

**Specification of Competency Standards**  
**for the Security Services Industry**  
**Unit of Competency**

Functional Area - Investigation

Title	Monitor actions and quality of work in the life-cycle of an investigation
Code	107847L5
Description	This unit of competency applies to security personnel at managerial level responsible for managing the investigative services of an organisation. It covers the abilities to monitor actions and quality in the life-cycle of an investigation.
Level	5
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Knowledge about investigative actions in the life-cycle of an investigation:</p> <ul style="list-style-type: none"> <li>• Understand the goals and service standards required of an investigation</li> <li>• Be proficient in the organisation's policies and guidelines for investigations</li> <li>• Be proficient in various types of investigations and their investigative needs</li> <li>• Be proficient in best practices about managing investigative services</li> <li>• Be proficient in the knowledge and techniques for conducting an effective and efficient investigation</li> <li>• Be familiar with the four milestones in the life-cycle of an investigation: <ul style="list-style-type: none"> <li>○ The initiation phase</li> <li>○ The investigation phase</li> <li>○ The reporting phase</li> <li>○ The consequence management phase</li> </ul> </li> <li>• Possess the people skills and communication skills to liaise with others</li> </ul> <p>2. Monitor actions and quality of work in the life-cycle of an investigation</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• The initiation phase: <ul style="list-style-type: none"> <li>○ Determine whether the matter justifies an investigation</li> <li>○ Determine the initial objectives and turnaround time</li> <li>○ Allocate a case reference number</li> <li>○ Assign an investigator with the appropriate experience and skills to carry out the investigation</li> </ul> </li> <li>• The investigation phase: <ul style="list-style-type: none"> <li>○ Monitor actions through a case management system and/or administrative controls</li> <li>○ Regularly review progress and provide advice and support where needed</li> </ul> </li> <li>• The reporting phase: <ul style="list-style-type: none"> <li>○ Convey the investigation results in a formal report to relevant authorized parties</li> <li>○ Ensure confidentiality of the investigation and the investigation results and only share the investigation report with parties with a need-to-know</li> <li>○ Seek the consensus of relevant authorized parties to accept the investigation results and decide on further actions</li> </ul> </li> <li>• The consequence management phase: <ul style="list-style-type: none"> <li>○ Follow through with the decisions of relevant authorized parties. These may include disciplinary actions, remediation, restitution and recovery actions, etc.</li> </ul> </li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Clearly define actions according to the four milestones in the life-cycle of an investigation; and</li> <li>• Effectively monitor the actions and quality of work of an investigation through a case management system and/or administrative controls</li> </ul>

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Remark	
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