

دائرة تنمية المجتمع
DEPARTMENT OF COMMUNITY
DEVELOPMENT



Regulations & Procedures Manual

Licensing of Social Care Professionals

First Edition - 2020

معاً لمستقبل أفضل

Together for better future



Preface

In February 2018, His Highness Sheikh Khalifa bin Zayed, God-saved, issued Law (12) of 2018 on the establishment of the Department of Community Development, to declare the Department as the regulator of the social sector in the Emirate of Abu Dhabi. With the joint efforts of various public and private institutions, the Department of Community Development (DCD) started to take shape as an organization to uphold the Emirati values of sustainable growth and social development, as envisioned by our founding father, His Highness Sheikh Zayed.

Under the guidance and leadership of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the UAE and Ruler of Abu Dhabi and following the Abu Dhabi Economic Vision 2030 to ensure balanced social development, the Department of Community Development aims to promote and invest in the talents and assets of our communities to help them develop, grow and thrive.

Going by this legal mandate, DCD has focused within its organizational vision on the importance of providing and guaranteeing a dignified life for all residents in the Emirate especially the vulnerable groups. With that, DCD worked to develop a regulatory framework for the entire Social Sector with the aim of contributing to DCD's overarching vision and refining the quality of Social Care Services provided to Beneficiaries in the Emirate.

Licensing is an integral component of the regulatory framework and is considered as an enabling tool to implement the underpinnings of the larger regulatory framework and activate the process of materializing six major outcomes including:



Protecting the well-being of citizens and the best interests of Beneficiaries.



Supporting and promoting the provision of high-quality Social Care Services in the Emirate.



Ensuring compliance with set social care standards and adopting a transparent model for assessing the quality of service provision.



Identifying the required skills and qualifications of Social Care professions.



Adopting international standards and aligning with leading global practices.



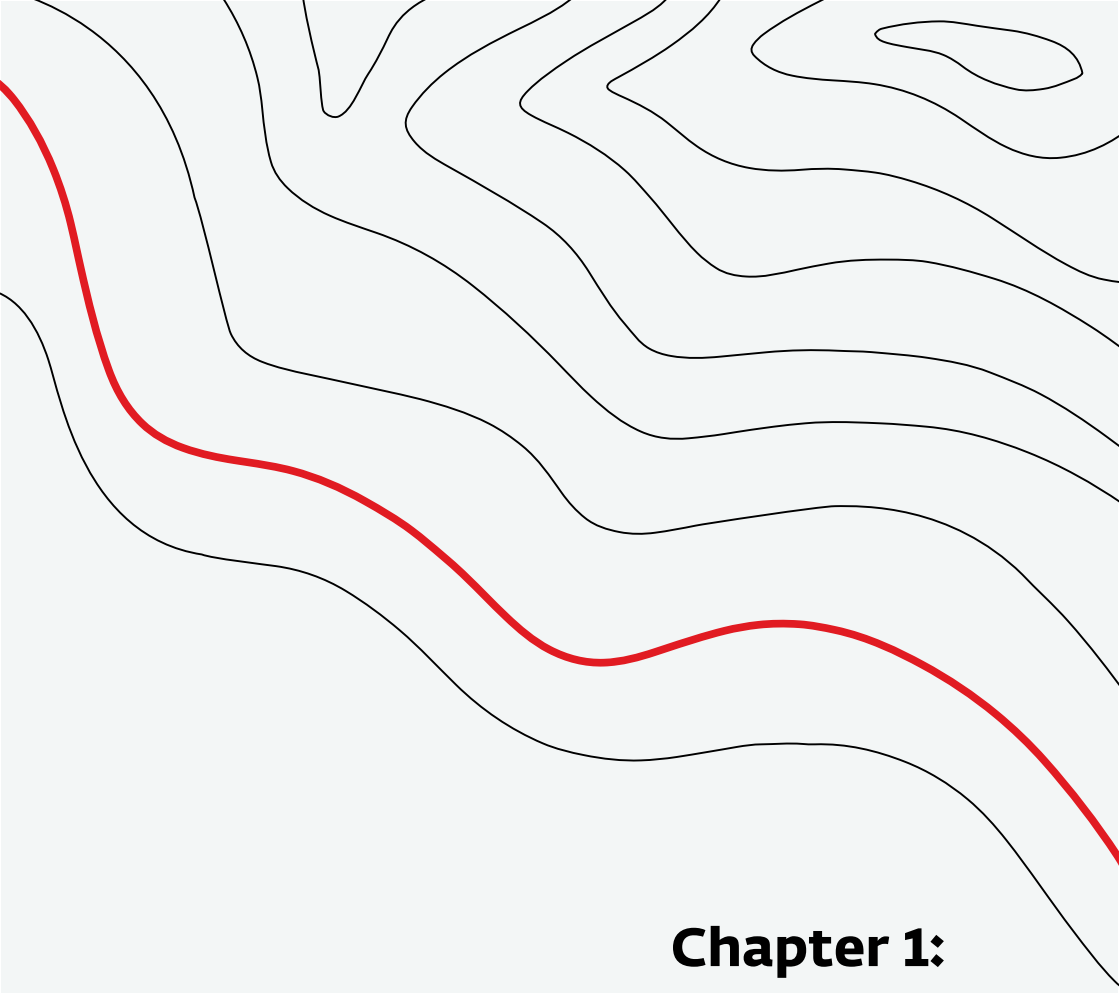
Encouraging on-going innovation and development in the field of social care.

To achieve the desired outcomes and ensure the quality of the provided services, DCD developed this manual to be as a reference for licensing social care providers in the Emirate as well as other DCD regulatory standards.

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Chapter 1:

Definitions

1. Definitions

The following words and expressions shall bear the meanings assigned thereto herein respectively, unless the context otherwise requires:

TERM	DEFINITION
THE COUNTRY	The United Arab Emirates
THE EMIRATE	The Emirate of Abu Dhabi
DCD	Department of Community Development
APPLICANT	An individual seeking licensure under the provisions of this manual.
APPLIED BEHAVIORAL ANALYSIS (ABA)	A professional that seeks to understand the cause of a behavior and apply interventions based on applied behavior analysis to address a wide range of social problems and behavior disorders.
BENEFICIARY	The recipient or user of any service provided in a Social Care facility or by a social care professional whether at the individual, group or community level.
BENEFICIARY'S RELATED PARTY	Refers to a person or family that has an established relationship with the beneficiary which stems from blood relationship or the duty/responsibility to provide and/or supervise the duty of care in the event the beneficiary is a minor or is incapacitated. This includes but is not limited to parents, siblings, cousins, and guardians.
COMPETENCY-BASED ASSESSMENT	The process of evaluating the professional's ability to achieve a standard of competency pertaining to the practice of a specific Social Care Profession.
COUNSELOR	A Social Care Professional who supports individuals or groups (couples, families or larger audiences) in identifying and/ or analyzing their mental health disorders or social conflicts and in assessing the need for treatment. This involves working collectively with them through conversational sessions to explore methods and solutions which can help them adapt or integrate into society or enhance their professional development, social and or personal well-being.
CONTINUING PROFESSIONAL DEVELOPMENT (CPD)	The formal, self-led or profession-related learning activities that Social Care Professionals undergo in order to advance their skills, enhance the quality of practice and qualify to renew a License.
CPD ACTIVITY LOG	A document used to document all the Continuing Professional Development activities a Social Care Professional undergoes throughout the License Period. The dated record highlights the activity, the category, the duration of the activity and the date it was completed.
CPD EVIDENCE PORTFOLIO	The collection of evidence used to prove the fact a Social Care Professional has completed each of the Continuing Professional Development activities listed on the CPD Dated Record through the license period.
DISCONTINUITY OF PRACTICE (DOP)	A term used to describe a situation under which an individual has departed from practicing their scope of work as a licensed Social Care Professional in Abu Dhabi for two or more years.

