



Level 3

NVQ Occupational Standard for Policing and Law Enforcement (Crime Scene Investigations)

The National Training Agency
The Villa,
St. George's
GRENADA

Phone: 1 -473 -435-9092/9093
Fax: 1-473-435-9094
E-mail: executive@grenadanta.gd
Website: www.grenadanta.gd



ACKNOWLEDGEMENT

The Grenada National Training Agency would like to thank the following for their contribution in vetting of this document.

Members of the Policing and Law Enforcement (Crime Scene Investigations) Level 3 Lead Body.

<u>Name</u>	<u>Organisation</u>	
Kenny Stanislaus	Royal Grenada Police Force (SSU)	Policing
Sylvan Mc Intyre	Royal Grenada Police Force (MBIA)	Policing
Andrea Thomas	Customs	Customs Officer
Cecil Greenidge	National Security Services	Assistant Manager
Trevor Modeste	Royal Grenada Police Force	Policing
Gregory Mathurine	Royal Grenada Police Force (Training School)	Policing
Laurel Victor	Ministry of Social Development	Counsellor
Adrian Peters	Royal Grenada Police Force (Training School)	Policing
Joseph Dubois	Grenada Security Services	Manager
Rodney Baptiste	Security Training Institute	Retired Police Officer



INTRODUCTION

The Grenada National Training Agency (GNTA) as empowered by the GCTVET Act of 2009 is the agency mandated to co-ordinate, facilitate and enable the development and growth of Technical and Vocational Education and Training in Grenada Carriacou and Petite Martinique.

The Agency through modes of training intervention intends to help in ensuring that there exists a supply of trained and skilled workers to service labour market needs and thereby contribute to higher levels of productivity in the Grenadian economy. The organisation by way of policy seeks to have developed and approved occupational standards derived from industry specifications and to guide the training, assessment and certification within the Grenada TVET System.

The Grenada Council for Technical Vocational Education and Training (GCTVET) created by an ACT of parliament in 2009 is empowered to approve standards for the award certification leading to Caribbean Vocational Qualification (CVQ's) and National Vocational Qualification (NVQ's).

The GNTA has established industry lead groups responsible for vetting standards as well as specifying and recommending standards to be approved.

ABOUT THIS STANDARD

This is a National Vocational Qualification that is approved for training and certification in Grenada.

This standard was adapted and approved by the Grenada Council for Technical Vocational Education and Training (GCTVET) on 06th May, 2014.

These are some minor modifications made to accommodate the local context; however the overall content of the document is unchanged.



QUALIFICATION OVERVIEW

The NVQ Level 3 in Policing and Law Enforcement (Crime Scene Investigations) is for individuals whose function in this sector requires well developed behavioural competencies but whose scope for independent decision making and for bringing about change is unlimited. Persons can operate independently at this level. Persons can also function in a supervisory level.

They are likely to be in roles where they are required to:

- attend and control the forensic process at the scene of a crime
- prepare evidence of a photographic competence
- conduct forensic examinations at the scene of a crime
- package, store and transport items of potential evidence
- understand and apply legal and procedural requirements

Normally persons working at Level 3 should possess the knowledge and skill to perform in a wide range of contexts – complex and non-routine with considerable responsibility, autonomy and ability to guide others. The qualification covers competencies by providing services in Policing - Crime Scene Investigations Level 3 as indicated in the competency standard.

Relevant occupations include:

- Police

The holders of this qualification will demonstrate a range of personal presentations and demonstrations of team work skills and literacy skills. To achieve this qualifications all core units must be achieved plus a minimum of two Level 1 electives, three Level 2 electives and one Level 3 elective must be completed. The nominal training hours are a guide for planning the delivery of training programmes.

Please note that certification can be gained through formal training or on- the- job experience by scheduling assessments with the Grenada National Training Agency (GNTA) Certified Assessors.



Packaging of Competency Standards for Vocational Qualifications

PBCI 3003 NVQ Level 3 – Policing and Law Enforcement (Crime Scene Investigations)

Unit Code	Unit Title	Mandatory/ Elective
PB00027	Attend and Control the Forensic Process at the Scene of a Crime	Mandatory
PB00028	Prepare Evidence of a Photographic Competence	Mandatory
PB00029	Prepare to Carry out a Forensic Examination	Mandatory
PB00030	Conduct Forensic Examinations at the Scene of a Crime	Mandatory
PB00031	Evaluate the Forensic Investigation of the Scene	Mandatory
PB00032	Package, Store and Transport Items of Potential Evidence	Mandatory
PB00001	Manage Personal and Ethical Performance	Mandatory
PB00006	Produce Documents	Mandatory
SSICOROO61A	Understand and Apply Legal and Procedural Requirements	Mandatory
PB00034	Interview Victims and Witnesses in Relation to Priority and Volume Investigations	Mandatory
PB00012	Use Radio Communications	Elective
PB00013	Liaise With Other Services	Elective

To achieve this qualification all mandatory units and a minimum of one (1) elective must be achieved

PB00027: Attend and Control the Forensic Process at the Scene of a Crime

Unit Descriptor:

This unit deals with the skills and knowledge required for a law enforcement officer to respond to a crime scene.

ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
1 Prepare for the forensic investigation process	1.1 Obtain the relevant information relating to the incident from the appropriate personnel and systems, in accordance with workplace procedures 1.2 Check the information obtained and identify the relevant person/s to conduct the forensic examination of the scene 1.3 Identify if necessary the need for a coordinated response with others in accordance with workplace procedures 1.4 Make an initial assessment of the appropriate resources required and communicate this to the relevant persons in accordance with workplace procedures 1.5 Identify and take the necessary actions to maintain health, safety and welfare at the scene in accordance with workplace procedures 1.6 Check and prepare any equipment that is required for examining the scene 1.7 Prioritise the actions required and the need to maximise the recovery of forensic samples 1.8 Obtain the necessary consent and authority to carry out the examination in accordance with workplace procedures 1.9 Identify any persons at the scene and their relation to the incident 1.10 Provide advice to the relevant personnel regarding the control and preservation of the scene in accordance with workplace procedures 1.11 Carry out all required actions in a timely manner and record all relevant information in accordance with workplace

- procedures
- 2 Attend and check the scene
 - 2.1 Review and confirm the circumstances of the incident with relevant persons at the scene in accordance with workplace procedures
 - 2.2 Review and define the scene parameters based on all relevant and available information
 - 2.3 Check and confirm all relevant actions were taken to maintain the health, safety and welfare of those at the scene
 - 2.4 Review initial assessment of the resources required taking into account any observations and available information at the scene
 - 2.5 Identify and obtain the resources and equipment needed for a forensic examination in accordance with workplace procedures
 - 2.6 Identify any forensic procedures required urgently and make arrangements for the consequent prioritisation and recovery of materials in accordance with workplace procedures
 - 2.7 Identify any potential operational threats and risks to others at the scene and take the necessary action in accordance with workplace procedures
 - 2.8 Identify any possibilities of linked scenes and their relevance to other investigations and take the relevant action where necessary in accordance with workplace procedures
 - 2.9 Confirm that the necessary consent and authority has been obtained to carry out forensic examinations
 - 2.10 Use one's assessment of the scene to inform the development of the forensic strategy in accordance with workplace procedures
 - 2.11 Maintain records in accordance with workplace procedures
 - 3 Control and preserve the scene
 - 3.1 Establish and define the common approach pathways at the scene and the boundaries of the incident
 - 3.2 Organise and maintain the relevant measures to prevent harm to potential evidence at the scene in accordance with workplace procedures
 - 3.3 Check and ensure all personnel entering the scene use the appropriate protective equipment in accordance with health

and safety and current legislation

- 3.4 Identify, verify, and record activities of other individuals that have been at the scene prior to relevant measures being taken in accordance with workplace procedures
- 3.5 Identify and assign responsibilities for the scene examination to the relevant persons in accordance with one's line of authority
- 3.6 Record all details of the scene before and after any alterations in accordance with workplace procedures

RANGE STATEMENT

Resources include:

- specialist personnel and equipment
- accommodation at the scene

Circumstances include:

- alleged
- known

Relevant persons include:

- other agencies
- supervisors
- investigators
- district medical officer
- crime scene investigators

Relevant information includes:

- location
- nature
- persons involved – victim / suspect / police officers / first responders
- article / item
- vehicle

Workplace procedures include:

- standard operating procedures
- departmental orders
- current legislation
- standing orders

Harm to potential evidence includes:

- damage
- degradation
- contamination
- loss

Communication includes:

- personnel welfare
- open questioning

Common approach pathways include:

- points of entry / egress
- health and safety considerations

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the current, relevant legislation, policies, procedures, codes of practice, doctrine and guidelines in relation to attending and controlling a forensic process at a scene of an incident
2. how to identify and preserve the forensic potential of evidence
3. how to identify health and safety issues regarding scene attendance
4. what are the appropriate personnel systems

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- prepare for the forensic investigation process for scene of incidents
- attend and access the scene
- control and preserve the scene
- identify and assign responsibilities for a scene examination
- record relevant details of a scene

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

PB00028: Prepare Evidence of a Photographic Competence

Unit Descriptor:

This unit deals with the knowledge and skills required to use a digital type camera for the recording of crime scenes and forensic evidence.

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Obtain and prepare equipment for photographs	1.1	Obtain the relevant information relating to the incident from the appropriate personnel and systems in accordance with workplace procedures
		1.2	Verify that the required authority has been obtained for recording the scene, and take the relevant actions where authority has not been obtained in accordance with workplace procedures
		1.3	Identify the circumstances of the incident and make a valid assessment of the resources/equipment required for photographs to be taken
		1.4	Obtain the required resources/equipment in accordance with the circumstances of the incident
		1.5	Identify any potential safety hazards linked to creating a photographic record of the scene and take the necessary actions to minimise any associated risks in accordance with workplace procedures
		1.6	Communicate with the relevant personnel and establish the photographic objectives and action plan in accordance with the investigative requirements and the forensic strategy
		1.7	Prepare the recording equipment and lighting arrangements in accordance with the recording requirements and circumstances of the scene
2	Photograph evidence at the scene of an incident	2.1	Use the appropriate recording equipment and capture all aspects pertinent to the incident in accordance with workplace procedures
		2.2	Record any injuries where necessary ensuring that all records indicate the location of the injuries in accordance with workplace procedures

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| 3 | Create a photographic record of a scene of an incident | 2.3 | Incorporate scales to allow an illustration of size within individual photographic records where necessary |
| | | 2.4 | Use labels to capture all necessary information within individual photographic records where necessary in accordance with workplace procedures |
| | | 3.1 | Prepare records to represent a list of photographs taken in accordance with workplace procedures |
| | | 3.2 | Prepare and create a copy of the records and make available to authorised personnel where necessary in accordance with workplace procedures |
| | | 3.3 | Review actions taken with relevant personnel where applicable and confirm that these fulfil investigative needs, addressing any further requirements promptly. |
| | | 3.4 | Record all relevant information in accordance with workplace procedures |
| | | 3.5 | Take relevant measures to ensure that the integrity and security of the scene is maintained in accordance with workplace procedures |

