



# Science and Practice of Wellbeing

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MHA CREDENTIAL COURSE



2021

COURSE  
GUIDE

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# Welcome

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Congratulations on your decision to undertake training in the science of positive psychology and wellbeing. We're thrilled to be joining you on this exciting journey.

Throughout this program you'll deep-dive into the theory and practice of positive psychology as it relates to enhancing your – and your clients' – wellbeing.

You'll learn foundational theories, history and background, as well as practical interventions to enhance wellbeing. You will explore a range of tools and strategies that have been shown to support improved mental health and wellbeing. You will learn the supporting evidence and practical uses of a range of individual tools such as learned optimism, mindfulness, habits, strengths, savouring, journaling, and much more.

The course includes video lectures, research insights, worksheets, anecdotes and case studies to help you bring what you are learning into life, drawn from over 20 years of international experience by your course facilitator, Sue Langley.

Before you get started, please continue reading below. This guide provides important information, instructions and resources you'll need to access and progress through the course.

All the best with your learning.

Kind regards,



**Pedro Gondim**

CEO, Mental Health Academy.

PS If you need any assistance whatsoever, just contact our friendly support team via [help@mentalhealthacademy.net](mailto:help@mentalhealthacademy.net) and we'll reply as soon as possible.

# Course Overview

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## What does it take to find a satisfying, flourishing life: one in which wellbeing manifests at every level of being?

We (and our clients) may know the answer to this on an intuitive level, but positive psychology, the theoretical basis for this course, is the science – along with the practice – of wellbeing. Sue Langley, positive psychology practitioner and master lecturer, explicates the concepts in the seven modules (six content modules plus a summary module) of the course.

Step by step, the breadth and depth of the science is revealed, beginning in Module 1 with the underpinning theories, the primary issues, and the models that inform the science. As a young school of thought (for modern times), positive psychology has been able to broaden its concepts through alignment with emergent neuroscience. The creation of brain-friendly wellbeing practices is backed up by empirical research; this discussion is found in Module 2. Central to wellbeing is an understanding of the role of emotions. Thus, recent work, discussed in Module 3, helps participants to use both positive and negative emotions adaptively as they learn to non-judgmentally utilize the "data" (information) conveyed by various emotion-states to achieve different life tasks. The Broaden and Build Theory affirms that positive affect is more useful in generating the upward spiral effect. Modules 4, 5, and 6 are comprised of wellbeing strategies organised according to whether they are physical, mental, or environment strategies (Module 4); strengths (Module 5); or relationship strategies (Module 6).

Each of the 17 units comprising the modules has an accompanying workbook for completing suggested exercises. Supplementary readings throughout the course will broaden your perspective on topics relevant to positive psychology and its various strands of research. Langley frequently refers participants to the work of other researchers/writers in the field. The course concludes with the repetition of several assertions: that positive psychology is not a spectator sport; that not everyone will embrace it; and that the best approach is one which extends compassion to self, to others, and to the relatively young science that underpins the psychology.

# Course Overview

## BY SUCCESSFUL COMPLETION OF THE COURSE, YOU WILL BE ABLE TO:

- 1 Understand the history, language, and key underpinning theories of wellbeing
- 2 Explore global wellbeing measures and assess own wellbeing through a wellbeing inventory
- 3 Discuss the various models of wellbeing, including PERMA and its variations and the Five Ways of Wellbeing Model
- 4 Explain the two main brain systems (X and C) and how they are related to threat and reward response
- 5 Study the habit cycle and how people may create wellbeing habits
- 6 Apply the research and theory of mindfulness to wellbeing: one's own and that of others, such as clients
- 7 Outline Basic Emotion Theory, treating emotions as data, and using all emotions effectively
- 8 Show how to create the broaden effect and an upward spiral by utilizing the science of positive emotions
- 9 Identify the top 10 positive emotions and demonstrate how to apply them
- 10 List physical wellbeing strategies (such as proper eating, sleeping, and diet), mental wellbeing strategies (e.g., learned optimism, savouring, and self-talk), and environment strategies (meaning ones that change the physical or mental environment, such as nature, holidays, music, reading, and learning)
- 11 Spot strengths in self and others, both formally and informally, and apply the strengths appropriately on personal and professional levels
- 12 Explain how the basic need to belong manifests in relationship phenomena such as social contagion, the Ripple Effect, and positivity ratios
- 13 Apply research findings on the contributions of kindness, altruism, forgiveness, appreciation, and connection to wellbeing and explore the impact of expectations on relational strategies

# Your Course Facilitator

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Sue Langley is the CEO and Founder of the Langley Group, a global education company changing lives through the science of human flourishing.



