

Dubai Healthcare City Authority – Regulatory

Continuous Professional Development Standards

Understanding accreditation requirements, processes and procedures

Table of contents

PREFACE	4
TERMS AND DEFINITIONS	5
1. PURPOSE AND SCOPE	6
2. APPLICABILITY	6
3. DEVELOPMENT	6
4. CONTEXT OF CONTINUOUS PROFESSIONAL DEVELOPMENT	7
4.1. WHAT IS CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD).....	7
4.2. BENEFITS OF CPD.....	7
4.3. DHCR CPD ACCREDITATION	7
4.4. BENEFITS OF CPD ACCREDITATION	8
4.5. EDUCATION PROGRAMS ELIGIBLE FOR CPD ACCREDITATION	8
4.6. EDUCATIONAL ACTIVITIES NOT ELIGIBLE FOR CPD ACCREDITATION	8
4.7. PREREQUISITES BEFORE APPLYING FOR CPD ACCREDITATION	8
4.7.1. <i>Commercial License</i>	8
4.7.2. <i>A valid Education Permit</i>	9
5. THE ACCREDITATION STANDARDS	10
5.1. EDUCATIONAL AND COMPETENCE STANDARD (ECS).....	10
ECS2: LEARNING AIMS AND OUTCOMES	11
6. EVALUATION AND QUALITY ASSURANCE STANDARDS	12
EQA1: EVALUATION AND QUALITY ASSURANCE	12
7. STANDARDS FOR PROGRAMS INVOLVING HUMAN SUBJECT VOLUNTEERS (HSV)	13
HSV1: INFORMED CONSENT	13
HSV2: INFORMATION CONFIDENTIALITY AND ASSURANCE	13
8. STANDARDS FOR PREMISES AND VENUES USED FOR HOSTING PROGRAMS	14
PV1: PREMISES AND VENUES	14
9. STANDARDS FOR FACULTY AND TEACHING STAFF	14
FTS1: FACULTY AND TEACHING STAFF	14
FTS2: FACULTY AND TEACHING STAFF FINANCIAL DISCLOSURE	15
10. STANDARDS FOR CPD PROVIDER - ORGANISATIONAL STANDARDS	15
OS1: CPD PROVIDER – ORGANISER EXPERIENCE AND DETAILS	15
OS2: CPD PROVIDER – PROGRAM MANAGEMENT	16
OS3: CPD PROVIDER – COMMERCIAL SPONSORSHIP	16
OS4: CPD PROVIDER – FINANCIAL DISCLOSURE AND CONFLICT OF INTEREST	17
OS5: CPD PROVIDER – REGULATORY AND POLICY COMPLIANCE	17

11.	TERMS AND CONDITIONS OF ACCREDITATION	18
11.1.	ACCREDITATION VALIDITY	18
11.2.	THIRD PARTY ACCREDITATION.....	18
11.3.	USE OF STATEMENTS REGARDING ACCREDITATION	18
11.4.	USE OF DHCR LOGO	18
11.5.	AUDIT AND QUALITY ASSURANCE	18
11.6.	PERMISSIONS/COPYRIGHT.....	18
11.7.	LIMITATION OF ACCREDITATION	18
12.	ACCREDITATION PROCEDURES	19
12.1.	PROCESS AND PROCEDURES	19
12.2.	TIMEFRAME FOR ASSESSMENT	20
12.3.	REVIEW OF DECISION	20
12.3.1.	<i>Approved applications</i>	20
12.3.2.	<i>Rejected applications</i>	21
12.4.	POINT CALCULATIONS.....	21
12.5.	FEE.....	21
12.6.	CERTIFICATES	21
12.6.1.	<i>Replacement certificates</i>	21

Preface

Dubai Healthcare City Authority – Regulatory (DHCR) is responsible for protecting the health and safety of patients by ensuring Healthcare Professionals (HCP) are competent and fit to practice within Dubai Healthcare City (DHCC).

Professional medical education is central to the delivery of safe and efficient patient care. DHCR aims to raise the standard of medical education within the region and enhance the academic environment by promoting high quality medical education programs.

The Education Regulation No. (5) 2013 issued in accordance with Federal Law and sets out the framework under which education services or programs may be carried out within DHCC.

Under this Regulation, DHCR has been empowered with the responsibility of establishing the standards for Continuous Professional Development (CPD) programs, approving Education Operators as 'CPD providers' and providing CPD accreditation services for individual CPD programs.

