

# A GUIDE TO WORKPLACE VERIFICATION

## Introduction

This guide is for workplace supervisors/managers who have been chosen to be verifiers because they are subject matter experts and work closely with guards in the workplace.

It is intended for verifiers assisting guards (trainee's) who are completing their New Zealand Certificate in Security Level 3 or 4.

### What is verification?

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

- Confirming that the guard always performs the tasks to the required standards.
- Documenting tasks that you have seen the guard perform.

If you verify (sign off) that a guard 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.

## What is required?

As a verifier you will:

- Observe the guard carrying out everyday tasks in the workplace.
- Record (often by ticking boxes on a form) that you have seen the guard perform the tasks specified or used required skills.
- Ask the guard questions to check that they understand what they are doing and why.
- Write comments about how the guard performed these skills.
- Declare that the guard always performs these tasks to the same standard.
- Record your full name, your role in the company and sign and date any forms.
- Verify that workplace policies or procedures (if any) that are provided are valid and used within your company/site.

Before you start the verification, please read through any documents that the guard provides to you. Once you are clear about what is needed discuss with the guard how best to proceed with verification.

If you are still unsure about verification and your role, please ask the guard to provide you with contact information for the training provider that the guard is enrolled with.

Please contact the training provider who will assist you in how best to complete your verification role.

The verification process has several clear steps.

- **Plan the verification/observation**

Before you start the verification, please read all the verifier instructions provided with the guard's assessment instructions.

Be clear about the skills and knowledge the guard needs to demonstrate.

Be clear about what your workplace's requirements are for these skills.

These could be documented policies and procedures, or they could be informal rules that are given to guards verbally.

Be clear on how many times the guard needs to demonstrate the knowledge and skills over what period (e.g. three shifts).

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

- **Complete the verification/observation**

During the verification period, you need to observe the guard showing the required knowledge and/or skills set out in the assessment verification form.

These skills could be:

Clearly defined actions, like using security related technology; or

Behaviours, like greeting people with good communication skills.

These activities may occur during the guards' normal duties (naturally occurring evidence) or in some cases you may have make up a scenario that suits a certain situation. *The training provider can help with scenarios.*

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

- **Gather evidence**

As a verifier/observer it is important that you gather evidence that a guard is competent at the required task.

Evidence can be:

- Statements from yourself that a guard is competent at that task.
- Photographs/video of the guard “doing” the task.
- Documents that the guard has completed - site logs, incident reports,
- A record of verbal questions asked and answered that show competence.

The more “evidence” that can be provided, the better the outcome for the trainee guard.

- **Complete the required paperwork.**

Verification forms are part of the assessment that records the skills the guard has demonstrated in their workplace.

These are often combined with other assessment methods such as online assessments providing questions and answers by the guard.

Your job is to complete the verification/observation form/s as completely as you can to provide the training provider with quality evidence.

Each verification may be slightly different, so make sure you read the instructions on the verification form thoroughly and check how many forms you are required to complete.

If possible, fill out the verification/observation while you are with the guard, so you won't have to try and remember what happened later.

You will also need to:

Write the guards name on the form were indicated and ensure you sign and date the forms yourself.

- **Submit the forms.**

In most cases you will provide the forms for the trainee guard to return to the training provider. In some cases, you may send them yourself, directly to the provider.

## You are a verifier.

You have used your industry knowledge and experience to help a trainee guard to obtain a qualification that recognises their existing capability or supports their professional development.

## Conclusion

Verification is part of the assessment process where:

- evidence of a guard's performance on the job is gathered
- you confirm the guards everyday work practices meet workplace policies and procedures.

Verification is good when the evidence collected is based on:

- a demonstration of the guard being able to do what they need to
- the guard being able to use the required skills on the job.

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