Sue's ability to energize people for change, establish resilience and wellbeing in others, and to inspire leaders to be the best they can be, makes her one of the most sought-after and dynamic speakers in her field.

Sue believes that the practical application of neuroscience, emotional intelligence and positive psychology research, inspires people to get the best from themselves, and from their peers and teams.

Her expertise is sought by top global organisations to help build positive workplace cultures, emotionally intelligent leaders and high performing teams. Increasing engagement, improving leadership and developing agility, are just some of the business outcomes organisations experience.

One of Sue's most impactful achievements has been the creation of the world's first accredited Diploma of Positive Psychology and Wellbeing (10653NAT) in Australia, generating positive and life changing experiences for hundreds of people.

Sue's qualifications and professional experience include:

- 20+ years' experience as a positive psychology and wellbeing educator
- Master's Degree in the Neuroscience of Leadership (Middlesex University)
- Bachelor Degree in Psychology and Management (Monash University)
- Positive Psychology Certificate (Harvard University)
- MSCEIT Certified Practitioner and Master Trainer
- Strengths Profile Certified Practitioner and Master Trainer
- EQ-i Certified Practitioner and Master Trainer
- Genos Certified Practitioner and Master Trainer

Find out more about Sue at:

[www.suelangley.com](http://www.suelangley.com)

[www.langleygroup.com.au](http://www.langleygroup.com.au)

[www.langleygroupinstitute.com.au](http://www.langleygroupinstitute.com.au)

<https://www.linkedin.com/in/langleysue>

# Course Outline

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Your Course is delivered entirely online and accessible on-demand, 24/7. The course is divided into 6 content modules (each containing 2-4 units), plus a summary (7th) module.

Units include video lectures, readings, worksheets, multiple-choice assessments, and other learning resources – such as handouts, whitepapers, supplemental readings, etc. Following is a breakdown of the course content.

## A snapshot of course resources:

### CORE RESOURCES



17 x Video  
Lectures & Lecture  
Handouts



16 x Requisite  
Readings (including  
Journal Articles)



17 x Online  
Multiple-Choice  
Assessments

### SUPPLEMENTAL RESOURCES



Downloadable  
Articles



Workbooks &  
Whitepapers



# 1

## Module 1

# Introduction to Wellbeing Science

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This first module begins by overviewing the course – it's basic objectives and structure.

It then moves to introduce wellbeing science through a look at its history, definitions, underpinning theories, and issues in the global measurement of wellbeing. Finally, we deepen into the content through examination of wellbeing models, including both the well-known PERMA model and also more recent ones, such as the Hierarchical Framework of Wellbeing Model.

### THIS MODULE INCLUDES THE FOLLOWING UNITS:

- ✓ Introduction to Wellbeing Science
- ✓ Theories of Wellbeing



# Module 1: Unit Descriptions

## 1 Introduction to Wellbeing Science

In this first unit of Module 1, you will be introduced to the course and asked to reflect on why you are doing the course and what you wish to get out of it. The unit discusses the history of positive psychology from the ancient Greek philosophers to the present day. It defines the chief terms used and delineates the underpinning theories, including subjective wellbeing and psychological wellbeing. Several global measures of wellbeing are considered, and we briefly discuss the issues arising from assessment of happiness or wellbeing.

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## 2 Theories of Wellbeing

In this unit, we discuss theories or models of wellbeing, starting with PERMA and noting variations on it that have sprung up. The Langley Group Model, similar to the PERMA model, is also offered as a possibility for conceptualizing wellbeing. With greater elaboration, we present the Five Ways to Wellbeing Model and the new Hierarchical Framework of Wellbeing Model. You are invited to begin your Positivity Portfolio based on course learnings up to this point.

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## 2

### Module 2

# Neuroscience of Wellbeing

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Our brain can be an enormous asset in the quest for a satisfying, flourishing life, and that is even truer since the advent of neuroscience. But to maximize its discoveries, we must understand how the brain works in regard to wellbeing.

