# Interview Instructions

The following instructions should be followed when using the **Interview Scoring Worksheet on the CCSA Excel Audit Tool.**

\*\****Reminder to select the Int. Scoring data source and once interviews are complete, input total number of positive (+), negative (-) and not applicable N/A responses into the Int. Scoring Worksheet, DO NOT enter responses in the Int. Record Worksheet.***

The column “**QUESTION #**” indicates the question number in the audit instrument that needs to be validated through interviews.

The column “**QUESTION AND COMMENTS**” provides the basic question that needs to be answered. It also has space allocated for recording responses.

The “**RESPONSE**” column is to indicate whether the interviewee was positive (+), negative (-), or not applicable (N/A) in his/her responses. Non-committal responses will be counted as a negative, or a "no," when calculating response rates for each question.

Questions that have the “RESPONSE” column shaded are for the auditor's information and are not scored.

|  |  |
| --- | --- |
| **STEPS** | |
| 1 | Introduce and explain the interview process and purpose to the interviewee. |
| 2 | Discuss some of the interviewee’s background information, so that questions can be asked in a manner that relates to the individual's job. Make key word notes in the “Background Information” space. |
| 3 | Ask the questions on the form. Re-word them if needed. Expand on them if you didn’t get enough information. Record key words and comments in the space under the question. |
| 4 | Once the question is finished, place a “tick” mark in the space under the “RESPONSE” column that best reflects the interviewee’s answer. |

Continue in this manner for all of the interviews. One set of interview record forms may be all that is needed to record all interview responses for an employee group (i.e. worker, supervisor, etc.).

All employee groups indicated in the audit question must be interviewed. Interview results are then combined to be able to calculate the percentage of positive responses. To achieve representative findings, interviews should not be discontinued.

Remember – **All interview records are completely confidential.** Destroy the records once the report is completed and approved by the Certifying Partner.

**EXAMPLE # 1**

**Question 1.09 - All-or-none scoring**

10 points (full points awarded for 80% or higher)

10 employees interviewed

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **QUESTION NO.** | **QUESTIONS AND COMMENTS** | **RESPONSE** | | |
| **+** | **-** | **N/A** |
| **1.09** | **How does senior management (i.e. the boss/the owner) communicate to you that health and safety is important? How often?**  At staff meetings. Through newsletter. At Christmas luncheon | Workers - ~~⏐⏐⏐⏐~~ ⏐⏐⏐  Supervisors - ⏐⏐  Managers - ⏐⏐  Senior Managers -⏐ | ⏐⏐ |  |

8/10 workers and 5/5 supervisors, managers and senior managers interviewed stated that management communicates at least annually the organizations commitment to H&S. This is done through staff meetings, newsletter and the annual Christmas lunch. Negative responses from workers were unaware of how the senior manager communicates this.

**EXAMPLE # 2**

**Question 1.04 – Range of Point scoring**

0-5 points (points awarded are based on the percentage of positive responses from interviews)

10 employees

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **QUESTION NO.** | **QUESTION AND COMMENTS** | **RESPONSE** | | |
| **+** | **-** | **N/A** |
| **1.4** | **What are some of the key points listed in the Health and Safety Policy?**  Talks about commitment. Outlines responsibilities. | Workers - ~~⏐⏐⏐⏐~~ ⏐⏐  Supervisors - ⏐  Managers - ⏐  Senior Managers -⏐ | **⏐⏐⏐**  **⏐**  **⏐** |  |

7/10 workers and 3/5 supervisors, managers and senior managers interviewed could state the key points listed in the health and safety policy. Examples included the organizations commitment to keep everyone safe. Their own responsibilities to act in a safe manner abiding by the organizations H&S program and legislation. The negative responses new of the policy but could not describe what it included.