



Australian Government

POLGEN046 Deliver policing services

Release: 1

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Modification History

Release	Comments
1	This unit was released in POL Police Training Package release 8.0

Application

This unit describes the skills required to deliver policing services, including engaging with individuals and communities, building relationships with communities, applying communication techniques and engaging with individuals with specific needs. It applies to candidates working in a policing environment, typically in a general duties role. 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 codes of ethics and conduct, human rights and anti-discrimination. Candidates undertaking this unit would primarily work independently or under limited supervision, while performing complex tasks in a broad range of contexts. They would be required to apply decision making and problem-solving skills to interpret behaviours and develop solutions.

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

Pre-requisite Unit

Not Applicable

Competency Field

General

Unit Sector

Not Applicable

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes of the unit	Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Engage with the community	1.1 Identify dimensions of diversity which may inform police engagement approaches/strategies. 1.2 Demonstrate understanding of community members to inform policing response. 1.3 Identify police service options to support individual and community needs. 1.4 Identify special support services for referral purposes. 1.5 Provide policing services to support individuals with specific needs.
2. Build relationships with communities	2.1 Identify key stakeholders to initiate engagement. 2.2 Develop relationships with individuals to improve policing services. 2.3 Create networks within communities to build community confidence.
3. Apply communication techniques	3.1 Use communication techniques to appropriately respond to situations. 3.2 Use appropriate communication to resolve conflict. 3.3 Use de-escalation techniques as part of policing response. 3.4 Negotiate with individuals to mediate disputes.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance. Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed in the table below.

The ability to interpret messages and text, record observations and evidence, communicate with purpose to different communities and audiences, plan and schedule tasks according to estimated timeframes, continuously seek to learn through on-the-job observations, solve problems, work with others in a team, plan and organise activities and self-manage behaviour are core foundation skills relevant to the policing context.

Skill	Description
Learning	Initiate problem-solving/decision-making skills when providing policing services. Build awareness of cultural diversity issues and challenges to contribute to solutions.
Reading	Read and comply with policing codes of conduct and codes of ethics. Read and apply human rights acts and legislation and

	anti-discrimination legislation.
Writing	Use written means to communicate operational status and matters to individuals/communities. Provide written advice regarding support services to individuals and communities.
Oral communication	Engage with, actively listen and respond to individuals and communities. Seek oral feedback to continuously improve policing service delivery. Liaise with external stakeholders for referral purposes. Provide advice regarding support services available to individuals and communities.

Range of Conditions

Not Applicable

Unit Mapping Information

This unit supersedes and is equivalent to *POLGEN033 Deliver policing services*.

Links

Companion Volume Implementation Guides can be found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=98c3984e-2cf1-48a8-8ed1-85e4b92e7351>