Al Ain University

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SDG 3: GOOD HEALTH AND WELL-BEING

Al Ain University

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SUSTAINABLE DEVELOPMENT GOAL 3

Mental Health Support for Students and Staff

DIRECT RESPONSE: YES

Al Ain University provides students and staff with access to an established institutional mental-health support framework and actively promotes good mental health through psychological and social counselling, academic advising, pastoral and crisis support, workshops, awareness events, professional training and clinical–academic collaboration.

1. Institutional commitment and direct response

Al Ain University (AAU) maintains a university-wide framework that connects psychological and social counselling, academic supervision, pastoral and crisis support, campus health provision, preventive education and specialist collaboration. The framework serves students directly and expressly includes academic and administrative staff within the University's published counselling infrastructure. It is reinforced by programmed mental-health promotion and by public policies, service pages, event records and independent external review.

The 2026 THE methodology considers students and staff through separate indicators. This report therefore presents AAU's evidence for Indicator 3.3.5, mental-health support for students, and Indicator 3.3.7, mental-health support for staff, while retaining a single institutional account of the University's integrated approach. The required evidence year is 2024, and later evidence demonstrates that the provision continues beyond that year.

Public evidence: E01 THE Sustainability Impact Ratings Methodology 2026 (v2) • E02 AAU Psychological and Social Counseling Office • E05 AAU health infrastructure for students, academics and administrative staff • E06 QAA International Quality Review: Al Ain University — February 2024

Health infrastructure facilities for students, academics and administrative staffs' wellbeing

Al Ain University (AAU) has highly qualified staff to serve the health needs of the entire community. AAU has a first aid room, emergency room, clinic and hospital available. In addition to this, AAU implements frequent evaluations of its medical staff to offer the best health care.

Description:

1. Al Ain University (AAU) Medical Center located on the campus, has all the authority and equipment of a health center which includes a observation rooms, examination room, doctor and nurse rooms. and provides therapeutic and preventive medicine services to our students, academicians and staff.

The Medical Center Laboratory, where blood and urine samples taken from patients will be examined, will be put into service soon.

2. Psychological Counseling and Guidance Unit: The counseling service is provided in the office to students, academicians and staff. There are four full-time and part-time psychologists in the Psychological Counseling and Guidance Unit on our campus.

3. **The Health Software:** Thanks to the health software program we use, health services are provided more effectively and efficiently.

1.1 Institutional delivery framework

- Psychological and Social Counseling Office: a dedicated student-facing institutional route for psychological and social support.
- Psychological Counseling and Guidance Unit: counselling provision for students, academicians and staff, supported by four full- and part-time psychologists.
- Academic advising: an assigned academic advisor at registration, progress monitoring and structured intervention for students requiring additional support.
- Comprehensive counselling: support for academic, careers, pastoral and crisis matters, with appointments through the office or an online system.
- Medical infrastructure: an on-campus Medical Center providing therapeutic and preventive services to students, academics and staff.
- Active promotion: mental-health lectures, workshops, awareness campaigns, wellbeing events and professional-development courses.

STANDING INSTITUTIONAL SERVICES

2. Psychological and social counselling

A PERMANENT UNIVERSITY SERVICE

AAU publicly maintains a Psychological and Social Counseling Office and a Student Counseling Policy. Its published health-infrastructure record states that counselling is provided to students, academicians and staff and identifies four full- and part-time psychologists in the Psychological Counseling and Guidance Unit.

2.1 Student counselling and personal support

The Psychological and Social Counseling Office supports students who experience psychological, social or other non-academic challenges during university life. AAU's public service and policy records describe access to specialised counsellors who provide personal assistance, individual and group guidance, and confidential support. The service also assists new students in overcoming adjustment difficulties during their first year. AAU's public SDG evidence identifies student counselling as an institutionally provided, free-of-charge student support service.

Public evidence: E02 AAU Psychological and Social Counseling Office • E03 AAU Student Counseling Policy • E04 AAU Students Policies — compiled public document • E18 AAU public SDG 3.3.5 evidence pack

Psychological and Social Counseling

Al Ain University aspires to achieve the highest levels of psychological and social counselling for its students, aiming to overcome any psychological or social obstacles they may face during their university studies. This goal is accomplished by ensuring the availability of specialized counsellors who provide personal assistance to students.

Personal Counselling

https://aau.ac.ae/publications/handbooks/al_ain_university_student_handbook__2021_2022_en.pdf

Al Ain University believes that the students are going through many challenges during their university journey. This is why AAU committed to support the students with all kinds of help they might need to succeed in their academic life.

Psychological and Social Counseling

This unit is responsible for pursuing the non-academic problems and provide appropriate solutions for the students. Both individual and collective advice are offered to students while maintaining the highest degree of confidentiality.

As for the new students, the unit would help them to overcome the difficulties that they may encounter in their first year.

Second: Counseling Units

al_ain_university_student_handbook_2019_2020_en.pdf

- **Psychological and Social Counseling Unit** This Unit is responsible for pursuing the non-academic problems and provide appropriate solutions for the students. Both individual and collective advice are offered to students while maintaining the highest

degree of confidentiality. As for the new students, the Unit would help them to overcome the difficulties that they may encounter in their first year.

