



Australian Government

POLGEN033 Deliver policing services

Release: 1

POLGEN033 Deliver policing services

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 deliver policing services, including engaging with individuals and communities, building relationships with communities, applying communication techniques and engaging with individuals with specific needs.

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.

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.

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|---|--|
| 1 Engage with the community | 1.1 Identify dimensions of diversity which may impact on policing response |
| | 1.2 Demonstrate understanding of community members to inform policing response |
| | 1.3 Identify police service options in support of individuals and community needs |
| | 1.4 Identify special support services for referral purposes |
| | 1.5 Provide policing services to support individuals with specific needs |
| 2 Build relationships with communities | 2.1 Identify key stakeholders to initiate engagement |
| | 2.2 Develop relationships with individuals to improve policing services |
| | 2.3 Create networks within communities to build community confidence |
| 3 Apply communication techniques | 3.1 Use communication techniques appropriate to incident |
| | 3.2 Support conflict resolution using conflict handling skills |
| | 3.3 Use de-escalation techniques in the delivery of policing services |
| | 3.4 Negotiate with individuals to mediate disputes |

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 POLGEN024 Deliver policing services

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 POLGEN033 Deliver policing services

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:

- building positive relationships with members of communities
- engaging in formal and informal community engagement activities
- engaging with, actively listening and responding to, individuals and communities
- identifying and recognising the needs and expectations of individuals and communities
- identifying cultural diversity issues and challenges to contribute to solutions
- protecting information security
- providing advice regarding support services available to individuals and communities.

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:

- anti-discrimination legislation
- capabilities, powers and authorities of services external to policing
- Commonwealth, state or territory legislation pertaining to discrimination
- dimensions of diversity both across and within communities
- duty of care
- human rights legislation
- impact of implicit bias on interactions with members of diverse communities
- jurisdictional codes of ethics and codes of conduct
- privacy issues.

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.

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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