Responding to Selection Criteria

- The selection criteria will be written in the advertisement for the position or the position description.
- Make each of the criteria a separate heading.
- Write at least half a page for each of the criteria (except for drivers licence or criteria requesting a qualification).
- Demonstrate how you meet each of the criteria.
- Give examples of how you meet each of the criteria in previous paid work, voluntary work or training.
- If you can't give enough examples then demonstrate that you are willing to learn new skills. By stating this in the criteria.
- Don't forget to telephone or email the contact person for the position and ask them to clarify any of the criteria you are not clear about.
- Write your name and position applied for at the top of each page of the selection criteria.

Examples of Selection Criteria

Example 1 - Client Service Officer Position with Housing NSW

Selection criteria

The following selection criteria form a part of the selection process, so candidates for this role must address each of these items specifically in their application.

1. **Understanding of and capacity to relate to people from a diverse range of social and cultural backgrounds including those with complex needs.** (Describe how and when you have worked with people from different cultures or social groups, describe how and when you have worked with people with more than one special need) (Give as many examples as possible and describe the context i.e. what were you doing, what was your role and how did you do it.)

2. **Strong interpersonal skills and demonstrated capacity to use sensitivity in interviewing, problem-solving and decision-making.** (Describe examples of how you have been sensitive to the issues of others.) (Describe your skills in communicating with others - give examples of when you have had to communicate with a wide variety of people.)

3. **Demonstrated ability to prioritise and carry out a range of tasks under competing demands, in a high volume client focused environment.** (Give examples of work when you have been under pressure to do many task, describe how you dealt with it, what were you doing and how did you do it.)

4. **Written communication skills, computer literacy and capacity to interpret policy and guidelines.** (What types of information i.e. invoices, receipts, reports, documents have you had to prepare in the past, describe examples from your previous work or course, describe your ability to use internet, email, databases, websites, and when have you had to use a rule or policy in your work, course, volunteer work. (Give an example of when you had to decide and interpret the meaning of a rule or policy and use it.)

5. **Ability to work autonomously and in teams and partnerships.** (Give examples of times when you have had to work alone, in a team and develop a partnership with someone from another organisation.)
6. **Willingness to work with tenants in their homes.**

7. **Current Driver’s Licence.**  
   (Describe your driving status, if you do not have a licence, state how far you have come in your learner course i.e. how many hours you have undertaken, when you expect to complete the learner driver instruction. If you are on a Red or Green P Plate, state when you expect to get your full licence.)

**Example 2 - Casual Housekeeping and Room attendants at Kurri TAFE**

**Selection criteria**

1. **One year’s experience in housekeeping and cleaning, preferably at a hotel/motel level.** (Describe your experience in housekeeping and cleaning use hotel/motel first then add other examples from other industries such as home care, kitchen hand etc.)

2. **Acceptable communication, grooming and personal presentation toward meeting industry standards, including hygiene.** (Describe your understanding of what is acceptable communication and presentation and how it reflects on the business you are applying for, describe your understanding and working knowledge of what is an industry standard.)

3. **Demonstrated organisational skills.** (Describe when you have had to organise both a small and large number of tasks or activities to be done, describe how you did this, when you did this, what worked for you, give plenty of different types of examples)

**Example 3 - General Assistant/Caretaker TAFE**

**Selection criteria**

1. **Current Class 1A security licence (copy to be included in application).** Must satisfy the requirements of the Security Industry Regulation 2007 in relation to a 1A licence, in that you hold Certificate II or Certificate III in Security Operations.

2. **Current First Aid Certificate (copy to be included in application).** (If you do not have a first aid certificate explain that you have enrolled in a course or are willing to undertake a first aid course.)

3. **Experience in providing security services.** (Describe your experience in providing security services in different contexts if possible. Write about when you provided these services and for what company or agency.)

4. **Ability to work independently and as part of a team.** (Give examples of when you were required to work alone, or independently, then give examples of how you worked as a team member with others, describe the type of team, the purpose, how you participated.)

5. **Demonstrated commitment to providing customer service.** (Describe examples of when you provided good customer service, what was the context, what was your role, how did you provide this service. Give multiple examples.)

6. **Good communication and liaison skills.** (Describe your written communication skills i.e. anything you have had to prepare in the workplace i.e. notices, flyers, invoices, reports, documents etc then describe your oral communication skills i.e. when you had to communicate with people, for customer service, giving instructions, working with others. For both oral and written give examples.)

7. **Experience in stores functions i.e.: ordering, goods receipt/dispatch and stocktaking.** (List examples – if you have had little experience describe how you have managed an employer’s stock e.g. food and utensils and equipment for a cafe, taken care of its quality and quantity by providing safe and protective arrangements.)

8. **Driver’s licence.** (Describe your driving status, if you do not have a licence, state how far you have come in your learner course i.e. how many hours you have undertaken, when you expect to complete the learner driver instruction. If you are on a Red or Green P Plate, state when you expect to get your full licence.)