- **Health Care Unit**

The University's clinic provides primary health services, nursing care in addition to handling simple emergencies. In case of critical situations, a student would be transported to the nearest hospital by ambulance so that a specialized doctor would ascertain the situation and complete the necessary tests. Also, the clinic provides general guidelines and continuing health education for students as healthy food, attention to personal hygiene and how to get enough rest and sleep to achieve greater academic results.

The University Clinic arranges lectures on various awareness programs, in cooperation with the Student Activities Unit and external health institutions. Additionally, it participates in many global health events and celebrations. One of the basic services provided by the Health Care Unit is the health insurance service for students. The unit issues health insurance cards for the students whose residency is issued by the University. In order to get a health insurance, students must submit the following documentation: 1. A valid 'To whom it may concern' certificate issued from AAU.

2. One personal photo.

3. A copy of the Emirates ID.

4. A copy of valid passport.

5. A copy of valid visa. T

Standard 1.4 Student admission, progression, recognition and certification

2.2 Access for academic and administrative staff

AAU's public health-infrastructure record expressly extends counselling to academicians and staff as well as students. The same record identifies four full- and part-time psychologists and locates the service within the University's Psychological Counseling and Guidance Unit. This standing provision is complemented by staff-relevant wellbeing education, including the 'My Health, My Happiness' campaign, which trained academic and administrative staff in relaxation exercises for managing work pressure, and the workplace mental-health workshop delivered by AAU's Continuing Education Center.

Public evidence: E05 AAU health infrastructure for students, academics and administrative staff • E13 AAU workshop: Mental Health and Wellbeing in the Workplace — 2023 • E15 AAU campaign 'My Health, My Happiness' — 2018 • E19 AAU SDG 3.3.7 public indicator page • E20 AAU Staff (Administrative and Academic) Policies • E21 AAU Staff Handbook 2024–2025

Staff:

AAU is equally committed to the well-being of its faculty and staff, providing them access to mental health support resources. Staff members can consult the campus counseling services as needed, and the university regularly organizes wellness initiatives targeting employees' mental health. For example, on World Mental Health Day, AAU's mental health campaign included training staff in relaxation techniques to manage workplace stress and alleviate pressureaau.ac.ae. Additionally, all full-time staff are covered by health insurance (including mental health care) as an employment benefit, ensuring they can seek psychological support free of charge or at minimal cost when needed. Through workshops, wellness days, and an inclusive health insurance, AAU makes mental health resources available to its staff at no extra cost, underlining that mental well-being is a priority for the entire university community.

Workshop Entitled "Mental Health and Wellbeing in the workplace"

The Continuing Education Center at Al Ain University (Abu Dhabi Campus) presented a workshop about the benefit of the Department of Antiquities and Museums in Ras Al Khaimah entitled "Mental Health and Wellbeing in the Workplace" presented by Dr. Samer Abdel Hadi from the College of Education and Human Sciences.

The workshop touched on various titles that include each of the areas of mental wellness and its dimensions, and the importance of mental health care, due to its great impact on work and productivity, in addition to its direct impact on the individual and society.

AAU launches an awareness campaign for Mental health

On the occasion of the World Mental Health Day, students from the Applied Psychology Program at the College of Education, Humanities and Social Sciences at Al Ain University, Abu Dhabi Campus, launched an awareness campaign under the title "My Health, My Happiness". In order to raise awareness of mental health issues.

Students presented information on mental health and its impact on the individual health by distributing awareness brochures, in addition to, the activities and scientific experiments carried

out by the students and targeted academic and administrative members and AAU students. The activities included training the staff on some relaxation exercises to be practiced in the office in order to alleviate the pressure of work, apply psychological tests to measure the mental health of students, and the experience of listening to loud and quiet music and their impacts on the students focus and attention. The campaign also focused on the importance of reading and sports to have a good mental health.

The campaign concluded with competitions and intellectual questions that the audience interacted with.

2.3 Campus health infrastructure and referral support

The University's on-campus Medical Center includes observation, examination, doctor and nurse rooms and provides therapeutic and preventive services to students, academics and staff. This health infrastructure gives the university community an immediate institutional point of care and supports coordination between general health, counselling and external specialist services when further clinical attention is required.

Public evidence: E05 AAU health infrastructure for students, academics and administrative staff • E18 AAU public SDG 3.3.5 evidence pack

3. Academic supervision and comprehensive student care

The Quality Assurance Agency for Higher Education (QAA) conducted an International Quality Review of AAU from 12 to 14 February 2024 and concluded that the University met all ten applicable European Standards and Guidelines. The review provides independent, reporting-year confirmation of AAU's academic-advising and counselling arrangements.

Public evidence: E06 QAA International Quality Review: Al Ain University — February 2024

3.1 Academic advisor and early support

QAA records that every student is assigned an academic advisor upon registration, normally at a ratio of 20–30 students per advisor. Students understood their advisor's role, advisors received clear guidance, and AAU evaluated academic advising twice each year while gathering student-survey feedback. Student progress is monitored by the Registration Unit and college deanships, and students whose academic performance declines receive warnings, follow-up and advisor support to improve their cumulative grade point average.

3.2 Counselling, pastoral care and crisis intervention

INDEPENDENT 2024 CONFIRMATION

QAA confirmed a comprehensive counselling service that supports academic, careers and pastoral matters and provides crisis intervention. The service operates throughout the university day and into evening hours, and students can arrange appointments through the office or the online system.

The academic-advising and counselling arrangements form an integrated support pathway: academic supervisors monitor progress and guide students, while the counselling service addresses psychological, social, pastoral and crisis needs. This combination enables early identification, direct support and appropriate referral throughout the student life cycle.

Public evidence: E03 AAU Student Counseling Policy • E06 QAA International Quality Review: Al Ain University — February 2024

3.3 Integrated care provision

Care dimension	Documented provision	Public evidence
Academic care	Assigned advisor; progress monitoring; warnings, follow-up and improvement support	QAA 2024
Psychological care	Institutional counselling office, psychologist capacity, office/online appointments and daytime/evening access	AAU and QAA
Social and pastoral care	Non-academic, adjustment and pastoral support	AAU and QAA
Crisis support	Crisis intervention through the comprehensive counselling service	QAA 2024

REPORTING-YEAR IMPLEMENTATION

4. Active mental-health promotion in 2024

AAU's reporting-year evidence demonstrates active promotion of good mental health through a detailed health initiative and a dedicated World Mental Health Day record. These activities place mental-health education within the University's wider health and wellbeing programme and make specialist knowledge accessible to the university community.

4.1 'We Care' health initiative

On 20 May 2024, the Deanship of Student Affairs through the Psychological and Social Counseling Office, together with the College of Education, Humanities and Social Sciences, organised the 'We Care' initiative at AAU's Abu Dhabi campus in collaboration with Sheikh Khalifa Medical City. The programme combined preventive physical-health services with mental-health education. It included blood-pressure and diabetes screening, weight and height measurements for body-mass-index calculation, and consultations on physiotherapy and

healthy nutrition.

The initiative featured the lecture ‘Towards Achieving Mental Health’, delivered by clinical psychologist Noha Al-Haj. The lecture addressed cognitive-behavioural therapy, anxiety, depression and post-traumatic stress disorder; explained the steps used to apply the therapeutic model; demonstrated how negative thoughts may be replaced by adaptive thoughts; and included role-play showing the model’s practical application.

Public evidence: E07 AAU health initiative ‘We Care’ — 20 May 2024 • E08 AAU ‘We Care’ initiative — official PDF

Exhibit 1. AAU’s public ‘We Care’ record, dated 20 May 2024.

4.2 Published content and clinical collaboration

Exhibit 2. AAU’s published description of the collaboration with Sheikh Khalifa Medical City and the clinical-psychologist-led mental-

health lecture.

The initiative represents a clear clinical–academic delivery model. AAU’s student-support office and academic college worked with an external medical institution, while a clinical psychologist delivered topic-specific mental-health education. The programme therefore connected institutional counselling, academic expertise and clinical practice in a single campus intervention.

Public evidence: E07 AAU health initiative ‘We Care’ — 20 May 2024 • E08 AAU ‘We Care’ initiative — official PDF

4.3 World Mental Health Day

AAU also maintains an official public photo record for a 2024 World Mental Health Day event. The record evidences the University’s participation in the international observance and complements the detailed ‘We Care’ initiative by demonstrating a continuing institutional culture of mental-health awareness during the reporting year.

Public evidence: E09 AAU World Mental Health Day Event — official photo record, 2024

World Mental Health Day Event

CONTINUING DELIVERY

5. Continuing programmes and current evidence

AAU continued its mental-health promotion after the 2024 evidence year. Current activities demonstrate that psychological awareness, self-support education and mental-health literacy remain part of the University's programmed student-support provision.

5.1 Psychological Counselling workshop — 2025

The Deanship of Student Affairs at the Al Ain campus, in collaboration with the Psychological and Social Counselling Office, organised a 'Psychological Counselling' workshop for students. The programme introduced the fundamentals of psychological counselling, raised awareness of the importance of mental health and developed practical self-support skills. Topics included active-listening techniques and methods for coping with psychological stress, supported by interactive group discussion and strong student engagement.

Public evidence: E10 AAU workshop to promote mental-health awareness and self-support skills — 2025 • E11 AAU Psychological Counselling Workshop — 2025 event record

A Workshop to Promote Mental Health Awareness and Self-Support Skills

The Deanship of Student Affairs at the Al Ain campus, in collaboration with the Psychological and Social Counselling Office, organized a workshop titled "Psychological Counselling," aimed at introducing students to the fundamentals of psychological counselling, raising their awareness of the importance of mental health, and equipping them with essential self-support skills.

The workshop covered a range of key topics, including active listening techniques and methods for coping with psychological stress. It was distinguished by its interactive atmosphere and meaningful group discussions.

The workshop witnessed strong engagement from students, who expressed their appreciation for the content and presentation style, affirming the value of the information and skills they gained.

Such initiatives play a vital role in enhancing students' psychological awareness, fostering a healthy and supportive university environment, and empowering them to face academic and life challenges with confidence and insight.

Psychological Counselling Workshop

5.2 Mental Health Day — 2025

AAU's official photo archive also records a 2025 Mental Health Day event. Together with the

counselling workshop, this evidence demonstrates the continuation of both awareness-based and skills-based mental-health programming.

Public evidence: E12 AAU Mental Health Day — official photo record, 2025

Mental Health Day

5.3 Established wellbeing programme

AAU's earlier public record shows a sustained programme of wellbeing education for students, staff and external communities. It includes workplace mental-health education, World Mental Health Day programming, emotional-intelligence education, relaxation and stress-management activities, inner-peace and physical-health education, and university-wide Happiness Day initiatives. These activities support a campus culture in which mental wellbeing is discussed openly and strengthened through practical learning and positive engagement.

Public evidence: E13 AAU workshop: Mental Health and Wellbeing in the Workplace — 2023 • E14 AAU event in celebration of World Mental Health Day — 2023 • E15 AAU campaign 'My Health, My Happiness' — 2018 • E22 AAU training workshop on Sense Sensitization — 2022 • E23 AAU virtual webinar on Emotional Intelligence — 2023 • E25 AAU virtual lecture on inner peace and physical health — 2022 • E26 AAU Spread Happiness — 2019 • E27 AAU Family celebrates International Happiness Day — 2018

Workshop Entitled "Mental Health and Wellbeing in the workplace"

The Continuing Education Center at Al Ain University (Abu Dhabi Campus) presented a workshop about the benefit of the Department of Antiquities and Museums in Ras Al Khaimah entitled "Mental Health and Wellbeing in the Workplace" presented by Dr. Samer Abdel Hadi from the College of Education and Human Sciences.

The workshop touched on various titles that include each of the areas of mental wellness and its dimensions, and the importance of mental health care, due to its great impact on work and productivity, in addition to its direct impact on the individual and society.

An event to mark World Mental Health Day under the slogan: A peaceful mind, a clean environment

In conjunction with the Year of Sustainability in the country and as part of the COP 28 events, the College of Education, Humanities and Social Sciences, in cooperation with the Deanship of Student Affairs (Al Ain Campus), organized a health event under the slogan: A tranquil soul, a pure environment, on the occasion of World Mental Health Day.

The event included an awareness workshop on mental health and its relationship to climate change, as well as methods for maintaining mental well-being through music and meditation sessions. A short play highlighting the importance of seeking professional help when needed and not being ashamed was also featured. A mental health exhibition, including recreational games and informational messages, accompanied the event.

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Students presented information on mental health and its impact on the individual health by distributing awareness brochures, in addition to, the activities and scientific experiments carried out by the students and targeted academic and administrative members and AAU students. The activities included training the staff on some relaxation exercises to be practiced in the office in order to alleviate the pressure of work, apply psychological tests to measure the mental health of students, and the experience of listening to loud and quiet music and their impacts on the students focus and attention. The campaign also focused on the importance of reading and sports to have a good mental health.

The campaign concluded with competitions and intellectual questions that the audience interacted with.

AAU Spread Happiness

https://aau.ac.ae/en/news/2019/aau-spread-happiness

The family of Al Ain University celebrated the International Happiness Day, which falls on, March 20, each year by distributing symbolic gifts to academic and administrative staffs and students to spread positivity, happiness and optimism among them. Where AAU believes in the importance of making happiness as a lifestyle.

These initiatives have earned the admiration of the university’s staff and students, who have enjoyed an atmosphere of happiness and joy.

AAU Family celebrates the International Happiness Day

https://aau.ac.ae/en/news/2018/aau-family-celebrates-the-international-happiness-day

As part of the Celebrations on World Happiness Day, which falls on March 20 each year, the Al Ain University celebrated this day in Abu Dhabi and Al Ain campuses with different events.

Human Resources Unit at Al Ain campus distributed symbolic gifts and various quotes about happiness and positivity. As well as, at the Abu Dhabi campus, the Deanship of Student Affairs organized a special event under the slogan "Smile is the key to hearts", distributed the book, "Reflections on Happiness and Positivity", by the author HH Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, and there was a distribution of roses and souvenirs to students.

Through these initiatives, Al Ain University aims to enhance the work environment with support and positivity, spread happiness and optimism among its employees and students. Where AAU believes in the importance of making happiness as a lifestyle.

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A training workshop on “Sense Sensitization”

The Deanship of Student Affairs at Al Ain University (Abu Dhabi Campus) organized a training workshop on; Sense Sensuality, presented by Mr. Amin Al-Attas- a psychologist and certified trainer.

Sense Sensuality means the ability to develop the power of observation, attention, and collection of information that appears on a person during the communication process, and to link the indicators from the outward appearance and voice that a person tries to disguise from others.

The workshop included a detailed explanation of strategies for sensitizing the senses and knowing our own and others' representational systems.

