

IQF Level	3	IQF Credit	2
Approved References	Globally applicable • United Nations Office for Disaster Risk Reduction. Words into Action: Engaging Communities for Resilience. (UNDRR) • International Federation of Red Cross and Red Crescent Societies. Community Early Warning Systems: Guiding Principles. (IFRC) • Sphere Association. The Sphere Handbook: Humanitarian Charter and Minimum Standards in Humanitarian Response. Latest edition. (Sphere) Australia • Australian Institute for Disaster Resilience. Community Recovery Handbook (Handbook 2). (AIDR) • Australasian Inter-Service Incident Management System (AIIMS) doctrine. (AFAC) • Australian Government. Get Prepared - emergency preparedness resources. (Australian Red Cross Get Prepared) New Zealand • NZQA. Skill Standard 40710 v1 - Prepare for a civil defence emergency. (NZQA) • National Emergency Management Agency. Community Emergency Hub Guide and Plan Template. (NEMA) • National Emergency Management Agency. National Civil Defence Emergency Management Plan 2015 and Guide. (NEMA) • New Zealand Government. Get Ready - Make a Plan. (Get Ready) • Natural Hazards Commission Toka Tū Ake. Reducing the impact of natural hazards. (Natural Hazards Commission) • Fire and Emergency New Zealand. (FENZ) • GeoNet, GNS Science. (GeoNet) • Hato Hone St John. (St John NZ) • New Zealand Red Cross. (NZ Red Cross) • Civil Defence Emergency Management Act 2002. (NZ Legislation) Canada • Public Safety Canada. An Emergency Management Framework for Canada. (Public Safety Canada) • Government of Canada. Get Prepared. (GetPrepared.ca) • Canadian Red Cross. Ready When the Time Comes / Community Response. (Canadian Red Cross) United Kingdom • Cabinet Office. Community Resilience Development Framework. (GOV.UK) • Cabinet Office. Emergency Response and Recovery (non-statutory guidance to the Civil Contingencies Act 2004). (GOV.UK) • Cabinet Office. Prepare. (GOV.UK Prepare) • Joint Emergency Services Interoperability Principles (JESIP). (JESIP) United States • FEMA. Community Emergency Resp		
Special Notes	Community Emergency Hubs support community coordination, information sharing, welfare and local resilience. They are not emergency service command centres and shall not undertake specialist functions (search and rescue management, structural assessment, chainsaw operations, or advanced medical care beyond basic first aid).		
Designation Requirements	Experience and/or qualifications in emergency/disaster mangement.		

State The Purpose And Scope Of A Community Emergency Hub	708026D01
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Performance	State the purpose and scope of a Community Emergency Hub
Standards	In accordance with approved references or the incident management doctrine of the delivering jurisdiction.
Conditions	Written or verbal knowledge check.
Comments	Range - community coordination, information sharing, welfare support, local resilience; excludes specialist emergency service functions.

Describe the initiating operating environment in a disaster	708026D02
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Performance	Describe the initiating operating environment in a disaster.
Standards	In accordance with approved references.
Conditions	Written or verbal knowledge check.
Comments	Range - utility disruption, road closure, communication failure, information conflict, volunteer surge, media pressure, delayed external assistance. Usually the first 72 hours.

Explain Command, Control And Coordination	708026D03
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Performance	Explain command, control and coordination
Standards	In accordance with the incident management doctrine of the delivering jurisdiction (e.g. CIMS, AIIMS, ICS, JESIP).
Conditions	Written or verbal knowledge check.
Comments	Focus on how a Hub coordinates locally and interfaces with, but is not part of, formal command structures.

Identify Hazards And Describe Reduction Strategies	708026D04
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Performance	Identify hazards and describe reduction strategies
Standards	In accordance with approved local hazard and risk information and inclusive-practice guidance.
Conditions	Written or verbal knowledge check.
Comments	Range - natural, technological, biological, human-caused; reduction strategies include structural, non-structural, behavioural and community-network measures. Explicitly addresses disability-inclusive and animal-inclusive reduction. Also describes the benefits of emergency planning.

Recognise Vulnerable People And Welfare Priorities	708026D05
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Performance	Recognise vulnerable people and welfare priorities
Standards	In accordance with approved references and lawful, dignity-preserving practice.
Conditions	Written or verbal knowledge check informed by a case vignette.
Comments	Range - older adults, children, people with disabilities, people with medical dependencies, culturally or linguistically diverse residents, animals in care.

