

**University of Exeter Managed Internship Schemes**

**Guidance for conducting interviews via video call**

Few days before the interview

* Confirm the date and time with each candidate and confirm the platform you are using to video call and request their contact details. If they are in a different time zone make sure they know you are referring to UK time. Allow enough time for each interview slot, including time for any possible technical issues and questions at the end. Confirm who will initiate the video call on the day (particularly important if there is more than one interviewer as they will be the lead interviewer)
* If you do not already have the software on your computer, make sure all interviewers have the relevant programme downloaded ahead of the interviews and that you are all able to login to your account. Most University staff will be using Microsoft Teams and Exeter students should have access to this too.
* If you need to create an account for the platform or wish to create a separate one (and not use a personal account), then for Skype in particular, you will need to create a new username and this will be visible and how people find you. With Skype, people can search for you by first and last name.
* For Skype calls add the candidates onto your account so you have all their details ready to call on the day (if there is more than one interviewer, it is worth you all doing this, just in case). You will also need to add any other interviewers onto your account.
* If using Zoom make sure you send a link to the Zoom meeting via email to all candidates along with the meeting ID and password.
* Do a test call with the other interviewer(s) or a colleague or family member before the interview to check your microphone and camera work and what can be seen in your background. If you will be interviewing with more than one person, test adding an extra person into the call.

Conducting the interview

* Check/adjust your set-up – adjust the lighting if it is too bright or too dark. Remember the candidates will be able to see whatever is behind you. Your platform may have the option to blur your background.
* Headsets are useful for blocking out any background noises
* Make sure no one will interrupt you during the interview
* If interviewing with others, 5-10 minutes before the interview, initiate the call and check the connection works OK. When you are ready, you can then use the ‘add people to this call’ feature and add the candidate onto the call.
* Treat it as a standard interview, have the interview questions prepared and if there is more than one interviewer, make sure you know who is asking which questions.
* Introduce yourself as lead interviewer and introduce any other interviewers and outline the structure of the interview. Explain that if there are any technical hitches during the interview, you will call them back via phone or email them (always worth trying to video call them one more time first!)
* Remember there might be a slight time lag so the candidate may need extra time to answer the questions. Speak clearly and loudly and be willing to forgive them if they accidentally talk over you.
* Be extra personable as it’s much harder to connect with the candidates over video calls and put them at ease. Try and look at the camera regularly so the interviewee knows you can still hear them
* End the video call interview like a normal interview – confirm when you will be in touch with the candidate regarding the outcome of the interview and end the video call.
* Ensure the interviewee has definitely left the call before you start any discussion about them and their scores!