

Workplace Verifiers

A quick guide to verification in your workplace

Why your role as a verifier matters

Congratulations, you have been chosen by your workplace to be a verifier. As an expert, you know how things need to be done in your workplace, and can verify that the trainee meets workplace standards.

- ▶ You are a subject matter expert who works closely with the trainee in the workplace.
- ▶ You help the assessor by sharing what you see and hear in the workplace.
- ▶ You know how things should be done, and confirm the trainee is doing them correctly.

Being a verifier helps you develop your career by recognising your knowledge and expertise, and shows that you can take on extra responsibility. Verifiers act as industry mentors and give trainees the best possible chance to succeed within their sector.

Key responsibilities of a verifier

- ▶ **Observe** – watch everyday tasks being completed.
- ▶ **Record** – tick the verification form.
- ▶ **Ask** – check trainee understands what and why.
- ▶ **Comment** – write brief feedback.
- ▶ **Confirm** – declare consistency of performance.
- ▶ **Sign and date** – include your role.
- ▶ **Verify** – sign workplace policies/procedures as accurate.

Only sign off if you have observed all tasks being completed. The assessor can then make their decision.



Steps to verification

- ▶ **Step 1:** Plan
- ▶ **Step 2:** Observe
- ▶ **Step 3:** Complete checklist
- ▶ **Step 4:** Verify evidence



Why verification dates are important

- ▶ They show the timeline of trainee progress.
- ▶ They demonstrate repeated competence.
- ▶ They are used by assessors to confirm sustained performance.

Verifier comments

Verifiers feedback needs to be relevant and constructive. For example:

Not helpful feedback:

“Good work.”



Helpful feedback: “All ingredients were handled properly – clean hands, clean bench, no cross-contamination. Prep followed the recipe step-by-step, and everything was done safely and professionally. The kitchen stayed tidy, and health and safety standards were met throughout.”



Resources and support

If you would like more information on what verification is and what your role as a verifier does, go to: www.serviceiq.org.nz/businesses/workplace-verifiers or scan this QR code to learn more.

Download the brochure ‘*Supporting Success – A guide to verification in your workplace*’ for more details.



Remember:

Verification doesn’t just check boxes. It confirms the knowledge and skills a trainee demonstrates over a period of time.

We are here to help and support you.
If you have any questions, email:
assessor.support@serviceiq.org.nz