



## Higher National Unit specification: general information

**Unit title:** Interviewing

**Unit code:** H1XM 34

**Superclass:** AJ

**Publication date:** August 2012

**Source:** Scottish Qualifications Authority

**Version:** 01

### Unit purpose

This Unit is designed to enable candidates to apply the knowledge and skills required to conduct effective interviews in a range of contexts

On completion of the Unit the candidate should be able to:

- 1 Demonstrate appropriate and effective interview planning and interviewing techniques.
- 2 Identify and take appropriate follow up action.

### Recommended prior knowledge and skills

It is recommended that candidates undertaking this Unit possess good communication skills at a level equivalent to SCQF level 5.

### Credit points and level

1 Higher National Unit credit at SCQF level 7: (8 SCQF credit points at SCQF level 7\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

## **General information (cont)**

### **Core Skills**

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes of this Unit specification.

There is no automatic certification of Core Skills or Core Skill components in this Unit.

### **Context for delivery**

If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

The assessment exemplar for this Unit provides assessment and marking guidelines that exemplify the national standard for achievement. It is a valid, reliable and practicable instrument of assessment. Centres wishing to develop their own assessments should refer to the assessment exemplar to ensure a comparable standard. Assessment exemplars are available on SQA's secure website.

## Higher National Unit specification: statement of standards

**Unit title:** Interviewing

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The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

### Outcome 1

Demonstrate appropriate and effective interview planning and interviewing techniques.

#### Knowledge and/or skills

- ◆ Types and purpose of the interview
- ◆ Information required to prepare for interviews
- ◆ Questioning, listening and responding techniques
- ◆ Legislation

### Outcome 2

Identify and take appropriate follow up action.

#### Knowledge and/or skills

- ◆ Follow up action to be taken after interview
- ◆ Follow up documentation
- ◆ Records to be kept and their location
- ◆ Legislation regarding the keeping of records

## Higher National Unit specification: statement of standards (cont)

**Unit title:** Interviewing

### **Evidence Requirements for the Unit**

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills of interviewing by providing the following:

- ◆ Documentary evidence to demonstrate their Knowledge and/or Skills by showing that they can produce two portfolios that include appropriate interview plans with questions together with relevant supporting documentation to demonstrate their ability to research, prepare and communicate with relevant people prior to the interview
- ◆ Evidence that they have carried out two different types of interview; this may be provided by witness testimony, a video, or assessor checklist. One interview must be conducted within the centre or at a supervised location and observed by an appropriate assessor.
- ◆ The interviews must demonstrate:
  - interviewing styles appropriate to the contexts
  - questioning, active listening and responding skills appropriate to the type of interview, responding techniques
  - appropriate use of silence
  - note taking skills and time management skills
- ◆ All interviews should be conducted in line with relevant legislation
- ◆ Written or oral evidence is required to demonstrate that candidates know what they have to do following an interview with regard to:
  - the decisions made
  - the documentation required
  - how information may be stored taking account of legal requirements
  - undertaking a self-reflection exercise

## Higher National Unit specification: support notes

### Unit title: Interviewing

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

### Guidance on the content and context for this Unit

One approach to this Unit is the employment context, ie using interviews for a range of activities such as:

- ◆ job analysis
- ◆ selection
- ◆ training needs analysis
- ◆ appraisal
- ◆ coaching
- ◆ grievance
- ◆ discipline
- ◆ counselling
- ◆ return to work
- ◆ exit

Candidates analyse the interview process and then prepare for and conduct simulated or real interviews providing a portfolio of evidence to demonstrate:

- ◆ their preparation
- ◆ actual performance
- ◆ the resulting actions that are required after the interview

Assessing the interviews in this way enables centres to take a holistic approach to assessment. Candidates must complete a minimum of two interviews and it is suggested that interviews will last for a minimum of 10 minutes each.

If candidates wish to complete a selection, discipline, grievance or appraisal interview then HN Units such as *Recruitment, Selection and Induction* and *Individual Employment Relations: Practice* should have been completed so that candidates have knowledge of the processes for these types of interviews. Alternatively, if centres wish to incorporate interviews as part of the assessment in the above Units or other Units then this Interviewing Unit should be taught prior to these Units. If this is the case, portfolios should be submitted to be assessed against all the Evidence Requirements for this Unit.

