Australian Government

Department of Education, Employment and Workplace Relations

PUAPOLGD011A Manage personal and ethical performance

Revision Number: 3

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

PUAPOLGD011A Manage personal and ethical performance

Modification History

Release	TP version	Comments
3	PUA12 v1.1	Unit Descriptor revised.
2	PUA12 v1	Updated required skills and knowledge.
1	PUA00 v8.1	Primary release.

Unit Descriptor

This unit covers the competency required to effectively manage one's own professional performance and to perform ethically and with the integrity required to ensure the public's confidence in its police service.
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

This unit supports the modelling of high ethical and personal performance standards. Application in the workplace is relates to own performance, personal integrity within the workplace and the management of work priorities.

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. Model high standards of personal performance, ethics and integrity	1.1 ***Own performance*** standards consistently serve as a role model for other officers and the community as a whole 1.2 Personal and professional integrity is demonstrated to engender confidence and respect 1.3 Commitment to jurisdictional laws and organisational policies, procedures and objectives is constantly demonstrated
2. Review and monitor own performance	2.1 Required personal and ***professional performance standards*** are readily identified and acknowledged 2.2 ***Self-assessment and reflection*** in practice are regularly used to ***monitor*** performance against established standards and to accurately identify personal strengths and weaknesses 2.3 Formal and informal performance feedback is regularly sought, accepted and ***acted upon appropriately*** 2.4 Tasks are carried out to achieve outcomes sought and to minimise resource usage
3. Develop and maintain ongoing personal competence	3.1 Currency of relevant professional operational competencies is maintained 3.2 ***Personal development strategies*** are identified, planned and implemented and results are evaluated 3.3 New developments and trends in policing are identified and associated knowledge and skills are identified, acquired and applied
4. Manage personal work priorities	4.1 Jobs/tasks are ***prioritised*** and undertaken in accordance with unit team goals 4.2 Competing demands are assessed and organised within time constraints to achieve individual, team and organisational priorities
5. Assist and support other personnel	5.1 Productive and harmonious work environment is promoted through interaction with others 5.2 Encouragement, ***support and advice*** is provided to personnel as required

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Required Skills and Knowledge

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

Required Skills

- deal with and effectively respond to, issues/events that challenge professional ethics
- display integrity in behaviour including the reporting of breaches to appropriate authorities
- maintain consistently high levels of personal presentation (dress code, mannerisms, respectfulness, etc.)
- maintain consistently high levels of professional ethics and integrity in all work practices and dealings with the community
- plan and implement personal improvement plans
- recognise, accurately assess and acknowledge personal strengths and weaknesses
- seek out and respond effectively to feedback related to personal performance

Required Knowledge

- acceptable/non-acceptable behaviour and practices
- cultural awareness
- ethical and integrity issues confronting police officers
- internal/external professional support and development mechanisms
- internal procedures for dealing with breaches of professional ethics
- methods for assessing/reviewing personal performance and planning and implementing effective personal improvement strategies
- organisational policies and procedures (such as relevant legislation; operational, corporate and strategic plans; operational performance standards; operational policies and procedures; organisational personnel and occupational health and safety practices and guidelines; organisational quality standards; organisation's approach to environmental management and sustainability)
- professional associations
- professional integrity and behaviour standards
- registration bodies (if applicable)
- relevant organisational codes of practice/ethics
- statements of values
- team dynamics and its impacts on personal work performance

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: • consistently maintain professional performance standards. **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.

Own performance may include	• Individual officer's professional ethics • Integrity and behaviour in relation to that expected and implied within the organisation's stated codes of ethics/practice • Statements of values, law, policies and procedures
Professional performance standards:	• Are those personal and technical attributes and skills required to undertake the day-to-day tasks and duties of the incumbent's role to the required workplace performance level
Self-assessment and reflection may include:	• Officers regularly reviewing their own performance against established service standards and their own personal professional goals and standards • Seeking formal and informal feedback in written and/or verbal formats
Monitoring performance may include:	• Formal/informal organisational initiated performance appraisals • Monitoring morale of supervised staff, colleagues and/or team staff • Personal reflective behaviour strategies/methodologies • Processes that facilitate the identification of personal strengths/weaknesses/issues to be addressed • Obtaining feedback from supervisors, subordinates, colleagues, human resources personnel, family and other relevant community members, etc.
Acting on feedback appropriately may include:	• Accessing peer support • Advising team leader/coordinator of problems • Seeking internal and/or external professional help • Undertaking intervention programs to achieve a level of health and fitness commensurate with organisational policies
Personal development strategies may include:	• Counselling from appropriate personnel to overcome identified limitations • Dealing with internal integrity matters • Developing/implementing a personal/professional improvement program, either internal or external to the organisation including such things as: • adapting work rotation to facilitate changing personal/work priorities

	- coaching
	- cultural awareness
	- developing/improving interpersonal/technical skills
	- formal/informal learning programs
	- mentoring
	- updating stress management abilities
	- utilising existing strengths to focus future career development
	- Establishing new career paths within or external to the organisation
	- Establishing new career paths and goals such as achievement of a particular specialist policing function or rank
	- Improving security of lifestyle
	- Personality improvement
	- Using processes such as:
	- formal education
	- internal training
	- involvement in community activities
	- personal competence/development models
	- Which may take place during work time and off duty time
Prioritising jobs/tasks may include:	- Dealing with competing personal team member/partner priorities or levels of workplace performance and commitment
	- Developing effective time management strategies
	- Identifying and dealing with competing priorities of personal/family/professional responsibilities
	- Optimising own on-the-job learning through establishing and achieving specific learning activities/competencies, working with a mentor, etc.
	- Responding/adapting to unforseen/unplanned events
Support and advice may include:	- Acting as a field supervisor
	- Acting as a role model/mentor
	- Assisting in induction
	- Formal and informal socialisation
	- Participating in a formal assessment program

Unit Sector(s)

Not applicable.