

Application form  
for becoming a  
**Police Community  
Support Officer**

You can now apply to be a Police Community Support Officer by completing this application form. It has five main sections:

1. **About you**
2. **About your employment**
3. **About your education and skills**
4. **Competency assessment**
5. **Declaration**

It also includes an equal opportunities form and a marketing form. These help us see how diverse our applicants are and how we can best spend money to recruit Police Community Support Officers.

# Application form for becoming a Police Community Support Officer

For office use only  
Candidate URN

**It is essential that you read all the guidance notes that come with this pack.** You should complete all sections of this form in person, either in black ink or type-face. Use continuation pages only where allowed and clearly mark which questions they refer to. Please put your full name at the top of each continuation sheet. Sections that do not apply to you should be clearly marked **N/A**.

## DATA PROTECTION ACT 1998

The information you provide in this application form will be entered into a manual filing system and onto a computerised recruitment system and as such is covered by the rules set out by the Data Protection Act 1998. The data will be used to assess your suitability to join the Police Service and may be shared by other forces in the United Kingdom in respect of any recruitment applications you make.

## Section 1 About you

### Personal details (see note 1)

Surname	Surname at birth/ previous surnames <i>(if different)</i>	
Forename(s)	Title <i>(Mr, Ms, Mrs, Miss, Dr)</i>	
Date of birth	Age	Town and country of birth
Current address		
Postcode	Date of occupancy <i>(month/year)</i>	
Email address <i>(if applicable)</i>		
Telephone numbers <i>(including area code)</i>	Home	Work <i>(if convenient)</i>
	Mobile	
National Insurance number		

### Force you wish to apply to (see note 2)

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### Disability (see note 7)

The Disability Discrimination Act 1995 makes it unlawful to discriminate against a disabled person in all areas of employment, including recruitment. The Police Service welcomes people with disabilities and will do its best to make adjustments to the working arrangements and/or the working environment provided it is reasonable in all the circumstances to do so.

Do you have a disability you wish us to know about at this stage? *(see note 7 for definition)*

YES  NO

In support of your application, please let us know if you believe there are any reasonable adjustments we should be making to enable you to do the job or to assist with your application.

### For office use only

**Nationality (see note 3)**

What is your nationality?

If a Commonwealth citizen or a foreign national, is your stay in the UK free of restrictions?

YES

NO

If a Commonwealth citizen or a foreign national, you must include a copy of your passport which shows that your stay in the UK is free of restrictions.

Photocopy of passport enclosed?

YES

NO

**Convictions and cautions (it is important you read note 4 before you complete this section)**

Have you ever been convicted for any offence or had a formal caution by police for any offence or bind-over imposed by any court?

*(You must include traffic convictions and appearances before a court martial and any cautions as a juvenile.)*

YES

NO

If you have answered YES, please enter full details below.

Date (most recent first)	Offence/ alleged offence	Result (if known)	Court/police station involved

Do you have any impending prosecutions?

YES

NO

If YES, provide full details as above.

Have you ever been the subject of a criminal investigation (whether or not this led to any prosecution) or been associated with criminals?

YES

NO

If YES, please give details below.

**Tattoos (see note 5)**

Do you have any tattoos on your hands, neck, forearms or face?

YES

NO

If YES, describe their nature and location.

**Membership of British National Party or similar (see note 6)**

Are you or have you ever been a member of the British National Party or similar organisation whose constitution, aims, objectives or pronouncements may contradict the duty to promote race equality?

YES

NO

**For office use only**

**Health, eyesight and disability (see note 7)**

We welcome applications from people with disabilities and we will make every effort to make reasonable adjustments if required.

If you are successful at an assessment centre you will be invited to complete and return the medical questionnaire. You will also undertake a medical examination and eyesight test.

We will also contact your employer or school/college for verification of your sickness record. Your current employer will not be contacted until an offer of employment has been made unless you agree to let us approach them beforehand.

Please state:

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a) How many occasions you have been absent from work due to ill health over the last three years.  Occasions

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b) How many days' sickness absence you have taken over the last three years.  Days

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For example, if you have been sick on three occasions and the total number of days sick was 12, this would be shown as: a) 3 occasions  
b) 12 days

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c) Please state whether any of the above was directly related to a disability under the terms of the Disability Discrimination Act 1995.

**Business interests (see note 8)**

Do you currently have any job or business interest which you intend to continue should you become a PCSO?

YES  NO

If YES, please state the nature of this job or business and the extent of your involvement (e.g. actively involved, non-executive director), including hours spent on it.

Do you or your spouse or any relative living with you own or run a shop or business which requires a licence (e.g. liquor, gaming, refreshment house or entertainment)?

YES  NO

If YES, please give full details.

**For office use only**

## Financial position (see note 9)

Unless otherwise stated, complete these questions in respect of **the last six years**. If YES, you must provide full details (including dates).

	YES	NO	Details (including dates)
Have you had a loan arrangement terminated by a bank/building society/finance house/other?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you had a credit/charge/store or cheque card withdrawn?	<input type="checkbox"/>	<input type="checkbox"/>	
Are you in arrears with any existing loan/mortgage/hire purchase agreement?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you ever been registered as bankrupt?	<input type="checkbox"/>	<input type="checkbox"/>	
If YES, have your bankruptcy debts been discharged?*	<input type="checkbox"/>	<input type="checkbox"/>	
Have you had any Court action taken against you for any debt?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you been party to a voluntary agreement registered with the County Court?	<input type="checkbox"/>	<input type="checkbox"/>	
Has a County Court/Tribunal judgment been made against you?	<input type="checkbox"/>	<input type="checkbox"/>	
If YES, has this been cleared?*	<input type="checkbox"/>	<input type="checkbox"/>	
Have you had repossession proceedings commenced against you?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you consolidated all your debts with one lender?	<input type="checkbox"/>	<input type="checkbox"/>	

**\* If applicable, please provide a Certificate of Satisfaction as it is needed before your application can be processed.**

## Previous addresses

Please give all addresses at which you have lived over **the last five years**. Start with the most recent. Do not include your current address. Continue on a separate sheet if necessary and attach to this page.

Full address	Postcode	Approximate dates from (month/year) to (month/year)
1.		
2.		
3.		

## For office use only

**About your family (see note 4)**

Please tell us about your family (wherever they live), and any other adults living at your address. Provide full names including any middle names and previous surnames. Continue on a separate sheet if necessary and attach to this page. **Please complete all sections or your application will be delayed.**

Relationship to you <i>(delete as appropriate)</i>	Full name <i>(include previous surnames and name at birth, if different)</i>	Full address <i>(including postcode, if known)</i>
Yourself		
Date and place of birth		
Your spouse or partner		
Date and place of birth		
Your father		
Date and place of birth		
Your stepfather or mother's partner		
Date and place of birth		
Your mother		
Date and place of birth		
Your stepmother or father's partner		
Date and place of birth		
Your brother or sister <i>(full/half/step etc)</i>		
Date and place of birth		
Your brother or sister <i>(full/half/step etc)</i>		
Date and place of birth		
Your brother or sister <i>(full/half/step etc)</i>		
Date and place of birth		
Your brother or sister <i>(full/half/step etc)</i>		
Date and place of birth		
Your spouse's or partner's mother/stepmother etc		
Date and place of birth		
Your spouse's or partner's father/stepfather etc		
Date and place of birth		
Your child/child of partner <i>(only state if aged 10+)</i>		
Date and place of birth		
Your child/child of partner <i>(only state if aged 10+)</i>		
Date and place of birth		
Other adults living at your address <i>(e.g. lodger)</i>		
Please state relationship to you		
Date and place of birth		

**For office use only**

## Section 2 About your employment

### Present or most recent employment *(see note 10)*

Name and address of most recent employer <i>(including postcode, email and fax if known)</i>	Position held	Date started <i>(month/year)</i>	Date left <i>(if appropriate)</i> <i>(month/year)</i>	Reason for leaving/ wanting to leave
Telephone number				
Period of notice required				

### Previous employment *(see note 10)*

**Start with the most recent.** Continue on a separate sheet if necessary and attach to this page.

Name, address, telephone and nature of business <i>(including postcode, email and fax if known)</i>	Position held	Date started <i>(month/year)</i>	Date left <i>(month/year)</i>	Reason for leaving
Person to contact				
Person to contact				
Person to contact				
Person to contact				
Person to contact				

### For office use only

### Referees (see note 10)

Please give the names and addresses of two referees.