Thus, Unit 1 helps participants to understand the functions of the two main brain systems, especially in relation to threat and reward responses. There is discussion on fueling and maintaining the brain through diet, exercise, and sleep to help keep it in an optimal state. Neuroscience also shows up in Unit 2, as the habit cycle takes center stage: how do we install and maintain a habit? What are the cues that help us to do this – or to get rid of a bad habit? The Upward Spiral of Lifestyle Management, explained in the unit, can get that process started when a dopamine-fueled brain helps a person to make the healthy choices that result in long-term wellbeing. Along the way, the practice of mindfulness confers many benefits for the practitioner, including shifting body and brain into self-repair mode. Unit 3 discusses this and also leads participants through two different mindfulness exercises to kick-start this brain-friendly practice.

#### THIS MODULE INCLUDES THE FOLLOWING UNITS:

- ✓ Understanding the Brain
- ✓ Creating Brain Friendly Habits
- ✓ Mindfulness and Wellbeing

## Module 2: Unit Descriptions

### 1 Understanding the Brain

To understand the science of wellbeing, we need to understand the basics of how the brain works. This unit addresses that need, focusing on the two primary brain systems (System X and System C) and what they do. The differences – and how we employ the respective systems – are central to wellbeing, encompassing the threat and reward responses and behaviors, and the role of the primary neurotransmitter used by the brain for fuel. Langley boils down maintenance of brain health to three primary factors – diet, sleep, and exercise – and explains how each works to keep the brain in an optimal state.

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### 2 Creating Brain Friendly Habits

Unit 2 builds on the understandings about the brain explained in Unit 1. The habit cycle is reviewed, with discussion of how a person can change a habit. The central role of dopamine in helping people to install and maintain habits is examined, as well as the importance of making the new habit easy via skillful use of cues. We show how the Upward Spiral of Lifestyle Management can result in good life choices. The supplementary readings (optional) include a strategy guide on how to create a new habit and discuss brain-friendly habits for happiness and wellbeing.

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### 3 Mindfulness and Wellbeing

In this unit, you will explore the essential qualities of mindfulness, how it works, and the benefits – both educational and health-wise – experienced by those who practice it. You will learn two mindfulness practices: a short “micro-mindfulness” practice at the beginning of the session and a somewhat longer “nine-breath cycle” towards the end of it. You will also define the chief types of meditation and understand how mindfulness helps the body shift into self-repair mode.

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# 3

## Module 3

# Wellbeing and Emotions

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Module 3 deepens your understanding of how central emotions are to wellbeing. Working from a Basic Emotion Theory stance, we cover crucial aspects of the science of emotions, including the startling notion – for some – that we should treat emotions as data.

Thus, we must look non-judgmentally to their survival value, and to the underpinning triggers, in order to understand them (Unit 1). Both positive and negative emotions serve us if we know how to use them effectively, but positive affect is more useful in generating the upward spiral effect – building resources on every level – described in the Broaden and Build Theory (Unit 2). The four-quadrant emotion chart (Unit 3) is invaluable to a comprehensive understanding of how to use emotions effectively, as each quadrant (formed from a matrix of low-high energy and positive-negative affect) is appropriate for different types of life tasks. Strategy-planning for optimal wellbeing is aided by employing two schemas for categorizing strategies.

### THIS MODULE INCLUDES THE FOLLOWING UNITS:

- ✓ Basic Emotion Theory and How Emotions Work
- ✓ Broaden and Build Theory
- ✓ Putting Positive Emotions into Practice

## Module 3: Unit Descriptions

### 1 Basic Emotion Theory and How Emotions Work

In this unit, basic aspects of emotions are explored, including how they arise, what purpose they serve, and how we may best respond (treating them as data) in order to maximize happiness and wellbeing. We discuss the survival value of the primary emotions and presents scientific work relating emotions to physiology. You will learn about emotional triggers and the difference between moods, emotions, and feelings. Supplementary readings delve into how to use both positive and negative emotions effectively, and how emotional intelligence serves both individuals and organisations.

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### 2 Broaden and Build Theory

In this unit, we describe Frederickson's Broaden and Build Theory and explain how it works to build resources on every level. We outline numerous scientific experiments which, in testing a wide range of variables, have found that positive affect is preferable to negative affect for creating the broaden effect. Supplementary readings (optional) detail research showing superior outcomes for organisations which engage a positive psychology mind frame.

