

Title	Use emergency communication centre communications equipment		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to: demonstrate knowledge of emergency communications centre equipment, and testing and backup procedures; use emergency communications centre communication technology; and perform fault reporting procedures for an emergency communications centre telephony system.
----------------	---

Classification	Community and Workplace Fire and Emergency Management > Emergency Communications
-----------------------	---

Available grade	Achieved
------------------------	----------

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.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of emergency communications centre equipment, and testing and backup procedures.

Performance criteria

1.1 Explain emergency communications call system functions.

Range may include but is not limited to – incoming calls, outgoing calls, conference calls, holding calls, muting calls, transferring calls, phone queues, operators, clerical time.

1.2 Explain auxiliary emergency communications equipment use.

Range may include but is not limited to – mobile phones, intranet, internet, SMS (short messaging service), video calls, email, satellite phone, VOIP phones, teletype (TTY), 111 txt.

1.3 Explain telephony equipment testing procedures and frequency in accordance with manufacturer's specifications.

1.4 Explain back up procedures required for a primary telephony system.

Outcome 2

Use emergency communications centre communication technology.

Performance criteria

2.1 Use emergency communications telephone system functions.

Range functions may include but are not limited to – incoming calls, outgoing calls, conference calls, holding calls, muting calls, transferring calls, clerical time.

2.2 Use auxiliary emergency communications equipment.

Range may include but is not limited to – mobile phones, intranet, internet, SMS (short messaging service), video calls, email, satellite phone, VOIP phones, teletype (TTY), 111 txt, mobile data terminal.

Outcome 3

Perform fault reporting procedures for an emergency communications centre telephony system.

Performance criteria

3.1 Identify and record technical faults with telephony system and take action.

Planned review date	31 December 2025
----------------------------	------------------

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	N/A

Consent and Moderation Requirements (CMR) reference	0003
--	------

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

Comments on this unit standard

Please contact The Skills Organisation reviewcomments@skills.org.nz if you wish to suggest changes to the content of this unit standard.