TIPS FOR ONLINE INTERVIEWS

BEFORE THE INTERVIEW

Before interviewing, be clear on the job role, expectations and what your organisation can provide in terms of migrant support.



- Can you pick them up from the airport?
- Can you offer temporary accommodation?
- Do you have a peer support system?

INVITING PEOPLE TO INTERVIEW

Email the candidate with some dates and times to choose from.
Remember that there will be time zone differences so not all times will be suitable.

Explain that the interview process will take place online and send instructions.
It's also a good idea to describe the format of the interview and who will interview them.

OPTIMISE TECHNICAL SETUP AND VISIBILITY

Technical Preparation (Both Sides):

- Send the meeting link and joining instructions **well before** the interview.
- Have the candidate's phone number ready to switch to phone if issues occur.
- Check your internet, microphone and speaker before starting.
- Ensure good lighting.
- Use a quiet space with minimal ambient noise.

Camera Framing:
Encourage candidates to frame their upper torso. This allows you to see natural movements and expressions so you can read their body language better.



Don't penalise technical issues:
Not all candidates are familiar with new assessment methods. Some may require more time to respond due to technical familiarity.

DURING THE INTERVIEW

BUILD PERSONAL CONNECTION



Use the first 2-3 minutes for informal chat.
Connect with them on a personal level to get a sense of who they are.

Why this matters:
Online interviews naturally reduce personal connection. Migrant candidates may feel more anxious about cultural differences.

Building rapport reduces stress and improves assessment accuracy.

ASSESS SKILLS COMPREHENSIVELY





The Challenge:

There is a risk of not fully understanding the complexity of a candidate's skills and qualities when interviewing online. Assessing suitability for physical jobs is especially challenging because you're not seeing them in person.

Solutions:
Focus assessment on **behaviour and skills-based questions**. Especially for a physical job like support work, this allows you to see what applicants have done in similar situations.

- Try and ask behaviour-based questions that may assess how they deal with a diverse range of people.

- Skills-based questioning also helps to reduce the impact of language barriers and allows them to showcase their skills.