

SUPPLEMENTARY GUIDELINES FOR COMPETENCY BASED (BEHAVIOURAL) APPLICATION FORMS

(Based on Wiltshire Police Authority Guidance Notes for the Police Staff Application Forms)

The Police Staff and Officer application forms for Wiltshire Police are based on a competency framework which involves behavioural questions. You will know when you are reading a behavioural question when you are asked for **specific examples** of past performance. The basic idea behind behavioural (competency-based) questions is that *an applicant's recent; relevant past performance is the best predictor of future performance, in a similar environment*. You can rest assured that a behaviour-based question is directly linked to an important task or essential function of the position.

Wiltshire Police provide **guidance notes** with all applications and the following details similar information for *Police Staff* applications as supplementary guidance:

When answering behaviour-based question, whenever possible, provide **SPECIFIC** and **DETAILED** examples of when and how you have demonstrated each competency.

Example 1: Excellent organisational skills and ability to balance competing demands and meet deadlines.

The question helps the employer see how you manage your time and how you tackle stress or a heavy work load. Be sure to give concise, highly specific examples.

To help you structure the example, ask yourself questions like:

- “**What was the situation?**”
- “What was **your specific role**, what did **YOU** do?”
- “**How** did **YOU** decide which task to do first - **when** and **why?**”
- “What was the **outcome?**” – Did anyone say anything positive about your approach?
- “How did the outcome affect your team or organisation or company?”
- “How has that experience affected the way you conduct yourself today – where there any **learning points** to take away? “

The examples you give must clearly show your approach; ‘how’ you tackled a competency and your particular involvement e.g. simply stating that you are competent in this area does not demonstrate fully what you did, how and why and therefore does not provide sufficient evidence. In general ask yourself what you will need to do / think to show that you (as in **Example 1.**) are organised – break down the example into sections. You can use the S.T.A.R acronym as a reminder:

- ★ **Situation**
- ★ **Task**
- ★ **Action**
- ★ **Result**

Please note:

For Special Constables, Police Community Support Officer and Police Officer roles Spelling & Grammar is also marked at application form stage. You can fail on this area alone....**So, DON'T FORGET TO CHECK YOUR SPELLING & GRAMMAR for these roles!**

*Please note: This guidance is to complement but **does not replace** the ‘**Guidance Notes for Police Staff on completing an Application Form**’ which you are also advised to read in full.*