Develop A Personal And Household Preparedness Plan	708026D06
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Performance	Develop a personal and household preparedness plan
Standards	In accordance with approved national preparedness guidance (e.g. Get Ready NZ, Get Prepared AU, GetPrepared CA, Prepare UK, Ready.gov US).
Conditions	Written plan produced by the candidate, using an approved template or free-form structure that addresses each range item.
Comments	Range - people and animals; power, gas and water utilities; includes earthquake procedures and flood precautions where locally credible.

Establish A Community Emergency Hub In A Simulated Activation	708026D07
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Performance	Establish a Community Emergency Hub in a simulated activation
Standards	In accordance with approved references and safe-work practice.
Conditions	Given a simulated activation scenario, venue, and a small volunteer team.
Comments	Minimum roles - Coordinator, Welfare, Logistics, Communications. Scaling up/down considered.

Assemble A Situation Report And Prioritise Community Needs	708026D08
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Performance	Assemble a situation report and prioritise community needs
Standards	In accordance with approved templates or agency doctrine, and life-safety-first principles.
Conditions	Given a set of scenario injects and limited resources.
Comments	Report must be legible, timed, dated and factual; unverified information shall be labelled. Priorities cover life safety, health, welfare, property, environment.

Allocate Limited Resources	708026D09
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Performance	Allocate limited resources
Standards	In accordance with approved references and equity principles.
Conditions	Given fixed resources (e.g. drinking water, first aid kits, volunteer teams, venue) and evolving demand.
Comments	Includes recognising when to stop, hold reserves, or escalate.

Communicate With The Community	708026D10
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Performance	Communicate with the community
Standards	In accordance with approved references, inclusive communication practice and any relevant national radio licensing rules.
Conditions	Given a scenario status and a simulated mainstream-comms outage.
Comments	Update must include situation, safety message, practical next step, and where to find further help. Low-tech options include notice board, runners, whiteboard, community radio, PMR/GMRS/UHF CB radios permitted in the delivering jurisdiction, satellite messenger.

Demonstrate Emergency Evacuation Procedures	708026D11
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Performance	Demonstrate emergency evacuation procedures
Standards	In accordance with approved references and the safe-work / building evacuation regulations of the delivering jurisdiction.
Conditions	Practical demonstration in a controlled setting.
Comments	Includes evacuation of people with mobility, sensory or cognitive impairment, and of household animals where practicable.

Demonstrate Techniques To Mitigate Life-Threatening Situations	708026D12
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Performance	Demonstrate techniques to mitigate life-threatening situations
Standards	In accordance with approved references and safe-work practice.
Conditions	Practical demonstration in a controlled setting using simulated hazards.
Comments	Range - fire (isolate, alert, extinguish only if trained and safe), live electricity (isolate at supply, do not touch, warn others), welfare check protocol.

Identify Protocols For Connecting With Emergency Services	708026D13
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Performance	Identify protocols for connecting with emergency services
Standards	In accordance with the emergency call protocols of the delivering jurisdiction (e.g. 111 NZ, 000 AU, 911 US/CA, 999/112 UK).
Conditions	Written or verbal knowledge check.
Comments	Range - when to call, what information to provide, alternative reporting channels when networks are down, escalation from Hub to formal response.

Maintain Records And Apply Safety, Wellbeing And Role-Boundary Discipline	708026D14
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Performance	Maintain records and apply safety, wellbeing and role-boundary discipline
Standards	In accordance with approved references, privacy law and safe-work legislation of the delivering jurisdiction.
Conditions	Throughout the simulated activation.
Comments	Records must be legible, contemporaneous and auditable. Safety includes fatigue, psychological load, buddy checks, PPE, and explicit hand-off of specialist tasks.

Coordinate With Partner Agencies And Reflect On Performance	708026D15
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Performance	Coordinate with partner agencies and reflect on performance
Standards	In accordance with approved references and adult-learning debrief practice.
Conditions	Simulated liaison inject followed by a structured post-scenario debrief.
Comments	Partners may include local council, faith group, school, marae, iwi, Red Cross, VOAD partner. Debrief addresses what worked, what did not, and one practical action to take forward.