



Department of
Education

NYC DOE
Work-Based Learning Toolkit



Mock Interview Guide

Mock Interview Fact Sheet

WBL Coordinator Checklist

Student Checklist

Teacher Tip Sheet

Employer Tip Sheet

Employer Fact Sheet

Virtual Options Sheet

Implementation Tools

Preparing Students for a Mock Interview Activity

Sample Mock Interview Questions for Employers

Mock Interview Rating Sheet

Mock Interview Student Reflection Worksheet

Virtual Fact Sheets

Developed by New Ways to Work, Inc. on behalf of NYC Department of Education.

5th Edition. April 2022

Includes materials and concepts adapted from NYS P-TECH, Earn & Learn, NAF and Grant Associates.

<http://wblltoolkit.cte.nyc/>



Mock Interview Fact Sheet

Mock Interview¹

A Mock Interview is a highly-structured Career Awareness activity in which students are paired one-on-one with a business partner who interviews each student as if he/she were being interviewed by an employer for a paid internship or job. Mock Interviews may be conducted individually at the school, workplace or in a virtual classroom. Mock interviews may also be conducted via phone, FaceTime or Skype, if appropriate permissions, protections and guidelines are in place.

The experience allows students to practice their interviewing skills and professional behaviors while at the same time developing a level of comfort in communicating with professionals. A Mock Interview also offers the chance to demonstrate the connection between academic concepts being taught in school and how they are applied in the workplace.

Mock Interviews are designed to:

- Provide students an opportunity to practice and demonstrate key employability skills, including communication, critical thinking, workplace appearance and timeliness.
- Help students practice a work-readiness activity.
- Allow students to develop a level of comfort in communicating with adult professionals.

Mock Interviews are structured to:

- Enhance workplace knowledge.
- Expose students to the skill sets and education/training required for jobs.
- Simulate an actual job interview.
- Promote student and adult interactions.

Mock Interviews are supported by:

- Student preparation and research in the classroom and online.
- Opportunities to reflect upon the experience verbally and in writing.
- Employer assessment and feedback regarding students' interviewing skills.

Mock Interviews are connected to:

- Classroom learning.
- Individual career development/training plans.
- The development of a resume.

Mock Interview Options

Option #1: Group Visit.

Students visit a worksite as a group and participate in one-on-one mock interviews with employee volunteers. Part of a Workplace Tour or as a separate activity. Students interview for a generic position, but scenarios provide context. Group orientations are provided for students (at the school) and employee volunteers (at the workplace).

Option #2: At the School

Employers are recruited and come to the school to conduct mock interviews for a number of students in sequenced one-on-one settings. Part of a Career Day or as a separate activity. Students conduct research on the industries and kinds of positions available, but not on a specific company or position. Scenarios may be used to provide context. Group orientations are provided for students (at the school) and the employee volunteers (at the school or the workplace).

Option #3: At the Worksite – One on One

When appropriate permissions and guidelines are in place, Students meet with an employee at their place of work and conduct a mock interview for a specific position on which s/he has developed an interest. The interviewing employer is given information about the student, including a resume.

Option #4: Virtual Options

Virtual One on One. Student meets with an employee volunteer virtually.

Virtual Classroom. Students participate in a mock interview activity via a virtual classroom with breakout rooms.

¹ Mock Interviews are recognized as a “ZERO HOUR” Supporting WBL activity by NYSED and the NYC DOE CTE. Developed by New Ways to Work, Inc. on behalf of NYC Department of Education.

5th Edition. April 2022

Includes materials and concepts adapted from NYS P-TECH, Earn & Learn, NAF and Grant Associates.

<http://wbltoolkit.cte.nyc/>



Mock Interviews are one activity in the continuum of authentic work-based experiences provided to all students engaged in career-related programs or course of study in New York City schools.

