Chairperson instructions and script

This document is suitable for use in all chartered assessments interviews: APC, senior professional assessment, specialist assessment and academic assessment.

Opening the interview

It is important to use the opening of the interview to put the candidate at ease. This script sets out the various elements that must be covered before starting the interview. This does not have to be followed verbatim, but all elements must be covered in a friendly manner.

The 60 minutes will start when you have covered the following elements and the candidate is ready to start their presentation.

Welcome the candidate

"Hello [candidate name]. Thank you for attending the final assessment interview. I am [chairperson name] the chair of the interview panel. I will let the other assessors introduce themselves.

Assessors must give a brief hello and their name. If their job role matches the candidate's pathway they may also wish to state this. We also encourage assessors to share a brief fact that is relevant to the interview; the objective is to humanise them to the candidate. Assessors should avoid stating their length of experience or size of their company as these could be intimidating.

If auditor is present: "You will notice we also have an auditor joining us today. They are here to audit the assessment panel, to ensure the process and policies for the assessment are being followed.

If observer is present: "You will notice we also have an observer joining us today. They are here to observe the interview, to ensure the process and policies for the assessment are being followed."

"Before we start, I need to check that everyone's audio and video connection are working.

I will now ask each of you in turn to speak your name and confirm you can see and hear each other."

Ask the candidate to show you their surroundings

"Next, I need you to use your camera to show us a 360-degree view of your surroundings, including above and below you. This is so we can confirm you do not have any unfair advantage to support you."

Ask the candidate a simple opening question

The following questions are examples.

"Where are you located today?"
"How are you finding working from home?"
"Where is your office based?"
"What's your journey to work like?"

Explain the interview structure

"Now I will briefly describe the structure of the interview. It will last for 60 minutes. You will start with your presentation, which has a 10-minute time limit.

We will then ask you questions about your presentation. These questions will last about 10 minutes. Following that we will ask you questions on your competencies. I will finish the questioning on mandatory competencies and current affairs. Before the end of the interview you will have the opportunity to return to any questions or points you want to."

Important points to confirm with the candidate

"Before I ask you to start your presentation I need to take you through some important points:

- You are not allowed to record the interview. Can you confirm you do not have any recording equipment with you?
- If there are any technology issues the interview will be paused by me or if necessary one of the assessors or the staff facilitator. Any time lost due to technology will be added to the scheduled end time to achieve the required 60-minute interview.
- The panel will be taking notes and may be referring to your submission during the interview, so may not always be looking at the camera but they will be listening and paying you attention throughout.
- If you don't understand any part of the interview you can ask for clarification. We are happy to rephrase questions at any time.
- If there are any questions you want to come back to please let us know and make a note of them. You will be given the opportunity to make any closing comments before the end of the interview.

Ensure the candidate is ready to start the interview

"Finally I need to check that you are fit, well and willing to proceed?"

Ask the candidate to begin their presentation

"The 60-minutes will start when you begin your presentation. We will avoid interrupting during your presentation but I will let you know if you are likely to exceed the time limit. When you are ready, please begin."

During the interview

Manage time throughout the interview

Indicate to the candidate or assessors if they are exceeding their time.

Prompt the candidate as the interview progresses between each stage

"Thank you for your presentation. Before I hand over to my colleagues, I have a question for you."

"[Assessor 1 name] will now start the questioning on your presentation."

"Thank you [Assessor 1 name]. [Assessor 2 name] will now ask you some questions."

"That ends the questions on your presentation. [Assessor 1 name] will now start questioning on some of the technical and mandatory competencies."

"I will now finish with questioning on the mandatory competencies and current affairs."

Closing the interview

Draw the interview to a close

"We are coming to the end of the interview now. [Assessor name 1] and [assessor name 2] do you have any closing questions?"

"[Candidate name] are there any questions you wish to return to or any other comments you wish to make?"

Close the interview

"Thank you for your time. You will receive your result by email within 5 working days. You can now exit the meeting by clicking the red hang up button."

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