General Inspection, Investigation, Compliance, and Enforcement Competency Model

U.S. Department of the Interior

Office of Human Capital

December 2020

General Inspection, Investigation, Compliance and Enforcement Competency Model Review

The DOI Office of Human Capital (OHC) conducted a revalidation study of the U.S. Office of Personnel Management's (OPM) Government-wide Law Enforcement competency model study (published 2007). The goal of this study was to identify the critical competencies and tasks for successful performance of law enforcement work across the Department. The occupations included in the study were:

- GS-1801 General Inspection, Investigation, Compliance and Enforcement

The results of this study establish a common set of law enforcement tasks and competencies across the Department, which can be used to create assessment and selection techniques and tools and establish common practices and terminology for recruitment, performance management, workforce planning, training, and employee development. This work provides DOI with current, validated information that can be used to ensure its workforce has the tools to meet future challenges.

Table of Contents

Table 1: General Competencies by Grade[1]

GS-1801 General Inspection, Investigation, Compliance and Enforcement

The following general competencies are valid for assessment and selection, performance management, and other related human capital functions for the GS-1801 occupational series at the grade levels listed below.

GS-7	GS-9	GS-11
Attention to Detail *Customer Service* *Integrity/Honesty* *Interpersonal Skills* *Learning* *Problem Solving* *Teamwork* *Writing*	*Accountability* - Attention to Detail *Conflict Management* - Customer Service *Decision Making* *Flexibility* *Information Management* - Integrity/Honesty - Interpersonal Skills - Learning *Oral Communication* *Organizational Awareness* *Partnering* *Planning and Evaluating* - Problem Solving *Reasoning* *Resilience* *Self-Management* - Teamwork *Technical Competence* - Writing	- Accountability - Attention to Detail - Conflict Management *Creative Thinking* - Customer Service - Decision Making - Flexibility *Influencing/Negotiating* - Information Management - Integrity/Honesty - Interpersonal Skills - Learning - Oral Communication - Organizational Awareness - Partnering - Planning and Evaluating - Problem Solving - Reasoning - Resilience - Self-Management *Teaching Others* - Teamwork - Technical Competence - Writing
GS-12	GS-13	GS-14
- Accountability - Attention to Detail - Conflict Management - Creative Thinking - Customer Service - Decision Making - Flexibility	- Accountability - Attention to Detail - Conflict Management - Creative Thinking - Customer Service - Decision Making - Flexibility	- Accountability - Attention to Detail - Conflict Management - Creative Thinking - Customer Service - Decision Making - Flexibility

[1] Italics represent the lowest grade at which the competency appears.

• Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Reasoning • Resilience • Self-Management • Teaching Others • Teamwork • Technical Competence • Writing	• Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Reasoning • Resilience • Self-Management • Teaching Others • Teamwork • Technical Competence • Writing	• Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Reasoning • Resilience • Self-Management • Teaching Others • Teamwork • Technical Competence • Writing

Table 2: Required Proficiency Levels by Grade Level

Proficiency Level Scale Definitions		
Proficiency Level	**General Competencies**	**Technical Competencies**
5 = Expert	• Applies the competency in exceptionally difficult situations • Serves as a key resource and advises others	• Applies the competency in exceptionally difficult situations • Serves as a key resource and advises others • Demonstrates comprehensive expert understanding of concepts and processes
4 = Advanced	• Applies the competency in considerably difficult situations • Generally requires little or no guidance	• Applies the competency in considerably difficult situations • Generally requires little or no guidance • Demonstrates understanding of concepts and processes
3 = Intermediate	• Applies the competency in difficult situations • Requires occasional guidance	• Applies the competency in difficult situations • Requires occasional guidance • Demonstrates understanding of concepts and processes
2 = Basic	• Applies the competency in somewhat difficult situations • Requires frequent guidance	• Applies the competency in somewhat difficult situations • Requires frequent guidance • Demonstrates familiarity with concepts and processes
1 = Awareness	• Applies the competency in simplest situations • Requires close and extensive guidance	• Applies the competency in simplest situations • Requires close and extensive guidance • Demonstrates awareness of concepts and processes

