

Learning Assessment Guide

Unit Standard 1296 – Version 4

Conduct a one-to-one interview

Level 4 – 3 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Identify the communications environment in one to one interviews
- Plan to conduct and lead a one to one interview.
- Conduct and lead a one to one interview to elicit information and opinions.

This Learning Assessment Guide is made up of:

- The Assessment Tasks for you to complete.
- The Assessment Guide that the assessor will use to assess your competence.

Assessment Task One – Element 1

Introduction

This assessment asks you to identify barriers to communication that can occur in a one to one interview, and asks you to identify how you go about preparing for an interview.

Task Instructions

Answer the two questions. This can be done in writing, or verbally with your assessor. If it is done verbally, your assessor will record your responses in the places provided.

Question 1

Complete the chart, showing different types of communication barriers that can occur in a one to one interview that is face to face. The first one has been completed as an example

Source of barrier	Communication barriers that can occur
Channel of communication – face to face or on the phone	<i>External noise can distract both parties</i>
Verbal	
Non-verbal (face to face interview only)	
Roles of participants	
Gender	
Culture	

Question 2

What do you do to prepare for a one to one interview?

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Assessment Task Two – Element 2

Introduction

This assessment task is designed to assess your ability to plan for and lead a one to one interview.

Task Instructions

- 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 learner 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.

Observation Checklist

Face to face / Telephone (delete one)

Name of Learner:

Background

Please provide a brief summary of the context of the interview. Ensure the privacy of the person who is being interviewed is maintained (ie. do not identify them by actual name etc)

Observation	Comments (please provide details of what was said or done)	Yes / No
Permission of interviewee is obtained for observation to take place (phone interview only)		
Introduction <ul style="list-style-type: none"> Fits the situation Fits the occasion Suited to medium (face to face or telephone) Suited the interviewee Includes statement of purpose of interview 		
Sequence of questions is: <ul style="list-style-type: none"> Logical Clear Complies with purpose of the interview 		
Questioning style and techniques: <ul style="list-style-type: none"> Fits the purpose of the interview Fits the medium (face to face or telephone) Suits the interviewee 		

Observation	Comments (please provide details of what was said or done)	Yes / No
Information is recorded without interrupting the flow of the interview		
Conclusion of interview: <ul style="list-style-type: none"> • Fits the situation • Fits the occasion • Suits the interviewee 		

Name of Observer:

Role in Relation to Learner:

Signed by Observer:

Signed by Interviewee (face to face interview only):

Date:

Interviewee Approval Form

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

Form should be completed and signed for a face to face interview

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:

Assessment Guide

These are the evidence and judgements that your assessor will use to assess your competence in unit standard 1296.

Task / Element	Evidence required	Judgement
<i>Task 1 / Element 1</i> Identifies the communication environment in one to one interviews	Completed questions 1 – 2. Answers can be provided orally or in writing	Answers conform to model answers
<i>Task Two / Element 2</i> Conduct a one to one interview	Observation checklist completed for at least one interview. Interview can be face to face or on telephone	Checklist is complete and responses conform to requirements. Interviewee permission is obtained