**SLIGO 0572**

**Clinical Nurse Specialist, Multiple Sclerosis (MS) Neurology Department**

**Sligo University Hospital**

* Please read the Job Specification which provides useful information about the requirements of this role.
* Please ensure you download, read and fully understand the ‘Applicant Information Document’ specific to this campaign that is available: <https://www.rezoomo.com/job/81072/>
* Please ensure you read the instructions for completing this Application Form and complete all sections in full. Failure to complete all sections of the Application Form will result in you not progressing to the next stage of the selection process.
* If you submit your application form via email we will accept the Application Form unsigned. You will be required to sign the General Declaration at a later date.
* Candidates should note that there can be a time delay in receiving email applications. We recommend that applicants should allow a minimum of 1 hour for their application to arrive by email at **12 noon** onthe closing date **of Friday 27th June 2025.** Applications will not be accepted after this date and time and no exceptions will be made.
* It is preferable that Application Forms are typed using Arial size 10 Font.
* Application forms must be submitted as a Microsoft Word or PDF document only. Applications stored on personal online storage sites, e.g. OneDrive, Cloud, Dropbox, Google Drive etc. will not be accepted. Applications submitted in other file formats e.g. Google Docs will not be accepted.
* Please ensure your application form is attached as an attachment to your email i.e. not a link to an online storage site e.g. Google Drive). **In order to ensure that your email is not quarantined your email attachments should not exceed a 3mb limit. If you are required to submit supporting documentation with your application form which exceeds 3mb you must reduce the size of the documentation by compressing (zip) the documents; otherwise your email may not be received by the closing date of the campaign.**
* If you require additional space in the Details of Employment section, please attach additional pages ensuring you use the same format.
* Should you be invited for interview, you may take a paper copy of your Application Form with you. Use of mobile devices are not permitted during your interview.
* The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice is available on the [CPSA website](http://www.cpsa.ie). Further information is also available in the Applicant Information Document.
* The Health Service Executive is an Equal Opportunities Employer.
* The Health Service Executive recognises its responsibilities under the Data Protection Acts 1988 to 2018 and the Freedom of Information Act 2014.

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| **Closing Date and Time** | **12 noon on Friday 27th June 2025** |
| **Return Application Forms to** | **Applications through Rezoomo ONLY** [**https://www.rezoomo.com/job/81072/**](https://www.rezoomo.com/job/81072/) |
| **For queries on the Recruitment Process** | For queries relating to this recruitment campaign please email us at nurserecruit.suh@hse.ieFor queries specifically relating to the role please contact the named person in the Informal Enquiries section on the Job Specification. |
| **Anticipated Interview Date(s)** | Please note that interviews may be held at short notice |

**Applicant details**

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| Position applied for | **Clinical Nurse Specialist, Multiple Sclerosis (MS) Neurology Department** |
| Campaign reference no. | **SLIGO 0572** |
|  |  |
| **Personal details** |  |
| First Name |  |
| Last Name |  |
| Postal address for correspondence |  |
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| Mobile telephone **(mandatory)** |  |
| Contact Telephone No. 2 |  |
|  |  |
| Email address **(mandatory)**You may provide more than one |  |
|  |  |
| Drivers Licence*:*(Please state type and category) |  |

**European Economic Area (EEA)**

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| **Please select one of the following:** | **** |
| I am an EEA Citizen |  |
| I am a British Citizen |  |
| I am a Swiss Citizen |  |
| I am a Non-EEA Citizen |  |

If you are a non-EEA citizen, resident in the State, you must provide the requested documentation to support your application. Please see Appendix 2 of the Applicant Information Document for further information and for a definition of an EEA Citizen.

Further information and guidance on [Critical Skills and International Recruitment](https://www.hse.ie/eng/staff/resources/recruitment-standards/before-you-recruit/international-recruitment.html)

**Advertising data**

Please tell us where you saw the job advert. You can select as many options as needed.

Collecting this data helps us determine how effective our advertising strategy was for this campaign.

|  |  |
| --- | --- |
| HSE Website  | [ ]  |
| Word of mouth – my manager/colleague | [ ]  |
| Notification from HSE Career Hub | [ ]  |
| Public Jobs  | [ ]  |
| Advert in **XXX** | [ ]  |
| Website: **XXX** | [ ]  |
|  Other – please detail:  | [ ]  |

**Proficiency in Irish**

Candidates will be afforded the added opportunity to demonstrate their ability to perform the duties of the office through Irish. This assessment will be on a pass/fail basis and will not impact the marks awarded in the selection process. Where vacancies arise for which proficiency in Irish is a management requirement, the HSE will offer such posts in order of merit to candidates who have successfully passed the Irish assessment. Please indicate if you wish to undertake an Irish assessment exam.

