

Title	Demonstrate knowledge of the New Zealand 111 system processes and procedures		
Level	3	Credits	6

Purpose	People credited with this unit standard are able to: demonstrate knowledge of the New Zealand 111 system call handling; describe the role of emergency service agencies; and identify and describe the procedures for communicating with other agencies.
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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;
Any subsequent amendments to these references.
- 3 Definitions
Emergency – a time critical situation where life and/or property are at risk.
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 – Civil Defence and Emergency Management, District Health Boards, territorial 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.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the New Zealand 111 system call handling.

Performance criteria

- 1.1 Explain and apply the process for 111 call handling.

Range routing process, single agency procedures, and multiagency procedures.

Outcome 2

Describe the role of emergency service agencies.

Range includes but is not limited to – Police, Ambulance, Fire.

Performance criteria

- 2.1 Describe the statutory functions and legislated authority of agencies.

Outcome 3

Identify and describe the procedures for communicating with other agencies.

Performance criteria

- 3.1 Identify situations where other agencies need to be notified.

- 3.2 Describe the common terminology used between agencies.

Range must include but is not limited to – InterCAD (Interagency Computer Aided Dispatch) abbreviations.

- 3.3 Describe the procedures for notifying other agencies.

Replacement information	This unit standard was replaced by skill standard 41044.
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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	16 February 2017	31 December 2022
Review	2	25 February 2021	31 December 2027
Review	3	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>.