

<b>Title</b>	<b>Coordinate and manage spontaneous volunteers during a CDEM emergency</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This unit standard is intended for people who have assumed, or are likely to take on, the responsibility of coordinator of spontaneous volunteers (volunteer coordinator) during an emergency.</p> <p>People credited with this unit standard are able to: describe the role of the spontaneous volunteer coordinator in a CDEM organisation; screen, register, brief, and manage spontaneous volunteers during an emergency; and debrief spontaneous volunteers following an emergency.</p>
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<b>Classification</b>	Civil Defence > Civil Defence Management
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<b>Available grade</b>	Achieved
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## 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; are designed to guard against, prevent, reduce, or overcome any hazard or harm or loss that may be associated with any emergency; and includes, without limitation, the planning, organisation, co-ordination, and implementation of those measures, knowledge, and practices.

An *emergency* is defined as a situation that – (a) is the result of any happening, whether natural or otherwise, including, without limitation, any explosion, earthquake, eruption, tsunami, land movement, flood, storm, tornado, cyclone, serious fire, leakage or spillage of any dangerous gas or substance, technological failure, infestation, plague, epidemic, failure or disruption to an emergency service or a lifeline utility, or actual or imminent attack or warlike act; and

(b) causes or may cause loss of life or injury or illness or distress or in any way endangers the safety of the public or property in New Zealand or any part of New Zealand; and

(c) cannot be dealt with by emergency services, or otherwise requires a significant and coordinated response under the Civil Defence Emergency Management Act 2002.

*Organisation* is an agency engaged in CDEM.

A *volunteer coordinator* is a person who works or assists, in a CDEM environment, and to whom volunteers report.

A *volunteer* is a person who undertakes unpaid work of their own free will, that is not for their immediate family, and that benefits the community and/or environment.

In the context of a civil defence emergency, a *spontaneous volunteer* is a person who fits the above definition of a volunteer, but who is not affiliated to a CDEM organisation, is untrained in skills relevant to CDEM, is not responsible or accountable to any given organisation, and is an unknown quantity.

- 2 Performance of the outcomes in this unit standard must comply with the Civil Defence Emergency Management Act 2002, Health and Safety in Employment Act 1992, and Privacy Act 1993.
- 3 Assessment against this unit standard may be conducted in a simulated emergency.
- 4 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.
- 5 Compliance with the CDEM organisation's health and safety policy and procedures is mandatory.
- 6 Recommended reference is *Spontaneous Volunteer Management Planning: Best Practice Guide* [BPG3/06] (Wellington: Ministry of Civil Defence and Emergency Management, 2006), available at <http://www.civildefence.govt.nz>.

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## Outcomes and evidence requirements

### Outcome 1

Describe the role of the spontaneous volunteer coordinator in a CDEM organisation.

### Evidence requirements

- 1.1 Description is in terms of the function and attributes of the coordinator.
 

Range	description may include but is not limited to – required knowledge, skills, responsibilities, accountability.
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- 1.2 Description is in terms of the legal responsibilities of the coordinator.
- 1.3 Description details the pre-planning necessary for the management of spontaneous volunteers.
 

Range	assessing roles and resources, identifying equipment that will be needed, identifying potential reception centres, establishing layout of the volunteer reception centre, establishing a temporary identification system, organisation of welfare systems, identifying forms and documentation procedures.
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**Outcome 2**

Screen and register spontaneous volunteers during an emergency.

**Evidence requirements**

2.1 Spontaneous volunteers are screened in accordance with the CDEM organisation's requirements.

Range physical ability, experience, knowledge, skills, task preference, geographic constraints.

2.2 Spontaneous volunteers are registered in accordance with the CDEM organisation's requirements.

**Outcome 3**

Brief spontaneous volunteers during an emergency.

**Evidence requirements**

3.1 Briefing is in terms of the volunteers' role and scope of duties.

Range includes but is not limited to – responsibilities, Occupational Safety and Health (OSH) aspects, lines of communication and accountability, equipment.

**Outcome 4**

Manage spontaneous volunteers during an emergency.

**Evidence requirements**

4.1 Participation of spontaneous volunteers during an emergency is communicated in accordance with the CDEM organisation's requirements.

Range includes but not limited to – objectives, timeframes, rules, guidelines.

4.2 Decision processes ensure progress towards objectives and are within agreed rules.

4.3 Completed tasks meet specified objectives within the set timeframes and are in accordance with any identified OSH requirements.

4.4 Performance objectives and review procedures are identified and communicated to volunteers verbally or in writing in accordance with the CDEM organisation's requirements.

**Outcome 5**

Debrief spontaneous volunteers following an emergency.

**Evidence requirements**

- 5.1 Debriefing is carried out in accordance with the CDEM organisation's requirements.
- 5.2 Feedback on performance is given to spontaneous volunteers in accordance with the CDEM organisation's requirements.
- 5.3 Issues for further action are documented in accordance with the CDEM organisation's requirements.

Range follow up assessment, on-going assistance, individual referrals to other agencies, letter of thanks.

<b>Planned review date</b>	31 August 2014
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**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

<b>Consent and Moderation Requirements (CMR) reference</b>	0223
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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.

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**Comments on this unit standard**

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