

Mental Health First Aid at Work

FREQUENTLY ASKED QUESTIONS

Course pre-work

What pre-work is required for the MHFA at Work Certification?

All learners must complete **Mental Health First Aid at Work Intro** prior to enrolling in the MHFA at Work Certification course. For questions regarding access to Mental Health First Aid Intro, please contact your organization's Coordinator.

Training materials

Where are my training materials, and how do I access them?

If you're training virtually, access the electronic versions of your training materials — including the MHFA Manual and the Participant Processing Guide — in the modules on MHFA Connect at Work prior to the start of the training. Materials for in-person trainings will be shipped to your training site.

What materials will I receive for this training?

- MHFA Manual (serves as a reference during the training and on your own time)
- Participant Processing Guide (download to use for notetaking during the training)
- Employee resources, as provided by your organization

Why am I unable to download my MHFA Manual?

You will only be able to access the MHFA Manual within the MHFA Connect at Work portal, but you can download and print all other materials.

Do I need to read the entire MHFA Manual before the Instructor-led training?

No, you may read at your leisure. The Manual will provide deeper knowledge of topics discussed during the training.

Logistics

What technology is needed to join a virtual training?

- **Computer** – You will need a desktop or laptop computer or a tablet.
- **HD webcam** – Use the webcam built into your device or an external webcam that is connected to your computer.



- **Microphone and speakers** – If your computer doesn't have a microphone and/or speaker, you can use the dial-in option from your phone for audio.
- **Internet connection** – We recommend an internet connection with at least 5 Mbps upload/download speed.

Does my camera have to be on during the virtual training? Why can't I join from my phone only?

Your camera must be on during the training. This creates a participatory environment that allows everyone to feel like part of a psychologically safe classroom community. The open video accommodates a variety of learning styles and ensures competence, comfort and confidence in skill application. Joining solely from a phone limits access to features of the learning environment. Many of us are working remotely, so we welcome pets to join!

Will this training have breaks?

Absolutely! We designed the course to allow for multiple breaks at the Instructor's discretion. This may be adjusted by the Instructor or your organization.

My organization is hosting an in-person training. Could I join the Instructor-led portion virtually?

To ensure that all participants receive the same, comprehensive learning experience, trainings are only conducted for groups all in one format — virtually or in person. We cannot blend the two delivery methods.

I have a scheduling conflict and need to miss part of the training. Is that acceptable?

Participants must be present for the entire Instructor-led portion to successfully earn the MHFA certification. Learners may reschedule with their organization's point-of-contact if other trainings are scheduled.

When and how do I receive my certificate of completion?

After completing the Instructor-led training session, please return to MHFA Connect at Work to complete the post-training survey and an exam. You will need to score at least 80% to pass the exam and complete all modules to receive your certificate. Upon completion of the training, you will be able to download your certificate through MHFA Connect at Work. Congratulations, you are now a certified Mental Health First Aider!

I'm having trouble with MHFA Connect at Work. Who do I contact?

For technical assistance or other questions regarding pre- and post-work, please use the [request assistance form](#).