



Higher National Unit specification

General information

Unit title: Career Information, Advice and Guidance:
Interviewing Skills

Unit code: H4JR 34

Superclass: GF

Publication date: July 2013

Source: Scottish Qualifications Authority

Version: 01

Unit purpose

This Unit has been designed to enable those working in the careers information, advice and guidance (CIAG) sector to develop and apply their knowledge and skills in planning and facilitating customer interviews. Candidates will have the opportunity to learn about the processes involved in effective interviewing to ensure planned Outcomes are achieved. Candidates will develop their awareness of equalities and inclusion and demonstrate this by ensuring that the different needs of customers are met. Candidates will also develop their reflection and evaluation skills as they will carry out a review of completed interviews.

Outcomes

On successful completion of the Unit the candidate will be able to:

- 1 Explain the requirements for effective CIAG customer interviews.
- 2 Plan and carry out CIAG customer interviews.
- 3 Review the effectiveness of a CIAG interview.

Credit points and level

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

Higher National Unit Specification: General information (cont)

Unit title: Career Information, Advice and Guidance:
Interviewing Skills

Recommended entry to the Unit

Access to this Unit is at the discretion of the centre. However, candidates would normally be expected to have competence in communication skills at Intermediate 2 (SCQF level 5) or similar qualifications. It would be beneficial if the candidate has some previous knowledge and experience of the career information, advice and guidance sector and the advisor's role within it.

Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the Support Notes for 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.

This Unit is contained within the framework of the HNC in Career Information, Advice and Guidance but can also be taken as a stand-alone Unit, perhaps for the purposes of continued professional development.

Equality and inclusion

This Unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of candidates should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Higher National Unit specification: Statement of standards

Unit title: Career Information, Advice and Guidance: Interviewing Skills

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Explain the requirements for effective CIAG customer interviews.

Knowledge and/or Skills

- ◆ Types and purposes of CIAG interviews
- ◆ Interview location and environment
- ◆ Appropriate resources including arrangements for customers with additional support needs
- ◆ Role and responsibilities of the CIAG advisor during interview
- ◆ Rights and responsibilities of the CIAG customer during the interview
- ◆ Relevant legislation

Outcome 2

Plan and carry out CIAG customer interviews.

Knowledge and/or Skills

- ◆ Interview preparation
- ◆ Referral process
- ◆ Barriers to career progression and how to overcome them
- ◆ Interviewing skills
- ◆ Customer contracting
- ◆ Range of communication and interpersonal skills; questioning techniques, listening and summarising, information giving
- ◆ Identification of customer needs
- ◆ Time management
- ◆ Negotiating and agreeing future actions
- ◆ Record keeping

Higher National Unit specification: Statement of standards (cont)

Unit title: Career Information, Advice and Guidance:
Interviewing Skills

Outcome 3

Review the effectiveness of the interviews.

Knowledge and/or Skills

- ◆ Importance of reviewing own performance in the interview
- ◆ Methods of reviewing effectiveness of the interview
- ◆ Effectiveness of interview in achieving agreed purpose

Evidence Requirements for this Unit

Candidates will need to provide evidence to demonstrate their Knowledge and/or skills across all Outcomes by showing that they can:

Outcome 1

- ◆ describe a minimum of three different types and purposes of CIAG interviews.
- ◆ explain why it is important that the interview location, environment and resources are appropriate for purpose.
- ◆ explain the role and responsibilities of the CIAG advisor during an interview.
- ◆ explain the rights and responsibilities of the CIAG customer during the interview.

Outcome 2

Candidates should plan and carry out a minimum of two different types of CIAG interviews for different purposes.

- ◆ Explain appropriate interview preparation for each type of interview.
- ◆ Explain the range of interview skills in the context in which they were used.
Interview skills include, but are not restricted to:
 - customer contracting
 - range of communication and interpersonal skills; questioning techniques, listening and summarising, information giving
 - how the interview was tailored to customer needs
 - negotiating and agreeing future actions.
- ◆ Explain a minimum of three referral options which are available for customers.
- ◆ Explain how, during the interview process, barriers to career progression were identified and options suggested to help overcome them.
- ◆ Record the Outcomes of the meeting appropriately.

Higher National Unit specification: Statement of standards (cont)

Unit title: Career Information, Advice and Guidance:
Interviewing Skills

Outcome 3

- ◆ Explain why it is important to reflect upon own performance in the interviews.
- ◆ Describe different methods that can be used when reviewing the effectiveness of an interview.
- ◆ Identify a minimum of three strengths and three areas for further development when planning and carrying out interviews.
- ◆ Review the effectiveness of a minimum of one interview. Review must include reflection on own practice.



Higher National Unit Support Notes

Unit title: Career Information, Advice and Guidance:
Interviewing Skills

Unit Support Notes are offered as guidance and 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

Interviewing skills are a key competency required of an advisor working in the career guidance sector. There are different types and purposes of interview in the CIAG sector including, eg interviews relating to customer's career/learning/employability needs and goals. Advisors should be prepared to work with customers from various demographics; perhaps they have been out of the workplace for a long period of time, recently made redundant or young people who have yet to enter the labour market. Some customers may face additional challenges or barriers in being able to access the opportunities for learning, training and employment that would otherwise be available to them and the advisor must be able to support them appropriately.

