

Unit Standard 1296 <http://www.nzqa.govt.nz/nqfdocs/units/doc/1296.doc>

Interview in an informal one-to-one situation

Level 3 Credits 3

Special notes

- 1 This unit standard is one of a sequence on interviews:
Unit 1293, Participate in an informal one-to-one face-to-face interview, level 1
Unit 1294, Be interviewed in a formal situation, level 2
Unit 1296, Interview in an informal one-to-one situation, level 3
Unit 1297, Interview in a formal situation, level 4.
- 2 Interview in this unit standard means a purposeful dialogue where information is sought and exchanged and where the interviewer is acknowledged as having the lead role.
- 3 For the purposes of this unit standard, the interview may be conducted face-to-face or by telephone. This unit standard excludes panel style interviews which generally require a greater level of competence.
- 4 This unit standard must take into account cultural differences in interviewing.
- 5 Voice modulation for hearing impaired people will be demonstrated through a sign language interpreter voicing the message of the signer.
- 6 This unit standard covers informal interviews, which are often characterised by:
a predictable situation and/or familiar context
a collegial/co-operative approach and purpose
an established and/or positive relationship between both participants
a more relaxed structure to the interview
more relaxed dress and behaviours, and less formal language.
Depending on the nature and context of the interview, organisational requirements and/or legislation may be relevant. Legislation may include but is not limited to – Privacy Act 1993, Health and Safety in Employment Act 1992.
- 7 Informal interviews may include but are not limited to: a survey, application for casual/temporary/part-time employment, seeking evidence for a safety/accident report, application for a benefit.
- 8 For the purposes of this unit standard, *one-to-one* does not preclude some limited support for the interviewee in the interview.
- 9 People may be assessed against this unit standard in simulated conditions which relate as closely as possible to a situation relevant to the person being assessed, or in a real-life context using naturally occurring evidence.

Situations commonly experienced in the role of Building Officials which would suit the assessment of this unit standard include:

- 1 Booked - pre-vetting/pre-applications meeting
- 2 Formal - Small Pre-lodgement meeting (one-on-one)
- 3 Site meetings - pre CCC (Buildings) / Compliance Schedule (systems)

Element 1

Demonstrate knowledge of the interview process.

Performance Criteria	Candidate	Assessor
<p>1.1 Communication barriers are identified that can occur in an informal one-to-one interview.</p> <p>Range face-to-face, telephone; barriers include but are not limited to – verbal, non-verbal, roles of participants, gender, culture.</p>	<p>Complete the Table shown in Appendix 1 as question 1.</p>	<p>The candidate will provide the assessor with at least two examples of barriers that can occur in communication in a one to one interview in a face to face situation and by telephone in each of the following categories:</p> <p>Verbal Non-verbal In interviewer & interviewee roles Culture Gender</p> <p>See the completed table for examples of appropriate answers. Please note the candidate does not need to give these exact answers but the answers provided need to be valid for the situation.</p>
<p>1.2 Preparation required prior to conducting a one-to-one interview is identified.</p>	<p>Answer Question 2 in Appendix 1 for face to face (2.1) and Telephone interviews (2.2)</p>	<p>The candidate will provide the assessor with an explanation of preparation that is required prior to conducting the interview for both a:</p> <p>Face to face interview Telephone interview</p>

Element 2		
Plan the interview.		
Performance Criteria	Candidate	Assessor
2.1 Interview purpose is identified.	The candidate will produce and submit to the facilitator or assessor a plan for a forthcoming interview.	The candidate may use an agenda document as the basis of a plan but will need additional detail related to questions, opportunity for interviewee participation and establishing rapport. The plan should <u>ideally</u> be for the interview assessed in element 3 if it is not the same supplementary information relating to the implementation of the plan at the interview will need to assessed to ensure the plan was appropriate, followed and/or amended appropriately.
2.2 Place and time are agreed with interviewee.	The plan should include as a minimum: <ul style="list-style-type: none"> • A purpose statement • Time and place for the meeting • Means of establishing a rapport with the interviewee • An intended sequence of questions with opportunities for interviewee participation • Time allocations 	
2.3 Course of the interview is planned. Range sequence, questions, time allocation, opportunity for interviewee participation, establishing rapport.	The plan should <u>ideally</u> be for the interview assessed in element 3 if it is not the same supplementary information relating to the implementation of the plan at the interview will need to attached.	

