

## KHDA POLICY GUIDELINES

### Centre-Led Home-Based Learning for Early Childhood Centres

Version 2.0 - April 2026



## SECTION 1: PURPOSE AND SCOPE

### 1.1 Purpose

This guidance supports Early Childhood Centres (ECCs) in delivering Centre-Led Home-Based Learning (CLHL) during periods when the Knowledge and Human Development Authority (KHDA) mandates distance learning. CLHL may be activated in response to centre closures due to weather, health, security or other challenging circumstances. These services are temporary and crisis-responsive in nature.

### 1.2 Scope

This guidance covers two distinct service types:

- **CLHL Hubs:** Regulated nursery-style services operating in host homes, serving up to 8 children from multiple families with assigned CLHL staff and oversight.
- **CLHL Educators:** One-to-one or sibling-only provision where an ECC deploys an employed teacher to a single family's home for their children only – effectively an early years 'tutor' role.

### 1.3 Activation

CLHL services are activated when KHDA or the Ministry of Education (MoE) mandates distance learning. ECCs may not offer CLHL services outside of this activation period. Services must cease no more than five days after KHDA deactivates distance learning.

## SECTION 2: DEFINITIONS

Key terms used throughout this guidance:

Term	Definition
<b>CLHL (Centre-Led Home-Based Learning)</b>	Regulated early childhood learning and care delivered in a residential home during KHDA-mandated distance learning periods.
<b>CLHL Hub</b>	A home-based satellite setting for an ECC, serving up to 8 children from multiple families with assigned ECC staff, operated under ECC direction
<b>CLHL Educator</b>	A trained ECC employee deployed to a single family's home to provide learning and care for that <b>family's children only</b> .
<b>Early Childhood Centre (ECC)</b>	A licensed nursery holding a valid KHDA permit to deliver early childhood education and care.
<b>Host Home</b>	A residential dwelling (villa, apartment, townhouse) where a CLHL Hub or Educator operates.
<b>Responsible Adult</b>	A parent, family member, or family employee known to the children who is present and accessible throughout all CLHL sessions.
<b>Designated Safeguarding Lead (DSL)</b>	The person appointed by the ECC to lead safeguarding policy, staff training, and incident response.
<b>Risk Assessment (RA)</b>	A document completed by the ECC for each CLHL Hub host home prior to commencement, submitted to KHDA as part of per-home notification, and used by KHDA for review.

### SECTION 3: TWO SERVICE TYPES AT A GLANCE

CLHL Hub vs CLHL Educator Comparison:

Dimension	CLHL Hub	CLHL Educator
<b>Setting</b>	Host home, residential environment	Single family's own home
<b>Children served</b>	Up to 8 children from multiple families	One family's children only (1:1 or siblings – up to 4 children)
<b>Number of staff</b>	One or more assigned CLHL staff per session. Teacher and/or learning assistant.	One assigned CLHL teacher, or for younger children, a learning assistant
<b>Approval process</b>	KHDA approval following review; per-home notification	ECC notification having declared that they are aligned to all of the requirements
<b>Risk Assessment</b>	Formal risk assessment submitted by ECC for each hub; used for desktop approval.	Internal ECC risk assessments according to the guidelines but not submitted to KHDA for formal review.
<b>Regulatory Procedures</b>	Regulated as a 'satellite nursery'; approved following KHDA review	Guidelines-based; approved following submission
<b>ECC responsibility</b>	High; ECC operates the service; KHDA provides regulation	Ultimate; full responsibility for staff, oversight, safeguarding; KHDA provides framework with guidelines only



## PART A: CLHL HUB SERVICE

### Nursery-style services in residential homes

#### SECTION 4: ELIGIBILITY AND APPLICATION

##### 4.1 Which ECCs May Apply

Any ECC holding a valid KHDA early childhood permit may operate CLHL Hubs, provided it has the qualified staff to do so. The ECC must be in good regulatory standing with KHDA, with no previous safeguarding or safety violation on file.

##### 4.2 Application Process - KHDA Approval following review

ECCs wishing to offer CLHL Hub services must apply to KHDA for approval. Individual host homes must be risk assessed by the ECC separately (see Section 4.4).

KHDA does not conduct pre-opening compliance visits to the site.

The ECC submits the following seven mandatory documents through the link provided by KHDA.

The first **two items** must be completed for each individual home, but **items 3-7** need only be submitted **once** by the ECC.

1. **Completed CLHL Application Form and Risk Assessment** – Using the link provided by KHDA this includes the ECC name, group name (where applicable), KHDA permit number, contact details of homeowner/resident (parent) and centre leader, confirmation of the numbers of children, the age range to be served and a risk assessment to have been completed and submitted by the ECC following a home visit.
2. **Signed Declaration of Permission to Host** – A formal declaration, prepared by the ECC and signed by both the Centre Leader and the resident parent, confirming that there are no legal, contractual, or tenancy restrictions preventing the home from being used as a CLHL Hub.