Mock Interview Support Materials

Checklists, Tip Sheets and Fact Sheets

- WBL Coordinator Mock Interview Checklist
- Student Mock Interview Checklist
- Teacher Mock Interview Tip Sheet
- Employer Mock Interview Tip Sheet
- Employer Mock Interview Fact Sheet
- Virtual Mock Interview Options Sheet

Required Forms and Documents

- WBL Travel and Media Consent Form (if interviews take place at company location).
- Employability Skills Profile

Implementation Tools

- Preparing Students for a Mock Interview
- Sample Mock Interview Questions for Employers
- Mock Interview Rating Sheet
- Mock Interview Student Reflection
- Virtual Fact Sheets

Tips for Success

Effective Mock Interviews include structured activity before, during and after the experience. Pay attention to these tips to ensure meaningful experiences that result in enriched learning.

- Engage in proper planning and preparation.
- Address safety, legal and logistical details.
- Communicate with all parties.
- Maximize learning potential.
- Focus on building skills.
- Connect to the classroom.
- Provide support for students and supervisors.
- Promote student reflection.

Sustaining and growing Mock Interviews and all other work-based learning activities depend on maintaining positive relationships with the participating employers. These employers should be treated as valued customers and partners with frequent check-ins to address participation needs as they arise.



Coordinator Mock Interview Checklist

Quick tips for work-based learning coordinators² to ensure successful mock interviews.

Before the Mock Interview

- Identify how many students will be ready for a mock interview and begin scheduling.
- Determine how you will structure the mock interviews.
- Work with teachers to conduct a resume-building workshops with students.
- If a group activity at the school, make sure that space is set up for one-on-one interviews—the right number of tables and chairs and that there are enough employer volunteers to be able to conduct the needed number of interviews in the set period of time.
- If the mock interviews are happening at the place of business, it may be considered a field trip and school district policies regarding transportation, Workers Compensation and liability insurance may apply. Make sure you plan ahead and address all logistics.
- Create and provide appropriate support materials for distribution to volunteers who will be part of the interview.
- Work with the employer to prepare for the interview. Brief the employer on the career pathway students are pursuing and what's going on in the classroom.
- If conducting an online activity, confirm the technical details, time and format, Test and practice with the interface prior to the mock interview.
- If students are interviewing with employer partners over the phone or using another technology, ensure appropriate permissions, guidance and protections are in place. Share those policies with employer partners and students.

Sample Mock Interview Timeline

Beginning of the school year:

Communicate with potential hosts.
Determine dates and student cohorts with school community.

Three months in advance: Confirm dates and format, conduct resume-building workshop and recruit students.

Two months in advance: Hold employer orientation and elevator pitch workshop. Do portfolio review and assembly.

One month in advance: Send/receive forms, confirm logistics and review resumes.

One week in advance: Cover travel, safety and attire protocols, resume and portfolio folder.

During Mock Interview: Facilitate agenda, student management and social media.

After Mock Interview: make sure thank-you notes, reflection activities and Employability Skills Profile updates are completed.

During the Mock Interview (if a sequenced group activity)

- If rotating students through a group of employers, make sure you have a schedule and that someone is keeping track of time and coordinating the activity
- Check in with the employers to see if they need anything, such as water, pen, paper or forms.
- If being conducted in an online virtual classroom, have someone manage the breakout rooms while you and the teacher monitor activities.

After the Mock Interview

- Conduct follow-up activities by reviewing the completed evaluations or assessments with the students.
- Help students update their Employability Skills Profile and think about any next steps they would like to take to further their career goals.

² In New York State, this includes certified work-based learning coordinators and others who facilitate, arrange and support work-based learning activities for students.



- Coordinate opportunities for student reflection with teachers to help students make the connection between the mock interview, classroom learning and next steps.
- Assess the effectiveness of the mock interview and make recommendations for adjustments in the future.
- Document the experience and provide reports to school leadership and employer partners.

Go Deeper

- Make the interview part of a project and have students prepare and deliver a presentation to others at your school about the company.
- Consider any potential public relations benefits and opportunities for the participating companies and share that with them.

