

**SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Personal Management and Development					
TSC	Interviewing					
TSC Description	Conduct and follow up on interviews according to established interview objectives and organisation's selection procedures					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4 RET-PMD-4003-1.1	Level 5 RET-PMD-5003-1.1	Level 6
				Identify candidates, prepare interview questions and follow up based on organisational procedures	Establish interview objectives and organisational procedures and guide interviews	
Knowledge				<ul style="list-style-type: none"> Types of interviews Interview outcomes Legal, regulatory, ethical and socio-cultural constraints related to conducting interviews Objectives of the interviews Appropriate interview questions Effective questioning and active listening techniques that can be applied in interview situations 	<ul style="list-style-type: none"> Types of interviews Interview outcomes Legal, regulatory, ethical and socio-cultural constraints related to conducting interviews The assessment criteria for the interviews Questions appropriate to the details and/or information to be obtained Effective questioning and active listening techniques that can be applied in interview situations 	
Abilities				<ul style="list-style-type: none"> Manage interview efforts with candidates Deliver questions in accordance with interview structures Provide inputs to identify areas for improvement 	<ul style="list-style-type: none"> Lead interview efforts Identify interviewees and interview objectives to support programmes and/or initiative goals Evaluate effectiveness of interviews to identify areas for improvement Address talent gaps within the organisation 	