



Student Well Being Policy

CAE recognizes its duty of care to protect the wellbeing of its students, as well as its responsibilities under Health and Safety legislation. CAE has a duty of care to protect its staff and students from harm, as far as practicable and foreseeable. This duty of care extends to directing those in need to the appropriate support services and to encouraging them to take up the support available, including that from their friends and family, if appropriate. It would also extend to an appropriate level of follow up with the person.

Student Services

We offer advice and support whether you are thinking about applying to us, are in the process of applying or currently studying here.

Our experienced, student services team can help if you are experiencing many kinds of issues, including:

- Concerns about your wellbeing – anything that is getting in the way of your studying and enjoying life at CAE, accommodation difficulties, healthy lifestyle and homesickness.
- Emerging health issues – sleeping problems, feeling anxious or isolated, experiencing low mood.

Independent Advice

We offer all students of CAE a private and confidential counseling service which is available through our partnered provider at Canada Life;

CAE work with Canada Life to provide both private 'Health and Wellbeing' assistance and access to a 'Best Doctor' service.

Health and Wellbeing Assistance

An independent counselling service available 24 hours a day offering a free, confidential service which is available by telephone or online. Telephone contact is available on 0800 9179330 or online by logging on at www.firstassistonline.com, password 72221.

More information available online at <https://firstassist.fitness2live.co.uk>

Best Doctor Service

Best Doctors is a confidential service that provides independent medical information, advice and recommendations – helping to assure you, should you need it, to complement medical treatment. Telephone contact available on 0800 0856605 or online by logging on at www.askbestdoctors.com, click 'register' and seller 'employee benefit Canada Life' as the company.

CAE work with local AME services and can assist if required with medical issues that arise. We are able to book General Practitioner appointments if required as well as Aviation Medical Appointments.



Student Well Being Policy

Confidential Student Services are available at each site and can be requested privately at any time.

Out of hours Support

Our aim is that you do not get to 'crisis point' before involving us. But we recognize that on occasion you will require support that may not be during our office hours. There is a 24 hour help line that is available to students who require this.

Things to consider for your Well-Being

Eat Well – It can be difficult to eat home cooked food whilst living in a different environment, either in halls or temporary accommodation. Try to manage your work load to accommodate one hot meal a day and think of nutrition and diet.

Get Active – Find a local gym or an activity center that you enjoy and try to get active a few times a week.

Talk to us! – Our Student Services team are available at all times for any students who have any matters of well-being that they wish to discuss. Our teams have strong local knowledge and may be able to help with local information and or advice that could be of use.

Balance – You are with us to train but it's important to have fun, build friendships and have some recreation time too. Some students struggle to find the right balance on this but it is important to remember your health and that you are primarily here to study.

Enjoy! – Our training courses are very intensive but our staff are all experienced and want to help you achieve your goals. Please allow us to help you if we can.