GS-1801 General Inspection, Investigation, Compliance and Enforcement

Table 2: Required Proficiency Levels of General Competencies						
	GS-7	GS-9	GS-11	GS-12	GS-13	GS-14
Accountability	2	3	4	4	5	5
Attention to Detail	3	3	4	4	5	5
Conflict Management	2	3	3	4	5	5
Creative Thinking	2	2	3	3	4	4
Customer Service	3	3	4	4	5	5
Decision Making	2	3	3	4	4	5
Flexibility	2	3	3	4	4	5
Influencing/Negotiating	1	2	3	3	4	5
Information Management	2	3	3	4	4	5
Integrity/Honesty	4	4	5	5	5	5
Interpersonal Skills	3	4	4	5	5	5
Learning	3	4	4	4	5	5
Oral Communication	2	3	3	4	4	5
Organizational Awareness	2	3	3	4	4	5
Partnering	2	3	3	4	4	5
Planning and Evaluating	2	3	3	4	4	5
Problem Solving	3	4	4	4	5	5
Reasoning	2	3	3	4	4	5
Resilience	2	3	3	4	4	5
Self-Management	2	3	3	4	4	5
Teaching Others	1	2	3	3	4	4

Teamwork	3	4	4	4	5	5
Technical Competence	2	3	4	5	5	5
Writing	3	4	4	5	5	5

Table 3: Behavioral Examples for Competencies

Competency Name	Definitions
Accountability	**Holds self and others accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.** • *Takes responsibility for results and work products* • *Ensures work is completed on time and at the level of quality required* • *Understands the rules and regulations of the work performed and ensures compliance with them* • *Demonstrates responsibility with important materials, critical processes, or confidential information*
Attention to Detail	**Is thorough when performing work and conscientious about attention to detail. Recalls information that has been presented previously.** • *Sets the standards for the quality of the work completed for the organization* • *Leads others in attending to detail in difficult and/or high-pressure circumstances* • *Reviews and edits work completed by others to ensure that the quality of work meets acceptable work standards* • *Independently completes thorough and accurate work*
Conflict Management	**Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.** • *Seeks out perspectives from all parties involved in conflict* • *De-escalates arguments or confrontations* • *Finds common ground between conflicting parties* • *Ensures disagreements between parties do not result in personal attacks* • *Arbitrates grievances in a manner that is acceptable to all parties involved*
Creative Thinking	**Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.** • *Creates a work environment that encourages creative thinking and innovation* • *Explores new ideas, methodologies, and alternatives to reach outcomes* • *Introduces new concepts or strategies that significantly improve or revise the way work is performed* • *Suggests or proposes alternative ways to view or define problems; is not constrained by conventional thinking and established approaches* • *Combines ideas in unique ways or makes connections between disparate ideas*

Customer Service	**Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.** • *Commits to serving the public and understands their advisory role* • *Utilizes outreach, needs assessment, evaluation, and other marketing skills to identify and anticipate customer needs and provide exemplary customer service* • *Understands diverse customer groups, their perspectives, issues and needs* • *Works to ensure customers' needs are met, even when those needs are outside of the typical role of the position* • *Identifies and develops metrics to assess customer service satisfaction* • *Continuously improves products and services* • *Works and plans strategically, using a systems perspective to anticipate developing customer issues and needs and to provide timely solutions that focus on long-term benefits*
Decision Making	**Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.** • *Decides on the best course of action, even in situations with competing stakeholders or when results of decisions are not immediately clear* • *Weighs the pros and cons of potential decisions before choosing which actions to take* • *Commits to determining the best alternatives and evaluating their impact on work products* • *Uses sound methodology in reaching conclusions*
Flexibility	**Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.** • *Effectively adjusts strategies or course of action in response to changing conditions* • *Makes quality decisions when faced with ambiguous situations* • *Is willing to incorporate new information into decision making process* • *Adapts behavior to overcome challenges*
Influencing/Negotiating	**Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.** • *Persuades and influences parties to cooperate and accept recommendations* • *Explains and clarifies perspectives of an issue and its impact on all parties* • *Negotiates to achieve consensus through changed opinion, attitude or behavior* • *Demonstrates logic, communicates and persuades others to see benefits of recommendations within and across groups* • *Understands all sides of an issue and its impact on all parties involved* • *Negotiates with individuals or groups, including those that are resistant, to consider cooperating in order to achieve an acceptable solution*

