



Australian Government

Assessment Requirements for CPPINV4013

Undertake case management of 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 CPPSEC4013A Undertake case management of investigations. Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by undertaking case management of three different investigations involving:

- at least one covert surveillance operation
- at least one factual investigation
- identifying a minimum of two contingencies requiring the case management plan to be varied
- identifying at least one improvement to client service delivery and one improvement to future investigations.

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 undertaking case management of investigations:
 - 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
 - key requirements of legislation and regulations associated with:
 - operational transport
 - privacy
 - surveillance, listening and recording devices
 - taking statements from individuals and groups
 - 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
- chain of command and communication processes used to monitor investigations
- key principles of team dynamics, team leadership and management
- investigative practices associated with covert surveillance and factual investigations
- methods for briefing investigations information and instructions to individuals and teams
- methods for reviewing investigations to identify operational and client service improvements
- process of dynamic risk assessment and application of risk management using the hierarchy of controls
- sources of evidence gathered through surveillance and factual investigation and methods for:
 - collecting, preserving and presenting evidence
 - ensuring continuity of evidence
 - ensuring chain of custody requirements
 - complying with evidence management principles
- techniques for case managing investigations
- typical investigation hazards, risks and emergency situations and the control measures for each
- ways that social and cultural differences may be expressed
- work scheduling methods.

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:

- legislation, regulations and codes of practice that apply to investigations case management in the jurisdiction of operation
- work instructions, investigations equipment, resources 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>