

UNITED ARAB EMIRATES  
MINISTRY OF HUMAN RESOURCES  
& EMIRATISATION



الإمارات العربية المتحدة  
وزارة الموارد البشرية  
والتوظيف



## AUTHORIZING THE PROVIDERS OF HUMAN RESOURCES DEVELOPMENT SERVICES TO THE SERVICE CENTERS' OPERATORS



2017



## 1 Foreword:

Since its inception, the Ministry of Human Resources and Emiratisation (MOHRE) constantly endeavors to realize customers' satisfaction by delivering excellent and consolidated services without discrimination to any customers. Therefore the notion of launching the service centers to develop novel network of service delivery to customers came into being in compliance with the premier quality standards and in partnership with the private sector. The licensing and operations standards set by the Ministry of Human Resources and Emiratisation (MOHRE) for the Service Centers are in continual evolution, especially with regard to supporting and empowering the national human resources operating the centers, where MOHRE aims to leverage the participation of national human resources in the labor market by enhancing their capabilities and competencies and by guiding their vocational and career orientations according to the labor market present and future demands. MOHRE also aims to ideally place the national cadres in the various labor market sectors, and provide accurate data and information, besides innovative solutions in the fields of Emiratisation enhancement, associated policy development, as well as delivering all the administrative services in conformity with the standards of quality, efficiency and transparency.

Due to the standing of the service centers, which represent the real face and reputation of MOHRE, the Federal government introduced the Global Star Rating System for Services where the centers are graded on a scale from two stars to seven stars based on the valuation results; targeting the reformulation of the concept of service delivery in the Federal agencies. Given the fact that human resources is the most important focus area in the valuation process, the Ministry intends to authorize the human resources development services providers through vocational and career development training of the national human resources working in the service centers by the leading and authorized centers and training institutes specializing in this field to ensure the proper achievement of more progressive results.

## 2 Project Objectives:

1. Developing and improving the performance and business conduct of the national human resources working in the service centers and refining their expertise.



2. Contributing to the standardization of reasoning methods and business concepts of the trainees in the service centers besides exploring and capitalizing on their vocational innovations
3. Organizing functional cadre of skilled personnel in the service centers; they should have proper modern reasoning tools to empower them take decisions leading to higher production efficiency in the centers.
4. Reducing the job turnover rate amongst the national cadres working in service centers.
5. Raising the efficiency and quality of the training programs and tools through the deployment of training staff with high proficiency and competence.

### 3 Nature of the project :

Through the Service Centers Department, MOHRE is putting forward two proposalkey requests for bid proposals:

**First proposal:** Authorizing the human resources training services providers who apply to MOHRE to validate the "service centers' electronic systems" through assessing and valuating the skillful mastering of the system.

**Second proposal:** accreditation of certified and leading center(s) specialized in the field of training and career development to provide packages of specialized training courses in the field of developing the behavioral and vocational competencies of the human resources working at the service centers all over the UAE.

### 4 First Proposal Details: :

The Service Centers Department and other competent departments of MOHRE are currently training the human resources registered with the Ministry of Labor, who fulfill the requirements of being validated to access the electronic systems of the service centers and who wish to obtain a user account for using these systems. This will be accomplished by introducing training and orientation workshop for three consecutive days, where the methods of the required service data entry and the concluding of the transactions are explained.

Since MOHRE desires to improve the quality and efficiency of the training service, it has resorted to the authorization of the service training providers from the private sector in order to buildup effective partnerships with all principal training and vocational development institutions to ensure that the human resources working in the service centers get the best levels



of global training. The training provider is supposed to train all who wish to acquire the right of access to use the electronic centers systems with all the details and types of services and the methods of carrying out the transactions. It should be taken into account that a training workshop of not less than three to five days (24-40 hours of training) is held for the trainees and then an applied hands-on test is performed to ensure their passing the training course successfully. The test results will determine whether to grant the trainee the right of access to use the system or not.

### **5 Number of courses required in the first proposal:**

The total number of the training courses held for the service center systems should not be less than (36) courses in one contractual year divided by one training course comprising (24) training hours in each geographical area of the State every month.

### **6 Number of courses required in the second proposal:**

The total number of courses offered in the second proposal should not be less than (15) courses one contractual year, divided by five training courses in each geographic area monthly. The same course shall not be repeated in the same geographical area.

### **7 Target groups for the "Service Centers Systems" course:**

1- Service center operators: All human resources bearing the job title: data entry operator, or any other positions indicated by a decision of MOHRE. They are the employees working in the service centers licensed by MOHRE across the country . Any other employees having different titles may not be trained , regardless of their job titles.

2- Employees working with the private companies registered in MOHRE's system: They are the employees who acquire prior authorizations from MOHRE to be qualified to use the TAS'HEEL system.

### **8 Second Proposal Proposal Details:**

One of MOHRE's priorities is to build corporate capacities and empower the service centers to implement the highest international standards of excellence. Based on this, we have introduced the training service providers' authorization-service for national human resources working in service centers by providing and developing a package of programs and training



courses that will contribute to achieving the desired objectives of the government excellence in accordance with the UAE's National Occupational Skills Standards (NOSS). NOSS are simply "statements of knowledge, skills and aspects of competency required to complete a task, a critical function or a complex range of multiple tasks and functions".

They define the standard of performance required in a given occupation. In other words, they are the minimum threshold for competent performance; through which we aim at:

- Improving the performance levels of the national human resources working in service centers and raising the levels of their responsibilities.
- Raising the levels of self-confidence of the national human resources through the effective and secure performance of the best proposals.
- Ensuring that training programs' outputs are aligned with appropriate functions and tasks delivered in the service center.
- Urging the national human resources to recognize their levels of performance, develop themselves and increase their opportunities to engage in careers relevant to their skills.

## 9 The Training Courses Package in the Second Proposal :

The package must include at least (5) major courses and no more than (10) training courses, where the topics of these courses should be derived from the main topics mentioned below which should be taken into consideration when designing the training packages for the service center operators:

- Time management skills
- Ability to understand customer needs
- Negotiation and persuasion skills
- Communication skills
- Customer service skills
- The elements of excellence and creativity in providing the services

It can be guided by Emirates Programme for Excellence in Government Services. The package may not include topics not related to customer service or improvement and development of the trainee's behavioral skills and competencies.



## 10 Target Groups of the Training Package:

Service centers' operators: All the national human resources working in the service centers deployed all over the country and licensed by the Ministry of Human Resources and Emiratization (MOHRE).

## 11 Service Track Related to the Electronic Service Centers Systems Training:

- 1- The training provider shall prepare a time schedule of the training plan covering the three major geographical areas and deliver them to the Training Section at the Service Centers Department.
- 2- The Training Section at the Service Centers Department of MOHRE shall inform all stakeholders about the details of the training plan.
- 3- The training section shall register the participants in the training courses according to the time schedules and geographical areas and transfer the coordination process to the training provider.
- 4- The training provider shall contact the service centers' owners and the private companies' owners and discuss the details of the training program and payment mechanism of the course fees.
- 5- In the first proposal, the trainees shall attend the training course and shall be subjected to passing test. The trainees in the second proposal do not have to be subjected to any tests.
- 6- The training provider shall distribute questionnaires before the beginning of the course and after the completion of test by the trainees to be filled in and returned to the training coordinator. The content of the questionnaire is specific for the evaluation and measurement of the quality of the training material, the training facilities and the training aids and tools, as well as the trainers and instructors' levels of performance and the benefits gained. The training section of the Service Centers Department is also entitled to carry out this role in order to investigate the quality of training and trainers.
- 7- The training provider will deliver the certificates of passing the course to the trainees on the last day of training, and may not be delayed in any case.



- 8- Within three working days of the end of the course. The training
- 9- provider shall address the training section of the Service Centers Department by passing the trainees to the training courses and handing over the Department a copy of the passing certificate explaining the results of the test and the satisfaction and measurement questionnaires for the trainees. The training provider shall prepare a detailed quarterly report and submit it to the Service Centers Department about the numbers of the trainees, their data, the details of the courses they received, their results, and the satisfaction and measurement questionnaires of the trainees.

