

Accessible and inclusive interviewing guide

Practical steps to create fair, confident and inclusive interviews.



1. Before the interview – preparation

Review the job description

- Focus on essential skills and outcomes, not personal traits

Prepare the environment

- Avoid unnecessary physical or sensory requirements, such as loud or poorly lit spaces, rooms inaccessible to those with less mobility, or even posing a handshake during interview

Ask candidates about adjustments early

- When inviting candidates, ask:
“Please let us know if you need any adjustments to take part in the interview or selection process.”
- Adjustments may include: accessible rooms, holding interviews via video calls, providing written questions in advance, or giving extra time

Plan accessible logistics

- Choose step-free venues and ensure accessible toilets, seating, lighting and parking
- For virtual interviews, check that the software supports captions and screen readers

Prepare structured questions

- Use a standard list of core questions for all candidates
- Focus on skills and behaviours linked to the role, not personal circumstances



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2. During the interview – creating an inclusive experience

Set the tone

- Start with a warm welcome and explain the interview structure
 - Give candidates time to think and respond – silence isn't a bad sign
 - Use clear, plain language and avoid jargon or quick questioning
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Be flexible and respectful

- Allow use of notes or prompts if needed
 - Be patient with communication differences (e.g. stammer, neurodivergent processing time)
 - Avoid making assumptions about a candidate's ability based on visible or disclosed conditions
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Focus on what matters

- Ask questions about how candidates would handle tasks, not whether they've done them before
 - Give candidates the chance to share adjustments that would help them succeed in the role
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3. After the interview – evaluation and feedback

Score fairly

- Base your scoring on evidence against criteria, not likeability or similarity
 - Avoid marking candidates down for requiring adjustments
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Provide feedback

- Offer constructive feedback promptly
- Use feedback as a learning opportunity to improve future interview accessibility

Quick inclusion checklist

- We asked all candidates about interview adjustments
- The venue or platform was accessible
- We used structured, standardised questions
- Interviewers are trained in inclusive communication
- Adjustments were recorded and followed up



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