Referee 1:	Referee 2:
Name	
Address	
Position held	
Telephone	
May we contact this referee now?	
YES <input type="checkbox"/>	NO <input type="checkbox"/>
	YES <input type="checkbox"/>
	NO <input type="checkbox"/>

### HM Forces (see note 10)

I have served/am serving in the Royal Navy/Merchant Navy/Royal Air Force/Royal Marines/Army (circle as appropriate)

Other, please state:

Service number	Rank/Rating
Commanding Officer	
Unit and unit address	
	Postcode
Telephone	Served from/to
Expected date of discharge	Reason for discharge
Are you liable for further service as a Reservist?	YES <input type="checkbox"/>
	NO <input type="checkbox"/>
If YES, please give details of Reserve liabilities.	

### Previous applications to, or service with, a police force

Please give details of any previous service in any police force, for example, as police officer, Special Constable, Support Staff or Cadet.

Dates of service from/to (month/year)	Force (Warrant No.)	Role	Reason for leaving
Other than above, please give details of any previous applications to any police force, for example, as Constable, Special Constable or Support Staff.			
Month/year of application	Force	Post applied for	Result

### For office use only

# Section 3 About your education and skills

## Your education (see note 11)

Please give details of schools, colleges, university or other institutions attended since the age of 14.

**Start with the most recent and work backwards.** Continue on a separate sheet if necessary and attach to this page.

Name and address of school/college/university (include the postcode and telephone number, if known)	Attendance from/to	Full/part-time

## Your qualifications and training (see note 11)

Please list all your qualifications including vocational and professional qualifications, short courses and relevant in-house training. Also include details of examinations/qualifications due to be taken. **Start with the most recent.** Continue on a separate sheet if necessary.

Examination type and subject (e.g. GCSE Geography)	Date passed/due to be taken	Grade (e.g. Merit, 2:1, A*)

## Your other activities

Please tell us about any other skills you have such as driving or language skills and any voluntary or community activities you have been involved with.

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# Section 4 Competency assessment

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***It is important that you read note 12 before completing this section.***

- At this stage of the application, it is vital that candidates can demonstrate the core competencies needed to be effective in the role of Police Community Support Officer. You need to be able to demonstrate that you have the competencies for your application to proceed to the next stage.
- **Please answer truthfully as you may be asked to expand on your answers at assessment.**
- **Do not use continuation pages. Continuation pages will not be scored.**

**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.

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

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

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When did you do these things?

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

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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.

Tell us how the situation arose.

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

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

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

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**Q3 It is essential that Police Community Support Officers act without being told and strive to do an excellent job.**

Tell us about a situation when you have acted without being told, gone beyond what was expected of you and even gone further than others would have done. You will be assessed in this question on your willingness to get fully involved and to work to the highest standards.

What was the situation and why did you feel the need to act?

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Exactly what did you do and say?

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If you had not acted as you did, what do you think the consequences for everyone involved would have been?

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# Equal opportunities

The Police Service is an equal opportunities employer and is determined to ensure that:

- **the workforce reflects the diverse society which it serves and that the working environment is free from any form of harassment, intimidation, bullying or victimisation;**
- **no job applicant or employee is treated more or less favourably on the grounds of gender, sexual orientation, age, marital status, race, colour, nationality, ethnic or national origins, creed, religion or disability; and**
- **no job applicant or employee is disadvantaged by conditions or requirements that cannot be justified by the requirements of the job.**

The information on this form is for monitoring purposes only and will not be made available to those assessing your application. The information supplied will be treated in the strictest confidence and will not affect your job application in any way. Completion of this section of the application form is voluntary, but the information will help us ensure equality of opportunity.

