



Australian Government

POLGEN003 Facilitate community engagement for policing purposes

Release: 1

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Modification History

Release	Comments
1	This unit was released in POL Police Training Package release 1.0 and meets the Standards for Training Packages.

Application

This unit describes the skills required to facilitate community engagement, including developing understanding of community specific needs, demonstrating informed practice, and delivering policing services to communities.

This unit applies to those working as a police supervisor with responsibilities to lead the community engagement process.

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 related to codes of ethics and codes of conduct.

Those undertaking this unit would demonstrate strong autonomy, making independent decisions and accessing support from a broad range of services. The individual would be responsible for supervising small teams, providing guidance and assistance, and displaying leadership as part of routine command duties. They would perform routine tasks within familiar and/or unpredictable contexts.

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

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Develop understanding of	1.1 Gather information continuously in order to understand characteristics, complexity and diversity within communities.

communities	1.2 Analyse information to manage communities' needs, expectations, and perceptions. 1.3 Assess capacity and capability of policing to meet community needs and expectations.
2. Demonstrate informed practice to lead community engagement	2.1 Use gathered information to develop tailored policing services. 2.2 Communicate diversity issues and expectations to teams. 2.3 Disseminate information to external stakeholders to facilitate the understanding of diversity within communities. 2.4 Provide support and advice to teams to facilitate community engagement.
3. Engage continuously with community	3.1 Identify jurisdictional objectives to guide approach to community engagement. 3.2 Ensure participation in formal/informal public events to build community confidence and trust. 3.3 Seek out community members to develop networks. 3.4 Liaise with community members to build relationships. 3.5 Conduct risk assessment of community engagement activities to ensure equity of activities across different communities. 3.6 Consult with community members to ensure effective policing service delivery. 3.7 Inform community members of policing matters to reassure communities and build confidence and trust.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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

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Assessment Requirements for POLGEN003 Facilitate community engagement for policing purposes

Modification History

Release	Comments
1	These Assessment Requirements were released in POL Police Training Package release 1.0 and meet the Standards for Training Packages.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- collecting information to develop an understanding of community characteristics
- assessing capacity and capability of policing to meet community needs, expectations and requirements
- demonstrating informed practice through the delivery of tailored policing services
- leading and supervising team members' engagement with community
- communicating information regarding community engagement to internal and external stakeholders
- identifying and evaluating jurisdictional strategic objectives related to community engagement
- developing relationships with community members to facilitate consultation and collaboration
- translating jurisdictional policies and priorities to community members to facilitate understanding

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- jurisdictional strategic objectives regarding community engagement
- roles and responsibilities of internal and external stakeholders
- crime prevention methodologies
- political awareness of the environment in which policing services are delivered
- awareness of the local policing area
- understanding of the complexities and intricacies of, and interface with, diverse communities

- empathy and understanding of civil environments
- cultural diversity and sensitivities
- vulnerable groups

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

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