



Australian Government

CPPINV3026 Work effectively in investigative services

Release: 1

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Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC3026A Work effectively in the investigative services industry. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to work effectively in investigative services. It includes interpreting and applying legal and procedural requirements governing investigative services, understanding regulatory powers provided under the legislation and acts and omissions that comprise non-compliance or offences. It also includes contributing to positive workplace relationships with colleagues and clients, modelling high standards of performance and developing and maintaining competence in investigative services.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Investigative services

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

1 Interpret and apply legal and procedural requirements for investigative services.

1.1 Identify and review legal and procedural requirements governing investigative services in the jurisdiction of operation.

1.2 Clarify regulatory powers provided under the legislation and the boundaries of those powers in consultation with

- relevant persons.
- 1.3 Identify and confirm acts and omissions that comprise non-compliance or offences under the legislation.
 - 1.4 Apply legal and procedural requirements to work instructions to ensure compliance.
- 2 Contribute to positive workplace relationships.
- 2.1 Identify and use workplace networks to build positive relationships with colleagues and clients.
 - 2.2 Support colleagues to resolve work difficulties.
 - 2.3 Deal constructively with workplace conflict within established organisational processes.
 - 2.4 Regularly review workplace outcomes and implement improvements in consultation with relevant persons.
- 3 Model high standards of investigative performance.
- 3.1 Organise, prioritise and sequence investigative services tasks to ensure completion within agreed timeframes according to work instructions.
 - 3.2 Promptly identify factors affecting the achievement of work tasks and implement corrective actions in consultation with relevant persons.
 - 3.3 Identify and uphold ethical standards and industry codes of conduct in providing investigative services.
 - 3.4 Recognise and report breaches of industry codes of practice.
- 4 Develop and maintain investigative competence.
- 4.1 Use self-assessment, reflection and feedback to identify areas for improvement in own professional competence.
 - 4.2 Source, evaluate, select and use opportunities to develop and maintain professional competence.
 - 4.3 Participate in professional networks to improve knowledge of investigative practices, technologies and trends.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to interact effectively with colleagues and clients from diverse social, economic and cultural backgrounds
- reading skills to interpret key requirements of policies, procedures and regulations.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3026A Work effectively in the investigative services industry.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>