



Australian Government

Department of Education, Employment and Workplace Relations

PSPREG414A Conduct surveillance

Release 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor, application of unit, range statement and evidence guide edited.
2	PSP04V4.2.	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to gather information through surveillance operations.

Licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to individuals in a range of regulatory work environments who are authorised to conduct surveillance under the enabling legislation. They are required to plan, carry out and complete surveillance operations which may be overt or covert and undertaken under different operational conditions.

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 surveillance | <ul style="list-style-type: none">1.1 The <i>purpose</i> and <i>outcomes</i> of the surveillance are established in consultation with <i>stakeholders</i>, and authority to conduct surveillance is obtained in accordance with organisational policy and procedures1.2 Location and timeframe are determined in accordance with the purpose and outcomes1.3 <i>Resource</i> requirements are determined and arranged in accordance with surveillance plan and budgetary constraints1.4 Requirements for <i>technical specialists</i> are determined and arranged in accordance with organisational procedures1.5 Operation is planned in accordance with organisational guidelines to meet <i>legislative and other requirements</i> and <i>public sector standards</i>1.6 Surveillance plan is prepared detailing key activities, roles, responsibilities, risk management and contingency planning, and takes into account covert nature of the operation and security requirements for those involved |
| 2. Carry out surveillance | <ul style="list-style-type: none">2.1 Identities of surveillance subject/s are confirmed and the surveillance operation is conducted in accordance with the surveillance plan2.2 Factors affecting achievement of surveillance outcomes are identified promptly and variations to the surveillance plan are authorised to cater for the unexpected2.3 Alternative plans are implemented in cases where operational integrity is threatened or compromised and a report is provided on the reasons and justification for the decision2.4 Surveillance operation is conducted in accordance with legislation, policy and procedures2.5 Personal conduct and manner is maintained in accordance with code of conduct and organisational requirements |
| 3. Complete surveillance operation | <ul style="list-style-type: none">3.1 <i>Surveillance information</i> is obtained and documented in accordance with organisational/client requirements and the surveillance plan3.2 Information and other materials are secured and maintained in accordance with legislative and organisational requirements3.3 Equipment, film and audio are stored in accordance with technical requirements and security procedures3.4 Outcomes are presented in the required medium, format, style and structure suitable for review and interpretation to meet organisational requirements3.5 Operational inadequacies in the surveillance process are documented and reported to inform future practice in accordance with organisational requirements |

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:

- planning surveillance
- undertaking contingency planning
- undertaking risk assessment in the context of surveillance
- operating technical equipment
- using information technology to record information and prepare reports
- completing reports using formality of language and structure
- exchanging often complex oral information in a form to suit diverse audiences
- responding to diversity, including gender and disability
- applying public sector legislation such as occupational health and safety and environmental procedures in the context of surveillance

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, policies and procedures relating to surveillance
- organisational guidelines
- international treaties and protocols
- cross-jurisdictional protocols
- link between surveillance operation, organisational strategic objectives and national strategic objectives
- security constraints
- public sector legislation and standards
- equal employment opportunity, equity and diversity principles
- occupational health and safety and environmental considerations to ensure the safety of self and others

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms consistency of performance in conducting surveillance. This will include evidence of:

- Conducting at least three actual or simulated surveillance activities on three separate occasions or for three different situations/contexts.
- adhering to legal, ethical and organisational requirements relating to surveillance operations.

Context of and specific resources for assessment

Assessment must ensure access to a real or simulated workplace environment that closely resembles normal work practice and replicates the range of conditions likely to be encountered while conducting surveillance, including coping with difficulties, irregularities and breakdowns in routine.

Access is required to resources such as:

- applicable legislation, policies and procedures
- case studies and workplace scenarios to capture the range of requirements for situations likely to be encountered
- surveillance equipment and resources generally found in an operational environment

Method of assessment

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

- case studies
- demonstration
- observation
- written or oral questions
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

Guidance information for assessment

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

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.

Purpose of surveillance
may include

- security
- fraud control
- information
- intelligence
- evidence gathering
- a particular target

Surveillance outcomes
may include

- deterrence
- improved security
- prosecution

Surveillance may be:

- overt
- covert
- under different operational conditions
- under different operational methods

Stakeholders may include

- other agencies as clients
- other agencies as interested parties
- management
- security staff
- fraud control officers
- whistleblower/s

Resources may include:

- personnel
- transport
- photographic equipment
- sound recording equipment

- video recorders
 - scanners
 - computers
 - short-wave equipment
 - satellite
 - radar
 - night vision equipment
 - infrared equipment
 - tracking equipment
 - communication equipment
 - counter surveillance equipment
- Technical specialists*** may include:
- photographers
 - forensic experts
 - government security experts
 - specialist investigators
 - agency officers
- Legislative and other requirements*** may include:
- organisational policy, procedures and protocols
 - international treaties and protocols
 - cross-jurisdictional protocols
 - organisational strategic objectives
 - national strategic objectives
 - privacy legislation
 - freedom of information legislation
 - occupational health and safety legislation
 - environment legislation
 - government security legislation
- Public sector standards*** may include:
- fraud investigation standards
 - protective security standards
 - public sector code/s of conduct
- Surveillance information*** may include:
- written
 - oral
 - electronic

Unit Sector(s)

Not applicable.

Competency field

Regulatory.