

Why are Personal Qualities and Attributes (PQA's) important?

Understanding the PQA and being able to demonstrate how you show your personal qualities is essential if you want to progress. See below for an explanation of the PQAs.

Openness to Change

Your approach to change and how you show your acceptance to changes to procedures or the organisation and that you'll support these changes.

Effective Communication

Your approach to have you can make yourself understood by all sorts of people in all sorts of situations.

Planning & Implementing

Your approach to planning a project or task and how you put a plan into action and see it through to the end.

Problem Solving

Your approach to how you can recognise a problem in a situation and how you work out how to deal with them.

Commitment to Diversity & Integrity

Your approach to how you embrace diversity, how you display an honest and respectful manner to others – whoever they are.

Working with Others

Your approach to how you can support, encourage and build the morale of others how you can be a role model in different circumstances.

Commitment to Excellence

You can show you know how important high standards are, how you execute tasks and how to reach them.

Commitment to Development

You can articulate why think learning is important and look for opportunities for personal and professional development – for both yourself and your colleagues.

Confidence & Resilience

You can control your emotions in difficult or high-pressure situations and can perform in these situations with confidence.

Situational Awareness

You recognise hazards and when a situation could become dangerous and are able to gather all information and make informed decisions.

Taken from the West Midlands Fire Service "Firefighter Recruitment PQA Guidance" document.