

41047 Manage own wellbeing and contribute effectively within an emergency communications call centre team

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 are able to manage own health and wellbeing working within an emergency communications call centre team and contribute effectively to operations within an emergency communications call centre team.</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. Manage own health and wellbeing working within an emergency communications call centre team.	a. Demonstrate correct ergonomic use of workstation equipment.
	b. Identify strategies for managing shiftwork.
	c. Maintain professionalism and self-regulation when dealing with emotionally distressing or abusive calls.
	d. Reflect on own signs or symptoms of stress and develop an action plan to manage own wellbeing.
	e. Apply own action plan and evaluate impact on sustaining personal wellbeing in a high-pressure environment.

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
2. Contribute effectively to operations within an emergency communications call centre team.	a. Carry out assigned tasks within an emergency communications call centre team.
	b. Contribute to a supportive team culture.
	c. Respond to feedback from supervisors or senior staff.
	d. Reflect on own contribution to the team and identify actions for improvement.

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

Personal wellbeing

- Personal safety risks associated with working in an emergency communications environment: stress, fatigue, verbal abuse, and extended screen time.
- Holistic health models: Te Whare Tapa Wha and Fonofale.
- Homeostasis and the stress response: fight or flight.
- Signs and symptoms of stress: mental, emotional or physical signs of declining wellbeing.
- Recognising personal warning sign of stress and taking proactive steps.
- Strategies for managing shiftwork and fatigue: meal breaks, hydration, and rest periods. Sleep patterns.
- Time management strategies.
- Safe workstation setup.
- Self-care practices and sustaining personal wellbeing in a high-pressure environment.

- Procedures and practices that support staff wellbeing: debriefing protocols and escalation pathways.

Working within emergency communications team

- Role and responsibilities within the communications centre team.
- Supportive team culture: managing breaks, supporting team members with difficult calls, handovers.
- Team briefings, debriefings, handovers and updates.
- Support networks: EAP, internal support networks, peer support, external services e.g. 1737.
- Professional development and responding to feedback.

Rauemi | Resources

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

- 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>.
- Worksafe. (2021). Shift work advice for workers. <https://www.worksafe.govt.nz/topic-and-industry/fatigue/shift-work-advice-for-workers/>.

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	NA		
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.