Yes [ ]  / No [ ]

**Current contractual status**

Choose the statement that best matches your employment status:

1. [ ]  I am currently a direct employee of the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004
	1. I have a permanent contract [ ]

Or

* 1. I have a temporary contract [ ]
1. [ ]  I currently work via a recruitment agency in the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004
2. [ ]  I do not currently work in the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004

\* List of [‘other statutory health agencies’](https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/)

**Qualifications & Eligibility Criteria**

Indicate below how your qualifications and professional experience meet the eligibility criteria for the role. Note if you omit information in this section pertinent to the eligibility criteria, you will be deemed ineligible and subsequently not called forward to interview. Complete each section below.

**1. Registration Details**

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| **Registration** | **Please tick as appropriate****to your current****status** | **Registration / Pin Number** | **Date entered on the register DD/MM/YY** |
| I am a fully qualified General Nurse with active NMBI registration in the General division of the Register of Nurses kept by NMBI |  |  |  |
| I am a fully qualified General Nurse registered with a European Authority other than the [NMBI] |  |  |  |
| I am a fully qualified General Nurse registered with a non-European Authority  |  |  |  |

*Note: Seeking registration with Bord Altranais agus Cnáimhseachais na hÉireann (Nursing and Midwifery Board of Ireland) is the responsibility of the applicant. Please read Appendix 1 Applicant Information Document for more information on registration.*

**AND**

**I am applying for the post of Clinical Nurse Specialist, Neurology (Headache Service), under the following eligibility criteria:**

|  |  |
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|  | **Yes** |
| **(a**) I havesuccessfully completed a post registration programme of study, as certified by the education provider which verifies that the applicant has achieved a Quality and Qualifications Ireland (QQI), National Framework of Qualifications (NFQ) **major academic Level 9 or higher award that is relevant to the specialist area of Acute Medicine/ Neurology**(equivalent to 60 ECTS or above), and in line with the requirements for specialist practice as set out by the National Council for Nursing and Midwifery 4th ed (2008)? **(b)**Alternatively provide written evidence from the Higher Education Institute that they have achieved the number of ECTS credits equivalent to a Level 9 or higher standard, relevant to the specialist area of care (equivalent to 60 ECTS or above), and in line with the requirements for specialist practice as set out by the National Council for Nursing and Midwifery 4th ed (2008) **relevant to the specialist area** **of** **Acute Medicine/Neurology** prior to application\* (See \*\*Note 1 below) |  |

*(If you have ticked “Yes” to point (a) above, please complete Section 1 on Page 5 of this Application Form)*

 **OR**

If the applicant does not possess the relevant QQI NFQ Level 9 qualification, the applicant will be supported to undertake the required postgraduate education, at QQI NFQ level 9 qualification (equivalent to 60 ECTS or above) relevant to the specialist area.

***\*\*Note:* For Nurses/Midwives who express an interest in CNS/CMS roles and who currently hold a level 8 educational qualification in the specialist area (equivalent to 60 ECTS or above), this qualification will be recognised up to September 2026. The clinical experience requirements for this cohort of nurses/midwives remain consistent with the DoH (2019) policy, i.e. a minimum of 1 years’ experience in practice and a minimum of 1 years’ experience in the specialist area and they could be supported to progress on a candidate CNS/CMS Pathway.**

**Section 1**

*A photocopy of your Level 9 award (or higher) post registration programme of study, as certified by the education provider, which verifies that you have achieved a Quality and Qualifications Ireland (QQI), National Framework of Qualifications (NFQ) major academic Level 9 or higher award relevant to the specialty area must be submitted with your Application Form. This copy must clearly show the name of your course. Failure to submit a copy of your award will result in you not being brought forward to the next stage of the selection process.*

**Please detail below your formal Level 9 award (or higher) recognised post registration programme of study as certified by the education provider, which verifies that you have achieved a Quality and Qualifications Ireland (QQI), National Framework of Qualifications (NFQ) major academic Level 9 award or higher relevant to the specialist area.**

**Please take special care in completing this section i.e. in detailing correct course title(s), course duration and award(s) received, including any major specialty options where applicable: educational eligibility will be decided based on the information provided here. Any errors or omissions may not be rectified after the closing date and time for receipt of applications.**

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| **Date of Award (00/00/00)** | **College / Educational Institution** | **Name of Course** | **Award** |
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**Note to Applicants:** In relation to the Level 9 qualification(s) which you have listed above, please provide full details in relation to the modules completed, specifically those that relate to the specialist area of **Acute Medicine/ Neurology** care.

