



**Australian Government**

**Assessment Requirements for CPPINV3029  
Provide quality investigative services to  
clients**

**Release: 1**

# Assessment Requirements for CPPINV3029 Provide quality investigative services to clients

## Modification History

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

Supersedes and is equivalent to CPPSEC3029A Provide quality investigative services to clients. Updated to meet the Standards for Training Packages

## Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by providing factual or surveillance investigative services (or a combination of both) to three different clients involving each of the following types of investigative cases:

- a workers compensation investigation
- a general insurance investigation
- a compulsory third party liability investigation.

## Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when providing investigative services to clients:
  - duties of investigators to follow instructions, act in person and act in the interests of the client
  - legislative requirements associated with:
    - duty of care
    - privacy and confidentiality
    - surveillance, listening and recording devices
    - taking statements from individuals and groups
    - workers compensation
  - licensing requirements for investigative services in Australia
  - rights of investigative subjects including privacy and protection of reputation
  - work health and safety including work-related compensation and transport accident requirements for investigators in each jurisdiction
  - workplace standards and procedures for client service
- how to read and use non-verbal communication to gain the confidence of others

- interpersonal techniques that promote positive interactions and communication with clients
- investigative methods using surveillance and factual investigation
- limits of own responsibilities and authority to undertake investigations
- methods for complying with privacy and confidential regulations when gathering, presenting and storing client information
- negotiation and conflict resolution techniques
- purpose and application of industry and client codes of conduct and service agreements for investigative services
- questioning techniques that can be used to elicit specific information on client needs and preferences
- requirements for collective, preserving and presenting evidence and continuity of evidence
- rights and responsibilities of different types of clients
- techniques for gathering and analysing client feedback using interviews and surveys
- types of investigative behaviours that are unethical, illegal or represent misconduct
- ways to engage people with individual social and cultural differences and strategies for overcoming language barriers.

## **Assessment Conditions**

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

All individuals engaged by an RTO for investigations licensing purposes must hold the licence for performing the investigations activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- client briefs, work instructions, information, legislation, regulations and information technologies required to achieve the performance evidence.

## **Links**

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcfl3d9b>