Tips for Conducting Mock Interviews Online

- Identify the preferred format and structure for the mock interviews.
- Select and personally practice using the selected technology.
- Make sure all students have access to appropriate technology.
- Do a practice run with your students.
- Decide how you want to organize and manage the session. Sometimes it takes one person to moderate the session and another to monitor the technology and address questions.
- Decide which student reflection activities will take place and how you will support them.
- Make sure you get feedback on the activity from the employer(s) and the students.
- Record the interview. Use the recording as a way for each student to reflect on and rate their performance.



Student Mock Interview Checklist

A Mock Interview gives you the chance to be paired one-on-one with a business partner who interviews you as if you were applying for a real paid internship or job. It lets you practice your interviewing skills and become comfortable communicating with an adult professional. Pay attention to the items on this checklist to get the most out of the experience.

Have you done all that you can to prepare for your mock interview?

- Fill out and turn in forms.
- If you're going with a group from school, make sure you know where and when to meet. If you're going by yourself to a company, map out how you'll get there and plan to arrive at least 10 minutes before the interview. Have ID ready, in case they require that.
- If the mock interview will be online and conducted through a FaceTime session or a virtual classroom, get all the details and prepare for the experience by practicing with others.
- If you know what companies will be involved, check out their websites and learn as much as you can.
- Prepare to answer questions from the interviewer and develop some of your own.
- Practice your elevator pitch. Include your name, grade, why you are in this program and what you'd like to do with your future. Summarize your knowledge, skills, accomplishments and anything else that would make an employer see you in a positive light.

Are You Ready for the Big Day?

Have you...

- Turned in your forms?
- Decided what to wear?
- Researched the company?
- Polished your resume?
- Practiced your pitch?
- Prepared for the interviewer's questions?

Do you know what you need to do during your mock interview?

- Dress professionally, whether the interview happens at the workplace, at the school or online.
- Hand or send an updated resume to the interviewer.
- Think about your body language. Keep your arms uncrossed and sit up straight. Make eye contact.
- Be enthusiastic when answering questions.
- Turn off your cellphone.
- If you're asked a question you don't know the answer to, take a deep breath and restate the question before answering to buy yourself some time. If you need clarification on a question, go ahead and ask.
- Ask for a business card or to connect on LinkedIn.
- Shake hands and say, "thank you for your time."

Some Do's and Don'ts

Do Ask...

- What skills and attributes do you value in a person you're looking to hire?
- What do you think is this company's greatest challenge in the future?

Don't Ask...

- How much would I get paid for this job?
- How much vacation would I get?

When your mock interview is over, how will you keep moving your career forward?

- Talk to your teachers and classmates about the mock interview and your feelings about what you experienced. Would you work there or somewhere similar? Is there more you want to know about this field or a particular job? Would you be interested in doing another mock interview?
- Participate in evaluating the experience and give ideas to improve future interviews. What worked and what didn't? Be honest!
- Update your Employability Skills Profile and think about what you would like to do next to move your career plans forward.
- Write a thank-you note and send it to the person who interviewed you.
- Share your experience with your peers on social media. Perhaps a blog post about the event?



Teacher Mock Interview Tip Sheet

Note: If you're coordinating a mock interview, have a look at the Coordinator Mock Interview Checklist.

Mock Interviews are designed to:

- Provide students an opportunity to practice and demonstrate key employability skills, including communication, critical thinking, workplace appearance and timeliness.
- Help students practice a work-readiness activity.
- Allow students to develop a level of comfort in communicating with adult professionals.

The Classroom Connection: Preparation and Reflection

- Support students in recognizing the curriculum connection.
- Help student practice their elevator pitch and update their resume.
- Structure a reflection activity based on a “What? So what? Now what?” format.

Before the Mock Interview

- Review the Mock Interview Fact Sheet and assess how mock interviews can help meet curriculum goals.
- Identify desired student learning objectives and help students set clear expectations.
- Share and review the Student Mock Interview Tip Sheet with your students. Let them know what they can expect to learn from the interview and help them prepare for it.
- Let the students know how the mock interview connects to the curriculum, so the experience is not seen as an isolated activity.
- If/when you know which companies are participating, have students research them.
- Support students in preparing the questions they want to ask during the interview. If the mock interviews are happening offsite or online, hand out and collect the necessary permission forms.
- If the interviews are being conducted via a virtual classroom with breakout rooms, make sure you understand your role and do a practice run with your students prior to the activity.

