



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **PUAPOLGD006A Facilitate effective communication in the policing environment**

**Revision Number: 3**

## **PUAPOLGD006A Facilitate effective communication in the policing environment**

### **Modification History**

PUAPOLGD006A Release 3: Unit Descriptor revised.

PUAPOLGD006A Release 2: Layout adjusted. No changes to content.

PUAPOLGD006A Release 1: Primary release.

### **Unit Descriptor**

This unit covers the competency required to communicate verbally and non-verbally (using body language) in the policing environment.

This unit does not address written communication.

This unit replaces PUAPOL006B Facilitate effective communication in the workplace.

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

### **Application of the Unit**

This unit will be applied in environments where effective communication skills and techniques are needed. The ability to assess situations and adapt communication techniques to enable effectiveness is embedded within this unit. Conflict resolution/negotiation skills to address issues/incidents are supported by this unit.

### **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
<b>1. Assess situations and adapt communication technique accordingly</b>	1.1 Verbal <i>communication</i> is tailored to identified audience of recipients from a range of communication approaches 1.2 <i>Body language</i> and non-verbal behaviour is correctly assessed and responded to 1.3 Active listening skills are employed and questioning techniques are used to clarify issues 1.4 Communication strategies adopted reflect consideration of cultural, gender, age issues and are in accordance with organisational policies and procedures 1.5 Where required expert advice is sought or referrals are made according to agreed procedures 1.6 Contradictions, ambiguities, uncertainty or misunderstandings are identified and checked with a range of sources and references
<b>2. Communicate effectively in the workplace</b>	2.1 <i>Interpersonal</i> communication techniques and <i>skills</i> are selected from a range of options and applied 2.2 Clear, concise, accurate and appropriate communication is applied in routine situations in accordance with organisational policies and procedures 2.3 Clear, concise, accurate and appropriate communication is applied in <i>high demand situations</i>
<b>3. Utilise conflict resolution/negotiation skills to address issues/incidents</b>	3.1 Control and objectivity is maintained at all times in conflict situations 3.2 Situational conflict is, as far as possible, <i>de-escalated</i> 3.3 Persons in conflict are separated, where appropriate, and <i>relevant solutions</i> are negotiated or imposed that comply with organisational policies and procedures 3.4 Where required, <i>external agencies</i> are accessed and utilised, according to agreed procedures

## Required Skills and Knowledge

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

### Required Skills

- adapt personal communication style to a variety of situations including those requiring sympathy and empathy
- effectively communicate to all persons, including suspects/victims and other members of the public, colleagues and other members of the organisation
- de-escalate incidents
- negotiate/resolve/mediate conflict (negotiation can take place with supervisors, colleagues and members of the public)
- use counselling techniques when required
- use interpreting services
- use verbal communication to take control of situations
- work in a team

### Required Knowledge

- communicative processes and internal/external barriers (to the individual officer) to effective communication
- impact of age, gender, ethnicity/Aboriginality, special needs groups, personality, drugs/alcohol on the communicative process
- meaning of various body language forms
- organisational Codes of Ethics
- relevant legislation (such as Anti-discrimination Act, Disability Act)
- relevant organisational policies and procedures (such as those covering verbal communication requirements, critical incident negotiation)
- various support agencies available and the types of services offered

## 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:

- effectively interact and communicate with colleagues and clients.

### **Consistency in performance**

Competency should be demonstrated over time and from a range of actual workplace or simulated situations.

### **Context of and specific resources for assessment**

#### **Context of assessment**

Competency should be assessed over a period of 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.

***Situations:***

- Cover all taskings undertaken by officers, whether reactive or proactive patrolling, undertaking station duties etc. and relate to circumstances in which the officer is in contact with other persons
- And may include:
  - criminals
  - face-to-face
  - fellow officers
  - individuals or groups of persons from the public/community
  - suspects
  - victims
  - giving and/or receiving instructions and lawful direction
  - interviewing persons
  - providing verbal reports or seeking information
  - responding to inquiries

***Communication*** may include:

- Formal, informal, pre-planned, and involve functional area/authority personnel, and may be for:
  - occupational health and safety
  - operational planning
  - briefings/debriefings e.g. shift changeovers; parades
  - operations assessment/debriefings
  - interactions with media

***Body language*** may include:

- Non-verbal characteristics exhibited by each person in response to the presence of police officers or lawful instruction given by such officers
- Characteristics that represent positive compliant behaviour or a negative non-cooperative/aggressive response

***Interpersonal skills*** may include:

- Appropriate language
- Empathy
- Fairness
- Recognition and professional response to cultural diversity

***High demand situations*** may

- High stress

include:

- Managing violent, abusive or highly emotive persons
- Situations requiring quick decision making
- Volatile situations

***Areas requiring resolution*** may include:

- Arrest scenes
- Crime scenes
- Controlling crowds
- Domestic disputes, serving summons/orders
- Disputes at traffic accident sites
- Disputes over procedural issues such as at. rallies, demonstrations, processing/charging persons
- Disruptive public behaviour
- Life threatening situations (such as family hostage situations, confrontations with armed persons)
- Workplace disputes, workplace complaints
- Workplace grievance situations

***De-escalation*** means:

- Reducing a situation to a point where the issue is reduced to a controllable level and the risk to life or property is minimised

***Relevant solutions, depending on the actual situation***, may include the use of one or more techniques and attributes such as:

- Accessing further assistance from fellow officers, other emergency service, community support agencies, victim's/suspect's relations and/or friends
- Arresting, cautioning, reporting and detaining
- Developing appropriate response strategies - taking into account the needs and characteristic of factors that can impact on the communication process such as Aboriginality, age, ethnicity, family situation/security, gender, geographic and demographic impacts, health and physical capacity
- Impacts of alcohol and legal (recreational and prescription) and illegal drugs
- Peer group pressures
- Personality
- Previous experiences/encounters with police/other authorities
- Self image
- Employing de-escalation processes
- Issuing lawful instruction/direction
- Providing on-the-spot counselling
- 'Use of force' and/or 'use of lethal force'

***External agencies*** may include both government and non-government counselling, mediation and support

- Aboriginal liaison centres
- Child protection agencies
- Community services departments



agencies such as:

- Crisis and sexual assault referral centres
- Disability support groups
- Ethnic advisory services
- Health departments
- Internal police support and counselling services
- Local church counselling centres
- Women's refuges

## **Unit Sector(s)**

Not applicable.