

# Guide to Completing the Student Ambassador Application

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**Version 2, Autumn 2020**

# How to Complete the Application Form

You should read the **job description** in detail before you start your application. This is to make yourself aware of what the role is and to read through the requirements.

The application form will have several sections of data that you are required to complete.

This document will guide you through the key sections within the application form that you need to answer. The most important section you **MUST** read and complete is the Job Questions section.

**The core sections of the application form you MUST complete are:**

## Personal & Contact Details

Complete your contact details – being sure to check you have entered your email address correctly.

## Student Information

Complete your UWE student ID number and expected course end date.

## Qualifications in Progress

Use this section to inform us of the course you are currently studying at UWE. Please include – course title (e.g. Fine Art) and qualification level (e.g. Undergraduate or Postgraduate).

## Employment Details

Keep this section brief. You don't need to supply a detailed work history. Previous work experience is not required for this role.

## Job Questions

The **Job Questions** section of the application form is **important!**

From your answers, staff will score your application, which will decide if you are invited to interview.

### ***Essential Criteria***

Under 'Essential Criteria' you will need to select 'YES' to show that you meet the requirements.

**Under the section 'How do you meet the essential criteria for the role' you must answer the following 4 questions:**

**Q1) What course are you currently studying?** (the current course you are studying at UWE e.g. Adult Nursing BSc OR Civil Engineering MSc)

**Q2) Think of a time you have delivered excellent customer service – How did you engage with the person and what was the outcome?**

**Q3) Think of a time when you have worked as part of a team – How did you work together to achieve a goal?**

**Q4) Think of a time you have encouraged someone – What communication methods did you use with them and what was the outcome?**

## **Desirable Criteria**

Under 'Desirable Criteria' you will need to select 'YES' to show that you meet the requirements.

Under the section '**How do you meet the desirable criteria for the role**' – please write '**N/A**'. As we do not require you to complete this section.

## **Top Tips**

- ✓ **Please use the headings:** Q1, Q2, Q3, Q4 and write your answer underneath.
- ✓ **Q1):** This is simple – just write down the course you are currently studying 😊
- ✓ **Q2, 3, 4):** These questions will require you to write a detailed answer using examples.
- ✓ **Plan:** Write your answers in a separate application like Microsoft Word BEFORE pasting it into the application form – this will allow you time to write your answers as well as proof read.
- ✓ **Examples:** Always back up your statements/information with examples. Examples can be from previous work experience; course placements; group work; societies; activities; school.
- ✓ **Structure:** Use the STAR technique (outlined below) to help you structure your answer.
- ✓ **Quality over quantity:** You don't have to write an essay for each answer. Just remember to back up your statements with examples.
- ✓ **Never assume:** The person reading your application won't know your capabilities and experience.
- ✓ **Answer the questions:** Make sure you answer the job specific questions – this is how we score applications to decide who to offer an interview. Use the job specific questions to sell yourself.
- ✓ **Proof read:** Check your spelling and grammar. Think about asking a friend or family member to proof read your application too.

## **STAR Technique**

To help write concise answers, consider using the STAR technique:

**S – Situation** – Describe the event or situation you were in

**T – Task** – Explain the task you had to complete

**A – Action** – Describe the specific actions you took to complete the task

**R – Result** – Discuss the result/outcome of your effort

## **Examples on how to answer the job specific questions**

Below are bad – good – excellent examples on how to complete the questions in the application form.

You can use experiences from any stage of life to support how you meet criteria - e.g. school football team/society/debating team/work experience/volunteering etc.

**Example Question) 'Please provide an example of a time you have built strong working relationships'**

- **Bad Answer** – 'I have the ability to build strong working relationships'

- This answer does not provide any detail or examples for staff to understand how you meet this criterion.
- **Good Answer** - From being a member of the scouts I have regularly taken part in team activities where building good relationships is vital to successful outcomes. An example of this was when we had an orienteering day where we joined up with another scout group. I took the lead in organising an ice breaker activity, so we could all get to know each other.
  - This answer provides an example and draws on past experiences. It describes a situation and an action.
- **Excellent Answer** - From being a member of the scouts I have regularly taken part in team activities where building good relationships with a range of different people within and outside the club is vital to successful outcomes. An example of this was when we had an orienteering day where we joined up with another scout group. I took the lead in organising an ice breaker activity, so we could all get to know each other. This meant that when we were split into smaller groups to undertake the orienteering exercise, we all felt comfortable working with each other.
  - This answer provides a full example as it describes a situation, action and an outcome.

## CV

The application form will allow you to attach a CV – HOWEVER please be aware that the team do **NOT** read CVs or use them as part of the selection process.

All the information we score applications on comes from your answers to the specific questions in the section **Job Questions**.

## Finally – Good Luck