



—ACCELERATE—
YOUR ENTRY INTO A
CIVIL
INVESTIGATIONS
CAREER TODAY



**Practical Steps The Best Investigators
Have Taken To Secure Their Success In
The Civil Investigation Industry!**

By Michael Evans

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www.AustralianSecurityAcademy.com.au

Hopefully you are reading this before you put your time, effort and money into your qualification! There are some fantastic Registered Training Organisations (RTO's) all throughout Australia in fact there are more good than bad! But keep in mind, there are, in any industry, substandard educators out there.

When it comes to Private Investigation Qualifications, you really do get what you pay for. Lucky for us, our industry isn't plagued with false prestige like many others. So, when we say you get what you pay for - we are talking a difference of only about \$700-\$1,500 to make up that difference. Unlike a law degree that may be \$60,000 in one institution and \$200,000 in another! Unlike other qualifications the little bit extra is worth it every time.

It is also worth noting that you should be more inclined to go with a specialist RTO. Absolutely, it maybe \$300 cheaper to go with the Certificate III in Investigative Services at an RTO that also teaches Certificates in Childcare, Bricklaying and Homeopathy. But, the lack of field experience, knowledge and options will hurt your education and will cost you more in the long run, through missed opportunities or fines from stepping over lines you didn't know existed.

When selecting where you will study to become a Private Investigator consider these points:

Track record

How long has the RTO been established and how many graduates have they had in the Certificate III in Investigative Services. Do they have some success stories they can share?

Guidance

Will you be valued as a learner and provided feedback to assist you to meet the standards required of an employed investigator? What level of support do you need and can this RTO provide it?

Relevance

Will you learn civil investigation techniques and skills that will make you employable? Unfortunately you get many RTOs teaching information that seems to be irrelevant, inspired by Tom Selleck or based completely on domestic investigation.

Quality Not Quantity

Is the RTO more interested in pumping as many students out the other end as possible or do they take pride in their content development, training and have their students success in mind? This tends to be reflected in the price.

Outcome focused

Do they want you thriving in the vibrant and challenging civil investigation industry? If it was easy every one would do it! That is your biggest advantage and the RTO you choose should have an incredible vision for you and your career.

Your piece of paper is not the be all and end all but your education is your foundation you build your successful career on!



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GET LICENSED

Now you have the knowledge its time to get that license! Your certificate will have taken between X and Y to complete, depending on the RTO and/or you. Different States have different licensing policies. Find out who they are and what they require here:

Queensland

Business License is called a Security Firm
Office of Fair Trading
21st Floor
State Law Building
Cnr Ann & George Streets
Brisbane, QLD, 4000
Telephone: (07) 3246 1589
Website: www.fairtrading.qld.gov.au

New South Wales

Business License is called a Security Business Master License
Telephone Number: 1300 362 001
Postal Address:
CAPI Unit
Locked Bag 5099
Parramatta NSW 2124
Police Web Site: www.police.nsw.gov.au/sir
Email Address: capi@police.nsw.gov.au

Victoria

Private Agents Registry
Business License is called a Private Security Business License
11th Floor, Flinders Tower, World Trade Centre
637 Flinders Street, Melbourne, VIC, 3005.
Telephone 1300 651 645.
Police Website: www.police.vic.gov.au/content.asp?Document_ID=125
Email address: licensingervices@police.vic.gov.au

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Tasmania

Business License is called an Agent Body Corporate License

Consumer Affairs and Fair Trading

GPO Box 1244,

Hobart, TAS, 7001

Telephone: 1300 65 44 99

E-Mail address: consumer.affairs@justice.tas.gov.au

Web Address: www.consumer.tas.gov.au

South Australia

Business License is called an Investigation Agents Licence (Business Condition)

Office of Consumer and Business Affairs

Commercial & Other Licences

Postal Address:

GPO Box 1719, Adelaide, SA, 5001.

