



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3029A Provide quality investigative services to clients

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to provide quality investigative services to clients. It requires the ability to identify the investigation needs of clients and identify and resolve client service problems. It also requires an ability to review the investigative services to identify required improvements.

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 Identify client needs.	1.1 Relationship with client is established using appropriate interpersonal techniques to confirm needs and expectations. 1.2 Clients are provided with information about available investigative services to meet their needs and assisted in selection of a preferred option. 1.3 Benefits and limitations of preferred investigative options to meet client needs are discussed with client using appropriate communication skills. 1.4 Limitations in meeting client needs are recognised and assistance sought as required from relevant persons.
2 Deliver investigative services.	2.1 Effective investigative services are provided to meet identified client needs in accordance with assignment instructions and legislative requirements. 2.2 Special requirements of client are identified and service adjusted as required in accordance with client requirements. 2.3 Information regarding possible problems is promptly communicated to clients and contingency management plans implemented within an appropriate timeframe. 2.4 Investigative evidence is gathered and organised in accordance with client and legislative requirements.
3 Review customer service.	3.1 Client satisfaction is regularly reviewed using verifiable evidence in accordance with assignment instructions. 3.2 Client feedback is analysed in consultation with relevant persons and used as the basis for improvements to service delivery. 3.3 Client complaints are handled promptly and courteously and details recorded. 3.4 Investigative records are safely and securely maintained in accordance with client confidentiality and legislative requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

REQUIRED SKILLS AND KNOWLEDGE

Required skills

- communicate using appropriate channels and communication modes
- identify and comply with applicable legal and procedural requirements, including licensing requirements, relevant to investigative activities
- interpret and follow instructions and procedures
- operate basic investigative equipment
- organise investigative equipment and resources
- participate effectively in meetings, discussions and interviews
- record, report and document information which may be used as evidence
- relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- risk assessment
- source, collect and organise information
- use and interpret maps and street directories.

Required knowledge

- applicable licensing and legal requirements relevant to investigative operations
- communication channels and modes
- information gathering techniques
- interviewing, reviewing and debriefing processes
- investigative methods using surveillance and factual investigation
- legislative restrictions on the use of recording devices
- observation and monitoring techniques
- operational functions of a range of investigative equipment
- principles of effective communication including interpersonal techniques
- reliable sources and methods for collecting information
- reporting and documentation requirements
- requirements for collecting, preserving and presenting evidence
- requirements for continuity of evidence.
- 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 evidence required to demonstrate competency in this unit

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

- using communication skills to identify scope of required investigative services and advising client of available options
- conducting an investigation to meet client needs ensuring evidence is valid and gathered in a legal manner
- identifying and promptly handling possible problems and areas of client dissatisfaction and using these as the basis for improvements to service delivery
- ensuring all investigative records and information are maintained with due regard to client confidentiality.

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 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.

Interpersonal techniques may include:

- active listening
- being respectful and non-discriminatory to others
- control of tone of voice and body language
- demonstrating flexibility and willingness to negotiate
- interpreting non-verbal and verbal messages
- maintaining professionalism
- providing and receiving constructive feedback
- questioning to clarify and confirm understanding
- two-way communication
- use of communication appropriate to cultural differences
- use of positive, confident and cooperative language.

Investigation may be:

- factual
- surveillance.

Investigative services may include:

- conducting interviews and taking statements
- evaluating evidence and information
- gathering factual information
- mobile and static monitoring of persons or property
- surveillance by foot or vehicle.

Communication skills may include:

- active listening
- comprehension
- note-taking
- positive body language
- negotiation
- questioning
- reading accurately
- speaking clearly
- summarising
- writing.

Limitations may relate

- authority to conduct investigation
- being unsure of best method for investigation

to:

- current competence level
- difficulties in meeting timelines
- insufficient or outdated investigations technology or equipment
- licensing requirements
- technical expertise or knowledge relating to required investigation
- understanding of investigative requirements
- understanding or compliance with legal requirements.

Relevant persons may include:

- client
- colleagues
- investigations specialists
- police
- security personnel
- supervisor.

Assignment instructions may include:

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

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

Possible problems may relate to:

- surveillance and listening devices.
- cash flow
- delivery of services
- insurance, time penalties, disputes
- legal or licensing requirements
- limited access to assistance and resources
- limited access to investigative information
- own investigative skills and knowledge
- quality or currency of investigative equipment and technology
- restricted access to subject of investigation
- risks and hazards
- vehicles
- weather and environment conditions.

Evidence may relate to:

- audio evidence
- documentation, records and information relating to investigation
- facts which have been gathered
- films or videos
- photographs
- sketches or drawings
- statements
- written and electronic notes.

Verifiable evidence may include:

- audit documentation and reports
- complaints
- customer satisfaction questionnaires
- lapsed customers
- quality assurance data.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Investigative services

