

What is STAR

STAR is a structured method that assist you to answer selection criteria questions in a consistent and clear way that demonstrates your skills and experience.

- **S - Situation:** Describe the situation or background. When and Where?
- **T - Task:** Explain what you needed to do. Your responsibility and goal.
- **A - Action:** Describe the details actions your personally made. Your steps and skills.
- **R - Result:** Explain what happen because of your actions. Outcome and positive improvement.

Examples - STAR in practice

Selection Criteria Question: Demonstrated ability to prioritise workload and manage competing demands to achieve performance measures.

Situation: Working in a customer service/admin role I was responsible for managing a large volume of enquires, processing applications and replying to urgent client requests working for the department of housing. During a very busy period recently several urgent matters were received at the same time. Including requests that demand immediate attention, normal client enquiries and time sensitive reporting obligations.

Task: I was required to ensure all tasks were completed within the required timeframes while maintaining service standards. Also to meet performance targets.

Action: I assessed each task based on urgency, risk and client impact. Followed by developing a daily prioritised work list, ensuring that urgent requests that could affect client outcomes were schedule first each day. During the day I reviewed the workloads and adjusted as necessary while feeding back to clients on both process and expected completion time. I used a spreadsheet to track all my action for each day.

Result: Though my efforts to prioritise my urgent workloads I was able to met my required deadlines and ensure that my clients all receive a response in the timeframe they required. The structured approach enabled me to manage completing demands while ensuring my clients had positive outcomes and my performance met the department metrics.

Key points in this STAR approach

- Provides a demonstrated example of prioritisation from my current position
- Focuses on actions and show a positive outcome
- Directly addresses all parts of the selection criteria. Prioritise workload. Competing Demands. Performance measures.

STAR Responses Tips

TIP 1:

When answer a selection criteria questions using star make sure you focus on **action**. This is the most important element of the question.

These percentages are my suggested character length of each element of STAR:

- Situation, 20%
- Task, 10%
- Action, 50%
- Result, 20%

Focus on what you did and achieved with a relevant example.

TIP 2:

Choose the **most relevant example**, preferably from your current or last position.

Recruitment panels are looking for evident that you can perform the duties of the role. Examples that closely match the role you are applying for are easier to mark and have a better impact then unrelated examples even if they both demonstrate the same skill.

TIP 3:

When answering say I not we. The panel wants to know your contribution not the teams or your managers.

“I coordinated the additional training days” **NOT** “The team completed the training scheduling”