

## FAQs FOR LEARNERS

### ***What is included in Making Contact: A Training for COVID-19 Case Investigators and Contact Tracers?***

This training is an online, on-demand course for entry-level Case Investigators and Contact Tracers. The training covers four units:

1. Public Health and COVID-19
2. Case Investigation and Contact Tracing
3. Conducting Effective Interviews
4. Monitoring and Support Services

Lessons currently included in the course are geared toward instructing learners on conducting case investigation and contact tracing in a remote environment (e.g., over phone or video calls). View the [course syllabus](#) for more information.

### ***Who should take this course?***

The course is intended for individuals interested in serving in entry-level Case Investigator and Contact Tracer positions, including government employees, community health workers, local non-profit staff, students and academic faculty, volunteer groups, and more.

### ***How long is the course?***

The course can be completed in approximately 4.5 hours.

### ***Does the course provide a certificate?***

The course provides a certificate of completion, free of charge, to all learners who successfully pass the post-lesson tests.

### ***How do I access the course?***

If you are returning to the course or navigating to it for the first time, you can access the course using this direct link: <https://learn.astho.org/products/making-contact-a-training-for-covid-19-case-investigators-and-contact-tracers>. Training resources are also available on the ASTHO website: <https://www.astho.org/COVID-19/Making-Contact-Tracer-Training/>. See this [help document](#) for instructions on how to register for the course.

### ***What should I do if I'm having trouble accessing or navigating through the course?***

We recommend accessing the course on Google Chrome 7.0 and above or Firefox 3.6 and above. For more information on system requirements and troubleshooting, review the [technical FAQs](#). Please direct all account and registration issues to [support@astho.freshdesk.com](mailto:support@astho.freshdesk.com).

### ***Can I take the course through TRAIN?***

Yes. Individuals can take the course on the TRAIN Learning Network platform (ID [1091302](#)). This will allow you to capture the training in your TRAIN learner transcript. If you do not yet have a TRAIN account, you will be asked to create one.

***Does the course provide CEUs or CPH credits?***

In order to make the course available to everyone free of charge, we are unable to offer continuing education credits (CEUs) at this time. This training has received Certified in Public Health (CPH) approval from the National Network of Public Health Institutes (NNPHI Learning Navigator). Any CPH professional who takes the training has the option to receive CPH credit by adding this training to their recertification portal.

***I've completed the course. How can I start working as a Case Investigator or Contact Tracer?***

Contact tracing efforts are directed by state and local public health authorities. These agencies will provide contact tracers with additional training to orient them to jurisdiction-specific protocols and processes for contact tracing. Check your state or local health department's website for job postings.

