What is an Accomplishment Record?
An Accomplishment Record includes written statements describing an applicant’s accomplishments. As part of the HHS ELP process, applicants prepare and submit written statements describing accomplishments that reflect their capability in five leadership competencies. Applicants also are asked to provide references to substantiate each accomplishment described. Applicants who do not provide a reference for each accomplishment will not be considered for the program.

What competencies are being evaluated in the Accomplishment Record?
The following competencies must be addressed in the Accomplishment Record:

1. **Accountability** - Holds self accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems.

2. **Problem Solving** - Identifies and analyzes problem; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

3. **Written Communication** - Writes in a clear, concise, organized and convincing manner for the intended audience.

4. **Customer Service** - Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.

5. **Oral Communication** - Makes clear and convincing oral presentations. Listens effectively; clarifies information as needed

How should I write my Accomplishment Record?
You must submit written statements (narratives) describing accomplishments that reflect your capability in five specific leadership competencies. You may submit only one accomplishment for each competency. If you provide more than one accomplishment for a competency, only the first accomplishment listed will be evaluated.

You must provide a different Accomplishment Record narrative for each competency. Applicants who do not respond to all competencies and provide a different Accomplishment Record narrative for each competency will receive an incomplete for the Accomplishment Record portion of the application process and will not be considered for the program. Each Accomplishment Record narrative cannot exceed two pages. Any additional information beyond two pages will not be evaluated.

After each Accomplishment Record narrative, you must provide some form of objective verification of your capability and executive readiness in that competency area. This may include the name of an individual who can attest to your capability and readiness; an
abstract of an article or book you authored; or URL links to other evidentiary material. If you include an individual as your verification source, you must provide her or his name, most current address, telephone number, and e-mail address. You must include verification information or your application will not be processed.

To ensure a fair rating of applicants during the Accomplishment Record review, please do not note your name and put only the last four digits of your social security number on your Accomplishment Record narratives.

The information below provides specific instructions on how you should write your Accomplishment Record narratives. You should consider and respond to the competencies one at a time.

**Step 1. Review each competency for which you will write an Accomplishment Record narrative**

Carefully read each competency definition to be sure you understand what is important. Reflect carefully on each competency and think about how past experiences and education relate to each competency. Your Accomplishment Record narrative should reflect your capability in the five competencies listed in the vacancy announcement.

**Step 2. Decide what Accomplishment Record narrative you will provide for each competency**

You will only be rated on the first accomplishment you submit for each competency. The one accomplishment you choose should best describe your capability with regard to that competency. You may describe paid or volunteer work experience, educational accomplishments, training or educational pursuits, hobbies, sports, or any other accomplishment reflecting your level of competence. The accomplishment may be specific, such as a challenging assignment, a specific instance of high performance, or a project you successfully completed. Alternately, the accomplishment may be a broader example of sustained high performance in your daily work.

Avoid the error of choosing an accomplishment that does not clearly reflect the intended competency. An accomplishment that is not closely representative of the appropriate competency tends to receive less credit than an accomplishment better representing the competency of interest.

**Step 3. Provide the Accomplishment and Other Associated Information**

Carefully and completely describe the accomplishment you have selected. Your response for each competency should clearly reflect your individual level of accomplishment related to that competency. Provide the facts of your accomplishment as clearly as possible so another person can understand and evaluate what happened. Your description must reflect the quality of your accomplishment including (a) how it relates to the
specific competency and (b) its scope and impact. Your writing should be clear so others can understand your accomplishment. In your description, please emphasize the quality of the accomplishment and results you have achieved, rather than just the jobs you have held or tasks you have completed. Each accomplishment cannot exceed two pages. Any additional information beyond two pages will not be evaluated.

