



Australian Government

POLAUX026 Promote engagement in a policing environment

Release: 1

POLAUX026 Promote engagement in a policing environment

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 engage with communities in a policing environment, focusing on demonstrating relationship building skills, building consensus among stakeholders and using communication options.

This unit applies to those working as community policing staff, in metropolitan and/or remote areas.

The skills and knowledge described in this unit must be applied within the current legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to customer service, codes of ethics and conduct and anti-discrimination.

Those undertaking this unit would demonstrate autonomy, judgement and limited responsibility within established parameters. They would complete routine and non-routine tasks in an unpredictable context.

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

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|---------------------------------|--|
| 1 Engage target audience | 1.1 Assess organisational information to identify messages that meet the needs of a community or group

1.2 Apply engagement techniques to inform target audience

1.3 Communicate messages in a clear, concise and accurate manner

1.4 Evaluate engagement strategies to determine effective engagement with a specific community or group |
| 2 Build relationships | 2.1 Identify community members and other stakeholders to initiate and facilitate engagement

2.2 Develop positive relationships with community members and other stakeholders to improve policing service delivery |
| 3 Develop consensus | 3.1 Identify the cultural context and potential conflicts to address perceptions and needs of the community and stakeholders

3.2 Support collaboration to negotiate consensus between community and stakeholder groups |

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 POLAUX014 Promote engagement in a policing environment.

Links

Companion Volume Implementation Guides can be found on VETNet - -

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