

**Service IQ**

SMARTER PEOPLE FOR  
SMARTER BUSINESSES



---

# **SUPPORTING SUCCESS**

**A guide to verification  
in your workplace**

© ServiceIQ – All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form, or by any means including electronic, mechanical, photocopying, recording or otherwise, without the prior permission of ServiceIQ.

Your comments and feedback are welcome at [assessment@ServiceIQ.org.nz](mailto:assessment@ServiceIQ.org.nz)

ServiceIQ, PO Box 25522, Wellington 6146.

0800 863 693

[www.ServiceIQ.org.nz](http://www.ServiceIQ.org.nz)

# CONTENTS

- Introduction..... 2
  
- Verification..... 3
  - Why me?..... 3
  - What is verification?..... 3
  - What do I need to do? ..... 3
  - Step 1: Plan the verification ..... 5
  - Step 2: Carry out the verification..... 5
  - Step 3: Fill out the verification form..... 5
  - What happens next? ..... 6
  - Achievement process ..... 6
  - Sample verification ..... 7
  - You're a verifier!..... 8
  
- Summary ..... 8

# INTRODUCTION

## *Congratulations!*

You have been identified as being perfect to help your team members make sure their knowledge and skills meet the standards required by your workplace. You will be known as a Verifier. You have been chosen to be a verifier because you are a subject matter expert and have the necessary knowledge, abilities and skills to be a verifier.

Your first question is probably *'Why me?'* followed quickly by *'What is verification?'*

This verifier's guide will answer both these questions plus it will give you lots of other useful bits of information about what you have to do, why you have to do it and how you have to do it.

# VERIFICATION

Verification is the process of checking whether something is true or correct.

## Why me?

You have been chosen by your workplace to be a verifier because you are a subject matter expert who works closely with the trainee in the workplace. As an expert, you know how things need to be done in your workplace, and can verify that the trainee meets workplace standards.

Being a verifier helps you develop your career by recognising your knowledge and expertise, and shows that you can take on extra responsibility.

## What is verification?

Verification is the process of checking that something is true and correct. It includes:

- ▶ confirming the trainee always performs the tasks to the required standard
- ▶ documenting tasks you have seen the trainee perform.

This document is used as evidence to help the assessor judge whether the trainee has met the requirements of the unit standard.

## What do I need to do?

As a verifier, you will:

- ▶ observe the trainee carrying out everyday tasks in the workplace
- ▶ **record** (by ticking the appropriate boxes on the verification form) that you have seen the trainee perform the tasks specified
- ▶ ask the trainee questions to check they understand what they are doing and why they are doing it
- ▶ write a **comment** about how the trainee performed the skills
- ▶ **declare** that the trainee always performs these tasks to the same standard
- ▶ write down the name of your role, **sign and date** the verification form
- ▶ **verify** (by signing and dating) copies of workplace policies and procedures to confirm that they accurately document the way things should be done in your workplace.

If you verify (sign off) that a trainee meets the requirements when you know they don't or are not quite sure that they do, you are reducing the value of the qualification the trainee is working towards. You may also put your organisation at risk of legal action if the trainee makes a mistake due to lack of competence. Additionally customers and other staff may be put at risk especially in the areas of health and safety and loss prevention.

