

41045 Operate emergency communications centre technology

Kaupae Level	3
Whiwhinga Credit	10
Whāinga Purpose	<p>This standard is for emergency communications centre personnel who respond to emergency calls.</p> <p>People credited with this standard will be able to operate a computer aided dispatch (CAD) system at an emergency communications centre, use emergency communication centre communications equipment, and read and interpret maps to support emergency communications centre operations.</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. Operate a CAD system at an emergency communications centre.	a. Record incident information and additional information specific to the incident.
	b. Prioritise and respond to alerts and notifications.
2. Use emergency communication centre communications equipment.	a. Use emergency communications centre equipment and software to meet incident requirements.
	b. Outline back up procedures for failure of emergency communications centre equipment.
	c. Outline escalation processes for technical faults with equipment.
3. Read and interpret maps to support emergency communications centre operations.	a. Use mapping software and tools to verify and accurately record the location of an incident.
	b. Provide directional information to operational teams.

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.

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

- Functions of an emergency communications centre CAD system.
- Emergency communications call system functions: incoming calls, outgoing calls, conference calls, holding calls, muting calls, transferring calls, phone queues, operators, clerical time.
- Auxiliary emergency communications equipment: mobile phones, intranet, internet, SMS (short messaging service), video calls, email, satellite phone, VOIP phones, teletype (TTY), 111 txt.
- Emergency communications centre equipment testing procedures and frequency, and back up procedures.
- Accessing and logging mapping systems.
- Features on maps, calculating grid references, fixing accurate locations.
- Software and tools for location verification.

Rauemi | Resources

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

- 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>.
- Policing Act 2008. <https://www.legislation.govt.nz/act/public/2008/0072/latest/DLM1102125.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 29616, 29617 and 29618.		
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.