Telephone: (08) 8204 9686

Web Address: www.ocba.sa.gov.au/licensing/security/index.html

Western Australia

Business License is called a Security Agent

Postal Address:

Locked Bag 9

East Perth WA 6892

Tel: 1300 171 011

Web Address: www.police.wa.gov.au/OurServices/PoliceLicensingServices2/Security2/tabid/1803/Default.aspx

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Northern Territory

Business License is called a Private Security Firm

Consumer and Business Affairs

Postal Address:

GPO Box 1722

Darwin, NT, 0801

Telephone: (08) 8935 7777

Website: www.dob.nt.gov.au/gambling-licensing/business/security-licensing/Pages/default.aspx

ACT

Business License is called a Security Master License

Justice & Community Safety

GPO Box 158

Canberra City A.C.T. 2601

Email Address: ors@act.gov.au

Telephone Number: (02) 6207 3000

Web Address: www.ors.act.gov.au/industry/security_industry

You cannot work as a Private Investigator unless you meet the States licensing regulations you wish to work in. They all vary do your research and prepare your application.



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You cannot hit the ground running if there is no ground! Absolutely, you can start applying for jobs online through various employment websites and also keep your eye on <http://australiansecurityacademy.com.au/positions-vacant/> as we post new and even exclusive jobs regularly, but there is also a general rule that will help you immensely:

Complete the triangle!




Being a new grad, all you may have is the tip of the triangle- "What you know", this knowledge is yet to be turned into wisdom but that doesn't matter yet because you need to complete the triangle. Start opening network channels and get yourself some connections!

Begin with where you received your qualification, speak with them and ask for the names of companies and firms you could start to touch base with. Consider this your 'marketing phase'.

No one puts a new product out on the market and expects people to magically find this amazing product let alone know its benefits. *You* are your product!

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Be confident, let people know you exist, nurture those relationships (don't hound people but don't let them forget you because otherwise they will!) and be responsive! How do you do this? Email is the name of the game for this industry and is a great way to first touch base. For example:

Dear Michael,

my name is Julie and I am a recent graduate from the Australian Security Academy. I am licensed Civil Investigator from Northern New South Wales who is also able to cover South East Queensland as I am licensed in both States.

I have attached a short *reference or portfolio* (**which ever one you have, either one is great but make sure it is SHORT**) for your perusal.

My contact details are as follows

0492 678 910

(02) 66 148 100

(Do not specify contact hours, it appears abrupt and does not work in your favour. You answer your phone or you don't, it doesn't matter.)

Thank you for your consideration.

Regards

Julie Hill

Julie, if your email is sexy_momma69@hotmail.com.... get a new email! Invest in your own domain name- for example jhinvestigations.com.au. This is relatively cheap and you do not have to set up a website and pay for hosting (unless you want to), you just want the domain for the email.

Or you can always start up a gmail account. It is incredibly easy to set up and it is free. Just make sure it is as close to your name as possible- leave sexy-momma69 for someone else!

Its always a good idea to invest in business cards also. They are handy to easily give someone your information but they are also extremely professional and will ensure you leave a wonderful impression.

You can easily get 200 business cards delivered to your door for under \$50. The mock up below was done on vistaprint.com.au and took five minutes to type in the information on one of their templates and the total cost for 250 business cards delivered by standard post was \$27.98. Cheap as chips and well worth the investment!



Mock up business card from Vistaprint

KEEP TOUCHING BASE

You've sent out the emails, you've made a few calls, handed out some business cards, you've even found some Facebook Private Investigators Groups and online forums (hint, hint!). But don't just email once, don't just call once, and don't join groups and forget to engage!

Dear Michael,

I know your time is valuable so I was just touching base again. I have attached a *new/updated/same short reference/portfolio* (**what ever you have on hand**) for you to ensure ease of decision.

If you have any feed back it would be greatly appreciated, otherwise thank you for your consideration.

Regards

Julie Hill

Keep in mind if you did not hear back from a potential employer it is **nothing personal** and it is **not rejection**. People who run companies or manage people are busy. Unless they write back to you and categorically say 'we have no positions available' or 'do not contact me again' then the communication channel is still wide open, even if it is currently one sided. You are planting seeds and completing the triangle and on the road to a successful career.

Also make sure you utilise groups and forums. There is a wealth of knowledge on these pages so take advantage of this! Ask questions, contribute your own knowledge and see what you can do to help others! *Word of warning: Stay away from petty arguments and negative, one sided opinions.* Groups and forums are a public space and you are advertising

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whether you are helpful and eager to learn or argumentative and have a bad attitude.

Not everyone will like you and you will come across other people that are brash and argumentative- do not engage them! Let them advertise their awful attitude and you can take their job when no one will hire them. The Investigation industry is relatively close knit, if people want to fire up- sit back and let them burn out, do not let them set fire to your reputation by engaging them.

There are great people and not so great people in any industry and this word of warning is not unique to us, it is universal. Don't learn the hard way because you think someone is wrong, stupid or being a bully... walk away!



By now you are doing very well at completing the triangle!



Owners of firms you have never had a conversation with know your name through emails, phone calls to their 'gate keepers' and they've even seen your agreeable, confident and helpful attitude on group forums and you've been licensed only a few weeks!

By now you are getting interviews through applying for jobs and planting seeds and putting your hand up on forums and groups when someone has a last minute job they need to fill (yes this happens)! Well done! Now to solidify your place as the go to person for Civil Investigations- you need to make a good first impression!

Its much easier to make a good first impression than it is to put time and effort into having to mend a bad first impression!

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We love triangles here at the Australian Security Academy (it is after all our logo), so here is another one to help with your first impression!



Remember, you are your product and you should ensure your product is presentable! Iron your shirt, put your things away and do your hair. Wow, fancy that! You scrub up nice! From student to professional all in one outfit change! That's the easy part. You're probably going to be nervous, interviews are not something we do everyday so it's completely natural to be nervous. Acknowledge that being nervous is natural and move forward.

Do your best to be confident, take a deep breath, don't put yourself down, maintain eye contact and if you're a fidgeter be mindful and rest your hands in your lap and remember they want to give you a job as much as you want it! They didn't call you in for an interview for kicks! Listen carefully, answer their questions to the best of your ability and if you don't know the answer to a question- smile, say you don't know and eagerly express your willingness to learn!

FINAL THOUGHTS

The above tips seem to be so simple and common sense but so few people do them that it is incredible! Plan to succeed or don't plan and prepare to ask the question... "Why is my career not taking off?" By following these steps you will be leagues ahead of the others, even people who have been in the industry for longer. You can do this, you've got this, its time to succeed!

Finally here are quick 8 tips to be seen as the solution and land the position you want:

- I. *Agencies want to know two things:* 1. Are you licensed? 2. Where do you live? They will give you work in your area.
- II. *Investigation Agencies will want you to shadow* an experienced investigator for 2-3 days to learn how that agency conducts interviews or surveillance, be prepared for this, enjoy the experience and networking opportunity.
- III. *Every investigation agency in Australia with available work is desperately seeking surveillance operatives every Friday afternoon.* Contact them Friday afternoons and your break will come sooner rather than later if you persist each week.
- IV. *Learn how to comfortably take a detailed statement.* The ability to take a statement from a witness or insured will differentiate you from other applicants from the beginning.
- V. *Consider where you want to be in 5 years, 95% of applicants do not.* An employer will want to know. If asked in an interview, say : "I expect i will have mastered Workers Compensation or General Insurance Investigation and I would like to be a manager within a successful investigation agency!"

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VI. *Join an investigation association and network.* Get in front of real people and meet them and stay in touch.

VII. *Keep learning, as an Investigator.* I learn new things every week either through researching, reading or courses. The more you learn, research and apply your learning the more valuable you become to an employer.

You want to be the solution, not part of the problem. Leave that last part to people who did not follow of have access to a simple resource like this because they save \$300 by going to the wrong place to get their education.

The weekly pay roll for investigators in Australia will be in excess of 10 million dollars every week. You have the ability to earn part of that as an investigator. Imagine what it will be like in five years time when you have mastered it, the population has increased and more clients need your services. By learning properly now you are creating the future career you want!

Mike Evans

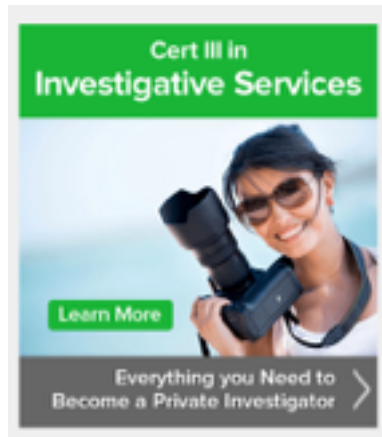
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