

TIPS FOR ACCESSIBLE INTERVIEWS



Creating a welcoming and inclusive interview experience helps all candidates feel at ease and ready to show their strengths.

BEFORE THE INTERVIEW

Review your questions

Avoid slang and euphemisms

Invite examples from non-traditional work experience

Focus on core job requirements

Prepare the candidate

Provide as much information as possible (location, duration, attendees, etc)

Send some or all questions in advance

Offer accessibility support

Ask ALL candidates if they need accessibility support

Provide ALL candidates with the Centre for Workplace Accessibility contact information for confidential support (hr.ubc.ca/cwa)

DURING THE INTERVIEW

IN-PERSON INTERVIEWS

- Consider the accessibility of the physical space: Is the front door easy to find? Are there elevators? Are there obstacles on the way to an interview room? Is the room well-lit and are there options to dim or turn off some lights if it is too bright for some candidates?
- Consider the accessibility of the washrooms in your building. Not all accessible washrooms are created equal. If a candidate requests access to an accessible washroom, ask if there are specific requirements and reach out to the CWA for support if needed.
- Other accessibility and accommodations solutions may include providing live captioning, video relay services, offering to provide documents in larger fonts, choosing a room with minimal disruptive ambient noise (loud fans or noise spilling from nearby meeting rooms), etc.

VIRTUAL INTERVIEWS

- Turn on or enable captions. This can support the accessibility of those who are Hard of Hearing or Deaf, and candidates who process information visually. Enabling captions proactively means the candidate won't have to ask for it.
- Type formal interview questions in the chat. Autogenerated captions are not always prompt or accurate. To ease anxiety and improve the interview experience, you can put the interview question in the chat after asking it aloud.
- Use good quality mics. This is especially important if the interview panel is in a conference room as the built-in mics may not pick up everyone's voices.
- The interview panel should be in a well-light room without too much backlighting. Some candidates use lip-reading and facial cues to help communicate. This can also assist candidates with low-vision to recognize the speaker's facial features and gestures.
- If feasible, ask candidates if they have a preferred platform. For example, some candidates may find that the captions are better or easier to follow on one platform versus another.

ADDITIONAL RESOURCES

- Contact the [CWA](#) for support with any questions.
- This tip sheet is a brief summary. Further information can be found on the CWA's [Accessible Interviewing & Accommodations](#) course.
- [HR's Interviewing Job Candidates](#) webpage has additional interview considerations.
- Note that if a candidate requests **sign language interpreting**, agencies typically need 2-weeks' notice. Contact the CWA as soon as possible for support. Some candidates prefer to use an interpreter that they are familiar with, particularly for specialized fields with technical terminology.