TERM	DEFINITION
FACILITY MANAGER	The leader registered with DCD and responsible for the management of the daily operations of a Social Care Facility.
GRIEVANCES	To seek a review, reversal or cancellation of the DCD decision issued pursuant to the provisions of this manual.
GRIEVANCE COMMITTEE	The permanent committee to be formed by DCD and which has the authority to consider the grievances of stakeholders and to take appropriate decisions or submitting recommendations therein.
INSPECTION	A quality assurance system conducted by inspectors who carry out evaluations of the quality of social care services provided in Social Care Facilities and assess the compliance with DCD standards and requirements in the Emirate.
LICENSE PERIOD	Is a time-bound duration starts on the date of license issuance and ends by the license expiry date. During this period, a Social Care Professional and/or Facility are authorized to provide Social Care Services to a Beneficiary.
LICENSE	The permission granted to social care professionals by DCD to practice a social care profession including Provisional License and Professional License.
PRACTICAL EXPERIENCE	Hands on experience gained by a licensed social care professional during a salaried employmentcontractual period.
SUPERVISED PRACTICAL EXPERIENCE	Time-bound period of supervised hands-on work. Experience that aim to enhance the practice and competency of the Provisional Licensee in a specific area of social care. Such experiences are carried out in relevant social care settings under the supervision of a Licensed Social Care Professional.
PRIMARY SOURCE VERIFICATION	An activity undertaken to verify an individual's credentials and practical experiences and ensure their authenticity.
PROFESSIONAL LICENSE	The permission given by DCD to a social care professional who meets the qualification and experience and allows the professionals to practice the profession in the Emirate and does not include the Provisional License.
PROVISIONAL LICENSE	A license granted by DCD to applicants upon fulfilling part of the licensing requirements such as the educational qualification requirements only. This license grants them the ability to practice a social care profession whilst being supervised by a Social Care Professional with a Professional License. This license is granted to applicants who seek to complete an advanced educational degree and/or are pursuing to fulfil the practical experience requirements in order to qualify for a Professional License.
PSYCHOLOGIST (NON-CLINICAL)	A professional who is involved in helping individuals address psychological, emotional, and behavioral problems without the capacity of prescribing medication. For the purpose of this document, this includes professionals outside a medical setting who focus on helping individuals in evaluating the problem(s) they face and supporting them through developing and administering non-medical treatment plans to cope with the problem(s).

TERM	DEFINITION
PSYCHOTHERAPIST	A Professional who supports individuals and is qualified to provide treatment(s) and rehabilitation (specific forms of psychological therapy) to beneficiaries. Therapists work with individuals or groups and may help beneficiaries make decisions and/ or clarify feelings by providing support and/ or guidance. For the purposes of licensing, this definition does not include Psychiatrists or Psychologists.
SOCIAL CARE FACILITY	The private, governmental or third sector entity or institution licensed by DCD to provide social care services in the Emirate including Supported Accommodation Facilities, Day Care and Therapy, Community Service Facilities and Digital and Teleservices.
SOCIAL CARE PROFESSION	Social Worker, Counselor, Applied Behavior Analyst (ABA), Psychologist (Non-Clinical), or Psychotherapist in the specializations mentioned in DCD standards for Education and Practical Experience, or all these professions together.
SOCIAL CARE PROFESSIONAL	Is the licensed individual by DCD to practice a Social Care Profession in the Emirate.
SOCIAL CARE PROFESSIONAL LICENSING REQUIREMENTS	A term to describe the group of requirements which an applicant must meet in order to qualify for a Professional License or a Provisional License.
REGULATIONS & PROCEDURES MANUAL - LICENSING OF SOCIAL CARE PROFESSIONALS	The collection of regulations, operational policies and procedures related to licensing and regulating practicing the Social Care Professions developed by DCD.
SOCIAL CARE SERVICES	A spectrum of integrated and multi-disciplinary services which provide care, social support, protection and empowerment of individuals and/or families in order to promote social wellbeing and inclusion through an independent, active and well-led life.
SOCIAL SECTOR	An integrated system of social work aiming to care for and develop individuals, families and community of all aspects , and includes private and public entities, whether profitable or not, providing services to the Social Sector which care for family affairs in general and women and children in particular as well as the Affairs of Minors, Orphans, Necessitous, People of Determination, Youth, Elderly and those of Unknown Parentage.
SOCIAL WORKER	A Professional who supports individuals, families or groups of people (including Children, the Elderly and People of Determination) with social problems, by conducting an assessment of their needs, causes and impact, and working with them and/ or their caregivers to identify, coordinate and manage appropriate solutions to enhance their personal, social, and economic competencies.
SPECIALIZATION	The scope of practice within the bounds of a specific Profession.
DCD PROFESSIONAL CODE OF CONDUCT AND ETHICS	A set of professional and ethical standards by which the social care professionals working in social care facilities or in other sectors are expected to abide.

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Chapter 2:

Introduction

2. Purpose

This Manual has been developed to:

- Provide an overview of the DCD's responsibility for regulating the Social Sector.
- Establish the requirements for Social Care Professionals to be licensed to practice within the Emirate.
- Establish the licensing process for Social Care Professionals to practice within the Emirate.

3. Scope

The requirements stipulated throughout this manual apply to:

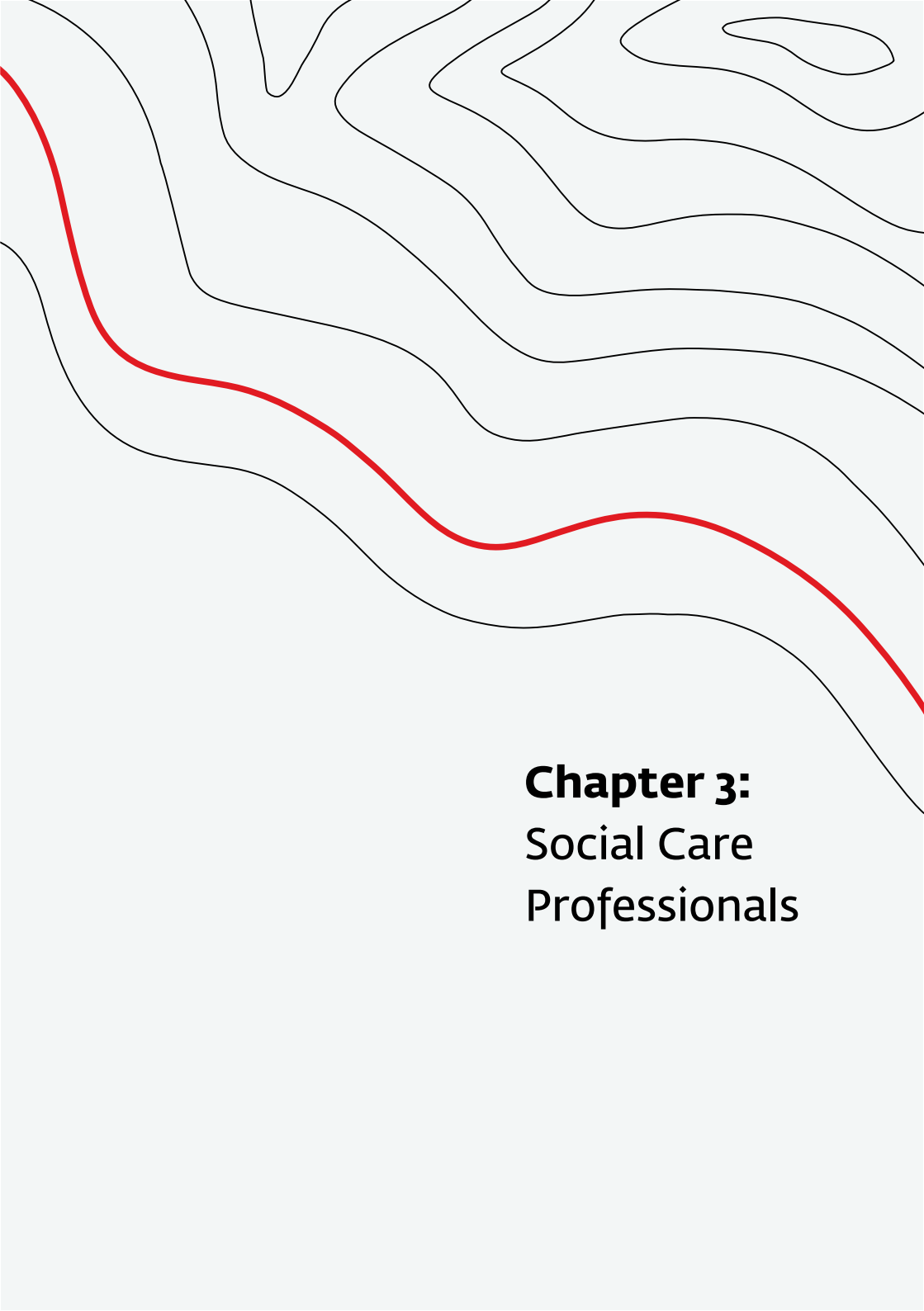
- All individuals practicing a Social Care Profession in the Emirate.
- Applicants looking to get a DCD Provisional License or Professional license to practice Social Care Profession in the Emirate.
- Social Care Facilities, Facility Managers and Support Staff due to their involvement in the provision of Social Care Services.
- Students who are still in the process of completing their educational qualifications in specialization related to Social Care Professions.

4. DCD's Regulatory Responsibilities

For the purpose of implementing the Social Care Professionals Licensing regulations in the Emirate, DCD's Regulatory Responsibilities include the following:

- Regulating the quality of social care services provided by all Social Care Professionals and Social Care Facilities in the Emirate.
- Governing and overseeing any Social Care Professions that fall within its mandate as the regulator of the Social Sector.
- Licensing Social Care Professionals in the Emirate.
- Defining and updating the minimum licensing requirements for Social Care Professionals.
- Working in collaboration with other government regulators to ensure that the quality of social care is consistent across the Emirate.
- Protecting the best interests of the beneficiaries and ensuring that they are provided with consistently high-quality social care.
- Issuing policies, standards, or directives in relation to the personal or professional conduct of Social Care Professionals and in accordance with best practices used within the Social Sector.

- Supporting the growth of Social Care Professionals, focusing on the quality of care within the Social Care Sector in the Emirate.
- Facilitating collaboration and engagement between Social Care Professionals and across the wider Social Sector.
- Promoting innovation in the field of Social Care Sector through collaboration with public, private and third sector entities.
- Promoting the growth of social care facilities and private sector facilities within Social Sector in the Emirate.
- Supporting Social Care Professionals to improve their expertise and practice.
- Developing and disseminating best practice standards which all Social Care Professionals must comply with and ensure that the Social Care Facilities provide services which are also compliant.
- Ensuring that the Social Care Services offered are in accordance with the License which has been granted.
- Determining the categories and types of license and all related standards applicable to each license.
- Determining the minimum requirements for attaining, retaining and renewing a Social Care Professional license in the Emirate.
- Processing licensing applications and determining the outcome of an application.
- Maintaining a register of all licensed Social Care Professionals and a confidential register of those who have been barred from holding a Social Care Professional license.
- Responding to complaints and whistleblowing reports, take required actions and determining any required procedures.
- Undertaking quality inspections of Social Care Facilities and advising on recommendations for improvements.
- Investigating breaches of standards by Social Care Professionals.
- Working in collaboration with criminal justice government partners in the event of suspected criminal activity.
- Undertaking actions in relation to Social Care Professionals who are in breach of any of the regulatory requirements or any of DCD regulations or DCD Professional Code of Conduct and Ethics.
- Taking the necessary enforcement measures to protect a Beneficiary's rights, remedy or warrant against future occurrence of situations where harm, damage or negative outcomes result from services provided or supervised by Social Care Professionals.

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Chapter 3: Social Care Professionals

5. Purpose

This chapter defines the Professional Licensing Scope of which DCD has sole responsibility for regulating in the Emirate.

6. Social Care Professionals Licensing Scope

1. Categories of Social Care Professionals that require a license to practice are:
 - Social Worker.
 - Psychologist (Non-Clinical)
 - Counselor.
 - Psychotherapist.
 - Applied Behavior Analyst (ABA).
2. The professionals listed above must comply with the **Standards for Education and Practical Experience** and Social Care Professional Licensing Requirements in order to attain a license from DCD, which authorizes them to provide Social Care Services in the Emirate.
3. Individuals who are hired by Social Care Facilities and whose duties fall outside of the scope of the **DCD Standards for Education and Practical Experience** are not required to be licensed by DCD.
4. Professionals who are hired to provide educational, academic, healthcare or medical services must be licensed by the relevant Authority in the Emirate and as per the current regulations.
5. DCD reserves the right to introduce 'Specializations' within each profession, where 'Specializations' will be subject to different requirements.



Chapter 4: Duties of Social Care Professionals


7. Purpose

This chapter describes the responsibilities and duties which all Social Care Professionals must comply with in order to attain and retain their license to operate in the Emirate.

