



## Tip sheet for doing interviews and assessments

The NDIS Workforce Capability Framework [website](#) has a detailed guide on recruitment for participants who are finding workers. You can [view a tutorial](#) on how to use the guide.

This sheet has some tips to keep in mind when conducting interviews and assessments.

**Assessments** are how you check a candidate has the behaviour, skills and knowledge that you need.

**Candidate** is the person who has applied for the job.

### Tips for in-person interviews

If you are conducting an in-person interview:

- Choose a place where you will feel safe and not be distracted
- Make sure the candidate has a comfortable seat
- Offer them a glass of water
- Introduce yourself and any other people helping with the interview, and their role.

Before you begin your questions, explain to each candidate the interview process so they know what to expect. For example:

- How long the interview will last
- Who will ask questions
- How many questions there will be
- They can ask for a question to be repeated.

Let the candidate know that you (and any others) will take notes.

Give the candidate an opportunity to ask questions at the end of the interview.

At the end of the interview, explain to each candidates the next steps. For example, contacting their referees, and when you expect to make a decision.

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## Tips for virtual interviews

**Virtual interviews** are interviews that are conducted by phone, video call or online.

Many meetings and interviews are now conducted online. You may choose to do virtual interviews to protect yourself from the risk of COVID-19 or influenza, or to feel physically safe.

Writing and asking questions is the same as for in-person interviews. However, these tips may be useful:

- It is a good idea to have no more than two interviewers. Facing multiple people on screen can intimidate candidates.
- Be ready early. Virtual interviews can have technical difficulties. Allow time before the interview to check your video and audio, so that you are ready when the candidate joins the meeting.
- Let candidates know if you are using more than one screen. For example, if you are looking at interview questions or taking notes on another screen. Let them know that you may look away from the camera, but you are still paying attention.
- Allow for delays and technical difficulties. If using a virtual platform like Zoom or Teams, make sure you have the candidate's phone number and let them know in advance that if it drops out you will call them back.

## Tips for assessment

Make sure you take into account all the sources of information about the candidates when deciding who to hire. This should include:

- A CV or Resume is a good source of information about their past experience and qualifications.
- The covering letter can tell you about the person's understanding of the role, their attitude and values, and their communication skills.
- The interview is one way of assessing communication skills, ability to think on the spot, and attitudes and values etc.
- Practical exercises such as role plays, responses to scenarios or tests are a good way to test specific capabilities across different areas of attitude, knowledge and skills.

Referee reports are a key part of the assessment. They can confirm what a person says. They can provide information in response to questions such as:

- "Can you tell me what you see as the candidate's strengths and what areas they need to develop in?"
- "Would you employ them again?"

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- “Can you give me an example of when they demonstrated (a key requirement or capability from your selection criteria)?”

For other questions you may want to ask a referee, you can review the candidate’s application or the interview notes you took.

Make sure you are being fair and account for bias.

Bias is where a candidate is treated more or less favourably based on no-job related things like their looks or culture. There are many forms of unconscious and conscious bias that can impact the way you view a candidate. While this can be hard to do, some useful ways to be fair include:

- Ask the same questions and use similar methods to assess all candidates
- Involve more than one interviewer to provide you with an additional perspective
- Rate each candidate using agreed selection criteria before you compare notes and make a decision.

## Tips for a great candidate experience

If you can it is good to respond to each candidate to thank them for their application.

Stay focused and pay attention in interviews and assessments. Make sure you and other interviewers are not distracted. For example, turn phones to silent while interviewing.

Be on time and respect that candidates have given their time to go through your recruitment process.

Offer to provide feedback on interviews and applications.

Keep candidates up to date with the process. Let them know when they can expect to hear if they got the job or not.

Let candidates know the outcome as soon as possible after you have made a decision.