In Outcome 1, candidates will explore the arrangements and resources necessary for an effective interview that are appropriate to the customer. This will include accessibility of the location for the customer, health and safety considerations, seating; privacy, comfort and lighting. Candidates should be aware of the requirements for record keeping. The resources should include the use of electronic media (computers/laptops, etc), paper based information in different formats/languages, (leaflets/brochures/handouts), time; the length of time set aside for each interview should be sufficient for purpose, and specialist equipment (eg assistive technology).

For Outcome 2, candidates will prepare for and carry out two different interviews which have different purposes. They will utilise various skills and questioning techniques (eg Communication, Interpersonal, Motivational, Summarising) to identify the customers' needs and/or career/learning/employability goals, help identify and overcome any barriers to achievement of these goals, then use this information to agree appropriate future action with the customer — whether that is access to learning, information on local labour market or specialist referral opportunities.

In Outcome 3, candidates will develop as a reflective practitioner by thinking about their own work performance. They will review the effectiveness of the interviews in achieving agreed purpose and identify own strengths and areas for future development.

This Unit is contained within the framework of the HNC in Career Information, Advice and Guidance but can also be taken as a stand-alone Unit, perhaps for the purposes of continued professional development.

Higher National Unit Support Notes (cont)

Unit title: Career Information, Advice and Guidance:
Interviewing Skills

Guidance on approaches to delivery of this Unit

The Outcomes should be delivered in the order presented. A candidate-centred participative approach is recommended.

Delivery of **Outcome 1** provides opportunities for group discussion and experiences to be shared. The use of case studies to exemplify the learning and teaching and practical exercises is appropriate supported by reference materials to develop underpinning knowledge. Consideration should be given to relevant aspects of record keeping, health and safety and equality and inclusion in discussions around interview location, environment and resources.

Outcome 2 is a practical application of candidate skills and knowledge and can be based on the use of case studies or where appropriate, candidates own workplace practice.

Candidates should be made aware of how to prepare for an interview and the range of appropriate resources that are available to support the customer during interviews. The importance of learning a range of interviewing skills that can be utilised in different situations should be highlighted.

Resources may include, eg assistive technology, aids and adaptations, including the use of specialist technical equipment appropriate to the needs of the customer.

Various referral options should be discussed and included in the development of action plans. Data protection requirements can be explored in relation to the production/maintenance of accurate, timeous customer records.

For **Outcome 3**, candidates should be made aware of how they can use reflection and feedback to improve their work practice and why this is important.

As part of the overall review, candidates should be encouraged to reflect upon their own performance within the activity and introduced to various methods that can be used to measure the effectiveness of an interview, eg peer observation, feedback from customers etc. As career information, advice and guidance is customer centred, the review must include reference to how the interview process and candidate's own practice ensured Equality and Inclusion for the customer.

Centres should make reference to current legislation and policies throughout the delivery of the Unit.

Higher National Unit Support Notes (cont)

Unit title: Career Information, Advice and Guidance:
Interviewing Skills

Guidance on approaches to assessment of this Unit

Evidence can be generated using different types of assessment. The following are suggestions only. There may be other methods that would be more suitable to candidates.

Centres are reminded that prior verification of centre-devised assessments would help to ensure that the national standard is being met. Where candidates experience a range of assessment methods, this helps them to develop different skills that should be transferable to work or further and higher education.

Outcome 1 may be assessed by a series of restricted response questions or an extended response in an appropriate format to cover all Evidence Requirements.

For **Outcome 2**, an appropriate assessment would be assessor observation of a minimum of one CIAG interview supported by an observation checklist and a record of interview Outcomes. Candidates could use the observation checklist to help inform their review in Outcome 3.

The use of professional discussion or additional questioning may be useful to clarify the candidate's underpinning knowledge from the Outcome particularly those elements not evidenced in the observed session.

The confidentiality of the customers must be maintained during any workplace assessments.

Candidates should produce a reflective account for **Outcome 3** and this will include a review of their own performance, the effectiveness of the interview based on feedback from a variety of sources and identification of areas for own future improvement. They should also explain how inclusiveness and equality was ensured during the interviews.

Opportunities for e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidates evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. The most up-to-date guidance on the use of e-assessment to support SQA's qualifications is available at www.sqa.org.uk/e-assessment.

Opportunities for developing Core and other essential skills

There are opportunities to gather evidence towards Core Skills in this Unit, although there is no automatic certification of Core Skills or Core Skill components.

There will be opportunities to develop the Core Skills of *Communication* at SCQF level 6, *Problem Solving* at SCQF level 6 and *Working with Others* at SCQF level 6.

History of changes to Unit

Version	Description of change	Date

© Scottish Qualifications Authority 2013

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

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: Career Information, Advice and Guidance: Interviewing Skills

The ability to plan and carry out effective career/learning/employability interviews is a key skill required of career information, advice and guidance (CIAG) advisors. In this Unit you will have the opportunity to learn about the requirements for effective interviews, including appropriateness of location and environment, resources and the roles, rights and responsibilities of those taking part. By actively preparing, carrying out and reviewing CIAG interviews you will develop as a reflective practitioner and develop an awareness of CIAG best practice.

On successful completion of the Unit you will be able to:

- ◆ explain the requirements for effective CIAG customer interviews.
- ◆ plan and carry out CIAG customer interviews.
- ◆ review the effectiveness of a CIAG interview.

Assessment for the Unit will include a mix of observed practice, responses to questioning and a reflective account.

By undertaking this Unit, you will also have the opportunity to develop your Core Skills in *Communication, Problem Solving and Working with Others*.