RANGE STATEMENT

Information includes:

- location
- nature of the incident
- persons involved– victim / suspect / police officers / first responders
- article / item
- vehicle

Workplace procedures include:

- standard operating procedures
- standing orders
- current legislation
- departmental orders

Resources include:

- specialist personnel and equipment
- accommodation at the scene

Common approach pathways include:

- points of entry / egress
- health and safety considerations

Communication includes:

- personnel welfare
- open questioning

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the current, relevant legislation, policies, procedures, codes of practice and guidelines for preparing photographic evidence
2. how to identify any potential safety hazards linked to creating a photographic record of a scene
3. how to create a photographic record of a scene of an incident

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- identify any potential safety hazards linked to creating a photographic record of a scene
- create a photographic record of a scene of an incident
- photograph evidence at the scene of an incident

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. The competencies covered by this unit would be demonstrated by working individually or in teams. Simulation is not allowed for any performance evidence within this unit.

PB00029: Prepare to Carry out a Forensic Examination

Unit Descriptor:

This unit deals with the skills and knowledge required to receive, accept and then prepare to examine forensic items. The person undertaking the preparation may not be the individual who carries out the examinations. It includes establishing the types and order of examinations required and inspecting the items to confirm that documentation and continuity are appropriate.

ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
<p>1 Establish the integrity of the forensic items</p>	<p>1.1 Obtain forensic items in accordance with workplace procedures</p> <p>1.2 Document the details of the forensic items to maintain continuity in accordance with workplace procedures</p> <p>1.3 Identify, document and address the details of any packaging problems in accordance with workplace procedures</p> <p>1.4 Identify any potential hazards to safety linked to working with the forensic items and take the necessary actions to minimise any associated risks in accordance with workplace procedures</p> <p>1.5 Check items against records and identify any inaccuracies in the recording process</p> <p>1.6 Take relevant action to address any inaccuracies identified in accordance with workplace procedures</p> <p>1.7 Store and transfer forensic items to avoid any negative impacts of the potential evidence</p>
<p>2 Establish the forensic requirements for the investigation</p>	<p>2.1 Identify the circumstances of the incident where possible in accordance with workplace procedures</p> <p>2.2 Confirm the relevance of the items received and the examinations requested</p> <p>2.3 Establish that the items submitted are appropriate for the examination proposed and address any concerns in accordance with workplace procedures</p> <p>2.4 Establish the urgency of any forensic examination of the</p>

- item and progress the item accordingly in accordance with workplace procedures
- 2.5 Establish the storage requirements of the potential evidence and arrange storage in accordance with workplace procedures
 - 2.6 Record relevant information in accordance with workplace procedures
- 3 Select forensic action
- 3.1 Communicate and obtain agreement with relevant persons on the forensic strategy
 - 3.2 Establish and prioritise the actions and responsibilities to achieve the forensic objectives within an agreed timescale
 - 3.3 Identify the resources/personnel to undertake the required actions
 - 3.4 Check costs associated with the actions and obtain approval where necessary in accordance with workplace procedures
 - 3.5 Communicate the forensic strategy to relevant persons clarifying any concerns in accordance with workplace procedures
 - 3.6 Confirm the materials to be recovered and take action to recover the potential evidence in accordance with workplace procedures
 - 3.7 Identify the requirements and actions for recording the incident
 - 3.8 Determine the forensic investigation priorities for items recovered and identify the priorities for analysis
 - 3.9 Select methods for monitoring and evaluating the forensic strategy and record methods in accordance with workplace procedures

RANGE STATEMENT

Workplace procedures include:

- current legislation
- standard operating procedures
- standing orders
- departmental orders

Negative impacts include:

- contamination
- cross contamination
- degradation

Details include:

- handling
- transfer
- packaging
- storage

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the legal requirements regarding the integrity and continuity of evidence and the importance of satisfying them
2. how to ensure that forensic items are received safely and securely
3. what are the factors to consider when planning the storage and packaging of items
4. how to store and transfer potential evidence
5. what is the importance of establishing and maintaining the integrity and continuity of potential evidence and how to do this
6. what are the different ways in which potential evidence can be lost and how to avoid this
7. what are the different types of forensic examinations undertaken and the factors to consider when determining which types are suited for the items submitted
8. why it is important to identify inaccuracies between items and records
9. what are some of the different types of inaccuracies that might occur and how to resolve them
10. what are the different types of packaging problems that can occur and how to resolve them including dealing with inappropriate labelling and packaging, inadequate seals, damaged packaging and seals, and contamination dangers
11. what are the roles, functions and policies of the different organisations that may be involved in the forensic science process relevant to one's area of operations

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- maintain the integrity of potential evidence
- check items against records and identify any inaccuracies in the recording process

- store and transfer forensic items to avoid the loss of integrity of the potential evidence
- establish and prioritise the actions and responsibilities necessary to achieve the forensic objectives within an agreed timescale
- identify any potential hazards to safety linked to working with the forensic items and take the necessary actions to minimise any associated risks

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

PB00030: Conduct Forensic Examinations at the Scene of a Crime

Unit Descriptor:

This unit deals with the skills and knowledge required to identify, recover, record and package materials suitable for forensic examinations.

ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
1 Identify the requirements for the examination	1.1 Confirm with the relevant personnel the circumstances of the incident, including its nature and known sequence of events
	1.2 Identify the forensic strategy and confirm forensic investigative needs for the examination
	1.3 Request from relevant personnel the activities to maximise the collection of potential evidence needs in accordance with workplace procedures
	1.4 Identify any additional expertise and facilities required in accordance with workplace procedures
	1.5 Confirm the availability and obtain the facilities and equipment required for the forensic examination in accordance with workplace procedures
	1.6 Check and ensure equipment and facilities are functional and address any problems in accordance with workplace procedures
	1.7 Confirm the types and sequence of the necessary examinations with the relevant persons in accordance with workplace procedures
	1.8 Provide advice to all relevant personnel regarding the requirements when collecting materials and recording notes in accordance with workplace procedures
	1.9 Identify any possibilities of linked scenes and arrange for the necessary action in accordance with workplace procedures
2 Examine the scene and collect potential evidence	2.1 Use examination techniques appropriate for the scene, circumstances of the incident and the recovery of potential evidence in accordance with the forensic strategy and workplace procedures

- 2.2 Use examination techniques to ensure potential evidence is preserved and to minimise any negative impacts in accordance with workplace procedures
 - 2.3 Identify any potential safety hazards and take actions to minimise risk when collecting potential evidence in accordance with workplace procedures
 - 2.4 Locate, recover, prioritise, and record potential evidence in accordance with the agreed forensic strategy, timeframe and in accordance with workplace procedures
 - 2.5 Handle, package, seal and label items and samples to prevent any negative impacts to the potential evidence in accordance with the forensic strategy and workplace procedures
 - 2.6 Record all relevant information in relation to the examination and collection of potential evidence in accordance with workplace procedures
 - 2.7 Conduct an examination of the scene in a manner to minimise the safety risk of all personnel at the scene in accordance with workplace procedures
 - 2.8 Maintain effective communications with all relevant personnel on the progress of the examination in accordance with workplace procedures
- Identify and assess information for potential forensic intelligence
- 3.1 Review the scene and identify any aspects which appear inconsistent or out of context with the environment and circumstances of the incident
 - 3.2 Seek an explanation of any aspects which appears to be inconsistent or out of context and assess whether the explanation accounts satisfactorily for the aspects identified in accordance with workplace procedures
 - 3.3 Identify any patterns, relationships or trends from the information at the scene relevant to the forensic examination
 - 3.4 Review the importance of the information as intelligence to support the objectives of the investigation
 - 3.5 Communicate the intelligence to the appropriate persons in accordance with in accordance with workplace procedures
 - 3.6 Record the intelligence in accordance with workplace procedures

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| Complete the examination | <ul style="list-style-type: none">4.1 Review the scene examination to ensure all the necessary actions have been taken4.2 Formulate and justify an initial interpretation of the findings from an examination of the scene and any other relevant information in accordance with workplace procedures4.3 Review the interpretation and identify the need for further forensic action where necessary4.4 Take the necessary forensic action in accordance with workplace procedures4.4 Review the forensic strategy and identify the need for further examination and/or additional resources including specialists where necessary4.5 Conduct any further examination needed in accordance with workplace procedures4.6 Report findings to the appropriate persons in accordance with workplace procedures4.7 Identify the priority for the submission of items and forensic samples for analysis where necessary and in accordance with workplace procedures4.8 Establish and maintain the continuity and integrity of potential evidence in accordance with workplace procedures4.9 Communicate the progress and completion of the examination to the relevant persons at the appropriate time in accordance with workplace procedures4.10 Record all relevant information relating to the examination in accordance with workplace procedures4.11 Communicate and conduct appropriate cleaning procedures where necessary in accordance with workplace procedures and within one's level of authority |
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RANGE STATEMENT

Negative impacts include:

- contamination
- cross contamination
- loss
- degradation

Relevant persons include:

- other agencies
- supervisors
- investigators
- DMO
- crime scene investigators

Workplace procedures include:

- current legislation
- standard operating procedures
- standing orders
- departmental orders

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the current legislation and standard operating procedures for conducting forensic examinations at a crime scene
2. what are the different examination techniques for conducting forensic examinations
3. how to identify the requirements for a forensic examination
4. what are the procedures to recover potential evidence without any contamination, cross contamination, loss or degradation
5. how to complete a forensic examination
6. how to formulate an initial interpretation from forensic examination findings
7. how to record information in accordance with current legislation and standard operating procedures

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- communicate and work effectively with others in a team
- conduct and complete a forensic examination
- examine a crime scene and collect potential evidence

- record information in accordance with current legislation and standard operating procedures
- prevent cross contamination, contamination, loss or degradation of potential evidence

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

PB00031: Evaluate the Forensic Investigation of the Scene

Unit Descriptor :

This unit deals with the skills and knowledge required to identify different methods of gathering information and intelligence that can be used in relevance to the role of a criminal scene investigator in the investigative process.

ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
1	<p>Review information and materials collected at the scene</p>
	<p>1.1 Obtain the information and materials collected at the scene of the incident in accordance with workplace procedures</p> <p>1.2 Review the information and materials collected against the requirements of the forensic strategy and identify if any further actions are required in accordance with workplace procedures</p> <p>1.3 Take relevant action in accordance with workplace procedures and within one's line of authority</p>
2	<p>Evaluate the forensic investigation scene</p>
	<p>2.1 Review available information and establish what could have occurred at the scene of the incident</p> <p>2.2 Consult with the relevant persons, develop and review possible interpretations of what occurred at the scene in accordance with the needs of the investigation and workplace procedures</p> <p>2.3 Identify the need for further investigation or examination relating to the forensic examination in accordance with workplace procedures</p> <p>2.4 Conduct additional forensic examination where necessary in accordance with workplace procedures and within one's line of authority</p> <p>2.5 Identify any linked scenes and its relevance to the current investigation and take action in accordance with workplace procedures and within one's line of authority</p> <p>2.6 Provide all relevant information to the authorised persons in accordance with workplace procedures</p> <p>2.7 Record relevant information in accordance with workplace procedures</p>

RANGE STATEMENT

Workplace procedures include:

- current legislation
- standing orders
- standard operating procedures
- departmental orders

Relevant persons include:

- other agencies
- supervisors
- investigators
- district medical officer
- crime scene investigators

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the procedures for obtaining information and materials collected at the scene of an incident
2. what are the steps in evaluating a forensic investigation scene
3. how to record information or findings from a forensic investigation

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- evaluate the forensic investigation scene
- review information and materials collected at the scene
- conduct additional forensic examination

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

PB00032: Package, Store and Transport Items of Potential Evidence

Unit Descriptor :

This unit deals with the skills and knowledge required to enable a law enforcement officer to package, store and transport potential evidence which could provide a contribution in supporting or refuting an allegation, or its ability to provide a link in a sequence of events.

ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
1 Package items of potential evidence	<ul style="list-style-type: none"> 1.1 Handle, package and label physical items of potential evidence in accordance with workplace procedures 1.2 Minimise the risk of negative impacts on the potential evidence in accordance with workplace procedures 1.3 Record physical and non- physical evidence in accordance with workplace procedures 1.4 Identify and address potential risks to health and safety associated with the potential evidence in accordance with workplace procedures and within one’s line of authority 1.5 Display risks identified on the outer packaging of the potential evidence and on any relevant documentation in accordance with workplace procedures 1.6 Check packaging of potential evidence to ensure fitness for purpose and completion at the point of recovery in accordance with workplace procedures 1.7 Record any circumstances which prevented packaging at the point of recovery in accordance with workplace procedures
2 Store items of potential evidence	<ul style="list-style-type: none"> 2.1 Check packaging and labelling to ensure continuity, preservation and integrity of the potential items of evidence 2.2 Store and retain items in an appropriate manner in accordance with workplace procedures 2.3 Maintain appropriate levels of authorised access to stored items of potential evidence in accordance with workplace procedures

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| 3 | Transport items of potential evidence | 2.4 | Maintain storage facilities in accordance with health and safety requirements and workplace procedures |
| | | 2.5 | Record relevant information in accordance with workplace procedures |
| | | 3.1 | Select a method of transport that allows evidence to be moved legally, and minimises the risk of contamination, loss or degradation in accordance with workplace procedures |
| | | 3.2 | Decontaminate containers and transportation in accordance with health and safety requirements and workplace procedures |
| | | 3.3 | Record relevant information in accordance with workplace procedures |

RANGE STATEMENT

Negative impacts include:

- degradation
- contamination
- cross contamination
- loss

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the current health and safety standard operating procedures for packaging and storing items of potential evidence
2. what are the current legislation in relation to the packaging, storing and transporting of items of potential evidence
3. what are the appropriate conditions to store items of potential evidence
4. how to maintain storage facilities in accordance with health and safety requirements
5. how to identify and address potential risks within one's line of authority

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- communicate effectively with others
- handle, package and label items of potential evidence
- record physical and non- physical evidence
- identify and address potential risks to items of potential evidence
- store items of potential evidence in appropriate and secure conditions
- select the most suitable method of transport to move items of potential evidence
- use databases and systems to complete customer transactions

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

PB00001: Manage Personal and Ethical Performance

Unit Descriptor:

This unit covers the competency required to effectively manage personal professional performance and to perform ethically and with the integrity required to ensure the public's confidence

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Model high standards of personal performance, ethics and integrity	1.1	Adhere to the legal requirements for employment of security officers
		1.2	Use personal performance standards consistently to serve as a role model for other officers and the community
		1.3	Perform duties adhering to personal and professional integrity to engender confidence and respect
		1.4	Adhere to jurisdictional laws and organisational policies, procedures and objectives in the performance of duties
2	Review and monitor personal performance	2.1	Identify and acknowledge required personal and professional performance standards
		2.2	Use self-assessment in practice to monitor performance according to established standards and to accurately identify personal strengths and weaknesses
		2.3	Seek, accept and act upon formal and informal performance feedback according to organisational standard procedures
		2.4	Perform tasks to achieve desired outcomes and to minimise resource usage
3	Develop and maintain ongoing personal competence	3.1	Maintain relevant professional operational competencies according to current professional performance standards
		3.2	Identify, plan and implement personal development strategies and evaluate results according to organisational standard procedures
		3.3	Identify, acquire and apply new developments, knowledge, skills and trends in security operations to improve professional performance in security operations

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|---|---------------------------------|-----|-------------------------------------------------------------------------------------------------------------------------|
| 4 | Manage personal work priorities | 4.1 | Prioritise jobs and tasks and undertake according to unit team goals |
| | | 4.2 | Check vehicles carrying dispatched product against relevant documentation |
| | | 4.3 | Assess and organise competing demands within time constraints to achieve individual, team and organisational priorities |
| 5 | Support other personnel | 5.1 | Promote productive and harmonious work environment through interaction with others |
| | | 5.2 | Provide encouragement, support and advice to personnel as required |

