

<b>UNIT CODE</b>	<b>PSPWPI005</b>
<b>UNIT TITLE</b>	<b>Investigate complex issues</b>
<b>APPLICATION</b>	<p>This unit describes the performance outcomes, skills and knowledge required to research, plan and conduct investigations of workplace health and safety and/or workers compensation and/or injury management and/or workplace relations matters which may be complex and/or have potential to attract a high level of community interest.</p> <p>This unit applies to those working independently as workplace inspectors conducting investigations into possible breaches of a range of workplace health and safety legislation, which has the potential to attract a high level of community interest.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
<b>PREREQUISITE UNIT</b>	Nil
<b>COMPETENCY FIELD</b>	Workplace inspection
<b>UNIT SECTOR</b>	

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Research the scope of the investigation	<p>1.1 Conduct research on industry or issue to determine initial degree of complexity and throughout the investigation.</p> <p>1.2 Identify inter-organisation relationships to determine jurisdiction.</p> <p>1.3 Determine the scope of the investigation in accordance with research data and ensure that planning and implementation of the investigation are congruent with this scope.</p>

2. Determine investigation issues	2.1 Identify major investigation issues and stakeholders. 2.2 Identify barriers to investigation and implement solutions. 2.3 Determine potential for external interest or involvement and deal with it.
3. Plan and conduct investigation	3.1 Determine the steps required to conduct the investigation. 3.2 Identify and obtain resources required. 3.3 Establish the investigation's timeframe and conduct the investigation.
4. Analyse information gathered during the investigation	4.1 Analyse information to identify relevant issues, inter-relationships, trends and potential impact on stakeholders and on similar industries. 4.2 Determine and document findings of the analysis.
5. Compile report	5.1 Report results of analysis of information. 5.2 Use the findings from analysing information to provide advice or develop policies or solutions which meet client needs or organisation requirements.

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> <li>interpret and apply complex written information</li> </ul>
Numeracy skills to:	<ul style="list-style-type: none"> <li>determine time frames and resources in planning and scheduling complex investigations.</li> <li>interpret and analyse data to provide and substantiate advice and solutions.</li> </ul>
Problem-solving skills to:	<ul style="list-style-type: none"> <li>analyse information to identify issues and resolutions.</li> </ul>
Planning and organising skills to:	<ul style="list-style-type: none"> <li>systematically gather and analyse all relevant information to formulate and evaluate possible solutions to difficulties.</li> </ul>
<b>UNIT MAPPING INFORMATION</b>	Release 1 -This unit supersedes and is equivalent to PSPWPI005 Investigate complex issues.
<b>LINKS</b>	Companion Volume Implementation Guide

<b>TITLE</b>	<b>Assessment Requirements for PSPWPI005 Investigate complex issues</b>
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<b>PERFORMANCE EVIDENCE</b>	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and each of the following on at least one occasion in relation to investigating complex issues:</p> <ul style="list-style-type: none"> <li>■ conduct investigations relating to legislative compliance</li> <li>■ provide justification for scope and congruency decisions, and estimate impact on similar industries</li> <li>■ use communication including conflict resolution</li> <li>■ adapt to changing circumstances and make decisions.</li> </ul>
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<b>KNOWLEDGE EVIDENCE</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>■ principal legislation, including work health and safety, workers compensation, injury management and workplace relations</li> <li>■ performance standard in the legislation</li> <li>■ impact of hazards on persons</li> <li>■ industry practices</li> <li>■ organisational policies and procedures related to compliance activities and reporting</li> <li>■ principles of risk management including hierarchy of controls</li> <li>■ technical features associated with hazards and potential risks as these relate to jurisdictional issues</li> <li>■ investigation methodology techniques and management tools</li> <li>■ basic understanding of the Australian legal system</li> <li>■ aspects of civil, criminal, administrative law and jurisdictions</li> <li>■ powers and restrictions to investigate</li> <li>■ rules of evidence, types of evidence</li> <li>■ reporting procedures which provide a written or electronic audit trail</li> <li>■ confidentiality and privacy issues</li> <li>■ storage of evidence.</li> </ul>
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<b>ASSESSMENT CONDITIONS</b>	<p>Skills must be demonstrated in either:</p> <ul style="list-style-type: none"><li>■ a workplace environment or</li><li>■ a simulated environment.</li></ul> <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"><li>■ legislation, policy, procedures and protocols relating to the investigation of complex issues in workplace legislative compliance.</li></ul> <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
<b>LINKS</b>	Companion Volume Implementation Guide