Dubai Healthcare City Authority – Regulatory

Education in Dubai Healthcare City

Education Permit Guide for Operators
The Requirements, Processes and Procedure

Introduction

The vision of Dubai Healthcare City (DHCC) is to achieve recognition as an international location of choice as an integrated centre of excellence for medical education and research.

Dubai Healthcare City Authority - Regulation (DHCR) is the independent regulatory body for DHCC including regulation for Academic and Research activity with the objective of promoting educational excellence through licensing and monitoring of all education service providers operating within the DHCC free zone.

DHCR, in line with its commitment to assure delivery of a high quality education, issued the Education Regulation No. (5) of 2013 in accordance with the Law, Federal Rules and Regulations to set out the framework under which education services and programs may be carried out within DHCC.

This document will guide applicants to meet the regulatory requirements for compliance in relation to education.

Specifically, it describes the following:

- Process for applying for a new, renewal and amendment requests for an Education Permit.

- The review and assessment process, and ongoing monitoring by DHCR of Approved Education Permit Operators

General

This guideline is for any operator currently delivering or intending to deliver educational program (s) or services within DHCC.

Legal framework

- There is a legal obligation upon all Operators conducting or intending to conduct education programs or services within DHCC to be appropriately licensed.

- As stated in the Education Regulation: *'…no person or Entity may operate Education Programs within DHCC unless it is an Entity established within DHCC and has obtained and maintains an Education Permit in accordance with the Education Regulation and applicable Rules, Standards and Policies…'*

- Failure to comply with the requirements of obtaining and maintaining an Education Permit will result in breach of the Education governance rules and regulations as issued by DHCR. Penalties or violations may be issued against any Operator as deemed appropriate by DHCR.

- It is the responsibility of the Operator to ensure external approvals from other regulatory bodies, such as KHDA, MOE, and MOHESR are in place prior to seeking an Education Permit.

Defining Education Programs

- Education programs are defined as any program intended to educate or train persons in one or more areas.

- The DHCR document entitled Decision One (2016) lists the types of education programs and education services that are required to obtain an Education Permit. This list is not exhaustive or exclusive, but is intended to provide guidance to applicants in respect of those programs that guidance on the status of, as education programs and education services or otherwise, has previously been sought. DHCR will review and update this list periodically. (Refer to Table 1)

Education Permit

- A valid Education Permit (EP) is a prerequisite requirement for any operator that will offer educational services or programs as part of their operations.

Operators eligible to apply for an Education Permit

- Educational services or programs may be standalone services or as part of the services offered by the operator.

- Any operator that intends to engage in any of the named educational services or programs as described in the document entitled Decision No. 1 of 2016 Rule will be advised to obtain an Education Permit for their operator.

Validity period of an Education Permit

- Once issued, the permit will be valid for a period of two years and will require continued review and reassessment by way of applying for renewal of an education permit.

Adding new education programs or services to an issued Education Permit

- If an operator wishes to engage in education services or programs that were not part of their initial (new) application for an Education Permit, an amendment request for an Education Permit will be required.

Box A: Frequently asked questions

Does an Education Permit mean I do not need to seek any further approvals from other regulatory authorities?

No. Depending on the type of education program (s) being offered or intended there may be dependencies for authorisations or 'no objection' documents from other authorities. It is the responsibility of the applicant to seek confirmation whether or not any external approvals from other regulatory authorities are required.

If I have received approval for my intended education program from the KHDA, does this mean I do not need to apply for an Education Permit?

No. Approval from the KHDA, and/or Ministry of Education and/or or any other recognized body does not exempt an applicant from obtaining an Education Permit to operate in DHCC.

