

04

Assess and communicate risks to safety at emergency incidents

Kaupae Level	3
Whiwhinga Credit	5
Whāinga Purpose	<p>This standard is for emergency communications centre personnel who respond to emergency calls.</p> <p>People credited with this standard are able to assess and communicate potential threats to safety at the incident from an emergency communications centre.</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

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Assess and communicate risks to safety at emergency incidents.	a. Identify and assess potential risks.
	b. Communicate safety and care instructions to personnel.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

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- 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.

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 (Hato Hone St John and Wellington Free Ambulance).

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

- Definitions: hazard, risk, threat, and safety in emergency contexts.
- Common incident scene hazards: fire, dangerous goods, hazardous substances, armed offenders, unstable structures, electricity, weather.
- Dynamic nature of incident scenes: how risks can change over time.
- Risks to responders, callers, and the public.
- Escalation protocols when threats exceed standard operational thresholds.
- Transfer or refer to 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
- Safety and care instruction for dispatchers, responding personnel, supervisors, other agencies.
- Communication protocols: Standard operating procedures for relaying safety warnings, common scripts or structured phrases used for known risk types.
- Recording risks and actions taken for post-incident analysis.
- Using feedback to improve communication in future risk scenarios.
- Learning from critical incidents and near misses.

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>
- Hazardous Substances and New Organisms Act 1996.
<https://www.legislation.govt.nz/act/public/1996/0030/latest/DLM381222.html>
- Health and Safety at Work Act 2015.
<https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html>
- Health and Disability Services (Safety) Act 2001.
<https://www.legislation.govt.nz/act/public/2001/0093/latest/DLM119975.html>
- Policing Act 2008. <https://www.legislation.govt.nz/act/public/2008/0072/latest/DLM1102125.html>

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Community and Social Services > Community and Workplace Fire and Emergency Management > Emergency Communications
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga 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 29620		
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 to suggest changes to the content of this skill standard.