Terms and definitions

For the purpose of this standard, DHCR references the terms and definitions listed in the Education Regulation No.5 (2013). Additionally, the following apply:

Accreditation refers to the formal system of review, evaluation and approval of an education program meeting the requirements of Continuous Professional Development program.

Continuous Professional Development (CPD) is a continuing learning process that providing healthcare professionals the opportunity to maintain their knowledge base and performance throughout their working life.

CPD Provider means an approved Education Operator authorised to conduct CPD programs under the terms and conditions of the Education Permit it holds.

Dubai Healthcare City (DHCC) means the Dubai Healthcare City established in the Emirate of Dubai under Resolution No. (9) of 2003.

Dubai Healthcare City Authority – Regulatory (DHCR) is the regulatory body of Dubai Healthcare City Authority. An independent licensing and regulatory authority for all healthcare providers, medical, educational and other business operating within DHCC.

Education Permit means the authorization issued on behalf of DHCR under the Education Regulation and the applicable Rules, Standards and Policies allowing it to conduct one or more Education Programs in DHCC;

Licensed Healthcare Operator (HCO): a hospital, clinic, laboratory, pharmacy or other entity providing Healthcare Services in DHCC, holding a Clinical Operating Permit duly issued by the Registry of Companies in accordance with the Healthcare Operators Regulation and the applicable Rules, Standards and Policies;

Licensed Healthcare Professional (HCP): a natural person engaged in a Healthcare Profession holding a License duly issued by the Licensing Board in accordance with the Healthcare Professionals Regulation and the applicable Rules, Standards and Policies;

Acronyms:

Academic and Research Department: ARD
Continuous Professional Development: CPD
Dubai Healthcare City Authority – Regulatory: DHCR

1. Purpose and Scope

This standard sets out the regulatory requirements applicable to all Operators seeking accreditation for CPD programs from DHCR. In developing these standards, DHCR has taken into account international standards and principles which promote high quality.

It defines and describes the context and scope of CPD programs eligible for accreditation, outlining the regulatory requirements and the processes to follow when seeking accreditation at DHCR.

This document and the standards it sets out must be implemented when conducting CPD programs which are accreditation at DHCR.

2. Applicability

This document and the standards its sets out apply to all approved Education Operators (referred to as CPD Providers) that have requested CPD accreditation by DHCR. It will also apply to any organization or individual not licensed in DHCC that is intending to collaborate with an approved CPD provider established in DHCC.

3. Development

This document has been developed by the DHCR Academic and Research Department under the auspices of the DHCR Academic and Research Council in conjunction with the DHCR Professional Licensing and Clinical Affairs Department.

4. Context of Continuous Professional Development

4.1. What is Continuous Professional Development (CPD)

Continuous Professional Development (CPD) is a continuing learning process that provides healthcare professionals with the opportunity to maintain their knowledge base and performance throughout their working life. It enables healthcare professionals to improve their standards across all areas of their practice, including the professional roles that they currently perform and those that they plan to perform in the future.

CPD points can be obtained as a result of attending an accredited CPD program. Healthcare professionals licensed by DHCR are required to provide evidence of fulfilling a required number of CPD points applicable to their profession.

The Professional Licensing Department (PLD), DHCR publishes individual CPD points requirements per healthcare profession. By gaining the required number of CPD points, licensed healthcare professionals comply with DHCR's relicensing requirements. (refer to the PLD guidance on relicensing requirements accessed on the DHCR website).

4.2. Benefits of CPD

Engaging in CPD helps individuals to demonstrate ongoing commitment and competency professionally. Training and learning increases overall capability, and complements career aspirations. CPD enables individuals to adapt positively to changes in work/industry requirements. Planning CPD helps to be more efficient with time, and recording CPD accurately provides evidence of professional development, this can be useful for supervision and appraisals.

Participating in CPD demonstrates a clear commitment to self-development and professionalism. CPD provides an opportunity for an individual to identify areas of development and to resolve these in a recognisable approach to improvement.

4.3. DHCR CPD Accreditation

DHCR awards independent CPD accreditation which is compatible with global CPD standards. Accreditation is based on the following aims, which are reflected in these standards:

- To confirm that the content of the educational program is relevant to the continuing professional development of healthcare professionals
- To encourage the appropriate evaluation of educational activities.
- To support maintenance of a published list of accredited activities which may assist completion and submission to annual CPD portfolios for healthcare professionals and their professional license renewal.

- To help healthcare professionals in justifying attendance and participation in CPD events.

4.4. Benefits of CPD Accreditation

DHCC encourages Operators to become actively involved in CPD.

Accrediting an educational program demonstrates the program has met internationally accepted standards to verify the program is likely to offer a high-quality learning experience.

By obtaining accreditation, the Operator affirms that the purpose of the program is to serve the educational needs of healthcare professionals and improve patient care and not to promote any products and services of commercial interests.

For a CPD provider, recognition of these factors may assist in attracting delegates, especially those collecting CPD points for relicensing purposes.

Accredited events will receive the benefit of the use of the strapline '*Accredited by the Dubai Healthcare City Authority – Regulatory CPD Accreditation Committee for up to (x) number of CPD credit hours*'.

4.5. Education programs eligible for CPD accreditation

DHCR will consider all educational programs (except those specified in 4.6) providing it is evidenced they meet the standard requirements as per the accreditation standards.

4.6. Educational activities not eligible for CPD accreditation

Education programs not eligible for CPD accreditation include, but are not limited to, the following:

- Internship and Residency programs
- CPD for non-practicing healthcare professionals
- Programs which, when completed lead to a formal qualification, such as Certification, Master or PhD degree
- Departmental meetings or medical society internal meetings, endorsements, ward rounds and case revisions.
- Community and patient awareness sessions.
- Public directed activities.
- Staff induction and orientation programs.

4.7. Prerequisites before applying for CPD accreditation

4.7.1. Commercial License

A valid Operator's Commercial License which includes the required authorisation to host or conduct education programs is required. The Operator is responsible for updating the Commercial License and the Operating Permit to ensure all business activities are appropriately captured. (*Refer to the*

Education Permit Operators Guide for guidance on how to become an approved Education Permit Operator).

4.7.2. A valid Education Permit

CPD accreditation applications are only accepted from Operators that hold a valid Education Permit and have been approved as a CPD provider. Where an Operator does not hold a valid Education Permit, CPD accreditation application may be accepted if the program is to be held in collaboration with an approved Operator. Proof of collaboration will be required.

5. The Accreditation Standards

The standards described herein are qualitative characteristics which define the evidence required from CPD Providers to be awarded accreditation and against which provision or performance can be evaluated. Under each standard are a number of criteria are provided. The criteria describe what is required from applicants to meet a standard.

CPD providers seeking accreditation must provide clear evidence of compliance with the set standards and demonstrable evidence of meeting the specified criteria to be awarded accreditation by DHCR.

Standards and criteria are arranged into sections as set out below:

- Educational and Competence Standards
- Evaluation and Quality Assurance Standards
- Standards for programs that use Human Subject Volunteers
- Standards for Premises and Venues used for hosting programs
- Standards for Faculty and Teaching Staff
- Standards for CPD Provider – Organisational Standards

5.1. Educational and Competence Standard (ECS)

ECS1: Target audience	
There should be a clearly defined target audience.	
Criteria	<ul style="list-style-type: none"> ▪ <i>The program must be predominantly aimed at the scope of practice and licensing category of its target audience.</i> ▪ <i>The intended audience and content level and must be of a reasonable number and clearly specified.</i> ▪ <i>The target audience or subject matter of the program should fall within the authorised scope of the healthcare Operator and the practice should be permitted.</i>

ECS2: Learning Aims and Outcomes

Clearly defined learning aims that reflect the overall purpose of the activity must be included.

Criteria

- *A clear statement describing the intent, intellectual challenge and skills development to be attained.*
- *A clear statement showing how the participant would benefit from attending the program in professional terms.*
- *At least one clearly defined learning aim and at least three well defined measurable learning outcomes should be provided.*

ECS3: Needs assessment

The program must be of benefit and shall serve educational needs of participants.

Criteria:

- *Provide evidence of undertaking adequate planning processes and thorough needs assessment in support of the proposed program.*

ECS4: Program structure and content

There should be a detailed statement outlining the structure and content of the programme.

Criteria

- *The program should have a scientific or educational purpose only.*
- *Educational content should be authoritative, accurate, based on balanced evidence and free from unjustifiable commercial influence or bias.*
- *Each topic and subtopic should be given with reference to any evidence, products or technologies used by presenter(s) or facilitator(s).*
- *A full timetable listing educational and other programme activities should be provided.*
- *The program should be structured with appropriate breaks for participants.*

ECS5: Delivery methods

Delivery methods should be appropriate to the learning aims and outcomes set for the participants.

Criteria

- *There should be a clear statement of what delivery methods are used. For example, Workshops, Seminars, Scientific Conferences, Update Lectures and Website Learning.*
- *Delivery methods should be up-to-date, using appropriate language, style and pace and conducive to learning*
- *Teaching methods should be relevant to the defined learning aims and outcomes.*

ECS6: Assessments

Where a CPD program includes an assessment as part of the program, it should be specified.

Criteria

- *A clear description of the proposed assessment should be provided.*

6. Evaluation and Quality Assurance Standards

EQA1: Evaluation and Quality Assurance

A well-defined process for quality assurance is integral to receiving CPD accreditation and must include an assessment process that evaluates the intended learning.

Criteria

- *A clear statement outlining how the CPD provider plans to evaluate the program.*
- *Methodology for evaluating effectiveness must be appropriate to the program, in light of its proposed objective (s), and shall use measures such a satisfaction, knowledge, skills, practice application and health status improvement.*
- *Copy of the proposed program evaluation to evidence that participants are asked to evaluate both the program and speaker*

- *Assurance that compliance to the required measurements can be assessed by regulators to assess the effectiveness of a program in line with its originally stated objectives by agreement to provide any evaluation and quality assurance materials on request.*

7. Standards for programs involving Human Subject Volunteers (HSV)

HSV1: Informed Consent

Where a program involves practical or hands-on skills (live) training involving volunteers, patients or staff, provisions must be in place to ensure adequate informed Consent is taken.

Criteria

- *Clear evidence that confirms that Informed consent of the human subject volunteer has been obtained.*
- *Evidence of policy documents governing informed consent are available and comply with relevant laws, regulations and policy requirements.*

HSV2: Information Confidentiality and Assurance

Where a program involves practical or hands-on skills (live) training involving volunteers, patients or staff, provisions must be in place to ensure information confidentiality rules and regulations are maintained

Criteria

- *Evidence of policy documents governing information confidentiality and assurance are available and comply with relevant laws, regulations and policy requirements.*
- *Clear evidence that confirms that the human subject volunteer has been informed of information confidentiality, assurance is evidence and consent has been obtained.*

8. Standards for Premises and Venues used for hosting programs

PV1: Premises and Venues
CPD providers must ensure the venue is adequate with appropriate resources and provides an environment that is conducive of learning.
Criteria <ul style="list-style-type: none">▪ <i>Evidence that the premises/venue selected is appropriate to the program, 'fit for purpose' meeting all physical requirements</i>▪ <i>Operator declaration outlining the intent to conduct a program that involves hands on or practical training</i>▪ <i>Programs that include practical or hands-on skills training are required to hold the appropriate DHCR Clinical Operating Permit which allows the practice to be undertaken at the premises.</i>

9. Standards for Faculty and Teaching Staff

FTS1: Faculty and Teaching Staff
CPD providers must demonstrate that the faculty staff qualifications and expertise are appropriate to deliver the educational program.
Criteria <ul style="list-style-type: none">▪ <i>Presenters/faculty/teaching staff/facilitators must have relevant and current expertise, knowledge, and skills to deliver their aspects of the program.</i>▪ <i>Faculty or teaching staff conducting practical classes or hands-on skills training which involves volunteers, patients or staff must be licensed by DHCR Professional Licensing Department and providing training within their licensed scope of practice¹.</i>

¹ DHCR may at its discretion authorise faculty or teaching staff who do not hold DHCR licenses to provide any such training program where an individual holds a valid license issued by another recognised health regulator.

FTS2: Faculty and Teaching Staff Financial disclosure

All faculty, speakers, or teaching staff presenting in DHCR accredited programs shall have no potential conflicts of interest or commercial support that may bias their presentation.

Criteria

- *All faculty must provide disclosure regarding any interest they may have relating to the event.*
- *The CPD provider shall make each faculty's disclosure available at the time of seeking accreditation.*

10. Standards for CPD Provider - Organisational Standards

OS1: CPD Provider – Organiser Experience and Details

CPD providers must have relevant experience and facilities to conduct the program and shall have in place an efficient and transparent administrative process

Criteria

- *The CPD provider should have relevant professional and clinical experience for the programs it intends to deliver.*
- *There should be a clear statement providing information regarding the facilities and the organisational arrangements made for the program.*
- *The provider shall demonstrate efficiency, sound management and advance planning to allow potential participants sufficient time to decide whether to attend programs.*
- *The CPD provider should allow at least twenty working days prior to the program date before seeking accreditation.*

OS2: CPD Provider – Program Management

CPD providers must provide a clear statements detailing the organisational arrangements made for the program, including proposed management, and monitoring.

