

Title	Dispatch resources from an emergency communications centre in response to emergency service calls		
Level	3	Credits	5

Purpose	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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Classification	Community and Workplace Fire and Emergency Management > Emergency Communications
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Available grade	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*.

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.

Replacement information	This unit standard and unit standards 29619 and 29621 were replaced by skill standard 41043.
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This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

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	31 December 2027
Review	6	18 December 2025	31 December 2027

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