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| **Name of Level 8 Qualification** | **List of modules as detailed on your Course Transcript** |
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**AND**

**2a. Please indicate your 1 years post registration full time experience or an aggregate of 1 years full time experience in the division of the register in which the application is being made. Please note that you must have achieved the 1 year (12 Months) experience no later than the closing date for this campaign.**

Please detail below (in months) your experience to date that demonstrates your fulfilling of the above eligibility criteria. **Please note that the information supplied here will be used to determine your eligibility for this campaign.** If you work in a part-time capacity please list your monthly hours and total months of work as they are. Please do not make whole time equivalent calculations.

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| **From Date 00/00/00**  | **To Date****00/00/00** | **Average Monthly Hours** | **Total Months**  | **Employer** | **Title of Post\*** |
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| **Total Cumulative Months** |  |

**AND**

**2b. Please indicate your minimum 1 years’ experience in the speciality area of Acute Medicine/Neurology. Please indicate below your 1 years in this area. Please note that you must have achieved the 1 years (12 Months) no later than the closing date for this campaign.**

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| --- | --- | --- | --- | --- | --- |
| **From Date 00/00/00**  | **To Date****00/00/00** | **Average Monthly Hours** | **Total Months**  | **Employer** | **Title of Post\*** |
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| **Total Cumulative Months** |  |

 **OR**

If the applicant does not possess the relevant specialist experience, they will be supported to attain one year’s clinical specialist experience.

\*If it is not clearly evident from the Title of the Post that it satisfies the eligibility criteria please provide further detail in the box below:

**Educational achievements**

**List your second level and any (additional) third level educational achievements.**

**Refer to the** [**QQI website**](https://www.qqi.ie/what-we-do/the-qualifications-system/national-framework-of-qualifications%2C) **to determine what level your qualification(s) is at on the National Framework of Qualifications.**

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| --- | --- | --- | --- | --- | --- |
| **Dates****From/To** | **Educational Institution** | **Conferring****Body** | **Course of Study** | **Qualification Level on the NFQ** *(Please insert n/a if not applicable to your Course of Study)* | **Qualification Achieved**  |
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**Career overview**

Outline your full career history below. For example, if you took a career break, spent time out of work, please include this information so there are **no gaps in your career history** from when you left full-time education to the present date.

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| **From** | **To** | **Title** | **Employer** |
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**Detailed Career History - please begin by listing the most recent first.**

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| **Job Title:** **Grade/ Management Level *(if applicable):*** |
| **Employer(s) & Department Name:** |
| **From (00/00):** | **To (00/00):** |
| Main Roles & Responsibilities: |

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| --- |
| **Job Title:** **Grade/ Management Level *(if applicable):*** |
| **Employer(s) & Department Name:** |
| **From (00/00):** | **To (00/00):** |
| Main Roles & Responsibilities: |

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| --- |
| **Job Title:** **Grade/ Management Level *(if applicable):*** |
| **Employer(s) & Department Name:** |
| **From (00/00):** | **To (00/00):** |
| Main Roles & Responsibilities: |

* + 1. **Competency questions**

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|  **1. Organisation & Management Skills**It is important for the Clinical Nurse Specialist, Multiple Sclerosis (MS) to be able to plan and organise resources efficiently and effectively within a specified timeframe. S/he co-ordinates and schedules activities to ensure the smooth running of his / her area of responsibility and will effectively manage unexpected events. S/he is flexible and adaptable in approach to their workload*In the space below please give an example of a situation where you best demonstrated your ability in this area.***Your answer should not exceed 1 A4 page. Please remember to use Arial size 10 Font.** |
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| **2. Building and Maintaining Relationships: Leadership, Managing People & Team Skills**The effective Clinical Nurse Specialist, Multiple Sclerosis (MS) will demonstrate good interpersonal skills and the ability to build and maintain relationships. S/he demonstrates the ability to work well as part of a wider team, being approachable, helpful and supportive. S/he uses diplomacy and tact in fraught situations and can diffuse tense situations comfortably. *In the space below please give an example of a situation where you best demonstrated your ability in this area.***Your answer should not exceed 1 A4 page. Please remember to use Arial size 10 Font.** |
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| 1. **Commitment to Providing a Quality Service**