RANGE STATEMENT

Legal requirements include:

- national legislation and legal requirements governing security officers
- legislation governing dangerous drugs

Personal performance includes:

- individual officer' s professional ethics
- integrity and behaviour in relation to that expected and implied within the organisation' s stated codes of ethics/practice
- statements of values, law, policies and procedures

Professional performance standards includes:

- personal attributes and skills
- technical attributes and skills

Self-assessment includes:

- officers regularly reviewing personal performance against established service standards
- personal professional goals and standards
- seeking formal and informal feedback in written and/or verbal formats

Acting on feedback includes:

- accessing peer support
- advising team leader/coordinator of problems
- seeking internal and/or external professional help
- undertaking intervention programs to achieve a level of health and fitness commensurate with organisational policies

Personal development strategies includes:

- counselling from appropriate personnel to overcome identified limitations
- dealing with internal integrity matters
- developing/implementing a personal/professional improvement program, either internal or external to the organisation including adapting work rotation to facilitate changing personal/work priorities
- coaching
- cultural awareness

Monitoring performance includes:

- formal/informal organisational initiated performance appraisals
- monitoring morale of supervised staff, colleagues and/or team staff
- personal reflective behaviour strategies/methodologies
- processes that facilitate the identification of personal strengths/weaknesses/issues to be addressed
- obtaining feedback from supervisors, subordinates, colleagues, human resources personnel, family and other relevant community members, etc
- developing/improving interpersonal/technical skills
- formal/informal learning programs
- mentoring
- updating stress management abilities
- utilising existing strengths to focus future career development
- establishing new career paths within or external to the organisation
- improving security of lifestyle
- personality improvement
- using processes such as formal education; internal training; involvement in community activities
- personal competence/development models

Prioritising jobs/tasks includes:

- dealing with competing personal team member/partner priorities or levels of workplace performance and commitment
- developing effective time management strategies
- identifying and dealing with competing priorities of personal/family/professional responsibilities
- optimising own on-the-job learning through establishing and achieving specific learning activities/competencies, working with a mentor, etc.
- responding/adapting to unforeseen/unplanned events

Support and advice includes:

- acting as a field supervisor
- acting as a role model/mentor
- assisting in induction
- formal and informal socialisation
- participating in a formal assessment program

UNDERPINNING KNOWLEDGE & SKILLS**Candidates must know:**

1. how to deal with and effectively respond to, issues/events that challenge professional ethics
2. how to display integrity in behaviour including the reporting of breaches to appropriate authorities
3. how to maintain consistently high levels of personal presentation (dress code, mannerisms, respectfulness, etc.)
4. how to maintain consistently high levels of professional ethics and integrity in all work practices and dealings with the community
5. how to maintain personal health and stress at a level that will enable optimum operational performance
6. how to plan and implement personal improvement plans
7. how to recognise, accurately assess and acknowledge personal strengths and weaknesses
8. how to seek out and respond effectively to feedback related to personal performance

9. what are acceptable/non-acceptable behaviour and practices
10. what is cultural awareness
11. what are ethical and integrity issues confronting security officers
12. what factors pertaining to security that affect/impact upon personal health and stress
13. what are internal/external professional support and development mechanisms
14. what are the internal procedures for dealing with breaches of professional ethics
15. what are the methods for assessing/reviewing personal performance and planning and implementing effective personal improvement strategies
16. what are organisational policies and procedures (such as relevant legislation; operational, corporate and strategic plans; operational performance standards; operational policies and procedures; organisational personnel and occupational health and safety practices and guidelines; organisational quality standards; organisation's approach to environmental management and sustainability)
17. what is professional integrity and behaviour standards
18. what are registration bodies (if applicable)

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- maintain professional performance standards
- review and monitor personal performance
- prioritise jobs and tasks
- plan and implement personal development strategies

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

PB00006: Produce Documents

Unit Descriptor:

This unit defines the national standard of occupational competence for producing documents such as reports or general correspondence relevant to the individual's role in Security. This is an essential aspect of all roles in the security sector and is appropriate to people working at all levels. It defines the skills required to confirm the purpose, content, style, quality standards and deadlines for the document to be produced. It defines the knowledge and understanding of the different types of documents that are to be produced and the document styles that should be used.

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Prepare to produce documents	1.1	Confirm the purpose, content, style, quality standards and deadlines for the document according to company guidelines
		1.2	Prepare the resources needed to produce the document
2	Produce documents	2.1	Organise the content needed for the document
		2.2	Use available technology to produce the document according to the organisation's approved requirements
		2.3	Produce the document according to the organisation's approved style
		2.4	Integrate non-text objects in the agreed layout of the document
		2.5	Check document for accuracy and edit and make corrections as necessary
		2.6	Seek clarification on the preparation of the document when necessary from organisation's approved personnel
		2.7	Store the document safely and securely in an approved location
		2.8	Present the document in the required format within agreed deadlines and quality standards
		2.9	Adhere to legal requirements, relevance and use of the documents as evidence

RANGE STATEMENT

Documents include:

- logbook
- reports
- pocket book
- general correspondence

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. why it is important to produce high quality documents
2. what are the different types of documents to be produced and the document styles needed
3. what are the different formats in which the text may be presented
4. why it is important to confirm the purpose, content, style, quality standards and deadlines for the document
5. what are the different types of technology available for inputting, formatting and editing text and main features
6. what are the types of resources needed to produce high quality documents
7. how to organize the content needed for the document
8. how to integrate and lay out text and non-text
9. how to check for accuracy and correctness – including spelling and grammar – and why this is important
10. how to store the document safely
11. why it is important to store the document safely and securely
12. what is the importance of confidentiality and data protection
13. why it is important to meet quality standards and deadlines

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- prepare resources to produce documents
- organize content of the document
- produce and store the document
- produce documents which are to be used as evidence in the agreed style and format

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

PB00034: Interview Victims and Witnesses in Relation to Priority and Volume Investigations

Unit Descriptor:

This unit deals with the knowledge and skills required to effectively conduct interviews with victim(s) and witness(es) at police premises or elsewhere.

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ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
1 Plan and prepare interview with victim (s) and witness(es)	1.1 Identify and understand the nature of the incident to be investigated and the circumstances under which interview/s can be conducted
	1.2 Identify the category of the interviewee to inform one's approach to the interview
	1.3 establish the interviewee's fitness for the interview, the necessity for additional personnel to be present and take the appropriate action in accordance with workplace procedures
	1.4 Review all available material and consult with relevant personnel to establish the interview strategy in accordance with the potential for bias and contamination
	1.5 Establish the appropriate time, location and resources for the interview
	1.6 Prepare a written interview plan that meet the needs of the investigation in accordance with workplace procedures
	1.7 Supply information to the interviewee and relevant personnel in accordance with workplace procedures
	1.8 Document all decisions, actions, options and rationale in accordance with workplace procedures
2 Conduct interviews with victim(s) and witness(es)	2.1 Maintain the security and welfare of the victim or witness, oneself and relevant personnel, where applicable in accordance with workplace procedures
	2.2 Inform all present of the interviewing process, their rights and responsibilities and confirm their understanding

- 2.3 Record the interview using the relevant resources in accordance with workplace procedures
 - 2.4 Engage the interviewee using the appropriate interviewing techniques and communication methods in accordance with workplace procedures
 - 2.5 Conduct the interview and maintain flexibility in response to the interviewee's behaviour and attitude in accordance with the interview plan
 - 2.6 Confirm the meaning and accuracy of information, and ensure that any inaccuracies or misunderstandings are clarified with the interviewee
 - 2.7 Make appropriate use of exhibits to support the effectiveness of the interview in accordance with workplace procedures
 - 2.8 Inform the victim(s) or witness(es) and relevant others of the next steps, including where appropriate the relevant legal processes in accordance with workplace procedures
 - 2.9 Document all decisions, actions, options and rationale and obtain any necessary endorsements in accordance with workplace procedures
 - 2.10 Prepare and submit request for statement and record using the five stage witness statement model to the relevant department in accordance with workplace procedures
 - 3 Evaluate interviews with victim(s) and witness(es) and carry out post-interview processes
 - 3.1 Communicate with the interviewee and ensure he/she is fully aware of any post-interview processes in accordance with workplace procedures
 - 3.2 Evaluate the interview to identify and prioritise any necessary further action in accordance with workplace procedures
 - 3.3 Update relevant others based on the evaluation of the interview in accordance with workplace procedures
 - 3.4 Evaluate all available material as a result of the interview and other actions in accordance with workplace procedures
 - 3.5 Evaluate one's performance and identify any learning and development needs in relation to planning and conducting interviews

3.6 Document all decisions, actions, options and rationale in accordance with workplace procedures

RANGE STATEMENT

Category of interviewee includes:

- vulnerable
- intimidated
- significant
- other

Location includes:

- at the scene
- police premises
- interview facility
- public, private or business premises
- healthcare facility
- custodial establishment
- public place
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Documentation includes:

- interview notes
- pocket diaries
- judges rules
- national documents
- local documents
- exhibits
- police service act as amended
- police service standing orders
- police service regulations as amended
- police service departmental orders

Interviewee fitness include:

- physical
- mental
- emotional

Relevant others include:

- interview supporters
- health care professionals
- interpreters
- prosecutors

Resources include:

- appropriate documentation
- exhibits

Workplace procedures include:

- standing orders
- standard operating procedures
- current legislation

Action includes:

- no further action
- further lines of enquiry
- briefing other personnel
- update intelligence systems

Contingencies include:

- medical
- welfare
- hostile or reluctant behaviour
- environment conditions

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the current and relevant legislation, policies, procedures, codes of practice and guidelines for conducting interviews with victim(s) and witness(es)
2. what are the current and relevant legislation and organisational requirements in relation to race, diversity and human rights
3. what are the current and relevant legislation and organisational requirements in relation to health, safety and welfare
4. how to deal victim(s) and witness(es) in an ethical and effective manner
5. what are the rules of evidence and disclosure
6. how to set up a location and obtain resources for an interview
7. how to determine the category of a victim or witness and the way in which each category will influence the interview's approach
8. how to develop an interview strategy
9. what are the relevant criminal justice processes and how to explain them
10. what are the different types of interviewing techniques and communication methods

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- develop an interview strategy
- maintain the security and welfare of victim(s), witness(es), oneself and others
- plan and prepare interviews with victim(s) and witness(es)
- conduct interviews with victim(s) and witness(es)
- check the physical, mental and emotional conditions of interviewees to establish fitness for the interview

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. The competencies covered by this unit would be demonstrated by working individually or in teams. Simulation is not allowed for any performance evidence within this unit.

