

Police Competency Training

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Organisation: Federal Ministry of the Interior

Country: Austria

Level of government: Central government

Sector: Defence, Education

Type: Human Resources, Methods, Public Service

Launched in: 2014

Link to the innovation's website

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Description

EIPA wrote in their Summary Notes:

The development of a Competence Profile for policemen, bearing in mind human rights protection, is very innovative. The project aims at including human rights issues in the training of the police force. It defines a set of competences related to human rights protection and establishes a training program for transmitting the competences. The project is a good example for improving the quality of an essential public service.

[https://www.oeffentlicherdienst.gv.at/verwaltungsinnovation/](https://www.oeffentlicherdienst.gv.at/verwaltungsinnovation/wettbewerbe/oesterreichischer_verwaltungspreis/verwaltungspreis_2016_final.html)

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<http://www.epsa2015.eu/> (EIPA)

Why the innovation was developed

- The Austrian Ministry of the Interior considers the Austrian police force as an organization that protects human rights.
 - This means that human rights serve as a base for police work. In order to already embed this understanding in the basic police training, the project , “Police Competence Training” was initiated among others in July 2014.
 - Competence research is considered the focus of this project. As a part of qualification, the term ,”competence” clearly places the requirements, for police intervention as a priority. Moreover, the term seems suited to describe the issues of coping with complex, dynamic and especially unforeseeable situations.
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Objectives

Develop staff capacity, Enhance public trust, Improve effectiveness

Main beneficiaries

Civil Society, Ethnic or racial minorities, General population, Government staff, High-risk populations, Low-income groups

Results

Efficiency

Effectiveness

Service quality

Accessibility:

- The competence training facilitates the public’s accessibility to the police officer.

Responsiveness:

- The competence training provides responsiveness through three main aspects: Police situational training, feedback from the trainer and the other students, and by the feedback from the students who learn effective ways of professional police work.

Reliability:

- The police training will be reevaluated every year.

Development

Design

n/a

Testing

- A concept team that consists of teachers from the police schools in Austria formed a curriculum. The base of the curriculum was the Competence Profile for a police officer. The curriculum includes for teachers trainings maps, training films, learning portfolios and case studies.
 - The teachers are trained in competence training and since January 2016 in the Police Academies in Vienna and Graz an initial trial began. In December 2016 the competence training will begin in all police schools in Austria.Implementation
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Partnerships

Queraum (cultural and social research), NGO's

Academics and Research Bodies, Civil Society

n/a

Lessons Learned

Conditions for success

- Before designing the profile it is necessary to ask the public as well as police officers which competences a police officer needs. In this way it is possible to create a representative profile for police officers.
- When you design a training program it's necessary to have a target and the target of the police training is the competence profile for police officers.
- A mile stone in creating the project was the working group, whose members have practical experience with policing.
- Further mile stones will include testing, trainer education and ongoing evaluation of the entire program.
- This project demonstrates that it can be successful even when there are limited funds available.

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