An effective Clinical Nurse Specialist, Multiple Sclerosis (MS) demonstrates a commitment to providing a quality service. S/he is adaptable and open to change in striving to ensure high standards in the service of today. S/he displays service innovation and initiation. S/he ensures that all service users are treated with dignity and respect and ensures that the welfare of the service user is a key consideration at all times. S/he monitors and reviews his/ her own work and that of others to ensure its quality and accuracy*In the space below please give an example of a situation where you best demonstrated your ability in this area.***Your answer should not exceed 1 A4 page. Please remember to use Arial size 10 Font.** |
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| **Experience Relevant To The Role** |

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| **4a. Experience Relevant To The Role** Please provide below specific details from your experience to date that you feel help you meet the requirements for this post as detailed in the Job Specification. Please note that the information supplied here will be taken into consideration in determining your eligibility and / or shortlisting / ranking for this campaign. *Please include dates, the name of your employer & department where you worked and details as to how you meet the requirements specified in the eligibility and ‘post specific requirements’ section of the Job Specification.* |
| **Date(s) from – Date(s) to** | **Employer(s) & Department Name** |
|  |  |
| **Demonstrate depth and breadth of post registration nursing experience in the specialist area of Acute Medicine/Neurology, Management Services or Neurology Care, as relevant to the role.** |

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| **Data Privacy Statement** |

Sligo University Hospital is committed to protecting your privacy and takes the security of your information very seriously. We aim to be clear and transparent about the information we collect about you and how we use that information.

Information on the HSE Candidate Data Privacy is available at: https://www.hse.ie/eng/staff/jobs/recruitment-process/hse-privacy-notice-candidates-in-process-with-national-recruitment-services-nrs.pdf

* Information on the General Data Protection Regulation is available at [HSE General Data Protection Regulation](https://www.hse.ie/eng/gdpr)
* Information on HSE record retention periods is available at <https://assets.hse.ie/media/documents/Record_Retention_Periods_Policy.pdf>

I acknowledge that by submitting this application The HSE will communicate with me by various means (such as phone, email, SMS, post mail) regarding my application during the recruitment process and for the lifecycle of any panel (should I be successful in obtaining a place on the panel).

I understand that if at any point I wish to stop receiving communications (in any format) from the HSE regarding this application and any future generated panel as a result of this campaign that I may contact the HSE (through the nominated contact on the Applicant Information Document) and explicitly request to be removed from future communications. In doing so I understand that I will no longer receive any communications or Expression of Interests for roles from the panel generated from this campaign.

**Protected Disclosure**

Pursuant to the Protected Disclosures Act 2014, as amended, a person that acquires information on a relevant wrongdoing during a recruitment process is a ‘worker’ and can make a protected disclosure about the wrongdoing.

Access more information about [making a protected disclosure to the HSE](https://www.hse.ie/eng/about/who/protected-disclosures/) or email protected.disclosures@hse.ie

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| **General Declaration** |

It is important that you read this Declaration carefully.

**Part 1:** Obligations Placed on Candidates who participate in The Recruitment Process.

The Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013 makes very specific provisions in relation to the responsibilities placed on candidates who participate in recruitment campaigns and these are detailed in Section 4 of the Code of Practice issued under the Act.

These obligations are as follows:

Any canvassing by, or on behalf of, candidates shall result in disqualification and exclusion from the recruitment process. Candidates shall not:

* knowingly or recklessly make a false or a misleading application
* knowingly or recklessly provide false information or documentation
* canvass any person with or without inducements
* impersonate a candidate at any stage of the process
* knowingly or maliciously obstruct or interfere with the recruitment process
* knowingly and without lawful authority take any action that could result in the compromising of any test material, or of any evaluation of it
* interfere with or compromise the process in any way

Any person who contravenes the above provisions, or who assists another person in contravening the above provisions, shall be guilty of an offence. It is the policy of the HSE to report any such above contraventions to An Garda Siochana.

In addition, where a person found guilty of an offence was, or is, a candidate at a recruitment / selection process, then, in accordance with the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.

* where they have not been appointed to a post, they shall be disqualified as a candidate; and
* where they have been appointed as a result of that process, they shall forfeit that appointment

**Part 2**

**Declaration:** “I declare that to the best of my knowledge and belief there is nothing in relation to my conduct, character or personal background of any nature that would adversely affect the position of trust in which I would be placed by virtue of my appointment to this position. I hereby confirm my irrevocable consent to the Health Service Executive to the making of such enquiries, as the Health Service Executive deems necessary in respect of my suitability for the post in respect of which this application is made.

