

Learning Assessment Guide

Unit Standard 18511 – Version 2

Dispatch resources from an emergency response contact centre in response to emergency service calls

Level 3 – 5 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Allocate resources to emergencies
- Dispatch resources to emergencies
- Communicate with resources dispatched to emergencies
- Carry out emergency dispatch follow-up procedures

This Learning Assessment Guide is made up of:

- Tasks for you to complete.
- Manager or Team Leader Verification form
- Observation Feedback form
- Assessment Guide that the assessor will use to assess your competence.

Special notes:

- 1 Legislation relevant to this unit standard may include but is not limited to:
Civil Defence Emergency Management Act 2002;
Fire Service Act 1975;
Forest and Rural Fires Act 1977;
Maritime Transport Act 1994;
Police Act 1958;
Privacy Act 1993;
Radio communications Act 1989;
and their subsequent amendments or replacements.

- 2 Definitions

Communication equipment – may include telephone, radio, pager, cell phone, fax, and any other equipment normally used for communication by the emergency response service.

Customer – both internal and external customers and refers to the recipient of goods and/or services.

Emergencies – situations where life and/or property are at risk.

Emergency response contact centre – a contact centre that acts as a focal point for communication between organisations and customers in emergencies, using integrated telecommunication and information technologies.

Organisational requirements refer to the policies, procedures and/or guidelines currently in use in the emergency response service.

Resources dispatched could be emergency units and/or personnel.

Telephone may include conventional stand alone telephones, computer telephones, and radio telephones.
- 3 Competency in the skills of this unit standard cannot be fully demonstrated under simulated conditions. Assessment should therefore only be made after a period of practical work experience in an emergency response contact centre.
- 4 The allocation of credit for this unit standard assumes that it is being used in the context of a contact centre qualification.

Assessment Task One – Element 1

Assessment task one is designed to assess your ability to:

Allocate resources to emergencies.

Introduction

This assessment is based on a **case study** so you will need to prepare in advance of beginning this assessment.

- 1) Organise for an assessor or qualified verifier who will verify your response to the emergency call meets organisational requirements.
- 2) Organise a specific time and day for the assessor to observe you responding to an emergency call.
- 3) Allow for sufficient time to complete the whole assessment.

Task one requires you:

- to be observed
- complete table 1
- answer 2 questions

Table 1

Give an outline of the emergency call you responded for your **case study**.

Date	
Time	
Type of emergency	
Resources available	
Resources allocated	

Questions

1. How did you identify the resources needed and their availability to meet the emergency type?

2. Using the case study outline how the resources allocated were to the organisations requirements.

Assessment Task Two – Element 2

Assessment task two is designed to assess your ability to:

Dispatch resources to emergencies.

Introduction

- Your assessor will observe you dispatching resources to an emergency.

Instructions

For this observation your assessor will be observing the following is followed to organisational requirements:

- Resources are alerted promptly
- Resources are alerted accurately
- Dispatch announcements are made promptly
- Dispatch announcements are made accurately

They will also observe that you use:

- Clear language
- Conciseness
- Calmness
- Speed

Task 2

Make a copy the organisations policy for emergency response and dispatch. You will require it for this task and others in this assessment.

In the copy of the organisations policy for emergency response and dispatch highlight the requirements for dispatching resources to emergencies.

Assessment Task Three – Element 3

Assessment task three is designed to assess your ability to:

Communicate with resources dispatched to emergencies.

Introduction

- Task three will be observation by your assessor.
- Questions to answer
- Examples of your work.

Instructions

Your assessor will observe:

- How you operate radio communication equipment to communicate with the allocated resources. They will observe that you follow organisational requirements, disciplines and procedures.
- Messages are relayed promptly and accurately.

Questions

1. What are the organisational requirements for conveying, relaying and recording messages promptly and accurately?

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2. What codes do you use on a frequent basis? At least three required.
Give a brief outline of what each means.

Code	What it means

Examples

Provide 2 examples of messages you have conveyed.
One message must be from your case study and one other.
A computer generated copy is acceptable.

Assessment Task Four – Element 4

Assessment task four is designed to assess your ability to:

Carry out emergency dispatch follow-up procedures

Introduction

- Task four will be observation by your assessor.
- Question to answer
- Examples of your work.

Instructions

Your assessor will observe:

That the follow up procedures you use are determined, processed and recorded promptly and accurately to meet organisational requirements.

Question

1. How and when do you use the following follow-up notification procedures?

Follow-up Notification Procedure	Type of emergency	Emergency Service
Internal		
External		
Other activities		

Examples

Provide 2 examples of follow-up procedures you have completed.

One follow-up example must be from your case study and one other.

A computer generated copy is acceptable.

Assessment Guide

This is the assessment guide your assessor will use to assess your competence in unit standard 18511.

Element	Task	Evidence required	Judgement
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Allocate resources to emergencies.	Task one	<p>Observation by assessor</p> <p>Table 1 completed with the required details.</p> <p>Answers to:</p> <p>1 How did you identify what resources were available to meet the emergency type?</p> <p>2 How did you know of the availability of the resources to meet the emergency type?</p> <p>3 Using the case study emergency outline how the resources allocated were to the organisations requirements.</p>	<p>Completed table is provided</p> <p>Answers conform to organisational requirements</p>	<p>Yes/No</p> <p>Yes/No</p> <p>Yes/No</p>
Dispatch resources to emergencies.	Task two	<p>Observation by assessor.</p> <p>Copy of the organisations policy for emergency response and dispatch.</p>	Organisations policy for emergency response and dispatch is provided with requirements highlighted.	<p>Yes/No</p> <p>Yes/No</p>
Communicate with resources dispatched to emergencies.	Task three	<p>Observation by assessor.</p> <p>Answers to:</p> <p>1. What are the organisational requirements for conveying, relaying and recording messages promptly and accurately?</p> <p>2. What codes do you use on a frequent basis? Give a brief outline of what each means.</p> <p>Two examples of messages one from case study and one other.</p>	<p>Answer provided conforms to organisational requirements.</p> <p>At least three codes are provided.</p> <p>Two examples are provided</p>	<p>Yes/No</p> <p>Yes/No</p> <p>Yes/No</p>

Carry out emergency dispatch follow-up procedures	Task four	That the follow up procedures used are determined, processed and recorded promptly and accurately to meet organisational requirements. How and when do you use the following follow-up notification procedures?	Answer provided conforms to organisational requirements.	Yes/No
		2 examples of follow-up procedures one from case study and one other.	Two examples are provided.	Yes/No
		Completed Observation Form.	Completed Observation Form is provided.	Yes/No
		Completed Manager Verification form.	Completed Manager Verification form is provided.	Yes/No

Manager or Team Leader Verification Form

Name of Learner:		
Name of Verifier:		Phone:
Relationship to Learner:		

_____ is currently being assessed toward Unit Standard 18511

Dispatch resources from an emergency response contact centre in response to emergency service calls

The learner must:

- Allocate resources to emergencies
- Dispatch resources to emergencies
- Communicate with resources dispatched to emergencies
- Carry out emergency dispatch follow-up procedures

Your signature below confirms that the learner's work is to the requirements of your organisation.

Comments

The assessor may contact you to discuss the learner's performance.

Signed: _____

Date: _____

Thank you for your assistance.

Observer Feedback Form

Name of Learner:	Learner's DOB:
Name of Observer:	Phone:
Relationship to Learner:	

_____ is currently being assessed toward Unit Standard 18511

Dispatch resources from an emergency response contact centre in response to emergency service calls

Purpose of this form

Learners use this form to gain feedback to support their assessment for this unit standard. This form should be completed by an approved observer or assessor who has observed the learner in a situation where they had the opportunity to demonstrate their competence in the performance criteria for this unit standard.

Situation (please give brief details of the situation in which you observed the learner's performance):

In the situation you describe above, do you believe the learner has met the requirements of each of the following performance criteria for this unit standard? See the learners Assessment guide for details of the requirements.

Performance criteria	The Learner has met the criteria
Allocated resources to emergencies	Yes <input type="checkbox"/> No <input type="checkbox"/>
Dispatched resources to emergencies	Yes <input type="checkbox"/> No <input type="checkbox"/>
Communicated with resources dispatched to emergencies	Yes <input type="checkbox"/> No <input type="checkbox"/>
Carried out emergency dispatch follow-up procedures	Yes <input type="checkbox"/> No <input type="checkbox"/>

Comments (you can use this section to elaborate on any special features of this activity, and to take notes for your own feedback to the learner. Continue on another sheet if necessary, and attach to this form. Note: The assessor will discuss your comments with the learner, so only record comments you are comfortable sharing.)

Thank you for your assistance.

Signed: _____

Date: _____

