

# Hosting an MHFA Instructor Training

## Frequently Asked Questions

### **Logistics and pre-training preparations: In-person trainings**

#### **Do we have to provide breakfast and lunch during our training?**

Providing meals or snacks during your training is optional, however, please ensure training attendees are fully informed of what meals, if any, will be provided. If meals will not be provided, hosts should notify training participants ahead of time, so attendees can either bring their own meals or make other arrangements.

#### **Do we need to reserve a block of rooms at a nearby hotel or discounted room rates?**

This is not required, although training participants would certainly appreciate such arrangements. By no means is a room block necessary. The National Council welcomes hotel suggestions near the training venue, so our National Trainers can stay as close as possible to the training location.

#### **What materials will be shipped for the training? How many boxes should we expect?**

The National Council's distribution center will ship Instructor kits (Teaching Notes, a flash drive pre-loaded with the PowerPoint and handouts, a DVD with course films, and an MHFA pen), participant manuals and "ALGEE" stuffed koalas. An additional package will be shipped from the National Council offices containing materials including training handouts and certificates for attendees. Hosts should expect to receive six to seven boxes prior to the training. Please wait to unpack the boxes until the National Trainers arrive.

#### **What is your policy on filming the instructor training? Are we permitted to have local media outlets stop by?**

The instructor training in full cannot be filmed or recorded, by any entity. If the host would like to invite a photographer or local media outlet to snap pictures or film a small portion of the training, this may be acceptable. However, training participants and the National Trainers should be notified of this arrangement ahead of time, and the organizational host should consult with the National Trainers to decide what day/time would be best for the outside presence. Filming and/or photography should not interrupt the training whatsoever. In some cases, participants may need to give written or verbal consent for footage or images use in the media.

## Logistics and pre-training preparations: Virtual trainings

### What are the IT requirements for the virtual training?

Participants must meet these IT requirements to be eligible for the course:

- **Computer** – Windows or Apple desktop or laptop computer
- **Phone or tablet (backup audio/video option)** – For the best experience, we highly recommend that users join the course from a laptop or desktop computer. Phones may be used for audio support.
- **Microphone and speakers** – Participants whose computers do not have a microphone and/or speakers can use the dial-in option from their phone for audio.
- **HD Webcam** – Either built into the user’s device or external.
- **Internet Connection** – We recommend an internet speed of at least 5mbps upload/download speed. Users can test their internet speed here: <https://www.speedtest.net/>

### How will participants receive their training materials?

Instructor candidates will receive instructions for ordering all course materials to be sent to their preferred address. The National Council will provide each candidate with a coupon code to zero out the cost of the materials. Using ground shipping, it typically takes three to five business days to receive an order.

### Can I host the virtual training in a conference room so all my Instructor candidates can be together in person?

We recommend everyone attend the training from their own office or home. Each Instructor Candidate must participate in the course using their own computer with their own camera and microphone. Candidates are not permitted to share a conference line or group camera, and they must use their own computers to participate in the chat and polls. They also need access to a private room for their one-on-one coaching session. Should you choose to host everyone in the same building, the candidates are welcome to spend the breaks and lunch in person with each other, but they must return to their private spaces with their individual devices when class reconvenes.

### Can I observe the virtual training?

We welcome our hosts to observe the 3-day virtual training. Please let us know in the weeks leading up to your training that you intend to observe, and a member of our team will connect you with the National Trainers.

## **Application and registration process**

**What applicants make the best Instructor candidates for the program? Are there specific credentials they must have?**

No specific academic or professional credentials are required for Instructor candidates. Qualified Instructors may come from all levels of an organization – including CEOs and front-line staff. Host organizations should choose the best advocates for the program in their area. The Instructor application focuses on candidates' knowledge of or experience with mental health issues, prior experience in training adult learners, and commitment and capability to roll out Mental Health First Aid in the community if certified. We look for individuals who are passionate about mental health education, have formulated a feasible plan to sustain the program, and have a certain degree of training/teaching experience.

