

41043**Dispatch resources to incidents from an emergency communications centre**

Kaupae Level	3
Whiwhinga Credit	10
Whāinga Purpose	<p>This standard is for emergency communications centre personnel who dispatch resources in response to emergency service calls.</p> <p>People credited with this standard are able to allocate resources to emergencies, dispatch resources to emergencies using emergency communications equipment, and dispatch additional resources for an escalating incident.</p> <p>This skill standard aligns with the New Zealand Certificate in Emergency Communications Centres (Level 3) with optional strand in Dispatch [Ref: 3020].</p>

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

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Allocate resources to emergencies.	a. Identify the emergency type and available resources.
	b. Match allocated resources to the needs of an emergency.
	c. Identify and notify other agencies as required.
2. Dispatch resources to emergencies using communications equipment.	a. Select radio channels appropriate to dispatch requirements.
	b. Use radio terminology and procedures to promptly transmit and receive messages for dispatch.
	c. Make dispatch broadcasts and record messages promptly and accurately.
	d. Communicate and record relevant information to support operational personnel.
	e. Identify radio network faults and notify designated personnel.

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
3. Dispatch additional resources for an escalating incident.	a. Identify an escalating incident and additional resources requirements.
	b. Search the database for available resources.
	c. Dispatch additional resources to an escalating incident.
	d. Advise units in attendance at an incident of dispatched additional resources and their estimated time of arrival.
	e. Notify supervisor of dispatched additional resources.

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

Assessment specifications:

- Assessment must be in accordance with organisational requirements and standard operating procedures (SOP).
- Assessment against this standard may take place under real or simulated conditions.
- Assessment of learning outcomes 2 and 3 must follow emergency dispatch required procedures prior to incident closure.

Definitions:

- *Emergency* refers to a time critical situation where life and/or property are at risk.
- *Emergency Communications Centre* refers to a communications centre that acts as a first point of contact between the public and emergency services.
- *Emergency services* refer to New Zealand Police, Fire and Emergency New Zealand, and ambulance services (Hato Hone St John and Wellington Free Ambulance).

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Radio operations

- Basic radio operations.
- Radio procedures and terminology: radio codes, call signs, and abbreviations.
- Troubleshooting basic issues with radio: fault with device, fault with system.
- Dispatching resources.
- Emergency types and resources requirements.

- Agencies: Police, Fire, Ambulance, Civil Defence and Emergency Management, District Health Boards, territorial and local authorities, New Zealand Defence Force, Waka Kotahi New Zealand Transport Authority, Coastguard, Rescue Coordination Centre, search extrication teams, chemical biological nuclear response teams, specialist squad.
- Standard operating procedures for notifying other agencies of incidents: type of incident and agencies required; requirements for incidents and notification requirements, procedures for notification (page, CAD).
- Dispatch procedures including those required prior to closing incident.
- Dispatch announcements: clarity of language, conciseness, calmness, speed.
- Dispatching additional resources for escalating incidents.
- Resource requirements for escalating incidents.
- Procedures for dispatching additional resources.
- Communication requirements for dispatching additional resources.

Rauemi | Resources

Where resources have been updated, please refer to the latest versions:

- Civil Defence Emergency Management Act 2002.
<https://www.legislation.govt.nz/act/public/2002/0033/51.0/DLM149789.html>.
- Fire and Emergency New Zealand Act 2017.
<https://www.legislation.govt.nz/act/public/2017/0017/latest/whole.html>.
- Health and Disability Services (Safety) Act 2001.
<https://www.legislation.govt.nz/act/public/2001/0093/latest/DLM119975.html>.
- Health and Safety at Work Act 2015.
<https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html>.
- Maritime Transport Act 1994.
<https://www.legislation.govt.nz/act/public/1994/0104/latest/DLM334660.html>.
- Policing Act 2008. <https://www.legislation.govt.nz/act/public/2008/0072/latest/DLM1102125.html>.
- Privacy Act 2020. <https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html>.
- Radiocommunications Act 1989.
<https://www.legislation.govt.nz/act/public/1989/0148/latest/DLM195576.html>.

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 > Community and Workplace Fire and Emergency Management > Emergency Communications
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0024

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	18 December 2025	NA
Kōrero whakakapinga Replacement information	This skill standard replaced unit standards 18511, 29619 and 29621.		
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.