

Q&A FOR PANELS USING VIDEO INTERVIEWING

Q1. If a candidate joins the interview with audio only and advises that they do not have the appropriate IT to be able take part in a video interview, what should happen?

A1. This situation should have been highlighted by the candidate in advance of the interview. If the candidate raises it with the panel on the day of the interview, the Chairperson should advise that without video, the interview cannot proceed as it is essential that their identity is verified. Advise the candidate to contact HRConnect immediately to discuss the issue. As Chairperson, make a note of the situation and e-mail HRConnect to advise them. If the meeting is to be rearranged, HRConnect will contact the panel directly.

Q2. What should the panel do if a candidate arrives late?

A2. Should a candidate arrive late for his/her interview, the panel will have to decide on the course of action to take, depending upon the circumstances. The panel may decide: -

- to see the interviewee immediately, providing this does not impact on the interview time of the next applicant;
- to re-schedule the interview;
- not to see the applicant.

Q3. What action do the panel take if the candidate does not state their name or does not clearly show their photographic ID?

A3. If, despite the candidate being asked again to clearly state their name and show their valid photographic ID, they do not, the Chairperson should state that if they do not complete these actions, that the interview will be terminated. If the candidate continues to refuse to show their ID and state their name, advise that you are terminating the interview, do so and record the particulars of the situation and the time the interview was terminated.

Q4. There is not a clear picture of the candidate from the start of the interview. What should we do?

A4. If the picture is clear enough to be able to clearly verify the identity of the candidate then proceed with the interview as it is what the candidate says which is important. If the sound is not clear, and the problem cannot be resolved, then the Chairperson will advise the candidate using the Chat facility that they will contact HRConnect to have the interview rearranged. You should advise the candidate to check their e-mails regularly for further instructions. Make a record of the difficulties you have experienced and contact HRConnect by e-mail (Recruitment@HRConnect.nigov.net) describing these and asking for the interview to be rearranged. HRConnect will be in contact with both the panel and the candidate in the near future.

Q5. The interview commences well and the picture is clear enough to identify the candidate but it then becomes unclear. What should the panel do?

A5. As above.

Q6. The connection starts well but it is lost completely during the interview and it is not possible to even hear the candidate. What should the panel do?

A6. Try reconnecting and continuing with the interview. If the connection has been lost completely, and therefore the candidate is unaware of what has happened, contact HRConnect by phone and advise them of the difficulties experienced. Ask that they make urgent contact by phone with the candidate to explain the situation and request that HRConnect rearrange the remainder of the interview allowing additional and sufficient time for restart of interview, e.g. introductions, ID check.

Q7. If someone requests an adjustment because of a disability in relation to video interviewing what should happen?

A7. The candidate should have advised HRConnect well in advance of the interview. They should already have consulted with the candidate and advised on the appropriate adjustment. You would have been advised if there were adjustments in place.

If the candidate advises that they have not requested an adjustment in advance, but that these are now necessary, the interview should be stopped. Advise the candidate to contact HRConnect immediately and discuss the issue. As Chairperson, make a note of the situation and e-mail HRConnect to advise them. If the meeting is to be rearranged by video, HRConnect will contact the panel directly.

Q8. What action do the panel take if the candidate is strongly suspected of using notes?

A8. If you are certain that a candidate is using notes, the Chairperson should remind the candidate, as they did at the beginning of the interview, that the use of notes is not permitted. The Chairperson should state that if the candidate continues using notes, they may terminate the interview. The panel should make a record of any evidence and the time of the warning regarding the use of notes. If it is clear a candidate is continuing to use notes, the Chairperson should then terminate the interview and record the details.