



Australian Government

POLAUX020 Contribute to community engagement activities

Release: 1

POLAUX020 Contribute to community engagement activities

Modification History

Release 1. This is the first release of this unit of competency in the POL Police Training Package release 7.0.

Application

This unit describes the skills and knowledge required to contribute to community engagement activities, including the application of communication skills and responding to community needs.

This unit applies to those working as police officers and staff operating within a policing environment.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously or under supervision, with responsibility for their own functions and outputs. They would perform tasks within established parameters and would develop solutions in predictable contexts.

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

Pre-requisite Unit

Not applicable.

Competency Field

Auxiliary

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|--|--|
| 1 Communicate verbally and non-verbally | 1.1 Identify communication techniques that adhere to cultural protocols for interaction |
| | 1.2 Adapt language and non-verbal communication to audience's needs |
| | 1.3 Apply active listening skills and questioning techniques to clarify feedback and input from the community |
| | 1.4 Use established communication processes for routine and non-routine communication between community and policing services |
| 2 Identify response to community needs | 2.1 Recognise and use community engagement opportunities to identify community needs |
| | 2.2 Identify response options to meet community needs |
| | 2.3 Report response options to supervisors to inform community engagement planning |
| 3 Engage with community | 3.1 Communicate organisational response options to the community members |
| | 3.2 Relay information to community members clearly, concisely and accurately to enhance understanding |
| | 3.3 Inform community members of options that may require further consultation |
| | 3.4 Seek assistance from stakeholders to manage community members' expectations |
| | 3.5 Refer community members to police and service provider stakeholders to ensure their needs are managed |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Police Training Package Companion Volume

Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to POLAUX003 Participate in community engagement activities.

Links

Companion Volume Implementation Guides can be found on VETNet - -

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

Assessment Requirements for POLAUX020 Contribute to community engagement activities

Modification History

Release 1. This is the first release of this unit of competency in the POL Police Training Package release 7.0.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- displaying communication skills that adhere to cultural protocols for interaction
- engaging with a community activity
- obtaining information and providing advice to individuals and groups
- seeking assistance when necessary
- ensuring verbal and non-verbal communication is accurate and consistent.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- organisational code of conduct
- available services and support agencies
- communication processes including knowledge of the role of community leaders
- organisational response options suitable for identified community needs
- communication techniques and strategies, including non-verbal communication indicators
- community engagement opportunities.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, such as in situations that can affect safety or occur only rarely, assessment can occur in simulated

workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides can be found on VETNet - -

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