

Building competence, not just confidence



How to avoid the “they seem fine” trap in skills verification

Common challenge:

A learner looks comfortable and sounds confident, but you do not yet have enough evidence of competence.

What good looks like:

Sign-off decisions are based on observed performance, consistency and judgement in real conditions.

What to do:

1. Watch the task being done. Check performance against the standard in the actual context, with the right process and controls.
2. Look for consistency. One good attempt is not enough. Competence means the learner can reliably repeat the task.
3. Test judgement. Ask what they would do if a condition changed, a reading was off, or a part was damaged.
4. Use evidence, not opinion. Record what you saw, what questions you asked and what standard/s were met.

Try this in your next session:

- Use a simple prompt during verification: show me, talk me through it, now tell me what you would do if it changed.
- Give quiet learners room to demonstrate. Confidence in speaking is not the same as capability on the job.

Watch for:

- Signing off on 'vibe', rather than concrete evidence. Learner comfort and confidence can often hide gaps.
- Relying on verbal explanation alone. Real competence must be seen in practice and in context.

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