



Australian Government

CPP30607 Certificate III in Investigative Services

Release 2

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Modification History

Version Comment

- 2 Update superseded imported equivalent elective units for:
- BSBSMB301A to BSBSMB301
 - FNSMERC304B to FNSMCA304
 - PSPPOL404A to PSPPCY004
 - PSPREG401C to PSPREG003

This version released with CPP07 Version 14.4.

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability Skills Qualification Summary	
Employability Skill	Industry/enterprise requirements for this qualification include the following facets:
Communication	<ul style="list-style-type: none"> • apply literacy skills to: • assess and use workplace information • interpret and understand basic legal, financial, procedural and technical requirements • process workplace documentation • read and record data • apply numeracy skills to: • record and collate accurately • undertake basic computations • ask for advice, feedback and clarification where appropriate • communicate demonstrating social and cultural sensitivity and respect • communicate in a clear and concise manner, in written and verbal modes • explain OHS requirements to others • follow procedures, guidelines and instructions as they relate to legal, regulatory, licensing and organisational requirements, occupational health and safety (OHS), industry standards and codes of practice, and manufacturers' specifications • give, receive and record information accurately • handle client complaints courteously • interpret and use maps and street directories • prepare and complete routine business documentation including reports, financial records, and continuity logs • prepare and present evidential information suitable for use in legal proceedings • report and/or record routine workplace information and breaches of codes of practice • report faulty equipment • seek feedback where appropriate • use interactive communication techniques to elicit and clarify information

Employability Skills Qualification Summary	
Teamwork	<ul style="list-style-type: none"> • build and maintain effective professional networks and working relationships with team members • seek assistance where appropriate • implement procedures to encourage others' contributions to OHS management • supervise, coach and mentor team members • relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities • assist relevant personnel in the evidence collection process • apply interpersonal skills including cooperation and flexibility • advise others of work implications, where appropriate
Problem solving	<ul style="list-style-type: none"> • analyse and resolve ambiguities or inconsistencies in information • constructively resolve conflict situations • identify and rectify financial discrepancies • identify hazards and implement risk assessment and control methods • resolve client service problems • take action to resolve equipment faults and malfunctions
Initiative and enterprise	<ul style="list-style-type: none"> • adapt service to meet client requirements • apply analytical skills • assess client needs in routine matters • determine and recommend appropriate method of investigation • evaluate validity, reliability and relevance of information • identify and introduce new ways to improve own performance • identify operational inadequacies and opportunities for further improvement • interpret and act upon available information using discretion and judgement • recommend improvements to policies and procedures
Planning and organising	<ul style="list-style-type: none"> • develop work plan to achieve personal and client deadlines and targets

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> • estimate and coordinate required resources • manage resource acquisition and maintain inventories and databases • organise and maintain investigative information and records in compliance with legislative requirements • plan and organise own work • plan, prepare, organise and sequence surveillance and factual investigation activities and contingencies including interviews • prepare and manage evidence for presentation in legal proceedings • scope investigations and gather and collate relevant background information
Self management	<ul style="list-style-type: none"> • apply competency standards to own performance • demonstrate a commitment to complying with applicable legislative and procedural requirements • maintain own work performance and identify opportunities for professional development • organise, prioritise and complete daily work activities • present a professional image • seek feedback and support to improve own work performance • understand limitations of own role, responsibilities and authority • use personal protective equipment according to OHS guidelines • use time management skills
Learning	<ul style="list-style-type: none"> • access learning opportunities to extend own personal work competencies to improve service delivery • identify and comply with relevant equipment training, licensing and legislative requirements • identify and provide advice on own and team OHS training needs • update skills and knowledge to accommodate changes in: <ul style="list-style-type: none"> • client investigative service requirements • investigative methods

Employability Skills Qualification Summary	
	<ul style="list-style-type: none"> • equipment and operating procedures
Technology	<ul style="list-style-type: none"> • check, equip, maintain and drive surveillance vehicle • operate security, surveillance, recording and information gathering equipment • understand capabilities of security equipment and information technology • use computers and other information technology to access, record and organise information

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

Packaging rules	
<p>To achieve this qualification, the candidate must demonstrate competency in:</p> <ul style="list-style-type: none"> • 15 units of competency: • 12 core units • 3 elective units. <p>The elective units are chosen as follows:</p> <ul style="list-style-type: none"> • 3 units from the elective units listed below • 2 of the units may be chosen from Certificate II, III or IV qualifications in CPP07 or another Training Package, provided the integrity of the AQF alignment is ensured; they contribute to a valid, industry-supported vocational outcome; and no more than 1 unit is from Certificate II. 	
Core units	
BSBFLM303C	Contribute to effective workplace relationships
BSBWOR301A	Organise personal work priorities and development
CPPSEC3001A	Maintain workplace safety in the security industry

Packaging rules	
CPPSEC3009A	Prepare and present evidence in court
CPPSEC3026A	Work effectively in the investigative services industry
CPPSEC3027A	Develop investigative plan
CPPSEC3028A	Compile investigative report
CPPSEC3029A	Provide quality investigative services to clients
CPPSEC3030A	Conduct surveillance
CPPSEC3031A	Organise and operate a surveillance vehicle
CPPSEC3032A	Gather information by factual investigation
CPPSEC3033A	Conduct interviews and take statements
Elective units	
BSBSMB301	Investigate micro business opportunities
CPPSEC3012A	Store and protect information
CPPSEC3034A	Operate information gathering equipment
FNSMCA304	Locate subjects
PSPPCY004	Support policy implementation
PSPREG003	Exercise regulatory powers