



Australian Government

POLAUX014 Promote engagement in a policing environment

Release: 1

POLAUX014 Promote engagement in a policing environment

Modification History

Release	Comments
1	This unit was released in POL Police Training Package release 1.0 and meets the Standards for Training Packages.

Application

This unit describes the skills required to engage with communities in a policing environment, focusing on demonstrating relationship building skills, building consensus among stakeholders and using communication options.

This unit applies to those working as community policing staff, in metropolitan and/or remote areas.

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 customer service, codes of ethics and conduct and anti-discrimination.

Those undertaking this unit would demonstrate autonomy, judgement and limited responsibility within established parameters. They would complete routine and non-routine tasks in an unpredictable context.

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

Competency Field

Auxiliary

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Engage target audience	1.1 Assess agency information to identify key messages that meet the needs of a community or community group. 1.2 Protect the security of agency, community and individual information with consideration for level of risk and potential impact.

	1.3 Apply engagement techniques to inform a specific target audience. 1.4 Communicate key messages in a clear, concise and accurate manner. 1.5 Evaluate engagement options to determine option best suited to a specific community.
2. Build relationships	2.1 Identify key community members and other stakeholders to initiate and facilitate engagement. 2.2 Initiate relationships with community members and other stakeholders to facilitate engagement and improve policing service delivery.
3. Build consensus	3.1 Identify potential conflicts taking into account community and stakeholder needs and perceptions. 3.2 Mediate and negotiate to support collaboration and mutual solving between community and stakeholders.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=98c3984e-2cf1-48a8-8ed1-85e4b92e7351>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=98c3984e-2cf1-48a8-8ed1-85e4b92e7351>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=98c3984e-2cf1-48a8-8ed1-85e4b92e7351>

Assessment Requirements for POLAUX014 Promote engagement in a policing environment

Modification History

Release	Comments
1	These Assessment Requirements were released in POL Police Training Package release 1.0 and meet the Standards for Training Packages.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- building positive relationships with members of communities
- identifying cultural diversity issues and challenges
- identifying the needs and expectations of communities
- demonstrating mediation and negotiation skills to support collaboration and mutual solving between community and stakeholders

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- awareness of cultural, linguistic and religious diversity
- current Commonwealth, state or territory legislation pertaining to discrimination
- external support agencies, their powers and services
- jurisdictional customer service charters, codes of ethics and codes of conduct

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=98c3984e-2cf1-48a8-8ed1-85e4b92e7351>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=98c3984e-2cf1-48a8-8ed1-85e4b92e7351>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=98c3984e-2cf1-48a8-8ed1-85e4b92e7351>