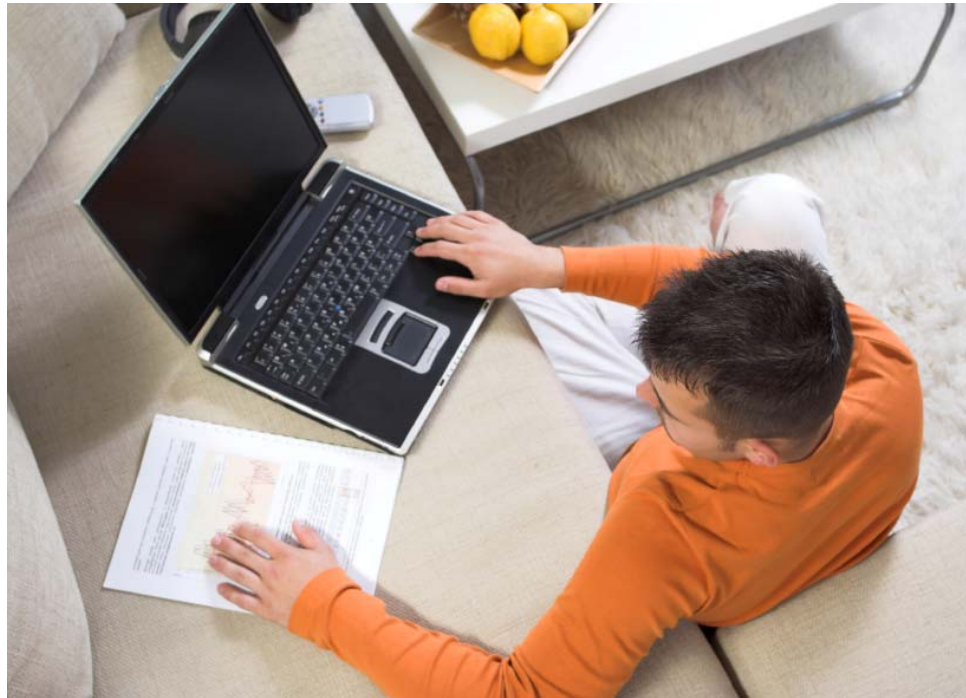


# Course Structure & Program



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- 1. Certificate IV in Government (Statutory Compliance)*
  - 2. Investigative Skills Course Program*
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## Course Structure

The Certificate IV in Government is made up of 15 units. These are listed in appendix one which identifies the compulsory units and provides a list of the elective units offered by ICETS. Student can select any of the elective units from the list to make up the number required.

## Course delivery

ICETS has developed training programs in two contexts which allow client agencies and individuals to select training programs that take into account;

- Ability for client agency to allocate time away from general duties to attend training
- Different learning styles of course participants

### Training Option A: - **Part Time/Self Paced**

Qualification is delivered in a combination of a 5 day face to face training workshop (Investigative Skills Program) and 15 'on-line' units which are completed through distance learning (see 'on-line learning' description below)

Benefits: Course participants are only required to be 'off-line' from work commitments for a 5 day block and complete remaining components of course via self paced distance learning through ICETS on-line training area. This helps to reduce impact on client agency business by not having staff away from work for extensive training blocks.

Considerations: Individuals have different learning styles. Whilst some course participants have developed study habits or individual disciplines to commit after hours time to study, others may find self paced study habits difficult to apply due to work/family commitments. Some course participants may not have undertaken external study for some time and find re-entry into vocational education and training challenging. Historically this can impact on 'completion rate' due to participants finding it difficult to manage their own time to complete self paced training.

Response to Consideration: ICETS ensures that course participants have access to sufficient training and support avenues to expedite their progress through our programs. Support includes on-line forums, 7 day access to course assessors and on-line assignment tutorials (see 'on-line assignment tutorial below'). ICETS also generates monthly student progress reports to allow client agency and ICETS assessment staff the ability to monitor course participant progress through programs and provide assistance where necessary.

### Training Option B: **Full time intensive program**

Qualification is delivered in a 10 day face to face training workshop. This consist of **two** 5 day training blocks where participants under guidance of course facilitator work through the 15 units of competency and assessments with the objective of completing the qualification on conclusion of the 10 day training block. **Note:** This package can be delivered in 2 x 1 week (5 day) training blocks over an extended period.

Benefits: Course participants have the benefit and opportunity to complete the full qualification over the 2 week period. Different learning styles are catered for with

participants having the benefit of access to course facilitator during this period to assist in assignment preparation. Participants also have the added benefit of being able to workshop or brainstorm with other participants on assignment topics.

Considerations: Course participants are required to be 'off-line' from work commitments for a 2 week period.

Response to Consideration: The 2 week program is divided into 2 x 1 week training blocks. Although it is recommended that the 2 week block be run consecutively to ensure the 'momentum' of the training is not lost, agencies can select to have their program delivered in 2 x 1 week training blocks over an extended period. It is recommended that gap between each 1 week training block be limited to no more than 4 weeks where possible. **Note:** Some additional cost may be associated with the splitting of the 2 week program however these will be limited to facilitator travel cost.

## Self Paced (on-line) distance learning (Training Option A component)

There are two components for delivery of the self paced course, an on line component for each of the fifteen units and a face to face component lasting one week (five days).

### On Line learning

Students are enrolled on the ICETS on line training site where they can access course materials and assessments for each unit. The on line resources are designed to provide students with the essential knowledge required for each unit. On line assessments are designed to test student retention and comprehension of the essential knowledge requirements. Students are required to complete all assessment items for each unit. Students can commence the on line training at any time.

To assist the following learning resources are available on line.

#### Resource 1: Unit readings (required):

These are the basic requirement for each unit and cover all the material required for the unit. As a minimum requirement students should download and read each unit reading. **Duration 2 to 4 Hours**

#### Resource 2: On line Lesson Tutorials (optional)

These contain a PowerPoint presentation which is accompanied by an (optional) voice over. There is one lesson for each element of the unit (elements are the essential outcomes of the unit of competency). Units contain one lesson for each element. Lessons cover the material in the course readings in an oral format and are an elective extension to the course readings. **Duration 30 to 40 minutes each**

#### Resource 3: On line assignment tutorial (Optional):

This is a pre-recorded presentation which discusses assessment items for the unit, providing examples and detailing requirements. **Duration 30 to 40 minutes each**

#### Resource 4: Course seminar (Optional):

These are live to air seminar (internet web conference) where a lecturer works through the unit content and students can directly question the lecturer on line. Tutorials are scheduled on a regular basis and students are required to 'book' their attendance in advance. **Duration 1 Hour each** (Students can also access recordings of previous tutorials)

#### Assessment

##### On line quiz (required)

Each lesson contains a short on line quiz. Each quiz is a short activity where students work through a series of questions designed to assess participants 'underpinning knowledge'. **Duration 30 to 60 minutes each**

##### Assignment (required)

Each on line unit contains a series of assessment items. Students should allow a minimum of two hours per unit to complete the assessment items. Assessments are submitted electronically, marked and returned to the student with the assessor's comments and feedback.

#### Commitment

Students enrolled in the Certificate IV self paced course should be prepared to allow a minimum of 10 hours per unit. ***This is a minimum requirement.*** Actual time will depend on many factors including experience, knowledge and skills. Students are advised to create a study plan and adjust their commitment according to their progress. ICETS can assist in helping you create a study plan.

#### Alternate delivery

Where students do not have internet access or prefer not to use the on line option a hard copy package of course materials and assessments can be provided. There are additional costs associated with this option.

## Face to Face Investigative Skills Course

The face to face component of the course consists of a five day seminar/workshop (Investigative Skills Course). The course consists of 5 days of lectures, interview skills and scenario based investigation activities. An indicative timetable is shown below. Attendance at this course is compulsory. Face to face training can be undertaken at any stage of the training package.

ICETS schedules training in most state capitals twice a year. To check the next available dates for face to face training visit <http://training.icets.com.au/>

	9.00 - 10.30		10.45 - 12.30		1.00-2.30		2.45-4.30
	Session 1		Session 2		Session 3		Session 4
Day 1	1.0 Course Introduction	Morning Tea	2.0 Principles of Investigation. <b>2.1 Scenario Activity</b>	Lunch	3.0 Introduction to the Law <b>3.1 Scenario Activity</b>	Afternoon Tea	4.0 Case File 5.0 Notes <b>4.1 Scenario Introduction</b>
Day 2	6.0 Incident and Complaint Management		<b>6.1 Scenario Activity</b>		7.0 Elementising offences <b>7.1 Scenario Activity</b>		8.0 Investigation Planning
Day 3	9.0 Gather and Manage Evidence		<b>10.Scenario Activity</b>		<b>11. Scenario Activity</b>		12. Statements & records of Interview
Day 4	Interviewing Skills 13.1 PEACE (Plan, Engage, Account)		Interviewing Skills 13.1 PEACE (Closure, Evaluation)		Interviewing Skills <b>13.2 Scenario Activity</b>		14.0 Interview Plans <b>14.1 Scenario Activity</b>
Day 5	15.0 Formal Record of Interview <b>Scenario Activity</b>		16.0 Investigators Statement 16.1 Investigation Report		17.0 The Brief of Evidence 18.Presenting Evidence		Course Review

## Indicative Content for Five day Investigative Skills Course

<b>Principles of Investigation:</b>	Introduction to investigations, the role of the investigator, knowledge, skills, and attributes, fundamental principles, natural justice and procedural fairness.
<b>Introduction to the law:</b>	How to read an Act, enabling legislation, powers, responsibilities, offences, defences, relationship of other legislation.
<b>Case Management:</b>	Principles of case management, managing information, administrative decision making.
<b>First Response:</b>	Responding to intelligence, allegations, incidents, prioritising, objectives and scope
<b>Investigation Planning:</b>	Elementising offences, evidence matrix, investigation plan.
<b>Introduction to Evidence:</b>	Law of evidence, rules of evidence burden of proof, standard of proof
<b>Investigation Management:</b>	Issues and common problems in investigations, troubleshooting,
<b>Reporting:</b>	Reporting procedures, investigation report, brief of evidence.
<b>Investigative Interviewing:</b>	Statements and records of interview, dealing with deception, conversation management
<b>The PEACE Model:</b>	Planning, engage and explain, account clarification and challenge, closure and evaluation.
<b>Interview exercise:</b>	Role play activity where participants apply investigative interviewing techniques

### **Scenario Activities**

Students are provided with a piece of 'sample' legislation and, from information provided are required to step through the investigation process. Each activity is discussed and a case file created. Activity culminates in preparation of a brief of evidence.

For in-house programs, the scenario based investigation is contextualised around client agency legislation, policy & procedures and a investigation scenario which reflects the regulatory role of the client agency.

## Customisation

We work with government agencies and other regulatory bodies that expect more than a 'standard investigation course'. Our clients expect the delivery of investigation and compliance monitoring skills to their staff which not only meet nationally accredited standards but can be effectively applied to their working environment.

