

Frequently Asked Questions for Foundational Training for Public Health AmeriCorps

The Foundational Training for Public Health AmeriCorps Details

Do I have to do the entire PHA Foundational Training for Public Health AmeriCorps plan?

You are required to complete the required courses within the [Foundational Training for Public Health AmeriCorps#7484](#) training plan by the end of your service period. PHA's training plan is based on seven of the eight public health domains identified by the Council of Linkages Between Academia and Public Health Practice. Competencies contained within each domain meet the criteria of the core competencies, skills, and abilities public health professionals need to be successful in the public health field.

Can I take both the old and new Foundational Training for Public Health AmeriCorps?

Members are required to complete only **one** training plan. A "pick and stick" approach is strongly encouraged. Members who have registered through July 31, 2024, will complete the original training plan. Members who have registered their CDC TRAIN account August 1, 2024, and on will access and complete the new training plan.

How do I navigate the plan's flexibility?

The PHA Foundational Training for Public Health AmeriCorps members is a flexible training plan comprised of approximately **18-hours** of required curriculum. The plan's flexibility allows you to interchange **12.5-hours** of training content throughout the plan's seven public health domains. You can interchange content in each domain not deemed required with training that fits your subject interest. Additionally, the plan encompasses 2.5 hours of optional content you can explore after completing the **18-hour requirement**. Upon satisfying the required number of hours, you will receive a training certificate of completion indicating that you satisfied the PHA's TRAIN condition.

I'm a PHA member serving a second term, do I have to complete the PHA Foundational Training for Public Health AmeriCorps training plan again?

If you previously completed the required training plan and received a completion certificate, you are not required to take the training again while serving a second term. We encourage you to confirm that you completed your training by viewing the "**Your Training Plans/ Your Learning**" section on your TRAIN dashboard. If evidence of completion is unavailable, contact the **TRAIN Help Desk at TRAIN@cdc.gov** for assistance.

What if I had a previous TRAIN account outside my Public Health AmeriCorps account?

If you have multiple TRAIN accounts, you can merge them to ensure you receive credit for any completed courses. To do this, please contact the **TRAIN Help Desk at training@phf.org** to guide you through the process of merging your accounts.

What do I do if I forgot my password?

Click [Forgot Password](#) to receive an email with a link to reset your TRAIN password. Check your spam folder if you do not receive the email after a few minutes.

Note: *Your password expires after 90 days of account inactivity, so make it a point to stay engaged with your training plan.*

Can I still get credit if I took the [Introduction to Public Health Practice](#) before becoming a Public Health AmeriCorps member?

Before becoming a Public Health AmeriCorps member, if you previously completed courses or finished the [Introduction to Public Health Practice](#) training plan, you can still transfer these courses to your Foundational Training for Public Health AmeriCorps transcript. First, register for the “**Foundational Training for Public Health AmeriCorps**” training plan and add the “**PHA Learning Group**” to your TRAIN profile. Adding the “**PHA Learning Group**” to your profile ensures any previously completed courses that are now part of the “**Foundational Training for Public Health AmeriCorps**” training plan count towards the **18-hours** required to obtain your completion certificate. And remember, we understand that learning is a continuous process, so you can retake individual courses if you need a refresher.

Note: *Review your transcript to ensure previous work transferred to the course training plan.*

How do I share this training plan with colleagues and others who are not Public Health AmeriCorps members or staff?

Registration for the Foundational Training for Public Health AmeriCorps is limited to PHA members or staff. However, interested learners outside of these groups can access another version of the training plan with the same courses. Search in CDC TRAIN for the [Introduction to Public Health Practice](#) training plan.

Creating a TRAIN Account

How do I sign up for a TRAIN account?

To create your account, log onto [CDC TRAIN](#) and refer to the instructions based on your role: (1) PHA member, (2) supervisor, (3) staff, or as a (4) VISTA member with the Healthy Futures focus area marked on your VISTA Assignment Descriptions (VADs) to create your account.