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### 3 Putting Positive Emotions into Practice

The promise of this course to offer practical application of the science of wellbeing is realized in Unit 3, with the presentation of the top ten positive emotions and the four-quadrant emotion chart, accompanied by an extensive explanation of which types of tasks are best suited to each quadrant. Additionally, the delineation of wellbeing strategies into two schemas makes strategy-planning for self or client an easy, clear task. One schema examines strategies according to how (where) they are based: whether a strategy is, for example, brain-based or relationship-based. The other schema categorizes strategies according to their characteristics, such as whether they are passive or active, proactive or reactive, or sustainable or not. The supplementary Tools and Techniques document offers a comprehensive list of possible strategies.

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# 4

## Module 4

# Wellbeing Strategies

What are all the ways we can achieve wellbeing? Module 4 conveniently divides them into physical strategies (Unit 1), mental strategies (Unit 2), and environment strategies (Unit 3).

As indicated earlier, diet, exercise, and sleep stand as the primary physical tickets to a life of wellbeing, supplemented by strategies as diverse as breathing, laughing, and luxuriating. The mental wellbeing strategies are approached in the context of learned optimism, and include activities such as savoring, self-talk, journaling, and setting goals; some research suggests pathways linking optimism to physical health. To those who do not believe in "geographical problem-solving", positive psychology says, "no": changing the environment – either physically or mentally – can boost our wellbeing as we explore, engage with nature and music, learn new things, and (sometimes) turn off technology.

### THIS MODULE INCLUDES THE FOLLOWING UNITS:

- ✓ Physical Wellbeing Strategies
- ✓ Mental Wellbeing Strategies
- ✓ Environment Wellbeing Strategies

## Module 4: Unit Descriptions

### 1 Physical Wellbeing Strategies

In this unit, we remind you that diet, exercise, and sleep are the “ruling triumvirate” for feeding the brain and enhancing wellbeing. After a deeper explanation of why those strategies are so critical and what the basics of them are, we outline numerous other categories of physical wellbeing strategies, including paying attention to one’s physiology, stretching, breathing, laughing, drinking water, and luxuriating.

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### 2 Mental Wellbeing Strategies

In this unit, we explain the dimensions of learned optimism in the context of mental wellbeing strategies. To this end, we also examine the paradox of choice, and how people can use those understandings to enhance wellbeing. Other mental wellbeing strategies outlined include self-awareness, savoring, self-talk, journaling, labeling, and setting goals. A supplementary reading (optional) explores dispositional and attributional optimism, suggesting pathways which link optimism to physical health.

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### 3 Environment Wellbeing Strategies

In this unit, we consider strategies which help people to achieve wellbeing through changing their environment. To change one’s physical environment, we advocate strategies of engaging nature, exploring, and going on holidays. The mental environment can be changed through music, learning new things, reading, switching off technology, taking actions, and organizing. A “ta-da” list is recommended an important tool for prioritizing positivity in one’s life.

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# 5

## Module 5

# Strengths and Wellbeing

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Do you know what your top strengths are? Do you know what your clients' are? Do you know how to spot strengths in yourself and others?

Module five is all about strengths: those aspects of ourselves that we are good at which come naturally to us and which energize us when we employ them. After hearing about what constitutes a strength and what the research trends around strengths are, Unit 1 looks at how we can identify strengths in ourselves and others: both informally and formally, with multiple formal assessment tools identified, and one – the VIA – explained more in-depth. While strength-spotting is important, we also need to know how to apply our strengths. Unit 2 delves into how strengths can be overused, underused, or used inappropriately. The relationship between strengths and achievement of goals is notable in that two people with the same goal might approach that goal very differently if they are coming from a base of very different strengths. We explain this dynamic, offering multiple examples. Importantly, wellbeing is greatly assisted by reaching a "tipping point", wherein a person is able to use their strengths enough in daily life that they are not undone by the remaining portion of necessary life tasks which they do not enjoy or which do not call on their strengths.

### THIS MODULE INCLUDES THE FOLLOWING UNITS:

- ✓ Identifying Strengths
- ✓ Using Strengths for Wellbeing.

## Module 5: Unit Descriptions

### 1 Identifying Strengths

Module 5 kicks off in this unit with examination of just what constitutes a strength, what topics are current in strengths research, how we can informally spot strengths in ourselves and others, and what some of the pre-eminent formal strength assessment tools are. Of three instruments identified, the most extensively discussed is the VIA Strengths, from the VIA Institute on Character. We outline its structure and characteristics and explain which of its strengths correlate most strongly with wellbeing and happiness.

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### 2 Using Strengths for Wellbeing.

Where Unit 1 of this module focuses on identifying strengths, this one looks at how to apply them. After a brief outline of how and why people either underplay or overplay their strengths, we discuss ways to use one's strengths. We cite numerous examples of how we can effectively bring our strengths forward appropriately in everyday life. We also pose several situations that may be typical for your clients, such as feeling overwhelmed with competing priorities or knowing that something is good for them (like exercise) but finding it hard to motivate themselves. We then suggest ways that people with different strengths might tackle such challenges. The unit cites research showing that, if people can reach a "tipping point" of using their strengths enough in their daily life, they can manage the parts of life which they don't enjoy, or which do not call on their strengths.

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# 6

## Module 6

# Social Wellbeing

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Module 6 first looks (in Unit 1) at research which has shed light on relationships and communal bonds influence human beings – even unconsciously – and what the necessary ratios of positive-to-negative are with both emotions and communication events (if we would boost our wellbeing).

Unit 2 moves on to relationship wellbeing strategies, and explains how altruistic/kind acts, volunteering, appreciation, and even forgiveness work to boost the wellbeing of the person doing them, perhaps even more than that of the recipient; exercises to assist forgiveness are included. The final portion of the module (Unit 3) offers practical relationship strategies, including ones revolving around love, touch, pets, talk, letters, and celebration. The bottom line on wellbeing from relationships is that if we want things to be better, we must take action.

### THIS MODULE INCLUDES THE FOLLOWING UNITS:

- ✓ Research and Theories of Relationships.
- ✓ Relationship Wellbeing Strategies
- ✓ Bringing Positive Relationships to Life

# Module 6: Unit Descriptions

## 1 Research and Theories of Relationships

One of the exciting aspects of positive psychology is how universal (meaning: across cultures) many of the findings are. This unit kicks off with a report on research showing that one of the most basic human needs is to belong; thus, our relationships are crucial to wellbeing. You will be invited to assess how well your relationships are going on the Relationship Wheel and reflect on how the impact of expectations – including what we can learn from successful relationships to apply to others. Christakis and Fowler’s famous studies on The Ripple Effect (social contagion) and necessary ratios of positive emotions and communication events to negative ones are discussed.

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## 2 Relationship Wellbeing Strategies

In this unit about relationship wellbeing strategies, we examine kindness, contribution, forgiveness, appreciation, and connection for their value in boosting wellbeing. Acts of kindness and altruism, for example, are shown to build social capital, which boosts wellbeing. Random acts of kindness are differentiated from spontaneous ones and appreciation is differentiated from gratitude. Contributing is important to do in alignment with one’s values if it would boost wellbeing. We bust myths about forgiveness and offer several exercises for moving past the hurt and resentment of having been wronged.

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## 3 Bringing Positive Relationships to Life

In this final unit of the module, we discuss strategies that can help enliven and improve our relationships. These include: love, touch, pets, talk, letters, and celebration, with the injunction to remember that the Relationship Wheel is our perception – not the other person’s – of the current quality of the relationship. Whatever we do, if we want better relationships, we must actually do something to improve them – even if that is only shifting our expectations.

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# 7

## Module 7

# Wrap-up and Final Application

In this final module of the course (comprising this sole unit), we review the contents of the previous six modules, highlighting major themes and understandings for each.

We trace the evolution of the course from the early, more theoretical units examining wellbeing research and basic brain understandings through the focus on emotions to the last three content modules, which concentrate on wellbeing strategies and strengths. We conclude the course repeating several assertions: that positive psychology is not a spectator sport; that not everyone will embrace it; and that the best approach is one which extends compassion to self, to others, and to the relatively young science that underpins the psychology.

# Credential & Certificate

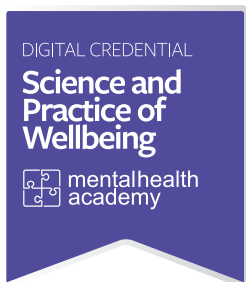
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Upon successful completion of all 17 mandatory assessments, you'll be issued with an MHA Digital Badge and a CE Certificate of Attainment.



## Course Duration

The total duration of this course is **24 hours**. This is based on a calculation of the number of hours required to read all requisite articles, watch video lectures and complete the online assessment components.



