



Australian Government

PSPREG049 Manage investigations program

Release: 1

PSPREG049 Manage investigations program

Modification History

Supersedes and is not equivalent to PSPREG030 Manage investigations program.

Application

This unit describes the performance outcomes, skills and knowledge required to manage an organisation's investigations program where investigations may be conducted internally, externally or referred to other law enforcement agencies.

This unit applies to those working in regulatory roles involving investigations within the public sector. Those undertaking this unit work independently, performing complex tasks in a range of familiar and unfamiliar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Regulatory

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

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

1. Articulate and authorise investigations strategy.
 - 1.1. Link investigations strategy to objectives of the organisational compliance strategy.
 - 1.2. Use compliance strategy to communicate the roles of staff in investigations.
 - 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 agencies.
 - 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 maintain or enhance the integrity of policies and procedures.
 - 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 and analyse for improvement.
 - 3.2. Amend strategic directions to improve the rate of investigation resolution and time taken to complete investigations.
4. Handle complaints.
 - 4.1. Establish strategies to handle situations that may impact on the reputation of the organisation.
 - 4.2. Implement policy and procedures to facilitate the reporting of potentially serious situations.

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| 5. Authorise investigations. | 5.1. Determine authority levels to reflect structure and reporting lines within the organisation, and 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 organisational needs and demands. |
| | 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 to liaise with other investigation managers to extend own knowledge and improve links within the profession. |
| | 7.2. Encourage staff to build relationships with peers in other organisations. |
| | 7.3. 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 essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is not equivalent to PSPREG030 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>

Assessment Requirements for PSPREG049 Manage investigations program

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- manage an investigation project
- manage systems and processes for effective investigation processes and outcomes
- manage an investigation when conducted with outside agencies or body
- liaise with outside agency regarding an investigation to be referred to a police service or contracted to an outside body
- undertake analysis and problem-solving, especially when dealing with complaints
- use communication styles to suit different audiences and purposes.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulation 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
- agency investigation and compliance strategy
- agency structure and core business
- investigation techniques
- relationship of the investigation strategy to the organisation's overall strategy and jurisdictional policy and legislative requirements
- avenues for conducting investigations including:
 - joint operations
 - referral to other agencies
 - private investigators.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulation and policy covering the conduct of investigations, as well as the procedural and offence provisions of specific legislation
- investigation guidelines and standards.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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