



Australian Government

POLGEN033 Deliver policing services

Release: 1

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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>