



Australian Government

**POLAUX030 Support police engagement
with members of a culturally specific
community**

Release: 1

POLAUX030 Support police engagement with members of 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 apply cultural knowledge to support police engagement with members of culturally specific communities.

This unit applies to those working as police liaison officers or community police 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, particularly those relating to codes of conduct.

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

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|--|---|
| 1 Build relationships | 1.1 Apply cultural knowledge to facilitate police interaction with the community |
| | 1.2 Undertake engagement activities in accordance with own role and responsibilities |
| 2 Assist communication with a culturally specific community | 2.1 Identify cultural considerations to inform communication strategies with the community |
| | 2.2 Provide advice on cultural considerations which may affect interaction between community and police |
| | 2.3 Adjust communication style to explain information |
| 3 Consult with a culturally specific community | 3.1 Identify issues affecting police relations with the community to improve engagement |
| | 3.2 Communicate police service strategies to a community to facilitate feedback |
| | 3.3 Report community concerns and suggestions from community to supervisors |
| 4 Advise police on culturally specific factors | 4.1 Explain cultural considerations and community decision-making practices to enhance police service strategies |
| | 4.2 Identify communication channels to facilitate engagement between the community and the police organisation |
| | 4.3 Identify roles of key groups and organisations to establish options for interaction with the community |

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 POLAUX002 Assist police with members of 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 POLAUX030 Support police engagement with members of 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:

- consulting with culturally specific communities
- identifying and adjusting communication style to the needs of the audience
- assisting communication between police and a culturally specific community
- using cultural knowledge in interactions with a culturally specific community
- completing police 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:

- characteristics of a culturally specific community
- cultural protocols for interacting with a culturally specific community
- support agencies and services operating in the community
- communication strategies, including non-verbal communication indicators
- police reporting processes and requirements
- relevant jurisdictional policies and procedures
- crime prevention strategies suitable for a culturally specific community
- police service strategies
- organisational code of conduct.

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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