

Interview Guide

This guideline may be used by supervisors and managers for obtaining appraisal information regarding an applicant's background experience and general suitability for employment. This guide is not intended to be other than a suggested format, a tool to be used at the selecting official's option. When obtaining reference or suitability information on individuals', Privacy Act guidelines must also be observed.

Verification of Employment and Education

- A. Using the SF-171 or curriculum vitae, verify the applicant's name.
- B. Check position title and salary; verify application against data supplied by a reference.
- C. Obtain dates of employment or attendance (if education) checking against those stated in application. If possible obtain starting date and ending date – month/day/year.
- D. Request reason(s) for termination of employment or attendance (if verifying education).
 - 1) Was employment terminated by employing office/business, etc.? For what reason?
 - 2) Was employment terminated by employee? What reason was given by employee for termination? Were there any contributing factors known to employer, other than that stated, which may have precipitated the termination?
 - 3) If verifying education, inquire as to satisfactory completion of course or degree requirements. Verify course length, credits, contents, etc...
- E. Obtain reference evaluation of employee's work performance.
 - 1) Quantity and timeliness of work products: (amount of work accomplished, ability to meet goals, objectives and timeliness in completion of work).
 - 2) Quality of work products: Extent of satisfaction with work output, products, services).
 - 3) Initiative: Capacity for self-starting. Does employee begin working promptly on assignments? Does the employee require close supervision?
 - 4) Job Knowledge: did the employee apply an effective working knowledge of (whatever occupational field employed)? Does the employee know how to use (whatever occupational tools, materials, equipment, etc.)? Does the employee observe safety precautions?
 - 5) Physical demands: Has the employee ever been injured on the job? Off the job? (If so determine the nature and cause of the accident. Any permanent disabilities.) If the position for which you are making selection has special physical demands, check:
 - Vision
 - Listing
 - Any limitations
 - Hearing
 - Manual dexterity
 - Driving abilities, etc.
- F. Adherence to work rules: Is attendance regular? Utilization of sick leave/annual leave, etc.? Does the employee have a tendency to loaf or socialize to extreme while on the job? (If a problem is detected, try to obtain specific information as to the nature and cause of the problem).

Obtaining Reference or Suitability Information on Individuals

In accordance with the Privacy Act of 1974, Federal officials and employees who obtain information for use in determining the suitability, eligibility, or qualifications of individuals for Federal employment must be

aware that they can no longer assume or routinely grant pledges of confidentiality to the sources from whom they obtain the information.

Under the Privacy Act, the record of information obtained on an individual is to be available for review by that individual. This includes the identity of the source, unless an express pledge of confidentiality was given to the source. Such express pledges of confidentiality are to be given sparingly and only when necessary to secure pertinent information. Even when such pledges of confidentiality are given, the substance of the information obtained is still available for review, and only the information that would identify the source can be deleted or withheld.

When information concerning an individual is solicited from a source in person, by telephone, or in writing, the source is to be notified of the purposes for which the information is sought and how the information will be used. The source is to be notified that the information provided, including the source's identity, may be disclosed to the individual upon request. Pledges of confidentiality are to be given only as outlined below.

Pledges of Confidentiality When Information Obtained In Person Or By Telephone?

If information is being obtained in person, or by telephone, and confidentiality is specifically requested by the source, then a pledge of confidentiality may be given. In addition, when the person soliciting the information feels that such notification is necessary to secure pertinent information, sources may be notified that they can request confidentiality. However, the person soliciting the information may not ask a source to request confidentiality, and pledges of confidentiality may not be assumed. It should be remembered that even when a pledge of confidentiality is given, the confidentiality applies only to the source's identity and to those certain of the information furnished that would reveal the source identity. A promise of confidentiality requires Federal agencies to take all responsible precautions to protect the confidentiality of the source's identity.

Pledges of Confidentiality When Information Obtained By Written Inquiry

When information is being obtained through a written inquiry, the form, instructions or correspondence used is to include:

- 1) A space for sources to request pledge that their identity will not be disclosed to the individual on whom they are furnishing information;

OR

- 2) An offer to make special arrangement to obtain significant information which sources feel they cannot furnish without a pledge of confidentiality as to identity. It should be made clear to the source that a pledge of confidentiality applies only to the source's identity and to those portions of the information furnished that would reveal the source's identity.

Any questions in regard to obtaining information on individuals or giving pledges of confidentiality should be directed to the servicing personnel office.