

PCER GUIDANCE NOTES

Business consultancy and internal review

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Unit PC24 – Prepare for and control an internal review or investigation

This unit is concerned with the initial stage of an internal review or investigation including the coordination function. A wide variety of reviews or investigations may be carried out within any organisation and, as a result, you will need to understand the nature of the business, its areas of operation, the environment in which it operates and the reason(s) why the review or investigation is needed.

Element reference	Demonstrated behaviour and examples
Element 54 Determine the scope, purpose and objectives of an internal review or investigation	Determine the scope and objectives of the review or investigation and the specific areas to be reviewed Establish criteria against which the evidence will be judged Clarify and communicate the scope, purpose and objective of the review with all relevant people Collect any relevant background documentation Design and review programmes and planning documentation
Element 55 Deliver evidence for an internal review or investigation	Manage staff and resources to ensure that the agreed outcomes are delivered Agree plan and timetable with client and provide progress reports Monitor the completion of the programme and amend it where necessary Ensure that any organisational and other regulatory requirements are met Resolve any problems as they arise through discussion with the commissioner of the review or investigation

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Unit PC25 – Deliver the objectives of an internal review or investigation

This unit contains functions relating to the process of conducting an internal review or investigation. It involves obtaining and judging evidence gained during the investigative process, preparing written reports and, where required, providing evidence as an expert witness.

Element reference	Demonstrated behaviour and examples
Element 56 Obtain evidence for analysis against the objectives of an internal review or investigation	<ul style="list-style-type: none">Collect evidence for the reviewProduce systems documentation and working papersConduct interviews with relevant peopleConsider whether the evidence obtained meets the objectives of the reviewInvestigate any areas of inconsistency or concern and document all significant findingsCorroborate management representationsMaintain records that contain sufficient evidence to support the review findings
Element 57 Make judgements against the objectives of an internal review or investigation	<ul style="list-style-type: none">Analyse the evidence gatheredCompare results with the criteria established at the planning stageSelect appropriate areas for further investigation and collect further evidence where necessaryMake informed decisions based on the evidenceIdentify outcomes of the internal review
Element 58 Report on the findings and outcomes of an internal review or investigation	<ul style="list-style-type: none">Prepare a written report on the outcomes of the review ensuring that it meets the set requirementsPresent the report to the commissioner of the review or investigationDeliver clear recommendations based upon the findings of the reviewRaise matters of concern or outstanding issues with the appropriate stakeholdersRecord the responses to the report and agree actions to resolve them
Element 59 Present evidence as an expert witness for litigation or criminal proceedings	<ul style="list-style-type: none">Present evidence to court or any other investigating body in a clear and logical mannerOnly offer evidence that is a truthful representation of the evidence gained through investigationProvide evidence that is relevant to the questions askedEnsure assertions and opinions provided to the investigating body can be justified by evidence gained during the investigations