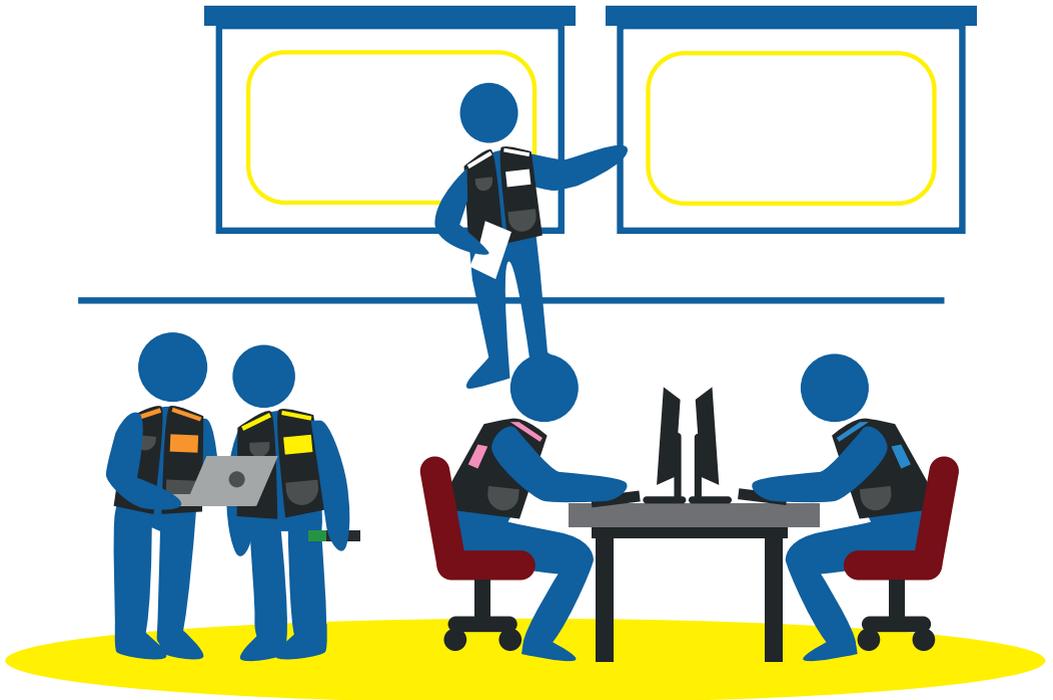


National Crisis Management Centre

Training Development Pathway

Surge Staff



This guide is published by the
National Emergency Management Agency.

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Key terms

NEMA	National Emergency Management Agency
NCMC	National Crisis Management Centre
CDEM	Civil Defence Emergency Management
AoG	All-of-Government
IMT	Incident Management Team

For more, see Glossary on page 13.

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Introduction

This guide contains an overview of the Training Development Pathway through the foundation level of emergency management for surge staff.

In emergency management, surge staff is the term used to describe extra staffing assistance needed to supplement teams in larger scale events.

Your participation in the training programme will help you to develop the relationships, skills, knowledge and experience needed to contribute to a timely and effective emergency response.

What is Emergency Management?

Emergency management aims to reduce the harmful effects of hazards on people, property and animals, to keep us safe and protect our communities.

The New Zealand approach to emergency management can be described by the four areas of activity, known as the '4 Rs' – reduction, readiness, response and recovery.

Reduction

Identifying and analysing long-term risks to human life and property from hazards; taking steps to eliminate these risks if practicable, and, if not, reducing the magnitude of their impact and the likelihood of their occurring.

Readiness

Developing operational systems and capabilities before a civil defence emergency happens; including self-help and response programmes for the general public, and specific programmes for emergency services, lifeline utilities and other agencies.

Response

Actions taken immediately before, during or directly after a civil defence emergency to save lives and protect property, and to help communities recover.

Recovery

The coordinated efforts and processes to bring about the immediate, medium-term and long-term holistic regeneration of a community following a civil defence emergency.

What is the NCMC?

The National Crisis Management Centre (NCMC) is a facility established by the Government to enable the national coordination and management of the response to and recovery from emergencies. The NCMC is located in the sub-basement of the Beehive in Wellington. There may be times when this facility is not available or able to be used (for example a large earthquake that affects Wellington) and an alternative NCMC facility has been identified at the Ellerslie Events Centre in Auckland, known as the Alternative NCMC.

In most events, there are NEMA staff rostered on 24 hours a day, 7 days a week. In larger scale events, both the Wellington-based NCMC and the Alternative NCMC at Ellerslie require extra assistance from All-of-Government surge staff when activated.

Coordinated Incident Management System (CIMS)

The Coordinated Incident Management System (CIMS), 3rd edition, is New Zealand's official framework for effective coordinated incident management across responding agencies.

CIMS describes how New Zealand agencies and organisations

coordinate, command and control an incident response of any scale; how the response can be structured; and the relationships between the functions and levels of response.

It is used by organisations from a local to a national level and provides a consistent approach for responding to all types of emergencies.

CIMS Functions

The CIMS structure divides the coordination of the emergency response into different functions. These CIMS functions sit in teams on separate desks but work together in an emergency to deliver a timely and effective response. Each function has a clear role and vest colour in an emergency response.

What is the role of each CIMS function?



Controller

Controls and coordinates the response.



Control

Controller's support.



Safety

Advises on measures to minimise risks to response personnel.



Intelligence

Collects and analyses information and produces intelligence related to context, impact, consequences and forecasts.



Planning

Plans for response activities and resource needs.



Operations

Tasks, coordinates and tracks execution of the Action Plan.



Logistics

Provides personnel, equipment, supplies, facilities and services to support response activities.



Public Information Management

Develops and delivers messages to the public and liaises with the impacted community. Develops messaging for Governance when Strategic Communications is not activated.



Welfare

Ensures planned, coordinated and effective delivery of welfare services to affected individuals, families/whānau and communities, including animals.



Recovery

Starts the recovery management process during the initial response phase and ensures the recovery process is integrated with the response.

In the NCMC you will also find the following roles, which are not formal CIMS functions.

Strategic Communications

Provides high-level oversight and issues management with a particular emphasis on providing advice and communications support to elected officials, chief executives and key stakeholders.

Policy

Supports Governance with the preparation of committee papers and minutes, briefings to executives and elected officials or approvals to enact legislative provisions.

Your training will provide you with an understanding of CIMS and develop the skills you need to contribute as an effective member of the NCMC.

The All-of-Government NCMC Training Pathway

By completing a programme of face-to-face and online training, you can progress your development in emergency management.



Face-to-face training exercises and courses

There will be three activity-based face-to-face training exercises during this training pathway.

CIMS Consistent Training

Unit standards help support the consistency of CIMS practice across the emergency management sector. Using the New Zealand Qualifications Authority (NZQA) national framework means there are common qualifications that can be used in different organisations.

Integrated Training Framework (ITF)

The Integrated Training Framework (ITF) is a suite of courses for those who serve in Emergency Coordination Centres.

This suite of training products started in 2011 to provide nationally consistent training for Civil Defence Emergency Management (CDEM) Groups to apply CIMS processes and

systems operationally in a coordination centre.

The majority of CDEM Groups across the country use these courses and they are also popular with our local and central government partners.

The ITF courses are based on the CIMS principles and are part of the pathway to ensure we provide efficient and effective learning pathways for the emergency management sector.

The ITF is a nationally-recognised suite of courses. There are three types.



ITF Foundation Course

An interactive online training session. This course is part of the Foundation Level and is covered online.



ITF Intermediate Course

Classroom-based sessions run across two days. Part of the Intermediate Level.



ITF CIMS Function Course

One or two day classroom-based training courses tailored to specific CIMS functions. Part of the Intermediate Level.

You can find out more about the ITF coordination centre courses at takatu.civildefence.govt.nz

Online – takatū learning management portal

takatū is the learning management system used to support our training. It is sponsored by the National Emergency Management Agency (NEMA) and requires a RealMe login.



You will need to use takatū to:

- access a range of training materials, and
- keep track of your progress through the programme and overall professional development in emergency management.

Stage 1: Introduction to a response



NCMC during a response
What working in the NCMC is like.

⌚ 15 min

Alternat
i
What the M

Being Prepared
What is it like to work in an
emergency and how to prepare
your family.

