



# Selection Criteria

Selection criteria are the standards and competencies that an employer considers when assessing and comparing applicants to the requirements of an advertised position. The selection criteria highlight skills, attributes, experience and education that the employer has identified as being essential or desirable for satisfying the requirements of the job.

Your statement addressing the selection criteria is a key document for employers as it demonstrates how closely your skills match their needs.

Not all advertised positions will include selection criteria but, when listed, they must be addressed. This will mean that applying for a position may require three documents:

1. The cover Letter
2. Resume
3. Responses to Selection Criteria

## Examples of selection criteria

- Interpersonal and communication skills
- Excellent written and verbal skills
- Ability to work in a team
- Good time management skills
- Highly developed analytical and problem solving skills
- Relevant tertiary qualifications

Some criteria will be described as essential; other may be preferred or desirable. The employer may have listed all the ideal qualities and hope to get someone who has most but not necessarily all of them. In this instance, don't be deterred from applying. You may have most of the skills required and are very keen to apply for the position. You should demonstrate that you have many skills and that you are willing to learn, even if you don't meet all the specified criteria.

## WHY ARE SELECTION CRITERIA USED?

It helps the selection panel focus on the attributes that are important for successful performance in the advertised position. Measuring applicants against selection criteria enables selection panels to show why one applicant was selected ahead of another. It also ensures equity and accountability.

## HOW SHOULD I SET OUT THE SELECTION CRITERIA?

Create a new document headed 'Responses to Selection Criteria'. List each criterion in order as outlined in the

position description and under each point write your response. Depending on each specific criterion, aim to write at least a few paragraphs with sufficient information to succinctly address the requirements.

## HOW WILL I KNOW WHETHER OR NOT I NEED TO RESPOND TO SELECTION CRITERIA?

When selection criteria are listed in the position description, you are expected to address them. Not doing so could result in your application not being considered, regardless of your skill base and qualifications.

## RESPONDING TO SELECTION CRITERIA

As you respond to each criterion, you need to give specific examples drawn from a range of experiences. Bland statements such as: "I meet the selection criteria" or "I have extremely well developed communication skills" are only your opinion. You need to demonstrate your skills with a specific example.

All aspects of life can be used to illustrate how you meet the criteria. You might use examples from previous jobs including part-time or voluntary roles, or show how you have gained time management skills by combining work and study, or learnt team skills by playing sport or through undertaking group assignments in your course. You need to think about your competition and which examples or experiences are going to stand out against those of other applicants.

For each criterion, consider covering the following specific areas:

1. **Situation** - briefly outline the situation e.g. employment, university or personal experiences.
2. **Tasks and Actions** you were responsible for.
3. The **Results** of your actions such as skills acquired and then link these back to the position requirements.

## CHECKLIST

1. Plan the document carefully. Think of all the things you currently do and have done in work and no-work activities which can demonstrate transferable skills and abilities. List all your achievements and then see how they match up with the various criteria.
2. Write your document before the closing date, so you have time to review it and to seek assistance if necessary.
3. think about the layout of your document. You may number the criteria and consider using bullet points for easier reading.
4. Insert either a header or footer which lists your name and contact details.

5. Don't undersell yourself. Think about your competition and sell the skills that are most likely to stand out.
6. Submit it with your cover letter and résumé using the same font. Arial 10-12 is recommended.
7. Ensure that there are not errors in spelling or grammar.
8. Have the document proof-read by a career professional, a family member or a friend who can provide constructive input.

### EXAMPLE

Here are the selection criteria for the position of an Administration Assistant. Job advertisements should provide details on how to obtain a copy of the position description, which will outline the selection criteria.

Selection Criteria
<p><b>Essential</b></p> <ol style="list-style-type: none"> <li>1. Tertiary qualification in Business;</li> <li>2. Strong interpersonal and communication skills;</li> <li>3. Demonstrated commitment to quality client service;</li> <li>4. Ability to work in a team environment;</li> <li>5. Experience in a reception/office environment</li> <li>6. Excellent word processing, data entry and Internet search skills</li> <li>7. Ability to learn quickly and manage change.</li> </ol> <p><b>Desirable</b></p> <ol style="list-style-type: none"> <li>1. Student membership with the CPA</li> </ol>

Below is an example of how you might address these.

Remember: The following sentences are only a guide. You will have your own examples to use.

### Responses to Selection Criteria

#### 1. Tertiary qualification in Business

At the end of 2008, I completed a Bachelor of Business at Swinburne University of Technology, majoring in Management and minoring in Accounting.

#### 2. Strong interpersonal and communication skills

My current role as an Accounts Assistant at ATR Pty Ltd requires me to liaise with various clients from a diverse range of businesses, either through face-to-face consultations, over the phone or via email. I have developed strong interpersonal and communication skills through daily dealings with clients and colleagues as well as deal with complex transactions.

During my university studies, I was selected as a student representative to present information for new students at Orientation Day. This allowed me to expand my communication skills and gain confidence in presenting a broad range of people.

#### 3. Demonstrated commitment to quality customer service

My previous position as a Sales Assistant at Officeworks best represents my ability to consistently deliver a high quality customer service. Throughout my two years at Officeworks, I received awards on four separate occasions for going above and beyond the call of duty to satisfy customer needs. This is an achievement that I am most proud of. My natural ability to establish rapport with a diverse range of customers enables me to provide a service that is both personalised and respectful.

Furthermore, in my current role as an Accounts Assistant, I have received numerous testimonials from clients, thanking me for my outstanding service. One of my functions requires me to listen attentively to customers' needs and then make sure that such needs are met.

In my opinion, strong customer service is integral to the success of any business. My performance in all roles undertaken to date reflects this belief.

#### 4. Ability to work in a team environment

Teamwork was a fundamental part of my Bachelor of Business, during which I was regularly nominated as leader for group assignments. In my roles as a Sales Assistant at Officeworks, I worked in a team of five people to provide a high quality service to customers. My ability to encourage and support team members was commended by the team leader on a number of occasions. In 2006, my team work was formally recognised with Officeworks 'Best Team Member' award.

In all the positions I have undertaken so far, I have consistently demonstrated a participatory team spirit that encourages accountability, teamwork, and the continuous improvement of desired results. My role as a captain of the Swinburne netball team further demonstrates my ability to unite dissimilar people into a cohesive team with a common focus. I thoroughly enjoy working in teams and try to draw on each team members strengths to achieve the best possible outcome.

#### **5. Experience in a Reception/Office environment**

My experience in an office environment spans two year of part-time employment as an Accounts Assistant at ATR Pty Ltd. In my role, I work in an open-plan office comprising ten employers. Each of us shares the responsibility of answering phone enquiries, while at the same time undertaking the day-to-day responsibilities that come with our existing roles.

I thoroughly enjoy the multi-tasking that an office environment demands. In fact, I have been commended by my manager on numerous occasions for my ability to remain calm when dealt with several responsibilities at on one time. Some of these responsibilities can entail answering phone enquiries, compiling professional business letters, filing confidential information, and data entering using spreadsheets.

#### **6. Excellent word processing, data entry and internet research skills**

Through the completing of my Bachelor of Business, together with my current role as an Accounts Assistant, I have acquired strong skills in word processing, data entry and the use of the Internet. As part of my degree, I was required to compile comprehensive reports for major assignments and I also used the internet to research various topics.

In my role as an Accounts Assistant, one of my main responsibilities involves setting up spreadsheets in Excel and recording client data. My highly conscientious approach and attention to detail ensure that the data is carefully entered. This is especially important, give that such data forms the basis of the director's report.

#### **7. Ability to learn quickly and manage change**

My role at Officeworks best demonstrates my ability to learn quickly. I was required to learn the 'Apache' system in one day and was able to memorise the price list in just one week. In all of my roles undertaken so far, I have demonstrated a desire to acquire new knowledge wherever possible. I have always volunteered to undertake short courses and attend conferences. It is my belief that lifelong learning is essential to the survival of any employee in today's workplace.

My time at ATR Pty Ltd best reflects a capacity to adapt quickly to change. Over the past two years, the company has experienced a restructure which has seen me take on an entirely new set of responsibilities. My positive attitude, coupled with my ability t multitask, has enabled me to manage change successfully, whether big or small.

#### **8. Student membership with the CPA**

I have been a student member with the CPA for the past three years. My membership number is 554466

#### **FINAL WORDS**

Addressing selection criteria can be time consuming, so make sure that you allow enough time to put your best effort into creating this document.