

Title	Provide additional resources for an escalating incident from an emergency communications centre		
Level	4	Credits	4

Purpose	<p>This unit standard is for people operating in emergency communications centres, who have the responsibility for sourcing and deploying additional resources to an escalating emergency incident.</p> <p>People credited with this unit standard are able to: identify additional resources for an escalating incident, and despatch additional resources for an escalating incident.</p>
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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.

- 5 This unit standard is one of two that relates to the deployment of resources from an emergency communications centre, each of which reflect the level of complexity of the incident. The other unit standard is Unit 18511, *Dispatch resources from an emergency communication centre in response to emergency service calls*.

Outcomes and performance criteria

Outcome 1

Identify additional resources for an escalating incident.

Performance criteria

- 1.1 Identify resource requirements for the incident.
Range specifications, quantity, timeframe, location.
- 1.2 Seek authorisation for additional resources.
- 1.3 Document resource requirements.

Outcome 2

Dispatch additional resources for an escalating incident.

Performance criteria

- 2.1 Search the database for available resources.
- 2.2 Action additional resource requests.
Range own agency, external agency.
- 2.3 Log the deployed additional resources.
- 2.4 Advise the units in attendance of additional resources dispatched and their estimated time of arrival.

Replacement information	This unit standard and unit standards 18511 and 29619 were replaced by skill standard 41043.
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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>.