

Title	Demonstrate knowledge of welfare centre functions during an emergency		
Level	2	Credits	3

Purpose	This unit standard is designed for people working in a welfare centre in an emergency. People credited with this unit standard are able to describe: an emergency welfare centre; the services provided by agencies in a welfare centre; and the layout and organisation of a welfare centre.
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Classification	Civil Defence Emergency Management > Civil Defence Emergency Management Response
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Available grade	Achieved
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Explanatory notes

- 1 *Welfare* is defined in *The Guide to the National Civil Defence Emergency Management Plan* (2006). Section 12, Welfare. Produced by and available from the Ministry of Civil Defence and Emergency Management, PO Box 5010, Wellington 6145 or at <http://www.civildefence.govt.nz>.
- 2 Candidate evidence must comply with the welfare plan of the Civil Defence Emergency Management organisation. The welfare plan identifies welfare services to be provided, the agency responsible for each service, and that agency’s chain of control and communication.
- 3 *Emergency* is as defined in section 4 of the Civil Defence Emergency Management Act 2002.
- 4 The CDEM organisation’s standard operating procedures specify how activities should be undertaken.

Outcomes and evidence requirements

Outcome 1

Describe an emergency welfare centre.

Range function, management.

Evidence requirements

- 1.1 The description of the welfare centre’s function is in accordance with the CDEM group or local welfare plan, or local arrangements.

- 1.2 The description of the management of the welfare centre is in accordance with the CDEM group or local welfare plan.

Outcome 2

Describe the services provided by agencies in a welfare centre.

Evidence requirements

- 2.1 The description of the services is in accordance with the CDEM group or local welfare plan.

Range examples of services include but are not limited to – registration, catering, accommodation, clothing, personal services.

- 2.2 The description covers the roles and responsibilities of the support agencies in a welfare centre.

Range agencies include but are not limited to – Salvation Army New Zealand, Red Cross, Civil Defence Volunteers, Ministry of Social Development.

- 2.3 The description covers the purpose of registration in relation to the relevant agency and is in accordance with the CDEM group or local welfare plan.

Outcome 3

Describe the layout and organisation of a welfare centre.

Evidence requirements

- 3.1 The description includes a plan of the interior of a welfare centre in accordance with the CDEM group or local welfare plan.

Range examples of interior layout features include but are not limited to – registration area, catering area, access to administration facilities, toilets, private areas for evacuees to discuss issues.

- 3.2 The description includes a plan of the exterior of a welfare centre in accordance with the CDEM group or local welfare plan.

Range examples of exterior layout features include but are not limited to – security, transport, access, parking, animal control.

Planned review date	31 August 2014
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 June 1996	N/A
Revision	2	18 November 1996	N/A
Revision	3	8 June 1999	N/A
Revision	4	12 February 2003	N/A
Review	5	15 December 2004	N/A
Review	6	17 September 2010	N/A
Rollover and Revision	7	18 July 2013	N/A

Accreditation and Moderation Action Plan (AMAP) reference	0223
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This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Consent requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact Fire and Rescue Services Industry Training Organisation (EmQual) info@emqual.org.nz if you wish to suggest changes to the content of this unit standard.