



**RULES AND REGULATIONS PERTAINING TO HEALTH  
& SAFETY TRAINING**

**Guidance Document  
Health Control Section  
Health & Safety Department  
Dubai Municipality**

## Introduction:

It is a legal requirement that staff who are involved in the handling of health related establishment are trained on health & safety to a level commensurate with their work activity. The responsibility for the supervision and training of staff lies with the person in charge of the health related business. Training and education is increasingly being recognized as a critical in health & safety assurance. Health & Safety Trainings are fundamentally important to any health & safety system and inadequate training, instruction and/or supervision can pose threats to health & safety. Health & safety training is essential to promote awareness in health related-handling personnel of their roles and responsibilities for health control section . health related establishment handlers need the knowledge and skills to handle to health & safely and hygienically, and personnel need an appreciation of the requirement to protect from infection transfer . Training impacts the success that we aim to achieve from the implementation of health & safety guidelines .It would also help to improved business outcomes in the form of reduction in customer complaints, reduced cost with internal or external failure of products, reduced cost of testing, reduction in penalties and better health inspection grade.

## DEFINITIONS

**"Examination"** shall mean an examination in health & safety, leading to a Qualification approved by the Department, conducted in accordance with the provisions of this Guidance Document.

**"Department"** means the public health & safety Department of Dubai Municipality.

**"Health Related Establishment "** which include Establishments like Gents salon , Ladies salon , Kid salon that located in Dubai and competent to provide services like Hair cutting & Dressing , Cosmetic & Personal care , Henna , Hair fixing , Health spa , Massage & Relaxation , Body Tanning , Oriental bath .

**“Health Related Establishment Employees”** those Employees working as a Barbers , beauticians , Kids Barbers , Henna staff , Hair fixing staff , Health spa staff , Body masseur , Body Tanning staff & Oriental bath staff .

**“Person in Charge”** means a person directly responsible for the supervision in the Health Related Establishment and has direct authority, control over employees that work in the sterilization , cleaning , storing & other health related work .

**“Person in Charge Certified in Health & Safety”** means a Person in Charge, who has successfully completed a health & safety course appropriate to the type of health related business.

**“Company Registration”** It is the process where public health & safety Department of Dubai Municipality keeps the records containing the information furnished by the applicant before commencing the operation. This information should include name and address of the establishment and other relevant information. This can be done online.

**“Approval Committee”** The committee created to organize the operations of these companies in addition to their follow up and approvals. The committee is composed of the officials from public health & safety Department . The official staff shall be responsible for verification of the documents, approval of trainers and training centers and the Head of public health & safety Department shall be authorized to sign the approval letter.

**“Authorized Official”** It is the official staff of the public health & safety Department who is authorized to audit the training centers.

**“Training Certificate”** It is the certificate issued by a training company indicating that a staff has successfully passed a training session in the field of health & safety . A certificate of successful completion shall be issued to a person after passing the training evaluation set out by training companies.

## Section I

### RULES AND REGULATIONS PERTAINING TO THE REQUIREMENT OF HEALTH & SAFETY TRAINING IN HEALTH RELATED ESTABLISHMENTS

Health related establishments should develop and implement appropriate training programs as per the requirements of public health & safety Department of Dubai Municipality. Persons in charge of health & safety must conduct a training needs assessment of all the personnel in the establishment such that appropriate and adequate training programs are developed for all employees and implemented. After the training, there should be adequate instruction and supervision of personnel and ongoing monitoring of health & safety practices and behavior.

#### 1. General Requirements

a. All staff working in a health related establishment must be formally trained on health & safety to a level appropriate to the type and nature of work they do.

b. Staff should be trained in health & safety to a level appropriate to the job they perform. Such trainings should also be based on the level of health & safety risk in the health related establishment. Factors for assessing the level of health & safety risk include:

- 1- Ladies or Gents salon .
- 2- Kids Hairdressing salon .
- 3- Oriental Bath for Ladies or Gents.
- 4- Tanning center.
- 5- Fitness Center for Ladies or Gents.
- 6- Relaxation Massage center Ladies or Gents.

- c. Formal health & safety training should be obtained from a trainer approved by the Department.
- d. The Certificate of training for the staff shall be retained in the establishment and should be provided to the representatives from the Health Control section when required.
- e. The Health & safety Inspection Officer assigned to inspect the Health related establishment can recommend the withdrawal of the certificate and recommend retraining and certification if the staff is found ineffective in managing Health & safety.