**e.g. For example**

***Consequences of not verifying properly***

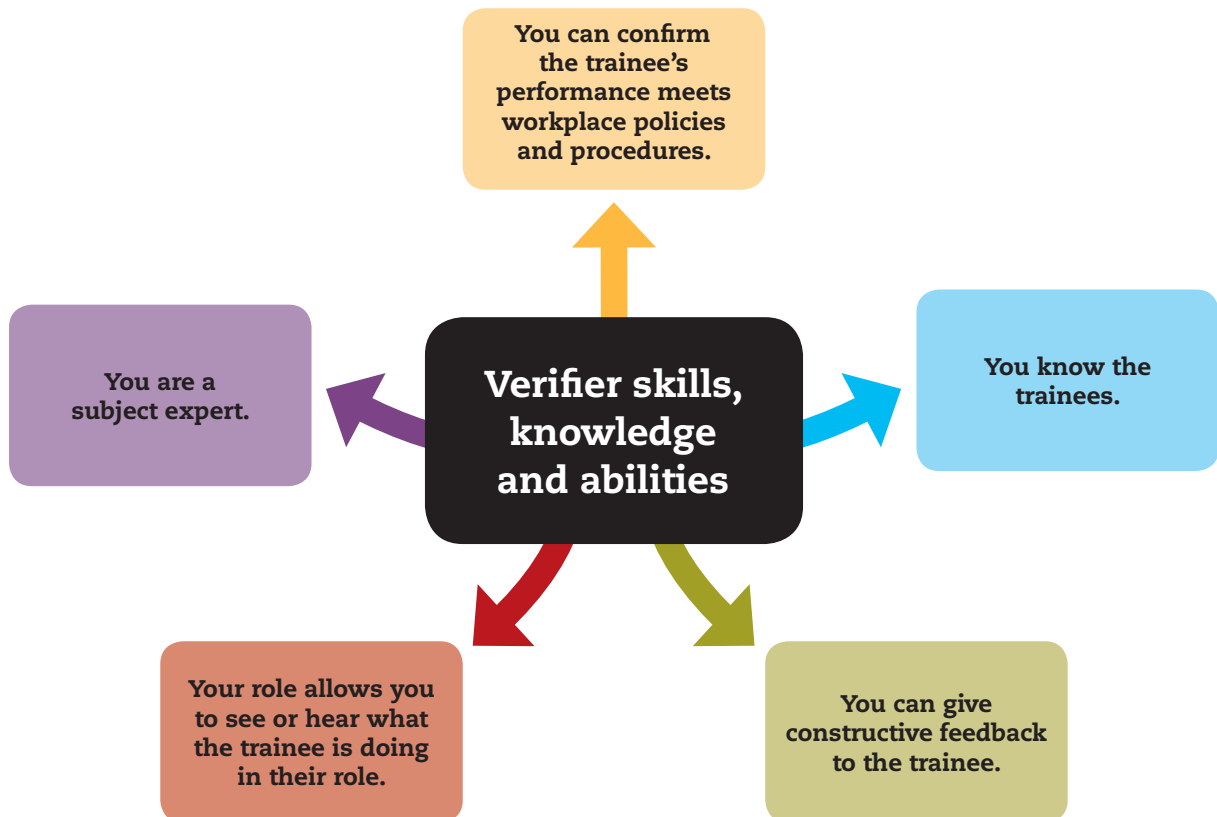
Sarah has recently been appointed to a supervisor's position for the team she has been working in for five years. She has a great relationship with one of the team members Maia who has ten years' experience in her role. Maia knows all the workplace policies and procedures but is uncomfortable learning new skills and in using the newly introduced electronic stock control system. Sarah's manager has asked Sarah to verify that her team are all competent with the new stock control system.

Sarah tells Maia that she is unable to verify her as being competent with the stock control system as she is not happy with her level of knowledge about it.

Maia reacts strongly and puts pressure on Sarah by saying things like, 'You are a terrible supervisor. You don't respect your long-serving team members'. Sarah gives in and decides to sign Maia off as competent.

Two months later, following appropriate performance management processes, Maia is dismissed for not complying with the stock control system processes. Maia takes a personal grievance for unfair dismissal which ends up in court. Maia produces the verification document signed by Sarah as evidence that she did meet the company's requirements for using the system. The company has to pay Maia compensation.

**So what are the skills, knowledge and abilities you have that will help you in the verifier's role?**



## Step 1: Plan the verification

Before you start the verification, read all the verifier instructions in the trainee's online or paper based assessment to make sure you:

- ▶ understand the skills and knowledge the trainee needs to demonstrate
- ▶ are clear about what your workplace's requirements are for these skills. These requirements could be documented policies and procedures, or they could be informal rules that are given to employees verbally
- ▶ know how many times the trainee needs to demonstrate the knowledge and skills over what period of time (e.g. three shifts).

Once you are clear about what is involved, work out with the trainee a time for the verification to happen.

## Step 2: Carry out the verification

During the verification period, you need to observe the trainee demonstrating the knowledge and/or skills specified on the assessment verification form.

These skills could be:

- ▶ clearly defined processes, like making a cup of coffee; or
- ▶ behaviours, like greeting customers.

You may need to ask the trainee some questions so you can be sure that they understand what they are doing.

## Step 3: Fill out the verification form

A verification form is the part of the assessment that records the skills the trainee has demonstrated in their workplace.

An assessment could include:

- ▶ one verification
- ▶ multiple verifications
- ▶ verification combined with other assessment methods.

Your job is to complete the verification form/s as thoroughly as you can to provide the assessor with quality evidence. Each verification will be slightly different, so make sure you read the instructions on the verification form thoroughly, and check how many forms you need to complete.

If possible, fill out the verification while you are observing the trainee. That way, you won't have to try and remember what happened later.

You will need to:

- ▶ write the trainee's name on the form where indicated
- ▶ tick the boxes to show the skills you have observed being demonstrated
- ▶ write a comment about the trainee's performance in the space provided.

This comment could be:

- ▶ feedback on something the trainee did well
  - ▶ a summary of questions you asked the trainee and their responses
  - ▶ any issues or obstacles the trainee faced during the verification and how they overcame them.
- ▶ Fill in your name, position, and the date of the verification.

## What happens next?

After you have observed the trainee doing all the tasks specified on the verification form/s and you are happy that they have done this in the way required by your workplace, the verification is complete. It is then up to the trainee to collect any other evidence they may need for the assessment.

Remember, you may be asked to verify copies of workplace policies and procedures.

Workplace policies and procedures could be:

- ▶ formally documented policies and procedures
- ▶ accepted 'ways of doing things' that the trainee has documented.

As a subject matter expert, you can verify (confirm) that these are the performance standards in your workplace by signing and dating the documents.

The trainee will submit all the evidence they have collected, including the verification form/s, to their assessor. The assessor may contact you to ask for more information if they are unsure of something to do with your verification. The more thoroughly you fill out the verification form, the less likely this is to happen.

## Achievement process



As a workplace verifier, your role in the assessment process is to provide documented confirmation (verification) that the trainee can perform practical tasks to the standard required by your workplace.



## Sample verification

Task 1 Manager/Supervisor/Team Leader Verification		
I verify that the trainee named below consistently meets all the requirements listed.		
Trainee Name: <u>Holly McIver</u> (please print)		
Occasion #1: <u>6 / 3 / 2017</u>	Occasion #2: <u>17 / 3 / 2017</u>	
On <b>two separate occasions</b> , at least a day apart, I observed the trainee, under time pressure, reflecting a commercial situation, consistently perform to the standard required by their workplace and in compliance with relevant legislation and regulations:		
<b>Present a wine list and take orders from customers.</b>		
Evidence of one of each wine type is required including:		
<input checked="" type="checkbox"/> still white	<input checked="" type="checkbox"/> still red	<input checked="" type="checkbox"/> sparkling.
<input checked="" type="checkbox"/> Present the wine list to customers at the table.		
<input checked="" type="checkbox"/> Explain the wine list to the customer.		
<input checked="" type="checkbox"/> Take and confirm wine orders with customers.		
<input checked="" type="checkbox"/> Record the wine order.		
<b>Comments (required):</b>		
<i>Holly knows a lot about the wines we offer and gave good advice to the customers when asked.</i>		
<i>Holly repeats orders back to customers to confirm and writes the order down on the docket.</i>		
<i>Very pleasant and professional manner with customers.</i>		
Verifier Name: <u>Rohan Singh</u> (please print)		
Verifier Position/Job Title: <u>Restaurant Manager</u> (please print)		
Verifier Signature: <u>R Singh</u>	Date: <u>17 / 3 / 2017</u>	

## You're a verifier!

You have used your experience and expertise to help the trainee on their learning journey and helped to ensure that your workplace has the knowledgeable and skilled employees it needs.



### Key Point

**Things to look out for** – check that you know:

- what you need to verify
- how you need to verify it
- when you need to verify it
- how many times you need to verify it
- how to record the verification.

Do not complete the verification unless you are certain the trainee is able to perform the tasks to the standard required.

## SUMMARY

Verification is part of the assessment process where:

- ▶ evidence of a trainee's performance on the job is gathered
- ▶ the verifier confirms the trainee's everyday work practices meet workplace policies and procedures.

Verification is good when the evidence collected is based on:

- ▶ a demonstration of the trainee being able to do what they need to
- ▶ the trainee being able to use the required skills on the job over a period of time.



AVIATION ▲ TOURISM ▲ TRAVEL ▲ MUSEUMS ▲ CATERING  
CAFES, BARS, RESTAURANTS ▲ QUICK SERVICE RESTAURANTS  
CLUBS ▲ ACCOMMODATION ▲ RETAIL AND RETAIL SUPPLY CHAIN



Level 14, Plimmer Towers,  
2-6 Gilmer Terrace, Wellington 6011

PO Box 25522, Wellington 6146

**0800 863 693**

**[www.ServiceIQ.org.nz](http://www.ServiceIQ.org.nz)**