



Australian Government

Department of Education, Employment and Workplace Relations

PUAPOL023B Manage investigations

Release: 1

PUAPOL023B Manage investigations

Modification History

Unit Descriptor

This unit covers the competency to plan, document and allocate resources to manage and review investigations effectively, in accordance with jurisdictional law policy and procedures.

Application of the Unit

The application of this unit in the workplace - the environments, complexities and situations involved - will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

This text will be useful for the purposes of job descriptions, recruitment advice or job analysis; where possible, it will not be too job specific to allow other industries to import it into other Training Packages, where feasible.

Licensing/Regulatory Information

Pre-Requisites

Nil

Employability Skills Information

The required outcomes described in this Unit of Competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this Unit of Competency is packaged, will assist in identifying Employability Skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Plan investigations	1.1 A plan is prepared which reflects analysis of all available factors to set directions for the investigation 1.2 An investigation's aims/objectives are clearly defined to provide operational focus 1.3 Risk assessments are conducted to identify investigational opportunities and limitations 1.4 A security plan is formulated to address the investigation's security requirements 1.5 Investigatory phases and tasks are prioritised to inform the sequence of activities and provide for future review of the investigation process 1.6 Methods to achieve the investigation's aims and objectives are selected and authorised in accordance with jurisdictional laws, policies and guidelines 1.7 Communication channels are established with appropriate personnel to facilitate contact in the conduct of the operation 1.8 A case management system is initiated to facilitate the planning, resolution and review of the investigation 1.9 Plans developed are sufficiently flexible and adaptable to accommodate any unforeseen contingencies/issues that may arise
2 Prepare documentation to support the investigation	2.1 All relevant information is recorded in a timely, chronological and accurate manner and complies with organisational guidelines 2.2 Operational documentation is compiled to provide an ongoing reference for operatives and a formal record for evidentiary purposes 2.3 Recording procedures comply with security and

evidentiary requirements

- 3 **Identify, use and coordinate resources**
 - 3.1 Available **resource requirements** are identified and accessed to support the operation
 - 3.2 Contingency responses are identified that address any resource limitations
 - 3.3 Resource usage is managed to achieve the desired aim
 - 3.4 Operational costs are monitored and controlled
- 4 **Review investigations**
 - 4.1 Investigation outcomes are reviewed against the aims and objectives specified in the investigation plan
 - 4.2 Procedures are reviewed for adherence to organisational policy and guidelines
 - 4.3 Post investigation procedures are completed to finalise the investigation
 - 4.4 Review outcomes are disseminated and where relevant used to inform future practice

Required Skills and Knowledge

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

Required Skills

oral communication (listening, establishing rapport, negotiation, conflict resolution)
written communication in preparing investigation plans, tactical plans resource bids etc
basic resource management including budgetary, human and physical resources and allocation/access
basic investigation methods and skills

Required Knowledge

government and policy environments within which operations will be managed
different types of criminal activity and their elements (eg. general crime, theft, burglary, assault, drugs, fraud, homicide)
available resources which may need to be deployed to support the investigation
security issues and classifications
all applicable laws, policy and procedures pertaining to the conduct of investigations within the officer's organisational environment
investigation principles and case management systems and a range of contexts in which these can be applied
court procedures and evidentiary requirements

Evidence Guide

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

It is essential for this unit that competence be demonstrated in planning of all resources, consistent with the objectives of the investigation; and ability to monitor the investigation and modify the investigation process when necessary

Consistency in performance

Evidence for competency in this unit must be gathered over time and in a range of workplace or simulated situations

Context of and specific resources for assessment**Context of assessment**

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments

Specific resources for assessment

No special requirements

Guidance information for assessment

Information that will assist or guide assessment will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

Range Statement

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 in the Performance Criteria is detailed below.

Factors may include	any information which impacts on the formulation of the investigation plan topography climatic conditions political sensitivities time own resources subject's resources age culture or mental capacity of subject/witnesses own courses of action subject's likely course(s) of action cost-benefit analysis
Investigations may include	Operations criminal and/or coronial investigations
Investigation aims/objectives may include	apprehension and arrest of offenders investigation to logical conclusion to exclude suspects satisfy the coroner and provide material to assist the prosecution's case
Investigational methods may include	general (public inquiries, informant /witness inquiries, internal or external agencies) specialised (covert policing, technical aids, surveillance, forensic evidence, document analysis)
The case management system adopted is that	defined by the organisation's operational practices
Operational documents may include	tactical appreciations

	operational orders
	warrant applications
	briefing notes running sheets
	investigational plans
	SOPs
	terms of reference
	memoranda of understanding
	declarations of major crime
	target profiles
	affidavits
	progress reports
	investigation log
	incident log
	joint agency investigation agreements,
	crime reporting system documents
	case management system documents
Resource requirements may include	human
	physical
	financial
	may be internal or external in origin
Recording procedures can include	material gathered for the purposes of evidence
Security Plan can be	any plan to ensure the integrity of the investigation
An operational plan may include	resource requirements

Unit Sector(s)