8. Professional Duties of Licensed Social Care Professionals

1. A DCD Licensed Social Care Professional should meet the requirements and regulations included within this Manual and any additional issued by DCD.
2. Professionals must comply with the duties defined by DCD, as outlined below:
 - All Social Care Professionals in the Emirate must Obtain a license (either Provisional or Professional License) from DCD before practicing.
 - Undertake their professional duties with honesty, integrity and in accordance with the DCD Social Care Professionals Code of Conduct and Ethics.
 - Undertake and fulfil the Continuous Professional Development obligations and maintain detailed CPD records and evidence of the number of hours of relevant supervised practical experience.
 - Abide by the license renewal procedures set out in this Manual.
 - Cooperate fully with any audit, investigation, or inspection that is carried out by DCD.
 - Ensure compliance with all applicable laws, regulations, and directives across the UAE, in the Emirate and/or from other regulators.
 - Report to their employer and DCD in the event they witness, or suspect breaches of standards by another professional, or within a facility.
 - Behave with integrity and transparency with the Beneficiaries, or their related parties, and provide clear and easy to understand information in an appropriate format.
 - Proceed with the appropriate interventions in the case of an emergency.
 - Refrain from any illegal and unauthorized intervention, which includes but is not limited to medical procedures.
 - Not to publish advertising materials regarding the social care services to be provided by the professional or the facility without DCD's approval and ensure that advertising material shall:

- Be accurate and appropriate for UAE society's values, morals, customs and traditions.
 - Align with the approved License by DCD.
 - Not contain any misleading information.
 - Comply with the DCD core values and ethics of social care professionals.
 - Not attempt to collect funds through grants, donations, bonds or in any other way to without obtaining the relevant approvals from DCD and other concerned entities.
- A Social Care Professional must be able to demonstrate a competent level and command of the Arabic or English Language that is sufficient for the purpose of practice in their relevant Social Care Profession. The requirements are set as per the following:
 - The licensed Social Care Professional must ensure that the appropriate measures have been adopted to communicate with Beneficiaries or their related parties in Arabic or through a language that they can understand, by, for example, requesting a translator support who can proficiently converse and communicate technical terms.
 - DCD reserves the right to exempt or postpone certain applicants from any of the minimum application requirements as it deems fit and necessary.
 - All license holders must ensure they are aware of the requirements placed on their Social Care Profession and be compliant with any policies, standards or directives issued by DCD relating to their practise

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Chapter 5: Standards for Social Care Professionals

9. Purpose

This chapter describes the following topics:

- DCD's approach to defining Social Care Standards.
- The standards by which all Social Care Professionals must comply with.

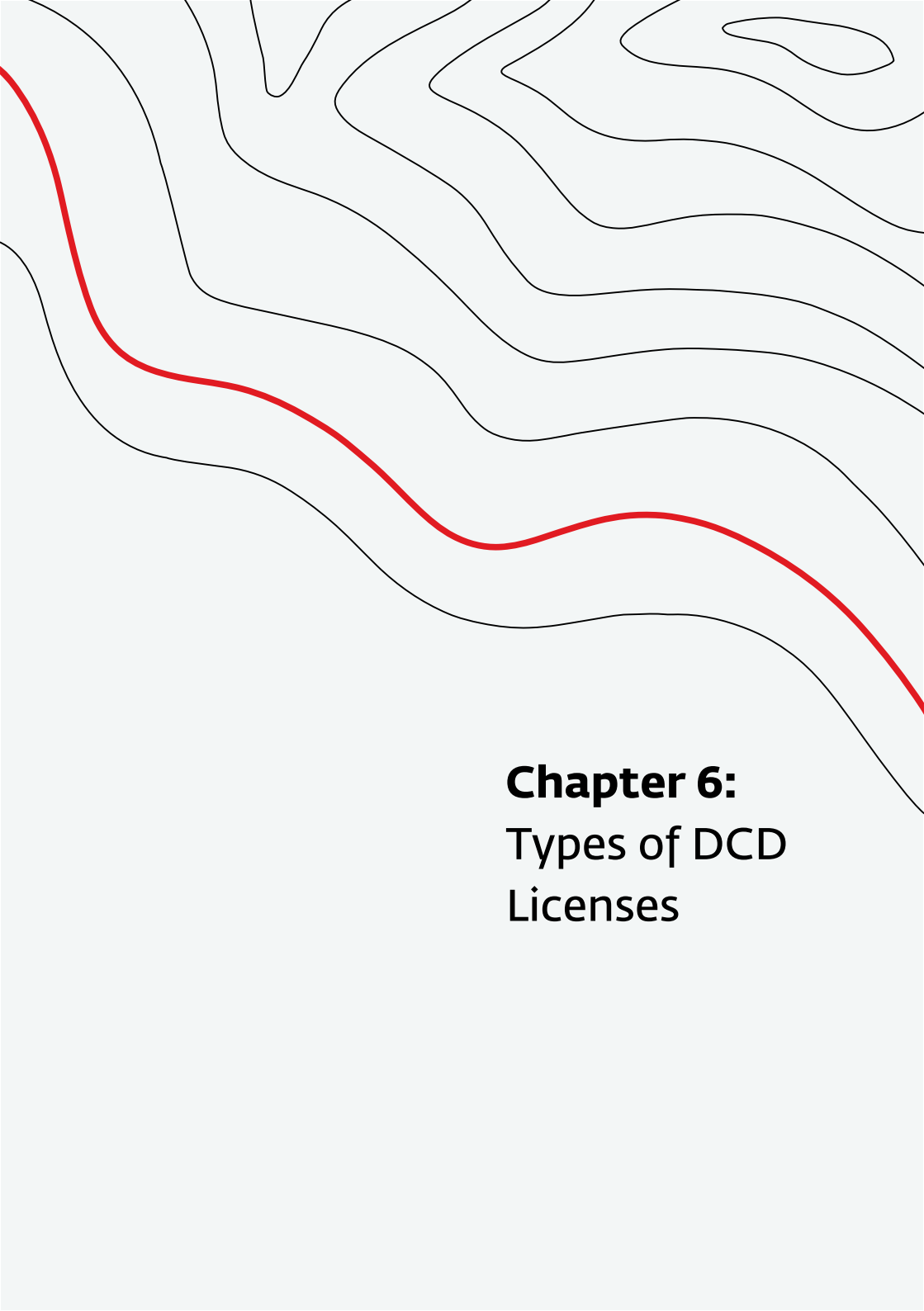
10. DCD's approach to defining Social Care Standards

- DCD will follow processes that reference leading international best practices which includes but is not limited to:
 - Identify the need to update/create standards, establish a working group, consult with public, private and third sector professionals and facility managers regarding these standards, incorporate feedback, update, publish standards, and communicate to the market the timeline to comply with new standards.
- Policies, standards and directives may vary across the different Social Care Professions, and Specializations.

11. Standards all Social Care Professionals must comply with

In order to attain and retain a license, Social Care Professionals must comply with each of the below standards:

- Social Care Professionals Code of Conduct and Ethics in the Emirate of Abu Dhabi.
- DCD Standards for Education and Practical Experience and Social Care Professional Licensing Requirements.
- DCD Professional Standards for Continuing Professional Development.
- Any additional standard published by DCD to regulate Social Care Professionals.



