



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Trawsnewid Addysg, Trawsnewid Bywydau
Transforming Education, Transforming Lives

ECGE6002Q

Skills for Life: Employability and Future Pathways
The STAR Technique



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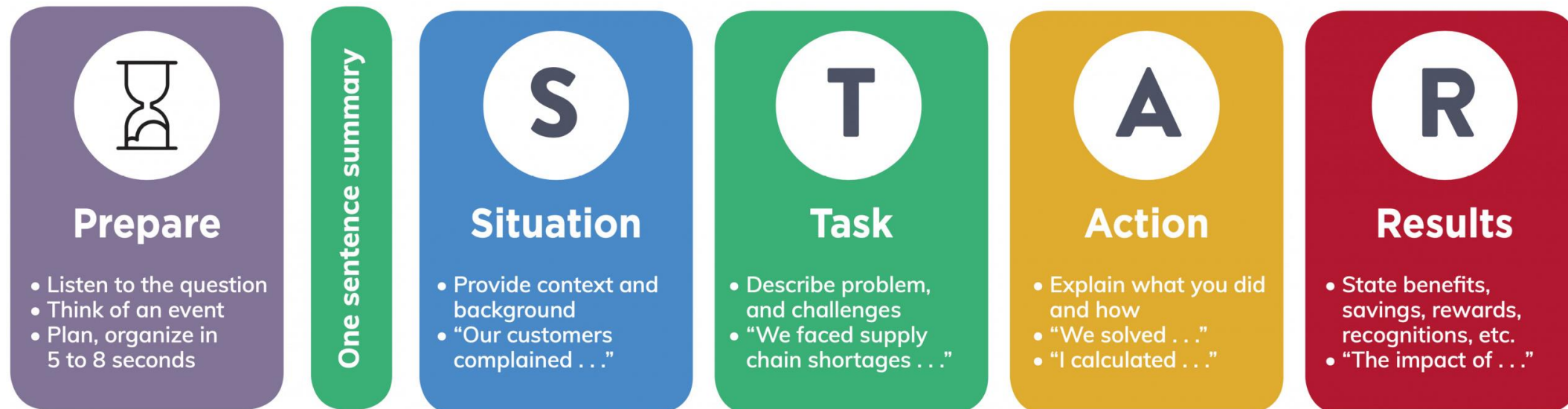
Session Aims:

- A comprehensive view of the STAR technique and how to apply it to your Assessment



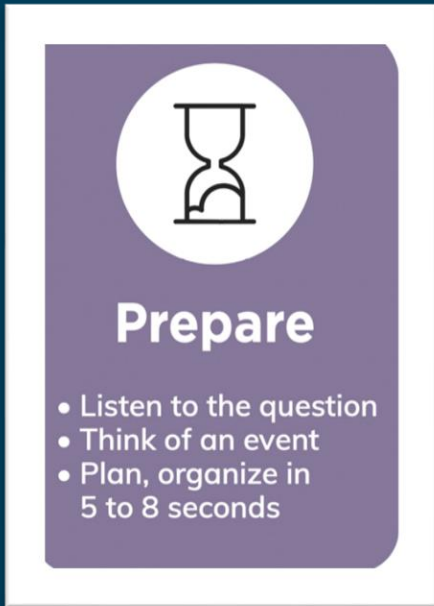
The STAR Technique

- For your assessment, you will need to explore a job description and person specification for a job role of your choice.
- When formulating your presentation, it would benefit you to consider using the STAR technique.



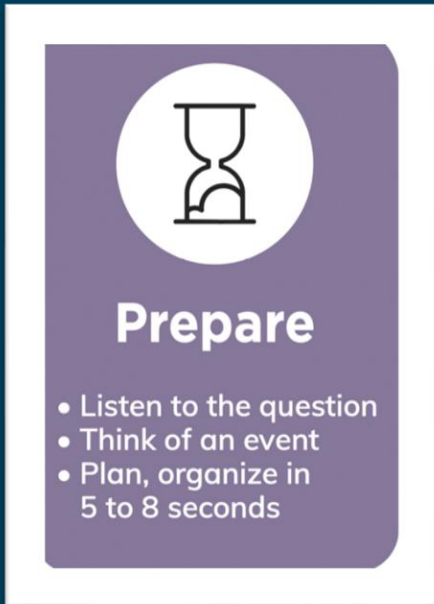
Prepare

- Firstly, you need to prepare yourself.
 - This involves reading the job description and Person specification
 - Highlight all the elements that you feel you need to expand upon within your presentation
- Consider the Person Specification for an Independent Advocate (Families First) at Nyas on Moodle:
- [Independent Professional Advocate \(Caerphilly\) - Job Role Example.pdf](#)