Centres may wish to allow for real contacts to be interviewed. In this situation, witness testimony will be required to ensure that the candidate has demonstrated the appropriate interviewing skills and techniques to satisfy the Evidence Requirements for Outcome 1. This may be achieved by asking the interviewee to complete a checklist. The candidates produce a small portfolio to satisfy the Evidence Requirements for Unit.

## Higher National Unit specification: support notes (cont)

### Unit title: Interviewing

Candidates should conduct at least one interview that is observed by the centre or by an appropriate alternative centre. This could be through panel or one to one interviews appropriate to the interview type.

A wide range of interviews (simulated or real) are appropriate to this Unit - depending on the experience, interest of the candidates, the award and the Units covered prior to this Unit.

Choice of interview is entirely at the discretion of the centre. However, it is recommended that candidates prepare for an information gathering/sharing interview and a problem solving type interview to give them experience of different interview types.

### Outcome 1

To prepare for Outcome 1 candidates should be made aware of:

- ◆ different types of interviews in general
- ◆ characteristic features of interviews
- ◆ types of employment interview
- ◆ purposes of the different types of employment interview
- ◆ panel interviews and single interviewer interviews
- ◆ interviewing styles
- ◆ interviewing contexts
- ◆ environmental factors
- ◆ types of questions appropriate to the type of interview
- ◆ responding techniques
- ◆ active listening techniques
- ◆ use of silence
- ◆ barriers to conducting effective interviews
- ◆ interview structures
- ◆ interview approach
- ◆ typical problems
- ◆ information required
- ◆ note taking skills
- ◆ time management skills

Candidates will be expected to demonstrate their knowledge and skills by conducting interviews. They will have covered all the preparatory material and will be able to open, conduct and close an interview in the appropriate manner, thereby achieving the purpose of the interview. Candidates may practice these skills by role playing different types of interview and then self reflecting, by watching and analysing videos and reflecting upon experience.

## Higher National Unit specification: support notes (cont)

**Unit title:** Interviewing

### Outcome 2

For Outcome 2 candidates are expected to be able to identify and produce any documentation that is required after the interviews, such as the notes and any further actions or letters. This should be submitted with all the evidence for Outcome 1, together with a short reflective account to be carried out after the interview, identifying what they feel they did well in the interview and areas that they can identify for further development. Candidates should also state what recording requirements there are in relation to the particular interview and briefly explain the legal context for this.

### Guidance on the delivery of this Unit

This Unit is likely to form part of a Group Award which is primarily designed to provide candidates with technical or professional knowledge and skills in relation to human resource management, although it is written in broad terms to allow integration into other awards or to stand as a single Unit.

This Unit may be delivered at the beginning of the Human Resource Management award or in parallel with Units such as *Recruitment, Selection and Induction*, or *Individual Employment Relations: Practice*. This will allow the Unit to be delivered in a way that enables candidates to have prior understanding and knowledge of the processes involved in selection, appraisal, grievance and discipline interviews.

The choice of interview for the assessment is entirely at the centre's discretion, although it is recommended that different types of interview eg information gathering or sharing, problem solving, solution centred etc are chosen so that candidates get the opportunity to demonstrate their skills in a range of interview types and contexts. If candidates are studying for an HNC in Human Resource Management then it is recommended that at least one interview is from within the employment context.

### Guidance on the assessment of this Unit

This Unit fully lends itself to holistic assessment through the use of a combined assessment that covers both Outcomes and allows candidates to learn through assessment.

The opportunity for integrated assessment with the HN Unit *Recruitment, Selection and Induction* exists through preparing for and conducting a selection interview. The Knowledge/Skills/Evidence Requirements noted in Outcome 1 of HN Unit Recruitment, Selection and Induction could be fully met.

It is possible for candidates to complete assessments on an ongoing basis throughout the Unit rather than an end of Unit assessment. Indeed, some of the Evidence Requirements may be obtained whilst giving feedback on performance by supplementary questions, pre-written or designed on the spot, depending on candidate performance and the type of interview.

