WHS DOCUMENTS & TEMPLATES

DOC-VOC-KIT · VOC Program Kit

Product Overview

For: Workplaces of every kind: supervisors, workplace assessors, trainers and WHS advisers who need to confirm workers are competent for tasks

Version 1.0 · 20 November 2026

Run a verification of competency program for any task in your workplace: decide when a VOC is needed, choose your verifiers, write your own VOC tools, and track who is verified and when they are due.

A licence, qualification or years of experience show that training happened at a point in time. They do not show that a worker can do the task safely on your equipment, at your site, under your procedures, today. A verification of competency (VOC) confirms it, by observation, questioning and evidence. This kit gives you the program around each VOC, so it is consistent, defensible and kept current.

The VOC procedure sets out the roles of the verifier, supervisor and worker; when a VOC is required (new starters, new plant or sites, after incidents, after time away and at re-verification intervals set by risk); how verifiers are chosen; the decision (competent, not yet competent, or a safety-critical fail); follow-up, records and review. The blank VOC tool template has the same parts as a full VOC assessment: knowledge questions with a marking guide, a practical observation checklist, safety-critical fail criteria and sign-off. The Guide to Writing a VOC Tool shows how to turn a task's risk, critical controls and procedure into those criteria, with a worked example. The Excel competency matrix and VOC register shows each worker against each task, with overdue and due-soon VOCs flagged.

Written to work in any country, with Australian law as the worked example. The guide says what to check where you work. In Australia, its state and territory notes show where the law differs, including the regulator to contact. Made by Orana Skills Centre.

SAMPLE

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How to Use This Kit

Setting up your verification of competency program, and which document to use when

1 What this kit is for

A verification of competency (VOC) confirms that a worker can do a specific task safely and effectively, on specific equipment, in your workplace, under your conditions. It is not initial training, and it does not issue a qualification: it checks how a worker applies their training, licence and experience here. A worker may be competent in one workplace and not in another.

This kit is the program around each VOC: when one is needed, who may conduct it, how the decision is made and recorded, and how VOCs are kept current. It works for any task. Use the documents in the table below together; the competency matrix and VOC register ties them up.

Document	When to use it
VOC procedure	Adopt it once, then follow it: roles, when a VOC is required, intervals, verifiers, the decision, follow-up and records
Guide to Writing a VOC Tool	Before you verify a task that has no VOC tool, or when you review one
VOC tool template	Copy it for each task, fill in the questions, observation items and fails, then use a fresh copy for each VOC
Competency matrix and VOC register	To record every VOC, see who is verified for what, and catch overdue and due-soon VOCs

2 How to use it

Step	What to do
1	Put in your logo and business name, and fill in the placeholders in the procedure and the VOC tool template.
2	List the tasks that need a VOC: plant and mobile equipment, high-risk tasks, hazardous tools and site-specific work. Give each a risk level.
3	Set your re-verification intervals and due-soon warning on the schedule sheet, and record them in the procedure, where it sets the intervals by risk.
4	Choose and authorise your verifiers for each task, and list them on the Verifiers sheet.
5	Write a VOC tool for each task from the template, using the Guide to Writing a VOC Tool. Try it, and have a second verifier check it.
6	Consult your workers and health and safety representatives, then approve the procedure.
7	Put your tasks and workers in the competency matrix, and enter each VOC in the register as it is done.
8	Check the matrix before allocating work, and each month for overdue and due-soon VOCs. Review the program each year.

Make it work, not just exist

- Start with your highest-risk tasks, and the workers who do them most.
- A licence or years of experience is not a VOC. Verify everyone who does the task here, contractors included.
- Observe the real task, in the real work area, not a demonstration in the car park.
- Fix the tool, the training or the conditions before you blame the worker for a not yet competent result.

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YOUR LOGO
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[Company name]

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VOC Procedure

How [Company name] verifies that workers are competent to do a task safely, on our equipment, at our sites, under our procedures

Procedure owner		**VOC coordinator**	
Applies to (sites and work groups)		**Version and date approved**	

1 Purpose and scope

This procedure sets out how **[Company name]** confirms that a worker can do a task safely and effectively, using our plant, tools and equipment, at our sites, under our conditions and procedures, before they do it unsupervised, and how we keep that confirmation current. That confirmation is a verification of competency (VOC).

It applies to every task listed in the competency matrix: plant and mobile equipment, high-risk tasks, hazardous tools and site-specific activities. It applies to employees, contractors, labour hire workers and anyone else who does those tasks for us. A VOC is not initial training, and it does not issue a qualification. It sits alongside training, qualifications and experience, and checks how a worker applies them here.

A VOC is not a licence

A verification of competency (VOC) checks that a worker can do a task safely here: on this equipment, at this site, under these procedures. It does not replace the licence or certification required for this work where you are (in Australia, a high risk work licence). Where the work needs one, the worker must hold the licence of the right class before they do the work, and before any VOC.

2 Definitions

Term	Meaning in this procedure
Verification of competency (VOC)	A structured check, by observation, questioning and evidence, that a worker can do a specific task safely, on specific equipment, in our workplace
VOC tool	The form for one task: pre-VOC checks, knowledge questions with a marking guide, a practical observation checklist, safety-critical fail criteria, the outcome and sign-off
Verifier	A person **[Company name]** has authorised to conduct VOCs for a task (some workplaces say assessor)
Critical control	A control that is crucial to preventing a serious incident in the task, or limiting its consequences, so that its absence or failure would significantly increase the risk despite other controls
Competent	The worker met every pre-VOC check, every knowledge question and every applicable observation item, with no safety-critical fail
Not yet competent	One or more questions or observation items were not yet satisfactory, with no safety-critical fail
Safety-critical fail	An act that puts anyone at immediate risk of serious harm, or a critical control not applied. The VOC stops at once, and the outcome is not yet competent
Re-verification	A new VOC for the same task, at the interval set for its risk or after a trigger in section 4

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[Company name]

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VOC Tool Template

Verification of competency for one worker, on one task: [Task name], at [Site name]

About this tool	
Purpose	To check, and record, that a worker can do **[Task name]** safely on our equipment, at our site, following our procedures.
When to use it	Before a worker does the task unsupervised at the site; on new equipment, an attachment or a new work area; at the re-verification interval; and after any trigger in Part K.
Who completes it	A verifier authorised for this task (Part B). The worker answers the knowledge questions and signs Part J.
How to fill in the blanks	Write the questions, observation items and safety-critical fails for the task with the Guide to Writing a VOC Tool, from the task's risk assessment, critical controls and procedure. Then save it as the task's own tool.

Before you start

- Agree the scope (Part C) with the worker's supervisor.
- Do the pre-VOC checks (Part D) first. If one fails, do not start.
- Give the worker the knowledge questions page, not the marking guide. Record the result in Part E.
- Observe the practical work (Part F) in the real work area, during normal work where it is safe.
- Watch for the safety-critical fails (Part G) the whole time. Any one stops the VOC.
- Record the evidence and outcome (Parts H and I), give feedback and sign off (Part J).

A VOC is not a licence

A verification of competency (VOC) checks that a worker can do a task safely here: on this equipment, at this site, under these procedures. It does not replace the licence or certification required for this work where you are (in Australia, a high risk work licence). Where the work needs one, the worker must hold the licence of the right class before they do the work, and before any VOC.

Part A Worker details

Name		**Position or role**	
Employer (if a contractor or labour hire)		**Licence or certification and class (where required; in Australia, a high risk work licence)**	
Licence number and expiry		**Experience in this task, and last VOC or training (date)**	

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VOC Program Kit

END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. Run a verification of competency program for any task in your workplace: decide when a VOC is needed, choose your verifiers, write your own VOC tools, and track who is verified and when they are due.

What the full product contains

- **Excel competency matrix and VOC register: workers against tasks, VOC date, verifier, outcome and next VOC due, overdue and due-soon flags, the re-verification schedule by task risk and a list of verifiers**
  02_TEMPLATE/Competency Matrix and VOC Register.xlsx
- **VOC procedure: purpose and scope, roles of the verifier, supervisor and worker, when a VOC is required, re-verification intervals by risk, verifier selection and competence, conducting the VOC, the decision, follow-up training and supervision, records and review**
  02_TEMPLATE/VOC Procedure.docx and .pdf
- **Blank VOC tool template for any task: scope, pre-VOC checks, knowledge questions and a marking guide, a practical observation checklist, safety-critical fail criteria, evidence, the outcome and sign-off**
  02_TEMPLATE/VOC Tool Template.docx and .pdf
- **How to Use This Kit: how to complete and adapt it, the law in brief with Australia as the worked example, records and every placeholder**
  01_START_HERE/How to Use This Kit.pdf
- **Guide to Writing a VOC Tool: from the task's risk, critical controls and procedure to good questions, observable steps and safety-critical fails, with a worked example**
  01_START_HERE/Guide to Writing a VOC Tool.pdf
- **Read Me First, Product Overview, Permitted Use Terms and Version Information**
  01_START_HERE/ (PDF)

Formats

- Word (.docx), editable, with your logo and business name in the header
- Excel (.xlsx), editable, with dropdowns and formulas (no macros)
- PDF copies of the Word documents, for printing blank
- Delivered as a single ZIP download

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