Criteria

- *Clear information concerning administrative support and contact details should be provided.*
- *Evidence that registration will be taken and recorded for all participants attending.*
- *The CPD provider shall retain the list of attendance for a period of 24 months.*
- *The attendance register should be provided to the DHCR upon request for the purposes of monitoring and verification*

OS3: CPD Provider – Commercial Sponsorship

CPD providers are responsible for ensuring a program is not influenced or biased by commercial organisations. Any commercial sponsorship should clearly be stated and should not influence the educational program content or structure.

Criteria

- *Where there is commercial involvement, CPD providers must declare this involvement and provide a clear statement providing assurance that the educational program is not inappropriately influenced or biased by commercial involvement.*
- *Any sponsoring company must provide full details which specify any input that the sponsor has into the educational aspects of the program.*

The CPD provider shall:

- *Maintain control of educational content and disclosure to the participants all financial relationships, or in the absence of any, between any commercial source and the CPD provider or any presenters in the CPD program.*
- *Assure that all participants in the program are aware of any commercial support for such programs and the identity of each commercial source.*
- *Accept commercial support from a commercial source only in the form of an educational grant to support the program. All such commercial support shall be acknowledged in printed materials and brochures distributed in conjunction with the program.*
- *Not allow arrangements for commercial exhibits in conjunction with a program that it provides to influence the planning of or interfere with the presentation of that program.*

- *When a commercial product is displayed in conjunction with a program, the CPD provider shall assure the participant's accreditation by DHCR for the program does strictly not imply endorsement of such commercial product.*
- *Ensure when research is conducted by a commercial company that it is presented as part of the CPD program, the scientific objectivity and relevant research ethics approval (s) is evidenced.*
- *Provide assurance that participants in a program are informed if a presentation refers to the use of a product that is not approved for such use by the appropriate regulatory bodies (off-label use of a product)*

OS4: CPD Provider – Financial Disclosure and Conflict of Interest

CPD providers must ensure all faculty, speakers, or teaching staff presenting in DHCR accredited programs shall have no potential conflicts of interest or commercial support that may bias their presentation.

Criteria

- *Must ensure all faculty and teaching staff are informed on the standards relating to financial disclosure and conflict of interest.*
- *CPD providers must ensure all faculty and teaching staff provide disclosure regarding any interest they may have relating to the event.*
- *The CPD provider shall make each faculty's declaration available prior to the commencement of the program.*

OS5: CPD Provider – Regulatory and Policy compliance

CPD providers must comply with DHCR regulatory and policy requirements.

Criteria

- *The CPD provider shall comply with the requirements and conditions as set out in DHCR's Education Policy Framework .*
- *The clinical content of all programs should follow appropriate consent, data protection, confidentiality policies and any other applicable regulations as issued by DHCR.*

11. Terms and Conditions of Accreditation

CPD programs accredited by DHCR will be subject to the terms and conditions outlined below:

11.1. Accreditation validity

Accreditation will only be valid for the specified program unless otherwise stated. There is no automatic renewal of DHCR accreditation for repeat programs. Once accreditation has expired, the provider must reapply for accreditation for any subsequent programs.

11.2. Third party accreditation

Accreditation from DHCR is not transferable between providers. Where a program is accredited by DHCR for an approved CPD provider and the program is transferred to another provider, the provider cannot state that the event is accredited by DHCR. The provider of the activity/event must apply for CPD Accreditation itself.

11.3. Use of statements regarding accreditation

Approval must be sought specifically for the use of the statement, 'Accredited by DHCR CPD Accreditation Committee for up to x number of CPD credits'.

Providers may only issue this statements on receipt of a final confirmation which states that their activity has been accredited and once full payment for the review fees has been received.

11.4. Use of DHCR logo

DHCR does not provide use of its logo for the purposes of CPD accreditation. The initials 'DHCR', the words 'Dubai Healthcare City Authority - Regulatory', and the Government of Dubai logo may not be used without the written consent from DHCR.

11.5. Audit and Quality Assurance

DHCR reserves the right to send a representative to review any program that has received CPD accreditation.