When can I start my intended education programs or services?
Education programs must only commence on receipt of a valid Education Permit.
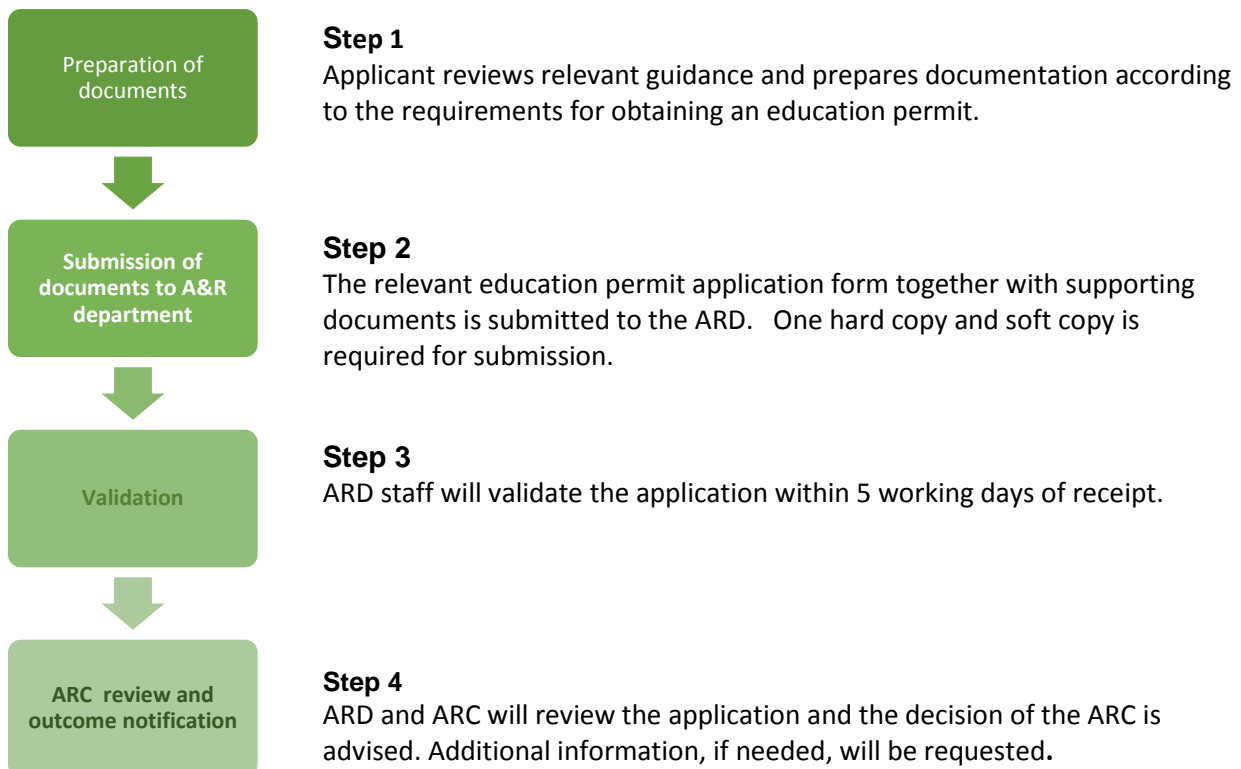
Table 1 Key education programs or services recognised and licensed by DHCR and external approvals required.

Type of Education program	Education Permit Issued by DHCR	External approval required
Degree Granting Program		
Undergraduate	Yes	KHDA/MOE/MOHESR
Postgraduate	Yes*	KHDA/MOE/MOHESR
Diploma/Certificate	Yes*	KHDA/MOE/MOHESR
School		
Kindergarten	Yes	KHDA
Primary	Yes	KHDA
Preparatory	Yes	KHDA
Secondary	Yes	KHDA
Early Learning Centre		
Nursery	Yes	KHDA/MOE
Professional and Management Development Training		
Continued Professional Development (CPD) programs	Yes	No Objection Certificate from KHDA may be required
Management Training	Yes	No Objection Certificate from KHDA may be required
Technical and Occupational Skills		
Healthcare Awareness Training	Yes	Not required
Technical & Vocational Education & Training		
Technical and Vocational Education & Training Centers	Yes*	KHDA
Educational Support Services		
Educational Consultancies	Yes	KHDA
University Placement Services	Yes	KHDA
Academic Representative Services	Yes	KHDA
Education Management Services	Yes	KHDA

* may require registration and approval under Approved Practice Setting

Application process for Education Permits

- Education Permit requests must be made in writing, electronically to the Academic and Research Department, DHCR and shall be made by the authorized person on behalf of the named operator.

- All new, renewal or amendment Education Permit request are received and processed in the same way (refer to Figure 1), the prerequisite requirements, application forms and supporting documents required for review may vary.

- The review and assessment of all applications types will be performed by or on behalf of the Academic and Research Council (ARC) at a monthly meeting.

- Education permits are issued for the organisation where it is intended the education programs or services will take place. Only one completed application for an education permit may be submitted per operator.

- In cases where an operator intends to conduct more than one type of educational program, they must clearly state this within their application and complete supplementary forms as applicable.

Preparation of documents	**Step 1** Applicant reviews relevant guidance and prepares documentation according to the requirements for obtaining an education permit.
Submission of documents to A&R department	**Step 2** The relevant education permit application form together with supporting documents is submitted to the ARD. One hard copy and soft copy is required for submission.
Validation	**Step 3** ARD staff will validate the application within 5 working days of receipt.
ARC review and outcome notification	**Step 4** ARD and ARC will review the application and the decision of the ARC is advised. Additional information, if needed, will be requested.

