

# Investigation agents - qualifications

Security and Investigation Industry Act 1995

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
PSPREG006	Produce formal record of interview
CPPINV3033	Conduct covert surveillance operations
CPPINV3034	Organise and operate surveillance vehicles
CPPINV3035	Develop surveillance investigation reports

**CPP07 Property services training package 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 completed the following qualification previously, 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:

PRISIS311A	Work effectively in the investigative services industry
PRISIS301A	Determine method of investigation
PRISIS302A	Compile investigative report
PRISIS303A	Provide quality investigative services to customers
PRISIS304A	Conduct surveillance
PRISIS305A	Organise and operate a surveillance vehicle
PRISIS306A	Gather information by factual investigation
PRISIS307A	Conduct interviews and take statements
PRSSO302A	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**

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