

Title	Interview in an informal situation		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to plan, conduct, and review informal interviews.
----------------	--

Classification	Communication Skills > Interpersonal Communications
-----------------------	---

Available Grade	Achieved
------------------------	----------

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 an informal situation* (Level 3)
Unit 1297, *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.
Voice modulation refers to the variation of the quality of one's voice with regard to inflection, tone, pitch, and intensity. For assessment, voice modulation for hearing impaired people will be demonstrated through a sign language interpreter voicing the message of the signer.
Organisational requirements refer to organisational policies and procedures, and include any ethical and legal requirements relevant to the context of the interview.
- 3 For assessment, interviews may be conducted face-to-face and/or by telephone. This unit standard excludes panel style interviews which generally require a greater level of competence. Assessment must involve two interviews, each of which must take place in a different context.
- 4 Assessment against this unit standard must be conducted in a way that is consistent with the cultural and organisational 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 in Employment Act 1992 and their subsequent amendments.
- 6 Interviews in an informal situation may relate to 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. These 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 People should 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.

Where naturally occurring evidence is used for assessment against this unit standard, 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.

Outcomes and evidence requirements

Outcome 1

Plan the informal interviews.

Evidence requirements

1.1 Purpose of each interview is identified.

1.2 Structure of each interview is planned.

Range structure includes but is not limited to – introduction, question sequence, conclusion.

1.3 Methods of questioning, establishing rapport, and promoting interviewee participation are identified.

1.4 Potential communication barriers are explained for each interview.

Range barriers may include but are not limited to – verbal, non-verbal, roles of participants, cultural differences between participants; evidence of three is required.

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 2017
----------------------------	------------------

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	N/A
Rollover	6	24 October 2014	N/A

Consent and Moderation Requirements (CMR) reference	0023
--	------

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.