

Workplace Evidence Verification

A guide for verifying learners



Welcome | Haere Mai

It is great to have you on board!

Workplace evidence verifiers play an important role in the assessment process.

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

Remember, we are here to help, so if you have any further questions we, would love to hear from you.

Literacy and Numeracy support

If you or one of your learners needs support with numeracy or literacy advice, please contact your CSAM or email:

askus@connexis.org.nz

CONTACT US

Need help? We have got you covered.

Call us: 0800 486 626

Monday–Friday, 8am–5pm

Email: askus@connexis.org.nz

Website: connexis.org.nz/contact



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WHAT IS EVIDENCE VERIFICATION?

When the assessor is not directly working with the learner or for their company, evidence verifiers in the workplace become the eyes and ears of the assessor for on-the-job assessment of unit standards.

As a workplace evidence verifier, you are responsible for ensuring the learners' evidence is valid and authentic and providing this information to the assessor. If you perform this task regularly for different learners in your workplace and this is recognised by your employer/ workplace as part of your role, it is recommended that you complete the Connexis Evidence Verifier online module. The goal of this guide and the online module is to inform and support your practice in verifying evidence for assessment.

Let us have a look at some key functions of a workplace evidence 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.



Guiding 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 IS INVOLVED?

Workplace evidence verifiers and assessors fulfil different roles in the assessment process.

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

The Evidence Verifier:	The Assessor:
<ul style="list-style-type: none"> • Verifies practical evidence for learners in their workplace. • Is an industry expert who is qualified in the area they are verifying. • Can be a learner’s manager, colleague, principal contractor, 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, and how much) evidence should be collected. • Verifies that a learner is completing the practical tasks to the required workplace and industry standards. • Sometimes a verifier may rely on a technical expert from another workplace, for example, when their workplace does not specialise in areas required for the assessment task. • 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. 	<ul style="list-style-type: none"> • Holds unit standard 4098 (Use standards to assess candidate performance). • Is registered as an assessor with Connexis. • Is an industry expert who is qualified in the area they are assessing. • Understand the assessment requirements and assessment process. • If they are an independent assessor, they can assess learners from multiple workplaces enrolled in the same qualification under a service agreement with Connexis. • Liaises with the registered evidence verifier or technical experts to ensure evidence is verified by appropriate skill and knowledge holders. • Makes the final decision about whether a learner is competent or not. • Reports the learner’s assessment results to Connexis using the Assessor Portal. • Is required to participate in assessor workshops run by Connexis, as part of ongoing professional development. • Must participate in moderation activities, where Connexis will review their assessment practice and decisions.

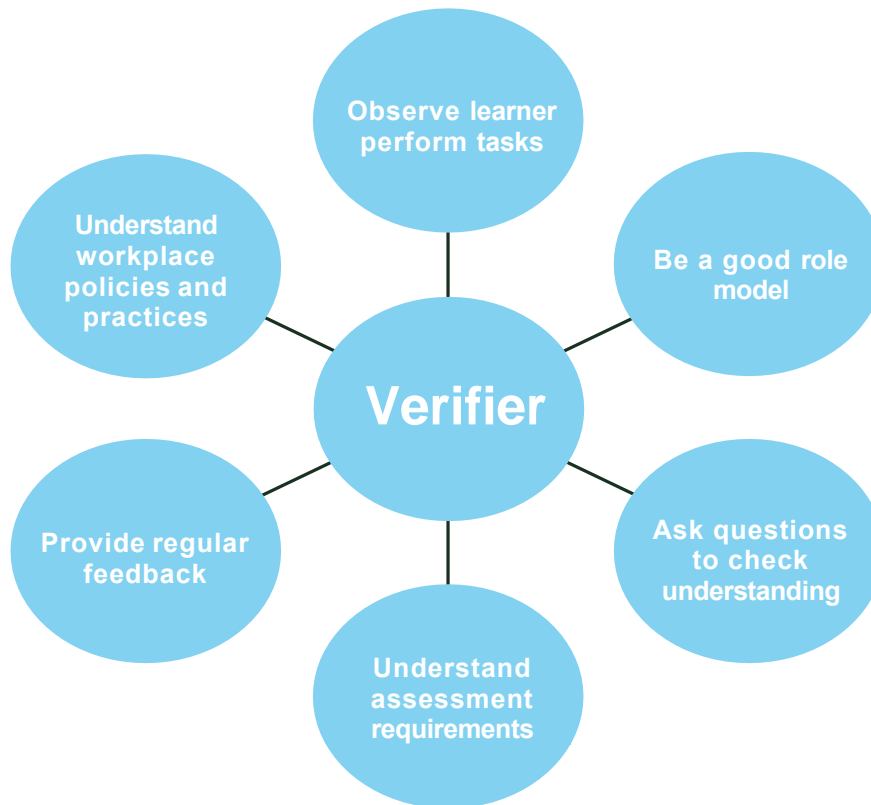
The table below shows the relationship between the assessor and the Evidence Verifier when assessing the learner.

Evidence Verifier	Assessor	Both
Be competent in their own practice.	Know about the unit standard requirements and how to assess them.	Have an understanding of the industry standard.
Be in a position to capture naturally occurring evidence.	Oversee the assessment process.	Ensure the learner has an opportunity to produce/gather evidence.
Be able to authenticate evidence.	Responsible for the quality of assessment.	Ensure the learner knows when assessment and verification is happening.
Understand the evidence requirements and the standard required.	Final sign-off on competency.	Plan with the learner when verification/assessment is going to occur.
Provide feedback and support to the assessor and learner.	Provide feedback and support to verifiers/ technical experts and the learner.	Excellent communication skills.
Know the learner.	Register credits.	Accurate and thorough documentation.
Liaise with assessor.	Liaise with verifier.	Be a good role model.

