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|--------------|---|----------------|----------|
| <b>Title</b> | <b>Operate a computer aided dispatch system at an emergency communications centre</b> |                |          |
| <b>Level</b> | <b>3</b>  | <b>Credits</b> | <b>7</b> |

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| <b>Purpose</b> | People credited with this unit standard are able to: describe emergency communications centre computer aided dispatch (CAD) system functions; operate an emergency communications centre CAD system; and test, identify and record faults in an emergency communications centre CAD system and utilise backup systems. |
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| <b>Classification</b> | Community and Workplace Fire and Emergency Management > Emergency Communications |
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| <b>Available grade</b> | 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, 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.

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## Outcomes and performance criteria

### Outcome 1

Describe an emergency communications CAD system functions.

#### Performance criteria

1.1 Describe the functions of an emergency communications centre CAD system.

### Outcome 2

Operate an emergency communications centre CAD system.

#### Performance criteria

2.1 Perform a system logon.

2.2 Customise the screen layout of the CAD system.

2.3 Access event information using a CAD system.

2.4 Access information specific to the emergency incident site and area.

2.5 Record, monitor, and update data.

2.6 Use messaging and paging functions.

2.7 Prioritise and respond to alerts and notifications.

2.8 Check data for accuracy in CAD and take corrective action.

### Outcome 3

Test, identify and record faults in an emergency communications centre CAD system, and utilise backup systems.

#### Performance criteria

3.1 Test CAD system.

Range may include but is not limited to – test call logging, business continuity plan testing.

3.2 Identify and record faults and take appropriate action.

3.3 Utilise backup systems.

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| <b>Replacement information</b> | This unit standard and unit standards 29616 and 29617 were replaced by skill standard 41045. |
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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         |

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| <b>Consent and Moderation Requirements (CMR) reference</b> | 0003 |
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.