KSA and Competency Evidence Workbook

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Use this workbook to organize truthful examples. Copy a blank worksheet for each competency. These are practice materials, not required federal forms. Submit narratives only if the announcement asks for them.

Blank evidence worksheet

Competency / exact announcement wording: _____

Role, employer or project: _____

Dates and relevant hours: _____

Situation: What needed attention? _____

Task: What were you personally responsible for? _____

Action: What steps did YOU take, using which methods? _____

Result: What changed, and how do you know? _____

Evidence: Which permitted record or reference supports this? _____

Limits: What belonged to the team rather than you? _____

Lesson: What would you repeat or improve? _____

Required submission length (if any): _____

Example 1: Written communication — fictional

At a community-center volunteer desk, visitors repeatedly asked which documents to bring for an appointment. I was responsible for preparing a clearer instruction sheet. I compared the coordinator's approved requirements with the old flyer, separated required items from optional ones and asked a colleague to test the instructions. The coordinator approved the revised sheet and used it for the next appointment cycle.

Why it works: a specific problem, personal action, review step and observable result. It does not claim a reduction in questions without data. For an actual application, replace the entire story with your own experience and add dates when useful.

Example 2: Analysis and problem solving — fictional

During an inventory practice project, the stock list and shelf count disagreed. I checked the item numbers, isolated duplicate entries and logged unmatched items instead of deleting them. I presented the exceptions to the project lead, who confirmed the corrections before I updated the list. The final record matched the verified count for the items reviewed.

Why it works: it distinguishes checking from authorization, explains the method and bounds the result. It does not imply expertise in government procurement or access to classified inventory.

Example 3: Customer service — fictional

A customer reported repeated difficulty accessing a training account. After confirming identity using the organization's procedure, I asked the customer to describe the error, reproduced the problem in an approved test environment and documented the failed step. I escalated the account issue to the authorized administrator and followed up after the fix. The customer completed the login, and the ticket recorded the resolution.

Why it works: privacy, methodical diagnosis, appropriate escalation and verification are visible. It does not exaggerate the applicant's administrative authority.

Convert a narrative to a resume bullet

Long form explains context; a resume bullet selects the part most relevant to the qualification. Example: “Reconciled duplicate inventory entries, documented exceptions and applied approved corrections to align the reviewed stock list with verified counts.” Do not append an unsupported cost saving.

Evidence checklist

[ ] I performed the actions described and separated team contributions.

[ ] Dates, scope and numbers can be supported; estimates are identified.

[ ] I removed private, classified, proprietary and patient information.

[ ] My experience actually matches the competency, not just its label.

[ ] Any separate submission follows the announcement's instructions.

[ ] I can explain the example and answer follow-up questions honestly.

Interview practice

Give a 60–90 second version aloud. Have a partner ask “What did you do?”, “How did you know it worked?” and “What would you change?” Revise for clarity, not embellishment. If you lack experience, explain the gap and your learning plan instead of presenting this fictional example as your history.