CHECKLIST – VIDEO INTERVIEWS

BEFORE THE INTERVIEW		

Technical	***Internet Connection:***
	You will need access to an internet connection.
	Options to access an internet connection:
	   - your home
	   - local library
	   - school
	You can also check with an employment services provider to see if they can help.
	
	Make sure the internet connection is stable and the wifi is strong and has enough data/bandwidth to download the platform you need and run the video interview.	

	Platform or App: Ask the employer what platform or app you need to use and ask for any instructions if they haven't already told you. You should receive a link from them to help you get started. You may need to download the platform or app if you don't already have it. If you're using a video program like Skype, make sure your username is professional. For example your name. If you're using a video program like Zoom that allows you to select a background, be sure to use a professional or blank background.	
	Device: You will need a computer or laptop with a webcam or in-built camera. A phone or tablet may work also, but some video platforms don't work on them and are not reliable. As soon as you know what platform or app you will be using for the interview, check that it works on your chosen device. If it doesn't work, you will need to arrange to use a different device.	
	Webcam / Camera: Check that the webcam or laptop/phone camera is working – there is usually a test function on the device that you can use to check that it's working. Position the webcam / camera so that your shoulders and whole head is in the shot and in the centre. Adjust so it is at eye level.	
	Sound / Audio: Check the audio is working on the computer / laptop / phone. Most platforms have a 'test audio' function. You could also try playing a YouTube video to make sure you can hear sound.	
	Other: Ask the interviewer for a phone number so you can call them if you have technical difficulties before or during the interview.	
Location	Find somewhere quiet, private and well-lit. Make sure you won't be interrupted by pets, other people, and external noises. Avoid coffee shops and other communal spaces where it could be noisy and you could be distracted.	
	Adjust the lights in the room if it's too dark and make sure the lighting isn't behind you.	
General	***Practise:*** Practise and test your equipment in the lead up to your video interview. This will increase your confidence as you become more comfortable in front of the camera.	
	If you can, ask friends or family to do some trial video calls. Run through it a few times until things start to feel natural. You can practise using the questions in this article – *Common interview questions* Ask them to give you feedback about your appearance, eye contact and how well you answered the questions. For example, did you mumble or talk too quietly? Was your voice clear?	
	Clothing: Plan and prepare what you will wear. Choose something professional and something that is appropriate to the business and role you have applied for. Dress like you are attending an in-person	

	interview. Even though the camera will generally only show your top section, be sure to choose appropriate pants or skirt in case you need to stand up. For tips on dressing the part, check out this article - *Why personal presentation is so important*	

DAY OF THE INTERVIEW

Technical	Make sure the battery on your device is fully charged. Do one final check of all your technology (including sound, camera and internet connection)	
	Close any web browser tabs, windows and applications that you won't be using during the interview - make sure you're not downloading anything in the background and you have turned off notifications for incoming emails/messages.	
Location	Remove any inappropriate items that might be seen on camera - check what will be in the background (a blank wall is good).	
	If you will be using a shared space and think you could be interrupted during your interview, put a 'Do not disturb - interview in progress' note on the door.	
	Be ready at your location at least 10 minutes before the interview is due to start. If you are travelling to a location (e.g. library) make sure you give yourself plenty of time to get there.	
General	Dress as you would for an interview. Make sure your top and pants or skirt is appropriate and professional in case you need to stand up for any reason.	
	If you wear glasses check and adjust the lighting in the room to reduce the glare from the lenses.	
	Have pens, notebook and a copy of your résumé handy. Keep some water handy too in case you get thirsty. **TIP**: Try not to read from any notes you may have prepared for yourself – make sure you keep 'eye contact' during your interview.	

DURING THE INTERVIEW

Technical	Place your phone on silent mode, but have it close in case you have technical issues and need to contact the interviewer or the interviewer needs to call you.	
General	*Body language and personal presentation:* Nod and smile to show you are listening and engaged. Use hand gestures when appropriate.	
	Eye contact is important. Try to look at the camera / webcam and not directly at your interviewer on the screen. This way, your eyes are more likely to align with the interviewer's eyes on the other end.	
	Have good posture - sit with your back straight, feet on the floor and arms resting in your lap or on the desk.	
	Have some water handy to drink if you need, but don't eat or chew gum.	

If things go wrong during the interview

	If your video or audio stops working - Try closing the program or app, reopen it and start again. - If you can't get the program to work, or the video call cuts out, call the interviewer by phone using the contact number you asked for before the interview. - Ask if you can continue the interview by phone or if you can reschedule.	
	If noise interrupts the conversation - If noises (sirens, construction, etc.) interrupt your video interview, apologise for the interruption and ask for a few moments until the noise has eased or stopped. - You may want to mute the microphone if the noise level is very loud.	
	If someone enters the room unexpectedly If family members, housemates or pets enter the room while you're interviewing: - apologise to the interviewer and ask for a few moments - mute your microphone and turn off your camera - deal with the interruption as quickly as possible - make sure the room is clear before beginning the interview again	

AFTER THE INTERVIEW

Technical	Make sure you've closed the program or app before breathing a sigh of relief!	
	Return any equipment you borrowed or rented.	

Location	**If you're at a library or in a shared space:** - leave the space clean / tidy - check you've packed up all your things including cords, chargers, webcams and water bottle - don't leave anything behind - turn off any lights	
General	Thank the interviewer for their time. Send a follow-up thank you email later that day (or the next day if your interview was in the evening).	
	Even if things don't work out, learn from it. - If you hear back from the employer, ask them for feedback on what you can improve on. This will help you further develop your interview skills for next time. - If you *don't* hear back from the employer after a few weeks, send a follow-up email to check whether they have made their final decision. If you don't get a response, be proud that you did everything you could. Try and learn from the experience. For more info on why you may not hear back from employers, check out – *Why I don't hear back from employers*	