



Trainee Wellbeing Services - Education Policy

1. PURPOSE OF POLICY

College is committed to ensuring that trainees have access to safe and appropriate advice on available support mechanisms to assist them when experiencing personal or professional difficulties.

This policy describes the framework for College's Wellbeing Services, which have been established to provide a safe central hub for trainees to access and seek guidance on appropriate wellbeing support mechanisms for their individual circumstance.

2. POLICY SCOPE & PRINCIPLES

The wellbeing of trainees enrolled in the Dermatology Training Program is a key priority for College. College recognises that wellbeing has a far-reaching impact on the learning and experience of individual trainees, which in turn can affect patient safety, the trainee's family, colleagues, peers and supervisors.

There is a shared responsibility for trainee wellbeing amongst those involved in a trainee's learning. This policy outlines the roles of those involved and the key touchpoints for trainees to access appropriate advice and guidance.

The flowchart attached to this policy depicts how to access College's Wellbeing Services and the decision making tool for appropriate support and guidance.

This policy does not extend to trainee performance matters or other situations whereby formalised College processes are utilised, including complaints or requests for reconsideration, review or appeal.

3. DEFINITIONS / KEY WORDS / ABBREVIATIONS

College: Relevant College committees, Directors of Training, Supervisors of Training and College Staff

Employer and Associated Staff: Heads of Department and Human Resources

Wellbeing: the combination of a person's physical, mental, emotional and social health factors that impact on an overall sense of health, satisfaction and happiness.

4. POLICY STATEMENT

- **College** will demonstrate, through the implementation of this policy, the commitment to engage with trainees on wellbeing matters, to respond to the outcomes of this engagement at a level commensurate with our capabilities and remit, and to strive for continual improvement in wellbeing services.

- Wellbeing services must be embedded and understood by all parties involved in the Dermatology Training Program, with access points clearly communicated. In general, the first point of call is the **National Wellbeing and Engagement Manager**, who can be accessed via Connect, email, phone and zoom. Trainees, Directors of Training, Supervisors of Training and Heads of Department are encouraged to contact the National Wellbeing and Engagement Manager for a confidential discussion to initiate the support process. Considering the diversity of issues raised, the trainee and the National Wellbeing and Engagement Manager must jointly determine the appropriate steps to be taken to ensure the wellbeing and safety of the trainee accessing support.
- **Trainees** must take responsibility for their own wellbeing by taking protective measures, and reflective strategies to quickly identify issues and bring them to the attention of the National Wellbeing and Engagement Manager, when support or guidance is needed.
- **Trainees** can provide anonymous feedback to college via the anonymous feedback form found in the training portal. The form is submitted to a secure email account managed by the National Manager of Wellbeing and Engagement. All feedback received is untraceable and managed with discretion.
- **All Fellows** who are involved with the Dermatology Training Program must act in the best interest of trainees. Fellows who work at the same site as a trainee who is experiencing issues with that site will act objectively and will not disclose matters about trainees to colleagues, peers, or other parties not relevant to managing or resolving trainee issues.
- **Heads of Department** are expected to uphold current and best practice with regards to wellbeing. This includes staying abreast of expectations, policies and procedures pertaining to wellbeing in their workplaces. Heads of Department are expected to:
 - Provide trainees with adequate supervision in line with the accreditation standards
 - Provide trainees with their entitlements to leave and study time
 - Provide trainees with access to their entitled teaching sessions
 - Provide trainees paid overtime in accordance with their award and contract
 - Provide trainees with a roster of patients proportionate to the number of staff on site at any given time.
- **Supervisors of Training** play a critical role in ascertaining a trainees' readiness to progress in their training and should feel comfortable and empowered to provide specific timely feedback to trainees without fear of reprisal.
- **All parties** (trainees and Fellows) must acknowledge and accept that feedback is a critical, normal and productive part of the learning process and is done so in the best interests of trainees and patients. When delivered well, feedback should not be misconstrued as defamation, bullying or harassment.
- Under no circumstances should trainee wellbeing be used as a rationale for avoiding negative feedback on performance. Unsatisfactory performance may result in a patient safety issue. Neglect to inform trainees about unsafe practice or unsatisfactory performance may result in worsening trainee wellbeing issues by way of legal disputes and unsatisfactory performance in Fellowship Examinations.
- **The National Wellbeing and Engagement Manager** provides support to trainees and advocates for their health and wellbeing through the provision of information and tools such as support groups, one on one meetings, mentorship and pre-grad information sessions; and on training program matters such

as change of circumstance, an application for Variation of Training or special consideration, to ensure that they have the correct information.

- **The National Wellbeing and Engagement Manager** provides a safe link between trainees and Faculties on matters of trainee concern, working closely with the Trainee Representatives Committee (TRC) to discuss and set strategies to address issues raised at quarterly meetings; and the Faculties, Directors of Training and Supervisors of Training to address concerns regarding a trainee performance, safety and wellbeing.
- The **National Wellbeing and Engagement Manager** must keep confidential any issues raised in any meetings (in person or via zoom), phone calls and emails. Brief notes are to be taken for record keeping purposes, which are also kept confidential and under password protection. Trainees or staff seeking support can opt to have conversations not documented and must advise the National Wellbeing and Engagement Manager in advance.
- The **National Wellbeing and Engagement Manager** does not:
 - Provide psychological counselling, but can recommend appropriate support, make referrals and recommendations, provide information on the college’s chosen employment assistance program (EAP).
 - Amend rosters and interfere in industrial matters but will recommend that the trainee engage their employer’s HR department.
 - Intervene with the training program, including assessments, Vivas and exam results.
 - Share personal information regarding a trainee with stakeholders, staff, or trainees without the trainee’s consent
- The **Trainee Representatives Committee** (TRC) must act in the best interest of all trainees by representing the voice of the trainee body in accordance with its charter. The committee members must engage regularly with trainee groups (in their Faculty, International Medical Graduates (IMG) or Post Training Candidates) and meet quarterly to discuss issues raised in order to find a solution, advocate or have matters presented or escalated appropriately i.e. to the National Wellbeing and Engagement Manager, the National Training Committee or the Board of Directors.

5. APPROVAL AUTHORITIES AND REPORTING REQUIREMENTS & RESPONSIBILITIES

The following authorities are delegated under this policy:

Policy	Approve new policy and major amendment		Approve minor amendments	
	Authority	Reporting Requirements	Authority	Reporting Requirements
Education: trainee policy	CEO	Executive team, NTC, TRC	Director, Training Program	Executive team, NTC, TRC

CONTROL REQUIREMENTS

Policy Number:	TPED019
Approval Authority:	CEO
Responsible Officer:	Director, Training Program
Designated Officer:	National Wellbeing and Engagement Manager
First approved:	August 2022
Effective Start date	August 2022
Review date	August 2024

HISTORY

Version	Date	Summary of changes
1	Aug 2022	Policy approved

RELATED DOCUMENTS

Flowchart: Wellbeing Services

Trainee Representatives Committee Charter

ACD Wellbeing Services

What to do if you are experiencing personal or professional difficulties during training

