



Australian Government

CPPINV3030 Conduct factual investigations

Release: 1

CPPINV3030 Conduct factual investigations

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

Application

This unit specifies the skills and knowledge required to conduct factual investigations. It includes conducting desk-based research and using communication skills to conduct interviews and meetings and take statements to record factual information. The unit requires evidence collection and compliance with evidence management principles.

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 Prepare for factual investigation.

1.1 Review work instructions, procedures and workplace policies to ensure required authorisations and compliance with legal rights and responsibilities when conducting factual investigation.

1.2 Conduct preliminary research and enquiries to clarify investigation and client requirements in consultation with relevant persons.

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| | 1.3 | Identify possible information sources and select investigation methods that are valid, reliable and make efficient use of resources. |
| | 1.4 | Access required investigation equipment and resources and check to confirm correct operation. |
| | 1.5 | Plan and sequence factual investigation activities to meet work instructions and timeframes. |
| 2 Undertake factual investigation and gather evidence. | 2.1 | Seek permission to record interviews and meetings in accordance with legislative requirements and codes of conduct. |
| | 2.2 | Conduct and record oral interviews and meetings to gather factual evidence. |
| | 2.3 | Take comprehensive statements and collect physical evidence to support available facts. |
| | 2.4 | Assess gathered evidence to check sufficiency and accuracy and source additional required information to meet work instructions. |
| | 2.5 | Collate factual evidence and check to confirm its relevance, validity and admissibility in court. |
| 3 Finalise factual investigation. | 3.1 | Present factual information in a documented report that addresses work instructions and complies with workplace standards for style, format and accuracy. |
| | 3.2 | Present report to relevant persons within agreed timeframes. |
| | 3.3 | Securely store factual investigation records and evidence in accordance with evidence management principles. |

Foundation Skills

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

- oral communication skills to:

- ask questions to clarify information and elicit facts
- listen to oral responses to accurately comprehend spoken information
- relate to people demonstrating sensitivity to individual social and cultural differences
- writing skills to:
 - accurately record factual details using plain English
 - record oral statements in the required legal format.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3032A Gather information by factual investigation.

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 CPPINV3030 Conduct factual investigations

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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.

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