⌚ 15 min



Stage 2: Working in a response



**Building a team of
strangers**
Best practices for
forming a new working
group

⌚ 15 min

CDEM 101
Intro to Emergency
Management purpose,
terminology and
structure

⌚ 30 min

**WENIRP and
arrangement**
Intro to the Wellin
Earthquake Natio
Incident Response

⌚ 30 min

**Agencies in
partnership**
NZ public sector
organisations and their
part in response to
emergencies

⌚ 15 min

Hazards
Understanding the
how and why certain
hazards require a
national response

⌚ 30 min

**Emi and MS
Teams**
Exploring the
technology platfo
used in a Nation
Coordination Cen

⌚ 15 min

Participants can gain CIMS unit standards level 3 and 4 by completing this pathway.

Introductory NCMC online induction
What NCMC does and why.

🕒 90 min

Key:



Online



Face-to-face

Orientation exercise

An introduction to National Coordination Centre systems and processes

🕒 3.5 hrs



Incident Response Plan

Resilience

Working in a stressful environment, and how to recognise and manage stress

🕒 15 min

Formal Centre

Coordination Centre – Foundation ITF

Introduction to CIMS principles and structure

🕒 4 hrs

Intermediate ITF

Provides an introduction to a Coordination Centre environment

🕒 2 days

NCMC processes

An in-depth look at the systems and tools used in National Coordination

🕒 3 hrs



NCMC Training Development Pathway

Introduction and working in a response

This blended programme combines online modules with a face-to-face orientation to introduce participants to working in the NCMC during a response. This programme is designed to be completed over approximately 18 months. Recognition of prior learning or experience will be approached on a case-by-case basis.

Stage 1: Introduction to a response

NCMC during a response

Being prepared

Alternative NCMC Online Induction

Face-to-face orientation exercise

Stage 2: Working in a response

Resilience

Hazards

CDEM 101

WENIRP and arrangements

Agencies in partnership

Building a team of strangers

Emi and Teams



Modules take generally 15-30 minutes each to complete.

The face-to-face orientation is 3.5 hours long.



The five online modules should take around 4 hours.

The assessment should take around 30 minutes.

ITF Foundation

This online course is part of national framework of training and provides an introduction to basic concepts, roles and processes in the coordination centre environment.

Course objectives include:



The training session is 2 days.

- an introduction to Civil Defence and Emergency Management (CDEM)
- what working within an Emergency Coordination Centre (ECC) will be like
- the roles, structure and functions
- the activation process and typical New Zealand hazards; and
- the use of the Coordination Incident Management System (CIMS).

ITF Intermediate Coordination Centre course and CIMS Level 4 Unit Standard

This course is part of the national framework of training to work within a Coordination Centre. The two-day interactive training follows on from the Foundation level to introduce functions and primary processes.

You will undertake a nationally developed online assessment to obtain CIMS level 4 unit standards. If you already hold these standards you may skip this course, although if it was more than 3 years ago we recommend you still take this course.

Glossary

**Civil Defence
Emergency
Management
(CDEM)**

The application of knowledge, measures and practices that are necessary or desirable for the safety of the public or property and are designed to guard against, prevent, reduce or overcome hazards, harm or loss associated with an emergency.

**Coordinated
Incident
Management
System (CIMS)**

The system used by New Zealand emergency management agencies to systematically manage emergencies of any scale or complexity.

Emergency

A situation that causes or may cause loss of life, injury, illness, distress, or endangers the safety of the public and property that cannot be dealt with by the emergency services or requires a significant and coordinated response under the CDEM Act 2002.

**Incident
Management
Team**

A group of incident management personnel who support the Controller. It includes the Controller and the managers of the Planning, Intelligence, Operations, Logistics, Safety, Public Information Management (PIM), and Welfare functions, and Iwi/ Māori representation. It could also include a Response Manager, Recovery Manager, Risk and Legal Advisors, and Technical and Science Advisors.

**National Crisis
Management
Centre (NCCM)**

A facility used to support the coordination of all-of-government response and international assistance.

Associated References

Coordinated Incident Management System, 3rd edition

<https://www.civildefence.govt.nz/resources/coordinated-incident-management-system-cims-third-edition/>

CDEM Act 2002 and guidelines

<https://www.civildefence.govt.nz/cdem-sector/guidelines/>

National Security System Handbook

<https://dpmc.govt.nz/publications/national-security-system-handbook-html>

National Emergency Management website

<https://getready.govt.nz>