



Australian Government

POLGEN036 Work collaboratively in a team environment

Release: 1

POLGEN036 Work collaboratively in a team environment

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 for working collaboratively in team environments in order to achieve organisational objectives. It includes contributing to performance and capability within policing teams, including participating in team activities, exchanging knowledge and skills, and providing support to fellow team members.

This unit applies to those working as police staff as part of the routine team collaboration that occurs in the policing environment.

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 human resource practices.

Those undertaking this unit would be expected to both contribute to and work within a team. They would be required to communicate and transmit knowledge and skills to other team members. They would demonstrate ethical and professional policing qualities, and show adaptability while performing complex tasks across a broad range of 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

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|--|---|
| 1 Contribute to team activities | 1.1 Recognise roles and responsibilities of team members to encourage collaboration

1.2 Develop collective understanding of team objectives

1.3 Identify quality and standard of activities required to meet team objectives

1.4 Identify timeframes for completion of activities to ensure relevance and timeliness

1.5 Complete activities in collaboration with team members while adapting to changing circumstances |
| 2 Share knowledge and information | 2.1 Communicate information to team members to achieve team objectives

2.2 Contribute knowledge and skills to the team to support the completion of team activities within designated timeframes

2.3 Seek information and feedback from team members to support own contributions and personal development |
| 3 Give and receive support to and from team members | 3.1 Provide feedback and assistance to team members to support and achieve team objectives

3.2 Seek views and opinions of team members to develop common understandings

3.3 Mediate competing interests and views of team members to maintain a collaborative team environment |

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 and is equivalent to POLGEN017 Work collaboratively in a team environment.

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 POLGEN036 Work collaboratively in a team environment

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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 includes:

- adapting to changing circumstances and requirements
- adhering to jurisdictional policies and procedures
- communicating with team members in a professional manner
- completing team activities in accordance with organisational standards and within timeframes
- demonstrating mediation skills in a team environment
- identifying team aims, objectives, roles and responsibilities
- providing assistance, suggestions and feedback to team members
- transmitting knowledge and skills to others.

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:

- communication techniques
- constructive feedback techniques
- interaction and implications of non-colocated and virtual teams
- jurisdictional policies and procedures related to human resources and communication processes
- mediation techniques
- roles and responsibilities of team members
- support services
- work health and safety (WHS) requirements.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

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Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of 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. Where this is not appropriate, such as in situations that can affect safety or occur only rarely, assessment can occur in simulated workplace operational situations that reflect 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.

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