Information Management	**Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.**
	- *Demonstrates an understanding of where and how data or other information are maintained*
	- *Shows familiarity with the information management systems of the organization*
	- *Effectively searches for and finds appropriate information to address the needs of a project*
	- *Uses discretion when handling sensitive content*
Integrity/Honesty	**Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.**
	- *Takes pride in exhibiting personal and organizational integrity and honesty*
	- *Acts in a just, fair, and ethical manner and encourages ethical behavior among others, even when risky to do so*
	- *Inspires trust and confidence among stakeholders through reliability, authenticity, and accountability*
Interpersonal Skills	**Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to ████████ race, gender, disabilities, and other individual differences.**
	- *Shows respect for the values and ideas of others, even when not agreeing with them*
	- *Empathizes with the concerns of others*
	- *Demonstrates tact and courtesy when interacting with associates*
	- *Is proactive in defusing arguments among peers*
	- *Seeks feedback from others to avoid blind-spots that can cause misunderstandings*
	- *Explores issues with the team; shares information; solicits ideas' uses participative decision-making processes*
Learning	**Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.**
	- *Is proactive in seeking out new knowledge*
	- *Devotes time to building new skillsets or further developing existing skillsets*
	- *Understands instructions or assignments without much need for additional explanation or clarification*
	- *Is open to constructive feedback on performance*
	- *Rarely makes the same mistake more than once*
	- *Effectively applies new knowledge or skills in applied environments*

Oral Communication	Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
	• *Speaks honestly, effectively and with integrity* • *Makes convincing, articulate, and accurate oral presentations using non-verbal and vocal qualities that support the verbal spoken message* • *Effectively uses various communication channels, including meetings, presentations and briefings* • *Actively considers, plans for, and reacts appropriately to the audience and the contextual environment in order to minimize barriers to understanding* • *Explains complex information clearly and accurately, and seeks feedback to determine that understanding has occurred* • *Acts as an effective facilitator in group or team settings*
Organizational Awareness	Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.
	• *Demonstrates awareness of the mission, functions, and various levels of the organization* • *Understands how decisions or actions of one organizational component may affect other components* • *Leverages knowledge of organizational components, programs, and directions to improve products, actions, or decisions* • *Shows familiarity with the rules and regulations of the organization*
Partnering	Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.
	• *Demonstrates an understanding of interrelationships, roles, and responsibilities within the organization* • *Develops and maintains professional relationships* • *Is aware of organizational and programmatic goals and seeks avenues to mutually enhance goal achievement* • *Identifies opportunities for collaboration across organization units*
Planning/Evaluating	Organizes work, sets priorities, and determines resources requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.
	• *Sets difficult but obtainable goals, benchmarks, or milestones* • *Determines resources required for successful completion of work and works with others to procure these resources* • *Collaborates effectively with other components of the organization* • *Establishes meaningful, observable metrics to track progress or evaluate performance* • *Ensures a clear and appropriate division of labor among team members*

Problem Solving	**Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.** • *Examines problems and solutions with a long-term perspective* • *Effectively leads others in the effort of developing, identifying, and formulating problem solving strategies consistent with organizational goals* • *Uses logic to develop and implement innovative tools and techniques to resolve complex problems and issues* • *Uses logic to resolve complex, unique, or unusual problems* • *Consistently anticipates challenges that are not obvious to others* • *Determines the relevance of information in reaching effective conclusions* • *Formulates recommendations for the best course of action to address problems*
Reasoning	**Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.** • *Determines the relevance of information in reaching effective conclusions* • *Uses logic to determine relationships among information in order to reach conclusions* • *Makes appropriate inferences from data, rules, or other information*
Resilience	**Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.** • *Achieves desired results in face of adversity* • *Overcomes barriers to accomplish goals* • *Stays positive in spite of setbacks* • *Works successfully in high pressure environments*
Self-Management	**Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.** • *Sets own goals and priorities and coordinates activities and deadlines with others to ensure project goals are met.* • *Continually applies significant effort and persistence toward achievement of goals in all situations* • *Takes initiative and seeks out new or additional responsibilities and tasks* • *Completes work and meets objectives with minimal supervisory intervention*
Teaching Others	**Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.** • *Provides instruction and feedback to others* • *Acts as a mentor to others*

