



## Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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### COURSE BROCHURE

# Competency-Based Interviewing

Custom Courses / Human Resources and Training

Unit Standard AATICD-0063 · NQF Level 5 · 10 Credits · 5 Days

## COURSE OVERVIEW

This course equips participants with the skills to conduct competency-based interviews that accurately assess candidates' job-relevant competencies. It covers the design of behavioral questions, structured evaluation techniques, and legal compliance to ensure fair and effective hiring decisions.

|                 |                                            |
|-----------------|--------------------------------------------|
| Category        | Custom Courses                             |
| Subfield        | Human Resources and Training               |
| Unit Standard   | AATICD-0063                                |
| Accreditation   | SAQA Accredited · NQF Level 5 · 10 Credits |
| Duration        | 5 days                                     |
| Training Method | Online, On-Campus, In-House                |
| Certificate     | Issued via AATICD LMS – verifiable online  |

## LEARNING OUTCOMES

- Apply the principles of competency-based interviewing to identify job-relevant competencies.
- Design behavioral and situational interview questions that elicit evidence of candidate competencies.
- Analyze candidate responses using structured evaluation criteria to reduce bias.
- Implement a competency-based interview framework aligned with organizational policies and labour legislation.
- Evaluate the effectiveness of interview processes and recommend improvements.
- Demonstrate legal and ethical interviewing practices compliant with South African employment law.

## WHO SHOULD ATTEND

- This course is designed for hiring managers, HR professionals, recruiters, and team leaders involved in the interview and selection process within organizations.

## COURSE OUTLINE

### Day 1: Foundations of Competency-Based Interviewing

- Introduction to competency-based interviewing (CBI)
- What is a competency? Types of competencies
- The STAR model: Situation, Task, Action, Result
- Legal and ethical considerations (SA labour law, Employment Equity Act)
- Comparing CBI with traditional and behavioural interviewing

### Day 2: Competency Identification and Job Analysis

- Job analysis methods: observation, interviews, questionnaires
- Identifying technical vs. behavioural competencies
- Writing competency definitions and behavioral indicators
- Aligning competencies with organisational culture and values
- Practical: Create a competency framework for a given job

### Day 3: Designing Competency-Based Interview Questions and Scoring Guides

- Types of questions: behavioural, situational, and knowledge-based
- Crafting STAR-based questions for each competency
- Developing probing questions to elicit detailed responses
- Designing scoring guides: Likert scales, behavioural anchors
- Avoiding bias and ensuring consistency across interviews

### Day 4: Conducting the Interview – Skills and Techniques

- Setting up the interview environment
- Opening the interview: rapport and orientation
- Active listening and non-verbal communication
- Probing techniques: silent probe, echo, summary
- Handling challenging responses: digressions, over-talkers, nervous candidates
- Note-taking and real-time scoring

### Day 5: Evaluation, Decision-Making, and Integration

- Post-interview evaluation: consolidating scores, discussing discrepancies
- Consensus decision-making: techniques for panel interviews
- Documentation and record-keeping for compliance
- Integrating CBI with other selection methods (tests, assessments)
- Overcoming resistance to change and implementing CBI
- Action planning for personal and organisational adoption

## ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

## PRICING (PER DELEGATE, EX-VAT)

| Delegates | Training Method      | Price per Delegate | Total       |
|-----------|----------------------|--------------------|-------------|
| 1         | Online               | R 24,200.00        | R 24,200.00 |
| 1         | In-House             | R 31,400.00        | R 31,400.00 |
| 1         | On-Campus (Pretoria) | R 36,200.00        | R 36,200.00 |

## UPCOMING SESSIONS

| Start       | End         | Method    | Venue                    |
|-------------|-------------|-----------|--------------------------|
| 03 Aug 2026 | 07 Aug 2026 | On-Campus | Pretoria, South Africa   |
| 03 Aug 2026 | 07 Aug 2026 | On-Campus | Dubai, UAE               |
| 10 Aug 2026 | 14 Aug 2026 | On-Campus | Durban, South Africa     |
| 10 Aug 2026 | 14 Aug 2026 | On-Campus | Abu Dhabi, UAE           |
| 17 Aug 2026 | 21 Aug 2026 | On-Campus | Harare, Zimbabwe         |
| 17 Aug 2026 | 21 Aug 2026 | On-Campus | Shenzhen, China          |
| 24 Aug 2026 | 28 Aug 2026 | On-Campus | Bangkok, Thailand        |
| 24 Aug 2026 | 28 Aug 2026 | On-Campus | Victoria Falls, Zimbabwe |

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

## HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit [www.aaticd.co.za](http://www.aaticd.co.za), open the page for this course (Unit Standard AATICD-0063) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to [apply@aaticd.co.za](mailto:apply@aaticd.co.za) – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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