PB00012: Use Radio Communications

Unit Descriptor:

This unit is about operating radio communications effectively, including the transmission and reception of radio communications. This standard applies to individuals required to communicate effectively using radio communications

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Use radio equipment	1.1	Operate radio equipment according to manufacturers' instructions
		1.2	Respond to, and acknowledge, incoming communication promptly and clearly, using the appropriate terminology and according to the organisation's procedures
		1.3	Pass on information to the appropriate people, and who are authorised to receive it, within agreed organisational timescales
		1.4	Use outgoing communication equipment according to the organisation's procedures and guidelines
2	Transmit and receive radio communications	2.1	Confirm the information given is understood by the people receiving it
		2.2	Use the phonetic alphabet correctly, where required
		2.3	Use channels and frequency according to statutory regulations
		2.4	Transmit and receive radio communications according to organization's procedures and regulations
		2.5	Report difficulties in transmitting and receiving information promptly to the relevant person according to the organization's procedures
		2.6	Maintain up to date, complete and accurate records of transmitted and received communications

RANGE STATEMENT

Behaviours include:

- presenting information clearly, concisely and accurately
- making appropriate information available promptly to those who need it
- ensuring transmissions are in line with relevant licensing protocol

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what is the impact of regulations affecting the transmitting and receiving of radio communications in both normal and emergency situations
2. how to operate the radio communication equipment used within the organisation
3. what are the correct procedures for confirming that the radio communication equipment is working properly, and what to do if it is not
4. what are the limits of personal authority and responsibility for passing on information
5. what are the causes of poor transmission or reception, and what action should be taken to improve communications
6. how to follow your organisation's procedures regarding the terminology that should be used, such as the phonetic alphabet, the 24 hour clock, call signs, caller identification and passwords
7. what are the organisation's requirements for reporting difficulties in transmitting information using radio equipment
8. what are the organisation's requirements for recording and retaining records of radio communications

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- use radio equipment
- use outgoing communication equipment
- use channels and frequency according to statutory regulations
- transmit and receive radio communications
- maintain complete reports

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

PB00013: Liaise With Other Services

Unit Descriptor:

This unit involves the skills and knowledge required for establishing relationships and exchanging information with other agencies and services. It involves establishing procedures for exchanging information with other services; providing information to other services and obtaining information from other services

ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
1 Establish procedures for exchanging information with other services	1.1 Identify and comply with approved company procedures for exchanging information between services 1.2 Consult with other services on the information needs of each service 1.3 Agree on the purpose, scope and procedures for exchanging information 1.4 Identify clearly the roles and responsibilities for exchanging information according to company approved guidelines 1.5 Identify the priorities of different services for exchanging information 1.6 Disseminate the procedures for exchanging information with other services according to company approved procedures 1.7 Review the procedures for exchanging information regularly according to company approved policies 1.8 Exchange information according to relevant legislation, codes of practice, guidelines and ethical requirements
2 Provide information to other services	2.1 Confirm the information required by other services 2.2 Comply with the approved services' procedures for exchanging information 2.3 Identify the information appropriate for use 2.4 Assist other services to access and interpret the information received

- 2.5 Confirm with other services that the information provided is sufficient and appropriate to their needs
- 2.6 Provide other services with additional information on other sources of relevant information
- 2.7 Record the results of the information provision in the appropriate systems
- 3 Obtain information from other services
 - 3.1 Confirm the information required from other services
 - 3.2 Exchange information according to the approved services' procedures
 - 3.3 Determine the methods that should be used for obtaining the information
 - 3.4 Access the relevant information sources according to company approved procedures
 - 3.5 Obtain the information using the company approved methods
 - 3.6 Confirm the validity of the information from other services
 - 3.7 Protect the information sources according to approved company procedures
 - 3.8 Identify problems with obtaining the information and implement corrective action
 - 3.9 Record the information accurately in the organization's approved systems

RANGE STATEMENT

Competency includes:

- selecting information
- presenting information
- persuading
- prioritising
- influencing
- negotiating involving others
- recording and storing information

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. which services might require information
2. what is the culture and ethos of the other services
3. what are the procedures for the exchange of information
4. what information is required by different services
5. why it is important to reach agreement on the type of information exchanged
6. who is involved in different types of information provision
7. who should be informed of the procedures
8. which procedures should be reviewed
9. when procedures are generally reviewed
10. what are the relevant national, local, professional and organisational requirements that relate to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
11. why it is important to comply with different requirements
12. what are the consequences of not complying with different requirements
13. when other services require information
14. what are the services' procedures for the exchange of information
15. why it is important to comply with them
16. what are the consequences of not complying with them
17. where different information is held
18. why it is important to check that the other services have received the information they require
19. what are the sources of information
20. how other services can access information
21. what are the systems for recording the provision of information and the procedures for using them
22. why it is important to use the systems
23. what are the different methods that can be used for obtaining information
24. which methods are appropriate for obtaining information
25. what are the procedures for accessing information
26. what difficulties can occur when obtaining information
27. why it is important to use the agreed methods for obtaining information
28. how to decide whether the information is valid
29. why it is important to protect the information sources
30. what are the types of problems that could occur
31. what actions can be taken to address them
32. why it is important to address problems
33. what are the implications of not addressing the problems

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- identify procedures for the exchange of information
- consult with other services
- exchange information
- obtain information from other services

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate