



Australian Government

Department of Education, Employment and Workplace Relations

PSPREG506 Manage investigation information processes

Release: 1

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Modification History

Release	TP Version	Comments
1	PSP12V1	Primary release. Content based on PUAPOL028B Manage investigation information processes.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to gather and process information relating to investigations undertaken by regulatory officers. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to individuals in a range of regulatory work environments who gather, evaluate and respond to information from a range of sources relating to investigations. These sources may include informants, members of the public and local, state and federal government agencies or come from regulatory activities such as inspections or surveillance so security and operational safety requirements are paramount.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

- | | |
|---|--|
| <p>1. Use information gathering techniques</p> | <p>1.1 <i>Potential sources of information</i> are identified and assessed.</p> <p>1.2 <i>Informants</i> are cultivated and managed according to organisational guidelines and operational safety requirements.</p> <p>1.3 Persons/locations of interest are monitored and profiles maintained in accordance with legal and organisational requirements.</p> <p>1.4 Information is obtained from identified sources ethically and in accordance with legislation, policy and guidelines.</p> <p>1.5 Information is stored in <i>information systems</i> in accordance with organisational policy, procedures and security requirements.</p> |
| <p>2. Evaluate information</p> | <p>2.1 Elements of offences and coronial needs are established and related information identified.</p> <p>2.2 All potential <i>evidence</i> or intelligence is identified from information obtained.</p> <p>2.3 The validity and integrity of the information is evaluated fairly and objectively.</p> <p>2.4 Information is corroborated independently where possible.</p> |
| <p>3. Act on information</p> | <p>3.1 Information is responded to by immediate action or further inquiry or filing for future reference.</p> <p>3.2 Information is communicated to other areas or agencies in accordance with organisational timelines, policies and procedures.</p> <p>3.3 Relevant information is used to inform decision-making.</p> <p>3.4 Security of information is maintained under all circumstances.</p> |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - relate to persons from diverse backgrounds
 - obtain information from informants
 - corroborate information
 - share information and intelligence with other areas or agencies
 - cultivate informants
- literacy skills to:
 - read complex legislation
 - determine elements of offences and coronial needs
 - maintain profiles
- problem solving skills to:
 - evaluate the validity and integrity of information
 - determine whether information is responded to through immediate action or further inquiry or filing
- planning and organising skills to:
 - source, classify and validate information
- self-management skills to:
 - respond to information
 - disseminate information in required timeframes
- technical skills to:
 - use information storage and retrieval systems

Required knowledge

- corporate goals and objectives in relation to investigation information management
- legislation and organisational guidelines relating to information collection and management
- storage and retrieval requirements including Freedom of Information and Privacy considerations
- organisational guidelines for dealing with informants
- information generating processes including surveillance and intelligence processes
- information sources
- security classification criteria and dissemination protocols
- evaluation processes for establishing validity, reliability and integrity of information
- professional codes of conduct/ethics relating to investigation processes

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms consistency of performance in managing investigation information processes.

This will include evidence of:

- gathering, evaluating and acting on information that is accurate and relevant to actual or simulated investigations on at least three separate occasions or for at least three different investigation situations
- adhering to legal, ethical and organisational requirements during the conduct of investigations

Context of and specific resources for assessment

Assessment must ensure access to a real or simulated workplace environment that closely resembles normal work practice and replicates the range of conditions likely to be encountered while gathering and managing investigation information, including coping with difficulties, irregularities and breakdowns in routine. Access is required to resources such as:

- applicable legislation, policies and procedures
- case studies and workplace scenarios to capture the range of information requirements for investigation situations likely to be encountered
- information management technology and/or manual systems

Method of assessment

Assessment methods suitable for valid and reliable assessment of this unit of competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- written or oral questions
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

Guidance information for assessment

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds

- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<p><i>Potential sources of information</i> may include:</p>	<ul style="list-style-type: none"> • internal: <ul style="list-style-type: none"> • documents • databases • intelligence • inspections • surveillance • specialist sections such as auditors • technical services • external <ul style="list-style-type: none"> • local, state and federal government agencies and authorities • police • covert/surveillance policing • forensic services • private agencies • members of the public • literature • witnesses • victims • suspects • informants/ informers
<p><i>Informants</i> may be cultivated and managed by:</p>	<ul style="list-style-type: none"> • researching background reliability • communicating with persons at all levels • being self-motivated • recording information accurately • displaying knowledge of specialist crime culture and terminology • identifying motives of informants (that may include money, revenge, consideration of penalty, civic duty) • maintaining regular contact • registering informants correctly • maintaining personal integrity • anonymity and own counsel

<i>Information systems</i> may be:	<ul style="list-style-type: none">• computer-based or manual• selected depending on:<ul style="list-style-type: none">• importance of information• sensitivity of information• reliability of information• where information is to be disseminated
<i>Evidence</i> may include:	<ul style="list-style-type: none">• direct• circumstantial• hearsay• physical• documentary• observations• opinions

Unit Sector(s)

Regulatory

Custom Content Section

Not applicable.