A virtual lecture on the link between inner peace and physical health

https://aau.ac.ae/en/news/2022/a-virtual-lecture-on-the-link-between-inner-peace-and-physical-health

In collaboration with the College of Education, Humanities and Social Sciences, and Abu Dhabi Sports Council, the Deanship of Student Affairs, Abu Dhabi Campus, organized a virtual lecture entitled; Inner Peace, Physical and Mental Health, presented by Dr. Osama Allala, Sports Awareness Specialist, and moderated by Dr. Majed Al Saleh, Associate Professor from the College of Education.

The lecture dealt with various topics, including the causes of aging, the secrets of inner peace, and how to balance them with mental and physical health, and the link between biological clock and physical activity.

Dr. Allala talked about psychological stress and tension, which is one of the most important causes of premature aging and cancer, as it increases the rate of oxidation in the body. Studies also indicate that loneliness, lack of attention, love and negative thinking forces the mind to send signals via the sympathetic alarm system to fat cells, which leads to slowing down the metabolism and lowering the efficiency of the body to burn fat, which makes the body more resistant to insulin and thus gain weight.

He also stressed on the importance of training the mind to relax, as research studies indicate that enjoying life and staying away from hatred and malice contribute positively to promoting health and preventing chronic diseases.

AAU Spread Happiness

https://aau.ac.ae/en/news/2019/aau-spread-happiness

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https://aau.ac.ae/en/news/2018/aau-family-celebrates-the-international-happiness-day

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Through these initiatives, Al Ain University aims to enhance the work environment with support and positivity, spread happiness and optimism among its employees and students. Where AAU believes in the importance of making happiness as a lifestyle.

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TRAINING AND COLLABORATION

6. Education, professional training and clinical–academic cooperation

6.1 Mental-health and wellbeing professional course

AAU's Continuing Education Center offers a Designated Mental Health and Wellbeing course for instructors, teachers, professors, ancillary staff, parents, carers, governors and trustees who may hold a mental-health and wellbeing leadership role in a university or school setting. The course addresses early intervention, signs of emotional distress, anxiety and depression, referral pathways, reporting systems, confidentiality, safeguarding, staff concerns, professional resilience and multi-agency approaches. Delivery is available online or face to face and includes a certificate of attendance for continuing professional development.

Public evidence: E17 AAU Designated Mental Health and Wellbeing course

Designated Mental Health and Wellbeing (Dealing with people of Determination) Course

Delivery Model: Online or face-to-face session.

What is Included: Certificate of attendance for CPD.

Platform: MS Teams.

Target audience:

Instructors, Teachers, Head teachers, Professors etc., ancillary staff, parents, carers, Governors and Trustees. This course is aimed for delegates who will hold the position of the designated mental health and wellbeing lead within a University / School setting.

Aims of the course:

This course will enable the designated mental health and wellbeing lead to understand what their role is and what are their main responsibilities.

Delegates will have the opportunity to:

- Relate subject material to operational contextual practice.
- Discuss and identify best practice in the mental health and wellbeing arena.
- Better, enhance understanding, knowledge and obligations for the specific complexities of the role.
- Develop professional reliance.

Intended Training outcomes:

Delegates will have the opportunity to learn how to:

- Identify how to ensure mental health and wellbeing is implemented in an age appropriate way.
- Identify, describe and examine the role and main responsibilities of the designated mental health and wellbeing lead.
- Develop professional resilience required for the role and identify how this may affect professional practice.
- Understand and identify key legislation and guidance.
- Identify what policy means in practice.
- Identify actions required in a setting to safeguard young people.
- Identify an early intervention strategy to avoid mental health crisis.
- Identify signs and symptoms of mental health or wellbeing distress.
- Understand how to respond effectively to a young person who does displays signs of emotional distress, anxiety, or depression.
- Understand the barriers, which prevent staff from reporting concerns, and how to overcome them.
- Identify the appropriate support services in university / school to support pupils and staff.
- Identify the appropriate referral process for mental health and wellbeing concerns.
- Understand the correct reporting system when concerns about a young person are raised.
- Understand what role the setting has in a multi-agency approach to positive mental

health and wellbeing.
- Identify how to record and share information, including confidentiality and culture complexities, safely.
- Understand the emotional impact of being a designated mental health and wellbeing lead.
- Learn how to share best practice and mitigate risk to pupils, staff and setting.

NOTE: The Continuing Education Center of AlAin University assure that there will be a yearly due–evaluation with carefulness to ensure that all the trainers are experienced and skilled operationally, and the training delivery is quality assured to meet the utmost criteria and quality.

Designated Mental Health and Wellbeing (Dealing with people of Determination) Course

Delivery Model: Online or face-to-face session.

What is Included: Certificate of attendance for CPD.

Platform: MS Teams.

Target audience:

Instructors, Teachers, Head teachers, Professors etc., ancillary staff, parents, carers, Governors and Trustees. This course is aimed for delegates who will hold the position of the designated mental health and wellbeing lead within a University / School settings.

Aims of the course:

This course will enable the designated mental health and wellbeing lead to understand what their role is and what are their main responsibilities.

