

**The Board of the Knowledge and Human Development  
Authority in Dubai  
Order No. (1) of 2013 for classification and description  
of Training Activities that are allowed to be conducted  
by the Training Institutes in the Emirate of Dubai**

The Board of the Knowledge and Human Development Authority in Dubai issue the following Order No. (1 ) of 2013

- in accordance with Law No. (30) of 2006 establishing the Knowledge and Human Development Authority in Dubai,
- and with Article 12 of the Board of the Knowledge and Human Development Authority in Dubai Resolution No. (1) of 2007 Concerning Licensing of Private Educational Institutions in the Emirate of Dubai,

The RCC shall apply the provisions of this order:

## Definitions & Abbreviations

### Article 1

For the purpose of implementing the provisions of this order, and unless the context requires otherwise, the following words and terms shall have the meanings assigned to them:

<b>State:</b>	The United Arab Emirates;
<b>Emirate:</b>	The Emirate of Dubai and its Free Zones;
<b>Authority:</b>	The Knowledge and Human Development Authority in Dubai;
<b>Board:</b>	The board of directors of the Authority;
<b>RCC:</b>	Regulations and Compliance Commission responsible for issuing Permits in the Authority;
<b>Permit Panel:</b>	Committee formed by the Board for the purpose of making decisions about permits' procedures;
<b>Training Institute:</b>	Any educational institution with a commercial license in the Emirate which offers a Training Activity as specified in this Order such as a training programme or an educational consultancy or a university registration and admission service or any institution investing in knowledge and human development ;
<b>Government Entities:</b>	Government bodies that are concerned with training institutes' licensing procedures, relevant to their respective fields;
<b>Training Activities:</b>	The main categorisation issued by the Authority in conjunction with the Government Entities, that describes the approved areas that Training Institutes are allowed to conduct;
<b>Sub Activities:</b>	The specific business areas in which Training Institutes are approved to operate by the Authority and which fall under the general 'Activities' heading. Categories for Sub Activities are determined and approved exclusively by RCC;

<b>Commercial License:</b>	The document issued by the Government Entities that allows training institutes to practice the Activities;
<b>Permit:</b>	The document issued by the Authority which allows the training institute to conduct the Activities and the Sub Activities in the Emirate;
<b>Training Programme:</b>	Training courses or services designed to train or develop individual skills within the Activities and Sub Activities approved by the Authority.

## Training Activities

### Article 2

The provisions of this order include the following Training Activities:

**1. Professional and Management Development Training**

This category comprises establishments primarily engaged in offering an array of short duration courses for management, professional and personal development. This includes providing training in areas such as education, social and behavioural development, management, secretarial skills, HR, law, insurance, accounting, sales, etc.

**2. Computer Training**

This category comprises establishments primarily engaged in conducting computer training, such as computer programming, computerised business systems, computer electronics technology, computer operations and local area network management.

**3. Language Training**

This category comprises establishments primarily engaged in offering language instruction, including sign language and cultural awareness

**4. Fine Arts Training**

This category comprises establishments primarily engaged in offering instruction in the arts, including drawing, sculpture, calligraphy, music, dance, etc.

**5. Education Support Services**

This category comprises establishments primarily engaged in providing non-instructional services that support educational processes or systems, including the provision of examination preparation.

**6. Tutoring Services**

This category comprises establishments engaged in enhancing students' academic skills in subjects related to recognised school curricula, i.e. curricula offered at schools approved in the UAE.

**7. Technical and Occupational Skills Training**

This category comprises establishments primarily engaged in offering technical training in a variety of job-specific subjects and trades. The training often leads to job-specific certification.

## 8. Child Skills Development Training

This category comprises establishments engaged in the provision of instruction which enriches and develops the non-academic skills of students by providing them with tools to supplement formal education. The content provided by these centres is different from formal school education and does not lead to formal school qualifications or assist in the passing of school examinations

## Revision of Training Activities and Sub Activities

### Article 3

- RCC will revise the Activities annually and raise any recommendations to the Board for endorsement.
- RCC will revise Sub-Activities from time to time, and raise any recommendations to the Permit Panel, according to the laws and regulations in force in the Emirate and in coordination with the Government Entities.

## Training Institute Obligations

### Article 4

Training Institute is required to abide by the following at all times:

- Follow the standards and mechanisms for granting the Training Activities and Sub-Activities in the Permit as determined by the RCC from time to time.
- Provide required approvals from Government Entities to Sub-Activities, as determined by the Authority from time to time.

