



Australian Government

Department of Education, Employment and Workplace Relations

PUAPOLIV011A Manage information within specialised policing functions

Revision Number: 3

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Modification History

PUAPOLIV011A Release 3: Unit Descriptor revised.

PUAPOLIV011A Release 2: Layout adjusted. No changes to content.

PUAPOLIV011A Release 1: Primary release.

Unit Descriptor

This unit covers the competency required to gather, collate, analyse, store and disseminate information within a variety of specialised operational policing functions/roles.

This unit does not cover managing information associated with the intelligence function.

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

Application of the Unit

The application of this unit in the workplace addresses the knowledge and skills to be able to manage information within a specialised policing context. Individuals will be able to apply the skills and knowledge within various policing functions and environments.

The unit supports the collection, collation, analysis and evaluation of information that may be of a sensitive nature. The protection of the integrity and security of the information is also covered in this unit. Police officers will also develop inferences after the interpretation of information and produce written reports in this regard.

The competence specified in this unit would typically be required by police officers.

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. Collect information	1.1 Information sources are established and managed to maximise the availability of information prior to, during and after the operation 1.2 Information requirements are clearly communicated to collectors to focus the gathering of relevant information 1.3 Appropriate collection techniques are applied to information sources 1.4 Specialist information systems are accessed in accordance with agency guidelines 1.5 Collected information is registered, recorded and stored for future access and retrieval 1.6 Information gaps are identified and addressed to improve operational response
2. Protect the integrity and security of information	2.1 Legislative, policy and environmental factors are considered and addressed in the management of information 2.2 Information is entered into organisational recording system ensuring the security and integrity of information 2.3 Strategies, systems and procedures are developed and implemented to ensure the security and integrity of information 2.4 Existence of internal control procedures is ensured in accordance with organisational policies and guidelines
3. Collate information	3.1 Collation methods relevant to operational circumstances are identified and applied 3.2 Effectiveness of collation is evaluated and methods are amended as required to provide relevant summary data 3.3 Organisational administrative requirements are complied with
4. Evaluate information	4.1 Source of information is evaluated to determine reliability and associated risk 4.2 Information gathered is evaluated to determine operational relevance 4.3 Existing information is regularly subjected to re-evaluation to determine currency 4.4 Invalid and/or irrelevant information is removed from further processing in accordance with agency guidelines
5. Analyse and interpret	5.1 Variety of appropriate thinking processes is applied

ELEMENT	PERFORMANCE CRITERIA
information	to information
	5.2 Consistency of interpretations/inferences with available data is ensured
	5.3 Interpretations made are relevant to critical issues
6. Develop inferences	6.1 Possible interpretations are subjected to testing
	6.2 Possible interpretations are subjected to refinement and consolidation
	6.3 Sound inferences are formulated from tested interpretations
	6.4 Assessment is prepared identifying relationship between data developed and probable interpretations
	6.5 Sound recommendations are developed to provide direction to the operation
7. Produce written report	7.1 Intended recipients are identified and expectations are negotiated to provide relevant information
	7.2 Written report protocols are followed in accordance with agency guidelines
	7.3 Written report format, tone and language are specific to client need and/or operational circumstances
	7.4 Report content is accurate and written in a concise and logical manner
	7.5 Written report is presented in a professional manner
	7.6 Written report is disseminated to intended recipients in a timely manner
8. Obtain feedback from clients and operational units	8.1 Lines of communication for feedback are established and maintained to review performance
	8.2 Feedback on products and dissemination methods is actively sought to review performance
	8.3 Feedback is acknowledged, recorded and appropriate action is taken to review performance

Required Skills and Knowledge

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

Required Skills

- collect, record, collate, analyse, evaluate and disseminate information
- communicate effectively orally and in writing
- conduct formal and informal briefings and debriefings
- delegate
- manage time effectively
- network
- plan and organise information activities
- solve problems
- think laterally

Required Knowledge

- dissemination and security
- freedom of information and privacy legislation
- information analysis and interpretation processes
- information collation/recording and dissemination processes
- jurisdictional laws
- organisational/agency information management principles/techniques and systems
- policies and procedures related to information gathering
- recording
- storage

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

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

Assessment must confirm the ability to:

- ensure the integrity and security of information
- accurately analyse and interpret information.