Delegates will have the opportunity to:

Relate subject material to operational contextual practice.

Discuss and identify best practice in the mental health and wellbeing arena.

Better, enhance understanding, knowledge and obligations for the specific complexities of the role.

Develop professional reliance.

Intended Training outcomes:

Delegates will have the opportunity to learn how to:

Identify how to ensure mental health and wellbeing is implemented in an age appropriate way.

Identify, describe and examine the role and main responsibilities of the designated mental health and wellbeing lead.

Develop professional resilience required for the role and identify how this may affect professional practice.

Understand and identify key legislation and guidance.

Identify what policy means in practice.

Identify actions required in a setting to safeguard young people.

Identify an early intervention strategy to avoid mental health crisis.

Identify signs and symptoms of mental health or wellbeing distress.

Understand how to respond effectively to a young person who does displays signs of emotional distress, anxiety, or depression.

Understand the barriers, which prevent staff from reporting concerns, and how to overcome them.

Identify the appropriate support services in university / school to support pupils and staff.

Identify the appropriate referral process for mental health and wellbeing concerns.

Understand the correct reporting system when concerns about a young person are raised.

Understand what role the setting has in a multi-agency approach to positive mental health and wellbeing.

Identify how to record and share information, including confidentiality and culture complexities, safely.

Understand the emotional impact of being a designated mental health and wellbeing lead.

Learn how to share best practice and mitigate risk to pupils, staff and setting.

6.2 Clinical-specialist learning

As part of a clinical psychology course, AAU’s College of Education, Humanities and Social Sciences hosted Dr Lina Ashour, Associate Professor of Psychological Counselling and a psychotherapist from Philadelphia University in Jordan. The session enabled Applied Psychology students to engage directly with a clinical professional on the attributes of a

successful clinical specialist, therapeutic skills, training and professional licensing.

Public evidence: E16 AAU awareness lecture about the clinical specialist — 2023 **Awareness lecture about the clinical specialist**

https://www.aau.ac.ae/en/news/2023/awareness-lecture-about-the-clinical-specialist

As part of a clinical psychology course, the College of Education, Humanities, and Social Sciences welcomed Dr. Lina Ashour, an associate professor of psychological counseling and psychotherapist from Philadelphia University in Amman, Jordan, as a guest speaker. The aim of the session was to help students identify the qualities required for a successful clinical specialist. During the session, Dr. Ashour conducted interviews with applied psychology students and responded to their queries about the profession of a clinical specialist, including their therapeutic skills, training, and professional licenses.

At the end of the session, Dr. Ashour provided valuable advice to the students, which they could benefit from both during their studies and after graduation.

6.3 University–health institution cooperation

The ‘We Care’ programme demonstrates operational cooperation between AAU’s Psychological and Social Counseling Office, the College of Education, Humanities and Social Sciences and Sheikh Khalifa Medical City. The University’s service and academic teams combined campus health screening, consultation and specialist mental-health education. This collaboration strengthened preventive health delivery while exposing students and participants to clinically grounded mental-health knowledge.

Public evidence: E07 AAU health initiative ‘We Care’ — 20 May 2024 • E08 AAU ‘We Care’ initiative — official PDF

A health initiative titled "We Care"

The Deanship of Student Affairs (Psychological and Social Counseling Office) and the College of Education, Humanities, and Social Sciences at Al Ain University (Abu Dhabi campus), in collaboration with Sheikh Khalifa Medical City, organized a health initiative titled "We Care."

The initiative included various screenings such as blood pressure and diabetes tests, as well as measurements of weight and height to calculate body mass index (BMI). Additionally, medical consultations related to physical therapy and healthy nutrition were provided.

The initiative also featured an awareness lecture titled "Towards Achieving Mental Health," presented by Ms. Noha Al-Haj, a clinical psychologist. The specialist discussed cognitive-behavioral therapy (CBT), an approach in psychology based on behavioral and cognitive theories used to treat various conditions such as anxiety, depression, and post-traumatic stress

disorder (PTSD). The speaker covered the definition of this therapeutic model, the steps for its implementation and application, and provided examples of negative thoughts that individuals might have, which can be replaced with adaptive thoughts. The session included role-playing, demonstrating the application of this therapeutic model to an individual suffering from a disorder.

6.4 Community mental-health education

AAU has also extended wellbeing education beyond the campus. The University delivered a workshop for Grade 12 students at Philippine Emirates Private School on self-awareness, self-assessment, positive thinking, confidence and wellbeing. AAU's workplace mental-health programme for the Department of Antiquities and Museums in Ras Al Khaimah similarly addressed mental wellness, the importance of mental-health care and its relationship with work, productivity, the individual and society.

Public evidence: E13 AAU workshop: Mental Health and Wellbeing in the Workplace — 2023 • E24 AAU workshop for Philippine Emirates Private School — 2019

AAU organise a workshop for Philippine Emirates School

Al Ain University organized a workshop for Grade-12 Students at the Philippine Emirates Private School in Abu Dhabi on how self-assessments lead to better mental health. The workshop, managed by the Student Recruitment Unit and the Applied Psychology Department - College of Education Humanities and Social Sciences (Abu Dhabi Campus), was presented by Dr. Ganka Ivanova (Assistant Professor, College of Education Humanities and Social Sciences).

