

# MHFA course: Delivery timings and missed content guidance

## Delivery timings

As an Instructor Member you have flexibility over when you deliver the MHFA course. However, to ensure an effective learning environment, we ask that you follow our recommended timings.

### Face-to-face deliveries

#### Shortest delivery timings

A course delivery over two full days with four sessions back-to-back.

- Day one: Sessions 1 and 2
- Day two: Sessions 3 and 4

A lunch break in between sessions is required on both days, we recommend a minimum of 45 minutes.

#### Longest delivery timings

A course delivery over four different days, with all four sessions delivered within a two-week period.

There may be times when sessions can't be delivered in the advised timeframe.

In exceptional circumstances, and with the approval of the Customer Service Team, Instructor Members can deliver sessions over a four-week period, for example if a client's rota doesn't allow flexibility.

The content recaps at the beginning and end of each session and the session quizzes have been designed to support the learners' memory.

## **Online deliveries**

### **Shortest delivery timings**

A course delivery of one session per day over four days.

To support your learner's wellbeing and to avoid screen fatigue, we do not recommend delivering four sessions back-to-back over two days or two sessions in one day.

### **Longest delivery timings**

See face-to-face deliveries

## **Missed content**

A learner may miss course content for reasons such as technical issues, a change with work schedules, or unforeseen circumstances. Missing course content will mean that a learner's knowledge and skills development is incomplete.

A learner must not be marked as having completed the course if they have missed a significant amount of content. Once you are satisfied that the learner has caught up with the content and has sufficiently practised their skills, they can be marked as having completed the course.

### **Specific guidance on missed content**

#### **A learner misses one or more full sessions**

If possible, arrange for the learner to attend the session again at your next available delivery, ideally no longer than two weeks later.

Depending on the learner's reason for missing the session/s, it is at your discretion whether you charge for the additional session/s from the learner or their employer. If this is not possible, the learner will need to rebook onto a future course and complete it in full.

**A learner misses three hours (the equivalent time to a full session) or less, collectively throughout the course**

You must use your discretion as to whether the missed content can be caught up on. We recommend that you encourage the learner to review missed content in their course workbook and organise a catch-up to recap their learning. It is at your discretion whether you charge for your additional time from the learner or their employer.

**A learner misses some of the skills practice content such as applying ALGEE to case studies or conversation practice**

Skills practice and development is a key part of the MHFA course and becoming an MHFAider®. It should not be viewed as any less important than the mental health awareness content.

We recommend either of the following steps:

- Enable the learner to buddy up with a fellow MHFAider®, who can support them to build their confidence, develop their skills and share best practice
- Offer a short session led by you to build their confidence and develop their skills

**A learner attends all sessions, but experiences technical issues that prevents them from fully interacting**

If the learner has experienced the session content in full and feels that they have been able to engage and ask questions sufficiently, they can be marked as having completed the course. If the learner has missed session content, see above guidance.