



Australian Government

Department of Education, Employment and Workplace Relations

PUAPOLNG004A Use communication, counselling and de-escalation techniques

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit is a Police specialist unit of competency.

Police specialist units of competency and qualifications are not included in this document; Police specialist units of competency and qualifications are confidential and should not be accessible in the public domain. Public access to these units of competency and qualifications has the potential to compromise Police operations and security as well as place members of the public and Police Officers at risk. These units are contained in a separate document and are only available to persons authorised by the Australia New Zealand Policing Advisory Agency (ANZPAA) – via website contact www.anzpaa.org.au <http://www.anzpaa.org>

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Not applicable.

Required Skills and Knowledge

Not applicable.

Evidence Guide

Not applicable.

Range Statement

Not applicable.

Unit Sector(s)

Not applicable.

Custom Content Section

Not applicable.