Dr. Ivanova talked about the under self-awareness, self-assessment and positive wellbeing, as part of it each student exercised individual self-awareness and reflection along with positive thinking.

The workshop included goal-oriented activity; as well as; exercise linked to current happiness and gratitude. The activities covered brainstorming, positive self -image and self-confidence formation. The students were able to do, for free, the International MBTI assessment, which helped them to understand their personality and decision-making style.

Workshop Entitled "Mental Health and Wellbeing in the workplace"

The Continuing Education Center at Al Ain University (Abu Dhabi Campus) presented a workshop about the benefit of the Department of Antiquities and Museums in Ras Al Khaimah entitled "Mental Health and Wellbeing in the Workplace" presented by Dr. Samer Abdel Hadi from the College of Education and Human Sciences.

The workshop touched on various titles that include each of the areas of mental wellness and its dimensions, and the importance of mental health care, due to its great impact on work and

productivity, in addition to its direct impact on the individual and society.

INSTITUTIONAL OUTCOME

7. Comprehensive academic, social and psychological care

AAU's mental-health provision is embedded within a broader care structure rather than delivered as isolated events. The Deanship of Student Affairs, Psychological and Social Counseling Office, Psychological Counseling and Guidance Unit, academic advisors, colleges, Continuing Education Center and Medical Center each contribute to a coordinated wellbeing environment.

Students receive a defined counselling route, confidential individual and group support, assistance with first-year adjustment, academic supervision, pastoral care and crisis intervention. Academic advising creates an early contact point for monitoring progress and identifying students who may require further support. The counselling service then provides specialist psychological and social care through office and online appointment routes, with availability extending into evening hours. Campus health infrastructure supports preventive and therapeutic care, while awareness events and skills-based workshops strengthen mental-health literacy and self-support.

Academic and administrative staff are expressly included in AAU's published counselling infrastructure and have been engaged through workplace-wellbeing education, stress-management and relaxation activities, emotional-intelligence programming and university-wide positive-wellbeing initiatives. Professional courses and external clinical cooperation further reinforce AAU's capacity to promote good mental health across the University and the wider community.

Public evidence: E02 AAU Psychological and Social Counseling Office • E05 AAU health infrastructure for students, academics and administrative staff • E06 QAA International Quality Review: Al Ain University — February 2024 • E07 AAU health initiative 'We Care' — 20 May 2024 • E10 AAU workshop to promote mental-health awareness and self-support skills — 2025

- E13 AAU workshop: Mental Health and Wellbeing in the Workplace — 2023 • E15 AAU campaign 'My Health, My Happiness'

— 2018 • E17 AAU Designated Mental Health and Wellbeing course • E23 AAU virtual webinar on Emotional Intelligence — 2023

A training workshop on "Sense Sensitization"

https://aau.ac.ae/en/news/2022/a-training-workshop-on-%E2%80%9Csense-sensitization%E2%80%9D

The Deanship of Student Affairs at Al Ain University (Abu Dhabi Campus) organized a training workshop on; Sense Sensuality, presented by Mr. Amin Al-Attas- a psychologist and certified trainer.

Sense Sensuality means the ability to develop the power of observation, attention, and collection of information that appears on a person during the communication process, and to link the indicators from the outward appearance and voice that a person tries to disguise from others.

The workshop included a detailed explanation of strategies for sensitizing the senses and knowing our own and others' representational systems.

Workshop Entitled “Mental Health and Wellbeing in the workplace”

https://www.aau.ac.ae/en/news/2023/workshop-entitled-%e2%80%9cmental-health-and-wellbeing-in-the-workplace%e2%80%9d

The Continuing Education Center at Al Ain University (Abu Dhabi Campus) presented a workshop about the benefit of the Department of Antiquities and Museums in Ras Al Khaimah entitled "Mental Health and Wellbeing in the Workplace" presented by Dr. Samer Abdel Hadi from the College of Education and Human Sciences.

The workshop touched on various titles that include each of the areas of mental wellness and its dimensions, and the importance of mental health care, due to its great impact on work and productivity, in addition to its direct impact on the individual and society.

A Virtual Webinar Entitled “Emotional Intelligence”

https://www.aau.ac.ae/en/news/2023/a-virtual-webinar-entitled-%e2%80%9cemotional-intelligence%e2%80%9d

A virtual webinar titled "Emotional Intelligence" was organized by the College of Engineering at Al Ain University's Abu Dhabi campus, moderated by Dr. Tareq Oshan, and presented by Ms. Tasneem Sheikh, a distinguished academician in the Human Resources and Business fields from Higher Colleges of Technology. The webinar aimed to enlighten attendees about the significance of emotional intelligence in the current fast-paced world, and Ms. Tasneem's presentation was informative, insightful, and beneficial for all participants, including Al Ain University administration staff, academic staff, and students. They all gained valuable insights on the topic of emotional intelligence from her presentation.

