

Title	Obtain and prepare information to support operations from an emergency communications centre		
Level	3	Credits	2

Purpose	People credited with this unit standard are able to: obtain, prepare, and disseminate information to support operational requirements from an emergency communications centre.
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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 Fire Service, 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 Range
 All activities and evidence presented in this unit standard must be in accordance with organisational requirements.

Outcomes and performance criteria

Outcome 1

Obtain information to support operational requirements from an emergency communications centre.

Performance criteria

- 1.1 Search the emergency service databases for required information.
- 1.2 Check the accuracy of information.

Outcome 2

Prepare information to support operational requirements from an emergency communications centre.

Performance criteria

- 2.1 Prepare information for incoming shift change.
- 2.2 Prepare information for responding personnel.
- 2.3 Prepare information required for post-incident reporting.

Outcome 3

Disseminate information to support operational requirements from an emergency communications centre.

Performance criteria

- 3.1 Disseminate information from an emergency communications centre.
Range internal parties, external parties.
- 3.2 Record recipients of the information.

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>.

This unit standard is expiring