

Title	Conduct a formal interview		
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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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 Formal interviews are often characterised by:
- a structured format;
 - significant differences in status, position, or mana between the interviewer(s) and the interviewee;
 - established policies and procedures, possibly legislation, that apply to the interview;
 - an official, organisational, or 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 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 2020, 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 must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).
- 9 All activities must, 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 formal interview.

Performance criteria

- 2.1 Introductions, including a statement of the purpose of the interview, are made as appropriate to the context.

- 2.2 A sequence of questions is used as appropriate to the purpose of the interview.
- 2.3 The questioning techniques and language are used as appropriate to 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.

Planned review date	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 2017
Review	6	18 June 2015	31 December 2020
Review	7	16 February 2017	N/A
Review	8	24 March 2022	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>.

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.