Element 3		
Lead the interview.		
Performance Criteria	Candidate	Assessor
<p>Performance criteria</p> <p>3.1 Introduction fits the situation, occasion, medium, interviewee, and includes a statement of the purpose of the interview.</p>	<p>Introduction This task assesses you conducting a one to one interview.</p> <p>Task Instructions</p> <ul style="list-style-type: none"> You need to complete a one-to-one interview. This can be either face to face or on the telephone. The assessor, or agreed observer, will need to attend or listen in on the interviews and complete the attached observation form. You must discuss this with the person who you are interviewing and obtain their agreement. A form has been attached for the face to face interviewee to complete showing that they had agreed to an observer in the interview. They should also sign the completed observation sheet. The candidate will ask the interviewee in the telephone interview for permission to listen in on the interview and the observer will record that permission has been obtained. Use the wording on the face to face interview form to obtain this permission (see Appendix 3). 	<p>Assessor or verifier completes the observation checklist, see Appendix 2.</p> <p>If the assessor does not complete the checklist they should ask supplementary questions of the candidate and facilitator to ensure a fair valid and consistent assessment decision it achieved.</p>
<p>3.2 Sequence of questions is planned, logical, clear, and complies with the purpose of the interview.</p>		
<p>3.3 Questioning style and techniques used fit the purpose of the interview, the medium, and the interviewee.</p>		
<p>3.4 Information is recorded without interrupting the flow of the interview.</p>		
<p>3.5 Opportunities are provided for the interviewee to participate.</p> <p>Range interviewee participation may include but is not limited to – clarifying, questioning.</p>		
<p>3.6 The interview is concluded in a manner which fits the situation, occasion, and interviewee.</p>		

Integration of the Key Competencies within this unit standard.

<p>1 Collecting, analysing and organising information The capacity to locate, sift and sort information in order to select what is required and to present it in a useful way, and evaluate both the information itself and the sources and methods used to collect it.</p>	<p>Interviewee information Organisational information Identify the site location Relevant technical information</p>
<p>2 Communicating ideas and information The capacity to communicate effectively with others using the range of spoken, written, graphic and other non-verbal means of expression.</p>	<p>Keeping the message appropriate to the audience Clarity of response – answering the questions being asked Accuracy of recorded information Working within your ambit of responsibility</p>
<p>3 Planning and organising activities The capacity to plan and organise one’s own work activities, including making good use of time and resources, sorting out priorities and monitoring one’s performance.</p>	<p>Appropriate and timely responses (internally and externally) Communicate levels of priorities and workloads</p>
<p>4 Working with others and in teams The capacity to interact effectively with other people both on a one-to-one basis and in groups, including understanding and responding to the needs of a client and working effectively as a member of a team to achieve a shared goal.</p>	<p>Communicate tasks to individuals who need to provide supporting information or services Inform team members of issues/information that impacts them</p>
<p>5 Solving problems The capacity to apply problem-solving strategies in purposeful ways, both in situations where the problem and the solution are clearly evident and in situations requiring creative thinking and a creative approach to achieve a desired outcome.</p>	<p>Identify opportunities to improve customer service and/or organisational procedures</p>
<p>6 Using mathematical ideas and techniques The capacity to use mathematical ideas, such as number and space, and techniques such as estimation and approximation, for practical purposes.</p>	<p>Ensure any calculations of fees or building calculations are accurate.</p>
<p>7 Using technology The capacity to apply technology, combining the physical and sensory skills needed to operate equipment with the understanding of scientific and technological principles needed to explore and adapt systems.</p>	<p>Appropriate use of communications technology e.g. Video & Phone conferencing Corporate information management standards are followed (hard copy and electronic systems)</p>

Appendix 1

- Complete the chart, showing different types of communication barriers that can occur in a one to one interview. One item can be the same for phone and face-to-face as long as it actually applies. The first one has been completed as an example

