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| Title | **Conduct an interview in a formal situation** |
| Level | **4** | **Credits** | **5** |

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| Purpose | People credited with this unit standard are able to plan, conduct, and follow up an interview in a formal situation. |

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| Classification | Communication Skills > Interpersonal Communications |

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| Available grade | Achieved |

**Guidance Information**

1 This unit standard is one of a sequence on interviews:

 Unit 1293, *Be interviewed in an informal, one-to-one, face-to-face interview* (Level 1);

 Unit 1294, *Be interviewed in a formal* interview (Level 2);

 Unit 1296, *Interview in informal situations* (Level 3);

 Unit 1297, *Conduct an interview in a formal situation* (Level 4).

2 Interviews in a formal situation are often characterised by:

 a structured format;

 significant differences in status/position/mana between the interviewer(s) and the interviewee;

 established policies and procedures, possibly legislation, that apply to the interview;

 an official/organisational/institutional purpose.

 Examples of formal interviews include - selection (job or training), performance review, loan application (hire-purchase or mortgage), media interview, disciplinary matters, criminal investigations.

3 Definitions

 *Interview* in this unit standard means a purposeful dialogue where information is sought from the interviewee by the interviewer and both parties exchange information.

 *Organisational requirements* refer to organisational policies and procedures, and include any ethical and legal requirements relevant to the context of the interview.

4 Candidates must be assessed against this unit standard in a real-life workplace context using naturally occurring evidence, or in simulated conditions relevant to the candidate which require performance equivalent to a real-life context.

5 Depending on the nature and context of the interview, organisational requirements and/or legislation may be relevant. Legislation relevant to this unit standard may include but is not limited to – Privacy Act 1993, Health and Safety at Work Act 2015 and their subsequent amendments.

6 A verifier’s checklist is acceptable if accompanied by evidence that includes examples from the candidate’s performance.

7 For participants from the deaf community, New Zealand Sign Language (NZSL) may be used between signing individuals and a signing group in order to demonstrate the requirements for this unit standard. A sign language interpreter must not be used in a group where all participants are using NZSL.

 For mixed groups of hearing and deaf participants, an interpreter may be used to interpret spoken and signed language only when NZSL users are interacting with hearing participants.

8 All activities relevant to this standard will respect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

9 All activities will, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

**Outcomes and performance criteria**

**Outcome 1**

Plan the interview.

**Performance criteria**

1.1 Needs of interviewee are incorporated into the plan in accordance with organisational requirements.

Range needs include but are not limited to – pre-interview information, notification of purpose, possible consequences of the outcome of the interview, entitlement to support.

1.2 The physical environment is planned in terms of the purpose of the interview.

1.3 Questions are developed that fit the situation, purpose of the interview, occasion, subject matter, and relationship between participants.

Range at least five questions.

1.4 Sequence of questions is planned in terms of the purpose and context of the interview.

**Outcome 2**

Conduct the interview in a formal situation.

**Performance criteria**

2.1 Introductions fit the context and include a statement of the purpose of the interview.

2.2 The question sequence used fits the purpose of the interview.

2.3 The questioning techniques and language fit the context.

2.4 The interviewee is encouraged to respond, clarify, and/or elaborate.

2.5 A positive relationship between participants is facilitated and assists in achieving the purpose of the interview.

2.6 Information is documented in accordance with organisational requirements.

2.7 The interview is concluded in a manner which fits the context.

2.8 Follow-up processes are completed in accordance with organisational requirements.

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| Planned review date | 31 December 2026 |

**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
| --- | --- | --- | --- |
| Registration | 1 | 26 January 1995 | 31 December 2012 |
| Review | 2 | 9 August 1996 | 31 December 2012 |
| Review | 3 | 24 March 1998 | 31 December 2012 |
| Review | 4 | 25 July 2006 | 31 December 2013 |
| Review | 5 | 17 November 2011 | 31 December 2017 |
| Review | 6 | 18 June 2015 | 31 December 2020 |
| Review | 7 | 16 February 2017 | N/A |
| Review | 8 | XXXX 2021 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0113 |

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

**Comments on this unit standard**

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