Note: *Selecting the 'opt-in' email notification when you set up your account will help you when you need to reset your password, get course notifications as courses are updated and added to the plan, etc.*

Can PHA grantees or host site staff take the CDC TRAIN Foundation Public Health training? If so, how?

As part of our commitment to inclusivity, host site staff are also welcome to take the CDC Train Foundational Public Health Training. When setting up your account as a host site staff member, make sure to add **PHASTaff** to the learning group area in your profile. By adding the correct learning group based on your host site staff role you can access the Foundational Training for Public Health AmeriCorps.

Note: *As host site staff when asked for your NSPID number, simply enter '00000' in that field.*

Joining PHA's Learning Group

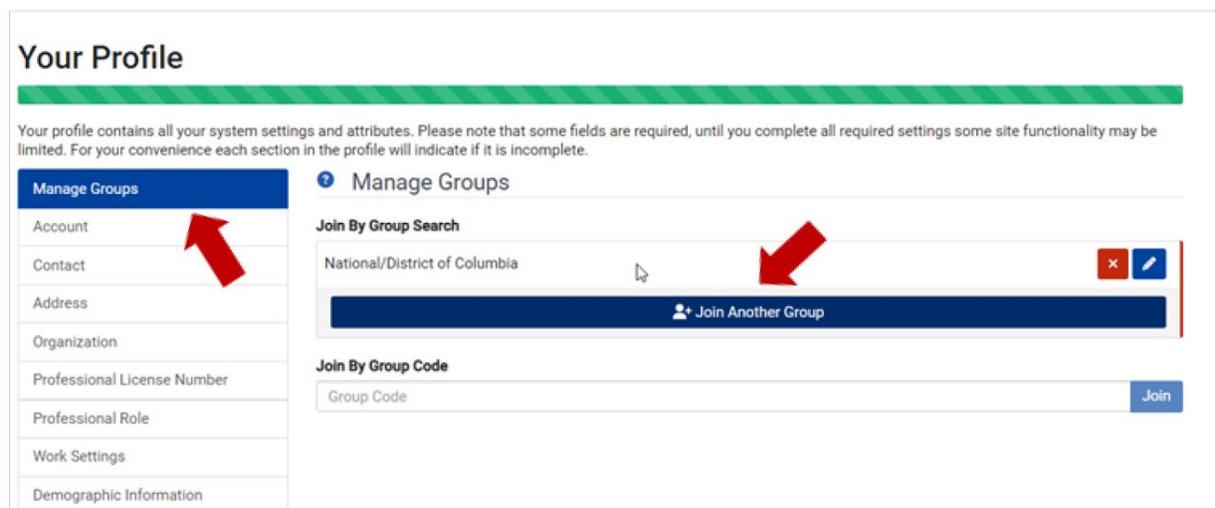
How do I join the PHA Learning Group?

You must add the **PHA Learning Group** to your profile to access the Foundational Training for Public Health AmeriCorps training plan. To add the group or confirm that the **PHA Learning Group** is added to your profile, select **"Your Name"** in the top right of the page and click **"Your Profile."**

In the **"Manage Groups"** section of your profile on the left side of the page, click the **"Join Another Group"** button and select the **"CDC" option**. Next, select **"Other,"** and then **"Confirm Group Selections."** If you do not see the PHA Learning Group, you will need to add yourself to this group. If the PHA Learning Group is not added to your profile, you will not get access to the training plan.

To be added to the **PHA Learning Group**, select **"Join By Group Code,"** and according to your role, in the group code area, add **"PHAMembers"** or **"PHASTAFF."**

- If you are a PHA member you will join the **"PHAMembers"** learning group. Remember, PHA members **MUST** add their **NSPID number** to their profile.
- If you are a grantee, or staff at a host site staff you will join the **"PHASTAFF"** learning group. PHA staff will add **00000** to the **NSPID field**.



Note: The Foundational Training for Public Health AmeriCorps training plan is a special resource for Public Health members and only available after joining PHA's learning group.

Launching the Foundational Training for Public Health AmeriCorps Plan and Courses

How do I search for and add the Foundational Training for Public Health AmeriCorps to my profile?

1. Click on the **"Course Catalog"** tab at the top of the TRAIN homepage.
2. On the left of the screen select **"Search By"** and select **Training Plans**.

3. Type **ID 7484** in the search bar function. Select the option **“Foundational Training for Public Health AmeriCorps.”** The screen updates and you will see a **Welcome** screen. Before you select
4. the blue **“Register”** button on the right side of the screen, verify that the plan you are registering for is **“ID 7484.”**
5. Next, click the blue **“Register”** box. The screen changes and lists all the courses within the **“Foundational Training for Public Health AmeriCorps.”**

Note: Ensure you verify that you are registering for the Foundational Training for Public Health AmeriCorps with ID number **“7484.”**

How do I launch a course?

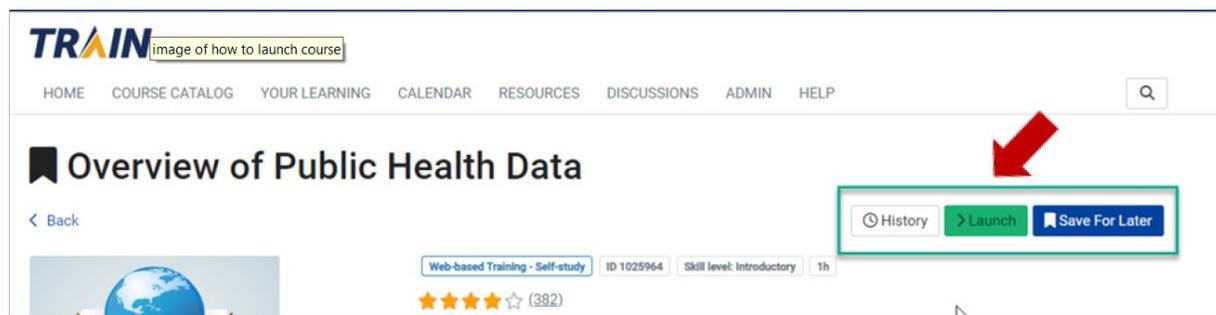
Click on a course's name to view the course details page. The page will ask you to select **“Launch”** or **“Save For Later.”** If you select **“Launch,”** the course will be revealed. However, selecting **“Save For Later”** enables you to take the course in the future. Saving the course for later will **NOT** designate it as complete.

Depending on the course type, you can either select the blue **“Register”** button or directly launch the course with the **“Launch”** button. Conferences, live courses, and exercises may have different steps, such as selecting sessions, which are found in the sessions tab below the course details.

If I return to a course I've already completed, does my status revert to “In Progress”? Will I have to retake the entire course again? -

No, once you have completed a course in the training plan, TRAIN will keep your status as complete even if you return to a course to review content.

If you relaunch a course, you have already completed, it will show up separately on your transcript as a new instance. However, this does not mean that you must complete the course again. Use your transcript to verify that the course's status is listed as complete.



Note: Some courses may require you to complete prerequisites first before registering for that course.

Why am I being asked to log in at a new site when trying to launch a course in the training plan?

The courses in the training plan are from various providers; therefore, the provider may direct you to register for their course on a site outside of CDC TRAIN. If you have to register on another site, it is essential to follow the registration directions according to the provider's instructions.

Do I have to pay for some courses?

No, there is always a free version of every course available. When prompted to choose a type of credit, select **“None”** or **“No CEU”** to access the free version. If you are unable to locate the free version of the course, don't hesitate to contact the [TRAIN Help Desk](#) for assistance.

After I launch the first course in a section, I am rerouted back to the training plan page. Why is there no course or video? Is the link broken?

