

# Association of Mental Health First Aiders FAQs

## Contents

Contents .....	1
General FAQs .....	2
What is the Association of Mental Health First Aiders? .....	2
Why have we created the Association of Mental Health First Aiders? .....	2
Why do MHFAiders need support to carry out their role? .....	2
How do I become a member? .....	2
Who can become a member? .....	3
Can Youth MHFAiders become members? .....	3
What benefits are available to members? .....	3
What happens if I choose not to become a member of the Association? .....	4
Does the Association of Mental Health First Aiders have its own website? .....	4
Where can I direct queries about the Association of Mental Health First Aiders? .....	4
How will MHFAiders be invited to join the Association of Mental Health First Aiders? .....	4
How often do I need to renew my membership? .....	4
Will I be contacted when it is time to renew my membership? .....	5
I completed a Mental Health First Aid course with another provider, can I become a member of the Association? .....	5
A member of the Association of Mental Health First Aiders is behaving in a way that I wouldn't expect an MHFAider to, what will you do about this? .....	5

## **General FAQs**

### **What is the Association of Mental Health First Aiders?**

The Association of Mental Health First Aiders® is England's first and only membership body for Mental Health First Aiders. Our mission is to grow and empower the largest community of Mental Health First Aiders to transform how we talk about and support mental health.

### **Why have we created the Association of Mental Health First Aiders?**

The last few years have been hard on everyone and the need to support everyone's mental health and wellbeing is greater than ever. With the Association of Mental Health First Aiders, training doesn't stop when the MHFA® and Youth MHFA course comes to an end. We offer continuous support for MHFAiders®, well beyond their initial certification.

MHFA England® is the national authority on Mental Health First Aid. Our expertise means that we are uniquely placed to support MHFAiders to carry out their role effectively. The exclusive benefits empower our members to fulfil their roles with confidence, skill, and care.

### **Why do MHFAiders need support to carry out their role?**

MHFAiders are having life changing and lifesaving conversations every day. We need to support them to keep doing so. We provide our members with exclusive access to a wide range of resources, from ongoing training and qualifications to events and research. These exclusive benefits empower MHFAiders to fulfil their roles with confidence, skill, and care.

### **How do I become a member?**

All eligible MHFAiders will be invited to become a member of the Association of Mental Health First Aiders via email after completing their course.

Those who wish to join will be asked to update their contact details, read and sign the Association membership agreement, and confirm their marketing consent preferences. Once this process is completed, the individual will be sent an email confirming their membership and next steps.

## **Who can become a member?**

Members of the Association of Mental Health First Aiders include all MHFA England Instructor Members and those who have completed a Mental Health First Aid, MHFA Refresher, or Youth Mental Health First Aid course in the last three years and hold a valid certificate.

## **Can Youth MHFAiders become members?**

Yes. We are excited to share that following the launch of our redeveloped Youth MHFA course, Youth MHFAiders who have completed a Youth MHFA course within the last three years, as well as those who complete the redeveloped Youth MHFA course will be invited to join the Association of Mental Health First Aiders.

## **What benefits are available to members?**

Members of the Association will have exclusive access to:

- A resource library of exclusive toolkits, guidance, animations, and core mental health concepts to support members in their role as an MHFAider
- A signposting database through Hub of Hope to find local and national mental health services for additional support
- Reminders for wellbeing check-ins with people MHFAiders are supporting
- 24/7 text support services through Shout for advice and reassurance on a mental health conversation or to support wellbeing after a difficult conversation
- Exclusive webinars to embed and broaden members' mental health knowledge via our Online Learning Hub
- Access to the latest version of the digital MHFA manual
- A monthly newsletter with updates and exclusive resources to support MHFAiders in their role
- The benefit of joining the first and only membership body for Mental Health First Aiders

## **What happens if I choose not to become a member of the Association?**

If you choose not to become a member of the Association of Mental Health First Aiders, you will be unable to access the exclusive membership benefits outlined above.

This includes but is not limited to, use of the MHFAider Support App®, the MHFAider community area on the Online Learning Hub, exclusive webinars, and resources.

## **Does the Association of Mental Health First Aiders have its own website?**

Yes. The website for the Association of Mental Health First Aiders can be accessed here [www.aomhfa.org](http://www.aomhfa.org).

## **Where can I direct queries about the Association of Mental Health First Aiders?**

If you have any queries related to the Association of Mental Health First Aiders and membership, please email [queries@aomhfa.org](mailto:queries@aomhfa.org).

## **How will MHFAiders be invited to join the Association of Mental Health First Aiders?**

Between July and September 2024, we invited MHFAiders who had completed our MHFA course or MHFA Refresher and who held a valid certificate.

With the launch of the redeveloped Youth MHFA course in January 2025, we will begin inviting all existing Youth MHFAiders with a valid certificate from the last three years and anyone who takes the redeveloped course. We will stagger these invitations to ensure any queries can be responded to in a timely manner.

## **How often do I need to renew my membership?**

You will be required to renew your membership every three years by taking MHFA England's MHFA Refresher or full MHFA or Youth MHFA course.

### **Will I be contacted when it is time to renew my membership?**

Your certificate is valid for three years from the date you completed your course. You will be contacted three months prior to your certificate expiring and will be recommended to complete the MHFA Refresher or Youth MHFA Refresher course to renew your membership.

### **I completed a Mental Health First Aid course with another provider, can I become a member of the Association?**

If you completed an equivalent and eligible Level 3 mental health first aid qualification with another provider in the past three years, you may be eligible to attend the MHFA Refresher course and be invited to join the Association of Mental Health First Aiders.

Currently, there are no equivalent Youth Mental Health First Aid courses or qualifications available, so Youth MHFA learners will need to complete the Youth MHFA course to become a member.

If you have any queries, please contact [queries@aomhfa.org](mailto:queries@aomhfa.org).

### **A member of the Association of Mental Health First Aiders is behaving in a way that I wouldn't expect an MHFAider to, what will you do about this?**

All members are required as a condition of their membership to adhere to the following code of conduct. Failure to do so may lead to removal of membership and therefore access to membership support and benefits.

A complaint regarding a member and any potential breach of the code of conduct can be made in writing to [queries@aomhfa.org](mailto:queries@aomhfa.org).

Depending on the nature of the complaint, sanctions could include:

- Informal or formal warning
- Removal of membership

If you have concerns over the conduct of an MHFAider within your workplace, we advise contacting your internal HR team and following existing internal processes for misconduct.