



Australian Government

CPPINV4013 Undertake case management of investigations

Release: 1

CPPINV4013 Undertake case management of investigations

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.

Application

This unit specifies the skills and knowledge required to case manage investigations. It includes developing case management plans, assessing and controlling anticipated investigation risks, monitoring investigations and implementing required contingencies. It also includes evaluating investigation outcomes and client satisfaction to identify and recommend improvements to future investigations and service delivery.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

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 Develop case management plan.

1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety, and apply to case management to ensure compliance.

1.2 Obtain and review work instructions and consult with relevant persons to clarify investigation purpose,

- timeframes and budget.
- 1.3 Source and analyse intelligence to support investigation and define investigation scope and resource requirements.
 - 1.4 Develop case management plan and schedule activities and resources to effectively conduct investigation to meet work instructions.
 - 1.5 Identify and assess anticipated risks associated with investigation and implement required risk control measures.
 - 1.6 Organise required investigation equipment, resources and technologies according to workplace requirements.
 - 1.7 Plan contingency measures to respond to changing circumstances during investigation.
 - 1.8 Brief relevant persons to explain investigation information and instructions and use questioning and active listening to respond to issues and concerns.
- 2 Monitor investigation progress.
- 2.1 Systematically monitor investigation progress against case management plan to ensure service delivery meets client requirements.
 - 2.2 Maintain communication with relevant persons to monitor investigation progress against agreed objectives and discuss and address issues as they arise.
 - 2.3 Monitor expenditure and resource use to ensure investigation objectives are achieved within budget parameters.
 - 2.4 Monitor evidence collection processes to ensure compliance with evidence management principles and requirements for admissible evidence.
 - 2.5 Identify contingencies affecting the investigation and vary the case management plan as required in consultation with relevant persons.
 - 2.6 Compile operational documentation chronologically to provide an ongoing reference for operatives.

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| 3 | Review and report investigation outcomes. | 3.1 | Document and report investigation outcomes to relevant persons within agreed timeframes. |
| | | 3.2 | Seek client feedback on service delivery and review investigation outcomes against case management plan. |
| | | 3.3 | Identify areas for improving future client service and operational outcomes and present recommendations to relevant persons. |
| | | 3.4 | Collate and secure all investigation documentation in a manner that facilitates future retrieval, maintains client confidentiality and meets evidence management requirements. |

Foundation Skills

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

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify investigations information
- writing skills to document succinct and logically structured case management plans and investigation outcomes using plain English and factual information.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4013A Undertake case management of investigations.

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 CPPINV4013 Undertake case management of investigations

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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

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