3. **Parent Contract**- A blank template of your parent contract (for parents whose children are to attend the hub) – to include parent and carer names, Emirates IDs and contact details, emergency contact details, details of child(ren) attending, Centre Leader’s name and contact details, start and end date of contract, vaccination record and medical details (including allergies and medication requirements), special educational needs (and name/details of individual learning support assistant if relevant), Terms and Conditions including fees/refund/notice and cancellation policy, space for signatures (family and ECC).
4. **Updated Safeguarding and Child Protection Policy** - Must explicitly cover CLHL home-based delivery, including procedures for off-site safeguarding, lone working, incident reporting, and escalation and where any hub is not on the ground floor, the evacuation policy and procedures.
5. **Staff Register** - Names of all staff proposed for CLHL deployment, qualifications, police clearance dates and status, first aid certification, safeguarding training dates, and assigned CLHL role (teacher or learning assistant)
6. **ECC Supervision and Monitoring Policy** - Explaining how staff working off-site will be managed, monitored, and supported, including check-in procedures, line management arrangements, and access to the Designated Safeguarding Lead
7. **Signed Declaration of Sufficient Insurance Coverage** – A signed declaration by the Centre Leader to say that the planned CLHL services delivered in host homes (essentially a satellite nursery for other families' children) are sufficiently covered by insurance in the event of an incident, accident and/or injury.

These seven documents, alongside the application/risk assessment form and the application pack reviewed by KHDA.

Following review, additional questions may be asked prior to an approval or a rejection, with reasons provided.

Once KHDA approval is granted, the ECC may commence operation. Operation must cease within five working days of a return to the regular setting.

## SECTION 5: SERVICE PARAMETERS

### 5.1 Age Range

CLHL Hubs serve children aged 45 days to 6 years. Services must remain within the age range specified on the ECC's KHDA permit.

### 5.2 Group Size and Staffing Ratios

Each CLHL Hub (host home) serves a maximum of **8 children**.

The following staff-to-child ratios apply based on the youngest child in the group:

Age Group	Ratio	Notes
45 Days – 17 Months	1:3	For mixed-age groups with infants, 1:3 applies to all children
18 – 35 Months	1:4	For mixed-age groups, the lower ratio applies
36 – 71 Months	1:6	A qualified teacher must be present

**Example:** A group of 4 children (ages 2, 4, 5, 6) requires a minimum 1:4 ratio (the 2-year-old's age determines the ratio). One qualified teacher must be present at all times.

### 5.3 Hours of Operation

CLHL Hubs may operate Monday to Friday, between the hours of 7:00 am and 5:00 pm. Individual children may attend a maximum of 8 hours per day. Hours must be agreed with parents in writing and recorded in the Hub schedule.

### 5.4 Fees

The ECC may charge fees for CLHL Hub services. However, these fees must not be charged in addition to existing fees.

Families already paying for learning and care should not incur separate CLHL Hub charges. Fee structures must be transparent and reasonable, reflecting the cost of delivery.

## SECTION 6: STAFFING REQUIREMENTS

### 6.1 CLHL Teacher

The assigned CLHL teacher must be a current employee of the ECC holding:

- Qualifications in Early Childhood Education as per the KHDA Investor Guide for the ECC's permit type
- Valid Dubai police clearance certificate dated during employment at the current ECC
- Paediatric First Aid certification
- Level 2 Safeguarding Training completed within the last 12 months
- Intimate Care Training if the Hub includes children under 3 years of age

### 6.2 CLHL Learning Assistant

If a CLHL Learning Assistant is deployed, the assistant must also be a current ECC employee, must only be deployed to support children under the age of 3 and hold:

- Qualifications in Early Childhood as per KHDA requirements for the ECC's permit type
- Valid Dubai police clearance certificate dated for or during employment at the current ECC
- Paediatric First Aid certification
- Level 2 Safeguarding Training completed within the last 12 months
- Intimate Care Training if serving children under 3 years

### 6.3 Staff Continuity and Handover

Consistent staffing is important for children's wellbeing. Where possible, the same staff members should work in the same home throughout the activation period. If staff changes are necessary, proper handover and induction must occur.

## SECTION 7: HOST HOME REQUIREMENTS

### 7.1 Property Type

A CLHL Hub may operate in any *residential dwelling*: villa, apartment, townhouse, or other home.

There is no restriction on ground-floor locations. However, if an apartment is above ground level, the ECC must specifically address balcony, window, and height safety in the risk assessment (Section 7.2) and must include in their updated safeguarding policy risk assessed arrangements for safe evacuation in the event of an emergency.

### 7.2 Risk Assessment

Before any CLHL Hub commences in a host home, the ECC must complete a comprehensive risk assessment for that specific home (see Appendix 1 for the full form).

This is not a tick-box exercise. The assessment will:

- Be completed by the ECC (not delegated to the host home owner/tenant)
- Involve an ECC leader visit to the home for valid information gathering
- Cover physical environment, household and supervision, health and hygiene, safeguarding, and age-specific considerations
- Use RAG (Red/Amber/Green) ratings with sufficient supporting evidence narrative
- Identify any adjustments needed before commencement and mark these as 'amber'
- Be submitted to KHDA as part of the application (one for each home setting)

The risk assessment is the foundation of KHDA's review. KHDA will assess the quality, credibility, and thoroughness of the assessment and documentation when deciding whether further investigation is necessary or an approval can be made.

### 7.3 Responsible Adult Presence

A responsible adult must be present and accessible throughout all CLHL Hub sessions. The responsible adult may be:

- A parent or legal guardian of one or more children attending
- A female family member (aged 18+)
- A female family employee (nanny, helper, etc.) employed by the household

The responsible adult does not need to remain in the same room as the children but must be in the home throughout the working day and be immediately available to respond to emergencies or the CLHL staff member's need to contact them.