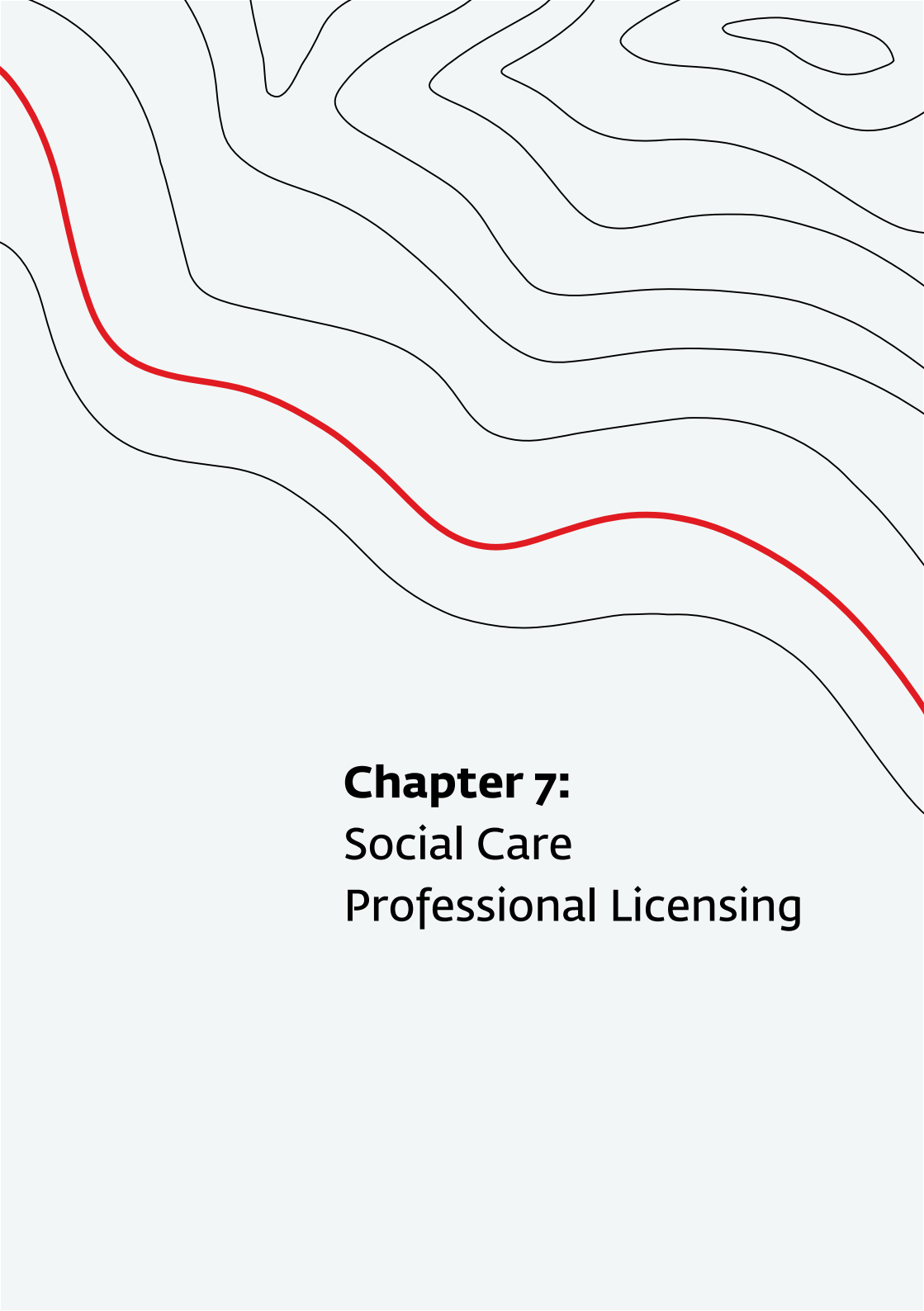
Chapter 6: Types of DCD Licenses

12. The types of licenses

Social Care Professional can apply for one of two types of license:

- **Provisional License** – the permission granted by DCD to professionals who have fulfilled only part of the licensing requirements such as the educational qualification requirements only.
 - Provisional License allows professionals to practice only under an onsite supervision of a professional holding an active DCD Professional License.
 - Provisional license will support professionals to fulfil the practical experience requirement to be eligible for a Professional License.
- **Professional License** – the permission granted by DCD to professionals who meet the educational and experience requirements to practice a regulated Social Care Profession in the Emirate.
- DCD reserves the right to issue detailed requirements regarding the categories of license which can be applied for.
- DCD issues two types of professionals License. The different types of licenses and their corresponding terms are set out in the table below:

	CATEGORY 1: PROVISIONAL LICENSE	CATEGORY 2: PROFESSIONAL LICENSE
DESCRIPTION	Provisional Licenses will be issued to professionals who have achieved a specified educational qualification, and are: <ul style="list-style-type: none"> • Undertaking supervised practical work experience to be eligible for a 'Professional License' 	Professional Licenses will be issued to individuals who have fulfilled: <ul style="list-style-type: none"> • Educational Qualification requirements, and • Practical experience requirements
PRACTICAL EXPERIENCE	No practical experience requirement.	Practical experiences undertaken and accepted.
LICENSE RENEWAL CRITERIA	Can only be renewed for a finite number of times depending on the sought-after profession	Can be renewed indefinitely according to license renewal regulations and procedures.
APPLICABLE STANDARDS	Those possessing this type of license must comply with: <ul style="list-style-type: none"> • Professionals Code of Conduct and Ethics. • Standards for Education & Practical Experience. • Standards for Continuing Professional Development. 	Those possessing this type of license must comply with: <ul style="list-style-type: none"> • Professionals Code of Conduct and Ethics. • Standards for Education & Practical Experience. • Standards for Continuing Professional Development.
VALIDITY	24-month validity.	24-month validity.

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Chapter 7:

Social Care Professional Licensing

13. Purpose

This chapter:

- Establishes the requirements for Social Care Professionals to be licensed to practice within the Emirate.
- Establish the licensing process for Social Care Professionals to practice within the Emirate.

14. Educational Qualifications

The following section outlines the educational qualification requirements all professionals must abide by:

- Educational Qualification must be:
 - Obtained from an educational program that is nationally accredited.
 - Issued by educational institutions or colleges that is nationally recognised as well in-home country.
 - Attested and/or equalized by the relevant regulatory bodies for each of the educational qualifications as per the country regulations.
 - Comply with the detailed requirements per profession set out in **DCD Standards for Education and Practical Experience**.
 - DCD will review and assess any additional qualification submitted by the applicant.
 - DCD reserves the right to exempt certain applicants from any of the minimum application requirements as it deems fit and necessary.

