



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3028A Compile investigative report

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to organise and present information gathered by surveillance or factual investigation. It requires the ability to organise and evaluate gathered information and data and prepare and present reports and attachments in a format suitable for review and dissemination.

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

Application of the Unit

Application of the unit

This unit of competency has application in a range of work roles in investigative services. Work is performed under limited supervision and competency requires some judgement and decision-making. The knowledge and skills described in this unit are to be applied within relevant legislative guidelines.

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 ***bold italicised*** 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.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|---|
| 1 Organise information. | <p>1.1 Investigative information is obtained within the specified time and budget constraints in accordance with client and legislative requirements.</p> <p>1.2 Information is assessed for relevance and accuracy and is consistent with client terms of reference, reporting and legislative requirements.</p> <p>1.3 Investigative information is gathered, prioritised and organised with regard to continuity of evidence in accordance with assignment instructions.</p> |
| 2 Compile investigative report. | <p>2.1 Report is prepared presenting all relevant facts and observations from investigation in an appropriate format according to client requirements.</p> <p>2.2 Content is reviewed and additional information relating to the investigation is sought as required.</p> <p>2.3 Content uses clear and concise language is supported by information gathered and verifiable evidence.</p> <p>2.4 Attachments are relevant and consistent with references made in body of the report.</p> |
| 3 Complete report. | <p>3.1 Report printing and collation is negotiated and organised to meet identified timelines.</p> <p>3.2 Report including all attachments is forwarded safely and securely to relevant persons in accordance with legislative guidelines.</p> <p>3.3 Feedback is sought and any areas of client dissatisfaction promptly rectified.</p> <p>3.4 All information relating to the investigation is safely and securely maintained in accordance with client confidentiality and legislative requirements.</p> |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- basic analysis
- complete workplace documentation and reports
- evaluate diverse or conflicting pieces of information

REQUIRED SKILLS AND KNOWLEDGE

- identify and access relevant information from reliable sources
- information technology
- literacy skills to understand and communicate information (reading, writing, speaking, numeracy and listening)
- make discretionary decisions
- numeracy skills to estimate time to complete work tasks and resource requirements
- personal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- prioritise work tasks and complete activities within designated timeframes
- problem solving and negotiation
- questioning to check understanding
- research
- verify information for accuracy and relevance.

Required knowledge

- basic investigation techniques
- how to safeguard confidential information
- how to use business equipment to present information
- information gathering methods and techniques
- information management systems and methods
- legal and ethical obligations with regard to the gathering and distribution of information
- legislative requirements applicable to the conduct and reporting of investigations
- methods to ensure validity and reliability of gathered information
- Occupational Health and Safety (OHS) requirements
- operational principles and capabilities of investigative equipment
- reliable sources of information
- requirements for the presentation of investigative information
- standards and procedures for client service.

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

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

evidence required to demonstrate competency in this unit

- gathering and organising relevant and accurate investigative information in a logical manner within specified time and budgetary constraints
- compiling and reviewing report content to identify any gaps pertaining to the investigation and ensuring accuracy and relevance to client requirements
- seeking and using client feedback to improve investigative report
- safely and securely maintaining investigative information with due regard to client confidentiality and privacy.

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 a registered provider of assessment services
- access to a suitable venue and equipment
- access to plain English version of relevant statutes and procedures
- 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 should be assessed using questioning of underpinning knowledge and skills.

Guidance information for assessment

Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy 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 and written assessment should be used to assess underpinning knowledge.

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:

- applicable commonwealth, state and territory legislation which affects investigative work such as:
 - workplace safety
 - environmental issues
 - equal employment opportunity
 - industrial relations
 - anti-discrimination and diversity
- Australian standards and quality assurance
- authority to conduct investigation
- award and enterprise agreements
- evidence collection
- freedom of information
- licensing arrangements and certification requirements
- privacy requirements
- relevant industry codes of practice
- restrictions on the use of recording devices
- surveillance and listening devices.

Information may include:

- acceptable modes of enquiry
- cost schedules
- deliverables
- investigative limitations and exclusions
- maps, plans or schematics
- photographs
- sources of information and contact requirements
- summary of case history
- terms of reference
- timeframes.

Assignment instructions may include:

- assignment tasks and procedures
- assignment timeframe
- client information
- investigation purpose and objective
- methods of investigation
- reporting and documentation requirements and

- timeframes
- resource and equipment allocations.
- Investigation may be:**
 - factual
 - surveillance.
- Format may relate to:**
 - enclosures
 - hardcopy or electronic format
 - length
 - sequence of content
 - style
 - use of abbreviations
 - use of appendices
 - use of common industry terminology
 - use of plain English.
- Attachments may include:**
 - background documents
 - notes
 - photographs
 - physical evidence
 - plans
 - recordings
 - sketches
 - statements
 - videos.
- Relevant persons may include:**
 - supervisor
 - client
 - police
 - colleagues.
- Feedback may be sought from:**
 - client feedback questionnaire
 - comments from supervisor, colleagues or client
 - formal or informal performance appraisals
 - personal, reflective behaviour strategies
 - workplace assessment.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Investigative services