



Australian Government

CPPINV3026 Work effectively in investigative services

Release: 1

CPPINV3026 Work effectively in investigative services

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

Application

This unit specifies the skills and knowledge required to work effectively in investigative services. It includes interpreting and applying legal and procedural requirements governing investigative services, understanding regulatory powers provided under the legislation and acts and omissions that comprise non-compliance or offences. It also includes contributing to positive workplace relationships with colleagues and clients, modelling high standards of performance and developing and maintaining competence in investigative services.

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 Interpret and apply legal and procedural requirements for investigative services.

1.1 Identify and review legal and procedural requirements governing investigative services in the jurisdiction of operation.

1.2 Clarify regulatory powers provided under the legislation and the boundaries of those powers in consultation with

- relevant persons.
- 1.3 Identify and confirm acts and omissions that comprise non-compliance or offences under the legislation.
 - 1.4 Apply legal and procedural requirements to work instructions to ensure compliance.
- 2 Contribute to positive workplace relationships.
- 2.1 Identify and use workplace networks to build positive relationships with colleagues and clients.
 - 2.2 Support colleagues to resolve work difficulties.
 - 2.3 Deal constructively with workplace conflict within established organisational processes.
 - 2.4 Regularly review workplace outcomes and implement improvements in consultation with relevant persons.
- 3 Model high standards of investigative performance.
- 3.1 Organise, prioritise and sequence investigative services tasks to ensure completion within agreed timeframes according to work instructions.
 - 3.2 Promptly identify factors affecting the achievement of work tasks and implement corrective actions in consultation with relevant persons.
 - 3.3 Identify and uphold ethical standards and industry codes of conduct in providing investigative services.
 - 3.4 Recognise and report breaches of industry codes of practice.
- 4 Develop and maintain investigative competence.
- 4.1 Use self-assessment, reflection and feedback to identify areas for improvement in own professional competence.
 - 4.2 Source, evaluate, select and use opportunities to develop and maintain professional competence.
 - 4.3 Participate in professional networks to improve knowledge of investigative practices, technologies and trends.

Foundation Skills

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

- oral communication skills to interact effectively with colleagues and clients from diverse social, economic and cultural backgrounds
- reading skills to interpret key requirements of policies, procedures and regulations.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3026A Work effectively in the investigative services industry.

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>

Assessment Requirements for CPPINV3026 Work effectively in investigative services

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>