15. Practical Experience

- Prior to obtaining a Professional License an applicant must complete a specified number of hours of practical experience.
- All professionals should obtain practical experience for the duration specified by the provisions of **DCD Standards for Education and Practical Experience** and/ or **Discontinuity of Practice Licensing Requirements Schedule** to be qualified for DCD license.
- All professionals must ensure that their practical experience:

- Is relevant to the profession and license type they are seeking.
 - Has been carried out in a relevant setting.
 - Is evidenced in a document from employer that references: the name of the employer(s), their contact details, location(s) as well as all the activities undertaken and relevant experience that the professionals gained; date of issuance, employment period, job title and Job description.
 - Recognized in a formal contractual employment arrangement.
- For Provisional License holders applying for Professional License should provide an evidence of completing Supervised Practical Experience by a Licensed Professional who:
 - The supervised practical experience is in an area that is relevant to the Profession the individual is seeking to be licensed under.
 - Has been practicing the Profession in related profession as a Licensed Professional for not less than 3 years – equating to 4,500 hours of practice under the license.
 - Supervised Practical experience is recognized in any of the following:
 1. Postgraduate hands-on training.
 2. Postgraduate temporary or part-time work placements.
 3. Recognized in a formal contractual employment arrangement.
 - Supervised Practical experience should aim to:
 - Support ongoing study directed towards qualifying to practice in a Social Care Profession according to the DCD Standards for Education and Practical Experience.
 - Provide Provisional License holders with the knowledge, skills and experience necessary to enable them to become competent and qualified Social Care Professionals.
 - Provide Provisional License holders with supervised work experience in order to complete the eligibility requirements as per DCD Standards for Education and Practical Experience to qualify for a Professional License.
 - Provide an opportunity for Provisional License holders to take increasing responsibility in the delivery of Social Care Services to Beneficiaries.
 - To attract and retain individuals interested in pursuing a career in social care.

16. Training Students

Students who are in a stage of completing their qualifications in specialties related to social care professions can be trained to provide social care services in compliance with the following:

- Students are not permitted to provide any form of Social Care Service without a continuous onsite supervision by a licensed Social Care Professional throughout the training period.
- Students must abide by the policies and procedures instituted by the facility and its management.

17. Areas of Specialization

- DCD reserves the right to issue additional requirements regarding a Social Care Professionals' specialization, referred to here as Specialization, in addition to the right of amending any of such in a manner it deems necessary.
- An applicant may be required to specify on their license application their area of Specialization which is relevant to their Social Care Profession.
- An applicant's Specialization is determined by the following:
 - Academic Specialization (the area of speciality or concentration studied by the applicant over and above the requirements set out in the DCD Standards for Education and Practical Experience, as highlighted in:
 1. Educational Degree (qualification).
 2. Postgraduate Certificates.
 3. Practical experience (relevant experience relating to the Specialization).
- The applicant should only apply for a Specialization which is relevant to their academic Specialization and practical experience.
- An applicant can be authorized to practise more than one Specialization; however, they must apply for each Specialization in accordance with the requirements of this Manual.
- Social Care Professionals are prohibited from practicing in an area of Specialization outside their scope to practice.

18. Possession of Professional Qualification

- Professional Qualifications in this case refer to certifications which grant individuals recognition in a specific subject matter or field of practice. This can include but is not limited to:
 - Registration Certificates and Memberships in Professional Bodies and/or Associations.
 - Professional Qualifications Accredited from Professional Bodies and/or Associations.
 - Licenses granted from Professional Bodies and/or Associations.
- Applicants who have been issued a Professional Qualification in a practice or area that is relevant to a Social Care Profession are encouraged to submit proof along with their application.
- Proof do not guarantee the issuance of a DCD license however might help applicants in fulfilling specific licensing requirements.

19. Primary Source Verification (PSV) Requirements

- DCD reserves the right to use the information provided by an applicant in the application and any of the accompanying documents for verification purposes:
 - Verification refers to the process taken to ensure the authenticity and accuracy of the information submitted.
- DCD may choose to carry out the PSV internally or outsource through an authorized affiliate/associate entity.
- Applications which are required to undergo PSV must receive a 'Positive PSV Report' in order to continue with processing the application for license issuance.
 - Applicants who fail to receive a 'Positive Report' will be required to take measures to rectify the situation. If the applicant fails to rectify the situation within a timeframe specified by DCD, the application will be closed and rejected.

20. Competency-based Assessment

- DCD can request an applicant to undergo any number of competency-based assessments in the form it deems fit, this can include but is not limited to:
 - Online competency-based exams.
 - Written exams.
 - Personal or Panel interviews.
- Where applicable, the requirement is to ensure that a Social Care Professional has passed an assessment that:
 - Is designed to assess their competence to practice the relevant Social Care Profession.
 - Is designed to assess their competence to practice the relevant Specialization.
 - Has been approved by DCD (whether or not the actual assessment is delivered and monitored by DCD, an external service provider, or any other competent body specified by DCD).
- DCD reserves the right to determine which applicants must undergo a competency-based assessment, the content of an assessment, the grading criteria, what constitutes a pass or failure, determining the consequences of failing an assessment (or an element of it), determining if and when an assessment may be retaken.
- The competency-based assessments may be required before obtaining the License and upon renewal

21. Continuing Professional Development (CPD) for Licensed Social Care Professionals

- It is the responsibility of each licensed Social Care Professional to maintain their professional knowledge, expertise and skills as per CPD requirements for each social care profession that are set out in the **DCD Standards for Education and Practical Experience** available on DCD website. The learning activities counting towards the CPD requirement that are completed during any license period must:
 - Relate to subjects and/or areas relevant to the Social Care Professional's scope of practice.
 - Be learning activities that are referred to throughout the provisions of the **'DCD Standards for Continuing Professional Development'**.

- DCD requires all licensed Social Care Professionals to comply with the standards and directives set in the '**DCD Standards for Education and Practical Experience.**'
- DCD may specify different requirements, accredit, recognize, or approve different CPD activities and/or providers to serve the categories of licensed Social Care Professionals, in collaboration with other relevant competent authorities.
- In some exceptional circumstances, DCD may exempt or postpone any individual, licensed Social Care Professional or category of licensed Social Care Professionals from the duty to fulfil the CPD requirement.

22. Good Standing Status

- As part of the application process the applicant is required to submit evidence proving that they are not a convicted criminal, or have not been involved in any crime unless the individual has been rehabilitated in accordance with the criteria for rehabilitation of criminals, etc.
- DCD will require the original 'Certificate of Good Standing (CGS)' or a 'Police Clearance Certificate (PCC)' or an equivalent, such that:
 - The certificate must be issued by the relevant UAE authority if the applicant has been a resident of the UAE for more than 6 months.
 - The certificate must be issued by the relevant authority located in the country of origin (country of current, past resident or the country of citizenship / nationality) if the applicant has been a resident of the UAE for less than 6 months.
 - DCD may request both certificates mentioned in previous two clauses.
- DCD may request additional evidence or conduct investigations if deemed necessary to prove the status of good conduct of the social care professional.
- Disciplinary sanctions by a professional body or regulator must not have been issued against the professional, resulting in results including, but not limited to, penalties, restrictions or conditions for the exercise of the social profession.
- The professional must not currently be subject to disciplinary action by a professional body or regulator.

23. Discontinuity of Practice (DoP)

- Applicants who have 'Discontinued Practice' of a Social Care Profession for a period of two or more years must fulfil the additional practical experience requirements set in the '**Discontinuity of Practice Licensing Requirements Schedule**' as per **DCD Standards for Education and Practical Experience**

- An individual is deemed to have 'Discontinued Practice' if any of the following conditions apply:
 - A Social Care Professional who has been previously licensed by a relevant authority (Including DCD or its international equivalent entity) and have not practiced their profession for two or more years.
 - A Social Care Professional who has been previously licensed by a relevant authority (Including DCD or its international equivalent) and whose license has been expired for two or more years.
- Upon undertaking and successful completion of the additional practical experience requirement as per '**Discontinuity of Practice Schedule,**' the applicant must evidence the completion by submitting the following in addition to the license application:
 - A 'Letter(s) of Experience' clarifying job title, responsibilities and period of employment signed by facility's authorized signatory covering the period of 'Discontinued Practice'.
- Those who are deemed to have discontinued their practice are required to submit an application for a new professional license; they will not be allowed to renew their previous license (if issued by DCD).
- Those who are deemed to have discontinued their practice must satisfy the requirements set out in the **DCD Standards for Education and Practical Experience, this manual and licensing requirements and Discontinuity of Practice Schedule.**
- Professionals who fail to meet the additional requirements for those who discontinued their practice must apply for a Provisional License in order to be able to fulfil such requirements.

