

Interview in an informal one-to-one situation

Level 3

Credits 3

Purpose People credited with this unit standard are able to demonstrate knowledge of the interview process, and plan and lead the interview.

Subfield Communication Skills

Domain Interpersonal Communications

Status Registered

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Entry information Open.

Accreditation Evaluation of documentation by NZQA.

Standard setting body (SSB) NZQA Communications Skills

Accreditation and Moderation Action Plan (AMAP) reference 0023

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Special notes

- 1 This unit standard is one of a sequence on interviews:
Unit 1293, *Participate in an informal one-to-one face-to-face interview*, level 1
Unit 1294, *Be interviewed in a formal situation*, level 2
Unit 1296, *Interview in an informal one-to-one situation*, level 3
Unit 1297, *Interview in a formal situation*, level 4.
- 2 *Interview* in this unit standard means a purposeful dialogue where information is sought and exchanged and where the interviewer is acknowledged as having the lead role.
- 3 For the purposes of this unit standard, the interview may be conducted face-to-face or by telephone. This unit standard excludes panel style interviews which generally require a greater level of competence.
- 4 This unit standard must take into account cultural differences in interviewing.

- 5 Voice modulation for hearing impaired people will be demonstrated through a sign language interpreter voicing the message of the signer.
- 6 This unit standard covers informal interviews, which are often characterised by:
a predictable situation and/or familiar context
a collegial/co-operative approach and purpose
an established and/or positive relationship between both participants
a more relaxed structure to the interview
more relaxed dress and behaviours, and less formal language.
Depending on the nature and context of the interview, organisational requirements and/or legislation may be relevant. Legislation may include but is not limited to – Privacy Act 1993, Health and Safety in Employment Act 1992.
- 7 Informal interviews may include but are not limited to: a survey, application for casual/temporary/part-time employment, seeking evidence for a safety/accident report, application for a benefit.
- 8 For the purposes of this unit standard, *one-to-one* does not preclude some limited support for the interviewee in the interview.
- 9 People may be assessed against this unit standard in simulated conditions which relate as closely as possible to a situation relevant to the person being assessed, or in a real-life context using naturally occurring evidence.

Elements and performance criteria

Element 1

Demonstrate knowledge of the interview process.

Performance criteria

- 1.1 Communication barriers are identified that can occur in an informal one-to-one interview.

Range face-to-face, telephone;
barriers include but are not limited to – verbal, non-verbal, roles of participants, gender, culture.
- 1.2 Preparation required prior to conducting a one-to-one interview is identified.

Element 2

Plan the interview.

Performance criteria

- 2.1 Interview purpose is identified.
- 2.2 Place and time are agreed with interviewee.

2.3 Course of the interview is planned.

Range sequence, questions, time allocation, opportunity for interviewee participation, establishing rapport.

Element 3

Lead the interview.

Performance criteria

3.1 Introduction fits the situation, occasion, medium, interviewee, and includes a statement of the purpose of the interview.

3.2 Sequence of questions is as planned, logical, clear, and complies with the purpose of the interview.

3.3 Questioning style and techniques used fit the purpose of the interview, the medium, and the interviewee.

3.4 Information is recorded without interrupting the flow of the interview.

3.5 Opportunities are provided for the interviewee to participate.

Range interviewee participation may include but is not limited to – clarifying, questioning.

3.6 The interview is concluded in a manner which fits the situation, occasion, and interviewee.

Please note

Providers must be accredited by the Qualifications Authority, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by the Qualifications Authority before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the NZQA National Qualifications Services ngs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.