000