



Australian Government

Department of Education, Employment and Workplace Relations

PSPFRAU501B Communicate fraud control awareness

Revision Number: 3

PSPFRAU501B Communicate fraud control awareness

Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers fraud and corruption awareness raising to improve compliance. It includes planning and designing fraud and corruption control awareness activities, promoting compliance, developing and nurturing cooperative client relationships, conducting fraud and corruption awareness activities and evaluating their success.

Fraud in the unit title incorporates both *fraud and corruption*.

In practice, communicating fraud and corruption control awareness may overlap with other generalist or specialist public sector workplace activities such as acting ethically, promoting compliance with legislation, delivering client services, implementing fraud and corruption control activities, etc.

This unit replaces and is equivalent to PSPFRAU501A Communicate fraud control awareness.

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan fraud and corruption control awareness activities	1.1 <i>Need</i> for activities is determined, taking into account identified client needs, feedback from clients and staff and priorities identified in the organisation's fraud and corruption control plan. 1.2 Ideas for new or improved activities are initiated, gathered and assessed, taking into account legislative and policy directions and the human, financial and physical resources required. 1.3 Approval for <i>fraud and corruption awareness-raising activities</i> is obtained in accordance with organisational guidelines.
2. Design fraud and corruption control awareness activities	2.1 Individuals and groups are targeted, and formal and informal networks are established and used regularly as communication channels. 2.2 <i>Precedents</i> in fraud and corruption control are incorporated into fraud and corruption control awareness activities. 2.3 A range of media is employed to ensure awareness raising and information sharing activities are implemented as required. 2.4 Fraud and corruption control awareness activities are linked in an integrated and cohesive manner with organisational ethical and fraud and corruption control guidelines, codes of conduct and related aspects of corporate policy. 2.5 Fraud and corruption control awareness activities are based on a knowledge of the organisation's corporate objectives, strategic plan, core business, the culture and values of the organisation and a knowledge of the organisation's client base. 2.6 Fraud and corruption control awareness activities are based on a knowledge of the obligations and protections relating to public interest disclosures, protected disclosures or whistleblowing legislation.
3. Promote compliance	3.1 Incidents and effects of non-compliance are publicised in accordance with organisational requirements. 3.2 <i>Information</i> to promote compliance is provided in line with audience needs, both internally and externally.
4. Develop and nurture cooperative client relationships	4.1 Expectations of clients and contractors are established and documented. 4.2 Opportunities for establishing contacts and <i>networks</i> with external and internal clients are anticipated in consultation with work colleagues and managers. 4.3 Changes in organisational focus are monitored for effects on organisation-client relationships and action is taken to inform clients of changes in accordance with organisational policy and procedures. 4.4 Feedback on organisational activities is obtained and reported within the organisation in accordance with policy and

ELEMENT**PERFORMANCE CRITERIA**

- procedures.
- 4.5 Organisation's fraud and corruption control philosophy, policy and procedures are imparted in a way which facilitates **stakeholder** understanding.
- 4.6 Where required, clients are advised when and how they may modify their practices to meet organisational standards.
- 5. Conduct fraud and corruption awareness activities**
- 5.1 Fraud and corruption awareness activities are planned and are feasible within existing resource and time constraints.
- 5.2 Intended outcomes are identified and are based on realistic expectations of the target audience.
- 5.3 Activities are varied, refined and adapted as indicated by audience response or by changes in the organisation's fraud and corruption control strategy and procedures.
- 5.4 Adult learning techniques are utilised.
- 5.5 Fraud and corruption control awareness information is linked with codes of conduct, ethical requirements, and the fraud and corruption control guidelines of the organisation together with its broader corporate goals.
- 6. Evaluate success of awareness-raising activities**
- 6.1 Fraud and corruption control awareness activities are assessed against predetermined objectives.
- 6.2 Results of evaluation are documented and used as the basis for planning future activities.
- 6.3 Opportunities for new fraud and corruption awareness activities are identified and acted on as required.
- 6.4 Evidence, if any, is obtained of a **decrease** in the level of fraud and corruption as a result of the activities.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- designing fraud and corruption control activities
- developing and maintaining client relationships
- tailoring sessions to the needs of adult learners and a variety of audiences
- explaining complex concepts and formal documents such as legislation, standards and codes of conduct
- using a range of communication styles to suit different audiences and purposes
- responding to diversity, including gender and disability
- applying occupational health and safety and environmental procedures in the context of conducting fraud and corruption control activities

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- agency structure and core business activities
- fraud and corruption and how they relate to the specific functions and activities of the organisation, together with an understanding of ethical standards required by the organisation of its staff, contractors and suppliers
- jurisdictional fraud and corruption control requirements
- the organisation's fraud and corruption risk management methodology
- fraud and corruption risk factors in the organisation
- identified instances of fraud and corruption
- adult learning principles
- anti-discrimination and diversity legislation
- legislation, policies and procedures relating to conduct of fraud and corruption control activities
- procedures relating to public interest disclosures, protected disclosures or whistleblowing legislation

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC501B Promote the values and ethos of public service
 - PSPFRAU506B Implement fraud control activities
 - PSPGOV502B Develop client services
 - PSPLEGN501B Promote compliance with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- communication of fraud and corruption control awareness in a range of (3 or more) contexts (or occasions over time)

Resources required to carry out assessment

These resources include:

- legislation, policy and procedures relating to fraud and corruption control
- procedures relating to public interest disclosures, protected disclosures or whistleblowing legislation
- activities for minimising fraud and corruption
- fraud and corruption control guidelines
- fraud investigation standards
- public sector values and codes of conduct
- case studies and workplace scenarios to capture the range of fraud and corruption control situations likely to be encountered

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when communicating fraud and corruption control awareness, including coping with difficulties, irregularities and breakdowns in routine

- communication of fraud and corruption control awareness in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

<i>Needs analysis</i> may include:	• consultation with staff, clients, fraud and corruption control networks • review of data and information gathered • compliance with legislative direction
<i>Fraud and corruption awareness- raising activities</i> may include:	• formal training sessions • addressing industry associations • consulting groups • internal and external speaking engagements • publishing guidelines, brochures and reports
<i>Precedents</i> may include:	• legal precedents • decision making precedents • decisions previously made in the organisation
<i>Information</i> may include:	• program guidelines, contractual information • policies and procedures • legislative requirements
<i>Means of information dissemination</i> may include:	• computer-based information • newsletters • written policy manuals and procedures • internal instructions and guidelines • videos, pamphlets, posters • case studies, hypothetical examples • staff orientation processes • training and awareness sessions • conferences and seminars • liaison meetings with clients and stakeholders • intranet • Internet • public promotion campaigns
<i>Networks</i> may include:	• contact with peers or colleagues in or outside own agency
<i>Stakeholders</i> may be:	• internal or external to the organisation • agency staff and senior management • contractors and consultants • other agencies

	• related program staff • client organisations • industry associations • law enforcement agencies • the general community
<i>Decrease</i> in fraud and corruption activity may be as a result of:	• awareness raising and training activities • publicising/communicating agency attitude to fraud, corruption and ethical behaviour • using administrative reform • establishing accessible and confidential reporting channels • publicising agency fraud and corruption control practice both within the agency and to clients of the agency

Unit Sector(s)

Not applicable.

Competency field

Fraud Control.