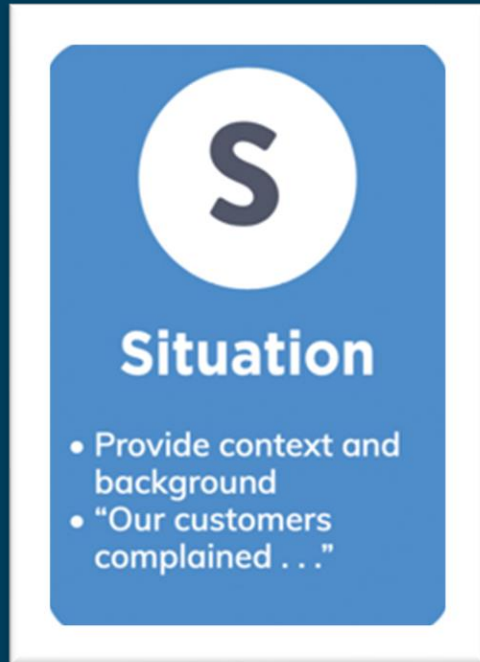


Prepare

- Consider the criteria for the role
 - Take note of the Qualifications
 - Experience and Knowledge
 - Aptitude
 - Other role requirements
 - Please note that these categories may change or be worded differently on your chosen job description/person specification.
- Make notes on how you fit that criteria and think about how you can demonstrate that within your interview presentation.



Situation



- For each criteria, you need to demonstrate how you meet the requirements
 - Remember to consider whether it is essential or desirable

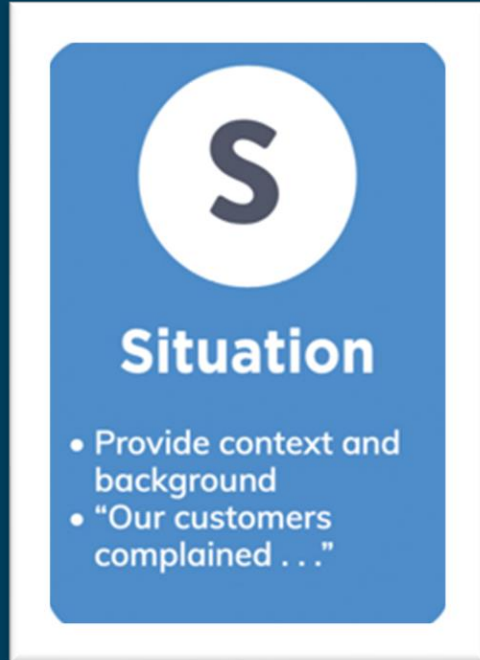
Ability to maintain professionalism at all times.	E	A, I
Ability to write in a clear and succinct manner and keep accurate records of all cases. Ability to input data and produce quality reports and case records.	E	A, I
Ability to work in a way that empowers and enables service users to develop self-advocacy skills.	D	A, I
Ability to develop a sensitive but 'problem solving' approach.	E	A, I
Excellent computer skills in a Microsoft Windows environment.	E	A, I
A confident, persuasive approach in negotiation of issues.	E	A, I
Ability to handle conflict constructively.	E	A, I
Other requirements		

Situation

- Let's consider this criteria:

Ability to write in a clear and succinct manner and keep accurate records of all cases. Ability to input data and produce quality reports and case records.	E	A, I
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- Provide the context of the criteria within the interview and on your slides.
 - How can you demonstrate that you can write in a clear and succinct manner and keep accurate records of all cases?
 - Can you think of an example where you have done this?
 - This needs to be demonstrated on your slide,
 - For example:



Situation

Ability to write in a clear and succinct manner and keep accurate records of all cases. Ability to input data and produce quality reports and case records.

E

A, I

- During my time at [...] I was expected to keep detailed accounts of meetings with clients/patients which included using the [...] system.

