



Australian Government

Department of Education, Employment and Workplace Relations

PUAPOLGD002A Apply policing methods

Revision Number: 3

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Modification History

PUAPOLGD002A Release 3: Unit Descriptor revised.
PUAPOLGD002A Release 2: Layout adjusted. No changes to content.
PUAPOLGD002A Release 1: Primary release.

Unit Descriptor

This unit covers the competency required to undertake patrols and to respond to situations to enforce laws and/or to maintain public order.
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

This unit applies to persons undertaking patrols and using knowledge of the local patrol area to inform policing strategies.
This unit supports the ability to analyse information/intelligence in order to use policing strategies, which include the ability to resolve/refer/respond to issues.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Undertake patrols	1.1 Positive visual and professional presence is maintained while <i>patrolling</i> 1.2 Emergent situations are correctly analysed and appropriate actions are taken, including requests for further assistance 1.3 <i>Effective communication</i> is maintained with other relevant officers, other related agencies and the public where appropriate 1.4 Patrolling is undertaken in accordance with organisational requirements, principles of non-discrimination, supervisor's instructions and in a manner that optimises achievement of patrol goals 1.5 <i>Information/intelligence</i> gathered and analysed while on patrol is shared with other officers
2. Analyse, maintain and utilise knowledge of the local patrol area	2.1 Features particular to a patrol area are analysed, noted and disseminated 2.2 Communication paths are established and fostered with patrol community members 2.3 Policing issues concerning a patrol area are identified in the media, through internal intelligence and bulletins/notices 2.4 Patrol area information and issues are analysed and used to select policing strategies
3. Utilise and maintain currency of internal intelligence	3.1 Internal/external sources of information are accessed and used to maintain currency with general and patrol specific criminal and community social and economic issues 3.2 Communication, regarding latest patrol area issues, is maintained with other patrol members and sections in accordance with organisational information security procedures 3.3 Activities are based on an analysis of the latest patrol intelligence and in accordance with organisational procedures
4. Analyse and respond to incidents/taskings and requests for assistance	4.1 <i>Taskings</i> are received, acknowledged and actioned in accordance with operational procedures 4.2 Incident attendance and method of approach are timely, situationally and culturally appropriate, well planned and consistent with organisational policy 4.3 All actions taken in response to incident/tasking are in accordance with organisational policies and procedures 4.4 <i>Requests for assistance</i> from community members

ELEMENT**PERFORMANCE CRITERIA**

- are dealt with in an effective, timely and professional manner
- 4.5 ***Follow-up action*** is taken with efficient management of issues, selection of appropriate equipment, services and techniques for self and others
- 4.6 Communication is maintained with ***relevant personnel*** throughout the incident
- 5. Analyse situations and implement strategies to resolve issues**
- 5.1 Problems and barriers to resolution are readily identified, critically evaluated and a range of response options are developed and planned
- 5.2 Most situationally appropriate and timely response is selected and safely implemented in accordance with organisational procedures
- 5.3 All actions are undertaken within organisational guidelines for professional behaviour
- 6. Analyse behaviour and implement reaction/response strategies**
- 6.1 ***Situational behaviour*** of persons is accurately assessed with due regard to ***cultural diversity***
- 6.2 Professionally responsible and flexible response strategies are planned and adopted in accordance with organisational policies and procedures
- 6.3 Potential causes of conflict and harmful behaviour are anticipated and responses to prevent escalation are selected and implemented
- 6.4 Relevant operational safety practices are identified and implemented where necessary
- 6.5 Personnel required to facilitate resolution are accessed, briefed and supported
- 7. Provide first response control, command and coordination at incidents**
- 7.1 Level of ***first response*** control/command for each situation/incident is accurately assessed and responses are planned that comply with organisational operational policy
- 7.2 First response control/command/coordination of the police response to an situation/incident is carried out in accordance with organisational policies and procedures
- 7.3 Appropriate communication is maintained with supervising officer
- 7.4 First response control/command/ coordination duties are transferred to appropriate person and that person is accurately briefed regarding the situation/incident

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- act autonomously
- analyse and plan appropriate action
- apply the use of force (restraining and self-defence tactics) including the use of lethal force
- command, control, coordinate initial emergency responses at an incident scene
- de-escalate incidents
- effectively communicate appropriate instructions/directives to suspects/victims and other members of the public
- identify situational behaviour and problems
- mediate as required
- minimise workplace risks to self, colleagues and the public
- resolve conflict
- use counselling techniques when required