The ECC must satisfy itself that the identified responsible adult understands their role and the nature of the service.

If the usual responsible adult is unavailable, alternative and safeguarding-compliant arrangements must be in place before that session begins.

#### **7.4 Household Members and Visitors**

All household members aged 18 years and above must be disclosed to the ECC, whether or not they are in attendance during the working day. The ECC must satisfy itself, on reasonable grounds, that no member of the household presents a safeguarding risk to the children. This does not require the ECC to conduct police checks on household members who are coming and going, but the ECC must exercise professional judgement. If the ECC has concerns about a household member's suitability, the home must not be used.

## **SECTION 8: SAFEGUARDING AND CHILD PROTECTION**

### **8.1 Safeguarding Policy and Arrangements**

The ECC's safeguarding policy must explicitly cover CLHL operations. Key elements include:

- Named Designated Safeguarding Lead (DSL)
- Clear reporting procedures for concerns or incidents
- Code of conduct for all staff delivering CLHL issued by the ECC
- Zero tolerance for corporal punishment or harsh discipline
- Mobile phone, photography and CCTV policies in place (ECC) – with parents of children attending the setting made aware of these policies.
- Requirement for daily observation logs and incident recording
- A policy in place for evacuation from a first or higher floor apartment

## 8.2 Staff Briefing and Induction

Before starting work in a host home, all CLHL staff must receive induction that covers:

- The ECC's safeguarding policy and incident reporting procedure
- Specific safeguarding and safety arrangements for that host home
- Contact details for DSL and emergency line manager
- Home-specific risks identified in the risk assessment
- Mobile phone and photography policy
- Evacuation procedures in an emergency

## 8.3 Incident Reporting

All incidents (accidents, injuries, safeguarding concerns, behaviour, illness) must be logged daily and reported to the DSL or line manager. Serious incidents or safeguarding concerns must be reported to the appropriate authorities in accordance with the ECC's policy and UAE law.

## 8.4 Supervision of Staff

CLHL staff must have access to their line manager or DSL at all times during sessions (via phone if not on-site). The ECC must conduct regular check-ins, observe performance, and provide support.

# SECTION 9: HEALTH AND SAFETY

## 9.1 First Aid and Emergency Response

All CLHL teachers and learning assistants must hold a valid Pediatric First Aid certification. The ECC must provide an approved first aid kit for each host home. Staff must know the location of the kit and be trained in its use. In the event of a serious injury or medical emergency, CLHL staff must:

- Contact emergency services immediately
- Notify the responsible adult and one of the parents/guardians immediately
- Contact the ECC line manager and DSL immediately
- Document the incident in detail

## 9.2 Food and Nutrition

All host homes must be **NUT-FREE** environments with signage clearly presented.

If meals or snacks are provided as part of CLHL, the ECC must ensure:

- All food is prepared in a clean, safe environment
- Allergen information is known and available to staff
- Parents confirm all dietary requirements and allergies in writing
- Staff are trained in infant feeding and age-appropriate weaning
- Choking risks are minimised and supervision is constant during meals

## 9.3 Hygiene and Infection Control

The host home must support basic hygiene standards:

- Handwashing facilities with soap and paper towels (or clean, designated hand towels) accessible to staff and children
- Clean toilet and bathroom facilities suitable for the children's ages
- Nappy changing arrangements (if applicable) that maintain privacy and dignity
- Clear procedures for managing illness, vomiting, diarrhoea, and infection control

Staff must be aware of the ECC's infection control policy and must exclude children from attendance if they have symptoms of notifiable illness.

## 9.4 Transport

CLHL staff are not permitted to transport children in private vehicles under any circumstances.

## SECTION 10: INSURANCE AND LIABILITY

The ECC, by applying to offer this provision, is declaring that it holds sufficient insurance that explicitly covers CLHL Hub delivery in private homes.

The insurance must, in the event of an incident, accident and/or injury:

- Cover staff and children during CLHL activities in host homes
- Be current and valid for the entire duration of CLHL operation

- Include specified cover limits appropriate to the service
- Be declared as in place and adequate by the ECC to KHDA upon application

The ECC remains liable for the safety, supervision, and wellbeing of children in CLHL Hubs. The provision of CLHL in a private home does not reduce the ECC's duty of care.

## SECTION 11: PARENT CONSENT AND AGREEMENTS

### 11.1 Comprehensive Consent

Parents must provide signed, informed consent to the ECC before their child attends a CLHL Hub.

Consent must cover:

- Understanding that CLHL is a temporary service during distance learning activation
- Specific CLHL Hub location and proposed attendance pattern (days and hours)
- Names of assigned CLHL staff
- Confirmation that the responsible adult has been identified and will be present
- Provision of all relevant medical, allergy, dietary, and behavioural information
- Authorisation for staff to administer medication (if applicable)
- Photography and recording – including cctv if installed
- ECC safeguarding and incident reporting procedures

Although such forms, created by the ECC, are **not required to be submitted at the time of the application**, the ECC must keep all signed consent forms on file for a period of 12 months from the time the child leaves the setting or the provision is terminated.

### 11.2 Medical and Allergy Information

Parents must provide complete medical information, including all allergies, medical conditions, medications, and dietary restrictions. This information must be accessible to staff in the host home at all times. Where training is required for administration (e.g., EpiPen) this should be part of the First Aid training and is the responsibility of the ECC to organise.

