Security and Investigation Industry Act 1995

Investigation agent qualifications

For the purpose of licensing for any/all of the following.

- Collection work
- Inquiry work

All qualifications must be in the full legal name of the applicant. Refer to the business criteria fact sheet if you are intending on operating as a business/body corporate.

Collection work - employee

Certificate III in Mercantile Agents with completion of the following units of competency from the FNS Financial Services Training Package:

- FNSMCA302 or FNSMCA312 Repossess property
- FNSMCA303 or FNSMCA313 Serve legal process
- FNSMCA402 Initiate legal recovery of debts.

OR

- FNSMCA412 Undertake legal action for recovery of debts.

Completed Certificate III in Financial Services (Mercantile Agents) or Certificate III in Mercantile Agents from the previous FNS04 or FNS10 Financial Services training packages are still accepted:

- FNAMERC02B or FNSMCA 302A or FNSMERC302 (A or B) Repossess property
- FNAMERC03B or FNSMCA303A or FNSMERC303 (A or B) Serve legal process
- FNBMERC06A or FNSMCA402A or FNSMER402 (A or B) Initiate debt recovery or initiate legal recovery of debts.

Inquiry work - employee

Completion of the following 13 units of competency from the **Certificate III in Investigative Services (CPP30619):**

- CPPINV3027 Develop investigation plans
- CPPINV3028 Investigate and Locate subjects
- CPPSEC3124 Prepare and present evidence in court
- HLTWHS003 Maintain work health and safety
- PSPCRT007 Compile and use official notes
- PSPSEC009 Handle sensitive Information

- CPPINV3030 Conduct factual investigations
- CPPINV3031 Conduct interviews and take statements
- CPPINV3032 Develop factual investigation reports
- CPPINV3033 Conduct covert surveillance operations
- CPPINV3034 Organise and operate surveillance vehicles
- CPPINV3035 Develop surveillance investigation reports
- PSPREG035 Produce a formal record of interview
  or
- PSPREG006 Produce formal record of interview.

CPP07 Property services training criteria - **Certificate III in Investigative Services (CPP30607)** with completion of the following units of competency:

- BSBFLM303C Contribute to effective workplace relationships
- BSBWOR301A Organise personal work priorities and development
- CPPSEC3001A Maintain workplace safety in the security industry
- CPPSEC3009A Prepare and present evidence in court
- CPPSEC3026A Work effectively in the investigative services industry
- CPPSEC3027A Develop investigative plan
- CPPSEC3028A Compile investigative report
- CPPSEC3029A Provide quality investigative services to clients
- CPPSEC3030A Conduct surveillance
- CPPSEC3031A Organise and operate a surveillance vehicle
- CPPSEC3032A Gather information by factual investigation
- CPPSEC3033A Conduct interviews and take statements
- CPPSEC3012A Store and protect information.

If you have previously completed the following qualifications, they are still accepted:

PRS03 Property Services Asset Security training package criteria - **Certificate III in Investigative Services** with completion of the following units of competency:

- PRSIS311A Work effectively in the investigative services industry
- PRSIS301A Determine method of investigation
- PRSIS302A Compile investigative report
- PRSIS303A Provide quality investigative services to customers
- PRSIS304A Conduct surveillance
- PRSIS305A Organise and operate a surveillance vehicle
- PRSIS306A Gather information by factual investigation
- PRSIS307A Conduct interviews and take statements
- PRSS0302A Maintain a safe workplace and environment
- PRSSO306A Maintain effective workplace relationships
- PRSSO307A Manage own work performance and development
- PRSSO311A Prepare and present evidence in court
- PRSSO315A Store and protect information.

For more information

Contact Consumer and Business Services

Email: occupational@sa.gov.au

Website: www.cbs.sa.gov.au

Phone: 131 882 (Option 4)

In person: CBS Customer Service Centre at 4-6 Chesser Street, ADELAIDE SA 5000