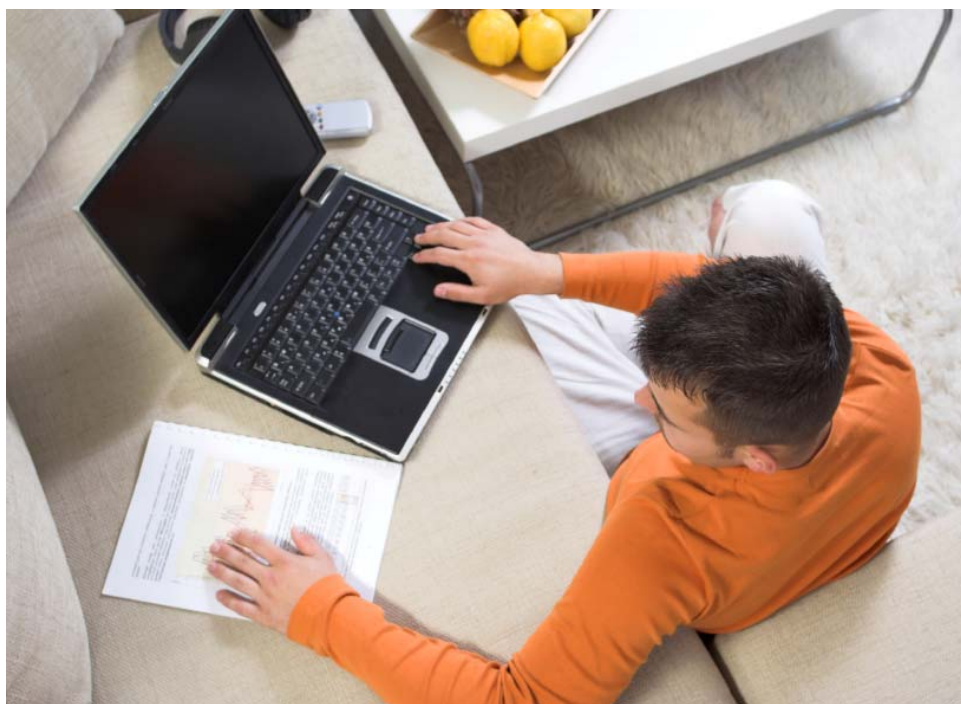




# Course Structure & Program



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1. *Certificate IV programs*
  2. *Investigative Skills Course Program*
-

## 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

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

### On Line

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.

#### 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 5 to 10 Hours**

#### On line Lesson Tutorials:

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**

#### On line quiz (required)

Each lesson contains a short on line quiz. Each quiz is a short activity where students can self assess their learning. Quiz's are non assessable and are elective. **Duration 30 to 60 minutes each**

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

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

#### Course seminar (Optional):

These are live to air seminar 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

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.

## 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 Training

The face to face component of the course consists of a five day seminar/workshop. The course consists of two days of lectures, one day of interview skills and a two day scenario based investigation workshop. An indicative timetable is attached. 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/>

## Commitment

Students enrolled in the Certificate IV 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.

## 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
- Certificate IV in Government (Statutory Compliance)

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

- Statement of attendance. Five Day Investigative Skills Course

Three day fee \$1,350.00 (attendance at first three days of [ISC](#) only)

- ❖ Statement of attendance. Three Day Investigative Skills Course

Groups of 5 or more attract a 10% discount for all courses

## Customisation

For groups of six or more students the on line component of the training package can be customised to reflect the legislation, policy and procedures relevant to their specific agency.

## In House delivery

Training packages for groups of 10 or more courses can be delivered 'in house'. This includes a full customisation of the course and requires the client agency to provide training facilities and catering. This delivery method attracts a discount of 20%

## Certificate IV in Government (Statutory Compliance)

### Qualification Descriptor

This specialist qualification covers the competencies required by those responsible for ensuring statutory compliance with the requirements of legislation, regulations, and government and organisational policy. 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
PSPGOV422A	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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### 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 manage evidence

## Other options

<input type="checkbox"/>	PSPFRAU401B	Monitor data for indicators of fraud
<input type="checkbox"/>	PSPFRAU407B	Conduct fraud control awareness sessions
<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"/>	PSPREG416A	Conduct data analysis
<input type="checkbox"/>	PSPREG418A	Advise on progress of investigations
<input type="checkbox"/>	PSPREG419A	Finalise and report on investigations
<input type="checkbox"/>	PSPREG419A	Finalise and report on investigations

Appendix Two - Indicative Timetable face to face training

	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	Introduction to compliance and enforcement.	Morning Tea	Introduction to the law	Lunch	Case Management	Afternoon Tea	First Response
Day 2	Investigation Planning		Introduction to Evidence		Investigation Management		Reporting
Day 3	Introduction to Investigative Interviewing		The PEACE Model		Interview exercise		Interview exercise
Day 4	Scenario Activity 1		Scenario Activity 2		Scenario Activity 3		Scenario Activity 4
Day 5	Scenario Activity 5		Scenario Activity 6		Scenario Activity 7		Scenario Activity 8

## Indicative Content for Five day Investigative Skills Course

### **Introduction to compliance and enforcement**

Introduction to and principles of regulatory frameworks, principles of investigation, the role of the compliance officer, knowledge, skills, and attributes, fundamental principles, natural justice and procedural fairness.

### **Introduction to the law**

How to read an Act, relationship between legislation and regulatory frameworks, enabling legislation, authorised officer powers, responsibilities, offences, defences, relationship of other legislation.

### **Case Management**

Principles of case management, managing information, administrative decision making.

### **First Response**

Responding to intelligence, allegations, incidents, prioritising, objectives and scope

### **Investigation Planning**

Elementising offences, evidence matrix, investigation plan.

### **Introduction to Evidence**

Law of evidence, rules of evidence burden of proof, standard of proof

### **Investigation Management**

Issues and common problems in investigations, troubleshooting,

### **Reporting**

Reporting procedures, investigation report, brief of evidence.

### **Introduction to Investigative Interviewing**

Statements and records of interview, dealing with deception, conversation management

### **The PEACE Model**

Planning, engage and explain, account clarification and challenge, closure and evaluation.

### **Interview exercise**

Role play activity

### **Scenario Activities**

## Appendix Two - Indicative Timetable Investigative Skills Course

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 e