Required Knowledge

- general duty of care responsibilities
- human behaviour (individual and group) and the impacts of age, gender, ethnicity, social background and recreational practices such as drugs, alcohol
- jurisdictional laws, by-law and regulations relating to offences against persons and property
- jurisdictional laws, policy and procedures covering discrimination and disability
- organisational policies and procedures covering reactive operational safety issues/practices
- potential risks associated with operational policing
- reporting requirements in relation to operational safety matters
- strategies to optimise safety under a range of operational scenarios
- use of force and its legal parameters

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- demonstrate knowledge of the patrol area
- accurately analyse and assess incidents and situations
- communicate effectively
- exercise discretion in taking action to avoid escalation of an incident or deterioration of a scene.

Consistency in performance

Competency should be demonstrated over time in a range of actual or simulated workplace environments.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed over time in a range of actual or simulated workplace environments.

Specific resources for assessment

There are no specific resource requirements for this unit.

Method of assessment

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an industry-approved simulated work environment.

Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions.

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

Patrolling could be on foot or mobile (vehicle, bike, on public transport) and should cover a range of community settings such as:

- Business, residential and industrial areas
- Car parks
- Entertainment/club/hotel areas
- Shopping centres
- Sporting grounds and other open areas

Effective communication includes:

- Being appropriate and professional at all times
- Contributing to the safety of officers and the public
- Ensuring all relevant scenario information is shared between officers present at a specific scene/incident
- Ensuring lawful directions given are clearly understood by the recipient
- Following organisational code of ethics for dealing with fellow officers and members of the public

Information/Intelligence may include:

- Activities
- Counter terrorism
- Forthcoming community actions/activities that could be of promotional assistance to policing
- Groups
- Previous unresolved crime/s and/or the whereabouts of criminals
- Social/cultural/physical changes within a patrol area
- Suspicious persons
- Vehicles

Taskings should cover complete range of administrative and patrol activities and includes:

- Attendance at emergency incidents such as traffic accidents
- Brawls
- Counter terrorism
- Court duties
- Crowd control at public venues such as sporting events
- Desk inquiries
- Domestic disputes
- General foot and mobile patrols
- Major incidents
- Mental health
- Music concerts and festivals
- Planning and management of investigations
- Processions

- Rallies
- Riots
- Station duties
- Triple zero (000) calls

- Requests for assistance*** may include:
- People seeking general information or reporting disturbances or suspicious activity
- Follow-up action*** may include:
- Analysis of information/intelligence gathered
 - Attendance in court
 - Interviews
 - Mental health
 - Preparation of regulatory/infringement notices/court documents/briefs
 - Provision of advice/intelligence to other police officers, etc.
 - Provision of further information
- Relevant personnel*** may include:
- Business proprietors
 - Government/non-government agencies
 - Medical/hospital staff
 - Other emergency service workers
 - Partners/colleagues
 - Supervisors present/not present at the incident site
 - Suspect's/victim's family members
- Analysing situations*** may include:
- Appreciating the incident
 - Determining response level
 - Determining whether security is required
 - Establishing communication
 - Situational analysis of evidence and information at hand
- Resolving issues*** may include:
- Controlling emergencies such as road accidents
 - Counselling juveniles
 - Counter terrorism
 - Dealing with new or unexpected responses to police interventions
 - Dealing with verbal/physical abuse from the public
 - Domestic disputes
 - Life threatening encounters
 - Mental health
 - Responding to the different needs of people within a culturally diverse society, which should reflect a variety of situations where professional judgement regarding arrest, cautioning or reporting is required
 - Wide range of day-to-day normal and unexpected situations that could arise
- Situational behaviour*** may include:
- Full range of verbal and non-verbal behavioural responses to the presence of police officers or lawful instruction given by such officers

Cultural diversity
encompasses:

- Recognition of the linguistic and cultural assets in the population as a valuable resource
- Respect for and the accommodation of culture, language and religion of others within an Australian legal and institutional framework where English is the primary language
- Utilising and promoting this resource to maximise the development of the nation

First response relates to:

- Responsibilities of the officer first at the scene/incident and could cover situations such as traffic accidents, brawls, hostage situations, counter terrorism, suspected crime scenes or other emergency situations

Unit Sector(s)

Not applicable.