

Accessible Interview Checklist



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This checklist is designed to ensure candidates with disability have the best opportunity to bring their best self to an interview. Whilst there may seem like there is a lot to do, most of these elements are a minor change to how you already do things, and each element will not be needed for every interview.



In most cases utilising the following information will support you to make all candidates feel welcomed and set up for success. What's most helpful will become apparent when you ask about accessibility requirements for candidates. The simple steps are to: ask, plan, be flexible and adjust.

1 **Ask**

2 **Plan**

3 **Be Flexible**

4 **Adjust**



For all Communication Before, During and After the Interview

! Stuff to do

! More info

N/A



Use Sans Serif font and send in Microsoft Word or HTML format

Sans Serif fonts include Arial, Helvetica and others. Use a minimum of 12pt font size (or large print minimum 18pt)

Check all images include alternative text (alt-text)

Visit: <https://webaim.org/techniques/alttext> to learn more.

Be flexible and have alternative formats of communication on offer upon request

Alternative formats may include digital or electronic versions that are accessible via screen reading technology, large print, audio, video, Easy Read or Easy English alternatives. You can learn more about Easy Read here: <https://www.stylemanual.gov.au/content-types/easy-read>



For all Communication Before, During and After the Interview

! Stuff to do

! More info

N/A



Check colour contrasting between content, background colour and texture.

Visit: <https://webaim.org/resources/contrastchecker/> to test contrasting.

Make audio and videos accessible

Use closed captions, allow for hearing augmentation systems and have an interpreter available when needed (e.g. Auslan)

Request applicants to bring their assistive devices where skills tests are required

Some examples of assistive technology include: eye gaze technology, speech to text or screen readers (such as Jaws, VoiceOver and NVDA).



Before the Interview

! Stuff to do	! More info	N/A 
Where possible, ensure you have a diverse panel of interview assessors	Diverse interview panels help minimise bias and misconceptions. It would be great to have someone with disability or lived experience on the panel.	
Have a statement advising that you encourage candidates to contact the organiser if they require any adjustments for the interview	You may wish to include some examples of adjustments.	
Provide a main point of contact for the entire process	Let candidates know who they can make contact with if they have any questions, it is best to provide both a phone number and email address.	



Before the Interview

! Stuff to do	! More info	N/A 
Send accessibility information about the interview location	Include detailed directions including nearby public transport options, accessible parking, entrance accessibility, and accessible restrooms.	
Provide an overview of the interview process	This might include who will attend, purpose, expectations and a runsheet of the interview. Provide access to interview questions prior to the interview where possible.	
Offer to book transport if required	Taxi, ride-share, etc. Remember to ask if the candidate has any accessibility needs regarding transport.	



Before the Interview

! Stuff to do	! More info	N/A 
Consider timing and be flexible	<ul style="list-style-type: none">• Flexible start times may be required• Ask candidates about time and fatigue considerations and plan skills tests around this for optimum success.• Consider the possible need for extra or extended breaks• Some candidates may require extra time to complete tasks or set up assistive technology	
Be upfront about any accessibility concerns or limitations	<p>Let candidates know if there are parts of the building or process that may not be fully accessible so they can make an informed decision and work with you to find an accessible solution.</p>	



Before the Interview

! Stuff to do

! More info

N/A



Make sure the interview location is accessible for your candidates

Depending on the individual needs of the candidate, some things to consider include:

- Accessible parking
- Accessible restrooms
- Accessible doorways (e.g. sliding, automatic, wide opening)
- Entrances and all spaces accessed by stairs are also accessible by another pathway (e.g. ramps or elevators)
- Unblocked/obstacle free pathways
- Availability to create or book a quiet room/space near the interview room
- Height adjustable tables



Before the Interview

! Stuff to do	! More info	N/A 
Make sure the interview location is accessible for your candidates	<ul style="list-style-type: none">• Background noise kept to a minimum• Room is well lit without glare or reflection• If requested, outside light must not be brighter than inside light due to glare sensitivities	
Book interpreter in advance	If an interpreter (e.g. Auslan) is required, ensure they are booked in advance and the room is arranged so the candidate has good visibility of the interpreter and interviewer. Have a device or pen and paper available as well.	



Before the Interview

! Stuff to do	! More info	N/A 
Where possible offer multiple interview formats	For example, face-to-face meetings, video calls, phone calls, work trials or 1:1 interviews instead of group interviews.	
If original interview room is not adequate for accessibility, consider alternative locations	Tip: Keep a record of suitable accessible interview locations and share this with your team.	



On the Day

! Stuff to do

! More info

N/A



Offer to meet the candidate outside the building before the interview

This can help the candidate feel more welcome and assist with accessibility.

Provide an informal feel to the interview

Take the pressure off so candidates feel more comfortable to share their skills and strengths.

Room arrangement

Ensure the room is set up so that there is access to the table, good circulation space for people using mobility aids and that interpreters are positioned where they can be viewed or heard by everyone.

Talk about the interview location layout

Verbally explain the room layout, directions to any amenities and emergency exits.



On the Day

! Stuff to do

! More info

N/A



Be open to alternative methods of accomplishing tasks

People with disability often develop their own strategic ways of completing any required tasks.

Be open to rephrasing and asking questions in a different way

Ask a range of questions including, open, closed, behavioural and situational. If a candidate does not fully understand a question, they may benefit from it being asked in a different way.

Bring everyone along together

In interviews where skills are tested, ensure that everyone is able to accomplish each task before moving on to the next one. Encourage candidates to ask for assistance if needed.



On the Day

! Stuff to do

! More info

N/A



Use plain language

Avoid using euphemisms, metaphors, idioms or jargon. Say what you mean and mean what you say.

Face candidates and speak clearly

This can improve clarity and can assist those who can lip read by having a clear view of your face.

Focus on capabilities

Don't assume people are unable to do a task or job, ask about how they might go about performing the role and any previous relevant experience



After the Interview

! Stuff to do

! More info

N/A



Let candidates know about next steps

Advise candidates of what they can expect regarding timelines and outcomes

Offer to book transport if needed

Taxi, ride-share, etc. Remember to ask if there are any accessibility needs regarding transport.

Offer to accompany the candidate outside

This can assist with accessibility requirements.

Have channels for feedback

Let the candidates know how they can provide feedback on the accessibility of the interview process so that you can improve in future.

Be a part of the **bigger picture**
and learn how to be more inclusive
of people with disability with the
Recruitable resources.

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