



**Australian Government**

# **POLAUX023 Liaise with a culturally specific community**

**Release: 1**

# **POLAUX023 Liaise with a culturally specific community**

## **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 identify significant information and to assist in the implementation of departmental strategies for a culturally specific community.

This unit applies to those working as police liaison officers 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 undertake specific 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.

- |                                                                             |                                                                                                                                                              |
|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1 Identify public safety concerns of a culturally specific community</b> | <b>1.1</b> Consult with community members and organisations to build networks to facilitate liaison between policing and community                           |
|                                                                             | <b>1.2</b> Determine factors that have the potential to negatively influence relations between policing and community to identify potential solutions        |
|                                                                             | <b>1.3</b> Collate information relating to community's public safety concerns for reporting purposes                                                         |
|                                                                             | <b>1.4</b> Report community's public safety concerns to supervisors for review                                                                               |
| <b>2 Advise on cultural factors</b>                                         | <b>2.1</b> Provide advice to organisational stakeholders on cultural protocols for interacting with a culturally specific community to enhance understanding |
|                                                                             | <b>2.2</b> Identify communication strategies to facilitate consultation between a culturally specific community and police stakeholders                      |
|                                                                             | <b>2.3</b> Explain community decision-making practices to organisational stakeholders, including the roles of key individuals, groups and organisations      |
|                                                                             | <b>2.4</b> Identify potential strategies to achieve service objectives while respecting cultural differences                                                 |
| <b>3 Provide public safety advice to a culturally specific community</b>    | <b>3.1</b> Explain public safety strategies to community members and organisations to enhance understanding                                                  |
|                                                                             | <b>3.2</b> Elicit community suggestions and feedback on public safety strategies for reporting and continuous improvement purposes                           |

## 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 POLAUX018 Liaise with a culturally specific community.

## **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 POLAUX023 Liaise with a culturally specific community

## Modification History

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## 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:

- participating in consultations with a culturally specific community
- adjusting communication style to identified audience needs
- facilitating communication between police and a culturally specific community
- using cultural knowledge in interactions with a culturally specific community
- identifying and reporting public safety concerns within a culturally specific community
- completing documentation and reporting processes.

## 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
- characteristics of a culturally specific community
- support agencies and services operating in the community
- effective communication processes, strategies and barriers
- cultural protocols for interacting with a culturally specific community
- reporting processes and requirements
- community service and public safety objectives.

## 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.

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