

Title	Interview in informal situations		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to plan, conduct, and review informal interviews.
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Classification	Communication Skills > Interpersonal Communications
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Available Grade	Achieved
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Explanatory notes

- 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 Definitions
The term *interview* means a purposeful dialogue where information is sought from the interviewee by the interviewer, and both parties exchange information.
- 3 For assessment, interviews may be conducted face-to-face and/or by an electronic medium. 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 Assessment against this unit standard must be conducted in a way that is consistent with the cultural context of the interview.
- 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 Informal interviews are often characterised by:
 - a predictable situation and/or familiar context
 - a collegial/cooperative approach and purpose
 - an established and/or positive relationship between both participants
 - a relaxed structure to the interview
 - relaxed dress and behaviours, and less formal language.
- 7 In the absence of video evidence, a verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.
- 8 For assessment against this unit standard, some limited support for the interviewee in the interview is allowed.

- 9 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.

Outcomes and evidence requirements

Outcome 1

Plan the informal interviews.

Evidence requirements

- 1.1 Purpose of each interview is identified.
- 1.2 Structure and content of each interview are planned.
- 1.3 Methods of questioning, establishing rapport, and promoting interviewee participation are identified.
- 1.4 Potential communication barriers are anticipated and how to deal with them is explained for each interview.

Outcome 2

Conduct and review the informal interviews.

Evidence requirements

- 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.

Planned review date	31 December 2021
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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

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR 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 NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.