24. Minimum Application Criteria

- Prior to submitting an application for a Provisional License or Professional License, an applicant must review and ensure compliance with the following:
 - Satisfy the minimum criteria set out in DCD Standards for Education and Practical Experience and DCD requirements for licensing social care professionals for their defined license type, Social Care Profession and/or Specialization(s) including:
 1. Educational qualifications (the level of education achieved by the applicant, examples include diploma, masters, doctorate, specialized qualification, etc.).
 2. Academic Specialization (the area of speciality or concentration, examples include: Bachelors in Psychology with a concentration in Marriage and Family Psychology.
 3. Practical Experience (number of hours of relevant hands-on experience or equivalent). (not applied on applicants requesting provisional license).
 4. Continuing Professional Development (number of hours spent during each license period on relevant learning activities) – (*Note: this is license renewal requirement only).
 - Attain Good Standing Status.
 - Fulfil the '**Discontinuity of Practice requirements schedule (DoP)**' – where applicable.
 - Attain Positive Primary Source Verification Report – where applicable.
- DCD reserves the right to exempt or postpone certain applicants from any of the minimum application requirements as it deems fit and necessary.

25. Applying for a license

To successfully apply for and obtain a license in the Emirate, an individual must submit a duly filled application providing the following information and supporting documentation:

Submission requirements for new License

Fill out the License application form

Prepare and submit all supporting documents (list published on the DCD website):

- Copy of the first two pages of the applicants valid Passport.
- Copy of a valid residency visa (required for resident expatriates only).
- Copy of a valid Emirates ID (required for residents).
- Digital Copy of a passport sized colored portrait photo (.jpeg format).
- Curriculum Vitae (PDF or Microsoft Word format).
- Copies of local or international Professional Licenses (if applicable).
- Attested copy of each relevant Educational Degree.
 - Legal translation of the degree certificates if issued in any language other than Arabic or English.
 - For degrees issued outside of the UAE, these are required to be equalized by the Ministry of Education,UAE.
- Copy of Official Transcript (for each relevant university degree attained).
 - Legal translation of the Official Transcript if issued in any language other than Arabic or English.
- 'Letter(s) of Experience' clarifying: the name of the employer(s), their contact details, location(s) as well as all the activities undertaken and relevant experience they gained; date of issuance, employment period, job title and Job description facility's authorized signatory covering the past two years of experience.

Fulfil the primary source verification requirement (if applicable).

Fulfil the requirement of having 'Good Standing' or 'Good Standing Status':

- Police Clearance Certificate, if a resident of more than 6 months. The certificate must have been issued in the last 6 months.
- Police Clearance Certificate or equivalent from the competent authority in the country of residence and nationality, in the case the applicant is not a local resident or has been a resident for less than 6 months. The certificate must have been issued in the last 6 months.
- Employer Good Standing Certificate as per DCD Form.
- Filled "Introductory document".

Fulfil the 'Discontinuity of Practice' requirements schedule. (if applicable).

Disclose any other information or evidence that is known to the applicant and is likely to be relevant to the assessment of their fitness to practice in addition to information requested on the form

Pass a competency-based assessment (if applicable) and whenever requested.

Provide the requested declarations as per DCD's requirement.

Supporting documents

Please check the DCD website for a list of supporting documents to be attached to the application.

26. DCD application assessment

- Upon receiving an application DCD will review the details
 - Where an applicant has successfully satisfied all of the eligibility requirements, they will be issued a license.
 - An applicant whose license application has been rejected may appeal this decision in accordance with the provisions of this Manual.
- DCD can reject an application for a license by any applicant who has not met any of the requirements specified in this manual DCD will notify a rejected applicant of their decision within 60 working days of their decision.
- In case of not issuing a decision regarding the submitted application from the applicant through 60 days, application will be considered rejected.
 - Applicants who have their application rejected can re-apply for further attempts (maximum of 2 attempts).
 - Applicants who have their license rejected for a total of 3 times are barred from applying for any Social Care Profession.
- DCD reserves the right to exempt an applicant from one or several of the requirements required to be issued with a Social Care Professional license or postponing it.
- Professional must ensure that all information disclosed as part of license application is accurate and complete.
- If required by DCD, applicant must commit to undertake a competency-based assessment by the Department of Community Development if prompted by them to do so.

27. Renewal of Licenses

- A Social Care Professional (or a Social Care Facility acting on their behalf) must apply to renew their license with DCD at least 2 months prior to the license expiry date. The Social Care Professional has the option to submit an application for renewal up-to 4 months in advance.
- In order to successfully submit for a license renewal an individual must submit a renewal application providing the following information and supporting documentation:

Submission requirements for Renewal

License Renewal application form

CPD Activity Record / Log accompanied by the CPD Evidence Portfolio signed by the licensed professional and applicant supervisor.

Disclose any other information or evidence that is known to the Social Care Professional and is likely to be relevant to the assessment of their fitness to practice in addition to the information requested on the form

Sign a declaration in order to:

- Confirm the accuracy and validity of the information submitted in the application.
- Acknowledge and promise to respect their obligation of complying with the Professional Standards.
- Confirm disciplinary and good standing status.
- Acknowledge and promise to respect the obligation of cooperating with the competent authorities and regulators throughout any form of investigation.
- Provide any relevant consent requested on the form for the purposes of processing the application information or PSV.
- Confirm that all information provided is comprehensive and accurate to the best of knowledge.

A letter signed off by the authorized signatory of the Social Care Facility, validating the Social Care Professional's active status of employment.

Supporting documents

Please check the DCD website for a list of supporting documents to be attached to the application.

- DCD can reject an application for the renewal of a license by any applicant. DCD will notify a rejected applicant of their decision within 60 working days of their decision and provide applicants with the reasons supporting this decision.
- An applicant whose license renewal application has been rejected may appeal this decision in accordance with the provisions of this Manual.
- If an applicant's request to renew their license is rejected or is not processed before the expiry date of their current license, then the individual must refrain from providing Social Care Services.

