

## 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



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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
- Deputy Chief Wardens
- Senior Area 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.

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