**Using the STARR Framework to answer competency-based questions**

**EXAMPLE QUESTION:**   
Describe how your personal planning and organisation resulted in the successful achievement of a task.

**EXAMPLE ANSWER:**

**ST:** Describe the **situation** and the specific **task** you were faced with, when, where, with whom?

***Whilst employed at Weaver Bros. last summer I was given the task of rationalising the stock control system***

**A:** What **action** did YOU take? Sometimes people focus on what the group did without mentioning their individual contribution.

***I would look at factors such as when the stock was last ordered, what it was used for and how often it was used. I worked out a method of streamlining the paperwork involved in this process and redesigned the relevant forms, which I then submitted to my manager.***

**R:** What **results** did you achieve?

***My ideas were accepted and implemented and a 15% reduction in stock levels was achieved.***

**R:** What do you think you learned on **reflection**?

*This experience taught me how important and potentially cost-saving it can be to have effective organisational and personal administrative practices in place.*

**Your turn…**

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| **Situation and task**  *Whilst working as a…I was asked to….* |  |
| **Action**  *Clear steps that you took to undertake the task that demonstrate you are organised and have effective planning and time management skills* |  |
| **Results:**  *Concrete and measurable results wherever possible* |  |
| **Reflection:**  *This experience taught me…* |  |