



Situation

As this suggests, the first element requires a candidate to outline a real-life example or situation that demonstrates a particular skill or capability.



Task

The task that the candidate highlights should refer to the outcome that was required in response to the situation.



Action

What the candidate did to follow through with the required tasks, highlighting the key skills used, demonstrating their behaviours and personal characteristics in the workplace.



Result

This could be split into two parts, the first being what happened once the action was taken to rectify the problem and secondly what the candidate learnt from this situation.