


| Curriculum Document                |  |                 |                    |   |
|------------------------------------|--|-----------------|--------------------|---|
| <b>Curriculum Code</b>             | <b>Occupational Profile</b>              |                 |                    |   |
| 422701000                          | National Certificate/ Award: Interviewer |                 |                    |   |
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## Table of content

|  |   |
|--|---|
| SECTION 2: OCCUPATIONAL PROFILE .....  | 3 |
| 1 Occupational Purpose .....   | 3 |
| 2 Occupational Tasks.....  | 3 |
| 3 Occupational Task Details .....  | 3 |
| 3.1 Preparing to do survey interviews (NQF level 3) .....                                      | 3 |
| 3.1.1. Unique Product or Service: .....  | 3 |
| 3.1.2. Occupational Responsibilities: .....  | 3 |
| 3.1.3. Occupational Contexts: .....  | 3 |
| 3.2 Planning the interview processes (NQF level 4).....  | 3 |
| 3.2.1. Unique Product or Service: .....  | 3 |
| 3.2.2. Occupational Responsibilities: .....  | 4 |
| 3.2.3. Occupational Contexts: .....  | 4 |
| 3.3 Selecting and interviewing participants (NQF level 4) .....                                | 4 |
| 3.3.1. Unique Product or Service: .....  | 4 |
| 3.3.2. Occupational Responsibilities: .....  | 4 |
| 3.3.3. Occupational Contexts: .....  | 5 |
| 3.4 Reporting (feedback/observations) on the processes and interviewing approach (NQF level 4) | 5 |
| 3.4.1. Unique Product or Service: .....  | 5 |
| 3.4.2. Occupational Responsibilities: .....  | 5 |
| 3.4.3. Occupational Contexts: .....  | 5 |

## SECTION 2: OCCUPATIONAL PROFILE

### 1 Occupational Purpose

The interviewer interviews people to collect survey data on a variety of topics

### 2 Occupational Tasks

- Preparing to do survey interviews (NQF level 3)
- Planning the interview processes (NQF level 4)
- Selecting and interviewing participants (NQF level 4)
- Reporting (feedback/observations) on the processes and interviewing approach (NQF level 4)

### 3 Occupational Task Details

#### 3.1 Preparing to do survey interviews (NQF level 3)

##### 3.1.1. Unique Product or Service:

Signed project contract (all briefing documents)

##### 3.1.2. Occupational Responsibilities:

- Conduct mock interviews
  - a. Collect and select material for the specific interview
  - b. Attend the project briefing (methodology of participant selection, background to the project, payment, timeframes, questionnaire and other research instruments such as product, using prompt material, sampling size and details, incentives, cashflow)
  - c. Evaluation of the research instruments
- Participants selection
  - a. Methods of participant selection
  - b. Application of replacement and substitution of participants
  - c. Route plan

##### 3.1.3. Occupational Contexts:

- Participation in project briefing session
- Work with supervisor preparing for briefing session

#### 3.2 Planning the interview processes (NQF level 4)

##### 3.2.1. Unique Product or Service:

Interviews schedule

### **3.2.2. Occupational Responsibilities:**

- Planning interview schedule
  - a. Time management
  - b. Arranging transportation and accommodation
  - c. Personal cashflow management
  - d. Basic administration
  - e. Scheduling across projects
  - f. Managing project logistics
- Management of interview physical resources
  - a. Transportation (cars)
  - b. Telecommunication equipments (handheld devices, headsets)

### **3.2.3. Occupational Contexts:**

- Preparation procedures for scheduling interviews
  - a. Secure access to participants
  - b. Prepare logistics schedule (transport and accommodation)

## **3.3 Selecting and interviewing participants (NQF level 4)**

### **3.3.1. Unique Product or Service:**

Completed interview to specification

### **3.3.2. Occupational Responsibilities:**

- Identify and describe target group
  - a. Read and/or draw the map or target area
  - b. Familiarise with the geographic and residential area
  - c. Source information on the participants (geographic and residential area)
  - d. Verify the geographic and residential area
  - e. Confirm adherence to selection variables
- Selection of participants
  - a. Replacement and substitution strategy and techniques
  - b. Problem solving techniques
  - c. Verify against selection criteria
- Negotiate access (informed consent)
  - a. Introducing the research (purpose, usage of results, who is doing the research, verification of credentials, length and confidentiality of the interview, process)
  - b. Obtain informed consent (levels of informed consent)
  - c. Communication skills
  - d. Applied ethics
  - e. Code of conduct

- Interview participants
  - a. Interviewing techniques and methodologies
  - b. Recording raw data (computer aided – telephone, personal or hand held device, paper bases)
  - c. Probing techniques
  - d. Prompting techniques
  - e. Verify and accuracy, completeness and correctness of data
  - f. Filtering (routing, skip questions)
  - g. Listen skills and techniques

**3.3.3. Occupational Contexts:**

- Complete interview questionnaire
- Compliance with selection procedures and processes
- Identification and description of the target group

**3.4 Reporting (feedback/observations) on the processes and interviewing approach (NQF level 4)**

**3.4.1. Unique Product or Service:**

Interview process feedback

**3.4.2. Occupational Responsibilities:**

- Report interview progress
  - a. Regular reporting on different aspects of the project
  - b. Feedback project improvement options (including relevance of questionnaire)
  - c. Report on project environment (factors that impact on the projects)
  - d. Troubleshooting project problems

**3.4.3. Occupational Contexts:**

- Compliance with reporting procedures