



Australian Government

Department of Education, Employment and Workplace Relations

PUAPOL029B Coordinate multi-agency investigations

Release: 1

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Modification History

Unit Descriptor

This unit covers the competency to coordinate multi-agency and/or multi-organisational investigations.

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 Apply a case management system	1.1 A functional case management system is implemented by investigating agencies 1.2 The possible scope of the investigation is determined and an investigation plan is developed and implemented to set directions for the investigation 1.3 Cross-organisational issues, relevant to the investigation, are identified and incorporated in the case management plan 1.4 Aims, objectives and key issues are identified and documented to maintain operational focus 1.5 Strategies to achieve the objectives are specified and tasks assigned to each agency to achieve a common understanding and minimise duplication
2 Coordinate cross-jurisdictional agencies in the investigation of serious crime	2.1 Communication channels between the agencies are formalised to facilitate immediate contact 2.2 A command structure is formalised to facilitate effective control and coordination of the investigation 2.3 Particular organisational requirements and procedures are identified and strategies implemented to ensure consistency throughout the investigative process 2.4 All agencies are made aware of their obligations and outputs to support the investigation
3 Plan budget and resource allocation	3.1 Estimated resources required for the investigation are documented in the investigation plan 3.2 Resources available within each agency are identified and access strategies identified 3.3 Negotiations are undertaken with decision-makers who have responsibility for workforce deployment,

to make resources available when required

- 3.4 Review/**auditing mechanisms** are included in the investigation plan to ensure maximum use of resources and agency accountability
- 3.5 Expenditure and resource usage are monitored and controlled throughout the investigation to minimise wastage
- 4 **Assess and implement operational security requirements**
 - 4.1 **Potential risks** are identified and assessed in respect of individuals, own organisation and assisting agencies
 - 4.2 Suitable **security arrangements** are implemented to avoid/overcome breaches of security
 - 4.3 Relevant **organisational security requirements** are identified and strategies implemented to ensure conformity and compliance during multi-agency investigations
 - 4.4 Security arrangements are monitored, reviewed and modified as required throughout the investigation

Required Skills and Knowledge

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

Required Skills

oral communication and liaison (listening, establishing rapport, public relations, negotiation, conflict resolution, feedback)

written communication

managing the organisation's computer and/or manual information management system

organisation and planning

resource management including budgetary, human and physical resources and allocation/access

reasoning and logical analysis, problem solving and decision making

making high level presentations

Required Knowledge

the broad law enforcement context and the criminal justice system

organisation's corporate goals and objectives

legislation relevant to the jurisdiction/s involved in the investigation

case management systems

jurisdictional and organisational requirements of agencies, clients, and stakeholders

macro environmental impact upon investigations of serious crime, 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 the investigation

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

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 ability to apply investigation plan to the coordination within multi-agency or multi-organisational investigations

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

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.

A functional case management system	requires a systematic approach to planning decision-making conducting and managing investigations utilising project management philosophies methodologies and tools Tools used in the case management system may include resource spreadsheets, evidence matrices, tactical plans, assignment sheets, investigation plans
The investigation plan would include	the aims and objectives of the investigation the possible strategies available to achieve the objectives identified risk strategies and costings It would also include reference to resources: the sources of the resources, their availability, limitations, and contingencies or alternatives
Communication channels may be	formal such as a memorandum of understanding or informal, for example, direct communication between investigation managers within respective agencies
Cross-jurisdictional issues include	legal jurisdiction and jurisdiction specific issues
Organisational requirements and procedures may include	all investigation management techniques such as exhibit control and handling procedures interview methods brief management Investigation management should be consistent throughout the investigation and

	reflect best practice methodology
Resources include	human equipment/physical financial information intelligence and may be internal or external in source as a case manager the investigator may not always be able to access all the required resources in some situations
Resource allocation decisions may be affected by	staffing and equipment levels within the relevant agency
Auditing mechanisms	such as costings records can be included in investigation plan expenditure and use of resources should be monitored on a regular basis to ensure objectives can be achieved within timeframes and resource boundaries auditing may also be required to substantiate resources utilised and money spent
Potential risks could be from	internal/external sources risk assessments should include potential for risks to individuals and organisations
Security arrangements should be implemented to ensure	integrity of investigation and information and safety of personnel. Consideration should be given to the security classification of the investigation - ranging from restricted to top secret
Organisational security requirements may include	security checks of personnel limiting the access of users on computer systems/databases

Unit Sector(s)