S

Situation

- Provide context and background
- "Our customers complained . . ."

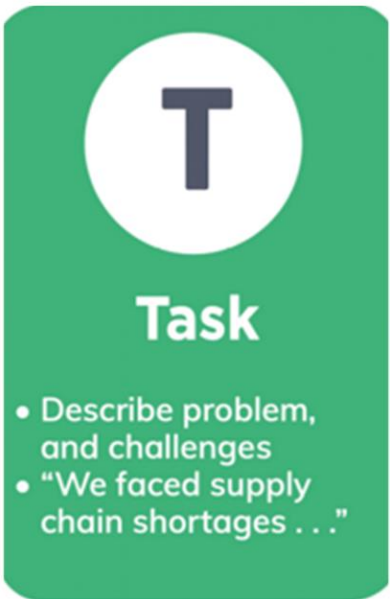
Task

Ability to write in a clear and succinct manner and keep accurate records of all cases. Ability to input data and produce quality reports and case records.

E

A, I

- Further consider if you had any problems with the task that you have provided context for
 - this demonstrates your ability to problem solve
 - and provides deeper context into how you managed a situation
- Or alternatively what was good/went well with that process
 - Demonstrating your knowledge and understanding of the criteria



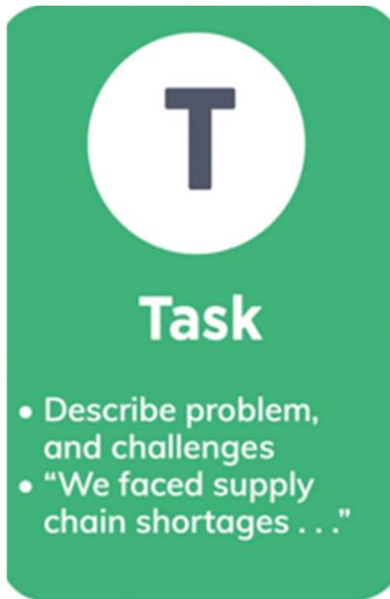
Task

Ability to write in a clear and succinct manner and keep accurate records of all cases. Ability to input data and produce quality reports and case records.

E

A, I

- During my time at [...] I was expected to keep detailed accounts of meetings with clients/patients which included using the [...] system.
- Due to the high case load, this was challenging as I felt that the [...] system did not allow me to work in a timely manner, resulting in me often working late or running over appointment times. This had a negative impact on the next client/patient that I was due to see.



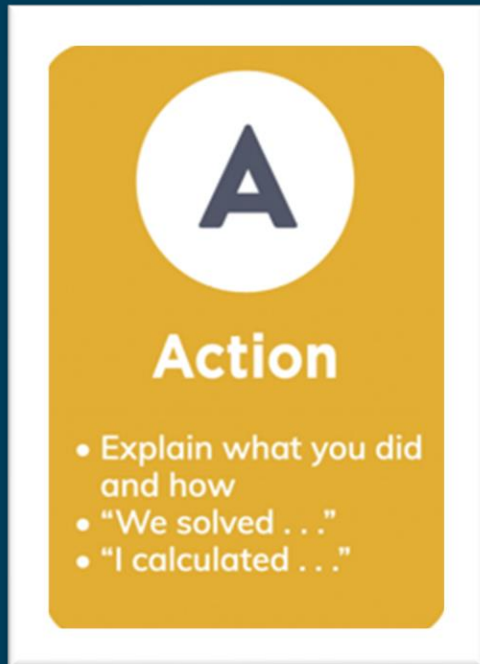
Action

Ability to write in a clear and succinct manner and keep accurate records of all cases. Ability to input data and produce quality reports and case records.

E

A, I

- The next point to make is to demonstrate HOW you resolved the issue/s
 - This will further support your competence in the criteria, and further how you meet that criteria.



Action

Ability to write in a clear and succinct manner and keep accurate records of all cases. Ability to input data and produce quality reports and case records.

E

A, I

- During my time at [...] I was expected to keep detailed accounts of meetings with clients/patients which included using the [...] system.
- Due to the high case load, this was challenging as I felt that the [...] system did not allow me to work in a timely manner, resulting in me often working late or running over appointment times. This had a negative impact on the next client/patient that I was due to see.
- I solved this by speaking with my line manager about integrating a ten-minute time window following client appointments to record the notes.



