

Draft 0.1

This is our work-in-progress update to CPPSEC3029A Provide quality investigative services to clients: <https://training.gov.au/Training/Details/CPPSEC3029A>.

We are working with industry experts to ensure the updated unit:

- meets current and anticipated industry needs
- complies with current Standards for Training Packages
- is written in clear understandable English.

Information on our training package review and development process is available here: <http://www.artibus.com.au/project-stage>.

Summary of changes from current endorsed unit

Code changed to CPPINV3029 in line with industry requirements

Elements and performance criteria redeveloped to simplify and better articulate unit structure

Required knowledge updated and rationalised to add specificity and relevance

Post EE:

Minor edits

Foundation skills modified to clarify requirements

Unit of Competency CPPINV3029

Provide quality investigative services to clients

Application

This unit specifies the skills and knowledge required to provide quality investigative services to clients. It includes identifying client needs and preferences and negotiating to offer factual or surveillance investigation options to meet client requirements. It includes delivering and monitoring investigative services, gathering and organising investigative evidence, and implementing contingency measures to respond to problems and changing circumstances. The unit requires reviewing client satisfaction, handling complaints and using feedback as the basis for improved service delivery.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

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.

Prerequisite Unit

None.

Elements and Performance Criteria

1. Identify client needs and service preferences.	1.1	Review workplace policies and procedures to ensure compliance with legal rights and responsibilities when providing services to clients.
	1.2	Use interpersonal techniques to clarify scope of investigation and client service preferences, needs and expectations.
	1.3	Discuss benefits and limitations of investigative options to meet client needs.
	1.4	Provide client with information about investigative services and methods to meet their specific needs, and assist client to select preferred option.
	1.5	Recognise personal limitations that may impede the provision of required client services and seek assistance from relevant persons.
2. Deliver quality client service.	2.1	Provide investigative services following work instructions and identified client needs.
	2.2	Identify client's special requirements and adjust investigative services to meet their needs.
	2.3	Anticipate service problems or delays and promptly implement contingency arrangements to maintain client satisfaction.
	2.4	Maintain communication with client and monitor service provision to provide up-to-date information and respond to changing circumstances.
	2.5	Use negotiation to resolve conflict and client complaints, and record details according to workplace requirements.
	2.6	Gather and organise investigative evidence that meets work and client

		instructions and complies with legislative requirements.
3. Review and improve client service.	3.1	Seek feedback from client to ascertain their satisfaction with service provision using interview and survey techniques.
	3.2	Analyse client feedback in consultation with relevant persons and identify improvements to future service provision.
	3.3	Record and implement agreed improvements to client service procedures.
	3.4	Securely maintain investigative and client records according to workplace and legislative requirements.

Foundation skills

Candidates require:

- oral communication skills to relate to people demonstrating sensitivity to individual social and cultural differences
- reading skills to interpret key requirements of policies, procedures and regulations.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3029A Provide quality investigative services to clients.

Links

Companion Volume Implementation Guide:

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPINV3029

Provide quality investigative services to clients

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by providing factual or surveillance investigative services (or a combination of both) to three different clients involving each of the following types of investigative cases:

- a workers compensation investigation
- a general insurance investigation
- a compulsory third party liability investigation.

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 providing investigative services to clients:
 - duties of investigators to follow instructions, act in person and act in the interests of the client
 - legislative requirements associated with:
 - duty of care
 - privacy and confidentiality
 - 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
 - workplace standards and procedures for client service
- how to read and use non-verbal communication to gain the confidence of others
- interpersonal techniques that promote positive interactions and communication with clients
- investigative methods using surveillance and factual investigation
- limits of own responsibilities and authority to undertake investigations
- methods for complying with privacy and confidential regulations when gathering, presenting and storing client information
- negotiation and conflict resolution techniques
- purpose and application of industry and client codes of conduct and service agreements for investigative services
- questioning techniques that can be used to elicit specific information on client needs and preferences
- requirements for collective, preserving and presenting evidence and continuity of evidence
- rights and responsibilities of different types of clients

- techniques for gathering and analysing client feedback using interviews and surveys
- types of investigative behaviours that are unethical, illegal or represent misconduct
- ways to engage people with individual social and cultural differences and strategies for overcoming language barriers.

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:

- client briefs, work instructions, information, legislation, regulations and information technologies required to achieve the performance evidence.

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