



Certificate of Achievement

Anisha J

has completed the following course:

COVID-19: PSYCHOLOGICAL FIRST AID PUBLIC HEALTH ENGLAND

A free Psychological First Aid course for frontline workers and volunteers dealing with the psychological impact of the COVID-19 pandemic. It trains and equips staff to provide support and recognise people at risk of distress.

3 weeks, 1 hour per week



Public Health England
Public Health England



Protecting and improving
the nation's health

The person named on this certificate has completed the activities in the attached transcript. For more information about Certificates of Achievement and the effort required to become eligible, visit futurelearn.com/proof-of-learning/certificate-of-achievement.

This certificate represents proof of learning. It is not a formal qualification, degree, or part of a degree.

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COVID-19: PSYCHOLOGICAL FIRST AID PUBLIC HEALTH ENGLAND

83%
OVERALL
SCORE

Free online psychological first aid training from Public Health England (PHE) available to frontline staff and volunteers. This training will equip staff to provide support and recognise people at risk of distress. It follows a globally recommended model for supporting people during emergencies, tailored to the specific challenges of coronavirus (COVID-19).

STUDY REQUIREMENT

3 weeks, 1 hour per week

LEARNING OUTCOMES

- Demonstrate an understanding of what Psychological First Aid is
- Identify for whom it is suited and how to help them
- Identify how to better support yourself and peers in such crises
- Engage with further reading into psychosocial support during emergencies.

SYLLABUS

- What is psychological first aid?
- How do emergencies impact mental health?
- The psychological first aid stages: Prepare, Look, Listen, Link
- Supporting yourself and your colleagues
- Example scenarios

Anyone can use this approach. The following is what you will need to use PFA:

- Be a good listener. An important part of PFA is identifying what help and support each person requires.
- Be well informed about the COVID-19 pandemic, so you can give people accurate information. It is important that people can trust you.

- Have the ability to encourage active coping by, for instance, helping people make decisions about the next steps they will take.
- Encourage and help people to connect with their loved ones, or community and spiritual supports. Be aware of people's cultural preferences and needs, and adopt a non-judgemental approach.
- Know how to look after their own wellbeing and access support through friends, family, supervision or managers.