

## 01

## Apply emergency communication centre processes and procedures

<b>Kaupae   Level</b>	3
<b>Whiwhinga   Credit</b>	5
<b>Whāinga   Purpose</b>	<p>This standard is for emergency communications centre personnel who respond to emergency calls.</p> <p>People credited with this standard are able to outline the New Zealand 111 system processes and procedures; follow emergency communication centre processes and procedures to meet legal, ethical and privacy obligations; and follow emergency communication centre procedures in response to calls.</p> <p>This skill standard aligns with the outcomes of the <i>New Zealand Certificate in Emergency Communications Centres (Level 3) with optional strand in Dispatch</i>.</p>

### Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Outline the New Zealand 111 system processes and procedures.	a. Explain the process for 111 call handling.
	b. Describe the statutory functions and legislated authority of agencies.
	c. Identify and describe the procedures for communicating with other agencies.
2. Follow emergency communication centre processes and procedures to meet legal, ethical and privacy obligations.	a. Outline legal, ethical, and privacy obligations when handling emergency call information.
	b. Outline emergency call centre policies and procedures that ensure legislative compliance.
	c. Apply policies and procedures that ensure legislative compliance to own role within an emergency communication centre.
	d. Identify and apply an emergency communication centre process or procedure to mitigate risk.
3. Follow emergency communication centre procedures in response to calls.	a. Communicate with caller following centre processes and or procedures.
	b. Gather information to support prioritisation of calls in alignment with emergency service protocols.

	c. Outline escalation protocols for incidents in line with emergency services guidelines.
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## **Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria**

### *Assessment specifications:*

- Assessment must be in accordance with organisational requirements and Standard Operating Procedures (SOP).
- Assessment against this standard may take place under real or simulated conditions.
- Assessment criterion 2c includes responding to calls following privacy procedures.

### *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 (Hato Hone St John and Wellington Free Ambulance).

## **Ngā momo whiwhinga | Grades available**

Achieved

## **Ihirangi waitohu | Indicative content**

### New Zealand 111 system

- Call handling processes: routing process, single agency procedures, and multiagency procedures.
- Common terminology between agencies: InterCAD (Interagency Computer Aided Dispatch) abbreviations.
- Other agencies: Police, Fire, Ambulance, Civil Defence and Emergency Management, District Health Boards, territorial and local authorities, New Zealand Defence Force, Waka Kotahi New Zealand Transport Authority, Coastguard, Rescue Coordination Centre, search extrication teams, chemical biological nuclear response teams, specialist squad.

Emergency communication centre processes and procedures to meet legal, ethical and privacy obligations.

- Legislation relevant to Emergency Communications Centres: Employment Relations Act 2000, Human Rights Act 1993, Privacy Act 2020, Official Information Act 1982, Health and Safety at Work Act 2015, Health and Disability Commissioner Act 1994, Fire and Emergency New Zealand Act 2017, Policing Act 2008, Crimes Act 1961.
- Legal, ethical, and privacy obligations when handling emergency call information.
- Emergency communication centre policies and procedures to ensure legislative compliance.
- Risk mitigation processes.

### Emergency communication centre procedures responding to calls

- Communication protocols and procedures when answering calls.
- Communication process and procedure when communicating with caller as per centre requirements: stepped process, scripted questions or procedures within each step.

- Emergency communications centre processes to prioritise calls.
- Incident escalation protocols.

### Rauemi | Resources

Where the resources have been updated, please refer to the latest version.

- Crimes Act 1961. <https://www.legislation.govt.nz/act/public/2008/0072/latest/DLM1102125.html>
- Employment Relations Act 2000. <https://www.legislation.govt.nz/act/public/2000/0024/latest/DLM58317.html>
- Fire and Emergency New Zealand Act 2017. <https://www.legislation.govt.nz/act/public/2017/0017/latest/whole.html>
- Health and Disability Services (Safety) Act 2001. <https://www.legislation.govt.nz/act/public/2001/0093/latest/DLM119975.html>
- Health and Safety at Work Act 2015. <https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html>
- Human Rights Act 1993. <https://www.legislation.govt.nz/act/public/1993/0082/latest/DLM304212.html>
- Office of the Privacy Commissioner. (n.d.). Health Information Privacy Code 2020. <https://www.privacy.org.nz/privacy-principles/codes-of-practice/hipc2020/>
- Ministry of Business, Innovation and Employment. (2024). Emergency call services. <https://www.mbie.govt.nz/science-and-technology/it-communications-and-broadband/our-role-in-the-ict-sector/emergency-call-services>
- New Zealand Government. (2024). 111 emergency services. <https://www.govt.nz/browse/law-crime-and-justice/crimes-and-emergencies/111-emergency-service/>
- Official Information Act 1982. <https://www.legislation.govt.nz/act/public/1982/0156/latest/DLM64785.html>
- Policing Act 2008. <https://www.legislation.govt.nz/act/public/2008/0072/latest/DLM1102125.html>
- Privacy Act 2020. <https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html>

### Pārongo Whakaū Kounga | Quality assurance information

<b>Ngā rōpū whakatau-paerewa  </b> Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council
<b>Whakaritenga Rārangi Paetae Aromatawai  </b> DASS classification	Community and Social Services > Community and Workplace Fire and Emergency Management > Emergency Communications
<b>Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga  </b> CMR	0003

Hātepe   Process	Putanga   Version	Rā whakaputa   Review Date	Rā whakamutunga mō te aromatawai   Last date for assessment
Rēhitatanga   Registration	1	TBC	NA
Kōrero whakakapinga   Replacement information	This skill standard replaced unit standard 29614		
Rā arotake   Planned review date	31 December 2030		

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council at [qualifications@toitutewaiora.nz](mailto:qualifications@toitutewaiora.nz) to suggest changes to the content of this skill standard.