

Assessor Interviews in the Accreditation Process

Who Conducts the Interviews

Typically 1-2 assessors based on area of expertise/chapter assignments. Interviews may be one-on-one or panel style.

Who Gets Interviewed

Line staff, supervisors, civilian personnel, command staff, training officers, accreditation managers.

What They Interview About

Practical understanding of standards, how policies are applied, and staff familiarity with agency processes.

Where to Find Relevant Information

Standards manual or if in Florida, go to the Florida Accreditation Office website and download the Interviews and Observables list for your specific discipline as a starting point. Or ask Areaka (areaka@accreditationacademy.net)

Interview Styles and Question Types

- Direct: 'When do you notify a supervisor?'
- Conversational: 'Walk me through your report approval process.'
- Scenario-Based: 'If a citizen complains at the front desk... what do you do?'

When and Where Interviews Happen

Usually after file/policy review. Locations vary: staff workspaces, assessor rooms, static displays, or remote (rarely).

Tips for Staff Being Interviewed

- Be real, not rehearsed.
- Know your role, not everyone else's.
- It's okay to say, 'I'm not sure, but I know where to find that.'

Try It Yourself

You can use tools like the Accreditation Readiness Coach GPT to practice mock interviews and request standard-specific questions.

Here's the link: <https://chatgpt.com/g/g-681fc569ea608191a210d469ccdf6ef8-accreditation-readiness-coach>

