



The following section provides you with guidance notes for the completion of the Achievement Record. In order to assist you, the following information has been provided to ensure that when evidence is provided, it outlines **what you have done** and particularly **how you achieved this rather than use of a hypothetical situation**.

By breaking answers down into Situation, Task, Action and Result (S.T.A.R) we have provided examples of what is a good or bad answer to the competency. After completion of each competency, check that you have covered the following:

Situation - this should be approximately 10% of your answer

Task - this should be approximately 10% of your answer

Action - this should be approximately 70% of your answer

Result - this should be approximately 10% of your answer

The competencies that need to be completed are:

1. Customer focus
2. **Communicating and influencing – (example given as a guide)**
3. Problem solving and decision making
4. Working Under Pressure
5. Managing Resources & Delivering Results

PLEASE NOTE THAT IT IS ESSENTIAL THAT YOU COMPLETE THESE SECTIONS ENCLOSING A CV IS NOT SUFFICIENT FOR YOUR APPLICATION TO BE ACCEPTED.



COMPETENCY QUESTION 2 – COMMUNICATING AND INFLUENCING

GOOD EXAMPLE- Approx 200 words

Situation

An important order was being shipped abroad – timely deliverance was crucial.

Task

Our delivery vehicle broke down en-route, I had to resolve the problem.

Action

I contacted our customer to explain the situation and took detailed flight instructions from them. I arranged for them to send a representative to the airport with the necessary paperwork to ensure no delays occurred in the shipping. I rescheduled our drivers and prioritised other deliveries being made that day and arranged for one of our drivers to take a duplicate order directly to the airport and meet the customer's representative.

Result

The order was shipped out and received abroad on time.

COMPETENCY QUESTION 2 – COMMUNICATING AND INFLUENCING

BAD EXAMPLE

"I was on duty during a major incident somewhere in London and had to man the radio, with another colleague. We had to communicate with both police and victims of the crime in a calm, clear and effective way. We had lots of distressed callers who were very emotional. They needed help quickly. The police needed to be told what the situation was as this was a fast paced, stressful incident. I was very professional (as I always am) and courteous and helped the police resolve the incident. I can always be relied upon to stay calm in a crisis and support my colleagues through stressful situations."

"This is an example of a bad competency because although the applicant does provide a specific example, the response is far too brief and as a result S.T.A.R is barely touched upon."