Consistency in performance

Competency should be demonstrated over time and across a range of simulated or actual workplace activities.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed over time in a range of actual or simulated workplace environments.

Specific resources for assessment

There are no specific resource requirements for this unit.

Method of assessment

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an industry-approved simulated work environment.

Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions.

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.

Information sources may include:

- Agents and operators both private and commercial
- Departmental sections
- Informants
- Government departments and other agencies
- Members of the public
- Other police officers
- Professional associations and event organisers
- Specialist and public information systems/databases
- Victims
- Volunteer organisations
- Witnesses

Managing information sources may include:

- Compliance with organisational legal and policy constraints
- Identification
- Monitoring
- Ongoing maintenance and evaluation of sources of information
- Recording

Specialist information systems could include:

- Australian Bureau of Criminal Intelligence (ABCI)
- For search and rescue, this may also include COSPAS-SARSAT and similar satellite systems, the Australian Ship Reporting System (AUSREP) and/or similar systems
- Interpol, National Crime Authority
- National Exchange of Police Information (NEPI) system
- Organisational information systems (such as COPS. in NSW)
- Other government/non-government information services/databases

Recorded and stored include:

- Documents
- Electronic or manual storage
- Files
- Filing cabinets/compactus
- Information recording systems such as computers, audio/video tape, photographs
- Operational logs
- Running sheets/logs including charts/overlays

- Statements

Collation methods may include:

- Categorising
- Comparing
- Covert and overt
- Cross-referencing information collected
- Electronically transmitted data and written correspondence
- Interviews - face-to-face, radio, telephone
- Linking
- Surveillance
- Validating
- Visual observations

Operational circumstances may include:

- Availability of resources
- Environmental
- Financial
- Geographical operational areas
- Technological
- Timeframes

Evaluating effectiveness of collation may include:

- Accuracy
- Consideration of issues of credibility
- Pertinence
- Reliability
- Validity

Re-evaluation means:

- Subjecting existing information to evaluation processes in the light of new information received

Thinking processes may include:

- Creative
- Critical
- Lateral
- Reasoning that is deductive (hypotheses testing - gathering and interpreting raw data, identifying patterns or trends and testing them)

Critical issues may include:

- Environmental
- Medical
- Physiological
- Timeframe for survival

Testing of interpretations must be:

- Balanced
- Logical
- Objective and comprehensive to be considered appropriate
- Sceptical
- And may involve critical evaluation, logical reasoning or additional data collection

Refinement and

- Additional testing

- consolidation of interpretations*** involves:
- Re-evaluation
 - Reformation or other activities aimed at confirmation to a strong degree of probability
- Sound inferences*** may include:
- An assessment being written
 - Formal or informal
 - Interpretations that are probable
 - Predictions
 - Sound recommendations that address both strategic and tactical issues
 - Verbal
- Written report protocols*** may include:
- Authorship
 - Covering reports (overview of operation, recommendations, attachments)
 - Dissemination/circulation schedules
 - Initial advice forms
 - Media release details where relevant
 - Messaging systems
 - Operational running sheets/logs, progress to date/current position, difficulties/issues
- Written reports*** may include:
- Briefing papers
 - Information report
 - Judicial and coronial
 - Ministerial
 - Operational
 - Strategic
 - Tactical
- Professional manner*** may include:
- Labelling of attachments
 - Paragraphing
 - Page layout
 - Using correct grammar and spelling
- Feedback*** may be:
- Formal or informal
 - Oral or electronic
 - Written
- Appropriate action*** may include:
- Examining and/or amending present and future methodologies
 - No action
 - Only responding to feedback

Unit Sector(s)

Not applicable.