

Assessment Panel Guide for Video Interviews

Quick reminders

- Assessments will take place via Zoom. It is recommended that you go to the Zoom website and run a test meeting to ensure that your equipment is fully compatible before you confirm your intention to proceed with online assessment.
- The interview should be conducted to the same standard as a face-to-face interview.
- Please remember, you are on camera.
- If using a laptop, ensure you have a power cable attached.
- Mute your microphone when not speaking. This will help the candidate to clearly hear the assessor who is speaking to them.
- Ensure you are sat in a quiet, professional environment.

SCSI Staff Observer

- An SCSI Staff Member will attend all meetings as an observer. The SCSI staff observer will admit you to the meeting, conduct checks with you and introduce you to the candidate when they log in.
- When the candidate is admitted to the meeting, the staff observer will conduct quality assurance checks with the candidate. The candidate will be asked to use their web cam show a 360 degree view of the room they are in including their desk and under their desk. If the candidate wishes to take notes, they will be asked to show the paper they will be writing with. If the candidate will be using notes or cue cards for their presentation, they will be asked to show these before the interview commences. When all checks have been completed satisfactorily, the staff observer will hand over to the Chair to start the interview and will turn off their camera and mic.
- The staff observer will remain logged in throughout the interview to help if any technical issues arise. The staff observer will have their camera turned off and microphone muted. You should use the Chat function to alert the staff member if any issues arise.

Candidate Conduct During the Interview

- All candidates have been provided with detailed guidance on conduct during the interview.
- Candidates are permitted to:
 - Take notes during the interview, using pen and paper
 - Have a drink with them during the interview
 - Use paper notes or cue cards for their presentation

- Provide handouts to the panel (these must be submitted to SCSi in advance and we will forward to panel members).

Candidates are NOT permitted to:

- Use their keyboard or mouse during the interview. This helps ensure they are not using any notes on screen.
- Use any recording device during the interview.
- Have their mobile phone turned on during the interview.
- Use PowerPoint to deliver their presentation.
- Turn off their video or microphone during the interview.
- Have another person in the room with them during their interview.

The Chair may halt the interview and request that the SCSi staff observer conduct QA checks again at any point during the interview.

Preparing for the interview

- An interview date and time will be agreed with you and your panel in advance of your interview. You will receive an email with a meeting invitation link and a date and time for the interview.
- Documentation from candidates will be sent to you in electronic format.

Joining the meeting

- You should prepare to join the meeting 45 minutes before the start time to allow for time to discuss the candidate with the panel. Agree timings with the Chair and SCSi in advance.
- Click the join link when you are ready.
- When the Staff Observer is ready, they will admit you to the virtual room (meeting).
- You must join the meeting with full audio and video experience.
- Your video should be on and your microphone will be on mute.

Before the interview starts

- Use the 45 minutes to ensure the technology is working and revisit your pre-interview preparation with your co-assessors.
- The candidate will be in a virtual lobby prior to the interview waiting to be admitted. The candidate will not be able to see or hear assessors while they are waiting to be admitted.
- The Staff Observer will let you know when the candidate is ready. When the panel is ready the Staff Observer will admit the candidate to the meeting.
- The Staff Observer will confirm that everyone is ready – video on and audio working.
- The Staff Observer will conduct QA checks with the candidate – the Chair can ask that these be repeated at any time during the interview, if necessary.
- The Staff Observer will hand control of the meeting to the chairperson.

During the interview

- Allow for audio delays and silences during the interview by pausing after asking the question.
- Where necessary you can reassure the candidate that you (the panel) are listening.
- Questions should be clear and brief; this is even more important on a video interview.
- Agree to the use of non-verbal cues during interview preparation. For example, if the Chair would like an assessor to move on from their line of questioning, they could raise their hand or scratch their nose as an indicator to the assessor to move on.

At the start of the interview

- The 60 minutes begins when the Staff Observer hands control of the meeting to the Chair.
- You should follow the same process and procedures as a face-to-face interview:
 - Introduction by Chair 2–3 minutes
 - Candidate's Presentation 10 minutes
 - Questions on the presentation 10 minutes
 - Candidate's general training and experience – 25 minutes
 - Chair — questions on competencies, PQSL and Ethics 10 minutes
 - Close of interview 1–2 minutes
- You should remind the candidate not to turn off their video or mic during the interview and advise that assessors will turn off their mic when they are not speaking.

During the interview

- You can ask the candidate at any time to repeat the view of the room.
- You can use the chat function at any time to alert the SCSi staff observer that you require assistance.

Managing technical issues

- Please keep a record of any technical issues, approximately what time they occurred and how long the issue lasts.
- If technical issues persist, you can formally pause the interview. The Staff Observer will instruct you on what to do next. This may be to wait until a participant has reconnected or for everyone to exit and re-join.
- If the candidate has left the meeting or the video feed fails, you should ask the candidate to complete the view of the room again when the interview restarts.
- Any time lost due to technical issues should be added to the end of the interview to ensure the full 60 minutes is achieved.
- If more than 10 minutes of technical issues are recorded you may choose to terminate the interview. This decision sits solely with the Chair but should be done with the candidate's agreement.
- If the interview is terminated early, an alternative interview will be arranged. The Staff Observer will provide further details to you and the candidate.

At the end of the interview

- Before starting the post-interview discussion you must ensure the candidate has left the meeting. You can check the participant panel and seek confirmation from the staff observer.
- When the staff observer has confirmed that the candidate has left the meeting, the staff observer will also leave the meeting so that the panel can hold a private discussion.