

40701**Manage a coordination centre in a CDEM context**

Kaupae Level	6
Whiwhinga Credit	10
Whāinga Purpose	<p>This skill standard is for people actively involved in CDEM with existing leadership experience who require preparation for response leadership roles, such as response manager, controller, or recovery manager at the local, regional, or national level.</p> <p>People credited with this skill standard are able to: critically evaluate self-management and leadership in CDEM response, plan key actions to lead a high functioning coordination centre; and lead the achievement of critical outcomes in response environments.</p> <p>This skill standard can be used for assessment within programmes across the Emergency Management sector.</p>
Whakaakoranga me mātua oti Pre-requisites	Skill standard 40712, <i>Engage with iwi Māori across the CDEM sector</i> or equivalent knowledge and skill.

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Critically evaluate self-management and leadership in CDEM response.	a. Describe own strengths and limitations in managing high-pressure emergencies.
	b. Critically evaluate how emotional responses affect decision-making, team dynamics, and leadership effectiveness.
	c. Critically reflect on personal self-management strategies for effective leadership and resilience in emergency contexts.
2. Plan key actions to lead a high functioning coordination centre.	a. Outline key responsibilities of a leader across the phases of a response.
	b. Identify planning tools relevant to coordination centre activities.
	c. Plan key actions and strategies to set the culture of a coordination centre.

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
3. Lead the achievement of critical outcomes in CDEM response environments.	a. Lead the implementation of a plan to achieve specific response objectives.
	b. Define and implement an operational culture within a coordination centre.
	c. Respond to evolving situations and obstacles.
	d. Conduct a critical evaluation of the response plan's success.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

- Assessment may occur in simulated conditions.
- A critical part of leading response in Aotearoa New Zealand is knowledge of and commitment to working with iwi Māori. Assessment of this skill standard must be underpinned by leadership principles and practices reflective of Te Tiriti o Waitangi, to ensure that the indigenous status of Tangata Whenua and the role of Tangata Tiriti are understood.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Understanding Self in Emergency Response.

- Self-awareness techniques: personal emotional responses, reflective practice, stress management, adaptability, psychological resilience.
- Personal performance evaluation: self-reflection, identifying bias, problems-solving techniques.
- Crisis management: creating order in chaos.

Managing teams in high-pressure environments.

- Team dynamics in emergency response: understanding group behaviour, conflict management.
- Leadership strategies: delegation, task prioritisation.
- Team morale: creating fast trust, challenging conversations, approachability, giving and receiving feedback.
- Planning tools.

Operational culture.

- Operational standards for performance.
- Safety and teamwork within the coordination centre.

- Tikanga as part of ensuring the wellbeing, safety and spiritual aspects of kaimahi: karakaia and waiata.
- Daily review meetings that enable an effective work environment.
- Leadership challenges and strategies to manage people within the coordination centre.
- Feedback mechanisms to improve operational culture.

Achieving critical outcomes in responses.

- Outcome-driven leadership: definition and communications of goals.
- Coordination with external agencies.
- Post-incident evaluation: techniques for reviewing response efforts, lessons identified, and proposing strategies for improvement.

Rauemi | Resources

Where the resources have been updated, please refer to the latest version.

- New Zealand Government. (2019). Coordinated Incident Management System (CIMS) (3rd ed.). <https://www.civildefence.govt.nz/resources/coordinated-incident-management-system-cims-third-edition>.

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council.
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Community and Social Services > Civil Defence Emergency Management > Civil Defence Emergency Management Response
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0223

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	24 July 2025	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2030		

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council at qualifications@toitutewaiora.nz to suggest changes to the content of this skill standard.