



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3030A Conduct surveillance

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to gather information through surveillance operations. It requires the ability to select appropriate surveillance methods, plan and organise the sequence of activities, and use specialist equipment appropriate to the task. It also requires compliance with legislation applicable to surveillance processes.

This unit may form part of the licensing requirements for persons engaged in investigative work in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit

This unit of competency has application in a range of work roles in investigative services. Work is performed under limited supervision and competency requires some judgement and decision-making. The knowledge and skills described in this unit are to be applied within relevant legislative guidelines.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for surveillance operation.	1.1 Applicable provisions of <i>legislative requirements</i> relevant to <i>assignment instructions</i> are identified and complied with. 1.2 <i>Surveillance methods</i> are identified and <i>background enquiries</i> conducted in consultation with <i>relevant persons</i> . 1.3 <i>Resource and equipment</i> requirements are confirmed and organised in accordance with client requirements. 1.4 Equipment is checked for operational effectiveness and faulty or damaged equipment reported or replaced as appropriate. 1.5 Inspection of surveillance site is conducted to identify and record <i>factors</i> which may impact upon assignment instructions.
2 Conduct surveillance operation.	2.1 <i>Surveillance</i> is conducted in accordance with assignment instructions and legislative requirements. 2.2 Surveillance equipment is positioned and operated in accordance with <i>manufacturer's instructions</i> . 2.3 Individuals or groups behaving in a suspicious or unusual manner are identified and monitored. 2.4 Alternate plans are implemented where surveillance integrity is threatened or compromised and reported to relevant persons. 2.5 <i>Evidence</i> of surveillance is completed and processed in accordance with assignment instructions.
3 Complete surveillance operation.	3.1 Report is prepared presenting all relevant facts and observations in appropriate <i>format</i> . 3.2 Opportunities for improvement are identified and recommendations provided to inform future surveillance. 3.3 Surveillance records are securely maintained with due regard to confidentiality. 3.4 Surveillance equipment is checked, cleaned and stored in accordance with manufacturer's instructions.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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This section describes the skills and knowledge and their level required for this unit.

Required skills

- advanced driving
- communicate using appropriate channels and communication modes
- covert observation
- defensive driving techniques
- framing digital or video image collection
- identify and comply with applicable legal and procedural requirements, including licensing requirements, relevant to investigative activities
- interpret and follow instructions and procedures
- navigation
- operate basic investigative equipment
- organise equipment and resource requirements
- participate in meetings and interviews
- record, report and document information
- relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- risk assessment
- source, collect and organise information
- use and interpret maps and street directories.

Required knowledge

- applicable licensing and legal requirements relevant to investigative operations
- communication channels and modes
- evidence management principles
- information gathering techniques
- interviewing, reviewing and debriefing processes
- investigative service options
- legislative restrictions on the use of recording devices
- observation and monitoring techniques
- operational functions of a range of investigative equipment
- principles of effective communication including interpersonal techniques
- reliable and verifiable sources of information
- reporting and documentation requirements
- surveillance equipment, techniques and listening devices.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- complying with applicable legislation, licensing and client requirements for the conduct and reporting of surveillance operations
- conducting surveillance operations using agreed surveillance methods and equipment
- sourcing, organising and managing surveillance information, evidence and records with appropriate regard to client confidentiality and evidence management principles
- presenting surveillance report in a suitable format ensuring coverage of all relevant facts and observations.

Context of and specific resources for assessment

Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.

Resource implications for assessment include:

- access to a registered provider of assessment services
- access to a suitable venue and equipment
- access to plain English version of relevant statutes and procedures
- assessment instruments including personal planner and assessment record book
- work schedules, organisational policies and duty statements.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

This unit of competency should be assessed using questioning of underpinning knowledge and skills.

Guidance information for assessment

Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess

underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Legislative requirements may relate to:

- applicable commonwealth, state and territory legislation which affects investigative work such as:
 - workplace safety
 - environmental issues
 - equal employment opportunity
 - industrial relations
 - anti-discrimination and diversity
- Australian standards and quality assurance
- authority to conduct investigation
- award and enterprise agreements
- evidence collection
- freedom of information
- licensing arrangements and certification requirements
- privacy requirements
- relevant industry codes of practice
- restrictions in the use of recording devices
- surveillance and listening devices.
- client identification information
- incident and security risk response procedures
- investigation purpose and objective
- investigation tasks and procedures
- investigation timeframe
- personal presentation requirements

Assignment instructions may include:

- premises location and layout
 - reporting and documentation requirements
 - resource and equipment requirements
 - surveillance plan
 - travel routes and schedules.
- Surveillance methods may involve:***
- mobile or static surveillance by vehicle
 - mobile or static surveillance by foot
 - use of cameras and video equipment
 - use of electronic or specialist surveillance equipment.
- Background enquiries may involve:***
- tracing whereabouts (skiptracing) of subject
 - identification of subject using sources such as
 - electoral rolls
 - public records
 - client records
 - visual observation
 - descriptions
 - photographs.
 - inspection or observation of likely surveillance sites.
- Relevant persons may include:***
- client
 - industry or government representatives
 - police
 - security personnel
 - supervisor or manager
 - technical specialist.
- Resources and equipment may include:***
- business equipment
 - communication equipment (pager, portable two-way radio, mobile phone)
 - laptop computer
 - maps and street directories
 - pen and notebook
 - personal protection equipment
 - surveillance equipment:
 - 35mm camera
 - video camera
 - binoculars
 - guise
 - torch
 - mirrors
 - measuring tape
 - infrared
 - telephoto lens

- tripod
 - voice recorders
 - night vision equipment
 - personal hygiene aids
- Factors may include:**
- transport.
 - competing work demands
 - environmental factors (time, weather)
 - non-availability of resources and materials
 - specialist equipment requirements
 - surveillance site layout
 - technical specialist requirements
 - unforeseen incidents
 - workplace hazards, risks and controls.
- Surveillance may be:**
- covert
 - mobile
 - overt
 - static.
- Manufacturer's instructions may be found in:**
- equipment specifications
 - operator's manual
 - plans and diagrams
 - printed instruction leaflets
 - warranty documents.
- Evidence may include:**
- audio
 - film or video
 - photographs
 - sketches
 - written and electronic notes.
- Format may relate to:**
- accuracy
 - common industry terminology
 - enclosures and attachments
 - length
 - sequence of coverage
 - style
 - use of abbreviations
 - use of appendices
 - use of plain English.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Investigative services