



Australian Government

Assessment Requirements for CPPINV3026 Work effectively in investigative services

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 CPPSEC3026A Work effectively in the investigative services industry. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by working effectively in investigative services while completing work instructions for three different investigations:

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

For each investigation, the candidate must document a summary of legislative requirements in the jurisdiction of operation plus one other jurisdiction, and how these were applied to the 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 working in investigative services:
 - regulatory powers provided to investigators under the legislation and acts and omissions that comprise non-compliance or offences
 - duties of investigators to follow instructions, act in person and act in the interests of the client
 - legislative requirements associated with:
 - operational transport
 - privacy
 - surveillance, listening and recording devices
 - taking statements from individuals
 - 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
- available workplace networks that can be used to build positive relationships
- evidence management principles
- factors that may affect the achievement of work tasks and types of corrective actions that can be taken
- limits of own responsibilities and authority to undertake investigations
- professional networks and associations available within investigative services
- purpose and application of industry and client codes of conduct and service agreements for investigative services
- self-assessment, reflection and feedback techniques that can be used to identify areas for improvement in professional practice
- sources of professional advice to maintain and develop professional competence
- techniques for conflict resolution and dealing with difficult situations in the workplace
- time management and scheduling techniques
- types of investigative behaviours that are unethical, illegal or represent misconduct.

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:

- work instructions, documentation, legislation, regulations, codes of conduct, service agreements 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-b348-205dfcf13d9b>