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Manual for Professional Assesment (Oral/CBT)

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Health Licensing Department

Health Regulation Sector (2023)

INTRODUCTION

Health Regulation Sector (HRS) forms an integral part of Dubai Health Authority (DHA) and is mandated by DHA law No. (14) of the year (2021) amending some clauses of law No. (6) of 2018 pertaining to the Dubai Health Authority (DHA), to undertake several functions including but not limited to:

- Developing regulation, policy, standards, guidelines, and manuals to improve quality and patient safety and promote the growth and development of the health sector;
- Licensure and inspection of health facilities (HF) as well as healthcare professionals (HP) and ensuring compliance to best practice;
- Managing patient complaints and assuring patient and physician rights are upheld;
- Strengthening health tourism and assuring ongoing growth; and
- Assuring management of health informatics, e-health and promoting innovation.
- The Manual for Professional assessment (Oral/CBT) aims to fulfil the following overarching Dubai Health Sector Strategy 2026:
 - Pioneering Human centered health system to promote trust, safety, quality and care for patients and their families.
 - Make Dubai a lighthouse for healthcare governance, integration and regulation.
 - Ensure a conducive environment to attract and develop the best health talents while enhancing the Emiratization in the healthcare sector.

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EXECUTIVE SUMMARY

This document is a manual of the “Professional Assessment (CBT/Oral)”. The Manual was developed in collaboration with key stakeholders and health regulator experts. The current document has been updated considering the new relevant regulations published in regard to the following:

- Federal Law no. (5) Of 2019 concerning the practice of the human medicine profession and its amendments
- Federal Law No. (5) Of 1984 regarding the practice of some medical professions by pharmacists and non-physicians
- Cabinet Decision no. (40) of 2019 concerning UAE Federal Law concerning Medical Liability
- Ministerial Decision no. (101) of 2022 concerning the amendment of the Unified healthcare Professional Qualification Requirements (PQR)
- Local Law no. (6) of 2018 concerning Dubai Health Authority and its amendment.

The aim of the manual is to provide a consolidated resource to assist HP and applicants in understanding and demonstrating compliance to the requirements and documentation to be submitted to Health Regulation Sector (HRS) while applying for a DHA Oral assessment or Computer Based Test (CBT).

DEFINITIONS

Authorities: The Regulatory Authorities within the United Arab Emirates according to the geographical jurisdiction, Ministry of Health and Prevention (MOHAP), Department of Health - Abu Dhabi (DOH) Dubai Health Authority (DHA) and Sharjah Health Authority (SHA).

Credentials: A process whereby a specific licensing title is assigned to a healthcare professional based on qualifications, training, experience, and current practice.

Experience: Hands-on clinical experience gained by a licensed healthcare professional during a paid employment/contractual period for full daily working hours throughout the working days. This excludes volunteer jobs, Observership, or clinical attachment.

Healthcare Professional: A person who by education, training, certification and licensure is qualified to provide healthcare services.

License: A permission granted by an authority to practice a healthcare profession.

Medical Fitness Certificate: A report issued by medical fitness centres within the last three (3) months confirming that the applicant/ HP is medically fit to practice.

Position: The term describing the applicant/ HP designation which consist of Category, Title, and Specialty.

Primary Source Verification: A process of validating documents required for licensure from the issuing organization. PSV can be referred to as Document Verification.

Qualification: Educational evidence granted by universities, colleges, academic institutes or schools that are nationally accredited or formally recognized.

Registration: First step into obtaining the license, DHA registration confirms the HP eligibility for the applied position. HP registration must be activated into a license by a hiring facility in order to start practicing a health profession.

Sheryan: is the DHA digital platform/ e-licensing system for registering and licensing HP and facilities in Dubai.

Professional Qualification Requirements (PQR): a unified document developed and issued in collaboration with the regulatory authorities in UAE (The Cabinet Resolution No. (20), 2017) which sets the professional qualification requirements necessary to license HP in the UAE and transfer of license requirements across the Emirates.

ABBREVIATIONS

CBT: Computer Based Test

DHA: Dubai Health Authority

DOH: Department of Health - Abu Dhabi

HF: Health Facility

HP: Healthcare Professional

MOHAP: Ministry of Health and Prevention

MPC: Medical Practice Committee

PQR: Healthcare Professionals Qualification Requirements.