## **12 The language of Training and the training literature:**

Arabic is the approved official language adopted in the preparation and design of the training materials as well as the language of instructions. The articulation and language pronunciation shall be sound and comprehensible to the trainees.

## **13 Training rooms:**

The training provider shall afford smart and unchanging training rooms spread in the following geographical areas:

- Emirate of Abu Dhabi
- Emirate of Dubai
- Emirate of Fujairah

The training provider may also cooperate and coordinate with other training organizations to provide training programs and rooms satisfying the above specifications.

The training provider may also conduct courses in emirates and cities other than those mentioned above, but in accordance with the specific requirements.

## **14 Smart training rooms Specifications:**

The following shall be available at the training rooms:

- E-podium
- Interactive board





- Data Show
- Visual presenter
- Sound system
- Internet connection
- Computer for each trainee

### 15 Specification of the training materials:

- To be accredited by the official authorities in the UAE according to the location of the training provider's office.
- The training material shall be prepared in accordance with the latest methods of scientific research in 2017.
- To be supported by examples, exercises and applied experiments and training films.
- To be written in plausible and sound language and delivered in the language of the public..
- Be designed by using the latest version of MS Power Point..
- To be constantly updated according to the changes.
- A copy of the literature shall be distributed to the trainees.

### 16 Implementation Scope:

Within the United Arab Emirates, in particular to the facilities of the Ministry of Human Resources and Emiratisation (MOHRE).

### 17 Project Stakeholder:

- Service Centers Department
- The Service Centers
- Training Section at the Service Centers Department
- National human resources operating the service centers
- Human resources authorized by the private enterprises registered with the Ministry of Human Resources and Emiratisation.





### 18 Resources Required for Project Implementation:

- The Vocational Training Center / Institute is required to be a leading, accredited and licensed to work in the United Arab Emirates.
- The training provider shall have a team of highly and academically qualified trainers with recognized certificates in the domain of courses.
- The training provider shall prepare training materials according to the latest methods and skills authorized by the official authorities in the country.
- The training provider shall apply modern learning methods aligned with the creativity and innovation that the State has reached.
- Smart training rooms spreading geographically.
- A database to save trainees' data and personal information.
- Questionnaires and means of measuring the opinions.
- A default electronic account for a system provided by MOHRE.
- A database of the service centers and users of TAS'HEEL system, provided by MOHRE.
- The Training plan and the training courses price list

### 19 Knowledge Resources Used in Project Implementation :

- Operational guide for the service centers to understand the core function of the centers and their training needs.
- Government Services Quality Guide
- The standards of the Emirates Program for Excellence in Government Services.
- Global Star Rating Program for services (Within the standards of Emirates Program for Excellence in Government)
- Sample tests of the system
- System training material for guidance purposes only.



## 20 Project Execution Phases:

### First Phase: Preparation Phase

- The Training provider shall gather all the documents and evidences needed to embark on project kick-off, as per the knowledge resources stated in the bid requirements brochure. The Training provider shall set a comprehensive work schedule to be supported by all the details and execution phases as well as the projected results during the execution period.
- The training provider shall arrange and set all the equipment needed for training.
- The training provider shall arrange for a full data base, designed with a modern programming software to save the information of the training courses in addition to the system tests' results, which the employees of the service centers shall undergo.
- Arranging a presentation of the prerequisite details, which the training provider shall meet to be ready for implementation, in addition to the details of execution. The presentation shall be supported with the time schedules by dates and the projected results besides the rates and ratios of achievement.

### Second Phase: Training courses delivery phase

- Announcement of the training course, dates and locations as well as detailed content of the training courses.
- Conducting the training courses and handing the certificates to the participants.
- Periodic reporting about the training courses performance and the results of the tests.
- Recording the results in the date base and delivering it to the training section at the service centers dept. in the Ministry.
- Arranging a presentation of the implementation details, the achieved results, and the obstacles handled on quarterly basis, as well as a closing report at the end of the contractual year.