After reviewing the section description (including learning outcomes, content, and resources) select **“Launch”** to open the training plan page. This action will allow you to continue with the rest of the section and access the course content.

Where can I find more information about a specific topic in the learning plan?

Within the Foundational Training for Public Health AmeriCorps description, you'll find an **“Additional Resources”** section. This section is a treasure trove of resources developed by federal agencies and national organizations. These resources are designed to enhance your learning and provide specialized content on COVID-19 and Emergency Preparedness and Response.

How do I access my learning record?

Find your learning record by clicking the **“Your Learning”** tab on the homepage. Look at the courses listed on the **“Your Current Courses”** page to determine which courses you've added and registered for in your learning journey. Once the course is completed, it will move from the **“Your Current Courses”** tab to your **“Training Transcript,”** showing it as completed.

The screenshot shows the 'YOUR LEARNING' section of the CDC TRAIN website. The navigation bar includes 'HOME', 'COURSE CATALOG', 'YOUR LEARNING', 'CALENDAR', 'RESOURCES', 'DISCUSSIONS', 'ADMIN', and 'HELP'. Below the navigation bar, there is a search bar and a description: 'This page contains relevant information about your coursework on the TRAIN Learning Network site. Check your current status within courses and training plans, print certificates, or access your transcript.' Below this, there are four tabs: 'Your Current Courses', 'Your Training Plans', 'Your Certificates', and 'Your Transcript'. The 'Your Current Courses' tab is active. A table lists the following courses:

Title	Status	Credit Type
Advancing Diversity, Equity, and Inclusion (DEI) in the Workplace through Mentorship	In Progress	
Audience and Purpose in Business Writing	In Progress	
Community Engagement: The People's Approach to Improving Health and Social Outcomes	In Progress	
Community Tool Box Module 1: Assuring Engagement in Community Health Improvement Efforts (1033673)	In Progress	

What additional accounts will I need to create as I complete this training plan?

For your convenience, it's best to sign up for all accounts at once and save your passwords using a password keeper. This will streamline your browsing experience and allow you to access all the training websites with minimal hassle, making you feel more efficient and organized. Find a secure password manager that works best for your device.

Here is a list of all the necessary accounts you will need to create to complete the training plan.

- See step-by-step instructions from Public Health AmeriCorps here: [How to Create a TRAIN Account](#)
- CDC TRAIN: [CDC Log In](#)
- Region I Public Health Training Center: <https://www.nephtc.org/login/index.php>
- Region II Public Health Training Center: <https://region2phtc.org/>
- Region IV Public Health Training Center: <https://r4phtc.learnupon.com/store>
- Region V Public Health Training Center: <https://www.rvphtc.org/>
- Region IX Public Health Training Center: <https://moodle.publichealth.arizona.edu/login/index.php>
- Region X Public Health Training Center: <https://phlearnlink.nwcphp.org/>

Troubleshooting Technical Issues

What are the technical requirements needed to access the Foundational Training for Public Health AmeriCorps?

The TRAIN.org web application works with most major modern browsers, such as Chrome, Firefox, Safari, Edge, or Opera for desktop/laptop. A broadband connection with a minimum speed of 5 Mbps is recommended. To check what browser and version you are using visit [What is My Browser](#). For the best experience with courses posted to TRAIN the following programs and settings are recommended.

- Adobe PDF Reader 11+ (<https://get.adobe.com/reader/>)
- Session Cookies allowed.
- Pop-ups allowed.
- Javascript enabled.
- Video: Graphics output capability
- Sound: Sound output capability
- Mobile browsers

Where do I go for technical help?

If you have any technical issues creating an account or accessing the training plans, please contact TRAIN@cdc.gov. For individual courses, we encourage you to reach out to the course providers' technical support for assistance.

Check out the [CDC TRAIN Tutorials](#) to learn more about features in CDC TRAIN.

