Guide to completing the PAL Mentor application form

How to Complete the Application Form

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

- Please fill in the contact details and personal information **with care**.
- You should read the job description and the information on the qualities and skills required in detail before you start. This is to help you understand what the role is and to enable you to include examples of any relevant previous experience in the application form.
- We score applications based **only** on the information **in** your answers.
- **Never assume** the person reading your application will know your capabilities and experience.
- **Proofread** the entire application form – check your spelling, grammar, and content.

Role-specific Questions

Staff will score your application based on the quality of your answers.

- You must therefore **provide detailed and personal examples** to support your answers.
- Always **back up your statements**/information with examples from your own life.
- **Examples can include**: previous work experience; volunteering; course placements; group work; societies; sports or other activities; school; personal challenges including care.
- Be clear in each example **how** it relates to the question.
- Quality over quantity – you don't have to write an essay for each answer.
  Bullet points are fine - just remember to back up your statements with real-life examples.

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.

Additional support

You can get further advice and guidance on Applications, the STAR technique and using action words and phrases, in the **Careers Toolkit** (Infohub login required).

You can also **book an appointment** to talk with a Careers Adviser in person or on the phone.

For alternative format requests, please contact the PAL Team at pal@uwe.ac.uk or call us on 0117 32 87748.

Guidance on how to answer the role-specific questions

> Q1: Why do you want to be a PAL Mentor? (Suggested word count 100-150 words)
>
> We are interested in what has motivated you to apply, and what you would like to gain from the role.

Bad Answer – e.g. "I want to help other students build their confidence."

- o Only half the question answered i.e. only motivation provided.
- o Response not linked to PAL role i.e. no reference to facilitation/ mentoring.
- o Very brief explanation i.e. suggested word count not taken into consideration.

Good Answer –

- o Explains both motivation AND what you hope to gain.
- o Response is appropriate to PAL context, is logical and comprehensive.

Q2: What would make you an effective PAL Mentor?

Please provide **examples** of when you have been:
- o Empathetic
- o Resilient
- o Enthusiastic
- o Reliable

Please provide **examples** of when you have demonstrated:

- o Good listening and communication skills
- o Experience of supporting and helping others
- o Initiative and resourcefulness
- o Effective self-organisational and time management skills

No definitions, please. Cover all 4 points. Suggested word count: 100-150 words. Bullet points are fine.

Bad Answer -

- o No reference or very little reference made to having developed or wanting to develop the qualities and skills listed in the question.
- o Response is not supported with evidence i.e. examples.
- o Applicant does not take advantage of the suggested word count.

Good Answer -

- o Covers all FOUR of the personal qualities AND skills.
- o An example is provided for each quality and skill listed in the question.
- o Applicant has organised response around the STAR technique.

Q3: As with any role, you may be faced with challenges. Identify one potential challenge as a PAL Mentor and explain the steps you would take to overcome it. (Suggested word count: 100-150 words)

Bad answer –

- o No mention of a solution i.e. only half the question answered.
- o Problem/solution not viable or relevant to peer support context at all.
- o Challenge and solution explained but response is limited or illogical.

Good Answer –

- o Explains the what, why and how.
- o Challenge and solution are appropriate to PAL context.
- o Solution involves more than one viable step.