

Title	Operate a computer aided dispatch system at an emergency communications centre		
Level	3	Credits	7

Purpose	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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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, 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

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.

Planned review date	31 December 2025
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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
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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.