**This information forms no part of the recruitment process. It will be detached from your application on receipt.**

<b>Age</b>	18–24 <input type="checkbox"/>	25–35 <input type="checkbox"/>	36–60 <input type="checkbox"/>	<b>Sexual orientation</b>
<b>Gender</b>	Male <input type="checkbox"/>	Female <input type="checkbox"/>		Bisexual <input type="checkbox"/>
<b>Disability</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>		Gay/Lesbian <input type="checkbox"/>
				Heterosexual <input type="checkbox"/>
<b>Ethnic origin</b>				Prefer not to say <input type="checkbox"/>
<b>White</b>		British <input type="checkbox"/>		
		Irish <input type="checkbox"/>		<b>Religious belief/faith</b>
		Any other white background <input type="checkbox"/>		Buddhist <input type="checkbox"/>
<b>Mixed</b>		White and Black Caribbean <input type="checkbox"/>		Christian (state denomination if you wish) <input type="checkbox"/>
		White and Black African <input type="checkbox"/>		
		White and Asian <input type="checkbox"/>		Hindu <input type="checkbox"/>
		Any other mixed background <input type="checkbox"/>		Jewish <input type="checkbox"/>
<b>Asian or Asian British</b>		Indian <input type="checkbox"/>		Muslim <input type="checkbox"/>
		Pakistani <input type="checkbox"/>		Sikh <input type="checkbox"/>
		Bangladeshi <input type="checkbox"/>		None <input type="checkbox"/>
		Any other Asian background <input type="checkbox"/>		Other (please state) <input type="checkbox"/>
<b>Black and Black British</b>		Caribbean <input type="checkbox"/>		
		African <input type="checkbox"/>		Prefer not to say <input type="checkbox"/>
		Any other black background <input type="checkbox"/>		
<b>Chinese or other ethnic group</b>		Chinese <input type="checkbox"/>		
		Any other (please specify) <input type="checkbox"/>		



# Section 5 Declaration

I declare that all the statements I have made in this application are true to the best of my knowledge and belief and that no relevant information has been withheld.

I understand that:

- I must inform the Recruitment Office without delay of any change in my circumstances;
- criminal conviction checks will be made against myself and my family members and I have informed them of this;
- financial checks will be undertaken to verify my financial status and all such information will be treated in confidence. I consent to these checks being made;
- formal disclosure of my Service Character Assessment (Armed Forces) will be sought and I consent to this;
- any offer of appointment will be subject to satisfactory references and vetting, a medical examination, continued good conduct and maintenance of fitness;
- a member of a police force who has deliberately made any false statement or omitted information in connection with his or her appointment may subsequently be liable to misconduct proceedings;

- if I am appointed my fingerprints and a sample of my DNA will be taken and held on record for elimination purposes;
- successful candidates must serve wherever required to do so within the force area;
- the Chief Officer retains the right to reject any application without giving reasons; and
- the information I have provided may be held on manual filing and computer systems as part of the recruitment process, and may be shared by other police forces.

I am not and have never been a member of the British National Party or similar organisation whose aims, objectives or pronouncements may contradict the duty to promote race equality.

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Signature \_\_\_\_\_ Date \_\_\_\_\_

## Checklist

1 Read through your completed application form carefully	
Ensure it is clearly presented and that you have answered all the questions, marking them not applicable (N/A) where appropriate.	If, after reading through the recruitment material, you have any remaining questions, please feel free to contact your local Recruitment Office.
Failure to provide accurate and complete information may result in your application being delayed or rejected.	Remember to take a photocopy of your completed application form.

