

# Mental Health First Aid At Work

## FREQUENTLY ASKED QUESTIONS

### Course Pre-work

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

Pre-work includes enrolling in MHFA Connect at Work, completing the pre-training survey and two-hour online learning module, and accessing training materials.

#### **Do I need to complete the online learning module in one sitting?**

The online learning module is a two-hour, self-paced course that you must complete before attending the Instructor-led training session. You may pause the module and resume at any point during the lessons. However, you must complete the five-minute exam at the end of the online learning module in a single sitting.

#### **How will I know when I have successfully completed the online learning module?**

To complete the online learning module, you must complete all the slides and their associated activities, pass the Exam at the end with at least 80%, and select Exit on the last slide of the online learning course. After selecting **Exit**, you will have the ability to relaunch the online learning module. To continue on to the Instructor-led training session details, select **Next Module**.

#### **Does it really take two hours to complete the online learning module?**

Based on best adult learning practices, it should take approximately two hours to complete. However, it's self-paced, so the time it takes to complete the online module can vary person to person.

### 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 can I expect to 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 note-taking during the training).
- Employee resources, as provided by your organization.

**I am unable to download my MHFA Manual. Why?**

You will only be able to access the MHFA Manual within the MHFA Connect At Work portal. However, you will be able to 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 own leisure. The manual will provide a more in-depth 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 speed of at least 5 mbps upload/download speed.

**(Virtual trainings) Does my camera have to be on during the training? Why can't I join from my phone only?**

Your camera must be on during the training. This requirement creates a participatory environment that allows everyone to feel a part of a community-like and psychologically safe classroom. The open video accommodates a variety of learning styles and ensures competency, 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 openly welcome pets to join!

**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 a exam You will need to score at least 80% to pass the exam and

completed all modules in order 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!

**Will this training have breaks?**

Absolutely! We designed the course with a break at the top of every hour. This may be adjusted by the instructor or your organization.

**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 email MHFA at Work ([MHFADirectSupport@TheNationalCouncil.org](mailto:MHFADirectSupport@TheNationalCouncil.org)).