Preparation of applications

- Application packages will vary depending on the type of education programs proposed however the minimum document requirements are illustrated in Table 2.

- Supporting documents from other regulatory bodies may be required in accordance with regulations e.g. Knowledge and Human Development Authority (KHDA)

- It is recommended that the applicant schedule a pre-submission meeting with the Academic and Research Department to discuss the scope of intended services so that the applicant can be guided to the correct application form and supporting documents required.

- Once the application package is ready to submit, the applicant will contact the Academic and Research Department, if the submission package is complete review will be scheduled at for review at the next available Academic and Research Department/ARC meeting.

- Depending on the type of educational program, hard copy and/or electronic copies of a completed initial application package may be required. The Academic and Research Department will advise the applicant on the format and number of hard copies required. Usually, one hard copy and soft copy is required.

- Applicants will be advised for the cut off point for submission of all documents in time for review. Generally, the cut off point for receipt of documents is 20 days prior to the next planned meeting.

Validation criteria

On receipt of documents, the application will be validated within 5 working days of receipt. An application will be accepted as valid if it meets the following criteria:
- Mandatory documents as per the relevant education permit checklist have been provided.
- The relevant application form has been correctly completed and submitted together with all supporting documents.
- All text is in English and the print is clearly legible.
- The application form has been signed and dated by the authorized person on behalf of the Operator

Valid applications

If an application is valid, the Academic and Research Department will notify the applicant by sending a validation letter by email which will include details of the meeting at which the application will be reviewed.

It is not likely that attendance from an Operator will be requested at the ARC meeting, however, if it is considered necessary, the Academic and Research Manager will inform the Operator in the validation letter and will include relevant information about the local meeting procedures.

Invalid applications

If an application is considered invalid, the Academic and Research Department will notify the Operator by sending an invalid application letter by email. The validation letter will include details of reasons for invalidation.

Only valid applications are accepted for full review.

Revisions to an application following submission

Revisions of an application that has been validated and booked for review should not be accepted, unless agreed and approved by the Academic and Research Manager.

Where an Operator considers it necessary to make significant changes to an application or to any supporting documentation submitted as part of the education permit submission package prior to review, the Operator will be advised to withdraw the application.

Minor or non-substantial changes are at the discretion of the Academic and Research Manager following consultation with the ARC Chair.

Where an Operator has been granted provisional approval pending further information or clarification, the Operator may be authorized to highlight any further changes in the response letter submitted. Such changes must be agreed by the Academic and Research Manager, prior to resubmission.

All changes to an application and/or supporting documentation must be clearly highlighted, where applicable a new version number and date should be given.

Withdrawal of applications

Where an Operator withdraws an application it will no longer be valid and will be documented as 'withdrawn by applicant'. The Operator must provide a clear reason for withdrawing the application, which will be recorded by the Academic and Research Manager and reported to the Registry of Companies.

Following withdrawal, if an Operator decides to resubmit the same application at a later date, the applicant should notify the Academic and Research Department of the previous withdrawal.

Retrospective applications

DHCR does not accept any retrospective Education Permit applications.

Table 2: Key documents required for Education Permit applications

Document Type	New Education Permit	Renewal Education Permit	Amendment Education Permit
All applications			
Completed, signed and dated applicable Education Permit Application Form	✓	✓	✓
Completed applicable Education Permit Checklist	✓	✓	✓
Education Program (s) Details or Proposed Business Plan	✓	✓	✓
Copy of Commercial License	✓	✓	✓
Evidence of Previous experience	✓	Update on delivery of programs during term of previous permit	Where relevant
Degree Granting programs			
MOE/MOES&R reference copy of submission package and correspondence confirming Accreditation status	✓	✓	✓
KHDA NOC or approval as applicable	✓	✓	✓
CVs of proposed Faculty Members * to include CV of Dean	✓	✓	✓
Other Accrediting/awarding Body details?	✓	✓	✓
If the proposed program is in affiliation with another establishment copies of MOU/correspondence/approval	Where relevant	Where relevant	Where relevant
Continued Professional Development Programs			
12 month CPD forecast (timetable of CPD events planned)	✓	✓	✓
PowerPoint presentation of first 2 CPD programs proposed	✓	Update on delivery of programs during term of previous permit	Where relevant
Faculty/Speaker CVs * must show experience of delivering CPD	✓	✓	✓
Sample evaluation forms	✓	✓	✓
KHDA NOC or approval as applicable	Where relevant	Where relevant	Where relevant
Other accrediting bodies e.g. American Heart Association	Where relevant	Where relevant	Where relevant

Timeframe for review and assessment

Education Permit requests will be processed within 20 working days of the date as stated in the validation letter, this estimate is based on the availability and completeness of all required documentation.