After the Mock Interview

- Provide individual and group reflection activities for students. If possible, have students review a recording of their mock interview and rate their performance. What went well? What could have been better?
- Support students in updating their Employability Skills Profile and determining their next steps in learning about careers.
- Work with the work-based learning coordinator to debrief with employer volunteers.
- Assess the effectiveness of the activity and make recommendations for any needed adjustments.
- Document student learning.
- Have students write thank-you notes to those who interviewed them.

Go Deeper

- After the interview, ask the employer to provide industry information that they find valuable to help students learn more about this field.
- Identify and schedule any follow-up activities suggested by the employer or indicated by particular interest from participating students.



Employer Mock Interview Tip Sheet

Thanks for agreeing to conduct mock interviews! As you think about how to best prepare, keep the following success factors in mind.

Before the Mock Interview

- If a student is coming to your workplace, prepare as if you were getting ready to interview any new candidate.
- If the mock interviews are happening at the school, find out where to park and enter the building and any other logistics.
- If the mock interview is happening via FaceTime or is being conducted through a virtual classroom, make sure you get the details in advance and are comfortable with the chosen platform.
- Review the informational materials provided. If you know what the student is currently focused on in the classroom, you can tie needs of the position to key learning objectives.
- Review the sample mock interview questions to help you prepare for the interview.

During the Mock Interview

- Greet the student and ask for his/her resume or review it if sent to you. Provide a brief introduction of yourself and your company.
- Act as you would in conducting a real interview.
- At the end of the interview ask, “Do you have any questions for me?” Offer the student your business card and the way to connect with you on LinkedIn, if that’s acceptable to you.
- Take notes, complete the Mock Interview Rating Sheet and debrief the interview with the student. What went well? What could have been better? If the student rambled, said “um” a lot or had distracting mannerisms; point that out. Note where the student can improve answers, but also note strengths.
- Debrief with the student. Let them know where they excelled and what could be improved for next time.

Quick Tips

- Act like it’s an actual interview
- Review the sample questions
- Be open to questions
- Complete the rating sheet
- Debrief with the student

After the Mock Interview

- Provide feedback to the work-based learning coordinator or teacher to improve future mock interviews.
- Consider how you might use the interviews to promote your company’s visibility in the community.

Go Deeper

- Explore ways that you might further interest students and grow the pool of potential future employees.
- Talk to the coordinator about being a guest speaker, or hosting students for Job Shadows, Workplace Tours or Internships.



Employer Mock Interview Fact Sheet

In a mock interview, employee volunteers are paired one-on-one with a student who is interviewed as if your company was considering hiring him/her for a paid internship or job.

Formats vary, but typically mock interviews are conducted at the school or worksite, and often involve groups of employees interviewing three or more students individually over a two-hour period. Mock Interviews may be conducted individually at the school, workplace or in a virtual classroom. Mock interviews may also be conducted via phone, FaceTime or Skype if appropriate permissions, protections and guidelines are in place.

<p>Program Level: 9th grade or higher Employer/Student Ratio: 1:1 (multiple) Duration: 15-30 minutes per interview Frequency: One time Location: At the school, online or worksite Costs: Staff time Special Considerations: Employee recruitment and selection. Company volunteer policies and practices.</p>
--

Mock interviews allow students to practice their interviewing skills and demonstrate professional behavior. They also help students see the connection between what they're learning in school and how it's applied in the workplace.

Why are Mock Interviews important for students?

- Provides an opportunity to practice and demonstrate key professional skills, including communication, critical thinking, workplace appearance and timeliness.
- Allows students to practice a work-readiness activity.
- Helps students become more comfortable communicating with adult professionals.

What are the benefits to my company?

- Introduces students to your company and its employees.
- Exposes potential future workers to job opportunities and careers with your organization.
- Shows students the skills and educational requirements for careers in your industry.
- Helps your employees understand how to communicate with the next generation of workers.
- Shows your employees you're committed to education and the community.