ICETS delivers training packages designed to **integrate the legislation, policy & procedures of your own working environment with the investigation and compliance monitoring skills** delivered through our courses. Through our complimentary consultancy session we take the time to get to know your organisation before we recommend a training solution. Depending on the nature of your training needs, ICETS work with client agencies to contextualizes the training packages based on the following processes;

Topic area	Description	Contextualization
Introduction to the law	How to read an Act, enabling legislation, powers, responsibilities, offences, defences, relationship of other legislation	Utilization of client agency enabling legislation
Complaint management	Responding to intelligence, allegations, incidents, prioritising, objectives and scope	Delivered in context of client agency policy and procedure in respect to complaint management
Investigation Planning	Elementising offences, evidence matrix, investigation plan	Case study investigation planning focuses on breach under client agency legislation
Investigation Management	Issues and common problems in investigations, troubleshooting, evidence management	Activities and assessments delivered during programs are built around investigation management and evidence collection surrounding client agency case study
Reporting	Reporting procedures, investigation report, brief of evidence	Reporting outcomes of the case study investigation are designed to meet client agency expectations

The contextualisation of our course programs is done through continued consultation between ICETS course developers and nominated subject matter experts with your agency. Our wide exposure to regulatory issues with the compliance sector makes ICETS one of the foremost training partners in this specialty area.

**Please note** time frames for contextualisation of packages vary from agency to agency and range between 3 to 5 days. Contextualisation is completed by ICETS at \$1,500 a day.

## Costs

Full course fee \$2,200.00 (please see 'In House delivery' for agency based rates)

- Statement of attendance. [Five Day Investigative Skills Course \(ISC\)](#)
- Statement of attainment 15 Units
- Qualification-Certificate IV in Government (Investigations)

Part Course fee \$1,650.00 (attendance at [Five day ISC](#) only)

- Statement of attendance. Five Day Investigative Skills Course

## In House delivery

Training packages for groups of 10 or more can be delivered as contextualized 'in house' courses around the client agency's policy procedure and legislation. This package requires the client agency to provide training facilities and catering. [This delivery method attracts a discount of 10%](#)

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[Register](#)

## Certificate IV in Government (Statutory Compliance) - PSP41404

### Qualification Descriptor

This specialist qualification covers the competencies required by those responsible for statutory investigation under a range of legislation, regulations, mandated government and organisational policy and instructions. Electives should reflect the responsibilities of the individual and the job skills required for effective performance

Number of units needed for qualification 15 Units

(8 required + 7 electives)

### Required Units

PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPREG422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation
PSPREG401C	Exercise regulatory powers

### ICETS offers the following Electives

PSPOHS301A	Contribute to workplace safety (Compulsory)
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Please select four (6) elective from the list below

### Recommended

<input type="checkbox"/>	PSPREG402C	Promote client compliance
<input type="checkbox"/>	PSPREG403B	Assess compliance
<input type="checkbox"/>	PSPREG404C	Investigate non-compliance
<input type="checkbox"/>	PSPREG405B	Act on non-compliance
<input type="checkbox"/>	PSPREG417A	Undertake compliance audits
<input type="checkbox"/>	PSPREG412A	Gather and manager evidence

### Other options

<input type="checkbox"/>	PSPREG406C	Make arrests
<input type="checkbox"/>	PSPREG407B	Produce formal record of interview
<input type="checkbox"/>	PSPREG408C	Conduct search and seizure
<input type="checkbox"/>	PSPREG409B	Prepare a brief of evidence
<input type="checkbox"/>	PSPREG410B	Give evidence
<input type="checkbox"/>	PSPREG411A	Gather information through interviews
<input type="checkbox"/>	PSPREG413A	Undertake inspections and monitoring
<input type="checkbox"/>	PSPREG415A	Receive and validate data
<input type="checkbox"/>	PSPREG418A	Advise on progress of investigations
<input type="checkbox"/>	PSPREG419A	Finalise and report on investigations

## Electives of interest to fraud investigators

<input type="checkbox"/>	PSPFRAU401B	Monitor data for indicators of fraud
<input type="checkbox"/>	PSPFRAU407B	Conduct fraud control awareness sessions
<input type="checkbox"/>	PSPREG415A	Receive and validate data
<input type="checkbox"/>	PSPREG416A	Conduct data analysis