

MESSANA GROUP

Emergency Management Training & Consulting

Chief Warden Training

Course Outline

Chief Wardens | Deputy Chief Wardens | Senior Area Wardens

Duration: 2 Hours

Delivery: On-site at your workplace

Certification: Included (valid 12 months)

Group Size: Small Groups

★★★★★ **4.8/5** from 312 participant responses

 **1300 622 030**

 **fire@messana.com.au**

 **messana.com.au**

Messana Group | ABN 73 756 917 737
Australia's trusted emergency management experts since 2016

Course Overview

When an emergency strikes your workplace, one person must take charge. The Chief Warden coordinates the entire emergency response — directing area wardens, communicating with emergency services, making real-time decisions, and ensuring everyone reaches safety. This is not a ceremonial role. During a fire, security threat, or other emergency, your Chief Warden's decisions directly affect outcomes. A confident, well-trained Chief Warden can mean the difference between a controlled evacuation and dangerous chaos.

Messana Group's Chief Warden Training prepares your emergency leaders for this responsibility.

We build the coordination, communication, and decision-making skills your Chief Wardens need.

What Your Chief Wardens Will Learn

- ✓ Coordinate the entire emergency response as Chief Warden
- ✓ Direct area wardens through systematic evacuation procedures
- ✓ Communicate effectively using radios, PA systems, and phones
- ✓ Brief emergency services personnel upon their arrival
- ✓ Make confident decisions under pressure with incomplete information
- ✓ Lead people who may be panicked, confused, or resistant
- ✓ Account for all personnel and manage missing person situations
- ✓ Maintain AS3745 compliance for your Emergency Control Organisation

Who Should Attend

- Designated Chief Wardens
- Senior Area Wardens
- Deputy Chief Wardens
- Facility Managers

Course Outline – 5 Modules

1 Emergency Response Coordination

- Activating and managing the emergency response team
- Directing area wardens through systematic evacuation procedures
- Coordinating responses across multiple floors or buildings
- Managing the warden assembly point and communication hub
- Making decisions when situations deviate from planned procedures

2 Communication Skills

- Using communication equipment effectively (two-way radios, PA systems, phones)
- Providing clear, calm instructions during high-stress situations
- Briefing emergency services personnel upon arrival
- Communicating with building management and other tenants
- Providing updates to your organisation's leadership

3 Emergency Services Liaison

- Understanding what information emergency services need
- Handover procedures when fire brigade or police arrive
- Supporting emergency services operations without interfering
- Post-incident communication and reporting

4 Decision-Making Under Pressure

- Assessing situations quickly and accurately
- Adapting planned responses to actual conditions
- Prioritising actions when resources are limited
- Recognising when to evacuate versus shelter in place
- Managing incomplete information and uncertainty

5 People Management

- Leading people who may be panicked, confused, or resistant
- Managing mobility-impaired persons and those requiring assistance
- Accounting for all personnel and managing missing person situations
- Supporting distressed individuals while maintaining operational focus

In-House Training Delivery

All chief warden training is delivered on-site at your workplace, so your team trains in the environment they'll actually respond in.



Your Location

Your workplace across AU & NZ



Flexible Scheduling

Tailored to your team's availability



Customised Content

Your building layout and procedures

What's included:

- ✓ Training at your workplace — no travel required
- ✓ Content customised to your emergency procedures and building layout
- ✓ Flexible scheduling including evenings and weekends
- ✓ Small groups for individual attention and scenario practice
- ✓ Practical exercises simulating real emergency conditions
- ✓ Same-day certification for all participants

Certification & Renewal




Same-Day Certification — Participants receive certification valid for 12 months, issued on the same day as training.



Renewal Tracking — We track your wardens' certification dates and notify you when renewals are due.

Why Choose Messana Group

- ✓ **25+ years industry experience**
- ✓ **On-site training across Australia & New Zealand**
- ✓ **Certificates issued same day**
- ✓ **Training customised to your workplace**
-  **AS3745 compliant training**

What Participants Say

"Practicing the evacuation drill gave me confidence in my ability to respond to a fire emergency." — **Tina Nguyen**

"I found the step-by-step instructions on using fire extinguishers particularly useful." — **Winning Chung**

"Great place to train. Trainers are well-informed and up-to-date with all the new tech used." — **Sarah Mahfoud**

Get a Free Quote

Protect your people with expert Chief Warden training.



1300 622 030



fire@messana.com.au



messana.com.au