



**Australian Government**

# **POLAUX026 Promote engagement in a policing environment**

**Release: 1**

# **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.

## **Application**

This unit describes the skills and knowledge 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.

## **Pre-requisite Unit**

Not applicable.

## **Competency Field**

Auxiliary

## **Unit Sector**

Not applicable.

## **Elements and Performance Criteria**

### **ELEMENTS**

### **PERFORMANCE CRITERIA**

Elements describe the essential      Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- |                                 |                                                                                                                                     |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>1 Engage target audience</b> | <b>1.1</b> Assess organisational information to identify messages that meet the needs of a community or group                       |
|                                 | <b>1.2</b> Apply engagement techniques to inform target audience                                                                    |
|                                 | <b>1.3</b> Communicate messages in a clear, concise and accurate manner                                                             |
|                                 | <b>1.4</b> Evaluate engagement strategies to determine effective engagement with a specific community or group                      |
| <b>2 Build relationships</b>    | <b>2.1</b> Identify community members and other stakeholders to initiate and facilitate engagement                                  |
|                                 | <b>2.2</b> Develop positive relationships with community members and other stakeholders to improve policing service delivery        |
| <b>3 Develop consensus</b>      | <b>3.1</b> Identify the cultural context and potential conflicts to address perceptions and needs of the community and stakeholders |
|                                 | <b>3.2</b> Support collaboration to negotiate consensus between community and stakeholder groups                                    |

## 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 POLAUX014 Promote engagement in a policing environment.

## 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 POLAUX026 Promote engagement in a policing environment

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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:

- 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.

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