PSV: Primary Source Verification

1. BACKGROUND

DHA is responsible to ensure the provision of safe, effective, ethical and high-quality healthcare in the Emirate of Dubai. As per Unified Professional Requirement (PQR) HPs seeking licensure, He/she might require undergoing examination/assessment to ensure and verifying that the HP meets certain standards.

2. SCOPE

2.1. Assessment/Exam processes needed for obtaining a HP license in DHA and its related professional services.

3. PURPOSE

3.1. To provide a knowledge and guidance for applicant undergoing DHA professional assessment for licensure process.

3.2. To ensure that the documents submitted for licensure to the Health Licensing Department are adequate and fulfil the requirements stipulated in the ([PQR](#)) and are in accordance with the applicable federal and local laws.

3.3. To ensure that skilled and competent HPs are licensed to practice and provide safe and high-quality health services to the population of Dubai.

4. APPLICABILITY

4.1. Applicant requesting to obtain HP licensure.

4.2. DHA licensed HP willing upgrading their title or add new registration position.

5. CHAPTER ONE: GENERAL RULES

- 5.1. DHA Licensed Healthcare Professionals are required to pass DHA assessment in order to obtain the professional license and practice their profession in the Emirate of Dubai. Depending on the healthcare professional's category The DHA assessment can be either or both:
 - 5.1.1. Computer Based Testing (CBT)
 - 5.1.2. Oral assessment
- 5.2. Specific Healthcare Professional are exempted from assessment exam as per the Unified PQR.
- 5.3. oral assessments are conducted in person or virtually via a DHA approved meeting platform.
- 5.4. Applicant shall comply and respect the directions given by DHA team, assessment panel member or assessment invigilator.
- 5.5. Applicant shall display his/her passport or copy of official ID for identity verification purposes.
- 5.6. The applicant will be notified of the result (PASS or FAIL) and no further details (such as the score or review of topics) will be provided.
- 5.7. Upon successfully passing the DHA assessment, the Registration Certificate will be issued after fulfilling the professional licensing requirements and considered valid for one year from the date of result for professionals completed their registration.

- 5.8. Applicant with “fail” result may apply again to re-do the DHA assessment, no time restriction between assessment dates and according to assessment availability process.
- 5.9. As per the published unified PQR, the applicant is allowed to reapply and sit for a total of three (3) attempts.
- 5.9.1. DHA has the right to reduce number of permitted attempts to one or two if the panel members found that there is major gap in the competency of the applicant that might put patients at risk
- 5.10. Failure to pass upon the third attempt shall result in blocking the applicant from reapplying for DHA license for two years.
- 5.11. The applicant may be granted one (1) last attempt in a different UAE Authority after failing three (3) attempts with DHA.
- 5.12. The applicant is allowed to reapply and sit for a total of three (3) new attempts if additional recognized certificate/qualification as per the published unified PQR stipulated herein is obtained or a minimum of two (2) years clinical licensed experience have been acquired post the last attempt of the exam.
- 5.13. If the applicant failed the three (3) attempts and want to apply for a lower title, it may be granted one additional attempt provided the PQR requirements for the lower title are met.
- 5.14. In case of assessment exemption, the scope of exemption is limited to Examination test (orally/CBT) and does not apply to any other exemptions for licensure requirements.

- 5.15. The cancellation or failure to attend CBT or oral assessment will not be considered a failed attempt in the assessment. However; the applicant will not be entitled for a refund for the missed assessment
- 5.16. DHA reserves the right to reject/cancel if the Oral Assessment application not processed or completed by the applicant and kept pending in his/her profile, for more than 3 months (90 days). This will additionally forfeit the applicant's right to a refund of fees, associated to the service.
- 5.17. Applicants and Panel members are not allowed to share information related to assessment session as it will be subject to legal implication. This includes but is not limited to: assessment questions, results, taking a screenshot of the DHA virtual assessment session, recording the whole/part of the session etc.
- 5.18. If cheat attempt detected, this will be considered unethical professional conduct result of exam as Fail and may result in black listing the applicant.
- 5.19. DHA reserve the right to re-examine professionals when deemed necessary.
- 5.20. The minimum number of assessment panel to begin the exam is two members at all times.
- 5.21. DHA reserves the right to select the appropriate panel members for assessment sessions. and the applicant is not permitted to interfere in such selection.
- 5.22. DHA reserves the right to cancel the assessment and/or take the necessary action on applicant's online account /license if there is breach to any obligations mentioned in this manual.

