



Australian Government

POLAUX020 Contribute to community engagement activities

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the POL Police Training Package release 7.0.

Application

This unit describes the skills and knowledge required to contribute to community engagement activities, including the application of communication skills and responding to community needs.

This unit applies to those working as police officers and staff operating within a policing environment.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously or under supervision, with responsibility for their own functions and outputs. They would perform tasks within established parameters and would develop solutions in predictable contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

Auxiliary

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|--|---|
| 1 Communicate verbally and non-verbally | 1.1 Identify communication techniques that adhere to cultural protocols for interaction

1.2 Adapt language and non-verbal communication to audience's needs

1.3 Apply active listening skills and questioning techniques to clarify feedback and input from the community

1.4 Use established communication processes for routine and non-routine communication between community and policing services |
| 2 Identify response to community needs | 2.1 Recognise and use community engagement opportunities to identify community needs

2.2 Identify response options to meet community needs

2.3 Report response options to supervisors to inform community engagement planning |
| 3 Engage with community | 3.1 Communicate organisational response options to the community members

3.2 Relay information to community members clearly, concisely and accurately to enhance understanding

3.3 Inform community members of options that may require further consultation

3.4 Seek assistance from stakeholders to manage community members' expectations

3.5 Refer community members to police and service provider stakeholders to ensure their needs are managed |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Police Training Package Companion Volume

Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to POLAUX003 Participate in community engagement activities.

Links

Companion Volume Implementation Guides can be found on VETNet - -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=98c3984e-2cf1-48a8-8ed1-85e4b92e7351>