## 2. Role of the Person in Charge

- a. The Person in Charge ( PIC) of health & safety should have levels of health & safety knowledge and competencies that will allow them to judge potential health & safety risks and take appropriate action. This is provided as a separate document.
- b. The PIC should also maintain a documented training plan for all employees based on their training needs.
- c. The PIC should verify the effectiveness of the training.
- d. The PIC should make periodic assessment to verify the effectiveness of training in terms of delivered knowledge, skills and ability.
- f. The PIC must maintain records indicating those employees who have been trained and their relevant particulars.

## 3. Continuing Educational Training

- a. Every health related establishment should promote health & safety education through ongoing training, which may include additional classroom instruction, on-the-job training, health & safety certification from a recognized program of instruction, seminars, and employee meetings.
- b. Staff should participate in a refresher or updating course after one year of training, or, shall be retrained if deterioration in health & safety practices is noticed.
- c. The PIC shall provide evidence of continuous learning and refresher training for all staff.

## Section II

### RULES AND REQUIREMENT PERTAINING TO TRAINING

#### COMPANIES AND TRAINERS

This document outlines the responsibilities of the public health & safety department and the requirements for training companies and trainers who offer health & safety training in health related establishments in Dubai. It describes the roles and responsibilities of the, Trainers and Training Companies that provide the training and specifies the conditions that have to be met while delivering training and offering certifications.

#### **1. Role of Public Health & Safety Department**

The role of public health & safety Department in relation to the training is to:

- i. Develop training programs and qualifications.
- ii. To set approval criteria for trainers based on technical expertise, competence, qualifications and experience;
- iii. Monitor program implementation and Ensure compliance.
- iv. Investigate and reported cases of non compliance.
- v. Investigate complaints received from trainees, health related establishments, training companies and consumers.
- vi. Revoke or suspend approval of the trainer or training company.
- vii. Monitor and evaluate the implementation and outcomes of the training programs;
- viii. Review and change programs where evaluation of the implementation of health & safety show that the objectives of the programs are not achieved .

## 2. Requirements for Training Companies

### 2.1 . General Requirements

- 2.1.1 Training companies will be approved for a period of one year unless the approval is revoked earlier by public health & safety Department or surrendered by the company.
- 2.1.2 Training companies with appropriate license from the Department of Economic Development or similar authority in Dubai can apply for approval with public health & safety Department. The license should clearly state the business activity associated with health & safety training.
- 2.1.3 Training companies shall have at least one full time trainers with the knowledge, experience and skills required to meet the criteria set out in document.
- 2.1.4 Training companies must have adequate systems and resources in place – including staff and, where appropriate, equipment, materials and training room– to support the delivery of the training programs. They must ensure that their staff are competent and have access to appropriate training, guidance and support.
- 2.1.5 Training companies must have a named point of contact. This means that when a candidate has a query regarding any aspect of a qualification, or public health & safety Department needs to make contact with a training company; it must be clear to whom they should direct enquiries and correspondence.
- 2.1.6 Training companies must use training materials that are approved by or public health & safety Department and follow the recommended lesson plan.
- 2.1.7 Training companies must adhere to the quality process and procedures of or public health & safety Department at all times.

### 3. Requirements for Trainers

#### 3.1. General Requirements

- 3.1.1 A Health & safety trainer shall be approved by public health & safety Department.
- 3.1.2 A Trainer can be a full time employee in a Health related establishment or employed in an establishment authorized and approved by public health & safety Department to conduct health & safety training.
- 3.1.3 The trainer shall have
- I. a clear understanding of the competence standards .
  - ii. the necessary knowledge, qualifications, experience to explain adequately why these standards are required .
  - iii. the necessary training skills to deliver the training program effectively .
- 3.1.4 The trainer shall design and deliver a planned program of training/instruction which focuses on the training need of the trainee and on achieving competences particular to the workplace.

#### 3.2. Applying for trainer approval

The process of certifying applicants for their suitability to work as health & safety trainers includes an assessment by public health & safety Department. To allow public health & safety Department to make a decision on whether an applicant meets the criteria for approval as a trainer, each application must provide the following supporting information through the online services of Dubai Municipality:

- I. Records of training and qualifications.
- ii. Detailed résumé of relevant experience.



### **3.3. Qualification, Experience and Knowledge**

Trainers must demonstrate that they have the relevant qualifications, knowledge, experience, and skills in health & safety and training.