## 21 Phase Execution Timeline:

S/N	Phases	From	To
1	Arranging for implementation and giving the first presentation	16/07/2017	18/07/2017
2	the training courses for the first proposal	05/08/2017	06/08/2018
	the training course for the second proposal	05/08/2017	06/08/2018
3	Presentation and first periodic report	05/11/2017	
4	Presentation and second periodic report	04/02/2018	
5	Presentation and third periodic (closing) report	05/08/2018	

## 22 Work times of the stakeholders:

### Ministry of Human Resources & Emiratization (MOHRE)

From Sunday till Thursday, from 8 am till 2 pm

### Training Human Resources

All week days except for Friday, from 8 am till 4 pm

## 23 Payments:

The value of the training courses shall be collected from the service centres and from the private employers, and may not be collected from the trainees or from MOHRE.



## 24 General Conditions:

- 1- All private service centres/training institutes shall be subject to assessment and related official authorizations from the State's authorities according to each Emirate.
- 2- The centres shall submit a list of their certified trainers as well as their scientific qualifications and experiences.
- 3- The trainers shall be working under the Kafala (sponsorship) of the institute/centre however, and external trainer may not be handled with unless all the official authorizations are obtained.
- 4- No training programs shall be delivered outside the framework of the training plan unless written authorization of MOHRE is obtained.
- 5- All the training programs in the second proposal shall be authorized by the official regulating authorities of the State, and such authorizations shall not be compromised.
- 6- The trainees shall receive a copy of the training material instructed to them.
- 7- The courses' prices shall be competitive, and priority shall be given to the entity that offers reasonable and competitive prices.
- 8- The training provider shall submit a pricing list for the training programs and bundles where such prices may not be changed during the contractual year.
- 9- Specifications and methods of presenting the courses shall be according to the standards and systems of the UAE National Qualifications Authority.
- 10- The training provider may assign some of the training programs to other training entities and centres, provided that such centres meet the same conditions that the training provider met, and to obtain the prior written consent of MOHRE, or else the Ministry shall be entitled to reject the approval of the training hours.
- 11- MOHRE shall not be responsible for any financial dues resulting from contracting between the concerned training provider and the parties receiving the training services.
- 12- The training provider may not procrastinate handing the certificates of participation in the training courses to the trainees, nor delay the delivery of the results to MOHRE within the hereinabove mentioned time schedules.



## 25 Communication Channels:

**MOHRE- Service Centers Dept.**

**Contact: Mr. Khalil Al Khoury- Director of Service Centers Dept.**

Office: 02 4183991, Mobile: 0506666757

**Or contact Mr. Hassan Al Sharky, Deputy Managing Director of Service Centers Dept.**

Office: 04 7023326, Mobile: 0504333309

Financial Resources Department:



**Application for Contractor/Service  
Provider's Authorization by Service  
Centers Dept.**

**Registration Type:**

Dress Code	HR Development	Technica Systems	Publicity	Contracting and Decoration	Service Booth/Car
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License data:

License No.:

commercial

professional

Name of (Provider- Contractor)

Name of license holder ..... Name of company director.....

Type of authorized activity.....

**Contractor/Provider Address**

Emirate..... City ..... Area .....

P.O. Box ..... E-mail .....

Tel..... Fax ..... Mobile .....

Are you registered with the Ministry of Finance?

☐ Yes

☐ No

I/we hereby declare that the above given information are accurate and match the company's records, and that I/we have reviewed the conditions and guidelines to register in the service providers log at the Service Centers Dept., where I/we have accepted all its conditions and shall adhere to them.

**Employer's Signature:**..... **Seal:**.....



Required Documents:

- Copy of commercial license
- Company's portfolio describing Company's particulars and its biggest achievements
- Company's site plan
- Copy of the company's memorandum of association indicating partners' names.
- Copy of company's registration certificate at youth support entities (for youth support projects)
- Employees sheet issued by MOHRE

**Remark: The concerned committee shall evaluate you at the end of the works assigned to you annually and upon which you shall be invited to future projects.**

Service Centers Department's Use only

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The provider was registered under No

Dept. Authorization/Rejection : .....

Signature: