

TABLE 16 – EXAMINATION OUTLINE FOR THE PRIVATE INVESTIGATOR QUALIFIED MANAGER EXAMINATION

Content Area 1. MANAGING PRIVATE INVESTIGATION BUSINESS OPERATIONS (15%)

This area assesses a candidate’s knowledge of PI business structures and operations.

Task Statements	Knowledge Statements
T1. Manage business practices to comply with legal requirements regarding private investigative operations.	K1. Knowledge of laws regarding private investigator qualified manager obligations. K2. Knowledge of laws regarding private investigator business entities and structures. K3. Knowledge of laws regarding fictitious business name requirements. K4. Knowledge of laws regarding out-of-state private investigation organizations operating in California.
T2. Obtain insurance to comply with private investigation liability requirements.	K5. Knowledge of laws regarding liability coverage for acts of errors or omissions. K6. Knowledge of laws regarding liability coverage for bodily injury, death, or property damage when firearms are carried on duty. K7. Knowledge of laws regarding insurance documentation and submission requirements.
T3. Develop marketing strategies that comply with advertising and solicitation requirements to promote business.	K8. Knowledge of laws regarding advertising private investigation services. K9. Knowledge of laws regarding solicitation of clients for private investigation services.

T4. Maintain records of billable time and expenses to invoice clients for services related to investigations.

K10. Knowledge of methods for managing billable time records.

K11. Knowledge of laws pertaining to fraudulent billing practices.

T5. Provide employees with wages and other compensation to comply with employer obligations.

K12. Knowledge of laws regarding employee wages, breaks, and other forms of compensation.

K13. Knowledge of laws regarding paid time off and unpaid leave requirements.

K14. Knowledge of laws regarding workers' compensation insurance requirements.

T6. Maintain personnel records to comply with employment and termination documentation requirements.

K15. Knowledge of laws regarding recordkeeping and retention of employee personnel records.

K16. Knowledge of laws regarding confidentiality of employee personnel files.

Content Area 2. MANAGING PRIVATE INVESTIGATIONS (55%)

This area assesses a candidate's knowledge of investigation planning, practices, and documentation standards.

2A. Scope of Engagement and Investigation Planning (10%)

Task Statements

Knowledge Statements

T7. Evaluate client's private investigative objectives to determine scope of services.

K17. Knowledge of laws related to providing private investigation services.

K18. Knowledge of methods for evaluating investigative needs of potential clients.

K19. Knowledge of methods for managing client investigative requests that are illegal or unethical.

T8. Evaluate conditions associated with the investigation to identify potential hazards, safety issues, or problems.

K20. Knowledge of types of risks associated with conducting private investigations.

K21. Knowledge of methods for identifying unexpected issues or events during investigations.

T9. Evaluate parameters of investigation to determine whether subcontracts or other experts are required.

K22. Knowledge of conditions that require involving subcontractors or other experts in investigations.

K23. Knowledge of laws related to use of subcontractors in investigative services.

T10. Develop an investigation plan to define processes for guiding the investigation to completion.

K24. Knowledge of elements of investigation plans.

K25. Knowledge of methods for developing investigation plans based on scope of engagement.

K26. Knowledge of methods for developing time lines for investigation completion.

K27. Knowledge of methods for approving changes to investigation plans.

T11. Develop contracts with clients to specify details of investigative services.

K28. Knowledge of laws related to contracting with clients for private investigative services.

K29. Knowledge of methods for developing scope of work and costs contract provisions.

K30. Knowledge of laws regarding the collection of retainer fees.

Content Area 2. MANAGING PRIVATE INVESTIGATIONS, continued (55%)

This area assesses a candidate's knowledge of investigation planning, practices, and documentation standards.

2B. Information Gathering and Investigation Processes (35%)

Task Statements

Knowledge Statements

T12. Research data sources to obtain general information related to subject of investigation.

K40. Knowledge of law regarding privacy rights as they relate to private investigations.

K31. Knowledge of types of information sources used in investigations.

K32. Knowledge of methods for researching databases, social networking sites, and other resources.

K33. Knowledge of methods for verifying information related to subject of investigation.

T13. Conduct interviews to gather facts or secure statements related to investigation.

K34. Knowledge of laws regarding recording of investigation interviews.

K35. Knowledge of laws regarding the use of coercion and duress in interviews.

K36. Knowledge of laws regarding the use of polygraphs and voice stress analysis in investigative interviews.

K37. Knowledge of methods for legally conducting investigative interviews.

K38. Knowledge of methods for obtaining electronically recorded and typed statements.

K39. Knowledge of techniques for managing defensive or hostile interviewees.

T14. Perform background check or investigation to gather information pertaining to persons or businesses.

K41. Knowledge of laws regarding accessing of arrests, convictions, and criminal background information.

K42. Knowledge of laws regarding accessing credit and consumer spending information.

