



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **PSPREG507 Manage investigations**

**Release: 1**

## **PSPREG507 Manage investigations**

### **Modification History**

<b>Release</b>	<b>TP Version</b>	<b>Comments</b>
1	PSP12V1	Primary release. Content based on PUAPOL023B Manage investigations.

### **Unit Descriptor**

This unit covers the competency to plan, document and allocate resources to manage and review investigations effectively, in accordance with commonwealth and/or jurisdictional law policy and procedures.

### **Application of the Unit**

This unit applies to people required to manage investigations. It involves planning and implementing strategies for the overall management of an investigation including establishing investigation aims/objectives, assessing risks and security, allocating tasks, selecting appropriate investigation methods and communication strategies, and establishing a case management system. It also requires the management of resources and information/records throughout the investigation and the review of outcomes to inform practice improvements. The work outlined in this unit would typically be undertaken by personnel involved in a designated investigation role.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency.

Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

## Elements and Performance Criteria

### 1) ELEMENTS

### 2) PERFORMANCE CRITERIA

#### 1. Plan investigations

- 1.1 A plan is prepared which reflects analysis of all available *factors* to set directions for the *investigation*.
- 1.2 An *investigation's aims/objectives* are clearly defined to provide operational focus.
- 1.3 Risk assessments are conducted to identify investigational opportunities and limitations.
- 1.4 A *security plan* is formulated to address the investigation's security requirements.
- 1.5 Investigatory phases and tasks are prioritised to inform the sequence of activities and provide for future review of the investigation process.
- 1.6 Methods to achieve the investigation's aims and objectives are selected and authorised in accordance with jurisdictional laws, policies and guidelines.
- 1.7 Communication channels are established with appropriate personnel to facilitate contact in the conduct of the operation.
- 1.8 A *case management system* is initiated to facilitate the planning, resolution and review of the investigation.
- 1.9 Plans developed are sufficiently flexible and adaptable to accommodate any unforeseen contingencies/issues that may arise.

#### 2. Prepare documentation to support the investigation

- 2.1 All relevant information is recorded in a timely, chronological and accurate manner and complies with organisational guidelines.
- 2.2 *Operational documentation* is compiled to provide an ongoing reference for operatives and a formal record for evidentiary purposes.
- 2.3 *Recording procedures* comply with security and evidentiary requirements.

#### 3. Identify, use and coordinate resources

- 3.1 Available *resource requirements* are identified and accessed to support the operation.
- 3.2 Contingency responses are identified that address any resource limitations.
- 3.3 Resource usage is managed to achieve the desired aim.
- 3.4 Operational costs are monitored and controlled.

#### 4. Review investigations

- 4.1 Investigation outcomes are reviewed against the aims and objectives specified in the investigation plan.
- 4.2 Procedures are reviewed for adherence to organisational policy and guidelines.
- 4.3 Post investigation procedures are completed to finalise the investigation.
- 4.4 Review outcomes are disseminated and where relevant used to inform future practice.

3)

## **Required Skills and Knowledge**

This section describes the essential skills and knowledge and their level, required for this unit.

### **Skill requirements**

- oral communication (listening, establishing rapport, negotiation, conflict resolution)
- written communication in preparing investigation plans, tactical plans resource bids etc
- basic resource management including budgetary, human and physical resources and allocation/access
- basic investigation methods and skills

### **Knowledge requirements**

- government and policy environments within which operations will be managed
- different types of criminal activity and their elements (eg. general crime, theft, burglary, assault, drugs, fraud, homicide)
- available resources which may need to be deployed to support the investigation
- security issues and classifications
- all applicable laws, policy and procedures pertaining to the conduct of investigations within the officer's organisational environment
- investigation principles and case management systems and a range of contexts in which these can be applied
- court procedures and evidentiary requirements

## Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

**Overview of evidence requirements** It is essential for this unit that competence is demonstrated in planning of all resources, consistent with the objectives of the investigation, and ability to monitor the investigation and modify the investigation process where necessary.

**Resources required to carry out assessment** No special resources required.

**Where and how to assess evidence** Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered, including coping with difficulties, irregularities and breakdowns in routine

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

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

- case studies
- observation
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

**For consistency of assessment** Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.



## Range Statement

<p>The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in <b><i>bold italics</i></b> in the Performance Criteria is explained here.</p>	
<p><b><i>Factors</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• any information which impacts on the formulation of the investigation plan</li> <li>• topography</li> <li>• climatic conditions</li> <li>• political sensitivities</li> <li>• time</li> <li>• own resources</li> <li>• subject's resources</li> <li>• age</li> <li>• culture or mental capacity of subject/witnesses</li> <li>• own courses of action</li> <li>• subject's likely course(s) of action</li> <li>• cost–benefit analysis</li> </ul>
<p><b><i>Investigations</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• Operations</li> <li>• criminal and/or coronial investigations</li> </ul>
<p><b><i>Investigation aims/objectives</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• apprehension and arrest of offenders</li> <li>• investigation to logical conclusion</li> <li>• to exclude suspects</li> <li>• satisfy the coroner and provide material to assist the prosecution's case</li> </ul>
<p><b><i>Investigational methods</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• general (public inquiries, informant /witness inquiries, internal or external agencies)</li> <li>• specialised (covert policing, technical aids, surveillance, forensic evidence, document analysis)</li> </ul>
<p><b><i>The case management system adopted</i></b> is that:</p>	<ul style="list-style-type: none"> <li>• defined by the organisation's operational practices</li> </ul>
<p><b><i>Operational documents</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• tactical appreciations</li> <li>• operational orders</li> <li>• warrant applications</li> <li>• briefing notes running sheets</li> <li>• investigational plans</li> <li>• SOPs</li> <li>• terms of reference</li> </ul>



	<ul style="list-style-type: none"> <li>• memoranda of understanding</li> <li>• declarations of major crime</li> <li>• target profiles</li> <li>• affidavits</li> <li>• progress reports</li> <li>• investigation log</li> <li>• incident log</li> <li>• joint agency investigation agreements,</li> <li>• crime reporting system documents</li> <li>• case management system documents</li> </ul>
<b>Resource requirements</b> may include:	<ul style="list-style-type: none"> <li>• human</li> <li>• physical</li> <li>• financial</li> <li>• may be internal or external in origin</li> </ul>
<b>Recording procedures</b> may include:	<ul style="list-style-type: none"> <li>• material gathered for the purposes of evidence</li> </ul>
<b>Security plan</b> may be:	<ul style="list-style-type: none"> <li>• any plan to ensure the integrity of the investigation</li> </ul>
<b>An operational plan</b> may include:	<ul style="list-style-type: none"> <li>• resource requirements</li> </ul>

## Unit Sector(s)

Regulatory

## Custom Content Section

Not applicable.