

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

Functional Area - Investigation

Title	Work with government and related agencies regarding investigations
Code	107849L4
Description	This unit of competency applies to security personnel responsible for carrying out investigations. It covers the abilities to effectively work with government and related agencies to achieve the best investigation results, ensuring compliance with relevant laws and regulations and policies and guidelines of the organisation.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge about working with government and related agencies:</p> <ul style="list-style-type: none"> • Understand the functions and operations of various government and related agencies on matters in relation to investigations • Understand the organisation's policies and guidelines about: <ul style="list-style-type: none"> ○ Engaging government and related agencies in investigations ○ Dealing with requests from government and related agencies regarding investigative matters ○ Conducting effective and efficient investigations • Understand legal principles about: <ul style="list-style-type: none"> ○ The organisation's obligations in keeping client information confidential ○ Personal data privacy ○ The organisation's obligations in cooperating with law enforcement and other government agencies ○ The organisation's obligations under various court orders including search warrants, injunctions, production orders, restraint orders, and confiscation orders, etc. <p>2. Engage government or related agencies regarding investigations</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Arrange a single point of contact where possible • Inform the agency clearly with sufficient details about the investigation and seek their advice/proposal for next steps • Keep a detailed log of contacts and information exchanged • Follow up regarding outstanding issues • Update management about the contacts, dialogues and actions <p>Respond to requests for assistance received from government or related agencies Be able to:</p> <ul style="list-style-type: none"> • Follow the organisation's laid-down guidelines and procedures in dealing with the request • Assess the legality and appropriateness of providing the information, seeking legal advice where necessary • Collect the information required • Provide the information required • Advise on the organisation's technological abilities and limitations in retrieving the required information, where necessary • Keep a detailed log of contacts and information exchanged Update management of the contacts, dialogues and actions

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Effectively engage with government and related agencies in order to achieve the best investigative results• Exchange information with government and related agencies correctly and clearly upon request• Ensure that conflicts and liabilities are reduced to the minimum
Remark	