



CERTIFIED  
RESILIENCE  
FIRST AID  
INSTRUCTOR

# Resilience First Aid Instructor Information Sheet

Orientation information for new applicants to the Resilience First Aid Instructor program  
Published March 2023

More information at [hellodriven.com](https://hellodriven.com)  
Contact: [info@hellodriven.com](mailto:info@hellodriven.com)



# The Importance of Prevention in Mental Health

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Only **1 in 10 people** have resilience that's strong enough to protect against mental illness. This means **9 out of 10** of people can benefit from increasing resilience skills to boost protection against depression, anxiety, and other forms of mental ill-health. By taking on the journey of becoming a Resilience First Aid Instructor, you can join a growing movement to positively shift trends in mental health through a proactive strength-based approach.

The fact that 50% of people will experience a period of mental illness in their lives, and only two-thirds will feel confident enough to discuss it with a trusted confidant, highlights the importance of early intervention and support. In Australia, for example, the mental health crisis costs between \$43 billion and \$51 billion annually, with an additional \$130 billion lost in productivity due to mental health issues.

By adopting a preventative approach to mental health, Resilience First Aid Instructors can contribute to a significant shift in the way mental health is addressed within society. Encouraging proactive mental health practices not only helps individuals build personal capacity to avoid mental health problems, but also allows for earlier identification and intervention, reducing costs and burdens on the individual, community, and society as a whole.

Proactive mental health is often more affordable and accessible than reactive mental illness treatment, providing additional benefits to the larger population. By focusing on early care for the mental wellbeing of friends, family, and colleagues, practitioners can help create a global trend towards mental health intervention that emphasises building strengths and resilience in ourselves and others.

Joining the movement to promote proactive mental health by becoming a Resilience First Aid Instructor is a vital step for mental health practitioners to make a long-term impact on the lives of those they serve. By fostering a culture of mental wellness and resilience, we can collectively work towards a healthier, happier, and more mentally resilient society.

## Resilience First Aid Certification Training

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Resilience First Aid (RFA) is a 2-day mental health certification that teaches strength-based skills to support resilience in others and build meaningful relationships. You will learn how to spot signs of low resilience in others, learn the language to talk proactively to people in need, and learn skills to help build their resilience. This makes Resilience First Aid a highly proactive approach to suicide prevention through building meaningful connections and skills to have impactful conversations.

RFA presents a new strength-based approach to put trained mental health champions in place who actively boost resilience and mental health in their communities. The course does so by teaching an effective conversational method called the ALL Protocol, followed by a



detailed understanding of the six domains of resilience, skills and functional features of each to notice in others, as well as practical language to have meaningful conversations.

In addition, participants are given access to ongoing tools and assessments to explore and build their own resilience to create sustainability of the teachings, alongside resources that help facilitate conversations and build awareness.

The skills learned through Resilience First Aid apply to all relationships - with family, with friends, with colleagues, and all other interactions. The ALL Protocol taught through the certification is highly useful and applicable in everyday life, with participants frequently experiencing daily occurrences where they notice themselves using the ALL Protocol. It's simple, easy to remember, and builds relationships through a strength-based approach.

Participants also learn self-care tools to build their capacity to sustainably support both themselves and others, avoiding burnout and compassion fatigue. Through a comprehensive integration of materials, resources and training, Resilience First Aid provides a unique and neuroscience-based approach to proactively protect mental health.

For the full details of what is included in the RFA certification as well as the curriculum, refer to the Resilience First Aid Brochure, or visit [resiliencefirstaid.com](https://resiliencefirstaid.com)

## Research Supporting Resilience First Aid

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Resilience First Aid is built on the peer-reviewed [Predictive 6 Factor Resilience Model \(PR6\)](#). The PR6 is a comprehensive whole body and brain resilience model that includes a [validated psychometric assessment](#), as well as detailed skills to proactively build resilience.

The PR6 model and skills-building approaches are used in research at various universities (including Harvard, University of San Francisco, Northwestern Uni, Boise State Uni, Northeastern Uni, Boston University, Coventry Uni, UNSW, and more). Over 500 clinicians and mental health practitioners also use the PR6 assessment and training in their practices as a validated approach.

Ongoing research and peer-reviewed validation of the model and resilience training program have established the PR6 as a leading model and program with [clinical effectiveness in building resilience](#) as a proactive approach for mental health.

Resilience First Aid builds on this deep research and validation by making the PR6 model accessible through a certification training and additional resources that create lasting change and protection. This establishes Resilience First Aid with a strong science-based approach that enable meaningful assessment and potential for further validation and impact.

For more current reading on resilience assessments over time and RFA's place in building community resilience, read the [2022 National Resilience Index Report](#).



# Resilience First Aid is Accredited

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In 2022, Driven's **Resilience First Aid** program was awarded **full accreditation** by QIP and Suicide Prevention Australia, the national peak body for the suicide prevention sector.



This accreditation certifies Resilience First Aid as a best practice suicide prevention program, highlighting the years of research and dedication that has gone into the development of the program.

The accreditation process started early in 2022, involving a great deal of diligence to document and highlight the quality of practices as an organisation as well as the work that has gone into the development and research of Resilience First Aid. This accreditation means that:

- RFA represents **best practices** in working towards suicide prevention
- RFA can be used to satisfy **mandatory training requirements**
- RFA is established as a **recognised certification** and a valuable qualification to have

Resilience First Aid works towards suicide prevention through a primary prevention approach. This means we proactively build mental wellness in people, teams and communities, helping people feel more connected and supported. This approach of 'connected resilience' means that mental health is protected, helping to circumvent the conditions that may lead to suicidal ideation.

Therefore, our goal is for everyone to achieve a protective level of resilience, finally working towards addressing the causes of mental health and suicide, rather than simply hoping to notice at the last moment. This is primary prevention – building resilience as a protective strategy to make life more worthwhile and enjoyable, thereby preventing the onset of suicidal thoughts and behaviours.

Through this preventative approach, Resilience First Aid fills a gap in the wellness continuum by teaching strength-based skills that should be learned by everyone as a broad proactive strategy.

Note that the accreditation refers to Driven's delivery of the program, which includes the Fully Online format of the course that you can also provide. If you use the accreditation badge on



your own marketing, be sure to include somewhere that accreditation refers to the Fully Online format. We are working with SPA to in future to more easily enable external practitioners to also obtain accreditation.

Further to this, the PR6-based Driven Resilience training program is accredited by the [Commission on Accreditation for Prehospital Continuing Education](#) (CAPCE). This recognises the program's leading approach to bring the latest science-backed developments as a practical course that anyone can learn.

*"Not only does the Driven Resilience program build important skills for EMS practitioners, the use of microtask learning represents an important innovation in the delivery of continuing education."*

Mark Terry, Chief Certification Officer

## Becoming a Resilience First Aid Instructor

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Resilience First Aid takes an innovative preventative approach to mental health, bringing a high quality set of evidence-based tools and resources to participants. In line with this, expectations of you as an RFA Instructor follows to help promote this approach, including:

- **Open and inclusive attitude** – Embrace diversity and create a welcoming environment for all participants
- **Promote prevention** – Advocate for a proactive approach to mental health, focusing on building resilience and protective factors
- **Strength-based approach** – Highlight the importance of fostering personal strengths and resources to protect mental health
- **High-quality experience** – Deliver engaging and well-organised workshops that provide valuable insights and practical tools for participants
- **Inspire resilience champions** – Encourage participants to apply the RFA program principles in their personal and professional lives, fostering a culture of resilience
- **Build on presentation experience** – Utilise and enhance existing presentation skills to create an immersive and interactive training experience
- **Continuous improvement** – Seek feedback and incorporate lessons learned to refine and improve workshop delivery over time
- **Diversify reach** – Work towards integrating the RFA program into various organisations and contexts, spreading the resilience message to a wider audience

New RFA Instructors are expected to draw upon their previous presentation experiences to enhance the RFA training experience for participants. By refining their skills and adapting to different audiences, instructors can ensure that the RFA program remains engaging, informative, and relevant across a diverse range of contexts.

As an organisation, our aim is to onboard new instructors who are committed to elevating the program and expanding its reach. By integrating the RFA program into various organisations and contexts, we can collectively work towards a more resilient society, better equipped to handle the challenges of modern life.



# RFA Instructor Training Pathway

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The pathway to becoming an RFA Instructor includes the following prerequisites:

- **Complete the standard 2-day Resilience First Aid certification** – This is necessary for you to first experience the training yourself and become familiar with the course methodology and approach to prevention in mental health. Note that completion of the 2-day RFA certification is mandatory before applying to become an RFA Instructor. You can take the fully online version of the [RFA course any time](#), or you can [join an open workshop](#) from an existing instructor
- **Complete the 2-day Certified Resilience Coach (CReC) training** – This course provides you with access to the Driven Pro platform where you will manage RFA participants, as well as giving you access to various resilience-building resources such as modifiable workshop packs, use of the PR6 assessment (using a points system), learn about the PR6 model and neuroscience of resilience, as well as providing you with the ongoing licence to host workshops and use the content. You can start with the [CReC training any time](#)



Note that both of these courses need to be fully completed before you can attend the RFA Instructor training. Once you have obtained those two certifications, you can continue on to the 3-day Resilience First Aid Instructor training. This includes:

- **Day 1** – Theory and materials, including discussion of the ALL Protocol, neuroscience, & discussion of key RFA concepts. Walkthrough of RFA Instructor workshop packs and presenter guidance
- **Day 2** – Operational review of setting up workshops, running workshops & certifying participants. Discussion of marketing options, materials available & business details of being an instructor
- **Day 3** – Presenter skill evaluation, each instructor presents a component of the course. Share & learn from each other. Final review & RFA Instructor certification

Following Day 3, your presentation is assessed against guidance that will be shared with you prior to attending, with feedback collated and shared afterwards. At this point it will be determined if you are certified to become an RFA Instructor, or if additional skills need to be developed. Should this be required, you can arrange for a private re-evaluation session.

The 3-day RFA Instructor training can be attended in two formats:

- **Live Training** – This format is hosted over three days, generally as an online webinar with the first two days on a Thursday and Friday, and last day on the following Monday. Contact us to find out about the next live training dates, or check online at <https://driv.ai/rfainstructor>



- **Private Training** – This option can be started any time. This format started with a 60 minute private orientation session to get you set up for the main training component which involves working through recordings of the previous live training session. You'll be able to access the three days of training as recordings that you can work through in your own time. Once you have worked through all the recordings, you can book in a closing 90 minute private session to answer questions, ensure you are prepared to host training, as well as conduct your final evaluation. You are welcome to take the Private Training option with others if you wish to do this as a group

As an RFA Instructor, your ongoing licence and access to the RFA Workshops admin area is linked to your Driven Pro account which you obtain by completing the Certified Resilience Coaching (CRcC) certification.

This means you must maintain a Driven Pro subscription to retain your licence and access to provide Resilience First Aid workshops. Any Driven Pro subscription level is sufficient to retain your RFA Instructor licence.



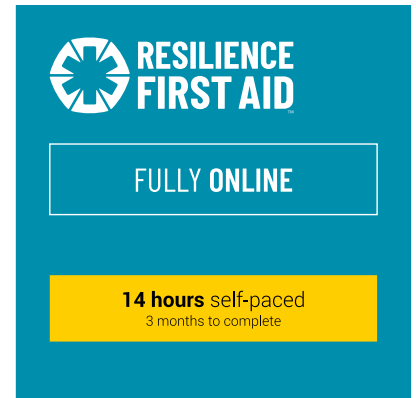
## Hosting Training as an RFA Instructor

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As an RFA Instructor, you will obtain the license and resources to conduct both blended and live Resilience First Aid workshops. Your role is to prepare individuals for the final certification questionnaire, enabling them to become certified in Resilience First Aid. Additionally, you can offer fully online (self-paced) access to the training. The details of each format are as follows:

- **Live Format** – In this format, you will deliver a 14-hour live workshop, which can be divided over two days or four half-days. The days do not need to be consecutive. Recommended group sizes range from 6 to 20 people.
- **Blended Format** – This format involves hosting a 2-hour live opening workshop, followed by 10 hours of fully online (self-paced) training, and concluding with a 2-hour closing workshop. This offers greater flexibility, particularly for remote workers. Recommended group sizes range from 6 to 12 people.
- **Fully Online Format** – For participants requiring complete flexibility, a fully recorded version of RFA is available, featuring videos and interactive activities. Participants have three months to complete the fully online version at their own pace. In this format, you only provide the signup link to the participant, and everything else is automated.





Please note that there are no strict limits on group sizes, as this primarily depends on your skill level as a presenter to maintain a high-quality experience. Feedback is monitored from each workshop delivery through a centralised feedback mechanism.

As an RFA Instructor, it is your responsibility to ensure that participants receive all the necessary information for certification and to provide an engaging and inclusive experience that fosters the development of new resilience champions. Each participant must receive an **RFA Participant Pack**, which includes:

- **The physical Resilience First Aid Responder Kit**, which includes the course manual, RFA Responder wallet card, notebook, a set of magnetic resilience skill tiles, resilience skill cards, notepad, RFA keychain, 6 domains stress ball, along with other materials and the RFA Responder kit bag to hold all the resources. These resources are designed to spur conversations and spread awareness through physical materials
- **12 month's free access to the accredited Driven Resilience App** with full mental health and resilience training courses. This is a comprehensive digital resource that includes daily resilience-building activities to continue learning beyond the certification
- **PR6 Resilience Report**, providing participants with their own personal report to learn about their resilience strengths and where they have opportunities to grow. The PR6 is a validated resilience assessment that participants get access to through the Driven Resilience App once they are certified
- **3 Year Certification**, including a digital certificate of completion and with acknowledgement of 14 hours of continuing professional development training hours completed. The certificate is valid for 3 years, with the option to renew certification with a 1-day refresher training at the end of the 3 years



Participants become certified in Resilience First Aid upon completing the 14 hours of training and the final questionnaire through the online system. They will receive a certificate via email to confirm their certification.





The certification is valid for three years. To maintain their certification, participants must complete a one-day refresher course within the three-year period. If the certification expires, participants must retake the full two-day course to regain certification.

By becoming an RFA Instructor, you join an essential movement towards promoting prevention in the mental health field. Working in this rewarding space, you will deliver strength-based workshops that leave participants feeling uplifted and motivated by the end.

## Pricing Guidance

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For the latest fees to become an RFA Instructor, refer to the RFA Instructor Pathway on the website.

The Retail Price of the standard 2-day RFA certification is AU\$575, or US\$425. This price must be used by RFA Instructors when listing the course publicly at minimum (you can list higher prices publicly). However, as an RFA Instructor you have the flexibility to provide discounted pricing privately when working with groups or if there is a need to adapt pricing for a participant.

Each participant needs to receive an RFA Participant Pack. You must purchase these packs for each participant that you host training for. For the Live and Blended formats of the RFA training, the RFA Participant Packs cost AU\$100 (incl GST) which includes shipping inside Australia, or otherwise \$160 (incl GST) for international regions.

Providing the automated Fully Online Format to participants cost \$275 (incl GST) per participant which includes the RFA Participant Pack as well as shipping anywhere in the world.

Additional physical support materials are [available from the online shop](#).



# What it Takes to be a Successful RFA Instructor

Resilience First Aid is an innovative certification course designed to empower individuals with the skills and tools to support others in building resilience through proactive conversation and training. Becoming an RFA Instructor opens up new opportunities for personal growth and community impact. Part of your training as an RFA Instructor will include reviewing a broad set of resources and marketing materials available for you to use, including presenter guides, slide packs, brochures, banners, social media images, website text, email banners and emblems, product photos, proposal packs, and more.



With any new program, there are inevitable challenges and learning curves. Let's explore what you should keep in mind when considering becoming RFA Instructors and how you can prepare for the realities of starting up and ensuring the program's success.

## Embrace the Learning Process

The first step in becoming an RFA Instructor is to understand and embrace the learning process. This includes familiarising yourself with the RFA curriculum, all the materials and resources provided, attending ongoing workshops, and seeking out additional resources to enhance your knowledge. Remember that it's normal to encounter obstacles along the way; overcoming these challenges is part of building resilience, both for you and the individuals you'll be teaching.

## Create a Strong Support Network

As you embark on your journey as an RFA Instructor, it's essential to create a support network of fellow coaches, RFA Instructors, and other professionals in the field. Engaging with this community will provide you with valuable insights, feedback, and encouragement throughout the process. Additionally, establishing connections with local organisations, such as schools, community centers, and mental health facilities, can help you build relationships and generate interest in your RFA workshops.



### **Develop a Compelling Marketing Strategy**

To recruit participants for your first few workshops, it's crucial to develop a compelling marketing strategy. This includes creating a strong online presence, leveraging social media platforms, and utilising email marketing campaigns. Consider offering incentives, such as discounted rates for early registrants or group discounts, to encourage sign-ups. Additionally, hosting free informational sessions or webinars can provide potential participants with a taste of what the RFA program entails and generate excitement around the course.

### **Focus on Quality and Continuous Improvement**

As an RFA Instructor, your priority should be on delivering high-quality workshops that effectively teach resilience-building skills. This means continually refining your teaching methods, incorporating feedback from participants, and staying up-to-date with the latest research and best practices. Additionally, it's essential to create an environment in which participants feel comfortable, engaged, and supported, fostering an atmosphere conducive to learning and growth.

### **Be Patient and Persistent**

Building a successful RFA program takes time, effort, and dedication. Be prepared for the possibility of slow initial growth and potential setbacks. Remaining patient and persistent throughout this process is vital to your long-term success as an RFA Instructor. Celebrate the small victories, such as positive feedback from participants, and use these moments as motivation to continue refining your program and reaching out to new audiences.

Becoming a Resilience First Aid Instructor is a rewarding and fulfilling endeavour for coaches seeking to make a positive impact on their community. By embracing the learning process, creating a strong support network, developing a compelling marketing strategy, focusing on quality and continuous improvement, and remaining patient and persistent, you can lay the foundation for a successful RFA program that has a lasting impact on participants' lives.

## Feedback from Participants

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Resilience First Aid (RFA) is a mental health certification that equips individuals with strength-based skills to support resilience in others and build meaningful relationships. With RFA, you will learn to spot signs of low resilience in others, as well as learn the language to communicate proactively with those in need. Additionally, you will learn practical skills to help build the resilience of others, making this certification a highly proactive approach to suicide prevention. Through building meaningful connections and equipping individuals with impactful conversation skills, Resilience First Aid supports the development of strong, resilient individuals who can thrive in the face of adversity. Participants who have completed the course have shared their positive experiences.

One of the main aspects that people liked about the training was how well-structured it was. The course covered six domains of resilience, which were explained in detail through informative videos and animations. Participants appreciated the depth of knowledge shared, which included neuroscience and the physiological links to behaviour.



The way in which the content was delivered was also appreciated. Participants found the instructors to be engaging and knowledgeable, using practical examples and case studies to cement the concepts. The interaction and group discussions created a safe space for people to share their experiences and learn from each other.

Participants also found the Resilience First Aid training to be applicable to all aspects of life. They enjoyed the relatability of the material and appreciated how it could be used to support others as well as themselves. The Resilience First Aid kit was also a helpful resource that participants could take away with them.

The Resilience First Aid training covered every aspect of resilience and provided practical, easy-to-start tips and skills. Participants appreciated the evidence-based information and were able to learn about the brain and how it processes emotions and is connected to actions. This knowledge provided a deeper understanding of the domains of resilience and how they relate to personal development and helping others.

Overall, those who completed the Resilience First Aid training found it to be a comprehensive, engaging, and practical resource for developing resilience. The course covered all six domains of resilience and provided evidence-based information, which was grounded in neuroscience. Participants appreciated the personal interaction, group discussions, and the candour of the instructors.

The Resilience First Aid kit, along with the videos and whiteboards, made it easy to put the concepts into practice in real-life situations. With this training, participants gained confidence in addressing mental health issues and were able to get a different perspective from previous training. Resilience First Aid training has proven to be an effective resource for developing resilience in all aspects of life.

[\*\*Apply to Become an RFA Instructor >\*\*](#)

