



Australian Government

POLGEN024 Deliver policing services

Release: 1

POLGEN024 Deliver policing services

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 deliver policing services, including engaging with individuals and communities, and providing policing services.

This unit applies to those working in a policing environment, typically in a general duties role.

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 codes of ethics and conduct, human rights and anti-discrimination.

Those undertaking this unit would primarily work independently or under limited supervision, while performing complex tasks in a broad range of contexts. They would be required to apply decision making and problem solving skills to interpret behaviours and develop solutions.

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. Work with individuals/communities	1.1 Identify individual/community profiles and points of diversity to inform policing services. 1.2 Assess individual/community needs to prioritise policing services. 1.3 Evaluate service delivery options in line with service delivery

	standards of agency and jurisdictions. 1.4 Identify police service options in support of individuals and community needs. 1.5 Allocate resources to meet the needs of specific individuals/communities. 1.6 Communicate operational status and matters to individuals/communities. 1.7 Respond to feedback from individuals/communities to continually improve policing service delivery. 1.8 Identify special support services available from external stakeholders for referral purposes.
2. Engage with individuals with special needs	2.1 Assess special needs to inform policing services. 2.2 Identify support options for actioning or referral purposes. 2.3 Provide police services in an ethical manner.
3. Provide policing services	3.1 Plan engagement activities, taking into account environment and resourcing factors. 3.2 Assess individual/community engagement continually to identify changing needs, constraints and policing service requirements. 3.3 Demonstrate problem-solving/decision making skills when providing policing services.

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 POLGEN024 Deliver policing services

Modification History

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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.

- identifying and recognising the needs and expectations of individuals and communities
- identifying cultural diversity issues and challenges to contribute to solutions
- engaging with, actively listening to and responding to individuals and communities
- providing advice regarding support services available to individuals and communities
- developing, conducting and contributing to crime prevention and reduction activities

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.

- duty of care
- codes of conduct
- codes of ethics
- human rights acts and legislation
- anti-discrimination legislation
- cultural, linguistic and religious diversity
- freedom of information and privacy issues
- capabilities, powers and authorities of services external to policing

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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