



**Australian Government**

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

# **PUA20312 Certificate II in Public Safety (Police Liaison)**

**Release: 1**

## PUA20312 Certificate II in Public Safety (Police Liaison)

### Modification History

Release	TP version	Comments
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA20310. Packaging rules wording revised. Equivalent.

### Description

Not applicable.

### Pathways Information

#### Pathways into the qualification

In the public safety industry, qualification pathways depend on a range of factors specific to each industry such as organisational/agency structure, promotional structure and rank structure.

Liaison and community policing qualifications have been developed to set agreed minimum standards that should be contextualised within the specifics of each jurisdiction/agency/organisational policy and procedure.

There are no specified pre-requisites for entry to this qualification.

#### Pathways from the qualification

After achieving the PUA20312 Certificate II in Public Safety (Police Liaison), candidates may undertake a range of qualifications relevant to their role. Pathways for candidates considering this qualification may include to:

- commence the PUA30312 Certificate III in Public Safety (Police Liaison)
- undertake further liaison related qualifications
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### Licensing/Regulatory Information

Not applicable.

### Entry Requirements

Not applicable.

## Employability Skills Summary

Employability Skills are part of a unit of competency.

Employability Skills statements from a selection of units of competency from the PUA20312 Certificate II in Public Safety (Police Liaison) have been reproduced in the table below.

This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.

Public Safety qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units.

<b>Employability Skill</b>	<b>Employability Skills Statement</b>
<b>Communication</b>	<ul style="list-style-type: none"><li>• communicate clearly, need for additional support to appropriate person</li><li>• meet organisation's standards of style and accuracy in presentation of written documents</li><li>• use questioning, learning and summarising skills to establish client needs</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• assist team members to ensure efficient and safe completion of tasks in accordance with organisation's policies and procedures</li><li>• encourage and acknowledge participation by team members</li><li>• make contributions in small informal group activities and meetings to facilitate outcomes</li></ul>
<b>Problem solving</b>	<ul style="list-style-type: none"><li>• identify and resolve particular misunderstandings in communication between other police and members of a culturally specific community</li><li>• identify hazards and assess risks</li><li>• recognise problems and conflict and resolve through agreed and accepted processes</li></ul>
<b>Initiative and enterprise</b>	<ul style="list-style-type: none"><li>• observe confidentiality in accordance with organisation's policies and procedures</li><li>• raise occupational health and safety issues with designated personnel in accordance with workplace procedures and relevant occupational health and safety legislation</li><li>• suggest strategies to achieve service objectives while respecting cultural differences</li></ul>
<b>Planning and organising</b>	<ul style="list-style-type: none"><li>• complete tasks and achieve results with minimum supervision</li><li>• establish appropriate decision making processes with client and relevant stakeholders</li><li>• select and implement appropriate response</li></ul>

<b>Self-management</b>	<ul style="list-style-type: none"> <li>• assess work load and set priorities within allocated timeframes</li> <li>• monitor own work to ensure compliance with organisational requirements</li> <li>• recognise and manage signs of personal stress and take appropriate action to ensure continued work effectiveness</li> </ul>
<b>Learning</b>	<ul style="list-style-type: none"> <li>• access workplace information and seek clarification where necessary</li> <li>• identify training and development needs relevant to area of work in conjunction with supervisor and follow up with relevant personnel</li> <li>• maintain currency of required licences and certificates</li> </ul>
<b>Technology</b>	<ul style="list-style-type: none"> <li>• correctly utilise communications system to facilitate transmission and reception</li> <li>• inspect and maintain communications systems ensuring operational readiness according to organisational policies and procedures</li> <li>• use communications systems and equipment</li> </ul>

## Packaging Rules

7 units of competency are required for this qualification including:

- 7 core units

Code	Core Units
PUACOM001C	Communicate in the workplace
PUACOM002B	Provide services to clients
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUAOPE013A	Operate communications systems and equipment
PUAPOLIM001A	Assist police with members of a culturally specific community
PUATEA001B	Work in a team
PUATEA004D	Work effectively in a public safety organisation

### NOTES

Information about customising PUA12 Public Safety Training Package qualifications in the Customisation of Qualifications section.