K43. Knowledge of laws regarding accessing driver records and information.

K44. Knowledge of laws regarding accessing education and employment information.

K45. Knowledge of laws regarding accessing personal health information.

K46. Knowledge of laws regarding accessing electronic data, social media, and phone accounts.

K47. Knowledge of laws regarding performance of pre-employment screenings.

K48. Knowledge of laws regarding negligent hiring, retention, and supervision.

K49. Knowledge of laws regarding discrimination and harassment.

K50. Knowledge of methods for performing legal background checks or investigations.

Content Area 2. MANAGING PRIVATE INVESTIGATIONS, continued (55%)

This area assesses a candidate's knowledge of investigation planning, practices, and documentation standards.

2B. Information Gathering and Investigation Processes, continued (35%)

Task Statements

Knowledge Statements

T15. Conduct assets searches to locate or recover real or personal property and financial interests.

K51. Knowledge of methods for locating tangible, intangible, and hidden assets.

K52. Knowledge of laws regarding accessing investment, trust, and account information.

K53. Knowledge of methods for performing probate and estate discovery.

K54. Knowledge of laws regarding repossession or recovery of assets and judgments.

K55. Knowledge of methods for performing legal asset searches and recovery.

T16. Perform due diligence analyses to verify credibility of information or claims related to transactions or agreements.

K56. Knowledge of signs of fraud, economic crimes, or other illegal activity in transactions.

K57. Knowledge of methods for verifying credibility of businesses or parties associated with transactions.

K58. Knowledge of methods for identifying sources of risk or exposure associated with transactions.

K59. Knowledge of methods for conducting legal, financial, and commercial due diligence analyses.

T17. Conduct surveillances to gather information about activities or whereabouts of subject of investigation.

K60. Knowledge of types of equipment for performing surveillance.

K61. Knowledge of laws regarding privacy rights, harassment, and stalking.

K62. Knowledge of laws regarding the use of GPS and tracking devices in surveillance.

K63. Knowledge of laws regarding eavesdropping and use of listening devices in surveillance.

K64. Knowledge of laws regarding trespassing or physical intrusion during investigations.

K65. Knowledge of laws regarding photographs, video recordings, and media manipulation or alteration.

K66. Knowledge of laws regarding pretexting, misrepresentation, and impersonation in gaining information or evidence.

K67. Knowledge of techniques for legally conducting covert and overt surveillance.

K68. Knowledge of methods for managing unexpected events during surveillance.

K69. Knowledge of methods for maintaining surveillance logs.

Content Area 2. MANAGING PRIVATE INVESTIGATIONS, continued (55%)

This area assesses a candidate's knowledge of investigation planning, practices, and documentation standards.

2B. Information Gathering and Investigation Processes, continued (35%)

Task Statements

Knowledge Statements

T18. Track individuals to locate missing or hard-to-find persons.

K70. Knowledge of types of resources for finding missing or hard-to-find individuals.

K71. Knowledge of methods for performing skip-tracing or locate analyses.

T19. Evaluate incident scenes to gather factual evidence related to damage, loss, or injury.

K72. Knowledge of methods for gathering physical or material evidence related to investigations.

K73. Knowledge of methods for documenting incidents associated with damage, loss, or injury.

K74. Knowledge of requirements related to interacting with law enforcement, insurance agencies, and other parties involved in investigations.

Content Area 2. MANAGING PRIVATE INVESTIGATIONS, continued (55%)

This area assesses a candidate's knowledge of investigation planning, practices, and documentation standards.

2C. Investigation Analyses, Documentation, and Report of Conclusions (10%)

Task Statements

Knowledge Statements

T20. Analyze critical facts to develop conclusions that support or refute investigative claims or objective.

K75. Knowledge of methods for determining disposition of private investigations.

K76. Knowledge of methods for applying deductive and inductive reasoning in analyzing facts of investigation.

T21. Document evidence to preserve context and details of investigations.

K77. Knowledge of requirements regarding documentation of investigative field notes and evidence.

K78. Knowledge of requirements for securing and preserving information obtained during searches, interviews, and surveillances.

T22. Write report to describe processes and final results of the investigation.

K79. Knowledge of the elements of an investigative report.

K80. Knowledge of laws regarding disclosure of public and non-public information.

K81. Knowledge of laws regarding defamation, slander, and libel.

K82. Knowledge of techniques for objective report writing.

K83. Knowledge of methods for securely distributing reports.

T23. Review investigation findings with clients to clarify processes or conclusions.

K84. Knowledge of methods for conveying information regarding investigations.

K85. Knowledge of methods for explaining technical terms and abbreviations.

K86. Knowledge of methods for addressing client responses to investigation outcomes.

