

<b>Title</b>	<b>Conduct informal interviews</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	People credited with this unit standard are able to plan, conduct, and review informal interviews.
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<b>Classification</b>	Communication Skills > Interpersonal Communications
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<b>Available grade</b>	Achieved
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### 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, *Conduct informal interviews* (Level 3);  
Unit 1297, *Conduct a formal interview* (Level 4).
- 2 Definitions  
*Face to face* includes in-person and digital.  
*Interview* means a purposeful dialogue where information is sought from the interviewee by the interviewer, and both parties exchange information.
- 3 This unit standard excludes panel style interviews. Assessment must involve two interviews, each of which must take place in a different context and/or for a different purpose. The same interviews must be used for outcomes 1 and 2.
- 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 2020, Health and Safety at Work Act 2015 and their subsequent amendments.
- 6 Informal interviews are often characterised by:
  - a predictable situation and/or familiar context;
  - a collegial or cooperative approach and purpose;
  - an established and/or positive relationship between both participants;
  - a more relaxed structure;
  - more relaxed dress and behaviours, and less formal language.
- 7 A verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.

- 8 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.

- 9 All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).
- 10 All activities must, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

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## Outcomes and performance criteria

### Outcome 1

Plan the informal interviews.

#### Performance criteria

- 1.1 Purpose of each interview is identified.
- 1.2 Structure and content of each interview are planned.
- 1.3 Methods of establishing rapport and promoting interviewee participation are identified.
- 1.4 Questions are developed that fit the situation, purpose of the interview, occasion, subject matter, and relationship between participants.
- Range at least five questions.
- 1.5 Potential communication barriers are anticipated and how to deal with them is explained for each interview.

### Outcome 2

Conduct and review the informal interviews.

#### Performance criteria

- 2.1 Each interview is conducted in accordance with the plan and in a manner that fits the purpose and the context.

- 2.2 Responsiveness to interviewee and the context of each interview is demonstrated.

Range responsiveness includes but is not limited to flexibility to adjust if necessary – the questions, the interviewing style, language, pace of speaking.

- 2.3 Each interview is reviewed in terms of what went well and opportunities for future improvement.

<b>Planned review date</b>	31 December 2027
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#### 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 2020
Rollover	6	24 October 2014	31 December 2020
Review	7	16 February 2017	N/A
Review	8	24 March 2022	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0113
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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](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.