## Sub Activities

### Article 5

#### 1. Professional and Management Development Training

This Activity includes the following Sub Activities:

##### 1.1 Educators' Professional Training

Ongoing learning to maintain and develop the teaching/training skills of educational professionals.

*Examples:*

- Educational assessment, testing and measurement
- Educational evaluation and research
- Pedagogy and learning processes
- Teaching methodology
- Classroom management

1.2 Social and Behavioural Training

Enhancement of inter-personal skills to enable personal empowerment and improved social interaction on a professional and/or personal level.

*Examples:*

- Psychology and sociology of human behaviour
- Development of behavioural capacities
- Neuro-linguistic programming
- Public speaking skills
- Self-esteem skills
- Cultural awareness and sensitivity
- Emotional intelligence
- Conflict resolution/anger management

*Excludes:*

- Provision of social services and youth rehabilitation.

1.3 Sales and Marketing Training

Enhancement of buying and selling skills to support the exchange of goods and services.

*Examples:*

- Sales systems and procedures
- Market research
- Public relations and marketing
- Merchandising, including inventory management, pricing practices and loss prevention
- Product development
- Distribution

1.4 Accounting and Finance Training

Development of skills to facilitate the control and monitoring of financial activities and services.

*Examples:*

- Banking finance
- Investments and financial securities
- Accounting
- Auditing
- Islamic banking

1.5 Insurance Training

Enhancement of the skills of insurance brokers and insurers to support organisational and individual insurance services.

*Examples:*

- Auto insurance
- Life insurance
- Asset insurance
- Health insurance
- Shipping insurance
- Aviation insurance
- Personal insurance
- Home insurance
- Travel insurance

1.6 Legal Training

Enhancement of skills associated with jurisprudence and the legal professions.

*Examples:*

- Civil law
- Commercial law
- Corporate law
- Family law
- Conflict resolution
- Sharia law
- Criminal justice

1.7 Human Resources Training and Development

Enhancement of personal and organisational skills, knowledge and abilities to support HRD professionals with a focus in the following areas:

(1) human resources and personnel policies, practices and procedures;  
(2) employee compensation and benefits planning, communication and administration.

*Examples:*

- Employment, selection and placement skills
- Compensation and benefits
- Labour relations
- Relocation
- Organisational development
- Performance management
- Career development
- HR audit
- Coaching and life success skills

### 1.8 Management Training

Enhancement of the skills that enable professionals to face the wide array of challenges involved in supervising people and managing systems and projects.

*Examples:*

- Administration
- Organisational theory and behaviour
- Leadership skills
- Customer service
- Executive development
- Quality assurance and audits
- Negotiation skills
- Coaching and mentoring
- Entrepreneurial skills

### 1.9 Business and Secretarial Training

Development of a broad range of fundamental administrative and office management skills and competencies.

*Examples:*

- Administrative and secretarial services
- Data entry, typing and shorthand
- Switchboard operation
- Secretarial skills
- Operating systems
- Desktop applications (MS Office, etc.)
- Email etiquette and use of internet
- Office procedures

## 2. Computer Training

This Activity includes the following Sub Activities:

### 2.1 Computer Skills Training

Design and development of computer systems and computing environments.

*Examples:*

- Systems analysis and design
- Network administration
- Programming languages (Visual Basic, C++, etc.)
- Web design
- Database administration
- IT support and maintenance
- Software and hardware development
- IT security
- IT infrastructure
- Social media

*Excludes:*

- Specialised software packages

### 3. Language Training

This Activity includes the following Sub Activities:

#### 3.1 Language Training

Development of competency in languages.

*Examples:*

- Cultural awareness
- Literature and Linguistics
- Languages training (Arabic, French, etc.)

*Excludes:*

- Language curricula offered in schools in the State

### 4. Fine Arts Training

This Activity includes the following Sub Activities:

#### 4.1 Performing Arts Training

Principles and techniques associated with performance that uses the artist's own body, face, and presence as a medium.

*Examples:*

- Theatre performance
- Music
- Speech
- Mime
- Singing
- Dancing

#### 4.2 Arts and Crafts Skills Training

**Crafts:** Techniques and skills to develop handcrafted items

**Fine Arts:** Principles and techniques associated with materials such as clay, metal or paint, which can be moulded or transformed to create a physical work of art.

