

Mental Health First Aid at Work

FREQUENTLY ASKED QUESTIONS

Course Participation

What should I do to prepare for the General Awareness training?

After enrolling in MHFA Connect at Work and before you join the Instructor-led session, you will complete a 5-minute pre-training survey. Following the training, you will be asked to return to MHFA Connect At Work to complete a short post-training survey.

How is my attendance and participation confirmed with my organization?

During the training, the instructor will manually take attendance, which will be shared with your organization. Please ensure you arrive on time and plan to stay for the entire training.

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).
- Participant Processing Guide (Please 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 are the technology requirements 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!

When and how do I receive my certificate of completion?

Upon completion of the training, you will be able to download your certificate of completion through MHFA Connect at Work.

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

To ensure that all learners 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?

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

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 dependent upon several factors.

I'm having trouble with the MHFA Connect At Work system. Who do I contact?

For technical assistance or other questions regarding pre- and post-work, please email MHFA at Work (MHFADirectSupport@TheNationalCouncil.org).