



**** THIS FORM MUST BE COMPLETED AND SENT WITH YOUR APPLICATION ****

PCSO Competency Assessment Guidance notes
(National Recruiting Standards)

Why are we asking you to complete this questionnaire?

Your answers, if given in accordance to the instructions and guidelines outlined below, will help us determine whether you are likely to have the skills and abilities needed to be an effective Police Community Support Officer (PCSO). Your answers will be used to decide whether you will be invited to the next stage of the selection process.

Please read all the instructions fully. It is important that you think carefully about your answers. If you are unsuccessful you will not be able to reapply for 6 months.

Instructions

The questionnaire is divided into **two** sections:

- **Section 1** asks you to provide detailed examples of situations from your recent past experience. **You must give examples of what you did or said on a specific occasion. It is important that we can see, in as much detail as possible, exactly what you did.**
- **Section 2** asks you what you expect the role to be and your reasons for wanting to become a Police Community Support Officer. You are not expected to provide examples of situations in this section.

When completing the questionnaire, please remember the following points:

- Each question has a number of prompts to help you shape your answer. Make sure you try to answer them all.
- Try to use examples from situations you found challenging or difficult. Such examples tend to score better than those that were easy to deal with.
- Wherever possible, use examples from a work setting. However, if you don't have any examples from work, or can't think of any, you may use examples from your social, voluntary, educational, leisure or family life. Examples from settings other than work can score just as well as work examples.
- If possible, you should use a different example for each question.
- Write concisely because you have limited space. Pay attention to your presentation and handwriting. If we can't read your answers, we can't score them. Try to avoid being vague because these answers will not score well. Write in complete sentences, not bullet points or note form, paying attention to spelling, punctuation and grammar. Do use a dictionary to verify your spelling if you are unsure.
- Keep to the box provided and write only on the lines. **Any writing outside the box will not be scored.**
- Please answer truthfully. At any point you may be questioned on any examples given, and asked to provide contact details of people able to confirm what happened.

We have developed an example of the style of answer we would like to see. This should give you an idea of the kind of detail we need from you.

Example reply

Q. Police Community Support Officers need to be able to show resilience in the face of adversity and handle difficult situations with calm and confidence.

Think of an occasion in which you were involved in a difficult, confrontational situation with friends, family, colleagues or members of the public.

i) What was the situation and why was it difficult to handle?

I was working as a receptionist at a leisure centre, and I had to deal with a member who was not happy with one of the centre's rules. This rule did not allow children under 10 years to swim without an adult. Yet she wanted to leave her 7-year old son with us to swim while she went shopping. It was difficult because she became angry when I did not want to sell her a swimming ticket for her son.

ii) What did you do to address the situation and what was the outcome?

I clearly explained the rule regarding children under 10 years requiring adult supervision in the pool. I explained that this rule was there to ensure children's safety, as the centre did not have the facilities to be able to look after young children swimming without an adult. I did suggest that she could leave her son in the centre's supervised play area, and that she could go swimming with her son once she returned. The lady calmed down, and agreed to leave her son in the play area.

iii) If you had acted differently, what could the outcome have been?

If I had not explained the reason behind the rule, or offered her an alternative, the lady would probably have felt that the centre was unreasonable and not customer-friendly. She might have cancelled her membership. She might also have asked to speak to the centre manager. She would no doubt have done so if I had been impatient with her, or changed my tone and become rude.

PCSO Competency Assessment

NAME: REFERENCE NUMBER:..... DATE OF BIRTH:.....

SECTION 1

Q1. It is essential that Police Community Support officers deliver an excellent service to the public and get involved in solving their problems.

Please recall a situation when you had to deal with someone who was unhappy with the service they had been given or the way they had been treated, and you helped them to resolve their problem. It is very important that you use an example when what you did helped in some way to resolve the problem. You will be assessed in this question on how you acted to try to resolve the problem and on how you delivered a full service to the person.

i) Briefly describe the situation, and tell us why the person was unhappy.

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ii) Tell us exactly what you did and said to try to sort out their problem.

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iii) When did you do these things?

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iv) If you hadn't acted as you did, what do you think the consequences for everyone involved would have been?

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v) How did you know the person was happy with what you had done for them?

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Q2 It is vitally important that in their duties, Police Community Support Officers show respect for the lifestyles of other people.

Think of an example of a situation when you have shown respect for someone who had an important aspect of their lifestyle (for example, a deep-rooted moral or religious belief) that differed significantly from your own. You will be assessed in this question on your understanding of and sensitivity to the differences you and this particular person had, and on how you adapted what you said or did to suit their needs.

i) Tell us how the situation arose.

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ii) Tell us in detail what you did and what you said.

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iii) What did you learn about the other person from this experience?

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iv) How were you able to adapt what you did to suit the other person?

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Declaration:

I declare that the information I have given in the support of my application is, to the best of my knowledge and belief, true and complete. I understand that if it is subsequently discovered that any statement is false or misleading, or that I have withheld relevant information, my application may be disqualified or, if I have already been appointed, I may be dismissed.

Signature & Print Name

Date