What do I need to do next?

- Contact your work-based learning coordinator.
- Arrange for a presentation to the employee(s) who will participate in the mock interviews.
- Consider any impacts on company policy.

Resources

- Distribute the Employer Mock Interview Tip Sheet to interested employees.
- Review the Employer Participation Options Fact Sheet to learn more about how to get the most out of your partnership with the New York City Department of Education.



Virtual Mock Interviews Options Sheet

Conducting Mock Interviews virtually requires a careful look at policies and procedures regarding student contact via phone or the internet with industry partners outside the school setting. Mock Interviews are usually conducted individually at the workplace or the school, however they may take place over the phone or using an online platform.

Virtual Options

Remember, virtual activities promote “live” student contact with adult professionals and front-line workers via the use of technology are simulations and provide students with employer exposures through recordings, online research and related classroom activities. Appropriate permissions, protections and guidance should be developed to support these experiences.

Virtual Mock Interviews by Phone or Internet

A student is formally interviewed via phone, FaceTime, Skype, Microsoft Teams or Zoom by an Industry Partner as if they were applying for a job with the company the partner represents.

Steps to Success

1. Review the Mock Interview Guide. Review and distribute appropriate tip sheets and checklists.
2. WBL Coordinator and/or Teachers recruit a range of Industry Partner(s) and match students for the interviews.
3. WBL Coordinator and/or Teachers help students select and test the platform they are planning to use as well as to schedule the interview with the industry partner.
4. Students then contact the industry partner and participates in the interview.
5. Teachers support reflection activities and helps students update their employability skills profile.

Special Considerations:

- Ensure appropriate permissions, guidance and protections are in place and share those policies with employer partners and students.
- Distribute and collect necessary permission forms.
- Make sure students are comfortable with the selected technology.
- Remind students to dress as if they were participating in a real interview.

Mock Interviews Virtual Classroom

Multiple Employers are invited to a virtual classroom. Each is assigned to a breakout room and interviews students individually.

Steps to Success

1. Review the Mock Interview Guide. Review and distribute appropriate tip sheets and checklists.
2. Recruit a number of Industry Partner(s) and match students for the interviews to participate and interview a number of students.
3. Help select and test the appropriate platform and decide how you will manage the session.
4. Carefully schedule the session and prepare team members to help coordinate the activity.
5. As they sign in, assign the Industry Partners to breakout rooms.
6. Help students as they enter the breakout room to participate in their interview.
7. Teachers support reflection activities and helps students update their employability skills profile.

Special Considerations:



- Provide activities for the students who are not being interviewed.
- Make sure students are comfortable with the selected technology.
- Pay attention to logistics during the session.
- Remind students to dress as if they were participating in a real interview.
- Consider recording the interviews and have each student critique their performance.

Go Hybrid

View a recorded mock interview and have students critique it in the classroom.

Resources and Links

There are number of fee-based websites offering online support and practice for interviewing that include mock interviews. There are also plenty of free resources that offer guidance and advice for successful interviews. Some samples are provided below. Consider having your students conduct internet research on interview tips and have them share what they found with the class.

21 Job Interview Tips: How to Make a Great Impression

<https://www.indeed.com/career-advice/interviewing/job-interview-tips-how-to-make-a-great-impresion>

Job Interview Do's and Don'ts for Job Seekers

<https://www.livecareer.com/resources/interviews/prep/interviewing-dos-donts>

Job-Hunt.org: For a Shorter, Smarter, and Safer Job Search

<https://www.job-hunt.org>

Tips for Conducting Mock Interviews Online

- Identify the preferred format and structure for the mock interviews.
- Select and personally practice using the selected technology.
- Make sure all students have access to appropriate technology.
- Do a test run with your students.
- Decide how you want to organize and moderate the session. Sometimes it takes one person to manage the session and another to monitor the technology and address questions.
- Decide which Student reflection activities will take place and how you will support them.
- Make sure you get feedback on the activity from the speaker and the students.
- Record the interview. Use the recording as a way for each student to reflect on and rate their performance.