### 11.3 Withdrawal and Termination

Parents may withdraw their child from CLHL at any time. Liaising with KHDA, the ECC may terminate a child's attendance if the child's behaviour poses a risk to others, fees are unpaid, or if the ECC has concerns it cannot mitigate.

## SECTION 12: KHDA MONITORING AND COMPLIANCE

### 12.1 Risk Assessment and Document Review

Upon receipt of each notification and risk assessment, KHDA conducts a review. This involves:

- Assessing the credibility of documentary evidence (in the first submission)
- Reviewing the quality and completeness of each risk assessment
- Requesting additional information or clarification if needed
- Deciding whether to recommend approval or rejection, the latter with reasons

### 12.2 Compliance Visits

There will be no pre-opening compliance visits, although KHDA will respond to compliance or safeguarding concerns or complaints. However, KHDA will work through the ECC in such matters, which may require visiting a home to investigate and/or engage with the owner/resident of the home.

### 12.3 Reporting Requirements

The ECC must submit a weekly summary report to KHDA (frequency and format to be specified by KHDA at time of activation). Reports must include:

- Number and names of children attending each hub
- Names of the teachers/learning assistants supporting each child
- Attendance records, including days/times each child attends the hub
- Any incidents, safeguarding or other concerns reported
- Any staff absences or changes
- Feedback from parents or responsible adults

## 12.4 Non-Compliance and Enforcement

If KHDA identifies non-compliance, KHDA may:

- Request a corrective action plan with specific, measurable improvements
- Suspend operations at a specific host home pending rectification
- Revoke the ECC's CLHL Hub operator approval
- Refer concerns to relevant authorities (police, child welfare, etc.)

Serious safeguarding breaches may result in immediate cessation of CLHL operations and escalation.



## PART B: CLHL EDUCATOR SERVICE

### Service for single-family, one-to-one or sibling-only arrangements

#### SECTION 13: WHAT IS A CLHL EDUCATOR SERVICE?

##### 13.1 Definition and Scope

A CLHL Educator arrangement involves an ECC deploying one of its qualified, vetted and employed, staff members to a single family's home to provide learning and care for that family's own children only.

This is distinct from a CLHL Hub in several ways:

Characteristic	CLHL Educator
Number of children	The home family's children <b>only</b> (1:1, or siblings within the family)
Location	The child's own home (not a host home shared with other families)
Staff	One assigned staff member per arrangement
Responsible adult	Family parent/member or delegate (e.g. nanny) must be present
KHDA compliance visit	There is no visit; only the ECC-led risk assessment, KHDA notification-only
Risk assessment	Internal ECC assessment only; not submitted to KHDA but retained
Application process	Notification to KHDA that all requirements are met

### 13.2 Context: Early Years Private Tutoring

CLHL Educator arrangements offer families a structured, regulated alternative to engaging private educators (teachers) or informal in-home care (teachers or learning assistants).

By deploying employed, trained, and vetted ECC staff of their own, the service ensures professional standards and maintains a connection between home-based provision and the ECC.

### 13.3 Temporary Nature

Like CLHL Hubs, CLHL Educator arrangements are temporary and linked to KHDA's distance learning activation. When KHDA deactivates distance learning, CLHL Educator services must cease within five working days of the suspension of mandatory distance learning.

## SECTION 14: THE ROLE OF KHDA

### 14.1 KHDA as Enabler

KHDA publishes this guidance to help ECCs approach CLHL Educator arrangements consistently, safely, and professionally.

KHDA does not prescribe exactly how each ECC should structure, price, or deliver the service.

Instead, KHDA sets boundaries (Section 14.3) and trusts ECCs to exercise professional judgement within those bounds. The ECC takes full responsibility for risk assessing and brokering this service.

### 14.2 KHDA as Notification Receiver

KHDA receives notification of each CLHL Educator arrangement but does not formally approve individual arrangements before commencement. Upon receipt of notification, KHDA acknowledges receipt and maintains a register. ECCs may commence services immediately upon notification.

### 14.3 KHDA as Restrictions Enabler

KHDA sets the boundaries within which ECCs may operate CLHL Educator services. These boundaries include:

- Only ECCs may deploy educators, no independent contractors or freelancers
- Only employed staff meeting Section 6 requirements

- One family's children only; not a small group care service
- Checked responsible adult must be present and accessible
- ECC must ensure safeguarding policy and incident reporting apply
- Parent written agreement with the ECC – including in relation to fees - must be signed before service starts

Within these boundaries, ECCs exercise professional responsibility.

#### 14.4 KHDA as Receiver of Updates

ECCs provide periodic updates to KHDA (frequency and format specified at activation). KHDA may request additional information at any time.

If concerns or complaints arise, KHDA will investigate through its normal regulatory processes and may take action (see Section 12.4).

#### 14.5 What KHDA Does Not Do

To be explicitly clear:

- KHDA does not approve individual educator arrangements; the ECC is responsible
- KHDA does not inspect family homes for educator (or hub) services – the ECC must do this
- KHDA does not set or approve educator fees
- KHDA does not guarantee quality - that is the ECC's responsibility

### SECTION 15: ECC RESPONSIBILITIES - THE ULTIMATE DUTY

This section makes clear that the ECC is fully responsible for CLHL Educator arrangements. The fact that the service is delivered in a private home does not reduce the ECC's duty of care or accountability.

#### 15.1 Duty of Care

The ECC is the employer of the CLHL staff member, the holder of the KHDA license, and the accountable party to the regulator. The ECC's duty of care does not diminish because the service is delivered in a family's private home.

The ECC must treat the arrangement as seriously as any other service it provides.

## 15.2 Staff Selection and Deployment

The ECC must ensure that only staff meeting the requirements in Section 6 of this guide are deployed as CLHL Educators.

Staff must be employed by the ECC (not contracted freelancers or independent tutors). The ECC must be satisfied that the staff member is suitable for this specific role and family.

## 15.3 Internal Risk Assessment

The ECC itself must conduct an internal assessment of each home and setting's suitability before commencement. This assessment must be thorough; it is not submitted to KHDA, but must be retained for review if requested.

The ECC should consider:

- The suitability of the assigned staff member for that family – including qualifications, experience, induction, training (E.g., safeguarding, First Aid, intimate care)
- The family's circumstances and any known vulnerabilities
- The home environment, to the extent the ECC considers necessary
- Any potential safeguarding or wellbeing risks

If the ECC has concerns, it must not proceed with the arrangement.

## 15.4 Safeguarding Oversight

The ECC's safeguarding policy extends to all CLHL Educator arrangements. The DSL must be accessible to the educator at all times.

Any safeguarding concerns or incidents must be reported immediately. The ECC must act on concerns promptly.

## 15.5 Insurance

The ECC's public liability insurance must cover educator arrangements, just as it does CLHL Hubs. The ECC must verify this with its insurer before deploying staff, and by applying to offer a CLHL Educator provision, it declares that it has met this requirement.

### 15.6 Financial Arrangements

The educator must be paid through the ECC's normal payroll. There should be no private payment arrangement between the staff member and the family.

Fees charged to parents – who it is assumed have withdrawn their child(ren) from the sector - must be reasonable and transparent, reflecting the cost of providing the service.

Families must understand what the fee covers and any conditions of the arrangement. They must sign an agreement to the terms, including the terms whereupon either the educator or the child(ren) are not able to attend a session due to ill-health or other factors.

### 15.7 Supervision and Support

The assigned staff member must be able to contact their line manager or DSL at any time during sessions. The ECC must conduct regular check-ins to ensure the arrangement is working well and address any concerns. If problems arise, the ECC must support the staff member or withdraw the arrangement if it cannot be resolved.

### 15.8 Record-Keeping

The ECC must retain complete records for each educator arrangement:

- Signed parent/ECC/staff agreement
- Staff member's employment records and qualifications
- Session logs (dates, times, attendance, notes on child progress or concerns)
- Any incidents or safeguarding concerns reported
- Parent feedback or concerns

Records must be retained for a minimum of 12 months and made available to KHDA if requested.

### 15.9 Withdrawal and Cessation

The ECC must be prepared to withdraw an arrangement if concerns arise that it cannot mitigate. This includes safeguarding concerns, parent complaints, staff unsuitability, or changes in family circumstances. The ECC must not continue an arrangement it cannot properly oversee.

## SECTION 16: HOW IT WORKS - PROCESS

### 16.1 Notification to KHDA

Before a CLHL Educator arrangement begins, the ECC sends a notification to [rpc@khda.gov.ae](mailto:rpc@khda.gov.ae) (see Appendix 2 for the notification form). The notification includes:

- ECC name and permit number
- CLHL staff member name, contact details, Emirates ID number and qualifications summary
- Family details (name, address, number and ages of children)
- Proposed days and hours
- Confirmations that: (i) parent agreement is signed, (ii) ECC visit and risk assessment is complete and on file, (iii) insurance covers the service, (iv) staff is briefed on safeguarding and any other relevant matter.

### 16.2 Commencement

The ECC may commence the educator arrangement immediately upon sending notification. No KHDA approval is required. KHDA will acknowledge receipt.

### 16.3 Ongoing Oversight

Once underway, the ECC maintains full oversight of the arrangement through regular check-ins with the staff member and engagement with the family. The ECC monitors any concerns and responds promptly. The ECC updates KHDA as requested.

## SECTION 17: PARENT RESPONSIBILITIES

While the ECC carries ultimate responsibility, parents have important responsibilities as well:

### 17.1 Written Agreement

Parents must sign a comprehensive agreement (see Appendix 3 for an example ECCs could use) before the arrangement begins. This agreement sets out the arrangement details, terms, fees, and expectations.

### 17.2 Ensuring Responsible Adult Presence and Remaining on Site

A responsible adult (parent, family member, or family employee) must be present and accessible in the home throughout all sessions. The parent is responsible for ensuring this. The child cannot leave the

home with the educator alone without parental consent. The responsible adult must always be within reach of the child.

### **17.3 Providing Medical and Allergy Information**

Parents must provide complete medical information (allergies, medications, conditions, dietary needs) to the ECC and ensure the educator is aware.

### **17.4 Safe Home Environment**

The parent is responsible for maintaining a safe home environment suitable for the educator and child(ren) to work in.

### **17.5 Understanding the Service**

Parents must understand that the assigned person is an early childhood professional providing structured, regulated learning and care - not a nanny, babysitter, or household helper.

### **17.6 Appropriate Use of the Service**

Parents must not ask the educator to perform household duties, cooking, cleaning, childminding of other children, transport, or any tasks outside the scope of the agreed arrangement. The educator is there to provide learning and care for the family's nominated children during agreed hours.

### **17.7 Professional Treatment**

Parents and other family members/employees must treat the educator with respect and professionalism as an employee of the ECC.

## **SECTION 18: SAFEGUARDING EXPECTATIONS**

### **18.1 Never Alone with Child**

The CLHL Educator must never be alone in the house with a child or children. A responsible adult (parent, family member, or employee) must be present and accessible in the home at all times. This protects the child and the staff member. She does not need to remain in the teaching space but must be in the home.

## 18.2 Work in Line with ECC Safeguarding Policy

The educator must work in line with the ECC's safeguarding policy, code of conduct, and training. All staff have a duty to report concerns through the DSL.

## 18.3 Report Concerns to DSL

If an educator has concerns about a child's welfare, safety, or the family circumstances, she must report to the ECC's DSL immediately. The DSL will take appropriate action.

## 18.4 Professional Boundaries

The educator must maintain professional boundaries with the child and family. This means:

- Communication via the ECC or agreed channels, not personal phone numbers or social media
- Focus on the agreed learning and care activities
- No personal requests or favours from the family
- Professional dress and demeanour

## 18.5 No Unauthorised Photography or Recording

Educators must adhere to the ECC's photography and recording policy. Personal recordings or photographs must not be made without explicit parental consent. Any media recorded must be stored securely and used only for the agreed purpose.

## 18.6 Right to Leave

If an educator feels unsafe, threatened, or unable to carry out the role professionally, she must ensure that the child(ren) remain(s) in the care of the parent/responsible adult, leave immediately and report to the ECC. The ECC will address the situation with the family.

## SECTION 19: FINANCIAL ARRANGEMENTS

### 19.1 Principle

The fee structure should balance ECC sustainability with providing families access to qualified, vetted care. Fees must be transparent and reasonable.

## 19.2 Fees

KHDA does not set or approve CLHL Educator fees. The ECC sets fees in agreement with the parent, reflecting the cost of the service. Fees should cover:

- Staff salary and benefits
- Transport to/from the home
- Learning resources and materials
- Reasonable margin for ECC sustainability

## 19.3 Refunds and Cancellation

Refund and cancellation terms must be clearly stated in the parent agreement and applied fairly.

## SECTION 20: CLHL HUBS AND EDUCATOR SERVICES CESSATION

Both CLHL Hubs and CLHL Educator services are temporary and activated only when KHDA mandates distance learning.

When KHDA deactivates distance learning (via public notice), all CLHL services must cease within five working days. ECCs must:

- Notify all families of the cessation date
- Ensure all staff are notified and prepared for the transition
- Retain all records as specified
- Notify KHDA that services have ceased

## SECTION 21: EFFECTIVE DATE AND REVIEW

These revised guidelines are effective from April 3, 2026, and apply immediately upon activation of KHDA distance learning. KHDA will review these guidelines 12 months after first activation and refine based on implementation experience.

ECCs are encouraged to provide feedback to [rpc@khda.gov.ae](mailto:rpc@khda.gov.ae).

## APPENDIX 1: CLHL HUB HOST HOME APPLICATION AND RISK ASSESSMENT

This application and risk assessment must be completed by the ECC for each host home before CLHL Hub services commence.

It is submitted to KHDA via a unique link sent to ECCs and forms the basis for KHDA's review.

### Document Upload

The 7 documents **detailed on pages 4 and 5** must also be uploaded for this to count as a full application. These documents are as follows (1 and 2 for each individual home application; 3-7 need only to be sent with your first home hub application).

1. **Completed and Submitted CLHL Application Form and Risk Assessment**
2. **Signed Declaration of Permission to Host**
3. **Parent Contract Blank template**
4. **Updated Safeguarding and Child Protection Policy**
5. **Staff Register**
6. **ECC Supervision and monitoring policy**
7. **Signed Declaration of Sufficient Insurance Coverage**

The ECC assessor should complete each section honestly and thoroughly, providing narrative evidence where indicated. A tick-box approach is not acceptable - KHDA reviewers will assess the quality and credibility of the information provided.

## SECTION A: Host Home and Household Information

CLHL Hub	Information
Host Home Address	
Property Type (villa/apartment/townhouse/other)	
Apartment Floor Level (if applicable)	
Home Resident (Parent) Name	
Home Resident (Parent) Contact	
Homeowner Name – if different	
Homeowner Contact – if different	
Name of Home Adult in Attendance (see guidelines)	
Designation of Adult in Attendance (Nanny, aunt)	
Number of Other Residents Aged 18+	
Names and Relationship of Residents 18+	
Number of Children to Attend This Hub	
Ages of Children to Attend This Hub	
Proposed Days and Hours	
Names and designations (teacher/learning assistant) of Assigned CLHL Staff	
[include <b>additional</b> individual learning support assistant for any student of determination who has an appointed ISLA]	

## SECTION B: Responsible Adult and Supervision Arrangements

A responsible adult must be present and accessible throughout all CLHL sessions. This may be a parent, family member, or family employee known to the children. The responsible adult does not need to remain in the same room but must be in the home and immediately available. They must be able to contact the parents at any time as required. The ECC must satisfy itself that the identified responsible adult is safeguarding checked, understands their role and the nature of the service.

Item	ECC Assessment / Evidence
Identity and relationship of the responsible adult to the children	
Responsible adult's understanding of their role during sessions	
Arrangements if the usual responsible adult is unavailable	
Any other adults who may be present during sessions and their relationship to the household	

## SECTION C: Physical Environment and Safety

Guidance: The ECC assessor should visit the home or, where this is not practical, obtain detailed information about the proposed learning space and surrounding areas. The assessment should consider the environment from the perspective of the youngest child who will attend. For each of the following risk areas, please ensure that you evidence the assessment and RAG rate the area.



Risk Area	Some Key Considerations	ECC Assessment Evidence	RAG
<b>Learning Space</b>	Sufficient floor space, clean, well-lit, ventilated, suitable for planned activities		
<b>Access and Egress</b>	Clear entry/exit routes, doors not obstructed, emergency evacuation feasible		
<b>Floor Surfaces and Trip Hazards</b>	Safe, clean, free from loose rugs, cables, clutter		
<b>Furniture and Fixtures</b>	Stable, age-appropriate, sharp corners addressed		
<b>Balconies and Windows (esp. apartments)</b>	Secured balcony doors, window restrictors, stair gates where needed		
<b>Electrical Safety</b>	Sockets covered or out of reach, trailing wires secured, no accessible appliances		
<b>Kitchen and Water Hazards</b>	Access to kitchen is controlled, hot water/sharp items/chemicals are out of reach		
<b>Outdoor Space (if used)</b>	Fenced, pool secured with barrier, no toxic plants accessible		
<b>Pets</b>	Secured away from the CLHL workroom(s) and from visiting children; allergies considered		
<b>Storage for Belongings and Resources</b>	Adequate space for children's and staff bags, learning materials		

## SECTION D: Health, Hygiene, and First Aid

The host home must support basic health and hygiene requirements for the care of young children. The ECC must ensure that its staff can maintain appropriate hygiene standards and respond to first aid needs.

Risk Area	ECC Assessment Evidence	RAG
<b>Handwashing facilities</b> (accessible, soap, paper towels or clean towels)		
<b>Toilet/bathroom facilities</b> (clean, accessible, suitable for children's ages; nappy changing arrangements if needed)		
<b>Sleep/rest arrangements</b> (if applicable: safe sleep surface, no cot bumpers, supervision maintained)		
<b>Meal/snack preparation area</b> (if ECC provides food: clean preparation surface, allergen awareness, food storage)		
<b>First aid kit</b> (ECC provides approved kit; staff trained; location accessible)		
<b>Medical/allergy information</b> (all children's allergies, medical conditions, and medication needs documented and accessible to staff)		
<b>Infection control</b> (procedures for illness, vomiting, diarrhea; exclusion arrangements)		

## SECTION E: Safety Safeguarding Arrangements

Guidance: The ECC must be satisfied that the home environment and household arrangements support the safeguarding of children. This section does not require the ECC to conduct police checks on household members, but the ECC must exercise reasonable professional judgment.

Item	ECC Assessment Evidence	RAG
<b>Household members</b> disclosed and no known safeguarding concerns raised		
<b>Staff member(s) briefed</b> on safeguarding expectations for this specific home		
<b>Staff member(s) are all police checked</b>		
<b>Staff member(s) have received safeguarding training</b> in the past 12 months		
<b>Staff member(s) have recent First Aid training</b> – in Pediatric First Aid if caring for under 3 year olds		
<b>Communication arrangements</b> (staff can contact DSL/line manager at all times)		
<b>Mobile phone/photography</b> policy communicated to household and staff member(s)		
<b>Arrangements for intimate care</b> (nappy changing, toileting) - privacy, dignity, parental consent		
<b>Procedure if responsible adult must leave the home</b> during a session is in place.		
<b>Where the hub is not on the ground floor</b> clear evacuation procedures are in place as part of the revised safeguarding policy		

## SECTION F: Age-Specific Considerations

Guidance: The ECC should note any specific risks or adjustments required for the age group of children attending. Younger children require closer environmental control.

For 0-2 years:

- Safe floor space; no small parts or choking hazards
- Safe sleep; no cot bumpers or soft furnishings
- Feeding/weaning checked with parent; appropriate equipment

For 2-4 years:

- Stairs, balconies, doors controlled
- Mouthing risks minimised; close supervision of small objects
- Robust, washable materials for activities

For 4-6 years:

- Activity space defined; scissors and small manipulatives supervised
- Boundary and safety language used
- Kitchen and bathroom access controlled

### Age-Specific Assessment Table:

Risk Area	Some Key Considerations	ECC Assessment Evidence	RAG
Age group(s) attending	Specific risks for youngest child's age		
Mobility and climbing hazards	Relevant to age group		

Risk Area	Some Key Considerations	ECC Assessment Evidence	RAG
Mouthing and small parts (0-2 years)	If applicable		
Supervision requirements for age group	Ratios, one-to-one, group dynamics		

## SECTION G: Overall Assessment and Declaration

RAG Decision Tool for ECC:

Rating	Meaning	Action
<b>GREEN</b>	The ECC deems the home is suitable; all areas assessed as safe and compliant with requirements; proceed with CLHL delivery once KHDA approved	Application may commence
<b>AMBER</b>	The ECC deems the home is broadly suitable, but specific adjustments must be made before commencement; adjustments are clearly identified and achievable	Application may commence and by submitting, the ECC declares that the setting will not operate until all adjustments have been satisfactorily addressed and reviewed.
<b>RED</b>	The ECC deems the home as not suitable for CLHL delivery; significant concerns identified that cannot be mitigated; do not proceed, notify both KHDA and the parent concerned with reasons.	Application must not commence

**Overall RAG Rating (select one): Green / Amber / Red**

Adjustments Required (if Amber, specify):

**Declaration by ECC Assessor:**

By submitting this form, I confirm that I have completed this risk assessment honestly, thoroughly, and on the basis of a home visit and/or detailed information gathering. I have assessed the home from the perspective of the youngest child who will attend. I am satisfied that this home is suitable for CLHL delivery (or, if Red-rated, I have determined this home is not suitable and CLHL will not commence here).



## APPENDIX 2: CLHL EDUCATOR SERVICE NOTIFICATION FORM

**Copy, complete and submit this online form** (for each home) – link to be provided by KHDA - before commencing a CLHL Educator Service.

Field	Information
ECC Name	
ECC Permit Number	
CLHL Staff Member (Educator) Name	
Family Name	
Family Address	
Number and Ages of Children	
Proposed Days and Hours	

### Confirmations (by signing, you confirm that):

The CLHL staff member meets all requirements in Section 6 (qualifications, clearance, first aid, safeguarding training, awareness of updated safeguarding policy, intimate care training if needed)

The Parent has signed the CLHL Educator Agreement (Appendix 3) – this is retained for later review.

The ECC has visited the home and completed its own appropriate internal risk assessment; this is available for review.

The ECC's insurance covers educator services in a host home and is available for review

The Staff member has been briefed on safeguarding expectations and ECC safeguarding policy

Submitted by:

**ECC Director/Manager Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### APPENDIX 3: CLHL EDUCATOR AGREEMENT

This agreement is entered into between the Early Childhood Centre, the Parent/Guardian, and the CLHL Staff Member (EDUCATOR). All three parties must sign and receive a copy, which must be held on file for review.

#### SECTION 1: ARRANGEMENT DETAILS

Detail	Information
Early Childhood Centre Name and Permit Number	
Parent/Guardian Name(s)	
Address of Family Home	
Child/Children Name(s) and Date(s) of Birth	
CLHL Staff Member (Educator) Name	
Proposed Start Date	
Proposed Days and Hours	
Fee (to be agreed separately)	

#### SECTION 2: NATURE OF ARRANGEMENT

This is a Centre-Led Home-Based Learning (CLHL) Educator arrangement.

It is:

- Temporary and activated only when KHDA mandates distance learning and must end within five working days of return to regular work patterns.
- An arrangement between the ECC and the family for regulated, professional learning and care
- Distinct from private tutoring, babysitting, or childminding
- Subject to KHDA guidelines and the ECC's safeguarding policy

### SECTION 3: CONDITIONS OF THE ARRANGEMENT

All parties agree to the following conditions:

- A responsible adult (parent, family member, or family employee) must be present and accessible in the home at all times
- The CLHL staff member is never alone with the child(ren)
- Services will operate only on the days and hours specified; no additional hours or weekend sessions without prior written agreement
- The staff member is employed by the ECC and is not an independent contractor
- All incidents and safeguarding concerns are reported to the ECC's Designated Safeguarding Lead
- The ECC's safeguarding policy and code of conduct apply to all interactions

### SECTION 4: PARENT RESPONSIBILITIES

The parent/guardian agrees to:

- Provide complete medical, allergy, dietary, and behavioural information about the child(ren)
- Ensure a responsible adult is present throughout all sessions
- Maintain a safe, suitable home environment for learning activities
- Understand that the staff member is a qualified early childhood professional, not a nanny or babysitter
- Not ask the staff member to perform household duties, cook, clean, care for other children, or provide transport (unless specifically authorised)
- Treat the staff member with respect and professionalism
- Pay agreed fees on time; notify the ECC of any concerns or complaints promptly

### SECTION 5: ECC RESPONSIBILITIES

The ECC agrees to:

- Employ the named staff member and maintain full employment and safeguarding records
- Ensure the staff member is qualified, vetted, and properly trained
- Provide supervision and support to the staff member throughout the arrangement
- Maintain insurance coverage for the arrangement
- Extend safeguarding policy and incident reporting to the arrangement
- Respond promptly to parent concerns or complaints
- Withdraw the arrangement if concerns arise; it cannot mitigate

## SECTION 6: FINANCIAL TERMS

Item	Detail
Fee per Session/Hour/Week (as agreed)	
Payment Schedule (e.g., weekly, monthly)	
Payment Method	
Currency	
Cancellation and Refund Policy	

## SECTION 7: SIGNATURES

By signing below, all parties acknowledge they have read and understood this agreement and agree to abide by its terms.

Parent/Guardian:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CLHL Staff Member:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

ECC Director/Manager:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## ACKNOWLEDGEMENTS AND CONTACT

For further information about CLHL (Hub or Educator) or to submit notifications, contact:

Knowledge and Human Development Authority

Email: [rpc@khda.gov.ae](mailto:rpc@khda.gov.ae)