2 Before returning your application form, please check you have done the following:	
Have you included a telephone number at which you can be contacted?	<input type="checkbox"/>
If you are a Commonwealth citizen or a foreign national, have you included a photocopy of your passport with evidence that your stay here is not subject to restrictions?	<input type="checkbox"/>
Have you signed the declaration on this page?	<input type="checkbox"/>
If applicable, have you enclosed a Certificate of Satisfaction (see page 4)?	<input type="checkbox"/>
Have you completed and enclosed the equal opportunities form and marketing form (see pages 13 and 14)?	<input type="checkbox"/>

**THE COMPLETED APPLICATION FORM AND ENCLOSURES SHOULD BE PLACED IN THE ENVELOPE PROVIDED AND SENT TO THE ADDRESS ON THE FRONT.**



# Guidance notes for the completion of this application form

Your application will tell us what we need to know to determine whether you go through to the next stage of our selection process. You should read these notes carefully before you complete the form. You may find it helpful to do a rough draft first – particularly with section 4 (Competency Assessment).

You might also find it helpful to retain a copy of your completed application to refer to later.

## Note 1 Personal details

Applicants for the Police Service must undergo thorough screening. Please list all surnames by which you have been known, including your name at birth. There is no minimum age to become a Police

Community Support Officer but you must be able to demonstrate all the competencies that are required of a PCSO throughout the assessment process.

## Note 2 Force you wish to apply to

Please state which force you wish to apply to. Please note that applications will not be accepted from people who have previously

applied unsuccessfully to any police force in England and Wales in the last six months.

## Note 3 Nationality

To be eligible for appointment, you must be a British citizen or a citizen of a member state of the European Community or other states in the European Economic Area (Iceland, Norway and Liechtenstein). Commonwealth citizens and foreign nationals are also eligible but only if they are resident in the UK free of restrictions. **Irrespective of nationality, applicants must have been resident in the UK for three years prior to submitting an application.**

If you are a Commonwealth citizen or a foreign national, you must provide proof that you have no restrictions on your stay in the UK. You should therefore send a **copy** of your passport which shows that your stay is free of restrictions. **Do not** send the actual passport with this application. Other documentary evidence of your status may be required. **Note:** all candidates will be required to produce their passports when attending our Assessment Centre.

## Note 4 Convictions and cautions: you and your family

Convictions or cautions will not necessarily preclude you from appointment. It will depend on their nature and the circumstances of the offence. Failure to disclose convictions or cautions will, however, result in your application being terminated.

You must declare all convictions for any past offences, formal cautions by the police (including cautions as a juvenile, i.e. under 18 years) and any bind-overs imposed by any court. You should include traffic convictions such as speeding, drink-drive offences, fixed penalties for motoring or disorder offences and any appearances before a court martial.

You must declare any charge or summons currently outstanding against you.

You must include spent convictions under the Rehabilitation of Offenders Act 1974 (by virtue of the provisions of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975) or any involvement with civil, military or transport police.

You must declare if you have ever been involved in any criminal investigation, whether or not this led to prosecution (either of yourself or others).

Some applicants do not declare information which they believe is no longer held on record. However, our enquiries will reveal incidents from long ago and failure to disclose these will lead to your application being rejected. If you have any doubts, include the details and let us decide if they are relevant.

You can access our policy on criminal convictions at [www.policecouldyou.co.uk](http://www.policecouldyou.co.uk).

We will also want to know whether any of your close family or associates are involved in criminal activity and we will therefore search for any criminal convictions or cautions recorded against your family. **You must advise them that these enquiries will be made.** The Police Service cannot disclose the results of these enquiries to you.

## Note 5 Tattoos

Tattoos are not a bar to appointment. However, some tattoos could potentially offend members of the public or colleagues, or could bring discredit to the Police Service. It depends on their size, nature and location, and sometimes on the extent.

If you have tattoos on your face, neck, forearms or hands, you should describe their nature, words used, extent, size and location.

Tattoos are not acceptable if they:

- undermine the dignity and authority of the Police Community Support Officers;
- could cause offence to members of the public or colleagues and/or invite provocation;

- are garish or numerous or particularly prominent;
- indicate unacceptable attitudes towards women, minority groups or any other section of the community;
- indicate alignment with a particular group which could give offence to members of the public or colleagues;
- are considered to be rude, lewd, crude, racist, sexist, sectarian, homophobic, violent or intimidating.

