



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC2016A Contribute to investigative activities

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to assist an investigation. It requires the ability to operate basic investigative equipment, source information, conduct surveillance, provide accurate observations and maintain records.

This unit may form part of the licensing requirements for persons engaged in security operations and investigations in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit

This unit of competency supports the work of all those involved in investigative operations in the security industry. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines. Functions would be carried out under routine supervision.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where <i>bold italicised</i> text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Prepare for assignment.

- 1.1 Applicable provisions of **legislative** and **organisational requirements** relevant to **assignment instructions** are identified and complied with.
- 1.2 Assignment instructions and other relevant information is clarified as required with **relevant persons**.
- 1.3 **Resource and equipment** requirements are confirmed and organised in accordance with organisational procedures.
- 1.4 Equipment is checked for operational effectiveness and faulty or damaged equipment is reported in accordance with organisational procedures.
- 1.5 Inspection of surveillance site is conducted to identify and record **factors** which may impact upon assignment instructions.

2 Gather information.

- 2.1 **Sources** of information are selected and assessed for suitability appropriate to meet assignment instructions.
- 2.2 Assistance is provided in interviews in accordance with organisational procedures.
- 2.3 Meetings are conducted in accordance with organisational procedures.
- 2.4 Meetings and interviews are documented and processed in accordance with workplace procedures.

3 Conduct surveillance.

- 3.1 **Surveillance** is conducted in accordance with assignment instructions and applicable legislative requirements.
- 3.2 Surveillance equipment is positioned and operated in accordance with manufacturer's instructions.
- 3.3 Individuals or groups behaving in a suspicious or unusual manner are identified and monitored.
- 3.4 **Evidence** of surveillance is completed and processed in accordance with organisational procedures.

4 Complete assignment.

- 4.1 Reports are prepared presenting all relevant facts and observations in appropriate format, style and structure.
- 4.2 Observations provided in reviewing and debriefing situations are accurate and constructive.
- 4.3 Opportunities for improvement are identified and recommendations provided to inform future practice.
- 4.4 Surveillance records and reports are completed and securely maintained with due regard to confidentiality.
- 4.5 Equipment is checked, cleaned and stored in accordance with organisational procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge and their level required for this unit.

Required skills

- communicate using appropriate channels and communication modes
- communication to engage with minority groups (eg young people, old people, people with an addiction or disability, Indigenous Australians, people from Culturally and Linguistically Diverse (CALD) backgrounds)
- identify and comply with applicable legal and procedural requirements, including licensing requirements, relevant to surveillance activities
- interpret and follow instructions and procedures
- observation skills
- operate basic investigative equipment
- organise equipment and resource requirements
- participate in meetings and interviews
- record, report and document information
- source, collect and organise information
- use and interpret maps and street directories.

Required knowledge

- applicable licensing and legal requirements relevant to factual and surveillance investigation operations
- basic requirements for the collection and presentation of evidence
- communication channels and modes
- information gathering techniques
- interviewing, reviewing and debriefing processes
- observation and monitoring techniques
- operational functions of a range of investigative equipment
- principles of effective communication including interpersonal techniques
- privacy requirements relating to surveillance
- reliable and verifiable sources of information
- reporting and documentation requirements
- reporting structure and processes
- surveillance site location and layout.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- complying with applicable legislation and relevant licensing requirements for investigations
- carrying out surveillance procedures in a systematic manner
- functioning as a part of a team in a static or mobile surveillance operation
- operating and maintaining investigative and communications equipment
- sourcing, organising and managing information, evidence and other investigative material
- using effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver and engages minority groups.

Context of and specific resources for assessment

Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.

Resource implications for assessment include:

- access to plain English version of relevant statutes and procedures
- access to a registered provider of assessment services
- access to a suitable venue and equipment
- assessment instruments including personal planner and assessment record book
- work schedules, organisational policies and duty statements.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

This unit of competency could be assessed using the following methods of assessment:

- observation of processes and procedures
- questioning of underpinning knowledge and skills.

Guidance information

Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy

for assessment

capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Legislative requirements may relate to:

- apprehension and powers of arrest
- Australian standards and quality assurance requirements
- counter-terrorism
- crowd control and control of persons under the influence of intoxicating substances
- force continuum, use of force guidelines
- general 'duty of care' responsibilities
- inspection of people and property, and search and seizure of goods
- licensing or certification requirements
- privacy and confidentiality
- relevant commonwealth, state and territory legislation, codes and national standards for:
 - anti-discrimination
 - cultural and ethnic diversity
 - environmental issues
 - equal employment opportunity
 - industrial relations
 - Occupational Health and Safety (OHS)
- relevant industry codes of practice

Organisational requirements may relate to:

- trespass and the removal of persons.
- access and equity policies, principles and practices
- business and performance plans
- client service standards
- code of conduct, code of ethics
- communication and reporting procedures
- complaint and dispute resolution procedures
- emergency and evacuation procedures
- employer and employee rights and responsibilities
- OHS policies, procedures and programs
- own role, responsibility and authority
- personal and professional development
- privacy and confidentiality of information
- quality assurance and continuous improvement processes and standards
- resource parameters and procedures
- roles, functions and responsibilities of security personnel
- storage and disposal of information.

Assignment instructions may include:

- assignment purpose and objective
- assignment tasks and procedures
- assignment timeframe
- client identification information
- incident and security risk response procedures
- personal presentation requirements
- premises location and layout
- reporting and documentation requirements
- resource and equipment requirements
- surveillance plan
- travel routes and schedules.

Relevant persons may include:

- clients
- colleagues
- security personnel
- supervisor
- technical personnel.

Resources and equipment may include:

- business equipment
 - laptop computer
- communication equipment
 - pager
 - portable two-way radio
 - mobile phone
- maps and street directories

- pen and security notebook
- personal protection equipment
- investigative equipment
 - 35mm and video cameras
 - binoculars
 - telephoto lens
 - tripods
 - voice recorders
 - night vision equipment
- transport.

Factors may relate to:

- assignment timeframes
- resource requirements
- specialist equipment requirements
- surveillance site layout
- technical specialist requirements.

Sources may include:

- electoral rolls
- government authorities
- internet
- media
- professional organisations
- reliable contacts or informants
- telephone directories.

Surveillance may be:

- covert
- mobile
- overt
- static.

Evidence may include:

- audio
- film or video
- photographs
- sketches
- written and electronic notes.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Operations