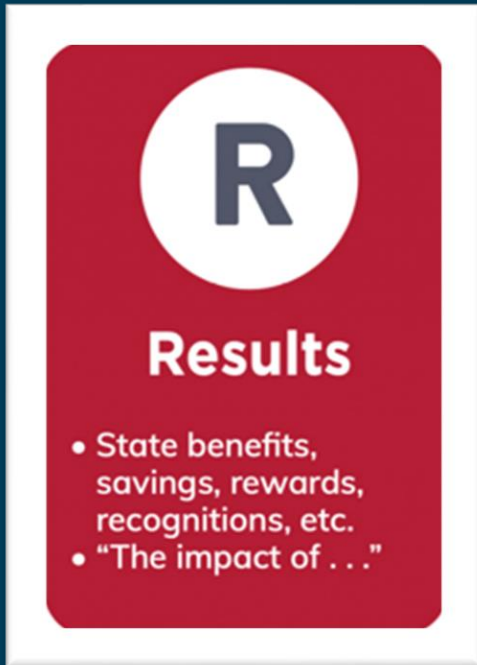
Results

Ability to write in a clear and succinct manner and keep accurate records of all cases. Ability to input data and produce quality reports and case records.

E

A, I

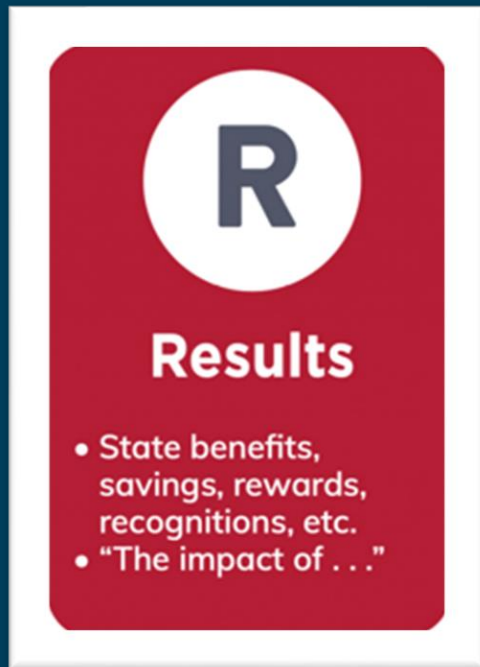
- Finally, consider how the scenario given has impacted you as a person, or the benefits that it had on your work.
 - This demonstrates that you can understand the situation and how you it has improved your employability.

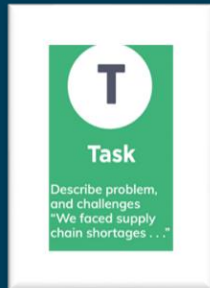
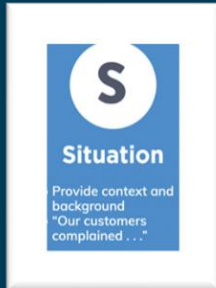


Results

Ability to write in a clear and succinct manner and keep accurate records of all cases. Ability to input data and produce quality reports and case records.	E	A, I
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- During my time at [...] I was expected to keep detailed accounts of meetings with clients/patients which included using the [...] system.
- Due to the high case load, this was challenging as I felt that the [...] system did not allow me to work in a timely manner, resulting in me often working late or running over appointment times. This had a negative impact on the next client/patient that I was due to see.
- I solved this by speaking with my line manager about integrating a ten-minute time window following client appointments to record the notes.
- This benefitted my organisation by supporting me to prepare for my next meeting, by recording promptly to ensure accuracy, providing a better service for the client that I was evidencing within the records. This allowed me to focus fully on the next client and provided a person-centred culture for the workplace further becoming best practice throughout my department.





TASK- My Ideal Job role

- Considering your own skill set, write a person spec or job description based on your credentials
 - You can give yourself a job title
 - What salary would you be realistically aiming for
 - What flexible working arrangements would you need
- Include 2/3 essential criteria's and HOW you meet them using the STAR technique
- Include 1/2 desirable criteria's and explain how you would evidence these
 - Remember that if you do not meet the desirable criteria, evidence how you plan to reach that target.
- Share your Ideal job role with the group