Source of barrier	Communication barriers that can occur	
	Face to Face	Phone
Example: Channel of communication	1. External noise can distract both parties 2. Interruptions from colleagues/clients	1. External noise can distract both parties 2. Calls coming through to phone
Verbal	1. Quietly spoken people being hard to hear 2. Accents making the person hard to understand 3. Terminology and use of acronyms	1. Quietly spoken people being hard to hear 2. Speech impediments being exaggerated by the phone 3. Inability to interpret non-verbal communication
Non-verbal (face to face interview only)	1. Confrontational applicant 2. Emotional response 3. Age difference	
Roles of participants	1. Difference in power balance e.g. Political interference, level of industry experience 2. End user vs Developer vs Consultant/property owner (conflicting expectations)	1. End user vs Developer vs Consultant/property owner (conflicting expectations) 2. Not communicating with the most appropriate person e.g. planner vs engineer vs building official
Gender	1. Emotional response 2. Sexism	1. Emotional response 2. Inappropriate language 3. Inability to interpret non-verbal communication
Culture	1. Person agrees with what you say because they don't want to say no, but doesn't follow through. 2. Person doesn't look at you making it hard to hear all they say	1. Person agrees with what you say because they don't want to say no, but doesn't follow through. 2. Difficulty contacting the right person with the people answering the phone not always able to understand who or what you are asking for.

2. What do you do to prepare for a one-to-one meeting?

2.1 Face to face interview

- Contact the interviewee and explain why you would like a meeting
- Arrange a time and location for the meeting
- Prepare the location - this could be booking a meeting room or knowing where you are going to for the meeting
- Draft out mentally or on paper the desired outcomes of the meeting and the steps required to achieve the milestones/decisions needed to achieve the outcomes
- Review material provided by the interviewee and source organisational information needed for the meeting
- Ensure you have any resources needed to facilitate and/or record the meeting
- Manage your time so you are not rushing when you get there especially if travel is involved

2.2 Telephone interview

- Draft out mentally or on paper the desired outcomes of the meeting and the steps required to achieve the

milestones/decisions needed to achieve the outcomes

2. Ensure you have any resources needed to record the meeting

3. Contact the interviewee and explain why you would like a meeting be prepared in case they want to talk straight away if they are not able to talk arrange a time for the meeting

4. Review material provided by the interviewee and source organisational information needed for the meeting

5. Manage your time so you are not rushing and call when you arranged to

Observation Checklist

Name of Candidate: _____

Face to face/ Telephone (delete one)

Background

Please provide a brief summary of the context of the interview. Ensure the privacy of the person who is being interviewed is maintained i.e. do not identify them by actual name etc. As a minimum the following should be planned:

- A purpose statement
- Time and place for the meeting
- Means of establishing a rapport with the interviewee
- An intended sequence of questions with Opportunities for interviewee participation
- Time allocations

Observation	Comments (please provide details of what was said or done)	Yes / No
<i>Permission of interviewee is obtained for observation to take place Appendix 3.</i>		
<i>Introduction</i>		
Fits the situation		
Fits the occasion		
Suited to medium		
Suited the interviewee		
Includes statement of purpose of interview		
<i>Sequence of questions is:</i>		
Planned		
Logical		
Clear		
Complies with purpose of the interview		
<i>Questioning style and techniques:</i>		
Fits the purpose of the interview		
Verifies common understanding		
Fits the medium		
Suits the interviewee		
<i>Information is recorded without interrupting the flow of the interview</i>		
<i>Information provided to the interviewee is:</i>		
Clear		
Concise		
Unambiguous		
Suited the interviewee		
<i>Conclusion of interview:</i>		
Fits the situation		
Fits the occasion		
Suits the interviewee		

Name of verifier: _____ (Please print name)

Signature of Verifier _____

Position of verifier: _____

Date verified: _____

Thank you for your assistance.

Additional space can be provided for comments in the final document

Appendix 3

Interviewee Approval

The person who is about to conduct an interview with you is being assessed against unit standard 1296, *Conduct a one to one interview*. This assessment requires an observer to sit in on the interview, and listen to what is said by the interviewer.

We would like your permission to do this. The observer will not record any personal information about you nor record any of your responses. It is the interviewer who is being assessed – not you.

The interview will show you the observation sheet that will be completed.

If you are happy to have the observer sit in on the interview, please sign below.

If you become uncomfortable or wish the observer to leave at any stage in the interview for whatever reason, then please just ask.

At the end of the interview, the observer will ask you to sign the observation sheet if you agree with the comments and notes they have taken. You can add your own comments if you wish

I understand that an observer will sit in on this interview and make notes about what the interviewer says and does.

I am happy for this to happen

I have seen the observation sheet and am happy with the contents.

Name:

Signed:

Date:
