



# Workplace Verification

A guide for verifying learners



Te Pūkenga

# Welcome | Haere Mai

## It's great to have you on board!

Congratulations on becoming a workplace verifier. Verifiers play an important role in the assessment process.

This guide will provide you with useful information about your role as a workplace verifier and an overview of the assessment and verification process. You'll also find answers to frequently asked questions.

Remember we're here to help, so if you have any further questions we'd love to hear from you.

## Literacy and Numeracy support

If you or one of your learners needs support with numeracy or literacy advice, please email us to find out how we can help: [literacy@earnlearn-tepukenga.ac.nz](mailto:literacy@earnlearn-tepukenga.ac.nz)

## Contact us

Need help? We've got you covered.

Call us: 0800 327 648 (0800 EARN IT)  
Mon–Thurs, 7am–6pm Fri 7am–5pm

Email: [support@earnlearn-tepukenga.ac.nz](mailto:support@earnlearn-tepukenga.ac.nz)

Website: [earnlearn-tepukenga.ac.nz](http://earnlearn-tepukenga.ac.nz)

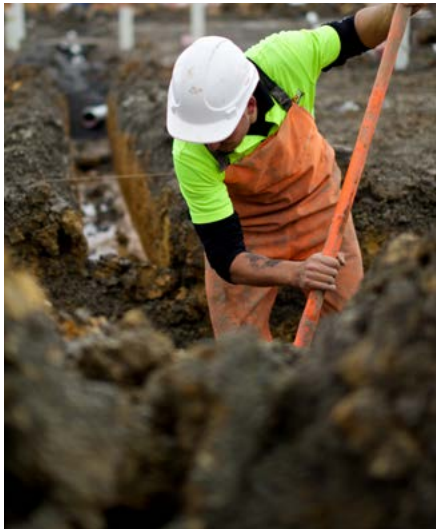
# Contents

<b>What is workplace verification?</b>	<b>4</b>
<b>Who's involved?</b>	<b>5</b>
<b>How do I verify my learner's work?</b>	<b>6</b>
Is your learner ready for verification?	6
Providing feedback	8
What happens after the assessment has been submitted?	8
Quality Assurance	8
<b>Best practice guidelines</b>	<b>9</b>
<b>Frequently asked questions (FAQs)</b>	<b>11</b>

# What is workplace verification?

The on-job assessment process relies on workplace verifiers. They are the eyes and ears of the assessor on the job. As a workplace verifier, you will make important judgments about your learner's competency and provide this information to the assessor.

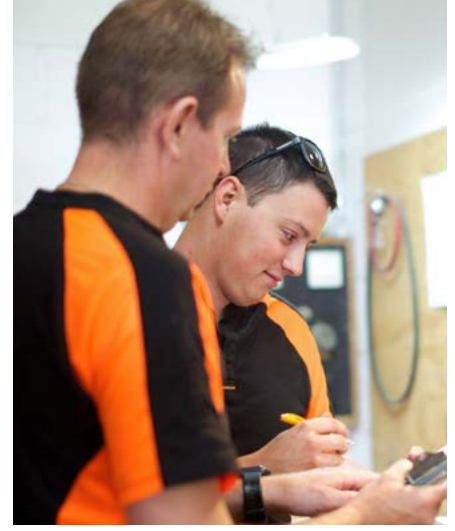
Let's have a look at some key functions of a workplace verifier:



Observing learners perform tasks in the workplace.



Making sure learners are adhering to workplace policies and practices and working safely.



Asking questions to check for understanding and providing opportunities to practice and learn.



Signing off learner assessments as required. They guide learners about the types of evidence they need to collect.



Providing learners with feedback and giving them opportunities to practice in the areas they need to improve on.

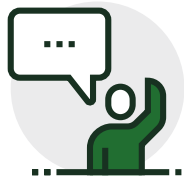


Making sure learners uphold quality workmanship and are working to industry standards.

# Who's involved?

Workplace verifiers, supervisors and assessors all play different roles in the assessment process.

However, they rely on each other, work together, and they collectively decide whether a learner meets the assessment requirements.