#### **3.3.1. Health & Safety Qualification:**

I. Trainers should hold a verifiable Degree, Diploma or an Advanced Certificate that encompasses one or more of the following topics:

- Environmental/Public Health
- Health Science or Health Technology
- Microbiology.

(The minimum duration of the certificate course should be 6 months)

#### **3.3.2. health & Safety Experience**

Trainer should have at least two year's experience in Health & safety related job responsibility in one or more of the following areas:

- Supervision of Health related establishment ( practices , cleaning & sterilization )
- Providing consultancy in health & safety
- Regulatory authority with health & safety responsibilities
- Quality assurance or control in health & safety .
- Health & Safety training at an appropriate level .

#### **3.3.3. Training Qualifications**

Trainers should hold a teaching qualification recognized by Public Health & safety Department. Either a Certificate, or a Degree in Education, or a certified Train the Trainer qualification with at least 18 learning hours should be sufficient .

### **3.4. Demonstration of skills**

The trainers may be required to demonstrate their training competence to Public Health & safety Department. This could be a part of the verification process for initial approval or a part of the ongoing assessment process to ensure compliance at a later stage.

### 3.5. Exemption to a formal Health & safety qualification

An exemption can be obtained if the trainer has more than 5 years of relevant experience and can demonstrate sufficient knowledge and skills through a practical assessment conducted by Public Health & safety Department. The assessment will determine the applicant's knowledge and capability to train in a professional and efficient manner.

### 3.6. Continuing Professional Development for Trainers

Trainers should strive to continually update and improve their knowledge of issues and developments within the arena of health & safety, and apply that knowledge for training. CPD, by definition, implies that an individual is already qualified, and that they are, through CPD, maintaining and enhancing their skills. CPD contributes to three basic areas:

- Maintenance of professional competence
- Enhancement of existing knowledge and skills
- Development of new knowledge and skills.

The CPD points for various programs can be obtained from Public Health & safety Department.

#### ***To retain the approval to train, trainers must:***

- i. Attend information up-date days provided by the Municipality .
- ii. Maintain a continuous, up-to-date and accurate record of their CPD activities;
- iii. Present a written profile containing evidence of their CPD to Public Health & safety Department.
- iv. Demonstrate that their CPD activities are a mixture of learning activities relevant to current or future practice (see learning activities below);

### 3.6.1 Annual Requirements

i. Public Health & safety Department requires a minimum of 30 hours CPD per annum for all trainers. The details of the CPD points should be submitted to the department by 31st of December each year and should list all the trainings covered in that year.

ii. The learning activities undertaken should help in improving the existing knowledge of the trainer. A trainer's CPD should include activities such as formal Training and professional activities (e.g. training programs, workshops, conferences, involvement with professional bodies, campaigns, writing journal articles etc)

iii. CPD activities should be separate from the trainings and qualifications that are a part of the basic requirements to be a trainer and the routine work of the trainer.

## 4. Design, Delivery and Assessment of Training Programs

### 4.1 Training Materials

The trainer shall only use training materials that are reviewed and approved by Public Health & Safety Department. This includes books, handouts and audio-visual aids.

### 4.2 Course Plan

4.2.1 The trainer should provide the training course plan and the schedule of training sessions to Public Health & Safety Department. at least 5 working days before the training is conducted. The information about the course plan must include.

- Training dates and timings
- Details of the venue
- Number of trainees
- Course language
- Examination time

4.2.2 Any changes in the planned schedule shall be reported to Public Health & Safety Department.

4.2.3 The trainer should confirm the language of examination with every trainee on the first day of the training to ensure that the examinee can fully comprehend the language used for the assessment.

### 4.3 Training Room

- i. Training should be conducted in rooms that are suitable and solely dedicated for that purpose.
- ii. Training rooms should have adequate lighting and ventilation, and the type of seating should be suitable for the trainee's comfort.
- iii. The room should be as quiet as possible and free from any other activities that could distract trainees. Restaurant dining areas and rooms that have other activities that could distract the trainees should not be used for training.
- iv. There should be sufficient space between the trainees with a minimum distance of one meter between two people.
- v. Number of trainees should not exceeded 20 person .

### 4.4 Training Delivery

#### 4.4.1 Health & Safety Course – Level 1 (Basic training)

Training providers shall provide the training through trainer-led lecture sessions. The training contact time including the breaks shall not be less than 6 hours. The instructor should consider expanding the number of contact hours when a review of the participants reveals learning disabilities, language barriers or other factors which may inhibit learning.

