

**03****Demonstrate effective communication skills responding to emergency service calls**

<b>Kaupae   Level</b>	3
<b>Whiwhinga   Credit</b>	10
<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 demonstrate effective communication skills processing emergency calls; and adapt communication approach to manage diverse emergency 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. Demonstrate effective communication skills processing emergency calls.	a. Answer emergency calls following greeting requirements.
	b. Demonstrate active listening skills to establish the nature of the emergency, location and relevant details.
	c. Close the call following call centre requirements.
	d. Record details of emergency calls into the CAD system.
2. Adapt communication approach to manage diverse needs of emergency callers.	a. Identify caller diversity, behaviour and potential communication barriers.
	b. Adapt communication techniques in response to diverse caller needs.
	c. Evaluate own effectiveness responding to diverse caller needs and identify own actions for improvement.

**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.

- Learning outcome 1 - evidence of three calls is required.
- Learning outcome 2 - evidence of three situations is required, each exhibiting different caller needs.

#### Definitions

- *Emergency* refers to a time critical situation where life and/or property are at risk.
- *Emergency Communications Centre* refers to a communications centre that acts as a first point of contact between the public and emergency services.
- *Emergency services* refer to New Zealand Police, Fire and Emergency New Zealand, and ambulance services (St John and Wellington Free Ambulance).

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

Achieved.

#### **Ihirangi waitohu | Indicative content**

- Call greeting requirements: standard answer message, timeliness, tone and modulation of voice, and calmness.
- Active listening and questioning skills: Full attention, open questions and prompts, clarifying, summarising, and maintaining contact with caller.
- Details about location of an emergency: street number, rapid number, street, suburb, town, city/location, level or floor of building, nearest intersection, common place name, landmark, marine chart, latitude and longitude, and GPS reference.
- Location verification: use of mapping system, charts, caller line identification, and local knowledge.
- Call closure process: confirmation of response to be made, reassurance, pre-arrival instructions.
- Caller diversity: age, gender, ethnicity (including Māori, Pacific peoples and migrants), religion, neurodiversity, disability, English as an additional language. Caller behaviour: level of distress, angry, timid, aggressive, passive, scared, controlled, impact of alcohol and/or drugs, speech impediments, injury and illness.
- Communication approaches and techniques to support diverse caller needs including highly emotive callers, language barriers and cultural norms.
  - Providing reassurance and behavioural guidance to callers under stress.
  - Importance of clarity, repetition, and acknowledgement in critical safety communications.
  - Ensuring safety instructions are appropriate and understandable for diverse populations (e.g. language support, awareness of disability needs).
  - Consideration of tikanga and cultural protocols when advising on safety in certain contexts.
  - Communication techniques: maintaining calm tone of voice, requesting specific information, using closed questions, giving instructions, giving information, maintaining control, and reassurance.
- 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.

**Rauemi | Resources**

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

- 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>
- Human Rights Act 1993.  
<https://www.legislation.govt.nz/act/public/1993/0082/latest/DLM304212.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

<b>Hātepe   Process</b>	<b>Putanga   Version</b>	<b>Rā whakaputa   Review Date</b>	<b>Rā whakamutunga mō te aromatawai   Last date for assessment</b>
<b>Rēhitatanga   Registration</b>	1	TBC	NA
<b>Kōrero whakakapinga   Replacement information</b>	This skill standard replaced unit standard 18510		
<b>Rā arotake   Planned review date</b>	31 December 2030		

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