## The Supervisor:

- The supervisor is someone who works closely with the learner, but who may not be a registered Te Pūkenga verifier, for example another team leader.
- They may observe some practical tasks when the verifier is not around.
- Sometimes a verifier will rely on a supervisor from another workplace, for example when their own workplace does not specialise in areas required of the assessment task.
- Supervisors may be required to complete some assessment "paperwork". This will help paint a picture of learner competency for the verifier and the assessor.



## The Workplace Verifier:

- Is registered as a workplace verifier with Te Pūkenga.
- Is an industry expert who is qualified in the area they are verifying.
- Can be a learner's manager, supervisor or team leader – they usually work closely with the learner.
- Supports the learner by providing opportunities to collect evidence (e.g. what, when, where, how much) evidence should be collected.
- Verifies that a learner is completing the practical tasks to the required workplace and industry standards.
- Gives the learner lots of support, guidance and feedback.
- Makes notes in the assessment documents that helps the assessor.
- Are the eyes and ears of the assessor in the workplace.
- Signs off the verifier sections of on-job assessments.



## The Assessor:

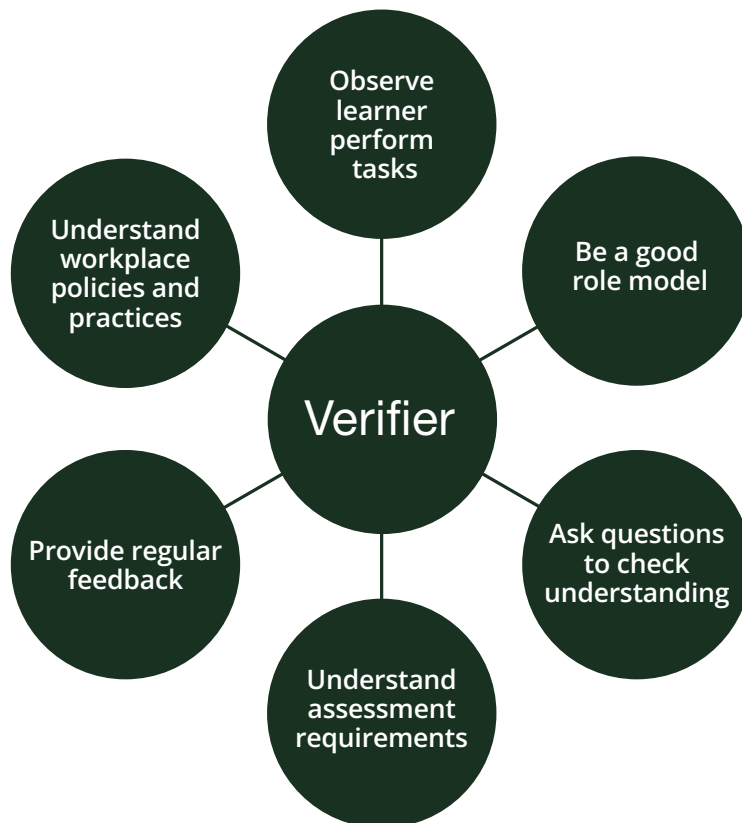
- Holds unit standard 4098 (Use standards to assess candidate performance).
- Is registered as an assessor with Te Pūkenga.
- Is an industry expert who is qualified in the area they are assessing.
- Understands the assessment requirements and assessment process.
- Is often independent - they can assess learners from multiple workplaces enrolled in the same qualification.
- Makes the final decision about whether a learner is competent or not.
- Reports the learner's assessment results to Te Pūkenga, who then report them to NZQA.
- Is required to participate in assessor workshops run by Te Pūkenga, as part of ongoing professional development.
- Must participate in moderation activities, where Te Pūkenga will review their assessment practice and decisions.



# How do I verify my learner's work?

It's the learner's responsibility to collect and provide all the workplace documents and evidence required. You can help them by ensuring the evidence they collect meets:

- the policies, procedures, and requirements of the workplace and professional bodies, and
- any relevant legislation or regulations including Health and Safety.



## Is your learner ready for verification?

Remember, your learner needs enough time to be trained. They need time to practice, experiment, make mistakes, get feedback and improve. Learners should not feel that every working moment is being considered for assessment purposes while they are still learning.

When an assessment task can be consistently repeated to the level you deem competent, it's time to verify their skills or knowledge.

Before you formally verify a task it's important to check with your learner if they feel ready to be assessed. If they are, then it's time to record their performance in the assessment.

When you and your learner agree they are ready for a practical task to be verified, set a time. Talk about the assessment requirements e.g. what tasks need to be observed, and what evidence needs to be collected.

**Tip:** Your learner can use the same piece of evidence in more than one assessment as long as it meets the requirements of that assessment

**If in doubt, don't verify the assessment. You need to be 100% confident that your learner can do the task repeatedly, without assistance, at the required industry standard.**

## What if a learner doesn't meet the assessment requirements?

If during the assessment you or your learner feels that they are not meeting the required standards, stop the assessment. After the assessment, talk about how it went - what went well and what didn't go so well.

Provide some guidance about how to fill the gaps. They may need more time to practice, or it may require you to move them onto another job to gain additional or different experience. Let them know what areas they need to focus on to meet requirements.

Set a timeframe for the assessment task to be repeated.

## Submitting the assessment

Set aside some time to go through the assessment with your learner before they submit it to be marked.

It's good to check things like the documents or photos they've attached and how they've answered the questions. It's also an ideal time to ask questions about tasks and skills to ensure they are meeting your workplace and industry standards.

### NOTE:

For paper-based assessments the verification sections are usually completed within the assessment booklet.

For online assessments, your learner may provide you with a form to complete, which they'll upload with other required on-job evidence.



# Checkpoint

<b>Your learner is ready to submit the assessment, stop and check:</b>	<input checked="" type="checkbox"/>
Check that the workplace documents are authentic and appropriate.	<input type="checkbox"/>
All questions have been answered, including Job IDs and risk assessment pages.	<input type="checkbox"/>
All required evidence is attached, including compliance documents and test results, where required.	<input type="checkbox"/>
All required signatures have been completed.	<input type="checkbox"/>
Your learner has included their details, e.g. NSN or Te Pūkenga number, their signature, TLC number and contact information.	<input type="checkbox"/>
You've noted your verifier number, industry registration number, or similar.	<input type="checkbox"/>
All necessary tick boxes are checked and you've provided feedback to the learner.	<input type="checkbox"/>



## Providing feedback

Providing feedback is an important part of a verifier's role. Be conscious of timing and be clear and constructive.

Have regular conversations with your learner about how things are going. This will provide an opportunity to talk about their progress. You can ask them what they are struggling with, and what additional support they might need.

Meaningful feedback is clear and specific. Provide your learner with examples of what they are doing well, and where they can improve, and why.

Make feedback a regular process. It will provide motivation and encouragement to your learner and help them become more self-aware about how they perform tasks in the workplace.

## What happens after the assessment has been submitted?

Your learner will submit the assessment via email or online, to a qualified assessor for marking.

The assessor will contact the learner if there is anything missing. For minor issues they may call your learner for clarification. If there are significant gaps the assessor will return the assessment to the learner to complete and resubmit.

From time to time the assessor may contact you to gain some context or clarity on your learner's work.

If learners are unhappy with the assessment decision they have the right to appeal. They can contact their account manager or follow the process on the EarnLearn Te Pūkenga website.

## Quality Assurance

To make sure all learners are being assessed to the same standard, the EarnLearn Quality Assurance Team randomly moderate learners' submitted assessments. If any issues are identified, this will be discussed with the assessor and/or verifier.

If you have any questions about the moderation process, please contact the Quality Assurance team at [qa@earnlearn-tepukenga.ac.nz](mailto:qa@earnlearn-tepukenga.ac.nz).




# Best practice guidelines

To ensure a smooth assessment process, it is important to ensure the 'paperwork' for every on-job assessment is properly completed and the required evidence and information is included.

Below is an example of a workplace verification form.

See if you can spot the missing evidence. Take a moment to reflect on why the evidence is important.