## Higher National Unit specification: support notes (cont)

**Unit title:** Interviewing

### Assessment Guidelines

#### Outcomes 1 and 2

Assessment may be by:

- ◆ Candidates role playing an interview
- ◆ Candidates conducting an actual interview

The candidate will be asked to prepare, conduct, and provide follow up oral and/or written evidence for two interviews as selected by the centre and to evaluate their own performance. It is recommended that candidates conduct an information gathering type interview and a problem solving type interview to demonstrate skills and knowledge in different contexts. Interviews should last for a minimum of 10 minutes. Centres may wish candidates to interview as a single interviewer or as chair of a panel. Videoing of interviews is recommended to aid the self-evaluation process.

One interview should be observed within the centre or other appointed venue to ensure authenticity and it is recommended that it is videoed, to aid candidates' self reflection. It is also recommended that candidates conduct a short self-evaluation exercise after the interview.

### Online and Distance Learning

There are considerable opportunities for Online and Distance Learning and Assessment of this Unit.

It is possible to co-ordinate a learning and teaching/assessment programme through a Virtual Learning Environment (VLE) which would allow geographically dispersed candidates to initiate, develop and maintain contact with each other. However, at least one interview must be observed by the centre or by an appropriate alternative centre.

Centres may wish to carry out delivery and assessment of the Unit using a live video conference.

Centres which wish to use Information and Communication Technology (ICT) must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence.

For open or flexible learning, additional resources will be required for candidate support, assessment and quality assurance. For further information and advice, please refer to the SQA's website [www.sqa.org.uk](http://www.sqa.org.uk)

## Higher National Unit specification: support notes (cont)

**Unit title:** Interviewing

### Opportunities for developing Core Skills

All Outcomes in this Unit afford candidates the opportunity of developing Core Skills at SCQF level 6 as noted below.

#### ***Communication: Reading, Written and Oral***

Outcome 1 provides candidates the opportunity of analysis, summary and evaluation of background information, legislation and employment documents. This provides underpinning knowledge by reading complex information on interview types and techniques. The portfolio covering all Outcomes on structured business communication could develop written communications. Oral communication could be developed in all Outcomes by planning and conducting formal interviews. Active listening skills, presenting essential information, use of vocabulary and responding to others are developed whilst taking part in complex issues.

#### ***Problem Solving: Critical Thinking, Planning and Organising, Reviewing and Evaluating***

Candidates have to plan, prepare and take part in two formal business interviews. This allows for the analysis of complex issues, planning and organising of complex tasks and reviewing and evaluating problem solving skills are developed.

#### ***Working with Others***

The Core Skill Working with Others can be developed in this Unit through analysis of requirements for the selection process, active listening and responding to support the interviewee and evaluation to identify follow up actions.

### Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements)

## History of changes to Unit

Version	Description of change	Date

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Additional copies of this Unit specification can be purchased from the Scottish Qualifications Authority. Please contact the Business Development and Customer Support team, telephone 0303 333 0330.

## General information for candidates

### Unit title: Interviewing

This Unit provides an introduction to the knowledge and skills required for effective interviewing. It demonstrates the importance of preparing for interviews and what that entails. It gives you the opportunity to practice skills by conducting interviews (real or simulated) and enables you to identify what actions are required after an interview has been completed to comply with organisational procedures and the law.

In Outcome 1, you will be able to demonstrate the knowledge and skills required to prepare for interviews as an interviewer. This involves: explaining the purpose of the interview, gathering the appropriate information, preparing an interview plan with the appropriate structure, producing questions that relate to the purpose, and communications to all those involved.

You will conduct two interviews; these will be chosen by the centre. You will have the opportunity to manage the interview throughout, following the prepared structure, asking appropriate questions, and taking notes. After the interview you will be asked to reflect on your performance. A video recording is recommended to aid this process.

Outcome 2 requires the interview notes to be produced and any actions resulting from the interview to be identified, such as recording and if necessary additional documentation to be provided.

On completion of this Unit you will be able to:

- 1 Demonstrate appropriate and effective interview planning and interviewing techniques.
- 2 Identify and take appropriate follow up action.