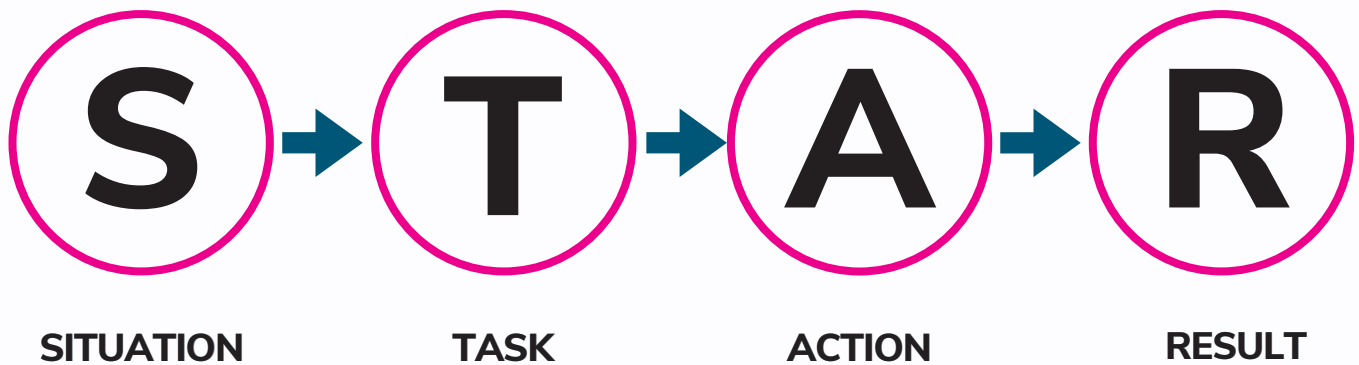


NRL **STAR**

Interview Guide

Using the **STAR** framework in interviews

Giving clear, evidence-based answers to competency questions



What does **STAR** stand for?

STAR helps you structure clear, evidence-based answers to competency questions.



Situation: Set the scene. Briefly explain the context, challenge or problem.



Task: Describe what you needed to achieve and your personal responsibility.



Action: Explain the specific steps you took. Focus on your decisions, skills and contribution.



Result: Share the outcome. Use figures, feedback or measurable improvements where possible.



How to build a **strong STAR** answer

- 1. Choose a relevant example.** Match it closely to the skill or behaviour in the question.
- 2. Keep the context brief.** Give enough background to make the example clear without losing focus.
- 3. Make your contribution clear.** Use “I” rather than ‘we’ when describing your actions.
- 4. Explain your reasoning.** Show why you chose your approach, not only what you did.
- 5. Finish with impact.** State what improved, what you achieved and what you learned.

A useful guide: spend around 20% of your answer on the Situation and Task, 60% on the Action, and 20% on the Result.

Situation and
Task

Action

Result

STAR answer example



Question:

Tell me about a time you improved a process.

S

Situation

During commissioning of a new production line, a pump was repeatedly overheating and causing unplanned stoppages.

T

Task

I was responsible for identifying the cause and improving reliability before full production began.

A

Action

I reviewed the pump specifications, operating data and installation, then completed a root cause analysis. I found that misalignment was increasing vibration and heat, so I worked with the maintenance team to realign the pump and monitor performance.

R

Result

The overheating stopped, vibration returned to acceptable limits and this prevented further pump-related downtime.

Plan your own example

STAR stage	Your notes
Situation: What was happening? Where and when?	
Task: What were you responsible for achieving?	
Action: What did you personally do, and why?	
Result: What changed? What evidence shows the impact?	

Final tips

- Prepare several examples so you can adapt them to different questions.
- Choose recent, relevant examples with a clear outcome.
- Be specific and avoid general statements about what the team did.
- Do not memorise a script. Practise the key points so your answer sounds natural.

