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| <b>Title</b> | <b>Dispatch resources from an emergency communications centre in response to emergency service calls</b> |                |          |
| <b>Level</b> | <b>3</b>   | <b>Credits</b> | <b>5</b> |

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| <b>Purpose</b> | People credited with this unit standard are able to: allocate resources to emergencies; dispatch resources to emergencies; communicate with resources dispatched to emergencies; and carry out emergency dispatch follow-up procedures. |
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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 amendments 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 All activities and evidence presented in this unit standard must be in accordance with organisational requirements.
- 5 This unit standard is one of two that relates to the deployment of resources from an emergency communications centre, each of which reflect the level of complexity of

the incident. The other unit standard is Unit 29621, *Provide additional resources for an escalating incident from an emergency communications centre.*

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## **Outcomes and performance criteria**

### **Outcome 1**

Allocate resources to emergencies.

#### **Performance criteria**

- 1.1 Identify the emergency type and the available resources.
- 1.2 Match the allocated resources to the needs of the emergency.

### **Outcome 2**

Dispatch resources to emergencies.

#### **Performance criteria**

- 2.1 Use available communications equipment to promptly and accurately alert resources.
- 2.2 Make dispatch announcements promptly and accurately.  
  
Range may include but is not limited to – clarity of language, conciseness, calmness, speed.

### **Outcome 3**

Communicate with resources dispatched to emergencies.

#### **Performance criteria**

- 3.1 Operate communication equipment to communicate with allocated resources.
- 3.2 Follow established procedures and disciplines and make use of codes for radio communications.
- 3.3 Convey and record messages promptly and accurately.
- 3.4 Relay messages promptly and accurately.

### **Outcome 4**

Carry out emergency dispatch follow-up procedures.

#### **Performance criteria**

- 4.1 Determine dispatch follow-up procedures.

- 4.2 Process and record dispatch follow-up procedures using emergency communication equipment.

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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                      |

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| <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.