HOW DO I VERIFY MY LEARNER'S WORK?

It is 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.

It is important to talk to the learner about their assessment and ask them if they understand the task and need help with providing evidence for the task.

When a practical task needs to be verified, set a time to talk about the assessment requirements with the learner e.g. what tasks need to be observed, and what evidence needs to be collected. Only when the learner can consistently repeat the task to the level and standard required by the workplace is it time to verify their skills or knowledge. The assessor can guide you on this.

Before you formally verify a task it is important to check with your learner if they feel ready to be observed.

If you are verifying photos or written documents, ensure that you are confident that the evidence is the learner's work and was completed while carrying out tasks for the workplace.

Make sure you complete the verification documentation and include feedback to the learner for the assessor.

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 does not meet the assessment requirements?

If during the observation task, you or your learner feels that they are not meeting the required standards, stop and 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 the assessor to be marked.

It is good to check things like the documents or photos they have attached and how they have answered the questions. It is 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 will upload with other required on-job evidence.



Checkpoint

<p>Your learner is ready to submit the assessment, stop and check:</p>	<p>✓</p>
<ul style="list-style-type: none"> • that the workplace documents are authentic and appropriate. 	<p><input type="checkbox"/></p>
<ul style="list-style-type: none"> • all questions have been answered. 	<p><input type="checkbox"/></p>
<ul style="list-style-type: none"> • all required evidence is attached and dated, including compliance documents, company records, and photographs, where required. 	<p><input type="checkbox"/></p>
<ul style="list-style-type: none"> • all required signatures have been completed. 	<p><input type="checkbox"/></p>
<ul style="list-style-type: none"> • the learner has included their details, e.g. NSN or Connexis Training Plan number, their signature and contact information. 	<p><input type="checkbox"/></p>
<ul style="list-style-type: none"> • all necessary tick boxes are checked and you have provided feedback to the learner. 	<p><input type="checkbox"/></p>



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 anything is 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 CSAM or follow the process on the Connexis website.

Quality Assurance

To make sure all learners are being assessed to the same standard, the Connexis 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 quality@connexis.org.nz

BEST PRACTICE GUIDELINES



ON-JOB VERIFIER ENDORSEMENT

This form is used for direct observation of the trainee's on-job practical tasks.

By signing this form, you are confirming the trainee's on-job competency in the tasks that have been observed by you.

You must hold appropriate organisational and legislative authority for the work being undertaken in order to sign this form.

If the assessor has made the direct observation of the on-job practical tasks, the form below is not required.

Operate a wheeled loader on infrastructure worksites

Select the box for the job you have observed: Job 1 Job 2 Job 3

Trainee name	Angus Turner
Trainee organisation	Angus Turner Contracting
Task description	Prepare loader for operation

Instructions

Please complete the form below as you observe the trainee operating a wheeled loader.

Task 1 – Prepare for loader operations

The trainee:	Competent	Not Yet Competent
Confirms job instructions in accordance with company requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Carries out a pre-start check of machine and a 360° walk around prior to starting work. Checks:		
• Machine operation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Damage	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Wear and tear	<input type="checkbox"/>	<input type="checkbox"/>
• Tyre condition	<input type="checkbox"/>	<input type="checkbox"/>
<i>By ticking this box, you as the verifier confirm that the trainee has completed the tasks in line with company procedures and safe working practices and is reflective of their experience.</i>	<input type="checkbox"/>	<input type="checkbox"/>

The trainee:	Competent	Not Yet Competent
Verifier comments:		

Verifier details

Verifier name	Roger Dodger	Mobile number	021 173 3333
Company	RD Contracting	Position	Manager
Signature		Date	25.06.2023

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.

Here 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.

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 if wear and tear or tyre conditions were checked.
- Task verification: The verifier has not ticked this section of the form confirming that the learner has or hasn't completed the tasks.
- Verifier comments: The verifier has not provided any feedback for the learner. It is important to provide learners with constructive feedback to help with their learning.
- Signature: The verifier has not signed the form, which means the verification is invalid. The verifier must sign the form to verify that the learner has passed this practical assessment.

On the positive side:

- The learner details are included. This helps the assessor authenticate evidence.
- The task description is included.
- The verifier name, position and company name included.



FREQUENTLY ASKED QUESTIONS (FAQS)

Who can become a workplace evidence verifier?

An Evidence Verifier is 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.

In short, the verifier helps the assessor by being the assessor's eyes and ears when the assessor is not there.

The verifier is responsible for:

- supporting the learner's training on the job
- ensuring they understand the requirements of the assessment tasks.
- Being a role model for the learner and providing advice and feedback to the learner
- Monitoring the learner's progress
- Signing off the learner's assessments as being the learner's work
- Providing feedback to the assessor on the learner's progress.

The Evidence Verifier's employer should allow time for the verifier to carry out regular mentoring support and verification of learners' tasks during the normal course of work in the workplace.

They must also be prepared to provide learners with constructive feedback and need to be comfortable doing the paperwork required.

What qualifications do workplace evidence verifiers need?

Hold the relevant qualification or demonstrate equivalent skills and knowledge.

Evidence verifiers also need to be supported by the workplace.

Evidence 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 is 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 have done this a few times you will have a better gauge of how long it usually takes.

Can anyone in my workplace do the verification?

Evidence verifiers can be a learners manager, supervisor or team leader – they usually work closely with the learner. Sometimes a verifier may rely on a technical expert from another workplace, for example, when their workplace does not specialise in areas required for the assessment task.



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