

Field Community and Social Services

Review of *Emergency Communications* unit standards

Subfield	Domain	ID
Community and Workplace Fire and Emergency Management	Emergency Communications	18510, 18511, 29614-29621

The Skills Organisation has completed the review of the unit standards listed above.

Date new versions published February 2021

Planned review date December 2025

Summary

The emergency communications unit standards were reviewed as per their mandatory review.

The Working Group for Emergency Communications Centres met online to review the standards. Stakeholders included the Police, Fire and Emergency New Zealand and St. John Ambulance.

The Working Group reviewed the unit standards and endorsed them as still meeting the sector requirements. Changes were made to the Guidance Information section to update organisation names, legislation, some outcomes, performance criteria and the range statements to make them current to industry requirements.

Main changes

- The title of unit standard 29620 was amended for clarity.
- The name of Fire and Emergency New Zealand was updated on all unit standards.
- The reference for the new Act, Fire and Emergency New Zealand Act 2017 and the Privacy Act 2020, were updated.
- Any obsolete Acts were deleted.
- Outcomes and performance criteria were rewritten in the active voice.

The last date for assessment of superseded versions of Category B unit standards is December 2022

Detailed list of unit standards – classification, title, level, and credits

All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new ID
D	Standard will expire and not be replaced

Community and Social Services > Community and Workplace Fire and Emergency Management > Emergency Communications

ID	Title	Level	Credit	Review Category
18510	Process emergency services calls at an emergency centre	3	8	B
18511	Dispatch resources from an emergency communications centre in response to emergency service calls	3	5	B
29614	Demonstrate knowledge of the New Zealand 111 system processes and procedures	3	6	B
29615	Obtain and prepare information to support operations from an emergency communications centre	3	2	B
29616	Use emergency communications centre communications equipment	3	4	B
29617	Read and interpret maps to support operations from an emergency communication centres	3	2	B
29618	Operate a computer aided dispatch system at an emergency communications centre	3	7	B
29619	Operate radio networks in an emergency communications centre	3	2	B
29620	Assess and communicate threats to safety at incidents from an emergency communications centre Assess and communicate potential threats to safety at incidents from an emergency communications centre	3	5	B
29621	Provide additional resources for an escalating incident from an emergency communications centre	4	4	B