	• *Determines areas for improvement and training for others* • *Tutors others in the performance of tasks*
Teamwork	**Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.** • *Volunteers to assist associates with projects* • *Commits to working toward team or group goals* • *Displays team pride and empowers team pride among other group members* • *Works effectively in group settings in order to achieve team objectives*
Writing	**Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.** • *Composes clear, concise, and logical documents or correspondence involving complex technical information* • *Consistently and effectively tailors written products to a wide range of audiences and for diverse purposes in order to achieve a desired outcome* • *Proofreads and edits the writing of others* • *Effectively explains complex technical material to a non-technical audience* • *Uses correct grammar, punctuation, and spelling* • *Writes in an organized fashion that is easy to understand*

Table 4: General Competencies by Assessment Tool

Competency	Occupational Questionnaire	Structured Interview	Biodata	Cognitive Ability Test
Accountability	Low	High	High	Low
Attention to Detail	Low	Medium	Low	High
Conflict Management	Low	High	Low	Low
Creative Thinking	Low	High	Medium	Medium
Customer Service	Low	High	Low	Low
Decision Making	Low	High	Medium	Medium
Flexibility	Low	High	Medium	Low
Influencing/ Negotiating	Low	High	Low	Low
Information Management	Low	Medium	Medium	Medium
Integrity/Honesty	Low	High	Medium	Low
Interpersonal Skills	Low	High	Low	Low

Competency	Job Knowledge Test	Personality Inventory	Situational Judgment Test	Work Sample
Accountability	Low	Medium	Medium	Low
Attention to Detail	Low	Low	Low	High

Conflict Management	Low	Medium	High	High
Creative Thinking	Low	Medium	Low	High
Customer Service	Low	Low	High	High
Decision Making	Low	Low	High	High
Flexibility	Low	High	Medium	High
Influencing/ Negotiating	Low	Medium	Medium	Medium
Information Management	Medium	Low	Medium	High
Integrity/Honesty	Low	Medium	High	Low
Interpersonal Skills	Low	Medium	Medium	Medium

Competency	Occupational Questionnaire	Structured Interview	Biodata	Cognitive Ability Test
Learning	Low	Medium	Medium	High
Oral Communication	Medium	High	Medium	Low
Organizational Awareness	Low	High	Low	Low
Partnering	Low	High	Medium	Low
Planning/ Evaluating	Low	High	Medium	Low
Problem Solving	Low	High	Medium	High
Reasoning	Low	Low	Low	High

Resilience	Low	High	Medium	Low
Self-Management	Low	High	Medium	Low
Teaching Others	Low	High	Medium	Low
Teamwork	Low	High	Medium	Low
Technical Competence	High	High	Low	Low
Writing	Low	Low	Medium	Low

Competency	Job Knowledge Test	Personality Inventory	Situational Judgment Test	Work Sample
Learning	Low	Low	Low	Medium
Oral Communication	Low	Low	Low	High
Organizational Awareness	Medium	Low	Low	Low
Partnering	Low	Medium	High	Medium
Planning/ Evaluating	Medium	Medium	Low	High
Problem Solving	Low	Low	Medium	High
Reasoning	Low	Low	High	Medium
Resilience	Low	Medium	Low	Low
Self-Management	Low	Medium	Low	Low
Teaching Others	Low	Medium	Medium	High
Teamwork	Low	Medium	Medium	Medium

Technical Competence	High	Low	Medium	High
Writing	Low	Low	Low	High

Appendix A: Security Administration General Competencies

Accountability	Holds self and others accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.
Attention to Detail	Is thorough when performing work and conscientious about attention to detail.
Conflict Management	Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.
Creative Thinking	Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.
Customer Service	Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.
Decision Making	Makes sound, well-informed and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.
Flexibility	Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Influencing/Negotiating	Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.
Information Management	Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.
Integrity/Honesty	Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.
Interpersonal Skills	Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations.
Learning	Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.
Oral Communication	Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
Organizational Awareness	Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.
Partnering	Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.

