Title	Demonstrate knowledge of and provide support at a CDEM emergency operations centre (EOC)		
Level	3	Credits	3

Purpose	This unit standard is intended for people working in a CDEM EOC in support of the controller, or any senior personnel during an emergency. People credited with this unit standard will be able to describe: the functions and structure of a CDEM EOC; the roles and responsibilities of staff in a CDEM EOC; the CDEM EOC activation and deactivation procedures for an emergency; and act as a support staff member at a CDEM EOC.

Classification	Civil Defence > Civil Defence Operation

Available grade	Achieved

Explanatory notes

1   Definitions
Civil Defence Emergency Management (CDEM) means the application of knowledge, measures, and practices that are necessary or desirable for the safety of the public or property, and includes actions that are designed to guard against, prevent, reduce, or overcome any hazard or harm or loss that may be associated with any emergency. These actions include, without limitation, the planning, organisation, co-ordination, and implementation of those measures, knowledge and practices.
Emergency Operations Centre (EOC) is a central location from which the response to an emergency is managed.
Organisation is an agency engaged in CDEM.
Support staff refers to any person who may work in an emergency operations centre in support of the Controller, operations manager, planning/Intelligence manager, logistics manager, public information manager, recovery manager or other senior personnel.

2   The primary references for this unit standard are *Controllers Manual 2004* (Wellington: Ministry of Civil Defence & Emergency Management), available at http://www.civildefence.govt.nz; CDEM Group and local plans; local EOC standard operating procedures; CIMS Manual available from the Fire and Rescue Services Industry Training Organisation, PO Box 11988, Wellington. These publications are freely available to people involved in structured training programmes.

3   Assessment against this unit standard may be conducted in a simulated emergency.

4   EOC standard operating procedures refer to the operating procedures in use in the candidate's local EOC.

5   Performance of the outcomes in this unit standard must comply with the Civil Defence Emergency Management Act 2002, and the Health and Safety in Employment Act 1992.

6   The CDEM organisation's requirements or standard operating procedures (SOPs) refer to policies and procedures on safety and operation set down by each CDEM service employer or agency or host organisation.

Outcomes and evidence requirements

Outcome 1

Describe the functions and structure of a CDEM EOC.

Evidence requirements

1.1   Description of the functions of an EOC is in accordance with the organisation's SOPs.

        Range   may include but is not limited to – establishing control, coordination, policy setting, information management, resource management, communications, public information, operational management.

1.2   Description identifies the interrelationships and roles of the EOC.

        Range   national, group, local.

1.3   Description is in terms of the management structure of an EOC.

        Range   must include but is not limited to – control, planning/intelligence, operations, logistics, welfare, and public information.

Outcome 2

Describe the roles and responsibilities of staff in a CDEM EOC.

Evidence requirements

2.1   Description outlines the roles and responsibilities of management staff in an EOC in terms of their primary management functions.

        Range   must include but is not limited to – control, planning/intelligence, operations, logistics, welfare, and public information.

2.2   Description outlines the roles and responsibilities of support staff in an EOC in terms of their primary support functions.

Range   evidence is required for three support functions.

Outcome 3

Describe the CDEM EOC activation and deactivation procedures for an emergency.

Range   may include but is not limited to – information disseminated in CDEM Group or local plans, EOC organisation's SOPs.

Evidence requirements

3.1   Description includes activation levels of EOC and related procedures.

Range   may include but is not limited to – standby, partial, full.

3.2   Description includes procedure for initiating staff call-out in accordance with EOC SOPs.

3.3   Description includes procedures for establishing systems in accordance with EOC SOPs.

Range   may include but is not limited to – logging, assignment and tracking, information display, mapping, communications, rostering.

3.4   Description of deactivation procedure is consistent with EOC SOPs.

Outcome 4

Act as a support staff member at a CDEM EOC.

Evidence requirements

4.1   Actions taken are carried out in accordance with EOC SOPs.

4.2   Messages are logged and/or processed in accordance with EOC SOPs.

4.3   Requests for assistance are actioned in accordance with EOC SOPs.

4.4   Relevant information is displayed in accordance with EOC SOPs.

4.5   Information is disseminated to organisations, teams and individuals in accordance with EOC SOPs.

Range   may include but is not limited to – situation reports, orders/tasks and media releases.

Planned review date	31 August 2014

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	23 April 2007	N/A
Rollover and Revision	2	18 July 2013	N/A

Consent and Moderation Requirements (CMR) reference	0223

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the Fire and Rescue Services Industry Training Organisation (EmQual) info@emqual.org.nz if you wish to suggest changes to the content of this unit standard.