

CITP Assessor Training: 7. The Interview

7. The interview

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7. The interview

Purpose of the interview:

To establish:

- Depth of knowledge in an IT specialist area
- Breadth of IT knowledge and understanding
- Competence
- Communication Skills

7. The Interview

Lead Assessor Role	Second Assessor Role
Open/Lead the interview	Support the lead assessor
Welcome & Introductions, put the applicant at ease	Pose relevant questions
Ensure the online interview software is working	Establish responsibility level
Record interview & inform applicant	Explore IT competence
Check applicant ID, ensure they're happy to continue	Explore IT breadth
Explore & record evidence of depth	Contribute to and agree the outcome and content of final report
Establish applicant responsibility level	
Explore & record evidence of IT competence	
Probe the applicant's IT breadth	
Agree outcome & report content with fellow assessor	
Submit the final report to BCS and inform the applicant to expect to hear outcome within 10 days	

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Preparing for the interview.....7 days in advance:

- Read the application and the initial review assessor report/s and any additional information assessment reports. Identify areas that may need to be explored during the interview
- Remember you are looking for depth in a specialism and IT breadth through experience and demonstration of competence
- Note a qualification with FULL CITP accreditation is demonstration that IT breadth requirements have been met but breadth of knowledge should be probed and evidence of CPD sought especially when the qualification was achieved more than three years before the interview
- Be sure to note points to be explored during the interview, look for gaps in experience and competence as areas to focus on
- You may want to contact your fellow assessor a few days in advance. Contact details of other assessors can be provided by the BCS Team

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Preparing for the interview..... 30 minutes to go:

- Have copies of the following ready to refer to :
 - Application documentation & initial review assessment reports
 - Interview template
 - The CITP Standard
 - The SFIA framework
 - The Guidance for Assessors – Assessing Applications for CITP
 - Your own notes/questions
- Connect with your fellow assessor to agree areas of questioning and discuss the application
- Be sure that you both agree who is the Lead and who is the Second assessor
- Be clear that you both understand whether the applicant has a qualification with FULL CITP accreditation and how much breadth of knowledge should be probed in the interview

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Starting the interview & housekeeping checks

- Be online with your fellow assessor about 20-30 minutes before the applicant joins
- Look out for when the applicant joins so as not to be discussing the application in an open forum on their arrival
- Upon applicant arrival, the Lead Assessor completes the housekeeping checks before the interview proper begins...
 - Welcome the applicant, provide brief introductions of yourselves, where you work, brief backgrounds, no more than 1-2 minutes
 - Inform the applicant the interview will be recorded
 - Carry out the ID check
 - Ask the applicant if they are happy to proceed and ask if there are any extenuating circumstances that might prevent them doing their best. This could potentially avoid an appeal
 - Check they are happy with the online interview software
- Ask the applicant to start their presentation being clear to instruct them to keep to the 10 minute allocation

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The presentation

The presentation should demonstrate:

- (1) how the competence assessment criteria have been met
- (2) the depth of specialist knowledge and practice

- Note down specific follow up questions as the applicant presents

Following the applicant's presentation:

- Refer to previous assessments which may have highlighted areas to be explored
- Explore any gaps or shortcomings that came to light during the presentation
- Refer to the interview template & the CITP standard and SFIA framework
- Ask open questions referring to the presentation content to establish responsibility level and how the applicant meets the competency requirements and depth of specialist knowledge
- Evaluate the strength of the applicant's communication skills

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Assessing specialist knowledge:

- Familiarise yourself with the SFIA skill codes within the Specialism families
- Where some of the evidence is outside their designated Specialism, take a holistic view – don't penalise the applicant and deny the award if there is evidence of sufficient depth outside of their declared specialism
- Make a note of this in your assessment and award accordingly
- If the applicant does not pass clearly in a single specialism consider:
 - Does the applicant have most / all the skills at SFIA level 5, if yes, it is likely the applicant should pass
- Assess the applicant's individual SFIA skills code/s - typically there would be no more than 2-3 SFIA codes covered in the applicant's work, possibly 4 where the applicant is demonstrating operation at the required level
- You must decide if, on the balance of probabilities, the applicant meets the assessment criteria set out in the CITP standard

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Assessing IT Breadth

- Chartered IT Professionals have awareness and understanding of the broad scope of IT
- Due to the diverse nature of the IT disciplines, you should expect that applicants will have their own individual presentation of IT breadth of knowledge
 - Your assessment should seek to establish that the applicant's has an:
 - Appreciation and awareness of the scope of the IT profession
 - Knowledge of how their specialism 'fits' in the spectrum of the industry
 - Understanding of the boundaries of their specialist professional competence
 - Knowledge and understanding of areas outside of their own specialism
- The applicant's evidence should demonstrate their ability to communicate and work with other IT specialists with whom they would most likely interact as part of their own specialist role

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Assessing IT Breadth for Accredited applicants:

- *Accredited applicants are not required* to enter evidence in the breadth of knowledge section of their personal statement
- At initial review an assessment of the applicant's competencies for Business Skills, Complexity, Autonomy and Influence will have been carried out
- Where the exemplifying **qualifications given as evidence by the applicant were gained more than three years before the interview, look for evidence of CPD** to satisfy yourselves that the applicant's breadth of knowledge is up to date

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IT Breadth – seeking and recording evidence:

- Enter the evidence shared by the applicant in the BOK section of your interview report
- Evidence will vary depending on the specialism of the applicant but should be complementary to assure the applicant's ability to communicate and work with other IT specialists they would most likely interact with in their specialist role
- Refer to the “Guidance for assessors – Assessing applications for CITP” section on assessing breadth of knowledge at interview

Note: If you establish sufficient demonstration of BOK when assessing competence, you will not need to probe specifically for breadth

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The Overall BOK outcome:

- Consider the applicant's IT breadth in the round remembering they are not required to demonstrate technical knowledge outside their own discipline
- Take a holistic view
- Use your peer judgement to provide an overall assessment about whether the applicant understands the scope of the profession and has sufficient knowledge and understanding to enable them to communicate and work with other specialists across the IT profession

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Closing the interview

- The interview should be coming to a close after 45 minutes to 1 hour.
- Ask the applicant if there is anything they would like to add that has not been covered in support of their application
- Skim over the interview template and assure yourselves that everything has been covered sufficiently
- Throughout the interview the lead assessor should have been checking with his fellow interviewer if there are any questions they would like to ask, this should be done again at the end of the interview
- Thank the applicant for their time and notify them the final outcome is reviewed and confirmed by BCS
- Inform the applicant they should hear the outcome within 10 days from the date of their interview

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Interview Wrap Up

- When you are sure the applicant has left the interview, begin your wrap up discussion
- Continue recording until you have completed your wrap-up – this will be important if there is an appeal for the BCS Team to understand your reasoning
- Share your “gut feeling” with one another on your thoughts about whether the applicant is a Pass or Fail
- Some applicants may be a clear Pass or Fail, others may be borderline

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Interview Wrap Up

- You both need to agree and justify your decisions, and record these on the report.
- There may be situations where you disagree on the outcome – it's important in this situation to have a clear and fair discussion to understand one another's perspectives and come to an agreement. If this has not been possible, refer to the BCS Team
- Discuss each of the areas and requirements of the standard – following the template sections and adding good justifications for each separate criteria
- **After** your wrap-up, stop the recording
- Your report should be submitted to the BCS Team within 7 days of the interview