Content Area 3. MANAGING TRIAL PREPARATION AND COURT PROCEEDINGS (10%)

This area assesses a candidate's knowledge of PI activities in trial preparation and other civil and criminal court proceedings.

3A. Litigation Support (5%)

Task Statements	Knowledge Statements
T24. Provide litigation support to assist in preparing for trial or court proceedings.	K87. Knowledge of procedures associated with criminal and civil proceedings.
	K88. Knowledge of requirements for establishing facts of private investigations in trial or court proceedings.
	K89. Knowledge of requirements regarding admissibility of evidence in criminal and civil cases.
	K90. Knowledge of methods for providing support in trial or court proceedings.
T25. Prepare materials to introduce evidence or investigative findings in trial or court proceedings.	K91. Knowledge of laws regarding destruction of or tampering with evidence.
	K92. Knowledge of methods for preparing materials for use in trial or court proceedings.
T26. Evaluate witnesses for potential legal testimony to identify strengths and weaknesses related to the case.	K93. Knowledge of laws regarding obstruction of justice.
	K94. Knowledge of laws regarding witness intimidation or tampering.
	K95. Knowledge of methods for preparing witnesses for legal testimony.
T27. Serve legal documents to notify individuals of legal actions.	K96. Knowledge of types of legal documents involved in process serving.
	K97. Knowledge of laws regarding formal notification of legal actions.
	K98. Knowledge of methods for processing and serving legal documents.

Content Area 3. MANAGING TRIAL PREPARATION AND COURT PROCEEDINGS, continued (10%)

This area assesses a candidate's knowledge of PI activities in trial preparation and other civil and criminal court proceedings.

3B. Participation in Court Proceedings (5%)

Task Statements

Knowledge Statements

T28. Respond to subpoenas and court orders to comply with requirements for providing information or appearing in court.

K99. Knowledge of provisions of the work product rule and its limitations.

K100. Knowledge of laws regarding responding to subpoenas and court orders.

T29. Provide testimony to present evidence or findings of investigations during trials or court proceedings.

K101. Knowledge of types of testimony and their legal requirements.

K102. Knowledge of provisions of the hearsay rule.

K103. Knowledge of provisions of privilege in private investigations and their limitations.

K104. Knowledge of methods for providing legal testimony in criminal and civil cases.

T30. Preserve evidence to retain in the event of future litigation or case challenge.

K105. Knowledge of requirements regarding preservation of investigative evidence.

K106. Knowledge of methods for maintaining integrity of evidence chain of custody.

Content Area 4. MANAGING PROFESSIONAL AND ETHICAL RESPONSIBILITIES (20%)

This area assesses a candidate's knowledge of PI professional and ethical responsibilities in investigations.

4A. Professional Responsibilities (8%)

Task Statements

Knowledge Statements

T31. Obtain firearms permit to carry concealed weapon while on private investigation assignments.

K107. Knowledge of laws regarding possession and carrying of firearms during private investigations.

K108. Knowledge of standards regarding criminal and civil liability associated with use of force.

T32. Comply with scope of practice parameters to carry out professional activities safely and effectively.

K109. Knowledge of laws regarding private investigator scope of practice.

T33. Adhere to standards regarding professional conduct to avoid violations related to professional qualifications, functions, and duties.

K110. Knowledge of laws regarding professional conduct for private investigators.

T34. Report unlicensed or unregistered private investigation activity to notify BSIS of violations.

K111. Knowledge of types of unlicensed or unregistered activity in private investigations industry.

K112. Knowledge of requirements for submitting unlicensed and unregistered activity lead forms.

Content Area 4. MANAGING PROFESSIONAL AND ETHICAL RESPONSIBILITIES, continued (20%)

This area assesses a candidate's knowledge of PI professional and ethical responsibilities in investigations.

4B. Ethical Responsibilities (12%)

Task Statements

Knowledge Statements

T35. Conduct investigations with honesty and integrity to uphold standards of the profession.

K121. Knowledge of standards for protecting confidentiality of investigation documents and information.

K113. Knowledge of ethical principles for conducting private investigations.

K114. Knowledge of methods for managing legal and ethical dilemmas that arise in private investigations.

T36. Practice within scope of competence to provide services congruent with education, training, and experience.

K115. Knowledge of situations that require consultation with law enforcement or experts.

K116. Knowledge of ethical standards regarding practicing within scope of competence.

T37. Manage personal biases to maintain objectivity during investigations.

K117. Knowledge of ethical principles regarding neutrality and professional objectivity in private investigations.

T38. Recognize conflict of interest to prevent conditions that may impair judgment or impact investigation.

K118. Knowledge of types of personal and economic interests that present a conflict in private investigations.

K119. Knowledge of ethical principles regarding acting in the best interest of clients and society.

T39. Maintain confidences within the limits of the law to protect sensitive information involved in investigations.

K120. Knowledge of methods for managing conflicts of interest in private investigations.
