

Mining Essentials Program

Informal Interview Guide for Training Sites

The purpose of the *Mining Essentials* informal interview is three-fold:

- (1) Ensure the applicant understands the expectations of the program and has an opportunity to ask questions;
- (2) Understand any issues or barriers to the person's involvement leading to successful completion of the program in order to mitigate these challenges together, and;
- (3) Create rapport with the potential learner, whereby fostering a greater level of comfort in program participation. This process is **not** intended to weed out individuals who have challenges in participation, unless the barrier is currently determined insurmountable.

In Section #2, it is VERY important that the interviewer does NOT push for more information than the applicant is willing to give. NEVER pressure the individual for details by asking too many probing questions! The applicant has total control over the process.

The interview should be as informal as possible and must be in a comfortable, safe environment. If face-to-face interviews are problematic, the interview can be conducted by phone or over Skype, if both parties are comfortable with these mediums.

Applicant's Name: _____

Introduction

- Start by welcoming the applicant; offer him or her a beverage; small talk for a bit; etc.
- Let the applicant know that this interview is meant as a way to get to know the program and each other, and to identify any hurdles to the applicant's successful participation that can be ironed out, where possible.
- Tell him or her that Section 2 of this conversation will not be shared with anyone without the applicant's consent. Tell him or her that Section 1 may be shared with the program partners.
- Let him or her know that the document will be under lock and key.
- Tell them the following expectations of the Program:
 - Each Learner is expected to:
 - Fully participate in 12 weeks of the program. Participation includes classroom and enrichment (or hands-on) learning
 - To successfully complete the program, four elements are required: attendance (maximum allowable absence is 9 days, explain excused versus unexcused days – see Training Standard) quizzes (60% average, must write all, with opportunities to re-write), demonstration of skills from Checklist (80%) and portfolio. Make sure the participant knows that they will be supported and everyone is cheering for his or her success.
 - The Program is expected to provide the learner with:
 - Learning outcomes (knowledge) that are desirable by the mining industry for entry-level positions and to start learning the job specific skills and competencies
 - Classroom and hands-on experiences to create a comprehensive learning process
 - An opportunity to meet with employers, with the potential for post-program employment
 - Teach the information in a culturally-sensitive manner, following the Program Guiding Wheel (show the applicant a copy of the Wheel)

Section 1

Why do you want to participate in the *Mining Essentials* Program?

- Tell the applicant that this is Section 1
- Consider the answer on the individual's application form, letting him/her know that you've read the answer, but you're interested in hearing more.
- Use prompting questions, such as '*what's the most exciting part of the program for you?*', '*what do you expect to learn?*', etc., depending on the initial response to learn more about the application, but also to get to know the person better.

Section 2

“It is important that we understand any potential barriers that applicants might have so that we can put solutions in place early to ensure your success. We are going to run through the list and we would like to hear from you if you think some help might make your learning experience more successful.”

- Tell the applicant that this is Section 2
- Review the Application Form prior to the interview and note in the following chart, the areas that the applicant marked with an X. However, review ALL potential challenges.
- Ask the applicant to describe the challenge that he or she is facing in each area identified as problematic.
- See below for examples of gentle probing questions that might help the trainer understand the issue related to relevant categories.
DO NOT PRY!

Challenge	Applicant's Response
<p>Housing:</p> <ul style="list-style-type: none"> • do you have a place to stay? • is it for the full length of the program? • where is the place? • do you feel safe there? • is there someplace you would prefer to stay during the program? 	<input type="checkbox"/> YES <input type="checkbox"/> MAYBE <input type="checkbox"/> NO Specifics:
<p>Training Location:</p> <ul style="list-style-type: none"> • how far is it from where you're staying to the training site? • do you need daily transportation? Pick-up? Drop-off? Walking partner? Do you have a license? Vehicle? • do you need a special vehicle (i.e. accessibility van) • is financial support for transportation an issue? • is the long drive a concern? 	<input type="checkbox"/> YES <input type="checkbox"/> MAYBE <input type="checkbox"/> NO Specifics:
<p>Health Issues:</p> <ul style="list-style-type: none"> • what kind of support will you need? • do you have serious allergies? What are they? • do you have a local doctor? Inform the individual about health care in the area. • is there information on the challenge that I should read on this issue? 	<input type="checkbox"/> YES <input type="checkbox"/> MAYBE <input type="checkbox"/> NO Specifics:

Challenge	Applicant's Response
Funding Concerns: <ul style="list-style-type: none"> inform the individual of any support you have to offer, including allowances, childcare support, transportation support, etc. 	<input type="checkbox"/> YES <input type="checkbox"/> MAYBE <input type="checkbox"/> NO Specifics:
Learning and/or Language: <ul style="list-style-type: none"> what is your first language? do you know of things that supported your learning in the past that we can do as well? do you know how do you best learn (i.e. oral, hands-on, visual)? 	<input type="checkbox"/> YES <input type="checkbox"/> MAYBE <input type="checkbox"/> NO Specifics:
Personal Environment: VERY SENSITIVE-TREAD LIGHTLY, ROLE IS NOT TO COUNSEL <ul style="list-style-type: none"> do you have someone who will support your learning each day after the program? 	<input type="checkbox"/> YES <input type="checkbox"/> MAYBE <input type="checkbox"/> NO Specifics:
Other challenges: <ul style="list-style-type: none"> please explain. how do you think this will impact your success? do you have ideas of how we can deal with this? 	<input type="checkbox"/> YES <input type="checkbox"/> MAYBE <input type="checkbox"/> NO Specifics:

Conclude

- Ask the applicant if he or she has any questions about the program
- Thank the applicant for his or her time and inform him or her of next steps
- Have the applicant complete the Mining Essentials Program Consent and Photo/Video Release Forms