I hereby accept and confirm the entitlement of the Health Service Executive to reject my application or terminate my employment (in the event of a contract of employment having been entered into) if I have omitted to furnish the Health Service Executive with any information relevant to my application or to my continued employment with the Health Service Executive or where I have made any false statement or misrepresentation relevant to this application or my continuing employment with the Health Service Executive.

Furthermore, I hereby declare that all the particulars furnished in connection with this application are true, and that I am aware of the qualifications and particulars for this position. I understand that I may be required to submit documentary evidence in support of any particulars given by me on my Application Form. I understand that any false or misleading information submitted by me will render me liable to automatic disqualification or render me liable to dismissal, if employed.”

**Signed:**

*(Name of Applicant)*

**Date:**

NB: If you are submitting your application form via email we will accept the application form unsigned but you will be required to sign the Declaration at a later date. Failure to sign this declaration at a later date will render it invalid.

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| **References** |

Please give two referees, including your current employer. Make sure the referees you provide are from a clinical perspective / professional perspective. We retain the right to contact all previous employers.

Do you wish us to contact you prior to contacting your referees? Yes [ ]  / No [ ]

**1. Name and Job Title of Referee:**

**Dates From-To (MM/YY- MM/YY):**

**Professional Relationship to Candidate:**

**Postal Address:**

**Telephone Contact Details:** Mobile: Landline:

**Email Address:**

**2. Name and Job Title of Referee:**

**Dates From-To (MM/YY- MM/YY):**

**Professional Relationship to Candidate:**

**Postal Address:**

**Telephone Contact Details:** Mobile: Landline:

**Email Address:**

**3. Name and Job Title of Referee:**

**Dates From-To (MM/YY- MM/YY):**

**Professional Relationship to Candidate:**

**Postal Address:**

**Telephone Contact Details:** Mobile: Landline:

**Email Address:**

* + 1. **Applicant Checklist**

If all required details / documentation indicated below are not submitted with your application we will be unable to process your application to the next stage of the process. That is short listing / interview.

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| --- | --- | --- |
| Mobile Telephone NumberEmail AddressPostal Address | [ ] [ ] [ ]  | **Mandatory** |
| The information you have provided in the Qualification/ Eligibility Criteria section clearly shows how your qualifications/ experience match the requirements. For example qualification titles. Clearly indicate dates. That is DD/MM/YY. | [ ]  |
| Competency Questions, you must fully answer each question.  | [ ]  |
| Work Permit documentation, if relevant to non-EEA citizen applicants resident in the State. Please refer to Appendix 2 of the Applicant Information Document for details of documentation required. | [ ]  |
| A copy of your qualification/letter  | [ ]  |
| Application is submitted by the closing date and time and that you have used the campaign reference in the subject line of your email. | [ ]  |
| You have downloaded and saved the Job Specification and Applicant Information Document for future reference. |

**Appendix 1 – Guide to completing competency questions**

In the Competency questions section, you are required to describe some of your personal achievements that demonstrate certain necessary skills and qualities required for the position. You must complete all question areas. The guidance below will help you to complete your answers and will assist you when preparing for interview.

For each competency question area, you are given a description of a skill or quality. You are asked to describe a situation, from your own experience, which you think is the best example of where **you** have demonstrated your ability in this area. It is essential that you describe how **you** demonstrated the skill or quality in question.

The information you present here may be used to help structure your interview, should you be invited to one. It may also form part of a ranking exercise process. This means that a ranking board will ‘rank’ / score applicants based on information put forward in your Application Form. Interviews may be held on a phased basis, inviting applicants to interview based on the position held in the ranking exercise. A primary panel will be formed of candidates successful in the first phase of interviews. If subsequent interviews are held, candidates successful at these interviews will be added to the end of the primary panel and will be listed with a lower order of merit.

Therefore, it is important to compose your replies carefully in this section and to structure your answer so that you give specific information about what **you** have done.

It is important that your answers do not exceed 1 page per skill / competency area. The selection board will take your adherence to this limit into account when reviewing your application.

You can choose to write paragraphs and / or bullet points that demonstrate how your personal achievements demonstrate the necessary skills and qualities relevant to the requirements of this role.