Planning and Evaluating	Organizes work, sets priorities, and determines resources requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.
Problem Solving	Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.
Reasoning	Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.
Resilience	Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.
Self-Management	Sets well-defined and realistic goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
Teaching Others	Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.
Teamwork	Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.
Technical Competence	Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Writing	Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

General Inspection, Investigation, Compliance and Enforcement Technical Competencies

Accident Investigation	Knowledge of guidelines, regulations, and procedures associated with an accident investigation including preservation of accident scene, root cause analysis, and evidence detection and handling.
Administrative Law	Knowledge of state and federal administrative laws, including procedures, regulations, guidelines, and precedents related to case preparation and settlements.
Ammunition and Explosives	Knowledge of ammunition and explosives and their uses, interactions, dangers, production, handling, storage, and disposal.
Arrest	Knowledge of the laws, principles, and procedures used in apprehending a criminal suspect, including polices for pursuit and proper use of force and capture such as Miranda rights.
Compliance Inspection	Knowledge of the guidelines, regulations, and procedures associated with compliance inquiries, including application of compliance rules and criteria and ability to make appropriate decisions and issue citations, fines, or orders.
Constitutional Law	Knowledge of the laws and legal precedents related to the U.S. Constitution.
Criminal Investigation	Knowledge of the guidelines, regulations, and procedures associated with criminal investigation, including evidence detection and handling and drawing appropriate factual inferences and conclusions.
Criminal Law	Knowledge of state and federal criminal laws, including procedures, regulations,

	guidelines, and precedents related to admissibility of evidence and prosecution.
Data Management	Knowledge of the principles, procedures, and tools of data management, such as modeling techniques, data backup, data recovery, data dictionaries, data warehousing, data mining, data disposal, and data standardization processes.
Detention	Knowledge of the policies and procedures for detaining criminal suspects including processing, fingerprinting, detention requests, informing detainee of charges, and transportation.
Fire Investigation	Knowledge of cause and origin investigation, fire behavior, safety, criminal and civil procedures, evidence collection and storage.
Firearms	Knowledge of firearm usage and related issues, such as ammunition, range regulations and safety and use of force policies.
First Response	Knowledge of emergency management methods, such as first aid, rescue techniques, and threat assessments.
Forensics	Knowledge of procedures of civil, criminal, or administrative hearings, evidence collection, including the delivery and receipt of evidence, classes of evidence, and rules of evidence and legal procedures.
Hazardous Materials	Knowledge of hazardous materials and waste and their uses, interactions, dangers, production, handling, storage, and disposal.

Public Safety and Security	Knowledge of intelligence operations; public safety and security operations; occupational health and safety; investigation and inspection techniques; or rules, regulations, precautions, and prevention techniques for the protection of people, data, and property.
Restraint and Self-Defense	Knowledge of techniques and methods used to restrain hostile individuals, including the models and guidelines on appropriate level and nature of force for self-defense.
Risk Management	Knowledge of the principles, methods, and tools used for risk assessment and mitigation, including assessment of failures and their consequences.
Search	Knowledge of the laws, principles and methods of conducting searches on personal property such as vehicles, documents, buildings, and items.
Security	Knowledge of the laws, regulations, and guidelines related to securing personnel, facilities, and information, including the requirements for handling, transporting, and protecting classified information and proper reporting of security incidents.
Seizure	Knowledge of the laws, regulations, and procedures for property seizure, including chain of custody requirements and procedures to catalog and secure seized property.
Surveillance	Knowledge of surveillance and counter-surveillance techniques, polices, and laws, including overt and covert methods and electronic, optical, and video surveillance methods and tools.

