1. **Purpose**
   1.1. The policy statement has been prepared in accordance with Dubai Health Authority (DHA) Strategic Goal 3- Quality, Objective 3.2- To ensure quality, stability and availability of healthcare professionals in the Emirates of Dubai.
   
   1.2. To certify the competence of healthcare professionals providing healthcare services in the Emirates of Dubai.
   
   1.3. To ensure consistency and integrity of the assessment process.

2. **Scope**
   
   2.1. This policy shall apply to all healthcare professionals seeking license to practice or upgrading their professional license in the Emirates of Dubai.

3. **Policy Statement**
   
   3.1. DHA is the sole authority to supervise, regulate, license and discipline healthcare professionals.
   
   3.2. DHA healthcare professional licensure assessment process is the responsibility of HRD Director for review and approval.
   
   3.3. This policy shall be aligned with the documents, *Licensure of Health Professionals Policy, HRD/RAS/PRU/001* and *Dubai Healthcare Professional Licensing Guide*.

4. **Standards**
   
   4.1. **Prometric Exam**
   
   4.1.1. DHA shall ensure Prometric maintains high security standards, at all levels of the assessment ensuring an honest and fair test experience for the applicants.
   
   4.1.2. DHA shall oversee Prometric maintain global standards in technology, security protocols, test centre administrators and test administration operations.
4.1.3. DHA shall confirm Prometric implements a basic Biometric-signature check-in process for candidates.

4.1.4. If Prometric identifies a proxy test taker or an individual attempting to commit identity fraud, the individual will not be allowed to sit for the exam and HRD will be notified. In such a case DHA has the right to take serious disciplinary action against the candidate and the proxy which can result in blacklisting of the candidate and the proxy.

4.1.5. Due to unforeseen circumstances at the testing site, if the candidate is not able to take the Prometric exam on the assigned date, the HRD has to be notified. In such a case the HRD will extend the eligibility Identity Document (ID) for 6 weeks.

4.1.6. After payment for Primary Source Verification (PSV), the Candidate is given a period of 3 months to book the Prometic/Computer based exam (CBE). Failure to comply with the booking will result in:

   4.1.6.1. Rejection of the application.
   4.1.6.2. Candidate will have to reapply on Sheryan with the same username and password and resubmit the application.
   4.1.6.3. New reference number will automatically be generated.
   4.1.6.4. New Eligibility ID will be allocated.
   4.1.6.5. PSV receipt need to upload in order to exempt the PSV payment.

4.2. Oral Assessment

4.2.1. HRD shall ensure the assembly of an Assessment Panel of a minimum of 2-3 subject matter experts for oral assessments.

4.2.2. The subject matter experts shall comply with DHA’s Code of Conduct 2007, Administration Decision No 273 with special emphasis on Disclosure of Information and Conflict of Interest.

4.2.3. HRD may select subject matter experts from the Government sector or the Private sector or from other Health Authorities.
4.2.4. Selection of the subject matter experts is based on the subject matter experts profile and the applicant’s specialty.

4.2.5. Clinical Governance Office shall ensure subject matter experts do not have a history of disciplinary action or a pending investigation for an alleged serious professional misconduct.

4.2.6. The decision of the HRD regarding matters of Assessment and Assessment results will be final.

4.2.7. After payment for PSV, candidates have to book the oral assessment. Failure to comply will result in rejection of their application. Candidate may reapply on Sheryan with same username and password and resubmit the application.

4.2.8. For some specialties combined assessments of Prometric exam and an oral interview may be applicable.

4.3. **Assessment Results**

4.3.1. Results of Pass or Fail will be provided to the candidate through Sheryan and by email. No additional details (such as scores) will be provided.

4.3.2. Candidate with a result of “Fail” may reapply with no time restrictions between assessment dates.

4.3.3. Candidates are permitted three attempts to pass the DHA assessment.

4.3.4. Applicant is permitted to reapply after the failure to pass the third attempt if he/she submits additional DHA recognized certificate for higher or different speciality or category.

4.4. **Assessment exemption**

4.4.1. As per *Dubai Healthcare Professional Licensing Guide.*

4.5. **Appeal**

4.5.1. Appeals and complaints refer to *Customer Service and non-medical Complaints policy; HRD/CSO/001* and form for submission *Customer Complaint Form;*
4.5.2. **Prometric** - Grounds for appeal

4.5.2.1. Dissatisfaction with exam content, scheduling or test administration (testing site procedures, equipment, personnel etc.)

4.5.2.2. Appeal forms to be filled and submitted at the following website:


4.5.3. **Oral assessment** - Grounds for appeal

4.5.3.1. Evidence of any irregularity in the conduct of the assessment or content of the assessment (including administrative error), which has adversely affected the candidate’s performance.

*NOTE: The applicant must submit the Appeal Letter within two (2) weeks after receiving the results to the Customer Satisfaction Office* in HRD.

4.6. **Reschedule of Exam Date**

4.6.1. **Prometric**

4.6.1.1. Upon holding a valid eligibility number, an additional fee is required when rescheduling an exam date 5 days or more, prior to the scheduled date.

4.6.1.2. Rescheduling an exam date with less than 5 days will be required to pay the full testing fee.

4.6.2. **Oral Assessment**

4.6.2.1. Candidate may request to reschedule date of exam not less than 5 working days prior to exam date without extra fees.