**For each accomplishment, you MUST include the following information:**

- **SITUATION** – a general statement of the situation or circumstances surrounding what you accomplished/achieved.
- **ACTION** – a precise description of what you did (activities you performed, duties and responsibilities).
- **OUTCOMES** – a description of the outcomes (the direct or indirect results or long-term impact of your accomplishment).
- **The start and end dates** of the time period during which the activities were performed. Please be specific and provide the month and year for the start and end dates (e.g., June 2006 to November 2006).
- **The name, telephone number, email address, and mailing address of an individual who can verify the information you provide.** Be sure to indicate whether this person was your supervisor, co-worker, friend, instructor, chairman of a committee, etc. If you do not want your current employer contacted, do not list your employer as a verifying person. Instead, provide the name of another person who can verify your accomplishment. Do not use a spouse or a close relative (father, mother, etc.) or a person who is presently a direct subordinate as a verifier. The verifier must be reachable within a reasonable period. Alternatively, if appropriate, you may provide another form of verification, such as an abstract of an article or book you authored or URL links to other evidentiary material.

**You are required to provide verification information for each competency. Applicants who do not provide verification information will not be considered for the program.**

**Step 4. Check the Quality of Your Responses**

Make sure you have provided a complete response for each competency and you have responded to every competency with a different narrative for each competency. Your application will be considered incomplete if you have not provided complete information for ALL of the competencies. Applicants who do not provide complete information in their application will not be considered for the program. Also, please note the following:

- In your response to a competency, do not cross-reference your response to another competency.
• Provide one accomplishment for each competency. If you provide more than one accomplishment per competency, only the first accomplishment listed will be evaluated.

Example Accomplishment
Below you will find an example of an Accomplishment Record narrative. This narrative describes an example of a specific project that was successfully completed. This example is for sample purposes only. It is related to the competency of Analytical Reasoning, which is not one of the competencies you will be asked to respond to in this part of the assessment process. Also, please note, this example is brief and generic. Your accomplishments may be longer (up to two pages), and should include more detailed information.

Sample Competency Assessed: Analytical Reasoning
Sample Competency Description: Leaders must analyze complex, technical data and other information, using logic and quantitative reasoning abilities. In doing this, they distinguish essential from nonessential information. What have you done that demonstrates your ability to analyze data using logic and quantitative reasoning?
Sample Competency Response: As a management analyst for Smythe-Jones, Inc. (April 2002 to July 2004), I established statistical formulas for new computer programs. These programs were used to provide statistical indices for measuring the schedule and cost effectiveness of various installations and contractors. Using available data elements, I developed formulas that provided indices showing schedule status in terms of dollars worth of work, cost status as a function of schedule status, and trend projections for anticipated costs at project completion based on performance to date.
These formulas were subsequently incorporated into the computer programs, which were provided to operating officials on a monthly basis. Based upon the indices produced, I was able to project significant cost overruns for a major contractor on its largest contract. The contractor denied the program would overrun but the next few months showed the indices to be correct. The contractor then admitted that there would be a significant overrun.
Verifier: Gary French, supervisor and project director at Smythe-Jones; Phone: (111) 555-3709; Address: 111 Main Street, Anytown, USA, 12345; e-mail: GFrench@example.gov

May I submit the same accomplishment for more than one competency?
No. You are required to respond to all competencies and to provide different narratives for each competency. Applicants who do not provide a different accomplishment for each competency will not be considered for the program.

May I submit more than one accomplishment for each competency?
If you provide more than one accomplishment for each competency, only the first accomplishment will be evaluated.

**Do I need to submit verifier information for my Accomplishment Record narratives?**
Yes. You must supply the name, telephone number, email address, and mailing address for an individual who can verify your accomplishments for each competency. Be sure to indicate whether this person was your supervisor, co-worker, friend, instructor, chairman of a committee, etc. If you do not want your current employer contacted, do not list your employer as a verifying person. Instead, provide the name of another person who can verify your accomplishment. Do not use a spouse or a close relative (father, mother, etc.) or a person who is presently a direct subordinate as a verifier. The verifier must be reachable within a reasonable period. Alternatively, if appropriate, you may provide another form of verification, such as an abstract of an article or book you authored or URL links to other evidentiary material.