



Australian Government

Assessment Requirements for CPPINV3030

Conduct factual investigations

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 CPPSEC3032A Gather information by factual investigation. Updated to meet the Standards for Training Packages

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting three different factual investigations:

- one general insurance investigation
- one compulsory third party liability investigation
- one workers compensation 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 conducting factual investigations:
 - actions that may result in breach of confidence, privacy or other offence under legislation
 - authorities and legal rights of investigators
 - legislative restrictions on the use of recording devices
 - work health and safety requirements
- codes of conduct for factual investigation work and types of investigative behaviours that are unethical, illegal or represent misconduct
- equipment used when conducting factual investigations:
 - cameras
 - communications equipment
 - information technologies for conducting online research
 - listening devices
 - recording devices
 - tape measures
 - video cameras
- factual investigation techniques

- sources of information to support factual investigations and methods for verifying validity and reliability of information gathered
- sources of evidence when conducting factual investigations and methods for:
 - collecting, preserving and presenting evidence
 - complying with chain of custody requirements
 - complying with evidence management principles
- types of evidence:
 - circumstantial
 - direct
 - documentary
 - hearsay
 - opinion
 - physical
- ways that individual social and cultural differences may be expressed.

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 and associated documentation, equipment and resources 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>