**As host, what are my responsibilities regarding applications and registration?**

The host is responsible for recruiting Instructor candidates and ensuring they apply prior to the deadline for applications (three weeks before the course). MHFA USA will provide private application instructions specific to your course; you must share them with your Instructor candidates. We will also provide you with regular roster updates; please check them regularly so you can remind your candidates to apply. Before sending your Instructor candidates their next steps, confirm your final roster one more time with a member of our team.

**May I invite additional Instructor candidates to my training?**

The Instructor training can accommodate up to 16 candidates. While you may invite additional people to apply, they would not be guaranteed a spot in the course, and you will be responsible for communicating to them that they are on your waitlist, and contacting them should a spot become available.

**One of my candidates dropped out, can I replace them in the class?**

We cannot make changes to your roster less than one week in advance of your course. If you need to replace a candidate, that replacement needs to complete an application online and they will need to complete their course pre-work prior to the start of the training. Please note that if the dropped candidate already ordered their course materials, they would need to transfer them to the replacement or ship the course materials back to the National Council.

## **Training attendance and completion**

**What flexibility is there for training participants who need to leave early or miss certain days?**

All Instructor candidates must attend the entirety of the training to be eligible for certification. Individuals who leave early for prior obligations or flight arrangements will not be considered for certification. If there are extenuating circumstances, such as a sudden illness, please contact the National Council immediately.

### **What happens if someone doesn't pass the certification training?**

It is not guaranteed that all Instructor candidates will successfully pass the Instructor certification training. To obtain certification, they must successfully complete and pass a written exam and a presentation. The National Trainers support candidates in every way possible to help them pass the course if the ability and passion is evident.

If a National Trainer is unable to pass a candidate, that Trainer will meet with the individual privately to discuss the reasoning behind their decision. If the National Trainer feels that the individual has potential to be an Instructor and would benefit from a “do-over” presentation, they will offer this option to the participant. If the participant is still unable to convey the course materials and/or present the curriculum with confidence and clarity, the National Trainer may decide that the participant will not be certified as an instructor. For more information, refer to the provisional certification document included in the toolkit.

### **Does the National Council offer continuing education units for the in-person and virtual trainings?**

The Mental Health First Aid Instructor Trainings are currently approved for 18 continuing education units (CEUs). Instructor candidates may only earn CEUs if they attend all scheduled days of the training. The National Council for Mental Wellbeing can process CEU certificates for social workers through the National Association of Social Workers (NASW) within 60 days of program completion. Note: No NASW CEUs are offered through Idaho, Michigan, New Jersey, New York or Oregon.

If you would like to obtain CEUs outside of NASW, you must apply for them independently. While the National Council can assist by providing materials requested for the application, the Instructor candidate or host would need to identify the local CEU application process and necessary documentation.

## **Next steps for MHFA courses**

### **My Instructors have questions about how to schedule their classes or order their materials, can you help?**

The team at [MHFAHostSites@TheNationalCouncil.org](mailto:MHFAHostSites@TheNationalCouncil.org) is only equipped to assist with questions and issues related to the private 3-day Instructor Training. Instructors who have questions about teaching their First Aider classes must use the Request Assistance Form on MHFA Connect. They can access the form on the Connect Resources Tab and filter by category on the left-hand side of the screen.

### **How can I view my Instructors' evaluation data or order materials in bulk for their classes?**

We recommend that hosts become Coordinators for their Instructors. Coordinator access allows a designated individual to “act as” an Instructor in MHFA Connect, adding other Instructors' upcoming courses to the system, managing participant lists and evaluation feedback, and ordering materials on the Instructor's behalf. You can also download aggregate data reports, which are helpful for grant reporting.

To be added as a Coordinator, complete the Coordinator Access Form found in the Instructor toolkit. If you already have an account, you can submit the form through the Request Assistance Form on MHFA Connect. If you are requesting Coordinator Access and are not currently a MHFA Instructor, the

Coordinator Access team will send you an email invitation to activate your account. Please email [CoordinatorAccess@TheNationalCouncil.org](mailto:CoordinatorAccess@TheNationalCouncil.org) so they can finalize your access needs. Please note: It may take up to 30 days to process your access request.