Expedited review is possible and will be advised on request; expedition charges will apply.

Decisions by the ARC

Upon review of an application, members of the ARC shall vote to:

1. Approve the Application for an Education Permit;
2. Approve the Application for an Education Permit subject to conditions or restrictions as deemed necessary to be included in the Education Permit; or
3. Deny the Application for an Education Permit.

Notifications of the ARC decisions

The Operator will be notified of the decision within 3 working days of the planned meeting. Notifications will be sent by email to the responsible persons as listed on the initial application.

Approved application

If an Operator is approved, the Education Permit will be prepared in accordance with the details as specified by the Education Regulation.

- The approval notification will include terms of the Education Permit.
- The term of the initial permit shall generally be 2 years, expiring on the anniversary of its issue, unless otherwise stated.
- The dates for renewal will be advised
- Any special conditions will also be included such as progress reporting period, i.e. every 3 months, 6 months etc.

Conditional approval or Request for clarification or further information

- Where the Operator has been issued a provisional opinion and/or requested clarification or further information, the applicant will be requested to provide further details to allow a full and final decision to be made.
- The conditional approval notification letter will state these conditions and/or clarifications or request further information and will also specify the deadline for submission of a response.
- In the event an Operator fails to resubmit required documents by the specified deadline, it is at the discretion of the Academic and Research Department (after deliberation with the ARC Chair) whether or not to accept the application.
- Applications that are NOT accepted will be required to resubmit a full initial application.

Denying a Permit

Where an Operator's request for a permit has been denied, full reasons for denial will be provided.

An application may be denied if it is determined, based on credible evidence, that:

- any statements, information or documents submitted by the Operator are false, misleading or deceptive or are likely to mislead or deceive;
- there has been a modification or change in the circumstances relating to the information or documentation contained in the Application subsequent to its filing and the Operator has failed to notify the Academic and Research Department/ARC of any such modification or change in a timely manner;
- The Operator has failed to satisfy any of the requirements, and is considered to meet the requirements that the Operator shall comply with the provisions of the Education Regulation and the applicable Rules, Standards and Policies, if it were to hold an Education Permit.

Considerations when applying for a new Education Permit

New Operators not yet established

- Where the operator is not yet established within DHCC, it must inform the Registry of Companies of their intended scope of services as early as possible, at the latest prior to being issued a Commercial License.

- Whilst early discussions with the Academic and Research Department are encouraged, only on receipt of obtaining Provisional Approval from the Registry of Companies, may an operator formally submit an application for full review.

Documents to submit for a new Education permit application, validation and Review process

Documents required for submission are specified in Table 2. The process for submission and review of a new education permit application is as specified in Figure 1.

Renewal of an Education Permit

- Each Approved Education Operator is required to renew its Education Permit every two years, effective as from the date of issuance of its initial Education Permit, unless otherwise specified at the time of granting initial approval.

- Each date on which an Approved Education Operator's Education Permit is to be renewed is the "Renewal Date".

- Where an Approved Education Operator fails to file a Renewal Application for its Education Permit in accordance with the requirements as stated in the Education Regulation, its Education Permit shall automatically terminate upon the expiry of its term or extended term.

- In such cases and the Approved Education Operator shall immediately cease providing any Education Programs under the Education Permit.

Documents to submit with a Renewal Application, Validation and Review process

- The process for submission and review of a renewal education permit application is as specified in Figure 1, with the exception of the specified timeframe in which applications should be received by the Academic and Research Department.
- A completed Renewal Application package must be submitted no later than 60 days prior to each renewal date as specified in the initial approval or subsequent renewal approval.
- The Academic and Research Department may, at its discretion, allow an extension to the renewal deadline. This must be in all cases approved in writing by the Academic and Research Department ahead of the permit expiry.
- A renewal application package and prerequisites documents will vary depending on the type of Educational program (s) or services the Operator proposes to renew.
- The Operator must review the relevant guidance documents and complete the Renewal Application form depending on the type of service (s) they intend to renew.

Amendment or modification request of an Education Permit

Any changes to an existing Education Permit would require an amendment request to be submitted.

Documents to submit with an amendment application, validation and review process

- The process for submission and review of a renewal education permit application is as specified in Figure 1.
- An amendment request must include all required documents as specified in Table 2.

Contact

Further advice on the application of this guidance may
be sought from Academic and Research Department, DHCR
Telephone: +9714 3838300 (Sunday to Thursday 8.30am – 4.30pm)
Email: education@dhcr.gov.ae