



Answer all questions:

Do not leave anything blank. If you do, then you will receive no marks for that question. The same applies if you write "N/A" or "*never had this situation*". You must answer all questions to give yourself the best chance of passing the application stage.

Take the time to think of an answer you could use to demonstrate your competence. If you struggle, consider an example from the following;

We want to see detail in your answers.

Each answer will have a word count next to it. This is a guide as to the level of detail we are looking for in each of your answers.

To give yourself the best chance of scoring more marks, you should aim to answer with at least 80% of the words required.

The word count is a **guideline only**, so do not waste time on trying to meet the word count exactly, but instead focus on getting a **strong and detailed** answer within **80-100%** of the word count each time.



Avoid Jargon:

Write in a way that anybody reading could understand your answer. We will not necessarily understand acronyms you use or names of processes you use in your workplace, for example.

A bit of context in your answer regarding what is going on is often helpful too. It helps us picture the scenario you were in and may even give you some ideas on how you could expand your answer.

Spelling and Grammar:

Spelling and grammar are assessed during the application stage. It is advisable that using a program such as Microsoft Word will assist with this, so that you can be sure to avoid losing easy marks to typo's or grammatical errors.

Come back and read through your final answers later on, as you'll read through the application with fresh eyes and will be more likely to spot any mistakes. Alternatively, have someone else read over it to ensure that what you are writing makes sense.

Do not use 'txt spk' or emoji's – write professionally. This seems an obvious point, but for some reason some candidates do this and it will adversely affect your chances of success if you choose to do so.