For each example, include the following:

**(a)** **The nature of the task, problem or objective;**

**(b) What you actually did and how you demonstrated the skill or quality (and, where appropriate, the date you demonstrated it);**

**(c) The outcome or result of the situation and your estimate of the proportion of credit you can claim for the outcome.**

Competency questions are designed to help you to present **relevant evidence** in order that decision makers can evaluate how well you ‘fit’ the requirements of a particular role. Relevant evidence is usually drawn from your work experience and the way in which you have accomplished a range of activities. Those involved in screening the applications will be evaluating the information you give against **specific skills** required for effective performance in the role. To do this they need you to give enough detail so that they can tell **what you actually did** and **how you did it.**

The people doing the screening **will not** assume that you demonstrate a skill at the right level just because of your current role, length of experience and/ or educational qualifications. These do not give enough evidence about how you accomplished relevant tasks. So, if a question is about your approach to decision making, you need to do more than describe your current role and list important decisions you have made. You will need to describe **how** you reached relevant decisions.

**Additional guidance and examples for completing the competency questions:**

* **Give specific examples**: most questions will ask you to describe an example of when you have demonstrated a skill/ competency: try to do this concisely but with enough detail so that the reader will be clear about **what you actually did**.This detail might include information about timescales, the number of people involved, budgets etc. It can help to use bullet points to that the sequence of events is clear to the reader.
* **Give a range of examples**: if possible, base your answers on different situations or challenges you faced rather than relying on just one experience. This helps the reader to evaluate how you manage or approach different challenges and not just your behaviour in a ‘one off’ situation.
* **Be specific:** providing a clear description of **how and why you behaved** in a particular situation is of much more use to the reader than a vague or general description of what you consider desirable qualities.

***Example 1:*** Communication Skills: *The effective x must be able to adapt communication style to particular situations and audiences….. able to produce clear and concise written information….*

***Example answer a):***

*I was responsible for producing important management reports and supporting presentations for a range of important and high profile clients. Through my understanding of the clients’ needs and my effective communication skills, I have ensured that the reports that go to the clients are relevant and focused, and are continually improved. The reports I have produced and the presentations I have made were well received by all my clients. As a result of the combination of my analytical thinking and interpersonal and communication skills, my brief has been extended to lead the development of the strategic plan for the organisation.*

This is **not** a good example because:

* It does not give sufficient details of exactly what the person did or how they actually demonstrated their *‘ effective communications skills’;*
* It is not clear where the information requested at (a), (b) and (c) is presented.

***Example answer b):***

 *(a) The unit I was attached to was responsible for producing a management report and supporting oral presentation for several large clients, some with significant problems and issues to report. In some cases the management report was publicly available and was subject to a great deal of scrutiny. A new style/format of management letter needed to be developed for my clients, as many of the clients were complaining that the letters were too large/long and difficult to read.*

*(b) I was tasked with developing a new style of management letter for the clients. I had to meet stringent quality requirements/criteria whilst addressing the need to reduce its size. Following consultation, mainly over the phone and face-to-face, with the majority of our clients, I realised that a summarised report format with a better visual and more interactive presentation was the answer. I developed a format for a summarised report, reducing the average length from 40 pages to just 10. I achieved this through careful editing of information and increased use of graphs etc. I then developed a more focused presentation to clients and included more graphical displays and incorporated short presentations by colleagues directly involved in producing the work. During the presentations I encouraged clients to ask questions and develop their understanding of the issues at hand.*

*(c )The summarised management report and improved presentations were seen as a success by the clients, who without exception, in responding to an evaluation survey, found the new format/style better than the previous, and they all requested that the revised system should be continued. 80% credit*

This is a **better** example because:

* It describes exactly what the person did and how they communicated, i.e. *‘…..consultation, mainly over the phone and face-to face’; ‘developed a format for a summarised report, reducing the average length from 40 pages to just 10’; ‘achieved this through careful editing of the information and increased use of graphs’ and ‘encouraged clients to ask questions’.*
* It is clearly presented where the information was requested at (a), (b) and (c)

**Notes**

* It is important that you **write clearly and concisely.** Your written communication skills will be assessed against what you write on your application form.
* It is highly recommended that you keep a copy of this section of the application form.
* Please do not use the same example to illustrate your answer for more than two skill / competency areas.
* Should you be called to interview, the board may look for **additional examples** of how you demonstrated the skills / competencies required for this post. You should prepare two or three different examples of how you demonstrated each of the skills/ competencies.