

Executive Council Resolution No. (20) of 2011
Regulating
Social Work Professions in the Emirate of Dubai¹

We, Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council,

After perusal of:

Law No. (1) of 2000 Establishing the Dubai Technology and Media Free Zone and its amendments;

Law No. (4) of 2001 Concerning Free Zones;

Law No. (3) of 2003 Establishing the Executive Council of the Emirate of Dubai;

Law No. (12) of 2008 Establishing the Community Development Authority in Dubai and its amendments;

Law No. (25) of 2009 Concerning the Dubai International Airport Free Zone;

Law No. (35) of 2009 Concerning Management of the Public Funds of the Government of Dubai;

Decree No. (1) of 1985 Establishing the Jebel Ali Free Zone Authority and its amendments; and

Decree No. (22) of 2009 Concerning Special Development Zones in the Emirate of Dubai,

Do hereby issue this Resolution.

Chapter One
Definitions and Scope of Application

Definitions
Article (1)

The following words and expressions, wherever mentioned in this Resolution, will have the meaning indicated opposite each of them unless the context implies otherwise:

UAE: The United Arab Emirates.

Emirate: The Emirate of Dubai.

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¹Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict the Arabic text will prevail.

CDA:	The Community Development Authority in Dubai.
Director General:	The director general of the CDA.
Department:	The Social Sector Regulatory and Licensing Department of the CDA.
Committee:	The Committee for Licensing Professionals in the Social Work Sector.
Social Work Profession:	A profession which attends to the welfare of individuals and groups, studying their conditions, rehabilitating them, and providing them with therapy, with a view to improving their living conditions through the provision of appropriate humanitarian conditions. This includes Social Counsellors, Social Workers, Social Therapists, and Special Education Teachers.
Social Counsellor:	A person who practises the profession which involves applying the principles of social counselling to find the methods, procedures, and solutions required to help individuals enhance their personal, social, and educational effectiveness; their professional development; and their adaptation.
Social Worker:	A person who practises the profession which involves identifying social problems of individuals, and their causes and effects on these individuals, and providing individuals with appropriate solutions to enhance their personal, social, and economic competencies.
Social Therapist:	A person who practises the profession which involves treating psychological, emotional, and behavioural disorders of individuals through providing them with non-medical treatment for these disorders.
Special Education Teacher:	A person who practises the profession which involves providing education to individuals with special needs through specialised educational programmes and plans, with a view to socially and academically rehabilitating and empowering them.
Professional:	A person licensed to practise a Social Work Profession.

Scope of Application

Article (2)

The provisions of this Resolution will apply to all persons practising Social Work Professions in the Emirate, including in free zones and Special Development Zones.

Chapter Two
Licensing Social Work Professions

Prohibition of Unlicensed Practice
Article (3)

No person may practise, in the Emirate, any of the Social Work Professions regulated by this Resolution without first obtaining a licence from the CDA in accordance with the procedures and conditions stipulated herein.

Committee
Article (4)

- a. A committee named the “Committee for Licensing Professionals in the Social Work Sector” will be formed at the Department. The Committee will be comprised of a chairman and four (4) specialised and experienced members.
- b. The Director General will issue a resolution appointing Committee members and determining the procedures for holding its meetings and passing its resolutions.

Duties of the Committee
Article (5)

The Committee will have the duties and powers to:

1. issue and renew licences of persons practising Social Work Professions;
2. consider complaints filed against Professionals, investigate any violations they commit, and impose the penalties stipulated in this Resolution against violators; and
3. perform any other duties assigned to it by the Director General.

Licensing Requirements
Article (6)

To be licensed to practise a Social Work Profession, a person must:

1. hold a bachelor’s degree or an equivalent degree from an educational institution recognised in the UAE in a major that is relevant to the Social Work Profession to be practised;
2. have work experience for a period of no less than one (1) year in the profession to be practised;
3. have full legal capacity;

4. be of good character and repute and not have been convicted of any felony or other crime affecting honour or trustworthiness, unless he has been rehabilitated;
5. be residing in the UAE; and
6. meet any other requirements prescribed by the CDA.

Licensing Fresh Graduates Article (7)

Fresh graduates, who do not meet the experience requirement stipulated in sub-paragraph (2) of Article (6) of this Resolution, may be licensed to practise Social Work Professions subject to the following conditions:

1. the graduate must be supervised by a Professional for a period of no less than one (1) year;
2. the supervising Professional must have work experience for a period of no less three (3) years in the Social Work Profession he is licensed to practise; and
3. the profession of the supervising Professional must be relevant to the profession of the person he supervises.

