



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3034A Operate information gathering equipment

Release: 1

CPPSEC3034A Operate information gathering equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to operate equipment to gather information about persons, items or assets. It requires the ability to determine surveillance methods, operate surveillance equipment and document information. It also requires compliance with legislation applicable to investigation processes.

This unit may form part of the licensing requirements for persons engaged in investigative work in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit This unit of competency has application in a range of work roles in investigative services. Work is performed under limited supervision and competency requires some judgement and decision-making. The knowledge and skills described in this unit are to be applied within relevant legislative guidelines.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Select equipment required.	<p>1.1 <i>Assignment instructions</i> are reviewed to identify <i>information gathering activities</i> and <i>equipment</i> needs in accordance with client and <i>legislative requirements</i>.</p> <p>1.2 Necessary equipment is <i>sourced</i> and accessed in accordance with assignment instructions.</p> <p>1.3 Routine <i>pre-operational checks</i> are carried out according to <i>manufacturer's instructions</i>.</p> <p>1.4 Faults and malfunctions are reported and action initiated to rectify problems or seek replacement as appropriate.</p>
2 Operate equipment.	<p>2.1 Training, licensing and legislative requirements are identified and complied with prior to and during equipment operation.</p> <p>2.2 Equipment is operated in a safe and controlled manner according to manufacturer's instructions.</p> <p>2.3 <i>Occupational Health and Safety (OHS) issues</i> are identified and appropriate risk control measures implemented.</p>
3 Maintain and store equipment.	<p>3.1 Cleaning and maintenance of equipment are conducted in accordance with manufacturer's instructions.</p> <p>3.2 Complex faults or repair requirements outside area of responsibility or competence are reported for specialist advice.</p> <p>3.3 Equipment is stored in a safe and secure area in accordance with manufacturer's instructions.</p> <p>3.4 Records and <i>documentation</i> are completed and maintained with due regard to client confidentiality.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge and their level required for this unit.

Required skills

- apply safe workplace practices and procedures
- communicate in a clear and concise manner
- communicate using appropriate channels and communication modes
- identify and comply with applicable legal and procedural requirements, including licensing requirements relevant to information gathering activities

REQUIRED SKILLS AND KNOWLEDGE

- identify faults and determine appropriate repair or replacement action
- interpret and follow instructions and procedures
- maintain inventory of equipment and consumables
- measure and calculate consumption and servicing requirements
- operate a range of information gathering equipment
- organise equipment and resource requirements
- read and interpret basic technical information
- record, report and document information which may be used as evidence
- relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- risk assessment
- solve routine problems
- use and interpret maps and street directories.

Required knowledge

- applicable licensing and legal requirements relevant to investigative operations
- common and complex equipment faults
- configuration and operation of information gathering equipment used from a vehicle
- interviewing, reviewing and debriefing processes
- legal implications relating to use of ancillary equipment for listening, tracking, observation, record keeping associated with note taking
- observation and monitoring techniques
- operational functions of a range of investigative equipment
- pre-operational checking functions and procedures
- principles of effective communication including interpersonal techniques
- procedures for gathering information by factual investigation or surveillance
- reporting and documentation requirements
- requirements for the securing and storage of information gathering equipment and consumables
- routine maintenance procedures for investigative equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- selecting information gathering equipment appropriate to the investigative operation based on information gathered and a review of client and assignment instructions
- carrying out pre-operational checks and identifying and reporting faulty, malfunctioning or damaged equipment for repair or replacement
- safely and effectively operating a range of information gathering equipment in compliance with applicable legislative and licensing requirements
- Cleaning, maintaining and storing information gathering equipment and completing and maintaining associated records and documentation.

Context of and specific resources for assessment

Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.

Resource implications for assessment include:

- access to a registered provider of assessment services
- access to a suitable venue and equipment
- access to plain English version of relevant statutes and procedures
- assessment instruments including personal planner and assessment record book
- work schedules, organisational policies and duty statements.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

This unit of competency should be assessed using questioning of underpinning knowledge and skills.

Guidance information for assessment

Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Assignment instructions may include:

- client identification information
- incident and security risk response procedures
- investigation purpose and objective
- investigation tasks and procedures
- investigation timeframe
- personal presentation requirements
- premises location and layout
- reporting and documentation requirements
- resource and equipment requirements
- surveillance plan
- travel routes and schedules.

Information gathering activities may include:

- mobile and static foot surveillance
- mobile and static vehicle surveillance
- use of 35mm camera
- use of electronic surveillance equipment
- use of video equipment.

Equipment for information gathering may include:

- audible and visual warning devices
- binoculars, telephoto lens, tripod
- detection devices
- electronic counter surveillance equipment
- electronic readers and recognition controls
- infra-red, night vision equipment
- measuring tape
- mirrors
- mobile phone and other means of communication
- scanners
- spares and consumables (notepads, guise, pens, film,

batteries, licences, street maps, telephone directories, light bulbs, credit cards, cash, protective clothing, public transport tickets, vehicle fuel)

Legislative requirements may relate to:

- torch
- videos, cameras, recorders
- voice recorders.
- applicable commonwealth, state and territory legislation which affects investigative work such as:
 - workplace safety
 - environmental issues
 - equal employment opportunity
 - industrial relations
 - anti-discrimination and diversity
- Australian standards and quality assurance
- authority to conduct investigation
- award and enterprise agreements
- evidence collection
- freedom of information
- licensing arrangements and certification requirements
- privacy requirements
- relevant industry codes of practice
- restrictions in the use of recording devices
- surveillance and listening devices
- trade practices.

Sources of information gathering equipment may include:

- data
- distributor
- internal records
- manufacturer
- market availability
- organisational stores
- publications such as industry newsletters, advertising brochures, magazines, professional association magazines
- retailer.

Routine pre-operational checks may include:

- checking log books and maintenance schedule
- cleaning, priming, tightening, basic repairs and adjustments
- identification and segregation of unsafe or faulty equipment for repair or replacement
- observing and monitoring noise levels for correct operation
- visual checks for wear and tear.

Manufacturer's

- attached to the equipment

instructions may be found in:

- equipment specifications
- operator manual
- plans and diagrams
- printed instruction leaflets
- warranty documents.

Occupational Health and Safety (OHS) issues may relate to:

- potential or existing hazards or risks
- safety of self and others.

Documentation may include:

- computer-based information
- diary logs
- inventory
- maintenance records
- original and back-up tapes
- original, copy and negative film or photographs
- record of usage of equipment (written, card, electronic).

Unit Sector(s)

Unit sector Security

Competency field

Competency field Investigative services