

<b>Title</b>	<b>Process emergency service calls at an emergency communications centre</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>8</b>

<b>Purpose</b>	<p>This unit standard covers the processing of emergency calls at an emergency communications centre.</p> <p>People credited with this unit standard are able to: receive emergency calls at an emergency communications centre; manage emergency calls; enter details of emergency calls into recording system; and carry out emergency call follow-up procedures.</p>
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<b>Classification</b>	Community and Workplace Fire and Emergency Management > Emergency Communications
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Assessment against this unit standard may take place under real or simulated practical conditions.
- 2 References  
 Civil Defence Emergency Management Act 2002;  
 Fire and Emergency New Zealand Act 2017;  
 Maritime Transport Act 1994;  
 Policing Act 2008;  
 Privacy Act 2020;  
 Radiocommunications Act 1989;  
 Health and Safety at Work Act 2015;  
 And any subsequent amendment to these references.
- 3 Definitions  
*Emergency* – a time critical situation where life and/or property are at risk.  
*Emergency Communications Centre* – a communications centre that acts as a first point of contact between the public and emergency services.  
*Emergency services* – refers to New Zealand Police, Fire and Emergency New Zealand, and ambulance services (St John and Wellington Free Ambulance).  
*Organisational requirements* refer to strategies, policies, procedures, and requirements of the candidate’s emergency response service which are relevant to this standard that reflect best practice and current legislation.

- 4 *Other agencies* may include but are not limited to – 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 squads.
- 5 All activities and evidence presented in this unit standard must be in accordance with organisational requirements.
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## Outcomes and performance criteria

### Outcome 1

Receive emergency calls at an emergency communications centre.

#### Performance criteria

1.1 Answer emergency calls.

Range greeting requirements may include but are not limited to – standard answer message, timeliness, tone and modulation of voice, calmness.

1.2 Use active listening skills to establish details of the emergency.

Range includes but is not limited to – full attention, open questions and prompts, clarifying, summarising, maintaining contact with caller.

1.3 Establish the details of the location of the emergency.

Range may include but is not limited to – street number, rapid number, street, suburb, town, city/location, level or floor of building, nearest intersection, common place name, landmark, marine chart, latitude and longitude, GPS reference.

1.4 Establish the nature of the emergency.

1.5 Close the calls.

Range closure may include but is not limited to – confirmation of response to be made, reassurance, pre-arrival instructions.

### Outcome 2

Manage emergency calls.

**Performance criteria**

2.1 Identify the caller behaviour and potential communication difficulties.

Range caller behaviour – level of distress, angry, timid, aggressive, passive, scared, controlled, age, impact of alcohol and/or drugs, speech impediments, injury and illness, English as a second language;  
evidence of three situations is required, each exhibiting one different caller behaviour.

2.2 Manage caller behaviour by using communication skills.

Range may include but is not limited to – maintaining calm tone of voice, requesting specific information, using closed questions, giving instructions, giving information, maintaining control, reassurance.

**Outcome 3**

Enter details of emergency calls into recording system.

**Performance criteria**

3.1 Enter the location of the emergency into the recording system and verify the location.

Range verification may include but is not limited to – use of mapping system, charts, caller line identification, local knowledge.

3.2 Enter the details of the emergency into recording system.

3.3 Pass the details of emergency to dispatch system, and to other agencies where appropriate.

**Outcome 4**

Carry out emergency call follow-up procedures.

**Performance criteria**

4.1 Process follow-up procedures accurately using communication equipment and/or technology.

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<b>Planned review date</b>	31 December 2025
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	23 October 2001	31 December 2011
Review	2	26 July 2005	31 December 2012
Review	3	9 December 2010	31 December 2017
Review	4	16 February 2017	31 December 2022
Review	5	25 February 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0003
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact The Skills Organisation [reviewcomments@skills.org.nz](mailto:reviewcomments@skills.org.nz) if you wish to suggest changes to the content of this unit standard.