4.6.2.2. No additional fees required if HRD reschedules the assessment date due to administrative issue.

5. **Procedure and Responsibility**

5.1.
<table>
<thead>
<tr>
<th>No.</th>
<th>Procedure</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td></td>
<td><strong>PROMETRIC</strong></td>
<td></td>
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<tr>
<td>1.</td>
<td>Ensure registration and creation of online account with HRD Sheryan</td>
<td>Candidate</td>
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<tr>
<td>2.</td>
<td>Confirm receipt of Sheryan user name and password</td>
<td>Candidate</td>
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<tr>
<td>3.</td>
<td>Follow application procedure as stated in the <em>Healthcare Professional</em></td>
<td>Candidate</td>
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<td></td>
<td><em>Licensing Guide</em> (available on <a href="http://www.dha.gov.ae">www.dha.gov.ae</a>)</td>
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<tr>
<td>4.</td>
<td>Ensure completion of Credentialing and PSV process</td>
<td>Candidate</td>
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<tr>
<td>5.</td>
<td>Confirm receipt of the <strong>Eligibility ID</strong> from HRD</td>
<td>Candidate</td>
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<td>7.</td>
<td>Finalize exam payment through website</td>
<td>Candidate</td>
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<td>8.</td>
<td>On the day of assessment the candidate will present valid passport</td>
<td>Candidate</td>
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<tr>
<td>9.</td>
<td>Fingerprinting (Biometric) done of candidate on the day of assessment</td>
<td>Testing Centre</td>
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<td>10.</td>
<td>Exam time permitted is 2 hours</td>
<td>Testing Centre</td>
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<td>11.</td>
<td>Exam results will not be declared immediately upon the completion of the</td>
<td>Testing Centre</td>
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<td></td>
<td>assessment</td>
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<td>12.</td>
<td>Results of PASS or FAIL will be uploaded electronically within five</td>
<td>HRD</td>
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<td>working days to the account of the candidate</td>
<td>Assessment</td>
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<td>Team</td>
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<thead>
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<tr>
<td></td>
<td><strong>ORAL ASSESSMENT</strong></td>
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<tr>
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<td>Ensure registration and creation of online account with HRD Sheryan</td>
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</tr>
<tr>
<td>2.</td>
<td>Confirm receipt of Sheryan user name and password</td>
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<tr>
<td>4.</td>
<td>Ensure completion of Credentialing and PSV process</td>
<td>Candidate</td>
</tr>
<tr>
<td>5.</td>
<td>From Sheryan select assessment date from personal account under pending</td>
<td>Candidate</td>
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<td>task</td>
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<td>6.</td>
<td>Finalize exam payment immediately online</td>
<td>Candidate</td>
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</table>
7. On the day of assessment present valid passport/ Emirates ID and CV

8. Oral assessment result will not be declared immediately on the same day

9. Results of Pass or Fail will be uploaded within 5 working days.

6. Acronyms
   6.1. CBE: Computer Base Exam
   6.2. DHA: Dubai Health Authority
   6.3. ETS: Education Training Service
   6.4. HRD: Health Regulation Department
   6.5. PSV: Primary Source Verification
   6.6. RAS: Registration and Accreditation Section

7. Definitions
   7.1. Appeal: is a process for requesting a formal change to an official decision.
   7.2. Assessment: the critical analysis and evaluation or judgment of the status or quality of a subject of appraisal.
   7.3. Assessment Panel: A group of Subject experts brought together to assess a candidate
   7.4. Assessment Tools: Questionnaires/ forms required in the Assessment process
   7.5. Biometric Signature: the unique pattern of a bodily feature such as the fingerprint, retina, iris, or voice, encoded on an identity card and used for recognition and identification purposes. Prometric uses fingerprint for identification
   7.6. Candidate: A person who applies for the Assessment.
   7.7. Credentialing: documents proving a person’s qualifications.
7.9. **Professional competence:** is the habitual and judicious use of communication, knowledge, technical skills, clinical reasoning, emotions, values, and reflection in daily practice for the benefit of the individual and community being served.

7.10. **Prometric:** a wholly-owned subsidiary of Educational Testing Service (ETS) and a trusted provider of technology-enabled testing and assessment solutions.

7.11. **Proxy test taker:** is an individual that goes to a test centre and sits for an exam registered as another individual.

7.12. **Sheryan:** is the new online licensing system for the Health Regulation Department (HRD) – Dubai Health Authority (DHA). It is for all healthcare professionals and facilities where all licensing transactions and payments are done online.

8. **Tools / Attachments**
   8.1. www.dha.gov.ae
   8.2. www.prometric.com/dha

9. **References**
   9.1. Dubai Health Authority – *Dubai Healthcare Professional Licensing Guide*
   9.2. Dubai Health Authority- *Licensure of Health Professionals Policy, HRD/RAS/PRU/001*
   9.3. Lifelong learning and physician revalidation in Europe
   9.4. Expert Panel
   9.6. HAAD Standard for Licensing Examinations
       http://www.haad.ae/HAAD/LinkClick.aspx?fileticket=TGxMOmxKMi%3d&tabid=820
   9.7. Procedure Regulations for Appeals against Assessment Decisions
       http://www.rcophth.ac.uk/page.asp?section=117&sectionTitle=Procedure+Regulations+for+Appeals+against+Assessment+Decisions

10. Performance Indicators

10.1. Total number of Prometric exams per speciality.

10.2. Total number of Oral assessments per Title.

10.3. Total number of pass and fail per specialty-Prometric.

10.4. Total number of pass and fail per Title- Oral Assessment.

10.5. Total number of appeals submitted to HRD per category.

10.6. Total number of Complaints submitted to HRD per category.

10.7. Total number of Oral exams rescheduled within 5 working days.

10.8. Waiting time to get a date for the Oral Assessment.

11. Revision History

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<th>Policy and procedure Status</th>
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