



Australian Government

POLGEN028 Facilitate community and stakeholder engagement for policing purposes

Release: 1

POLGEN028 Facilitate community and stakeholder engagement for policing purposes

Modification History

Release 1. This is the first release of this unit of competency in the POL Police Training Package.

Application

This unit describes the skills required to facilitate community and stakeholder 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 and stakeholder 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.

Pre-requisite Unit

Not applicable.

Competency Field

General

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.

1 Develop understanding of communities and stakeholders

- 1.1** Gather information continuously in order to understand characteristics, complexity and diversity within communities and stakeholders
- 1.2** Analyse information to identify and manage communities' and stakeholders' needs, expectations and perceptions
- 1.3** Assess capacity and capability of policing to meet communities' and stakeholders' needs and expectations
- 1.4** Assess capacity and capability of communities and stakeholders to support police outcomes

2 Demonstrate informed practice to lead community and stakeholder engagement

- 2.1** Use gathered information to develop tailored policing services
- 2.2** Communicate diversity issues and expectations to teams and communities and stakeholders
- 2.3** Disseminate information to teams and communities and stakeholders to support policing strategies
- 2.4** Provide support and advice to teams to facilitate stakeholder engagement

3 Engage continuously with community and stakeholders

- 3.1** Identify jurisdictional objectives to guide approach to community and stakeholder engagement
- 3.2** Ensure participation in formal/informal public events to build community and stakeholder confidence and trust
- 3.3** Seek out community and stakeholder members to develop networks
- 3.4** Collaborate with communities and stakeholders to enhance police outcomes through partnerships
- 3.5** Empower communities and stakeholders to be involved in developing solutions

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 POL Police Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces but is not equivalent to POLGEN003 Facilitate community engagement for policing purposes

Links

Companion Volume Implementation Guides are found in VETNet -

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

Assessment Requirements for POLGEN028 Facilitate community and stakeholder engagement for policing purposes

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:

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

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:

- awareness of the local policing area
- crime prevention methodologies
- cultural diversity and sensitivities
- empathy and understanding of civil environments
- jurisdictional strategic objectives regarding community engagement
- political awareness of the environment in which policing services are delivered
- roles and responsibilities of communities and stakeholders
- understanding of the complexities and intricacies of, and interface with, diverse communities and stakeholders
- vulnerable groups.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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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 or, where this is not available, in simulated workplace operational situations that replicate 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
- acceptable means of simulated assessment.

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