

E. Guidance: Reflective statement guidance

The **STAR** approach is a good way to structure your reflective statement. This structure will help you to provide a well rounded response.

The **STAR** approach represents four key concepts:

Situation

Describe the context within which you performed a significant task or faced a challenge at work relating to one of the core activities A to G.

For example, perhaps you were working on a group project, or you had a conflict with a team member/colleague.

- ▶ Provide some background information.
- ▶ Be as specific as possible.

Task

Describe your role or responsibility in that situation.

Perhaps you had to help your group complete a project under a tight deadline, resolve a conflict with a colleague, or hit a sales target.

Action

Describe how you completed the task and the steps you took to meet the challenge.

- ▶ Focus on what you did, rather than what your manager, team, or colleague did.
- ▶ Instead of saying "We did,," say "I did,"
- ▶ Don't forget to mention any internal or external stakeholders you engaged with to complete the task?
- ▶ How do your actions demonstrate the skill(s) and/or behaviour(s)?

Result:

Explain the outcomes achieved as a result of your actions.

- ▶ What did you learn from the situation?
- ▶ What would you do differently if you completed the task again or had to complete a similar task?

Recommended word count

We recommend a minimum limit of 800 words and a maximum limit of 1200 words for each task writing template.