



Australian Government

PSPREG030 Manage investigations program

Release: 1

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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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