



Australian Government

Department of Education, Employment and Workplace Relations

PSPREG604 Coordinate multi-agency investigations

Release 1

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Modification History

Release	TP Version	Comments
1	PSP12V1	Primary release.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to coordinate multi-agency and/or multi-agency investigations.

No 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 supervisory and management positions in a range of regulatory work environments who coordinate a number of agencies and or organisations in the investigation of cross-jurisdictional offences.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

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 statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

1. Undertake coordination planning for multi-agency investigations

- 1) 1.1 The possible scope of each investigation is determined and **investigation plans** are developed and implemented to set the direction for each investigation.
- 2) 1.2 **Cross-organisational issues** related to each investigation, are identified and incorporated into a **functional case management system**.
- 3) 1.3 Aims, objectives and key issues are identified and documented to maintain operational focus.
- 4) 1.4 Strategies to achieve the objectives are specified and tasks assigned to each agency to achieve a common understanding and minimise duplication.
- 5) 1.5 Strategies and tasks are prioritised to ensure the most important aspects of investigations are not compromised if contingencies need to be handled or all required resources are not available.
- 6) 1.6 Review or **auditing** mechanisms are included in investigation plans to ensure maximum use of resources and agency accountability.

2. Plan budgets and resource allocations

- 7) 2.1 Estimated resources required for each investigation are documented in investigation plans.
- 8) 2.2 **Resources available** within each agency are identified and access strategies identified.
- 9) 2.3 Negotiations are undertaken with decision-makers who have responsibility for workforce deployment, to make resources available when required.
- 10) 2.4 If all required resources are not available strategies are adjusted in accordance with priorities established in investigation plans.

3. Assess and implement operational security requirements

- 11) 3.1 **Potential risks** are identified and assessed throughout investigations with respect to individuals, own organisation and support agencies.
- 12) 3.2 **Security classifications** are considered for each investigation and assigned in accordance with organisational policy and procedures.
- 13) 3.3 **Security requirements** are identified to ensure the integrity of each investigation, its information and the safety of its personnel.
- 14) 3.4 Security strategies are determined to ensure conformity and compliance during multi-agency investigations.
- 15) 3.5 Security arrangements are implemented to

4. Coordinate cross-jurisdictional agency roles in the investigation of serious offences

- avoid/overcome breaches of security.
- 16) 3.6 Security arrangements are monitored, reviewed and modified as required throughout the investigations.
- 17) **4.1 Communication channels** between cross-jurisdictional agencies are formalised to facilitate immediate contact.
- 18) 4.2 Command structures are formalised to facilitate effective control and **coordination** of each investigation and to initialise lead agency versus support agencies protocols.
- 19) 4.3 All agencies are briefed on their obligations and outputs to support the investigation.
- 20) **4.4 Organisation-specific requirements and procedures** are identified and strategies implemented to ensure consistency throughout the investigative process.
- 21) 4.5 A functional case management system is implemented that addresses requirements of all investigating agencies.
- 22) 4.6 Expenditure and resource usage are monitored and controlled throughout investigations to minimise wastage and to ensure objectives can be achieved within timeframes and resource boundaries.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - liaise and negotiate with other agencies
 - brief and debrief cross-agency personnel
 - relate to persons from diverse backgrounds
- planning and organising skills to:
 - plan and implement resource management including budgetary, human and physical resources and allocation/access
- literacy and numeracy skills to:
 - read complex legislation
 - write investigation plans
 - estimate resource requirements
- self-management skills to:
 - undertake reasoning and logical analysis
 - make decisions and solve problems
- technical skills to:
 - manage the organisation's computer and/or manual information management system

Required knowledge

- the role of investigations in achieving the organisation's strategic compliance objectives
- legislation relating to the jurisdiction/s involved in the investigations
- case management systems
- jurisdictional and organisational requirements of agencies, clients, and stakeholders
- macro environmental impact upon investigations of serious offences, including government, policy, political, and community interests
- operational budget and resource planning processes and options to control budget levels
- access and deployment mechanisms to ensure optimal economy and efficiency in the use of human, physical and financial resources
- opportunities, risks and constraint assessment which may hamper investigations
- internal auditing processes
- risk assessment and management techniques
- 'duty of care' responsibilities
- security classifications and requirements within own organisation
- arrangements and procedures available to maintain operational security
- specialist assistance available to assist with security assessments

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the 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 coordinating multi-agency investigations.

This will include evidence of:

- coordinating at least two actual or simulated multi-agency investigations, on separate occasions or for different situations/contexts
- at least one actual or simulated investigation where contingencies need to be handled because not everything goes according to plan
- adhering to legal, ethical and organisational requirements relating to multi-agency investigations

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 coordinating multi-agency investigations, 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
- technology for case management/investigation management

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 relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Investigation plans</i> may include:	- the aims and objectives of the investigations - the possible strategies available to achieve the objectives - identified priorities, risk strategies and costings - reference to resources: - the sources of the resources - availability of resources - any limitations, and - contingencies or alternatives
<i>Cross-organisational issues</i> may include:	- legal jurisdiction and jurisdiction-specific issues such as differences in: - legislation - regulatory powers - levels of authority - hierarchy of control - protocols - operational policies and procedures - security requirements - resource allocation procedures - reporting requirements
<i>A functional case management system</i> requires:	- a systematic approach to planning - project management methodologies and tools - decision making support - consistency in implementing operational practices - tools such as: - resource spreadsheets - evidence matrices - tactical plans - assignment sheets - investigation plans
<i>Auditing</i> may include:	- costings records included in investigation plan - substantiating resources utilised and money spent
<i>Resources available</i>	human

may be:	• physical e.g. equipment, technology • financial • information • intelligence that may be internal or external in source • affected by staffing and equipment levels within the agencies involved
Communication channels may be:	• formal, such as a memorandum of understanding • informal, for example, direct communication between investigation managers within respective agencies
Investigation coordination should be:	• consistent throughout the investigation and reflect best practice methodology
Organisation-specific requirements and procedures may include:	• investigation management techniques such as exhibit control and handling procedures • interview methods • brief management
Potential risks could be from:	• internal/external sources • risk assessments should include potential for risks to individuals and organisations
Security requirements may include:	• security checks of personnel • limiting the access of users on computer systems/databases
Security classification may be:	• from restricted to top secret • applied in accordance with legislation or policy

Unit Sector(s)

Regulatory

Custom Content Section

Not applicable.