## Note 6 Membership of the British National Party or similar

The Police Service has a policy prohibiting any of their officers or staff from becoming members of the BNP or similar organisations whose aims, objectives or pronouncements may contradict the duty to promote race equality.

If you are, or have been, a member of the BNP or similar your application will be rejected.

## Note 7 Health, eyesight and disability

Applicants must be in good health, of sound constitution and able both physically and mentally to perform the duties of a PCSO once appointed.

PCSOs are covered by the Disability Discrimination Act. If you have a disability, we will make adjustments where it is reasonable to do so. Please provide any relevant information about your disability and details of any reasonable adjustment you think you may need to undertake the assessment process and role of a PCSO.

Disability is defined as 'a physical or mental impairment which has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities'.

Successful applicants will fill in a medical questionnaire and undertake a medical examination prior to appointment.

All applicants will have their eyesight examined at the medical assessment stage. Failure to meet the standards means you cannot be appointed.

You should note the following:

### Colour vision

The use of colour-correcting lenses is not acceptable.

Severe colour deficiencies (monochromacy) are not acceptable. Mild anomalous trichromacy is acceptable. Severe anomalous dichromacy or trichromacy is also acceptable but you will need to be aware of the deficiency and make appropriate adjustments.

### Eye surgery

Radical keratotomy, arcuate keratotomy or corneal grafts are not acceptable. Other forms of refractive surgery such as LASIK, LASEK, PRK, ICRS or epiflap are all acceptable provided that six weeks have elapsed since surgery, there are no residual side effects and other eyesight standards are met.

You may be asked to provide a report from an optician. This can be found at [www.policecouldyou.co.uk](http://www.policecouldyou.co.uk) under eyesight standards.

## Note 8 Business interests

Unless the Chief Officer decided otherwise, you will not normally be eligible for appointment as a PCSO if you have any of the following business interests:

- You hold any office or employment for hire or gain (other than as a PCSO) or you carry on any business.
- Your spouse or any other relative living with you keeps a shop or similar in the area of the police force in question.

- You, your spouse or any relative living with you holds or has a financial interest in any licence or permit relating to liquor licensing, refreshment house or betting and gaming of the regulation or places of entertainment in the area of the police force in question.

However, the Chief Officer may decide to allow the business interest, if he/she thinks it is compatible with being a member of the force.

## Note 9 Financial position

Members of the Police Service are in a privileged position with regards to access to information and could be considered potentially vulnerable to corruption. Applicants to the Police Service should not, therefore, be under pressure from undischarged debts or liabilities and should be able to manage loans and debts sensibly.

Most applicants have debts, such as mortgages, undischarged student loans, and credit/store cards. Debts that are within your means and are manageable are not a bar to appointment.

- Applicants who have existing county court judgments outstanding against them or who have been registered bankrupt and their bankruptcy debts have not been discharged will not be considered.
- Applicants who have discharged county court judgments may be considered.
- Applicants who have been registered as bankrupt and their bankruptcy debts have been discharged will only be considered after three years from the discharge of the debt.

## Note 10 Employment

You are asked to provide details of your employment covering at least the last 10 years. If you have had periods of unemployment, please include this. Include full-time and part-time work and answer the questions in each of the columns.

### Referees

Give the names, addresses and telephone numbers of two referees and include the position they hold. These should preferably be two employers and should include your current employer (or most recent employer, if you are currently unemployed). Personal references should only be given if you have not yet been employed or are self-employed. References will always be taken from HM Forces and other police forces, covering performance, conduct and absence.

We will not make enquiries with your current employer until you are recommended for appointment or you have agreed to let us approach them now.

### HM Forces

Applications from Service personnel will be accepted only if you have 12 months or less to serve before discharge. Please enclose confirmation of your projected date of discharge (e.g. a letter from your Commanding Officer).

