



Australian Government

PSPREG030 Manage investigations program

Release: 1

PSPREG030 Manage investigations program

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPREG701A Manage investigations program. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to manage an organisation's investigations program where investigations may be conducted internally, externally or referred to other law enforcement agencies. It includes articulating and authorising an investigations strategy, evaluating investigation processes and the outcomes of investigations, handling complaints, authorising investigations, changing the strategic direction of investigations, and building links at policy level with other organisations and policy makers.

This unit applies to those working in regulatory roles within the public sector involving investigations.

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.

Those undertaking this unit would work independently, performing complex tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

Regulatory

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	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 of conditions section.
1. Articulate and authorise investigations strategy	1.1 Link investigations strategy to objectives of the organisation's overall compliance strategy. 1.2 Use strategy to communicate the roles of staff in investigations including their functions, responsibilities and rights. 1.3 Develop policy and procedures to enable staff to conduct successful investigations and meet organisational objectives. 1.4 Develop guidelines to assist decision making on whether particular investigations should be conducted in house or through other avenues. 1.5 Include documented organisational procedures for handling investigations in guidelines. 1.6 Address staff training and maintenance of standards in the development of the guidelines.
2. Evaluate process of investigations	2.1 Establish scheduled times for evaluation and review. 2.2 Develop and communicate consultation, review and development processes. 2.3 Establish quality assurance review programs to ensure the integrity of policy and procedures is maintained or enhanced. 2.4 Use data from performance measures to validate investigation processes against best practice, noting areas where improvements are needed as part of quality implementation. 2.5 Compare recommendations to improve organisational guidelines with legislative and judicial standards, to improve consistency with external benchmarks. 2.6 Manage statutory reporting obligations.
3. Evaluate outcomes of investigations	3.1 Report on resolution rate of investigations, reasons for lack of resolution and time taken to complete investigations and analyse for improvement. 3.2 Amend strategic directions where necessary to improve the rate of investigation resolution and the time taken for investigations to be completed.
4. Handle complaints	4.1 Establish strategies to handle a range of situations that may impact on the reputation of the organisation. 4.2 Implement policy and procedures to facilitate the reporting to senior management of potentially serious situations.
5. Authorise	5.1 Determine authority levels to reflect structure and reporting lines

investigations	within the organisation, jurisdictional and legislative requirements. 5.2 Base decisions regarding the allocation of investigative tasks to internal or external investigation personnel on organisational guidelines. 5.3 Accompany any request for authorisation by senior management with sufficient information to facilitate effective and timely decision making.
6. Change strategic direction of investigations	6.1 Balance broader policy directives with needs and demands within the organisation. 6.2 Authorise any exemptions to established policy after full consideration of impact on the organisation, legal ramifications and reasons for exemption.
7. Build links at policy level with other organisations and policy makers	7.1 Use opportunities for liaison with other investigations managers to extend knowledge and improve links within the profession. 7.2 Encourage staff to build relationships with peers in other organisations. 7.3 Take opportunities to promote the organisation and the investigations profession with policy makers and the public. 7.4 Establish and maintain relationships with other key law enforcement agencies and standards setting organisations. 7.5 Establish and maintain relationships with other relevant stakeholders.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPREG701A Manage investigations program.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPREG030 Manage investigations program

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- managing projects
- managing systems and processes for effective investigation processes and outcomes
- liaising and managing investigations when conducted with outside agencies, either jointly, or referred to a police service or contracted to an outside body
- undertaking analysis and problem-solving, especially when dealing with complaints
- using communication styles to suit different audiences and purposes

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- agency investigation/compliance strategy
- agency structure and core business
- investigation techniques
- an understanding of the relationship of the investigation strategy to the agency's overall strategy and jurisdictional policy and legislative requirements
- relevant legislation and policy covering the conduct of investigations, as well as the procedural and offence provisions of specific legislation
- legislative reporting requirements to standards setting organisations
- public sector legislation relating to investigations management, including anti-discrimination and diversity legislation, WHS and environment

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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