11.6. Permissions/Copyright

It is the responsibility of the CPD provider to check that permission/copyright is obtained and any breach of this requirement may allow DHCR at its discretion to withdraw accreditation.

11.7. Limitation of accreditation

DHCR must be informed if any significant changes are made to the structure, program, and educational content or to those delivering the program.

DHCR retains the right to withdraw CPD accreditation for an activity at any time, for any reason, including one or more of the following reasons:

- significant changes to educational content;
- significant changes to the presentation format;
- failure to disclose to DHCR any conflict of interest on the part of the organiser, provider or speakers;
- misuse of any logo or wording of DHCR

12. Accreditation Procedures

12.1. Process and procedures

Applications must be made to the Academic and Research Department, DHCR and shall be made by the authorised person on behalf of the named CPD Provider.

The review and assessment will be performed by members of the CPD Accrediation Committee, Academic and Research Department, DHCR. Where required decisions may be deferred to subject matter experts.

No application will be accredited retrospectively or during the period of conducting the program.

All applications must be submitted using the correct application form, with all necessary supporting documents twenty (20) working days before the start date of the proposed program.

Table 1 summarises mandatory documents required for all accreditation applications.

Urgent applications may be accepted at the discretion of the Academic and Research Department. Such applications will be subject to an expedition fee.

One hard copy application with supporting documents and soft copy (by email or on disk) and shall be submitted to the Academic and Research Department.

Applicants should ensure all text is in English and the print is clearly legible.

Hard copy applications should be sent to:

Dubai Healthcare City Authority – Regulatory
Academic and Research Department
Building 27, Ground floor, Block C
Dubai Healthcare City, Dubai

Applications sent by email should be sent to:

Education@dhcr.gov.ae

Table 1: List of minimum documents required for accreditation.

Document Type	
CPD Accreditation Application Form	Mandatory
Faculty Disclosure Form (s)	Mandatory
CVs of all faculty/speakers	Mandatory
Program Agenda	Mandatory
Clearly defined learning objectives	Mandatory
Program Evaluation	Mandatory
List of companies providing sponsorship	Mandatory
Copy of commercial support agreement	Mandatory where applicable
Copy of promotional material or advertisements for the proposed activity	Mandatory where applicable
Proof of payment	Mandatory

12.2. Timeframe for assessment

CPD Accreditation review meetings shall take place on a fortnightly basis with ad-hoc meetings as required. Applicants can expect to receive feedback within 14 working days of submitting the application.

Applications received for expedited will be advised of the timeframe on receipt by the Academic and Research Department.

12.3. Review of Decision

DHCR may at its discretion reject application requests that are incomplete, beyond the scope of CPD, not received in time to consider review or failed to meet requirements as per this document.

12.3.1. Approved applications

CPD providers with successful applications will be notified about the status of their application and number of awarded CPD points by email.

If there are any conditions to approval, these will be stated within the notification.

The CPD provider must address all items prior to the commencement of the program, otherwise accreditation will be invalid.

12.3.2. Rejected applications

CPD providers with unsuccessful application will be informed about the reason for rejection. The provider may respond and provide clarification or further information as appropriate, Further review or accreditation of any such program is at the discretion of DHCR.

12.4. Point Calculations

One CPD point normally represents learning that is equivalent to one hour of educational engagement. Hands-on training or practical programs may be provided additional points at the discretion of DHCR.

12.5. Fees

All applications for CPD accreditation will be subject to fees as specified in the current price list which can be found at www.dhcr.gov.ae All fees are non-refundable and non-transferable in all circumstances.

12.6. Certificates

Certificates of attendance will be issued on behalf of DHCR by the Academic and Research Department and will be subject to an issuance fee in accordance with the current price list.

Certificate requests must be made using the Certificate Request Form which can be accessed at the DHCR website. (www.dhcr.gov.ae/Education/CPD/Certificates).

Certificate requests should be received within sixty days of the completion of the program. Any request made after this period will not be issued.

12.6.1. Replacement certificates

Requests for replacement Certificates of attendance issued by DHCR may only be accepted within two years of the date of first issue and will be subject to an additional reissue fee in accordance with the current price list.

DHCR will not issue any replacement certificates where the request exceeds this period. Replacement certificate requests must be made in writing using the Replacement Certificate Request Form which can be accessed at the DHCR website. (www.dhcr.gov.ae/Education/CPD/ReplacementCertificateRequestForm).