



**Australian Government**

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

# **PSPWPI602B Investigate complex issues**

**Release 3**

## PSPWPI602B Investigate complex issues

### Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

### Unit Descriptor

This unit covers the competency to research, plan and conduct investigations of occupational health and safety and/or workers compensation and/or injury management and/or workplace relations matters which may be complex and/or have potential to attract a high level of community interest. It includes researching the scope of the investigation, determining investigation issues, planning and conducting the investigation, analysing information gathered during the investigation and compiling a report.

In practice, investigating complex issues may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government systems, managing resources, managing risk.

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

### Application of the Unit

Not applicable.

### 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

### ELEMENT

### PERFORMANCE CRITERIA

- 1. Research the scope of the investigation**
  - 1.1 Research on industry/enterprise or issue to determine degree of *complexity* is conducted initially and throughout the investigation.
  - 1.2 Inter-organisation relationships are identified to determine jurisdiction.
  - 1.3 The scope of the investigation is determined in accordance with research data, and planning and implementation of the investigation are congruent with this scope.
- 2. Determine investigation issues**
  - 2.1 Major investigation issues and stakeholders are identified.
  - 2.2 *Barriers* to investigation are identified and solutions are implemented.
  - 2.3 Potential for *external interest* or involvement is determined and dealt with in accordance with organisational policy and procedures.
- 3. Plan and conduct investigation**
  - 3.1 Steps required to conduct the investigation are determined.
  - 3.2 Resources required to conduct the investigation are identified and obtained.
  - 3.3 The investigation timeframe is established in accordance with the organisation's guidelines.
  - 3.4 Investigation is conducted in accordance with the organisation's policy and procedures.
- 4. Analyse information gathered during the investigation**
  - 4.1 Information is analysed to identify relevant issues, inter-relationships, trends and potential impact on *stakeholders* and on similar industries.
  - 4.2 Findings of the analysis are determined and documented in accordance with the organisation's policy and procedures.
- 5. Compile report**
  - 5.1 Results of analysis of information are reported according to the organisation's policy and procedures.
  - 5.2 The findings from analysing information are used to provide advice or develop policies or solutions which meet client needs or organisation requirements.

## Required Skills and Knowledge

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

### Skill requirements

Look for evidence that confirms skills in:

- conducting investigations relating to legislative compliance
- acting ethically and professionally
- comprehending complex written information
- writing reports and recommendations requiring precision of expression
- planning
- providing justification for scope and congruency decisions, and estimating impact on similar industries
- using communication and conflict/dispute resolution
- applying time management, planning, process mapping and decision making
- adapting to changing circumstances and making decisions

### Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- principal legislation such as occupational health and safety, workers compensation, injury management and workplace relations
- performance standard in the legislation
- impact of hazards/issues on persons
- industry practices where applicable such as awards and enterprise agreements
- organisational policies and procedures related to compliance activities
- principles of risk management including hierarchy of controls
- technical features associated with hazards and potential risks as these relate to jurisdictional issues
- investigation methodology and techniques
- investigation management tools
- basic understanding of the Australian legal system
- aspects of civil, criminal, administrative law and jurisdictions
- organisational policy and procedures
- powers and restrictions to investigate
- rules of evidence, types of evidence
- reporting procedures which provide a written and/or electronic audit trail
- confidentiality and privacy issues
- procedures relating to lines of reporting
- storage of evidence

## 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.

### Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPETHC601B Maintain and enhance confidence in public service
  - PSPGOV601B Apply government systems
  - PSPMNGT602B Manage resources
  - PSPMNGT605B Manage diversity
  - PSPMNGT608B Manage risk
  - PSPMNGT611A Manage evaluations
  - PSPWPI601B Improve compliance through industry partnerships

### Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- investigation of complex issues in a range of (3 or more) contexts (or occasions, over time)

### Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to the investigation of complex issues in workplace legislative compliance
- case studies and workplace scenarios to capture the range of situations likely to be encountered when investigating complex issues

### 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 when investigating complex issues,

including coping with difficulties, irregularities and breakdowns in routine

- investigation of complex issues in a range of (3 or more) contexts (or occasions, over time)

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
- portfolios
- projects
- questioning
- scenarios
- 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

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 ***bold italics*** in the Performance Criteria is explained here.

***Complexity*** may include:

- technical, legal, social
- administrative
- size - where the number of offences may be a factor in managing the investigation
- involvement of other jurisdictions or other systems
- level of public or political interest
- international legislation
- number of parties involved

***Barriers*** may be:

- political and community - stakeholder sensitivity
- resources
- geographical location
- economic implication
- cultural
- language
- availability of research data
- availability of technical design information relevant to the investigation

***External interests*** may be:

- media
- political
- union
- community
- international/national industry
- enterprise
- academic
- government organisations

***Stakeholders*** may include:

- community
- the organisation's board
- advisory council
- Coroner
- government organisations
- managers
- family members



- politicians
- peers
- union
- Commissioner
- employers
- designers
- manufacturers
- suppliers
- importers
- installers

## **Unit Sector(s)**

Not applicable.

## **Competency field**

Workplace Inspection.