

UNIT CODE	PSPREG030
UNIT TITLE	Manage investigations program
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to manage an organisation's investigations program where investigations may be conducted internally, externally or referred to other law enforcement agencies.</p> <p>This unit applies to those working in regulatory roles involving investigations within the public sector.</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>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Regulatory
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Articulate and authorise investigations strategy	<p>1.1 Link investigations strategy to objectives of the organisational compliance strategy.</p> <p>1.2 Use strategy to communicate the roles of staff in investigations.</p> <p>1.3 Develop policy and procedures to enable staff to conduct successful investigations and meet organisational objectives.</p> <p>1.4 Develop guidelines to assist decision making on whether particular investigations should be conducted in house or through other avenues.</p> <p>1.5 Include documented organisational procedures for handling investigations in guidelines.</p> <p>1.6 Address staff training and maintenance of standards in the development of the guidelines.</p>

2. Evaluate process of investigations	<p>2.1 Establish scheduled times for evaluation and review.</p> <p>2.2 Develop and communicate consultation, review and development processes.</p> <p>2.3 Establish quality assurance review programs to maintain or enhance the integrity of policies and procedures.</p> <p>2.4 Use data from performance measures to validate investigation processes against best practice, noting areas where improvements are needed as part of quality implementation.</p> <p>2.5 Compare recommendations to improve organisational guidelines with legislative and judicial standards, to improve consistency with external benchmarks.</p> <p>2.6 Manage statutory reporting obligations.</p>
3. Evaluate outcomes of investigations	<p>3.1 Report on resolution rate of investigations and analyse for improvement.</p> <p>3.2 Amend strategic directions to improve the rate of investigation resolution and time taken to complete investigations.</p>
4. Handle complaints	<p>4.1 Establish strategies to handle a range of situations that may impact on the reputation of the organisation.</p> <p>4.2 Implement policy and procedures to facilitate the reporting of potentially serious situations.</p>
5. Authorise investigations	<p>5.1 Determine authority levels to reflect structure and reporting lines within the organisation, jurisdictional and legislative requirements.</p> <p>5.2 Base decisions regarding the allocation of investigative tasks to internal or external investigation personnel on organisational guidelines.</p> <p>5.3 Accompany any request for authorisation by senior management with sufficient information to facilitate effective and timely decision making.</p>
6. Change strategic direction of investigations	<p>6.1 Balance broader policy directives with organisational needs and demands.</p> <p>6.2 Authorise any exemptions to established policy after full consideration of impact on the organisation, legal ramifications and reasons for exemption.</p>
7. Build links at policy level with other organisations and policy makers	<p>7.1 Use opportunities for liaison with other investigation managers to extend knowledge and improve links within the profession.</p> <p>7.2 Encourage staff to build relationships with peers in other organisations.</p> <p>7.3 Take opportunities to promote the organisation and the investigations profession with policy makers and the public.</p> <p>7.4 Establish and maintain relationships with other key law enforcement agencies and standards setting organisations.</p> <p>7.5 Establish and maintain relationships with other relevant stakeholders.</p>

FOUNDATION SKILLS

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
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UNIT MAPPING INFORMATION	Release 1: Supersedes and is equivalent to PSPREG030 Manage investigations program
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPREG030 Manage investigations program
PERFORMANCE EVIDENCE	<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 provide evidence of each of the following on at least one occasion:</p> <ul style="list-style-type: none"> ■ manage projects ■ manage systems and processes for effective investigation processes and outcomes ■ liaise and manage investigations when conducted with outside agencies, either jointly, or referred to a police service or contracted to an outside body ■ undertake analysis and problem-solving, especially when dealing with complaints ■ use communication styles to suit different audiences and purposes.

KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ agency investigation/compliance strategy ■ agency structure and core business ■ investigation techniques ■ an understanding of the relationship of the investigation strategy to the agency's overall strategy and jurisdictional policy and legislative requirements ■ relevant legislation and policy covering the conduct of investigations, as well as the procedural and offence provisions of specific legislation ■ legislative reporting requirements to standards setting organisations ■ public sector legislation relating to investigations management, including anti-discrimination and diversity legislation, WHS and environment.
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ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in either:</p> <ul style="list-style-type: none">■ a workplace environment or■ a simulated environment. <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">■ the organisation's enabling legislation, policy and procedures that provide investigation powers■ investigation guidelines and standards■ public sector values and codes of conduct. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide