



Australian Government

Department of Education, Employment and Workplace Relations

PSPREG605 Manage major 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 monitor the progress of major investigations and direct or redirect actions to achieve objectives within legal and resource limitations.

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 a range of regulatory work environments who undertake ongoing assessment of the progress of major investigations in order to better direct resources to achieve required outcomes

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. Assess investigation priorities and plans | <p>1.1 The progress of <i>major investigations</i> is regularly monitored to ensure tasks are completed and operations are on track to meet objectives.</p> <p>1.2 Deficiencies and areas requiring further action are identified and addressed in line with overall investigation planning.</p> <p>1.3 Deficiencies and remedial actions undertaken are documented in the plan as the investigation progresses.</p> <p>1.4 Feedback on the progress of investigations is communicated to contributing personnel, management, clients and stakeholders at regular intervals that vary according to the organisational protocols for each group.</p> |
| 2. Determine and report investigation status | <p>2.1 Investigations are continually assessed against competing investigations or demands, to determine priorities and monitor resource and budgetary expenditure.</p> <p>2.2 Investigations are strategically assessed at regular intervals to ensure that objectives are achievable within resource and legal constraints.</p> <p>2.3 Critical decisions, to terminate, re-prioritise, or change the focus of investigations as a result of strategic assessments, are documented in investigation plans and reported in accordance with operational protocols.</p> |
| 3. Monitor the effectiveness of participating agencies | <p>3.1 Organisational responsibilities for resource/budgetary allocations are monitored and reviewed to facilitate achievement of objectives.</p> <p>3.2 Communication and coordination between agencies is evaluated and modified where required.</p> <p>3.3 Tasks performed by participating agencies are reviewed and modified, if required, to maximise use of expertise and make effective use of resources.</p> |
| 4. Evaluate and report at conclusion of major investigations | <p>4.1 The outcomes and issues from major investigations are analysed and conclusions and recommendations are formulated and reported in accordance with the protocols for multi-agency operations.</p> <p>4.2 The effectiveness of agency alliances and partnerships is reviewed at the completion of investigations.</p> <p>4.3 Recommendations arising from the review of agency alliances are documented and forwarded to respective managers, clients and stakeholders.</p> |

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - obtain and provide information and feedback on the progress of investigations
 - relate to persons from diverse backgrounds and multiple agencies
 - report on outcomes and issues from major investigations
- planning and organising skills to:
 - determine priorities and monitor resource allocation and usage
 - coordinate crucial and diverse clients, law enforcement agencies and stakeholders
 - strategically assess situations and make critical decisions that will affect the operation of investigations
- literacy skills to:
 - read complex legislation and interpret operational protocols for major investigations
 - modify investigation plans and document assessment results and decisions
- self-management skills to:
 - respond to changing circumstances
 - manage resources
 - apply reasoning and logical analysis, problem solving and decision making to direct or re-direct the focus of major investigations
- technical skills to use:
 - scheduling tools
 - information management systems
 - case management systems
 - numeracy skills for scheduling and budgets

Required knowledge

- the role of investigations in achieving the organisation's strategic compliance objectives
- legislation relevant to the jurisdiction/s involved in investigations
- investigation management systems
- jurisdictional and organisational requirements of agencies, clients, and stakeholders
- operational priorities
- macro environmental impact upon investigations of serious offences, including government, policy, political, and community interests
- 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
- decision making processes and chain of command in major investigations
- review and evaluation processes

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 managing major investigations. This will include evidence of:

- directing the progress of at least two actual or simulated major investigations on separate occasions or for different situations/contexts
- at least one actual or simulated investigation where strategic assessment results in a significant change of focus or re-prioritisation of the investigation
- adhering to legal, ethical and organisational requirements for major 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 managing major 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
- resources generally present in an operational environment where major investigations might occur
- investigation management/case management technology

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>Major investigations</i> may be:	- declared to be major investigations in accordance with organisational policy and guidelines - dependent on the estimated time to complete them, resources required and complexity of each investigation
<i>Monitoring</i> may use:	- scheduling tools - Gantt charts - software or manual systems - electronic case management systems
<i>Deficiencies may occur in investigations</i> because of:	- budgetary/resource constraints - legal obligations - organisational policy requirements
<i>Contributing personnel</i> may include:	- support services - technical services
<i>Clients</i> may include:	- the persons or organisations requesting investigations proceed on their behalf - internal or external clients - individuals - groups of people representing various levels of management - investigative groups - other sections of the agency/organisation - multi-agency and multi-organisational groups
<i>Stakeholders</i> are:	- other people or organisations (not being the client) who may legitimately have an interest in the progress and results of the investigation - internal and/or external to the organisation
<i>Strategic assessment</i> involves:	- identification of emerging issues - time frames - budgetary/resource/legal constraints - new methodologies for analysis of impact on investigation
<i>Critical decisions</i> may be influenced by:	- financial and physical constraints - available resources - legal limitations - additional intelligence

	• re-focusing of priorities
<i>Effective use of resources</i> requires:	• regular review of tasks performed by each agency • making the best use of available resources • minimal wastage • objectives to be achieved in a timely, cost-effective manner
<i>Outcomes and issues</i> may include:	• degree of success of investigations in meeting their objectives • contribution of participating agencies/organisations • satisfaction of participating agencies with the operation and outcome of investigations • observations on the effectiveness of alliances and partnerships • trends observed • intelligence gaps • time constraints • duplication of effort • resource allocation issues • wastage • command and control issue
<i>The effectiveness of agency alliances and partnerships</i> may be evidenced through:	• the productiveness of the partnership's ability to work harmoniously in a multi-agency, multi-organisational environment • cooperative sharing of resources to achieve investigation objectives

Unit Sector(s)

Regulatory

Custom Content Section

Not applicable.