



Australian Government

POLINV034 Manage complex investigations

Release: 1

POLINV034 Manage complex investigations

Modification History

Release 1. This is the first release of this unit of competency in the POL Police Training Package release 9.0.

Application

This unit describes the skills required to manage complex policing investigations. It includes determining investigative priorities, managing investigative resources, overseeing investigations, performing quality assurance activities and conducting post-investigation reviews for continuous improvement purposes. Complex investigations include those which involve serious offences, are high profile or sensitive.

The management of investigations would usually involve planning and guiding the work of other members of an investigation team.

This unit applies to those working as police staff in a designated investigation role.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to complex investigative procedures, work health and safety (WHS), privacy and confidentiality, risk management, resource management, information management and community engagement.

Those undertaking this unit would work autonomously in the management of complex investigations while collaborating with others in an investigation team. They would be required to possess strong decision-making and problem-solving skills, leadership abilities and robust communicative competence. They would perform sophisticated tasks in a wide range of policing contexts both familiar and unfamiliar.

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

Pre-requisite Unit

Not applicable.

Competency Field

Investigation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes of the unit

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element

1 Determine investigative priorities	1.1	Review existing and upcoming investigations to identify priorities
	1.2	Evaluate influencing factors to inform investigations
	1.3	Prioritise investigations to align with jurisdictional objectives
2 Manage resources	2.1	Determine and authorise expenditure and required resources to maximise effectiveness of complex investigations
	2.2	Allocate resources to achieve investigation objectives
	2.3	Re-allocate resources as required to respond to changing investigation circumstances and requirements
	2.4	Negotiate with stakeholders to secure resources
	2.5	Determine and source additional resources as required to achieve investigation objectives
3 Oversee complex investigations	3.1	Communicate with stakeholders to determine investigation requirements
	3.2	Design investigation plan and seek authorisation in accordance with jurisdictional procedures
	3.3	Monitor investigative activities to ensure adherence to investigation plans
	3.4	Assess impacting factors to guide the direction of complex investigations
	3.5	Apply risk management strategies to mitigate investigative risks
	3.6	Manage security arrangements throughout complex investigations
	3.7	Coordinate communication to facilitate the flow of information to stakeholders during complex investigations

4 Perform quality assurance activities	3.8	Evaluate information, intelligence and evidence continually to determine impact on current and future investigations and actions
	3.9	Record critical decisions to ensure accountability
	4.1	Review investigative processes continually to determine effectiveness
	4.2	Review critical decisions to ensure compliance with investigation objectives
	4.3	Review exhibit and forensic management plans to manage changing circumstances and investigation requirements
	4.4	Evaluate quality of information, intelligence and evidence continually to meet investigation objectives
5 Conduct post-investigation activities	4.5	Adjust investigative activities to maintain investigation focus
	5.1	Review recommendations and outcomes of complex investigations to improve future investigations
	5.2	Review media engagement strategies to determine impact on investigation for continuous improvement purposes
	5.3	Inform stakeholders of investigation outcomes
	5.4	Oversee the conclusion of investigations in accordance with jurisdictional procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance. Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed in the table below.

Skills	Description
Learning	Develop knowledge of a range of risk management strategies to mitigate investigative risks. Identify and assess impacting factors to guide the direction of the investigation.

	Continually evaluate information, intelligence and evidence to determine impact on current and future investigations and actions. Build a knowledge and understanding of: • media types and engagement strategies • investigative priorities and jurisdictional objectives • change management theory and methods.
Reading	Read and comply with jurisdictional policies and procedures with respect to complex investigations. Read, analyse and review records of current and upcoming investigations to determine jurisdictional priorities. Read and review investigation, exhibit and forensic management plans. Read and evaluate complex information, intelligence and evidence continually to determine impact on current and future investigations and actions. Evaluate the quality of written information, intelligence and evidence. Read and review media engagement strategies for continuous improvement.
Writing	Use written communication to negotiate with stakeholders to secure and allocate resources and to inform them of investigation outcomes. Design and complete a complex investigation plan. Coordinate all written communication to facilitate the flow of information.
Oral Communication	Communicate orally with stakeholders to manage security arrangements and negotiate and secure resources. Communicate with stakeholders to determine investigative requirements and seek authorisation of investigation plans. Monitor and adjust investigative activities to ensure adherence to investigative plans. Monitor and adapt language to facilitate the flow of information during complex investigations. Communicate orally with stakeholders to inform them of investigation outcomes.
Numeracy	Perform calculations to manage budgets. Manage expenditure and resources to maximise effectiveness of complex investigations.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the POL Police Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit supersedes and is equivalent to POLINV015 Manage complex investigations.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=98c3984e-2cf1-48a8-8ed1-85e4b92e7351>

Assessment Requirements for POLINV034 Manage complex investigations

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Performance Evidence

The candidate must provide evidence on at least one occasion that they have met the elements and performance criteria and have demonstrated the ability to:

- analyse and review records of current and upcoming investigations to determine jurisdictional priorities for further resource deployment
- assess changing circumstances and re-allocate resources to meet changing investigation needs
- authorise expenditure and resource usage to maximise investigation outcomes
- communicate with stakeholders to secure, maintain and extend resource allocation as needed to manage investigations
- design a complex investigation plan
- design and manage the oversight of a complex investigation to mitigate risk, provide security and to facilitate communication with stakeholders
- evaluate factors that are influencing or potentially influencing complex investigation planning and prioritisation processes
- identify and allocate resources to ensure maximum effectiveness of a complex investigation
- lead and manage an investigative team
- review complex investigation progress for:
 - adjustment to changing circumstances
 - critical decision alignment with aims and objectives
 - effectiveness
 - exhibit and forensic management.
- finalise a complex investigation
- conduct post-investigation effectiveness review of a complex investigation

Knowledge Evidence

The candidate must provide demonstrated evidence that they have knowledge of:

- advanced communication theory and methods
- case management methodology
- complex investigation theory, principles and techniques
- evaluation theory, methods and techniques
- exhibit and forensic management plans
- jurisdictional information management systems

- jurisdictional policies and procedures relating to the management of complex investigations
- media types and engagement strategies
- problem solving and complex decision-making methods
- project management theory and tools
- resource management for complex investigations
- risk analysis theory and methods
- team management principles and practices.

Assessment Conditions

Assessment must occur in operational workplace situations or, where this is not available, in simulated situations that replicate workplace conditions.

Assessors of this unit must satisfy relevant vocational education and training legislation, frameworks and/or standards.

Links

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