



Australian Government

POLGEN020 Communicate within a policing environment

Release: 1

POLGEN020 Communicate within a policing environment

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 communicate effectively in a policing environment, including engaging with audiences, demonstrating relationship building skills, building consensus among stakeholders, using communication options, and using communication equipment. This unit describes the importance of effective communication within policing to ensure public safety, confidence, law and order.

This unit applies to those working within a policing environment.

The skills and knowledge described in this unit must be applied within the current legislative, regulatory and policy environment for policing. Organisational policies and procedures must be consulted and adhered to, particularly those related to codes of ethics and conduct, and anti-discrimination.

Those undertaking this unit generally work independently under mostly indirect supervision. They would perform complex tasks and be required to evaluate and access support from established sources and would show adaptability across a broad range of contexts familiar and/or unpredictable.

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. Engage target audience	1.1 Assess information to identify key messages that meet the needs of a target audience.

	1.2 Protect the security of information with reference to the risk impact. 1.3 Apply communication techniques to inform a specific target audience.
2. Communicate with influence	2.1 Evaluate communication options to determine option best suited to a specific community. 2.2 Develop communication options taking into account transparency principles and reputational risk.
3. Build relationships with key stakeholders	3.1 Identify key stakeholders to initiate and facilitate engagement. 3.2 Initiate relationships with stakeholders to improve policing service delivery.
4. Demonstrate stakeholder management	4.1 Identify potential conflicts, taking into account stakeholder needs and perceptions. 4.2 Support conflict resolution using conflict handling skills. 4.3 Mediate disputes using negotiation skills. 4.4 Support consensus using liaison skills.

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 NA				

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 POLGEN020 Communicate within a policing environment

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.

- providing advice regarding support services available to individuals and communities
- building positive relationships with members of communities
- identifying cultural diversity issues and challenges to contribute to solutions
- identifying the needs and expectations of communities
- demonstrating situational awareness
- engaging and capitalising on formal and informal community engagement activities
- maintaining stakeholder relationships through resolution of conflict, negotiation and liaison

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.

- awareness of cultural, linguistic and religious diversity
- current Commonwealth, state or territory legislation pertaining to discrimination
- external support agencies, their powers and services
- jurisdictional codes of ethics and codes of conduct

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.

Consideration must be given to holistic assessment for this unit. Refer to advice in the companion volumes.

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

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