



# Australian Government

---

## Child Support Agency

### Addressing Selection Criteria – Hints and Suggestions.

Selection criteria are a common form of evaluating a candidate's application to a position.

Selection criteria are designed to show an employer your existing skills and competencies as they relate to the job you are applying for.

To ensure you present yourself to employers in the best possible manner, it is important to put thought and effort into correctly addressing selection criteria where they are used.

- Ensure that you address each criterion separately, or your application may not be considered.
- Pay particular attention to spelling and grammar. If you are typing your answers **you should always use the relevant selection criterion to head each section.**
- Your response should be **concise and address the main points** of the individual criterion. Too many examples may be distracting for the person reading your application. Similarly, if your response is too short and doesn't contain enough information, there may not be enough information for the person to make a decision.
- Think carefully about how you can draw on your **career and life experience** to use examples to address criteria. For instance as well as drawing on your position at work to demonstrate your competence and organising teams and rostering, you may also like to add that you coordinate volunteers to staff gates at sports grounds every weekend.
- Be **aware of what the criterion is asking you to do.** For instance a criterion that states "Demonstrated commitment to attention to detail and following procedures and policy" is asking you to describe a situation where you had to pay attention to procedural steps, such as :

*My ability to follow procedures carefully and pay attention to detail is demonstrated by my previous position at XYZ Corp, where I was responsible for managing and reconciling the inventory of scientific instruments.*

*My duties included issuing instruments to lab staff, obtaining the appropriate cost centre & project information for accounting purposes, and inspecting the instruments for serviceability before and after issue.*

*To ensure that this ran smoothly, I developed a 22-step checklist system in conjunction with my supervisor and other stakeholders, which ensured that all steps were followed in sequence, and identified situations where a lab had too many instruments issued to them for their particular project.*

*This system was eventually adopted across the company, and I trained 16 staff in its use.*

## Application/Criteria Template Entry Level, APS LEVELS 3

POSITION TITLE: Client Service Officers      *Position Location: Adelaide CBD*

<b>Name:</b>	<i>Please circle</i> <b>Male</b> <b>Female</b>
<b>Address:</b>	<b>Home Phone:</b> <b>Mobile/Other :</b> <b>Date of Birth:</b>
<b>Mailing Address:</b>	<b>Special requirements:</b> <i>wheelchair access etc</i>
<b>Have you worked for the CSA previously?</b> Yes <input type="checkbox"/> No <input type="checkbox"/> Permanent full time <input type="checkbox"/> Contract <input type="checkbox"/> Non-ongoing (temp) <input type="checkbox"/>	
<b>Have you ever received, or are you expected to receive, a redundancy or a retrenchment benefit from the Australian Public Service, or another Commonwealth employer?</b> Yes <input type="checkbox"/> Date received <input type="text"/> Expected date <input type="text"/> No <input type="checkbox"/>	
<b>Have you applied any position within the CSA in the last 12 months?</b> Yes <input type="checkbox"/> No <input type="checkbox"/> Location/Position <input type="text"/>	
Are you a Current APS Employee	Temp Contract <input type="checkbox"/> Perm <input type="checkbox"/> Level <input type="text"/> <i>eg: APS2</i>
Which Department:	<b>Do you identify with one of the following groups: please tick</b> Indigenous <input type="checkbox"/> Disability <input type="checkbox"/> DCLB <input type="checkbox"/> <i>Diverse Cultural &amp; Linguistic Background</i>
Are You an Australian citizen Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Can you supply documentation such as Australian Birth certificate, Citizenship papers or Australian passport?</b> Yes <input type="checkbox"/> <input type="text"/> No <input type="checkbox"/> <b>Please be aware that this is a mandatory requirement.</b>
If you are being appointed to the Australian Public Service, you will be required to complete a Medical as well as a Federal Police Check as part of the pre employment application/eligibility process for this position  <div style="text-align: center;"> <input type="checkbox"/>      <input type="checkbox"/> </div> Are you willing to meet these requirements      Yes      No	

I declare that the information I have provided on this form is complete and correct.

<b>Signed</b>	<b>Date</b>
---------------	-------------

Now please address the criteria. The primary function of the application is to provide sufficient relevant factual information about your work experience and skills to allow the reviewing consultant to ascertain the transferability of your skills. **Address all criteria, legibly within the space provided ONLY, and support claims with a relevant example**

<b>POSITION SELECTION CRITERIA</b>		
<b>Quality Client Service Criterion</b>		
<b>Written Skills, Numerical Reasoning, Computer Skills: Demonstrated sound office skills and the ability to work with numbers. Sound computer skills in a windows based environment with experience in E-mail and the Internet.</b>	<b>MC</b>	<b>CNM</b>

***Oral and interpersonal skills:*** including the ability to understand and respond to complex arguments expressed orally and to provide appropriate customer solutions.

MC

CNM

***High level Customer service skills*** and the ability to build rapport with a diverse range of clients. At all times dealing with clients in a calm and positive manner.

MC

CNM

### Working With Others Criterion

***Demonstrated Team Skills* - the ability to, both seek and provide help to others and display tolerance for individual and cultural differences.**

MC

CNM

**Achieving Results Criterion**

*Responsible, Organised, Outcome Focussed:* Demonstrated commitment to accuracy of work tasks and attention to detail. Organises own work tasks to meet workload targets and provide appropriate outcomes for tasks and clients.

MC

CNM

**Corporate Behaviours Criterion**

*Desire to Learn, Acceptance of Change & innovation, Progression and Recognition:* Ability to accept changes of work priorities and systems.

MC

CNM

<p><b>Display desire to learn and to acquire new skills and work skills levels and responsibilities.</b></p>	<p><b>MC</b></p>	<p><b>CNM</b></p>
<p>I _____ am aware that the positions are located in Adelaide CBD. I am able to work in this location. I am also aware that the assessments will be held at Adelaide CBD.</p> <p>I accept that there is no relocation allowance applicable should I obtain a position with CSA.</p> <p><b>Signed:</b></p> <p><b>Date:</b></p>		
<p><i>Office Use only</i>  <b>Consultant Comment:</b></p>		
<p><b>Booked into Skills assessment sessions:</b>                      Yes                      No</p> <p><b>Candidate application not to advance:</b>                      Yes                      No</p>		