



Australian Government

CPPINV4013 Undertake case management of investigations

Release: 1

CPPINV4013 Undertake case management of investigations

Modification History

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

Supersedes and is equivalent to CPPSEC4013A Undertake case management of investigations. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to case manage investigations. It includes developing case management plans, assessing and controlling anticipated investigation risks, monitoring investigations and implementing required contingencies. It also includes evaluating investigation outcomes and client satisfaction to identify and recommend improvements to future investigations and service delivery.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

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 Develop case management plan.

1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety, and apply to case management to ensure compliance.

1.2 Obtain and review work instructions and consult with relevant persons to clarify investigation purpose,

- timeframes and budget.
- 1.3 Source and analyse intelligence to support investigation and define investigation scope and resource requirements.
 - 1.4 Develop case management plan and schedule activities and resources to effectively conduct investigation to meet work instructions.
 - 1.5 Identify and assess anticipated risks associated with investigation and implement required risk control measures.
 - 1.6 Organise required investigation equipment, resources and technologies according to workplace requirements.
 - 1.7 Plan contingency measures to respond to changing circumstances during investigation.
 - 1.8 Brief relevant persons to explain investigation information and instructions and use questioning and active listening to respond to issues and concerns.
- 2 Monitor investigation progress.
- 2.1 Systematically monitor investigation progress against case management plan to ensure service delivery meets client requirements.
 - 2.2 Maintain communication with relevant persons to monitor investigation progress against agreed objectives and discuss and address issues as they arise.
 - 2.3 Monitor expenditure and resource use to ensure investigation objectives are achieved within budget parameters.
 - 2.4 Monitor evidence collection processes to ensure compliance with evidence management principles and requirements for admissible evidence.
 - 2.5 Identify contingencies affecting the investigation and vary the case management plan as required in consultation with relevant persons.
 - 2.6 Compile operational documentation chronologically to provide an ongoing reference for operatives.

- | | |
|---|--|
| 3 Review and report investigation outcomes. | 3.1 Document and report investigation outcomes to relevant persons within agreed timeframes. |
| | 3.2 Seek client feedback on service delivery and review investigation outcomes against case management plan. |
| | 3.3 Identify areas for improving future client service and operational outcomes and present recommendations to relevant persons. |
| | 3.4 Collate and secure all investigation documentation in a manner that facilitates future retrieval, maintains client confidentiality and meets evidence management requirements. |

Foundation Skills

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

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify investigations information
- writing skills to document succinct and logically structured case management plans and investigation outcomes using plain English and factual information.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4013A Undertake case management of investigations.

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>