I have a technical issue preventing me from completing a course; what do I do?

TRAIN courses operate best on Google Chrome and Microsoft Edge browsers. If you are experiencing a technical issue with a course, ensure you are using an up-to-date browser. If your problem persists, the contact information for the course is found on the course details page under the **'Contacts'** tab.

What do I do if I need help with one of the courses in the Foundational Training for Public Health AmeriCorps?

If you need help with a course's function, content, or assessments, use the “**Contacts**” tab in the course description to reach the course administrator. Select the “**Contacts**” tab and you will see where to send questions for content-related questions and CDC TRAIN technical issues.

The screenshot shows the course page for "The Cliff of Good Health video". At the top, there are navigation buttons: "Back", "Edit", "History", and "Launch". Below these are course details: "Completed", "Web-Based Training - Self-Study", "ID 1102324", "Skill Level: Introductory", and "0.1h". A "Publish Date" of "Apr 14, 2018 11:00 PM CDT" is also shown. A star rating of 5 stars (2 reviews) is displayed. The course description reads: "Everyone should have the opportunity to achieve good health. But, as Dr. Camara Phyllis Jones explains through her cliff analogy, that's often not the case. We can reduce health disparities and better connect people to high-quality medical care, but to really make a difference, we need to address the social determinants of health and equity that protect some people and push others off the cliff." Below the description is a "Show More" link. At the bottom, there are tabs for "About", "Contacts", "Reviews", "Discussion", and "Certificates". Under the "Contacts" tab, there are two sections: "For content-related questions" and "For CDC TRAIN technical questions". The "For content-related questions" section lists the "LDPE Team" with an email address "InstrDesign@cdc.gov" and a phone number "0000000000". Red arrows point to the email and phone number. The "For CDC TRAIN technical questions" section also has a red arrow pointing to it.

Downloading My Certificate of Completion

What steps should I take to obtain a certificate of completion for the PHA Foundational Training for Public Health AmeriCorps?

Upon completion of all required courses, you can obtain your training certificate. Simply launch and complete the final module in the course, titled “**Verify Completion of Foundational Training for Public Health AmeriCorps.**”

The screenshot shows the course page for "Verification and Certificate". A green banner at the top says "ALL courses out of this section are required". Below this, there is a list of modules. The first module is "Verify Completion of Foundational Training for Public Health AmeriCorps", which is highlighted with a red arrow pointing to it.

Note: *If this step is not completed, your training is not considered complete.*

How do I access my proof of completion?

Your certificate or proof of completion for the PHA Foundational Training Plan for Public Health AmeriCorps is available in " **Your Certificates**" section on your dashboard. If evidence of completion is unavailable, don't hesitate to contact the [TRAIN Help Desk](#) for assistance.

Keeping Track of Member Training

How much time may AmeriCorps members spend in education and training activities? According to the **Federal Registry, 45 CFR §2520.50:**

- (a) No more than 20 percent of the aggregate of all AmeriCorps member service hours in your program, as reflected in the member enrollments in the National Service Trust, may be spent in education and training activities.

- (b) Capacity-building activities and direct service activities do not count towards the 20 percent cap on education and training activities.

If you are worried that members may be on the cusp of or will exceed 20%, talk with your portfolio manager for solutions. If the portfolio manager determines that your members have or will exceed the 20% aggregate, the PM can contact PHA to determine the next steps.

Note: *New flexibilities around the training policy regarding training hours go into effect in October. A future update will include additional information, in the meantime please consult with your Portfolio Manager if you have immediate questions.*

I am a PHA site supervisor. How do I keep track of my members' status in the Foundational Training for Public Health AmeriCorps?

CDC TRAIN respects everyone's privacy and control over their data. PHA members have the sole authority to download and share their transcripts with others. Ask your members to download and share their transcripts with you to help you keep track of their progress and make provisions for future development opportunities.

Note: *For more information see the FAQ on how to download your transcripts.*