## Digital Credential and CE Certificate

Upon successful completion of all 17 assessments, you'll be issued with an **MHA Science and Practice of Wellbeing Digital Badge** and a **CE Certificate of Attainment**.

A Digital Badge is a form of Digital Credential (also known as 'micro-credential') that can be verified/validated online. A digital badge signals your achievement to potential employers and stakeholders, as they are able to verify your learning/skill acquisition outcomes in real-time, over the web.

In addition to your MHA SPW Digital Badge, you'll receive a downloadable CE Certificate of Attainment highlighting the 24 CE hours you've completed.

Both Digital Badge & Certificate of Attainment can be used to demonstrate your course completion and learning achievement.

# How to Complete Your Course

Once you have reviewed this Guide and are ready to tackle your first unit, we suggest following this 6-step workflow (repeating it for each unit).

6-Step Workflow	Modules						
	1	2	3	4	5	6	7
<p><b>1 Download and read the requisite article.</b> This will set the stage for watching the video lecture.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>2</b> If you like to take hand notes, <b>download and print the lecture's handout</b> (i.e. presentation slides). If you prefer to write electronically, start a document.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>3 Watch the video lecture/s</b>, stopping (use the pause button) whenever you need to take notes or reflect on certain concepts.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>4 Complete the assessment</b> for that unit. If you do not pass in your first try, don't worry – you can review your responses and re-submit new answers.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>5 Read and complete the workbooks</b> (listed in the 'Supplementary Learning Resources' section). Activities will vary from unit to unit, and may include writing reflections, self-assessments, checklists, and more.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>6 Interact via the course's Private Facebook Group</b> (<a href="#">click here to access</a>). You can use this forum to engage in relevant discussions with other course participants and your course facilitator. If you don't have a Facebook account, we recommend creating one specifically for this purpose.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## Assessment Methods

The course includes 17 multiple-choice, online assessments. To advance (i.e. unlock access) to the next module, you must complete the multiple-choice assessments for each of the 6 units within the module you're currently in.

For successful completion of an assessment, you must attain a minimum 80% pass rate. As the assessment is competency-based, if you don't pass in your first try, you will have the opportunity to review, save and re-submit your answers.

## Supplemental Learning Resources

Most units and video lecture handouts include links to supplemental learning resources. These include articles, short videos, audio interviews, photo montages, and more.

Although these resources are not part of the core program, they were hand-picked to expand your knowledge and understand the complex context that surrounds disaster mental health counseling. As such, we recommend that you review them.

## After Completion

Through the MHA Learning Portal, you'll have lifetime, unrestricted access to all core course resources\* – so you can refresh your knowledge at any time. You will also have continued access to the private Facebook Group – this medium will be used as a networking hub for mental health professionals and to share industry updates, outreach opportunities, invitations to special events, and other information on disaster mental health counseling.

*\*Core course resources include your requisite readings, video lectures and handouts, and assessments. Some supplemental resources are accessible outside of the MHA portal, and may not be continually available in the future.*

# FAQs

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## Questions & answers to help you navigate through the program.

### How are course content and learning materials delivered?

Your course materials will be accessible online via the MHA Learning Portal (i.e. website). Course materials include journal articles, handouts and other downloads, video lectures, and online (multiple-choice) assessments. You will be able to access these materials and learning tools from most computer systems and mobile devices. Technical support will also be available in case you experience any difficulty accessing course resources.

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### What is the duration of the course?

The total duration of this course is 24 hours. This is based on a calculation of the number of hours required to read all requisite (i.e. core) articles, watch video lectures and complete the online assessment components. It does not include additional time required to read/watch/access supplemental learning resources.

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### What are the assessment requirements for this course?

The course includes 17 multiple-choice, online assessments. To advance (i.e. unlock access) to the next module, you must successfully complete the multiple-choice assessments for each of the units within the module you're currently in. For successful completion of an assessment, you are required to attain a minimum 80% pass rate. As the assessment is competency-based, if you don't pass in your first try, you will have the opportunity to review, save and re-submit your answers (there are no re-attempt limits).

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### What Certification do I get upon completion of this course?

When you complete this course, you'll be issued with an MHA Science and Practice of Wellbeing Digital Badge and a CE Certificate of Attainment. A Digital Badge is a form of Digital Credential (also known as 'micro-credential') that can be verified/validated online. A digital badge signals your achievement to potential employers and stakeholders, as they are able to verify your learning/skill acquisition outcomes in real-time, over the web. In addition to your Digital Badge, you'll receive a downloadable CE Certificate of Attainment, which can also be used as proof of completion and printed (if you would like to display it in your office/workspace).

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## How is the MHA Digital Badge different from a traditional CE Certificate?

Digital badges are a form of electronic portfolio to track and showcase your educational achievements. When you are issued with a digital badge, you'll receive a unique URL (link) that includes information about your achievement – such as the duration of a course you completed, the organisation that issued the badge, and what you had to do to receive it (e.g. complete assessments). Unlike a CE Certificate, information in your digital badge is verifiable **online and in real-time**, making it a more reliable source of data for prospective employers. Badges can also be more easily shared online and integrated to your website, digital professional profile (e.g. LinkedIn account), etc.

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## Will my MHA Digital Badge be recognized by employers?

Digital credentials are becoming increasingly more popular among employers and traditional educational institutions, such as Universities (you may have heard of the move towards micro-credentialing in Australia). Some of the world's biggest companies, such as Microsoft, and respected education providers, such as Harvard University, already issue digital credentials for their courses and workplace-related learning. Many experts believe that digital portfolios and digital credentials will eventually replace traditional CVs and provide learners with expanded opportunities to showcase their skills and educational achievements to prospective employers.

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## Does MHA offer other credential courses?

Yes. Visit <https://www.mentalhealthacademy.net/catalog> and select 'Credential' in the 'Type' filter to view all available MHA credential courses.

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## Can I save course content for future reference?

Your course guide, requisite readings, handouts and other supplemental materials can be downloaded and saved to your local computer. Video content and assessments cannot be downloaded; however, they are accessible via the MHA Learning Portal at any time (including after you have successfully completed the course). All enrolled course participants will have lifetime access to requisite course learning materials.

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## What are the system requirements for watching videos?

Our video platforms are compatible with all up-to-date browsers (Chrome, Safari, Firefox, Opera, and Edge) and operating systems (Windows, Mac and mobile devices), and most residential internet connections should be more than adequate to watch the videos. If you experience any difficulties accessing video content, you can contact us for support at any time.

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## Do I need a Facebook Profile to join the discussion forum (i.e. Facebook Group)?

Yes, to access the forum and join in the group discussions, you will need a Facebook Profile. If you do not have a Facebook profile, we recommend setting one up to join the group, as it will enhance your learning experience and provide you with the opportunity to learn from and interact with your peers and course facilitator. While recommended, joining the Facebook Group is **not** a requirement to access and complete this course.

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## I live in a remote area with slow internet. Will I be able to access the lectures and other videos?

You may experience difficulties watching videos if your internet speed is slow. We recommend that you contact your Internet Service Provider (ISP) to devise a solution. If that's not possible, you may wish to consider allocating time for travel, so you can access video content using a more appropriate connection (there will be approximately 10 hours of video content throughout the course).

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## What is your course refund policy?

This course includes a 14-day money back guarantee that empowers you to try the program entirely risk-free. If within 14 days of your enrollment **and before** completion of the first module\* you're not entirely thrilled with the high level content you have access to, just email us to [help@mentalhealthacademy.net](mailto:help@mentalhealthacademy.net) and we'll give you your money back. No questions asked.

*\*Refund eligibility criteria:* You will not be eligible for a full refund if: 1) You have completed both (Units 1 & 2) assessments for Module 1 or, 2) Your cancellation/refund request is emailed 15 (or more) days after your enrollment date. Please see our [Terms & Conditions](#) for more details.

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## Can I copy and or share course learning materials and resources?

Courses materials are only to be used by the individual person that enrolled in the course. Sharing your course access details and resources constitutes a breach of copyright and may result in cancellation of your enrollment and ineligibility to access Certificates.

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## I'm an MHA member. How is this course different from what I can access with my membership?

MHA Membership Courses (available via our Catalog) are shorter, specific programs – with most courses ranging from 1 to 4 hours in duration. MHA Credential Courses are designed to provide a deep-dive, content-rich experience (20+ hours of learning) backed up by real-life case studies and illustrations.

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**Need Support? Contact us and we'll get back to you as soon as possible.**

Email: [help@mentalhealthacademy.net](mailto:help@mentalhealthacademy.net)