

## Applicant guide to virtual interviews

Step 1 - ensure you have received all the information required to take part in the interview:

- Date and time of the interview
- The name and job title of the lead interviewer
- Instructions on how to join the interview - You may need to explore the software you are equipped to access from home. Your invite letter/email should include an automatically generated link to the interview and any further details e.g. if a download is required, what kind of browser you should use, and how to share your screen if necessary. You may decide to test the technology prior to the interview taking place to avoid disruptions.
- A protocol on what to do if the connection cuts - for example, who will call back first or who will call back on a phone number should something go wrong with the connection. In preparation for the interview you may need to ensure there is no unnecessary demand on your internet connection to prevent problems in the interview.
- Share accessibility needs - you will need to ensure you have shared any accessibility needs; this will enable adjustments to be made to the interview process where necessary.

Step 2 - ensure the space where you are holding the interview is appropriate:

- Ensure your space is quiet and will be uninterrupted. Be mindful of background noise and choose appropriate timings.
- Avoid any visual distractions within the background of the space you have chosen.
- Ensure that you're facing any direct light, rather than having the light behind you. For instance, you should face a window rather than having one behind you. This will make sure that you're easy to see rather than shaded out by backlighting.

Step 3 - take time to test and prepare your set up:

- Check your headphones - even if the room you are in is quiet, using headphones can help improve the sound quality for you. If you use the internal microphone and speaker, you might experience an echo or poor sound quality.
- Check your internet connection - if the connection is not stable, you may want to use a personal hotspot if the connection there is more stable.
- Check your camera positioning so that you can be seen clearly and it is at eye level so you can look at the camera when taking part in the interview.
- Ensure you have charged the device being used and the device will function for the duration of the interview.
- Consider having a back up plan for connecting should your planned device have issues on the day of the interview.
- Treat this interview as you would any other formal interview including normal interview preparation and formal dress. Remember first impressions will still count.

Step 4 - greeting and introduction:

- You may still wish to introduce yourself as you would when entering a formal interview. The panel will introduce themselves and welcome you to the interview; there may be some informal questions at the start of the interview to ensure you are prepared and comfortable before starting the formal interview process.

Step 6 - during the interview:

- Ensure you can be heard clearly and repeat yourself if there are any disruptions to sound or connection. Ensure you look to the screen when answering as there may be visual signals given if a panel member wishes to speak.

