



Australian Government

CPPINV3029 Provide quality investigative services to clients

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 CPPSEC3029A Provide quality investigative services to clients. Updated to meet the Standards for Training Packages

Application

This unit specifies the skills and knowledge required to provide quality investigative services to clients. It includes identifying client needs and preferences and negotiating to offer factual or surveillance investigation options to meet client requirements. It includes delivering and monitoring investigative services, gathering and organising investigative evidence, and implementing contingency measures to respond to problems and changing circumstances. The unit requires reviewing client satisfaction, handling complaints and using feedback as the basis for improved service delivery.

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 Identify client needs and service preferences.

1.1 Review workplace policies and procedures to ensure compliance with legal rights and responsibilities when providing services to clients.

1.2 Use interpersonal techniques to clarify scope of investigation and client service preferences, needs and

- expectations.
- 1.3 Discuss benefits and limitations of investigative options to meet client needs.
 - 1.4 Provide client with information about investigative services and methods to meet their specific needs, and assist client to select preferred option.
 - 1.5 Recognise personal limitations that may impede the provision of required client services and seek assistance from relevant persons.
- 2 Deliver quality client service.
- 2.1 Provide investigative services following work instructions and identified client needs.
 - 2.2 Identify client's special requirements and adjust investigative services to meet their needs.
 - 2.3 Anticipate service problems or delays and promptly implement contingency arrangements to maintain client satisfaction.
 - 2.4 Maintain communication with client and monitor service provision to provide up-to-date information and respond to changing circumstances.
 - 2.5 Use negotiation to resolve conflict and client complaints, and record details according to workplace requirements.
 - 2.6 Gather and organise investigative evidence that meets work and client instructions and complies with legislative requirements.
- 3 Review and improve client service.
- 3.1 Seek feedback from client to ascertain their satisfaction with service provision using interview and survey techniques.
 - 3.2 Analyse client feedback in consultation with relevant persons and identify improvements to future service provision.
 - 3.3 Record and implement agreed improvements to client service procedures.
 - 3.4 Securely maintain investigative and client records

according to workplace and legislative requirements.

Foundation Skills

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

- oral communication skills to relate to people demonstrating sensitivity to individual social and cultural differences
- reading skills to interpret key requirements of policies, procedures and regulations.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3029A Provide quality investigative services to clients.

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>