**Calligraphy:** Principles and techniques associated with the art of decorative, stylised lettering.

*Examples:*

- Ceramics
- Folk arts
- Decorative metal crafts
- Embroidery
- Flower arranging
- Glass arts and craft
- Musical instruments (design and maintenance) Stone carving
- Weaving
- Woodcarving
- Painting
- Drawing
- Art theory
- Etching
- Fine art printmaking
- History of art
- Sculpting
- Stylised handwriting, e.g. Arabic

### 5. Education Support Services

This Activity includes the following Sub Activities:

#### 5.1 Educational Consultancies

An entity that specialises in offering advice to educational service providers. The consultancy could focus on providing guidance regarding:

- The establishment or improvement of educational services;
- The development of academic curricula, teaching and training programmes, educational assessment;
- Education provider/service management systems.

*Examples:*

- Curriculum development
- Professional development workshops for teachers and administrators
- Assessment systems development and implementation
- Performance management and educational leadership development
- Information management systems for education providers
- Establishment of new/expansion of education providers
- Educational strategic planning
- Financial management in educational field

5.2 University Placement Services

An entity that offers student recruitment services for higher education providers outside/inside the State.

*Examples:*

- Student counseling
- Paper work and necessary procedures for student admission
- Paperwork for travel, visa and accommodation services

*Special Conditions:*

- The Training Institute is prohibited from conducting any other Sub-Activity.

5.3 Academic Representative Services

A representative office established in Dubai by any academic institution to facilitate academic exchange programmes with its local counterparts, or to market programmes of the parent university.

*Examples:*

- Promote and market programmes offered by the parent university
- Facilitate admission procedures for the parent university
- Facilitate exchange programmes between the parent university and local partners

*Special Conditions:*

- The Training Institute is prohibited from conducting any other Sub-Activity.

5.4 Educational Management Services

An entity responsible for administering the affairs of educational institutions formed under their governance or providing infrastructural support to early childhood learning centres, schools, Training Institutes, and higher education providers.

5.5 Testing Centre

Standardised tests and entrance examinations for individuals in specific subject areas, in association with a global or regional testing body. Some examples of standardised tests: SAT, TIMSS, TOEFL, ICDL, IELTS, GRE, GMAT, IIT-JEE, AIEEE.

*Excludes:*

- Curricula offered at schools approved\* in the UAE
- GED
- NIOS

#### 5.6 Examination Preparation

Preparation of individuals for standardised tests and entrance examinations for individuals in specific subject areas, in association with a global or regional testing body. Some examples of standardised tests: SAT, TIMSS, TOEFL, ICDL, IELTS, GRE, GMAT, IIT-JEE, AIEEE.

*Excludes:*

- Curricula offered at schools approved\* in the UAE
- GED
- NIOS

### 6. Tutoring Services

This Activity includes the following Sub Activities:

#### 6.1 Supplementary Education Services

Enhancement of students' academic skills in subjects related to recognised school curricula.

*Examples:*

Only curricula offered at schools approved\* in the UAE

\* approving bodies include: MOE, KHDA, ADEC, etc.

*Excludes:*

- Tutoring for curricula not approved for schools in the U.A.E

### 7. Technical and Occupational Skills Training

This Activity includes the following Sub Activities:

#### 7.1 Media Production Training

Study of techniques and skills to produce print, radio, TV, film, music and video programming.

*Examples:*

- E-media
- Film production
- Graphics and colour reproduction (e.g. Photoshop, Illustrator, etc.)
- Media techniques
- Photography
- Printing
- Publishing (books, magazines, newspapers, etc.)
- Radio and TV production
- Sound engineering and music production

#### 7.2 Transport Services Training

Enhancement of skills relating to operations and navigation of various forms of transportation.

*Examples:*

- Land-based transportation operations (auto, rail, bus, truck, etc.)
- Navigation technologies
- Railway operations
- Marine transport programmes
- Aviation

### 7.3 Hospitality and Tourism Training

Development of skills that prepare one to work in the catering and accommodation industries.

*Examples:*

- Travel and tourism services
- Cabin and ground crew training
- Catering and food service
- Restaurant and hotel chefs
- Food hygiene and safety
- Hospitality services
- Chauffeur services
- Hotel and restaurant programmes
- Hotel services, including receptionist, waiter and bar services
- Events management

### 7.4 Agriculture Training

Instruction about crop production, livestock management, soil and water conservation, and various other aspects of agriculture.

*Examples:*

- Soil science
- Irrigation techniques
- Agricultural economics
- Agricultural sciences
- Agronomy and crop science
- Animal husbandry
- Farm and ranch management

### 7.5 Domestic Services Training

Household skills in order to manage everyday household chores.

*Examples:*

- Caretaking, housekeeping and home service workers
- Cleaning
- Cooking (home)
- Domestic science
- Dry-cleaning

### 7.6 Garment Design Training

Creation of designs and structures for knitted, woven, non-woven or embellishments of fabrics.

*Examples:*

- Tailoring
- Fabric design
- Textile design
- Curtain making
- Apparel design
- Fashion design

7.7 Hair Stylist Training

Study of techniques of hair cutting and hair treatment.

*Examples:*

- Barbering
- Hairdressing
- Hair treatment

7.8 Beauty Care Training

Study of treatments and therapeutic methods for body care.

*Examples:*

- Beauty therapy
- Cosmetology (make up)

7.9 Healthcare Awareness & Training

Skills enhancement: Courses offered to professionals in the healthcare industry in order to upgrade their knowledge of their respective fields.

Health awareness: Raising awareness of the causes and prevention techniques of diseases for healthy living.

*Examples:*

- Training of healthcare professionals
- Hearing aid technology
- Therapeutic massage
- Medical laboratory technology
- Medical x-ray techniques
- Nutrition and dietetics
- Optical lens making
- Orthopaedic prosthetics
- Para-medical programmes
- Pharmacy (introduction to new/alternative medication)
- Physiotherapy
- Radiotherapy
- Speech therapy
- Rehabilitation
- Nursing
- First aid

7.10 Occupational Safety and Firefighting Training

Techniques in recognising, evaluating and controlling areas concerned with protecting the safety and welfare of people associated with the workplace as well as firefighting training programmes.

*Examples:*

- Ergonomics
- Industrial welfare
- Labour protection and security
- Labour welfare (safety)
- Occupational health, safety and industrial hygiene
- Fire technology and fire-protection (fire fighting)
- Handling hazardous materials

7.11 Security Training

Development of the skills of security personnel to maintain secure environments and set up/maintain relevant security equipment.

*Examples:*

- Alarm systems and surveillance cameras
- Security guards
- Theft prevention
- Patrolling
- Traffic control and parking lot security
- Crowd control
- Disaster management
- Close protection

7.12 Architecture and Design Training

Study of the art, science and techniques of building and interior design.

*Examples:*

- Urban design and planning
- Architecture
- Interior design
- Cartography/land surveying
- Community planning and development
- Landscape architecture

7.13 Construction, Mechanical and the Built Environment Skills Training  
Technology planning and operational techniques related to buildings, land, machinery, electrical equipment and the environment

*Examples:*

- Maintenance skills
- Transport, water supply, sewage, geotechnical systems, etc.
- Engineering software (e.g. AutoCAD)
- Urban planning
- Land use
- Industrial equipment and machinery, heating and cooling systems, etc.
- Auto mechanics
- Electrical appliances repair
- Electrical fitting
- Green building certification (e.g. LEED)
- Sustainability techniques (air, water and land resources)
- Recycling

8. Child Skills Development Training

This Activity includes the following Sub Activities:

8.1 Child Skills Development Centre

The provision of instruction which enriches and develops the non-academic skills of students.

*Examples:*

- Conversational skills
- Speed reading
- Public speaking
- Debating
- Life skills

*Excludes:*

- Adult education
- Child day-care activities
- Academic tutoring services or supplementary education
- Preparation for entry examinations for tertiary education
- Summer camps
- Special education for children with special needs

## General Special Conditions

### Article 6

Unless approved by the Authority, a Training Institute is prohibited from:

- Performing activities that involve trade;
- Conducting training that offers credit for higher education programs;
- Affiliation with higher education providers to conduct diploma, foundation, undergraduate, graduate or doctorate programmes.
- Offering any diploma, foundation, undergraduate, graduate or doctorate programmes.
- Conducting any early childhood education service;
- Conducting school education in all of its different levels and types from kindergarten to the end of secondary

This Order shall come into force from the date of issue.



Chairman of the Board of Directors

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