#### 4.4.2 Health & Safety Course – Level 2 (PIC)

Training providers shall provide the training through trainer-led lecture sessions. The training time excluding the examination shall not be less than 10 guided learning hours. The instructor should consider expanding the number of contact hours when a review of the participants reveals learning disabilities, language barriers or other factors which may inhibit learning.

#### 4.5 Assessment

4.5.1 Examinations and assessment of candidates shall be conducted by training companies.

4.5.2 Examinees should be given the language options suitable to them. Examination should not be conducted in languages that the trainees cannot comprehend.

#### 4.6 Training Fee

Basic training Level 1

Company Training Fee- 125 AED per person for 6 hour (English + Arabic + other languages )

PIC Level 2

Registration with the Awarding Body- 150 AED

Training Fee- 600 AED

Total fee- 750 AED per person for 2 days ( not less than 10 hour) training .

Training centers shall not charge a fee less than the amount stipulated above.  
The payment includes the relevant training materials.

### ANNEXE 1 Learning Objectives

Learning objectives and outcome should be based on what the health & safety objectives are. The objectives listed below can vary depending on the type and nature of the health related business. It is recommended that the Person in Charge makes the decision in consultation with the Health & safety inspection officer.

### **Health & Safety Course – Level 1 ( Basic training )**

1. Demonstrate commitment to good cleaning & sterilization practice.
2. Maintain good personal hygiene and infection control.
3. Maintain building and an effective pest control system.
4. Maintain a satisfactory waste disposal system
5. Maintain an effective cleaning & sanitizing program
6. Maintain satisfactory storage program .
7. Maintain satisfactory safety program.
8. Maintain satisfactory consumer product safety program .
9. Effective system for the validity of the use of cosmetic devices.
10. aware about legislative requirements and technical guidelines of Dubai as well as other requirements related to their work.
11. Explain the approved sterilization mechanism According to activity for tools used for the various activities carried out by establishments.
12. Effective system to deal with the disposable tools.
13. Identify shortcomings or deficits in the establishment management system.
14. Clarify the tasks assigned to each employee within the establishment and tasks of the management so that everyone knows his role in maintaining the functioning of processes in the organization the right way.

### **Health & Safety Course – Level 2 ( PIC training )**

1. Demonstrate commitment to good cleaning & sterilization practice.
2. Maintain good personal hygiene and infection control.
3. Explain the implications for transmission of infection between customers.
4. Avoid working for the staff infected with borne diseases
5. Identify shortcomings or deficits in the establishment management system.
6. Maintain building and an effective pest control system.
7. Maintain a satisfactory waste disposal system.
8. Maintain an effective cleaning & sanitizing program.
9. Maintain the work place through a good treating with the furniture and Equipments.
10. Explain the best ways to prevent the transmission of infection in the personal care rooms included (facial , waxing , manicure & pedicure services)
11. Explain the best ways to prevent the transmission of infection in the oriental bath rooms included (Moroccan bath, Turkish & steam bath )
12. Explain the approved sterilization mechanism According to activity for tools used for the various activities carried out by establishments.
13. Effective system to deal with the disposable tools.

14. Explanation for optimal handling of cosmetics and henna.  
15. Clarify the tasks assigned to each employee within the establishment and tasks of the management so that everyone knows his role in maintaining the functioning of processes in the organization the right way.

**Nomination and recommended training of staff**

Business Activity Type	PIC Requirement	Recommended Qualification
Hair cutting & dressing	One per shift present	At least one PIC with Level 2 training and others with Level 1 training
Cosmetic & personal care	One per shift present	At least one PIC with Level 2 training and others with Level 1 training
Kids Hairdressing	One per shift present	At least one PIC with Level 2 training and others with Level 1 training
Hair Fixing center	One per shift present	At least one PIC with Level 2 training and others with Level 1 training

<b>Tanning center</b>	<b>One per shift present</b>	<b>At least one PIC with Level 2 training and others with Level 1 training</b>
<b>Henna salon</b>	<b>One per shift present</b>	<b>At least one PIC with Level 2 training and others with Level 1 training</b>
<b>Oriental Bath</b>	<b>One per shift present</b>	<b>At least one PIC with Level 2 training and others with Level 1 training</b>
<b>Fitness Center</b>	<b>One per shift present</b>	<b>At least one PIC with Level 2 training and others with Level 1 training</b>

*The above table list the recommendations. The Health & safety Inspection Officer has the final discretion to nominate the PHS and recommend the training requirements based on the type of the Health related business. Training programs and examinations are also be offered in languages other than English.*