Vehicle Operations	Knowledge of procedures for operating motor vehicles, including cars, trucks, watercraft, or off-highway vehicles.

Appendix B

General Inspection, Investigation, Compliance and Enforcement

Tasks and Functional Areas

Communication

1	Composes simple correspondence or other written work (for example, memoranda, form letters).
2	Explains or justifies decisions, conclusions, findings, or recommendations.
3	Notifies individuals or offices of decisions, problems, or further actions needed.
4	Ensures that there is a logical arrangement of parts or information in correspondence, reports, articles, or other materials.
5	Discusses results, problems, plans, suggestions, terms, or conditions with others.
6	Proofreads and edits letters or other documents for format or grammatical, spelling, or typographical errors.
7	Prepares reports on investigations.

Information Management

8	Uses computer systems or applications to access, create, edit, print, send, retrieve, or manipulate data, files, or other information.
9	Collects, compiles, and organizes information.
10	Questions, interviews, or confers with others to obtain or verify information.
11	Takes notes, records, and summarizes information (for example, while conducting interviews, observations, or during court proceedings).
12	Verifies accuracy of data and reconciles errors or inconsistencies.

13	Conducts evaluations, examinations, or other fact-finding studies to obtain or verify information.
14	Enters data or other information into computer.
15	Identifies sources for facts, information, technologies, or other data.
16	Completes forms, documents, or routine reports.
17	Searches for and extracts information from files, documents, reports, publications, recordings, or other materials.
18	Provides or disseminates information.
19	Conducts research and collects and tracks information.
20	Reviews reports, documents, records, data, or other materials to verify completeness, correctness, consistency, compliance, or authenticity.
21	Observes individuals, activities, or operations to obtain or verify information.
22	Analyzes or interprets data or other information.
23	Reviews and analyzes forms, applications, documents, or other information to make determinations.
24	Processes or analyzes data using computer systems or applications.
25	Processes forms, records, documents, or other materials.
26	Monitors, maintains, or updates data, records, or other information.
27	Maintains or monitors control of information.
28	Prepares information for entry into a database.
29	Reads charts, graphs, diagrams, or tables.

Laws, Regulations, and Standards

30	Acquires and maintains a working knowledge of relevant laws, regulations, policies, standards, or procedures.
31	Interprets and applies laws, regulations, policies, standards, or procedures to specific issues.
32	Enforces laws, regulations, policies, and standards.
33	Evaluates, monitors, or ensures compliance with laws, regulations, policies, standards, or procedures.
34	Explains or provides guidance on laws, regulations, policies, standards, or procedures to management, personnel, or clients.
35	Educates prosecuting attorneys on relevant laws and regulations.

Program Management

36	Identifies needs or problems.
37	Manages law enforcement or criminal investigation programs.
38	Arranges for the procurement, equipping, and preparation of law enforcement vehicles and equipment.

Technical and Specialized Duties

39	Performs investigative work to obtain information, gather evidence, or verify facts (for example, conducts background checks or criminal investigations, investigates violations of environmental regulations).
40	Manages cases for criminal investigations and special operations.
41	Performs surveillance activities.
42	Analyzes criminal activity, resource vandalism, and violation problems affecting Federal lands or resources.

43	Performs policing functions (for example, arresting or detaining persons, or seizing contraband, property, or assets).
44	Operates motor vehicles.
45	Represents the Federal Government in court and participates in investigation or court proceedings (e.g., meeting with attorneys, delivering evidence).
46	Serves as a primary point of contact for a specific subject area.
47	Maintains evidence storage facility and performs regular evidence storage facility inventories.
48	Maintains Fire Investigator certification for criminal and/or civil prosecution.

Working With Others

49	Promotes or develops and maintains good working relationships with key individuals or groups.
50	Initiates and maintains contacts with individuals outside the organization.
51	Coordinates work and collaborates with individuals within and outside the organization.