

# MESSANA GROUP

Emergency Management Training & Consulting

## General & First Response Training

### Course Outline

All Employees | New Starters | First Responders

**Duration:** 2 Hours

**Delivery:** On-site at your workplace

**Certification:** Included (valid 12 months)

**Compliance:** WHS Compliant

★★★★★ **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

Your wardens receive specialised training. They understand evacuation procedures, know how to check their areas, and can guide colleagues to safety. But what about everyone else? When an alarm sounds, every occupant becomes part of the emergency response. They need to know what different alarms mean, where to go and how to get there, how to assist colleagues who need help, and what to do if the usual exit is blocked.

### **General emergency training ensures your entire workforce understands their role in emergency response.**

It reduces confusion, improves compliance with warden directions, and creates a safer workplace for everyone.

## Learning Outcomes

- ✓ Recognise different alarm types and respond appropriately
- ✓ Activate alarms and report to wardens and emergency services
- ✓ Navigate evacuation routes including alternative exits
- ✓ Move safely through smoke-affected areas
- ✓ Assist colleagues with mobility impairments during evacuations
- ✓ Understand common workplace fire hazards and prevention
- ✓ Assess emergencies quickly and decide whether to intervene or evacuate
- ✓ Coordinate with wardens and building management during incidents

## Who Should Attend

- All Employees
- Office Administration Staff
- New Starters
- Contractors & Visitors (regular)
- Designated First Responders

## Course Outline – 6 Modules

### 1 Alarm Recognition & Response

- Different alarm types and what each means
- When to evacuate versus when to await instructions
- How to respond if you discover an emergency before the alarm sounds

### 2 Evacuation Procedures

- Building exit routes and alternatives
- Assembly point locations and accountability requirements
- Why following warden instructions matters
- What to do if your usual exit is blocked

### 3 Personal Safety & Awareness

- Keeping yourself safe while evacuating
- Smoke awareness and movement through smoke-affected areas
- When to abandon personal belongings
- Returning to the building only when authorised

### 4 Helping Others

- Assisting colleagues with mobility impairments
- Supporting people who are anxious or confused
- Personal Evacuation Emergency Plans (PEEPs) for those requiring assistance

### 5 First Response Actions

- Assessing emergencies quickly and accurately
- When to attempt intervention versus immediate evacuation
- Alerting occupants and activating alarms
- Reporting to wardens and emergency services

### 6 Incident Management & Communication

- Isolating hazards when safe to do so
- Preserving evidence for incident investigation
- Using building communication systems
- Providing clear information to emergency services (000 calls)
- Coordinating with wardens and management

## In-House Training Delivery

All general and first response 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 alarm systems

#### What's included:

- ✓ Training delivered at your workplace — no travel required
- ✓ Content references your specific building layout and alarm systems
- ✓ Flexible scheduling to accommodate shift workers
- ✓ Groups sized to suit your staff numbers
- ✓ Online delivery available for general awareness (contact us)
- ✓ 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**
-  **WHS 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 practical, engaging emergency training.



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