



Australian Government

Assessment Requirements for POLAUX026

Promote engagement in a policing environment

Release: 1

Assessment Requirements for POLAUX026 Promote engagement in a policing environment

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:

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

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:

- key features of cultural, linguistic and religious diversity within relevant communities and groups
- 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
- effective communication and engagement strategies
- relevant community members and groups
- conflict resolution techniques
- strategies for collaboration and negotiation.

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>