AAU organise a workshop for Philippine Emirates School

https://aau.ac.ae/en/news/2019/aau-organise-a-workshop-for-philippine-emirates-school

Al Ain University organized a workshop for Grade-12 Students at the Philippine Emirates Private School in Abu Dhabi on how self-assessments lead to better mental health. The workshop, managed by the Student Recruitment Unit and the Applied Psychology Department - College of Education Humanities and Social Sciences (Abu Dhabi Campus), was presented by Dr. Ganka Ivanova (Assistant Professor, College of Education Humanities and Social Sciences).

Dr. Ivanova talked about the under self-awareness, self-assessment and positive wellbeing, as part of it each student exercised individual self-awareness and reflection along with positive thinking.

The workshop included goal-oriented activity; as well as; exercise linked to current happiness and gratitude. The activities covered brainstorming, positive self -image and self-confidence formation. The students were able to do, for free, the International MBTI assessment, which helped them to understand their personality and decision-making style.

7.1 Conclusion

AAU PROVIDES ACCESS AND ACTIVELY PROMOTES GOOD MENTAL HEALTH

The combined evidence demonstrates an established institutional service for students, published staff access, comprehensive academic and pastoral support, crisis intervention, campus health infrastructure, programmed awareness and training, and collaboration with clinical and academic partners. AAU's 2024 activities meet the reporting-year requirement, while 2025 programmes and current service pages confirm continuing delivery.

PUBLIC EVIDENCE

8. Evidence register

The following public sources support the institutional services, policies, independent review, reporting-year activities and continuing programmes presented in this submission.

ID	Type/year	Evidence	Public source
E01	THE 2026	Student and staff indicators; 2024 evidence year	THE Sustainability Impact Ratings Methodology 2026 (v2)
E02	AAU current	Psychological and Social	AAU Psychological and Social

ID	Type/year	Evidence	Public source
		Counseling Office	Counseling Office
E03	AAU policy	Student Counseling Policy	AAU Student Counseling Policy
E04	AAU policies	Compiled student-policy document	AAU Students Policies — compiled public document
E05	AAU standing	Counselling for students, academicians and staff; four psychologists; Medical Center	AAU health infrastructure for students, academics and administrative staff
E06	QAA 2024	Independent confirmation of advising, counselling, pastoral and crisis support	QAA International Quality Review: Al Ain University — February 2024
E07	AAU 2024	Detailed ‘We Care’ event and clinical collaboration	AAU health initiative ‘We Care’ — 20 May 2024
E08	AAU 2024 PDF	Downloadable official ‘We Care’ record	AAU ‘We Care’ initiative — official PDF
E09	AAU 2024	World Mental Health Day event record	AAU World Mental Health Day Event — official photo record, 2024
E10	AAU 2025	Mental-health awareness and self-support workshop	AAU workshop to promote mental-health awareness and self-support skills — 2025
E11	AAU 2025	Psychological Counselling Workshop event record	AAU Psychological Counselling Workshop — 2025 event record
E12	AAU 2025	Mental Health Day record	AAU Mental Health Day — official photo record, 2025
E13	AAU 2023	Mental Health and Wellbeing in the Workplace	AAU workshop: Mental Health and Wellbeing in the Workplace — 2023
E14	AAU 2023	World Mental Health Day event	AAU event in celebration of World Mental Health Day — 2023

PUBLIC EVIDENCE CONTINUED

8.1 Additional institutional and programme evidence

ID	Type/year	Evidence	Public source
E15	AAU 2018	‘My Health, My Happiness’ campaign for students and staff	AAU campaign ‘My Health, My Happiness’ — 2018
E16	AAU 2023	Clinical-specialist lecture with an international academic/psychotherapist	AAU awareness lecture about the clinical specialist — 2023
E17	AAU current	Designated Mental Health and Wellbeing professional course	AAU Designated Mental Health and Wellbeing course
E18	AAU public pack	Student counselling and previous institutional SDG evidence	AAU public SDG 3.3.5 evidence pack
E19	AAU current	Public staff mental-health indicator page	AAU SDG 3.3.7 public indicator page

ID	Type/year	Evidence	Public source
E20	AAU staff policy	Administrative and academic staff policy framework	AAU Staff (Administrative and Academic) Policies
E21	AAU 2024–25	Staff handbook	AAU Staff Handbook 2024–2025
E22	AAU 2022	Sense Sensitization training workshop	AAU training workshop on Sense Sensitization — 2022
E23	AAU 2023	Emotional Intelligence webinar for staff and students	AAU virtual webinar on Emotional Intelligence — 2023
E24	AAU 2019	School-community workshop on self-awareness and wellbeing	AAU workshop for Philippine Emirates Private School — 2019
E25	AAU 2022	Inner peace, physical and mental health lecture	AAU virtual lecture on inner peace and physical health — 2022
E26	AAU 2019	University-wide Happiness Day activity	AAU Spread Happiness — 2019
E27	AAU 2018	International Happiness Day activity for staff and students	AAU Family celebrates International Happiness Day — 2018

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