5.23. DHA is not mandated to change the panel members of the conducted assessment sessions of same applicant.

6. CHAPTER TWO: ORAL ASSESSMENT

6.1. For Physical attendance

6.1.1. DHA oral assessment can be conducted through physical attendance at specific location determined by DHA based on specialty title and availability of panel.

6.1.2. Through “Get registered” or “add upgrade professional registration” services, applicant can do scheduling oral assessment, the applicant shall select the available date for oral assessment or select a specified desirable date range, submit the application, and pay the required fees for DHA review.

6.1.3. DHA will confirm the assessment date based on availability and might be subject to change where the applicant will be notified for the type, date and time of Exam.

6.1.4. Applicant must join the assessment session 15 minutes early.

6.1.5. All DHA assessment will be conducted in English language and no translator is allowed to attend the oral assessment.

6.1.6. Applicant will receive assessment result “pass” or “fail” through Sheryan system without further details on assessment.

6.2. Exam fees are non-refundable; this includes re-scheduling, cancellation and/or no show up.

6.3. Applicant may request to reschedule the assessment for one time only in case the request is submitted more than 5 working days prior to the confirmed exam date, at no additional cost and the new scheduled date will be based on availability and might be subject to change. If reschedule request is submitted within 5 working days of confirmed exam date, the case will be considered no show and the applicant is required book for new schedule and pay new assessment fees.

6.4. For Virtual oral assessment:

6.4.1. The above aforementioned points regarding physical attendance applies and,

6.4.2. The applicant shall be seated in a comfortable distance, so that he/ she are facing the Assessment Panel members and allow visual contact of the applicant with assessment panel members.

6.4.3. Applicant shall be available alone in a closed room and turn the computer 360 degrees at the beginning of assessment session and at any time requested by DHA.

6.4.4. Applicant is not permitted to use in room any electronic communication device, smart watch, any other item with smart technology functionality or mobile phones.

6.4.5. Applicants are not permitted during the assessment to possess (whether at your desk, in your position, or around you), use or attempt to use any notes, books, or other written materials (whether in electronic form or otherwise).

- 6.4.6. Applicant is not permitted to record the assessment session where DHA only reserves the right to maintain the records.
- 6.4.7. Applicant shall comply and respect the directions given by DHA team or Assessment panel.
- 6.4.8. Applicant shall ensure laptop or computer and electric resources function properly.
- 6.4.9. The camera shall be turned on during whole assessment session and to be placed in a proper position.
- 6.4.10. Applicant shall display his/her passport copy/ID for identity verification purposes.
- 6.4.11. For assistance on how to Schedule Oral Assessment, please visit Sheryan service site via [Click here](#) , or DHA customer service via email on info@dha.gov.ae

7. CHAPTER THREE: ORAL ASSESSMENT PANEL RESPONSIBILITIES

- 7.1. There shall be no conflict of interest between the examining panel and the applicant. The applicant shall be examined for the title he/she eligible for as per the approved License application.
- 7.2. If have any Conflict of Interest (COI) with any of applicants, then panellist required to withdraw from session and notify the DHA coordinator.

- 7.3. The applicant shall not be upgraded or downgraded out of the title he/she eligible for (e.g. if the applicant does not meet the expectation for consultant title as mentioned in the form, a FAIL status shall be determined).
- 7.4. The assessment panel is requested to introduce themselves to the applicant at the beginning of the examination.
- 7.5. Smoking, eating, or using mobile phones during assessment are prohibited and to dress professionally.
- 7.6. Respect the applicant's thoughts and culture with regards to the health profession practice.
- 7.7. Assessment panel members are not allowed to ask personal questions to the applicant.
- 7.8. Oral assessment shall consist of a minimum of five (5) different scenarios/questions in areas related to the specialty or as deemed necessary by the examining panel. The given scenarios can cover the following:
 - 7.8.1. Theoretical knowledge, vertical thinking and problem solving.
 - 7.8.2. Clinical skills, best practices and the latest healthcare knowledge.
 - 7.8.3. Ethics, professionalism and communications skills.
- 7.9. Assessment scenarios/questions can be prepared earlier, before assessment session and or might be rephrased and changed according to the situation.
- 7.10. Duration of assessment can be 15 to 30 minutes minimum and can be extended according to the panel discussion.

