



Australian Government

Department of Education, Employment and Workplace Relations

PUAPOL028B Manage investigation information processes

Revision Number: 4

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Modification History

PUAPOL028B Release 3: Unit Descriptor and Application revised.
PUAPOL028B Release 2: Layout adjusted. No changes to content.
PUAPOL028B Release 1: Primary release.

Unit Descriptor

This unit covers the competency to gather and process information pertaining to criminal investigations undertaken by designated investigators.

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

Application of the Unit

The application for this unit has not been fully developed. It will be reviewed as part of the process of implementing the Design Model for Streamlined Training Package Material.

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 required 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

ELEMENT	PERFORMANCE CRITERIA
1. Use information-gathering techniques	1.1 <i>Potential sources of information</i> are identified and assessed 1.2 Identified sources of information are utilised 1.3 Information is obtained from identified sources, in accordance with organisational guidelines, Freedom of Information and Privacy legislation 1.4 <i>Informants</i> are cultivated and managed 1.5 Persons/locations of interest are monitored
2. Evaluate information	2.1 Elements of offence and coronial needs are identified 2.2 Persons/locations of interest are identified and profiles maintained 2.3 All potential intelligence/<i>evidence</i> is identified from obtained information 2.4 The validity and integrity of the information is evaluated fairly and objectively 2.5 Relevant information is used to inform decision-making 2.6 Information is corroborated independently where possible
3. Respond to information	3.1 Information is placed into relevant information systems in accordance with organisational policy and procedures 3.2 Information is communicated to relevant areas 3.3 Security of information is maintained 3.4 Information gathered is responded to through immediate action or further inquiry or filing

Required Skills and Knowledge

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

Required Skills

- written and oral communication (listening, establishing rapport, public relations, negotiation, conflict resolution, feedback)
- sourcing
- collecting and evaluating diverse pieces of information
- using information storage and retrieval systems
- classifying information
- validating information
- compliance with operational safety guidelines when dealing with informants
- identifying and managing informants
- disseminating information in appropriate forms

Required Knowledge

- organisational corporate goals and objectives
- legislation and organisational guidelines relevant to information collection
- storage and retrieval including FOI and Privacy legislation
- organisational guidelines for dealing with informants
- investigative processes
- including surveillance and intelligence processes pertaining to the area of investigational responsibility
- information sources
- security classification criteria and dissemination protocols
- information evaluation processes for establishing validity and reliability
- professional codes of conduct/ethics relating to the investigatory process

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 the gathering of information that is accurate and relevant to the investigation.

Consistency in performance

Evidence of competency in this unit will need to be gathered over time and from across a range of simulated and/or actual workplace activities.

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.

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.

Potential sources of information may include:

- internal (documents/databases, intelligence, specialist sections such as covert/surveillance policing, technical services and forensic services and other police)
- external (witnesses, victims/suspects/informants/informers, government agencies and authorities, private agencies, literature, members of the public, surveillance)

Informants may be cultivated and managed in the following ways:

- researching background reliability
- communicating with persons at all levels
- recording information accurately
- displaying knowledge of specialist crime culture and terminology
- identifying motives of informants (these may include money, revenge, consideration of penalty, civic duty)
- controlling informants effectively
- registering informants correctly
- maintaining personal integrity
- anonymity and own counsel
- maintaining contact with informants regularly
- being self-motivated in cultivating informants

Evidence may include:

- direct
- circumstantial
- physical
- opinion
- documentary
- hearsay

Information systems are:

- either computer based or manual. What relevant information systems are depends on:
 - importance of information
 - sensitivity of information
 - reliability of information
 - where information is to be disseminated

Unit Sector(s)

Not applicable.