



Australian Government

PSPWPI005 Investigate complex issues

Release: 1

PSPWPI005 Investigate complex issues

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 PSPWPI602B Investigate complex issues. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to research, plan and conduct investigations of workplace 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.

This unit applies to those working as workplace inspectors conducting investigations into possible breaches of a range of workplace health and safety legislation, which has the potential to attract a high level of community interest.

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 contexts.

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

Competency Field

Workplace inspection

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. Research the scope of the investigation	1.1 Conduct research on industry or issue to determine initial degree of complexity and throughout the investigation. 1.2 Identify inter-organisation relationships to determine jurisdiction. 1.3 Determine the scope of the investigation in accordance with research data, and ensure that planning and implementation of the investigation are congruent with this scope.
2. Determine investigation issues	2.1 Identify major investigation issues and stakeholders. 2.2 Identify barriers to investigation and implement solutions. 2.3 Determine potential for external interest or involvement and deal with it.
3. Plan and conduct investigation	3.1 Determine the steps required to conduct the investigation. 3.2 Identify and obtain resources required. 3.3 Establish the investigation's timeframe and conduct the investigation.
4. Analyse information gathered during the investigation	4.1 Analyse information to identify relevant issues, inter-relationships, trends and potential impact on stakeholders and on similar industries. 4.2 Determine and document findings of the analysis.
5. Compile report	5.1 Report results of analysis of information. 5.2 Use the findings from analysing information to provide advice or develop policies or solutions which meet client needs or organisation requirements.

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 PSPWPI602B Investigate complex issues.

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 PSPWPI005 Investigate complex issues

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.

- conducting investigations relating to legislative compliance
- 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 resolution
- applying time management, planning, process mapping and decision making
- adapting to changing circumstances and making decisions
- investigating of complex issues in 3 or more contexts or on 3 or more occasions

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.

- principal legislation, including work health and safety, workers compensation, injury management and workplace relations
- performance standard in the legislation
- impact of hazards on persons
- industry practices
- organisational policies and procedures related to compliance activities and reporting
- principles of risk management including hierarchy of controls

- technical features associated with hazards and potential risks as these relate to jurisdictional issues
- investigation methodology techniques and management tools
- basic understanding of the Australian legal system
- aspects of civil, criminal, administrative law and jurisdictions
- 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
- storage of evidence

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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