- 7.11. Assessment coordinator must verify applicant ID and Passport to confirm the Identity before starting assessment session.
- 7.12. All panel members shall agree on one result (either pass or fail). If there is a conflict on the result, the assessment result shall be considered as “Fail”, and the applicant may apply for new assessment with different panel.
- 7.13. Panel member shall not communicate the result with the applicant and refer the applicant to DHA for releasing the result.
- 7.14. To cancel /reschedule any assessment, Panel members shall notify DHA five (5) days earlier to assessment date.
- 7.15. Assessment panel must not disclose any information acquired during the assessment session.

8. CHAPTER FOUR: COMPUTER BASED TEST (CBT)

- 8.1. The Computer Based Testing (CBT) is conducted in collaboration with outsourced provider (Prometric).
- 8.2. Before scheduling the DHA Prometric exam, please note the following:
- 8.2.1. The applicant must ensure that his name is correct before scheduling for exam
- 8.2.2. Sheryan will allocate Eligibility ID to the applicant after applying and creating an account in Sheryan, the Eligibility ID will be required to complete Prometric online schedule process.

8.2.3. Prometric exam can be booked through DHA Prometric website

www.prometric.com/DHA

8.2.4. Exam payment will be collected electronically, acceptable payment methods with Prometric include American Express, MasterCard and Visa credit cards.

8.2.5. Arrival at the testing center shall be 30 minutes before the scheduled appointment time to allow for check-in procedure.

8.2.6. DHA exam check-in procedure requires Prometric staff to positively identify candidates. As a part of Prometric's security Including but not limited to the followings:

- a. Test takers will be asked to show arms and ankles, as well as empty their pockets. Test takers will be scanned with a handheld metal detection device prior to entering the testing room (with the exception of exempt individuals).
- b. Image capture (if applicable) will be completed from the same position. Any test takers wearing masks will need to lower or remove momentarily for this process by clasping the sides or strap of the mask to remove briefly, and then re fixing in same manner. As an additional safety measure, all test takers are required to use hand sanitizer before using any fingerprint scanners.

- c. Test center staff will provide candidates with note boards and markers or paper and pencils for those who use scratch paper, where applicable by program.
- 8.2.7. Reschedule/Cancelling the DHA Prometric exam is possible and should be conducted five calendar days prior to the exam date
- 8.2.8. Reschedule/Cancel option is available in Prometric website.
- 8.2.9. Centre; specific charge will be collected by Prometric for changing appointment.
- 8.2.10. Exam fees are non-refundable; this includes cancellation and/or no show up.
- 8.2.11. Applicant must present a valid passport to the test center to serve as identification, the passport provided must match the details that given during registration.
- 8.2.12. In case the passport name is not matching with name registered in Sheryan, the candidate should contact DHA at earlier time which should not be less than 5 days from exam date. In such scenarios, DHA is not responsible for any additional charges wither for new or rescheduled exams.
- 8.2.13. The timing permitted to complete the exam question and reference material for the DHA Prometric exam are available in CBT guideline [Click](#). DHA CBT Guide is updated on a regular basis by DHA. However, this may not include the updated details of new or recently republished CBT exams which will be covered in the updated edition published by DHA.

8.2.14. After completing the DHA Prometric exam, an Exam confirmation letter with LO (learning outcome) will be issued to the applicant by prometric, this certificate aims to highlight the strength and weakness in specific exam domains in general and does not reflect any exam achievement or results. DHA calculation will be based on total number of correct answers and according to the weight of each domain in each speciality.

8.2.15. The Pass or Fail result will be issued only by DHA through Sheryan system. CBT exam result will be electronically uploaded within 2 working days in Sheryan System.

8.2.16. If applicant experience a technical problem during the exam, you must notify the Prometric exam center administrative staff.

8.2.17. For further information regarding the Prometric test center requirements and procedures, please refer to DHA Prometric website www.prometric.com/DHA

9. REFERENCES

1. UAE Government, 2019. Cabinet Decision no. (40) of 2019 concerning UAE Federal Law concerning Medical Liability.
2. UAE Government, 2017. Cabinet Decision no. (20) of (2017) concerning unified healthcare Professional Qualification Requirements (PQR) for licensing health professionals in the country.
3. UAE Government, 2019. Federal Law no. (5) of (2019); concerning the practice of the human medicine profession and its amendments.
4. UAE Government, 1984. Federal Law No. (5) Of (1984) Concerning practice of Non-physicians and Pharmacists health professions.
5. UAE Government, 1975. Federal Law no. (7) Of (1975) Concerning the Practice of Human Medicine.
6. DHA Manual for Licensing Healthcare Professionals.