

SFJODPS6.15.1

Carry out investigations of suspected non-compliant individuals



Overview

This unit concerns confirming the nature of non-compliance and the level of culpability before making effective use of organisational powers to carry out investigations. You should identify and report other suspected areas of noncompliance revealed by your investigation and monitor the progress of the intervention, referring to others as necessary and reporting and quantifying the outcome of the investigation. You need to take customer-related factors into account in carrying out your investigations.

SFJODPS6.15.1

Carry out investigations of suspected non-compliant individuals

Performance criteria

You must be able to:

- P1 follow organisational procedures at all times
- P2 maintain your own personal safety
- P3 work in a way that ensures the safety of others
- P4 gather and confirm the accuracy and completeness of your evidence
- P5 confirm the nature of the non-compliance
- P6 establish the level of culpability in accordance with the agreed criteria
- P7 identify and report other suspected areas of noncompliance
- P8 make effective use of the organisation's powers and meet the requirements of the timescale
- P9 maintain the requirements of confidentiality, Freedom of Information (FOI), Data Protection and Human Rights Act (HRA)
- P10 monitor the progress of the intervention and update the investigation plan and re-allocate resources in response to changing circumstances
- P11 refer matters beyond your level of authority or beyond your remit to the right person
- P12 record on appropriate databases the nature and outcomes of the investigation according to procedures
- P13 report and quantify the outcome of the investigation, substantiating your conclusions and recommendations from the evidence obtained

SFJODPS6.15.1

Carry out investigations of suspected non-compliant individuals

Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 the legal requirements for health and safety
- K3 your organisation's health and safety requirements
- K4 relevant legislation, policies and codes of practice
- K5 the limits of your authority and powers
- K6 when to refer issues beyond your authority or competence
- K7 the requirements of your organisation's Customer Charter
- K8 restrictions that apply to the dissemination and disclosure of information
- K9 the strengths and specialisms of your team and colleagues
- K10 how to validate information
- K11 interviewing techniques
- K12 how to interpret and analyse financial and nonfinancial information
- K13 the implications of your decisions
- K14 any constraints of the timescales

SFJODPS6.15.1

Carry out investigations of suspected non-compliant individuals

Additional Information

Scope/range related to performance criteria

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are:

1. powers: where you are solely responsible/authorized; in collaboration
2. customer-related monitoring factors: ignorance; error; avoidance; fraud

SFJODPS6.15.1

Carry out investigations of suspected non-compliant individuals

Developed by	Skills for Justice
---------------------	--------------------

Version number	1
-----------------------	---

Date approved	January 2009
----------------------	--------------

Indicative review date	January 2011
-------------------------------	--------------

Validity	Current
-----------------	---------

Status	Original
---------------	----------

Originating organisation	Government Skills
---------------------------------	-------------------

Original URN	N6.15.1
---------------------	---------

Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
-----------------------------	---

Suite	Operational Delivery - Public Services
--------------	--

Key words	operational delivery, solely responsible, in collaboration, customer-related monitoring factors, non-compliance, culpability, monitor progress, report and quantify, lessons learned
------------------	--