

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

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
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Explanatory notes

- 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.

- Definitions
The term *interview* 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.
- People must be assessed against this unit standard in a real-life context using naturally occurring evidence or in simulated conditions that demand performance equivalent to that required in the real-life context. If simulated conditions are used, organisational requirements must be provided.
- In the absence of video evidence, a verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.
- 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.

- 6 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).
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Outcomes and evidence requirements

Outcome 1

Plan the interview.

Evidence requirements

- 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.

Evidence requirements

- 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.

Outcome 3

Follow up the interview.

Evidence requirements

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

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 2017
Review	6	18 June 2015	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.