Due to the nature of employment with HM Forces, it must be emphasised that security checks will be made with the appropriate military authority at an early stage in the selection process. This is in addition to your current employer's reference, if different.

It is at the discretion of the Chief Officer as to whether successful applicants are allowed to remain on the Reserve list.

## Note 11 Education and skills

Qualifications are not a requirement for appointment but, for training and development purposes, you will be required to produce examination certificates if recommended for appointment. If you

are still in, or have recently left, full-time education, we may also ask for a referee from the relevant institution.

## Note 12 Competency assessment

- This part of the application form asks you to provide three specific examples from your recent past experience of situations you have encountered (questions 1 to 3). **Your answers will be used to decide if you progress to the next stage of assessment.**
- We are looking for specific behaviours that research has shown are essential to the work of a PCSO. The more of these behaviours we see, the more likely you are to be invited to the next stage of assessment. It is, therefore, important that your answers **describe in some detail what you said and did**. Do not generalise about what you usually do.
- You should read the questions fully and choose your examples very carefully. Each question has a number of prompts. Make sure you answer all of the prompts.
- Answer all of the questions. If you leave a question blank or tell us that you cannot think of any answer, it is very unlikely you will pass.
- In all parts of the form please write clearly and concisely. If we can't read it or understand it, we can't score it. Pay attention to your **spelling, handwriting, punctuation and grammar**. You are being assessed throughout this application form on your written skills. We also expect your examples to be focused, succinct and fluently written, as any police report or statement would need to be.
- Avoid using jargon or slang terms. Remember that this is a formal application for an important and responsible job.
- You can use examples from your work, social, domestic or educational life.
- Try to **use examples that you found difficult or challenging** to deal with. They tend to achieve better marks.
- Write in complete sentences, rather than notes or bullet points.
- **You must not add extra sheets**, write outside the space provided or write between the lines. No marks will be given for evidence outside the space provided.
- The form also asks about your motivation to become a PCSO, your expectations of the role and what preparation you have undertaken to apply (questions 4 and 5).
- The application must be all your own work. Be honest and expect to be questioned on any answers that you give.

### Example reply

We have developed an example answer so that you can see the style of the answer you need to give. This is not a perfect answer but it gives you an idea of the style of the answers we need you to provide. Note how the example given writes about "I" and gives detail about how things were done and when.

Example question and reply:

**PCSOs need to be prepared to take responsibility for making difficult decisions. Think of a situation when you have had to make a difficult decision that might have upset other people, and when you have had to then tell them what you have decided.**

**What was the decision you had to make?** I had been invited to a close friend's wedding and asked to help with the arrangements. The wedding was arranged at quite short notice and the date conflicted with a holiday with my parents and sister. We had already booked the holiday and I had paid a large deposit on it. My friend made it clear how important it was to her for me to be at her wedding, and when I told my family they made it clear that they felt I should go on holiday with them as it had been booked for a long time and could not be rearranged at this late date. I had to decide whether to go on the holiday and upset my friend, or cancel my holiday, lose my deposit and upset my family.

**What did you take into account when making the decision?** I took into account the fact that she was a very old and close friend who, in the past, had gone out of her way to be with me at events which had been special for me (for example birthday parties and when I got my exam results). However, my family deserved and had been looking forward to the holiday with me and had chosen the hotel and the resort to suit me. I would also lose my deposit. I considered the option of joining my parents at the holiday location a few days later than anticipated but this fell within a peak holiday season and when I checked with the travel agent there were no flights available.

**What decision did you make?** I decided to go to the wedding and cancel the holiday.

**Tell us exactly how you went about telling the other person or people.** I told my sister first, as soon as I had made the decision, as she was likely to know how my parents would react. I then waited until my parents were both at home and had eaten their evening meal and were more relaxed. I turned the TV down and said that Jayne (my friend) had been very good to me over the years and that I really wanted to be there for her wedding. I said that I had decided to go to the wedding and cancel my place on the holiday with them. I said that I knew they would be disappointed but that we would have future holidays together but that Jayne would only have one wedding like this.



