



Australian Government

Department of Education, Employment and Workplace Relations

PUAPOL013B Create, maintain and enhance productive working relationships

Release: 1

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Modification History

Unit Descriptor

This unit covers the competency to develop and maintain positive relationships in external and internal environments so that the work teams/groups can achieve planned outcomes that reflect community needs.

Application of the Unit

The application of this unit in the workplace - the environments, complexities and situations involved - will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

This text will be useful for the purposes of job descriptions, recruitment advice or job analysis; where possible, it will not be too job specific to allow other industries to import it into other Training Packages, where feasible.

Licensing/Regulatory Information

Pre-Requisites

Nil

Employability Skills Information

The required outcomes described in this Unit of Competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this Unit of Competency is packaged, will assist in identifying Employability Skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Convey and receive information and ideas	1.1 Communication techniques appropriate to the audience are used to present and express ideas to individuals and groups 1.2 Communication/interaction is sensitive to social and cultural diversity and in accordance with organisational guidelines 1.3 Client requirements are identified within the work teams/groups plans and negotiated to achieve mutually agreed outcomes to the community clients' satisfaction 1.4 Input from others is sought and valued in developing new ideas
2 Develop trust and confidence	2.1 Regular consultation is undertaken with a range of internal and external clients 2.2 Interpersonal styles and methods are adjusted/adapted to the social and cultural environment 2.3 Issues raised through consultations are dealt with and resolved promptly or referred to the appropriate personnel for resolution 2.4 The outcomes of consultation are made known promptly to stakeholders
3 Interact with others with professional integrity	3.1 Dealings with others are conducted with professional integrity and consistent with the code of ethics 3.2 Difficult situations are resolved to achieve outcomes which are acceptable to the participants and the organisation 3.3 Interactions reflect respect, compassion and recognise diversity

4 Build and maintain effective networks

- 4.1 Contact with a comprehensive range of service agencies is established according to community or organisational protocol and practice
- 4.2 Effective working relationships are established with key people in relevant agencies and services
- 4.3 Other agency principles, objectives and guidelines are identified and analysed for common and complementary purpose
- 4.4 **Support** and referral requirements of other agencies are identified, recorded and consulted
- 4.5 Concerns held by other agencies are anticipated
- 4.6 confirmed and addressed positively, honestly and respectfully

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

communicating and negotiating with colleagues, supervisors and subordinates
overtly displaying professionalism in all day to day work activities
counselling and mentoring colleagues
motivating, leading and directing individuals/teams
responding to the concerns of individuals and work teams
formal and informal monitoring of work performance
networking

Required Knowledge

jurisdictional laws
policies and procedures and in particular those related to work practices
rostering and workplace agreements and disciplinary procedures
organisational policy and procedures covering operational safety issues/practices
professionalism as expressed through an organisation's 'Codes of Ethics/Codes of Practice'
general and/or specialised policing tasks as appropriate to area of supervision
the organisation's corporate goals, plans and strategies
strategies to motivate and promote working relationships
work performance review processes and mechanisms
principles of networking
mentoring/coaching/developing others
goal setting
recognising individual differences

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit

It is essential for this unit that competence be demonstrated in the ability to develop effective and sound internal and external relationships which facilitate the achievement of planned outcomes

Consistency in performance

Evidence of competence must be assessed over time in a range of workplace or simulated situations

Context of and specific resources for assessment**Context of assessment**

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments

Specific resources for assessment

No special requirements

Guidance information for assessment

Information that will assist or guide assessment will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

Range Statement

RANGE STATEMENT

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording in the Performance Criteria is detailed below.

Information and ideas may be derived from

departmental information
computer information systems
internal and external intelligence
community information
community groups
local/national/international media
other organisations
colleagues
team members, self, other policing personnel
provision of intelligence regarding local activities
passing on of information/feedback on community response to team's presence/actions
suggestions for new ways to tackle local issues
offers to establish new community policing ventures
requests for specialised assistance

Clients may include

internal (colleagues, supervisors, other police personnel) or external (government/non-government agencies, local community services including ethnic communities and groups, businesses, individuals)

Interpersonal styles and methods relate to the manner in which

the verbal and non-verbal communication processes are undertaken and reflect the officer's concepts of social/cultural equity and professionalism

Support may include

personal assistance
advice
brokering of new contacts
mentoring
referrals, etc

Codes of ethics refer to

the organisation's established gazetted or implied guidelines for professional policing practice

Networks may be internal or external to the organisation and/or the workplace and could include linkages with

internal departments/sections
community grouped/individuals
local businesses
local disadvantaged support groups

Difficult situations may include

formal and informal complaints situations
requiring mediation

Unit Sector(s)