VERIFICATION FORM	
<b>On-Job 7: Pre-wire circuits</b>	
As a verifier, you must confirm that the trainee can complete the on-job tasks without being guided. You may ask additional questions to verify how well the trainee understands the task. When you are happy, sign the form off and provide feedback.	
Trainee name: <u>John P. Douw</u>	
Company: <u>Dear Electrical</u>	
By completing the checklist below, you are confirming that: <ul style="list-style-type: none"><li>• The trainee has completed the tasks in line with your company's procedures and safe working practices.</li><li>• The tasks reflect the trainee's experience.</li><li>• The trainee can complete and repeat the tasks unsupervised.</li></ul>	
I confirm that the trainee:	
Yes	
Pre-wired circuits in two different situations. (Select from the list below.) <ul style="list-style-type: none"><li><input type="checkbox"/> Timber structure</li><li><input type="checkbox"/> Metal structure</li><li><input type="checkbox"/> Concrete structure</li><li><input type="checkbox"/> In concrete</li><li><input type="checkbox"/> Underground</li><li><input type="checkbox"/> Other (specify):</li></ul>	<input checked="" type="checkbox"/>
Verifier feedback:	
	
<b>Verifier details</b>	
Verifier name: <u>Roger Dear</u>	Company: <u>Dear Electrical</u>
Signature: _____	Verifier number: _____
Contact number: <u>0211234567</u>	
Email: <u>r.dear@gmail.com</u>	
Date: <u>25/08/2023</u>	

### Did you spot the following missing evidence?

- ✘ Under the tick box section: The verifier has not selected two options from the list. It's not clear where the pre-wiring took place.
- ✘ Verifier feedback: The verifier has not provided sufficient feedback. Although a smiley face is nice, learners need constructive feedback.
- ✘ Verifier signature: The verifier has not signed off the practical task. This helps the assessor authenticate evidence.
- ✘ Verifier number: The verifier has not included their verifier number. This helps the assessor authenticate evidence.

### On the positive side:

- ✔ The learner details are included. This helps the assessor authenticate evidence.
- ✔ The verifier and company name included.
- ✔ The verifier contact details and date included.







# Frequently asked questions (FAQs)

## Who can become a workplace verifier?

Someone who works closely with the learner in the workplace. They must have the opportunity to observe a learner's work and confirm they have the knowledge and skills to do the practical tasks specified in their assessments.

They must understand the requirements of the assessment tasks and need to be comfortable to do the paperwork required.

They must be prepared to provide learners with constructive feedback.

## What qualifications do workplace verifiers need?

To verify electrical or industrial measurement and control qualifications:

- Hold the relevant qualification or demonstrate equivalent skills and knowledge.
- Hold a current EWRB practicing licence.
- Have three years relevant industry experience since EWRB registration.

To verify plumbing, gasfitting or drainlaying qualifications:

- Hold the relevant qualification or demonstrate equivalent skills and knowledge.
- Hold a current tradesman licence (or higher).
- Have two years relevant industry experience since registration.
- Only verify for the industries as per the licence held.

To verify scaffolding qualifications:

- Hold the relevant qualification and an equivalent COC.
- Have three years relevant industry experience since obtaining your COC.

At EarnLearn, workplace verifiers are registered for two years, and then reviewed.

Verifiers need to meet the requirements above and need to be familiar with industry codes, applicable legislation, and workplace requirements.

## How long should it take to verify an assessment?

When it's time to sign off the learner's on-job assessments set aside at least half an hour. Each learner is different, and the time it takes to go through their assessment will vary. Once you've done this a few times you'll have a better gauge of how long it usually takes.

## Can anyone in my workplace do the verification for me?

Only registered workplace verifiers can verify a learner's on-job assessment. You are able to rely on another supervisor to sign off specific tasks in the assessment but you as the verifier take final responsibility for the overall on-job practical sign-off.



**Te Pūkenga**

[earnlearn-tepukenga.ac.nz](https://earnlearn-tepukenga.ac.nz)  
0800 327 648 (0800 EARN IT)