28. Assessing CPD Compliance

- Any Licensed Social Care Professional may be subject to a spot assessment focusing on their compliance with the CPD requirements.
- DCD may request a Social Care Professional to present evidence proving their compliance during any of the following:
 - Field inspection to the hiring facility.
 - An investigation.
 - Throughout the license renewal process.
- If a professional is subject to an assessment outside of the license renewal process, they must submit the following to DCD:
 - CPD Activity Log for each of the activities performed throughout the licensing period.
 - CPD Evidence Portfolio of relevant supporting evidence for each of the activities performed to prove the completion of CPD activities and fulfilling compliance with the CPD standards.
- DCD can request additional information, clarifications and/or evidence whilst assessing a Social Care Professional's compliance with the CPD requirements.
- When completing a CPD assessment during the License Renewal process, there are three possible outcomes:
 - DCD approves that CPD requirements have been met.
 - DCD determines that whilst the CPD requirements have not fully been met, it is sufficient for a License to be renewed providing that the Professional fulfils specific CPD actions set by DCD within 3 months of license renewal or any other period defined by DCD.
 - DCD determines that the CPD requirements have not been met and a Social Care Professional's license renewal is rejected.

29. Amendment to Licenses

- Holders of a DCD License must submit an application to DCD to amend their existing license with regard to any significant change in circumstance. A significant change in circumstance includes, but is not limited to:
 - Any change, addition or removal of a Specialization within the relevant Social Care Profession which the Social Care Professional is entitled to practice in the Emirate.
 - Any change in Social Care Profession that the applicant has satisfied the requirements for.

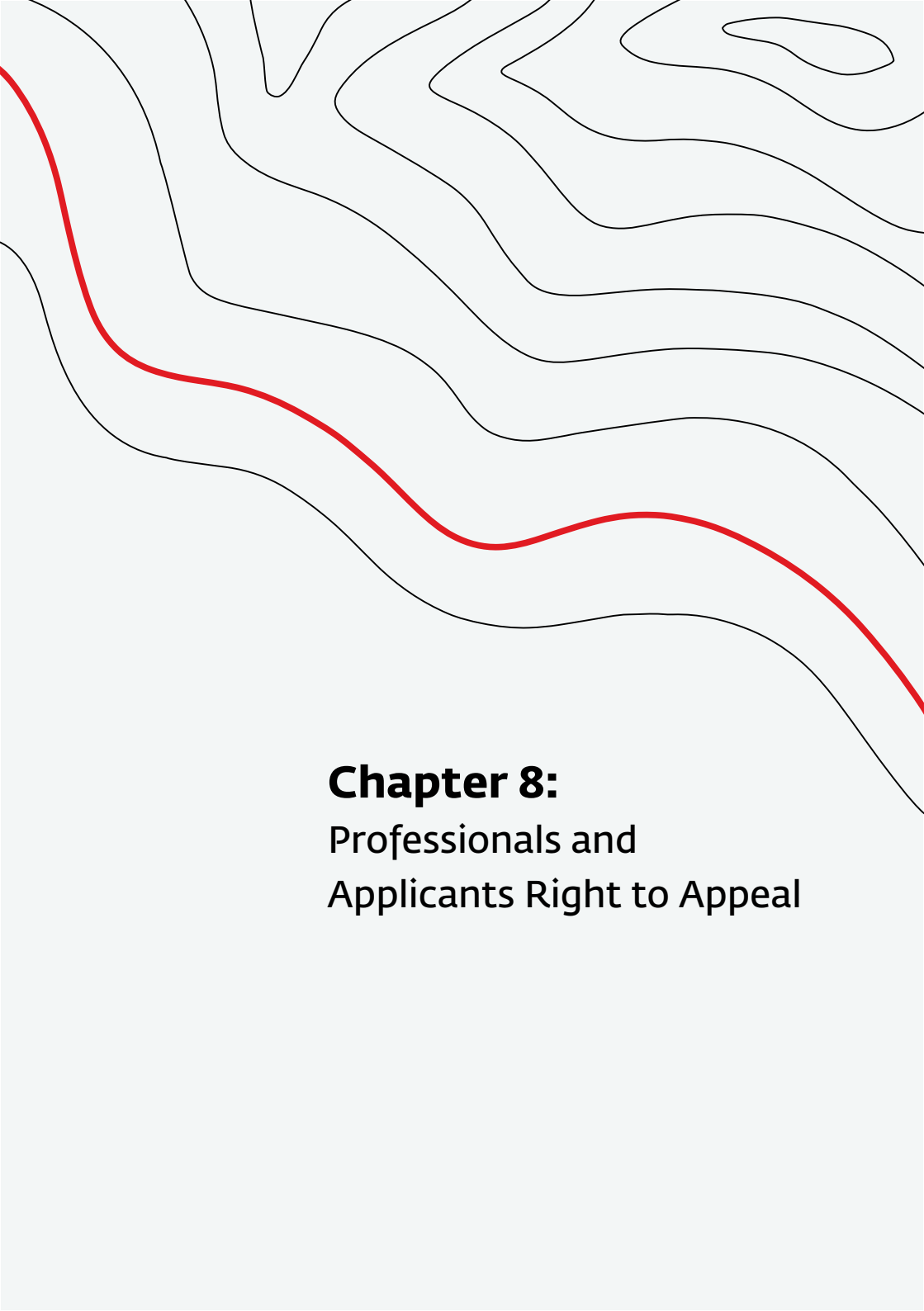
- Holders of a DCD License must submit an application to DCD to amend their existing license with regard to a minor change in circumstance. A minor change in circumstance includes, but is not limited to:
 - Change in the job-role or job-title.
 - Change in hiring or employing facility.
- When a Social Care Professional requests an amendment to the license, all of the information and evidence requested in DCD website to support such a request, together with any additional information and evidence that DCD may require, must be provided to DCD.
- DCD can reject an application to amend a license. DCD will notify a rejected applicant of their decision within 60 days of their issuing decision. In case of not issuing any decision as per defined period, application is considered rejected.
- An applicant whose license amendment application has been rejected may appeal this decision in accordance with the provisions of this Manual.

30. Cancellation of Licenses

- A licensed Social Care Professional may cancel their license at any time by submitting a notification to DCD of their intention to cancel. DCD can request to provide supporting reasons for the cancellation of their license.
- Following the cancellation of a license, a Social Care Professional must not provide social care services in the Emirate until he is issued a new license.
- DCD reserve the right to cancel a professional license or a provisional license

31. Loss of a Physical License

- A Licensed Social Care Professional who loses their license must, immediately on identifying the loss:
 - Notify their employer.
 - Notify DCD by submitting a notice in writing through the recommended communication channels.

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Chapter 8:

Professionals and
Applicants Right to Appeal

32. Right to Appeal


- A Social Care Professional or an applicant can appeal a decision made by DCD in accordance with the provisions of this Manual.
- Decision issued in response to the submitted appeal is considered as final Administrative Decision.

33. Appeals Process

- A complainant can submit an appeal against any decision made by DCD regarding that individual within 30 days of notification of DCD's decision, as per the following procedure:
 - The complainant must issue a notice of appeal to DCD Grievance Committee.
 - The individual must set out the grounds for the appeal and provide any supporting evidence alongside the notice of appeal.
 - The notice of appeal will be referred to the 'Grievances Committee' for further investigation and decision to be taken within 60 from receiving the complaint.
 - The Grievance Committee can decide to:
 1. Accept the appeal.
 2. Determine the required action to be taken.
 3. Request further information from the complainant.
 4. Reject the appeal.
 - If the 'Grievances Committee' do not issue a decision during the period specified, the submitted appeal will be considered rejected.
 - The decision of the Grievance Committee will be considered final.

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