Submission of Licence Applications Article (8)

- a. Applications for licences to practise Social Work Professions must be submitted to the Department on the form prescribed for this purpose, together with the required documents. The Director General will determine, by a resolution he issues for this purpose, the documents that must be attached to licence applications.
- b. The Department will maintain a register for recording licence applications. An applicant will be given notice of his application submission date. The Director General will determine the form of this register and the data and information that must be entered therein.

Licensing Procedures Article (9)

- a. The Department will consider licence applications and will send, at the applicant's expense, verification forms to the following entities to verify the authenticity of academic and work experience certificates:
 1. the educational institution from which the applicant has received his academic qualification;
 2. the licensing entity by which the applicant has been licensed in his home jurisdiction; and

3. the entity that has issued the work experience certificate to the applicant.
- b. A licence application will be considered complete once the Department receives the verification forms from the entities referred to in the previous paragraph, provided that these forms conform to the specific standards determined by the Department.
- c. The Department will submit its recommendations on any licence application to the Committee within fourteen (14) days from the date of receiving back the verification forms. The Department may, during this period, request obtaining the approval of any concerned entity, submitting any documents, or fulfilling any other requirements it deems necessary to complete the licensing process.
- d. The Committee will determine a licence application within fourteen (14) days from the date of submission of the same to it. The application will be deemed rejected if no decision is issued within this period.

Granting Licences Article (10)

A licence to practise a Social Work Profession will be granted upon meeting all the requirements stipulated in this Resolution. A licence will be valid for a period of two (2) years, renewable for the same period.

Continuing Professional Education Article (11)

Upon being issued a licence for the first time, a Professional must attend, within two (2) years from the issue date of the licence, at least forty (40) hours of continuing professional education programmes in the profession he is licensed to practise. The Committee may exempt a Professional from this requirement if the Committee is satisfied that he has sufficient qualifications and experience.

Renewal of Licences Article (12)

- a. A Professional must submit his licence renewal application at least one (1) month prior to its expiry on the form prescribed for this purpose, together with the required documents. The Director General will, pursuant to a resolution he issues for this purpose, determine the documents that must be attached to the licence renewal application.
- b. For the purpose of renewing a licence, a Professional must meet the continuing professional education requirement stipulated in Article (11) of this Resolution.

- c. The Committee will determine a licence renewal application within fourteen (14) days from the date of submission of the same to it. The application will be deemed rejected if no decision is issued within this period.
- d. A licence will be renewed upon meeting all the licensing requirements stipulated in this Resolution.

Chapter Three Audit and Inspection

Compliance with Resolutions and Instructions

Article (13)

A Professional must comply with the provisions of this Resolution and the instructions issued in pursuance hereof, and with the terms of his licence; and must not violate the same or conduct any other activity without first obtaining the relevant approval of the Department.

Duties of the Department

Article (14)

The Department will have the duties to:

1. oversee and supervise persons practising Social Work Professions; and
2. supervise the preparation, implementation, and follow-up of the training, educational, and qualification programmes and courses for Professionals.

Duties of Professionals

Article (15)

A Professional must:

1. perform the duties of his Profession with precision and integrity;
2. comply, in the course of performing his duties, with the recognised academic and practical principles and standards of his specialisation in particular, and with recognised professional standards in general; and use the latest techniques where possible;
3. perform his duties with due diligence, awareness, and insight;
4. not exploit the needs of clients to gain illegal benefits for himself or for others. The term "Illegal Benefit" means any monetary or in-kind benefit that would not have been gained without exploiting the need of a client for therapy. This does not include the pay that a Professional receives for his services;

5. not discriminate against clients or colleague Professionals on the basis of religion, race, social values, gender, or nationality;
6. comply with the professional rules, regulations, and procedures adopted by the establishment in which he works, and those recognised internationally;
7. create a record for each client in which his social condition, and his and his family social history, are maintained for reference, to ensure appropriate social intervention;
8. cooperate with other concerned professionals, including physicians involved in providing therapy to clients; and provide, upon request, all information he has on clients and the social intervention method adopted by the Professional;
9. inform each client of his case and the seriousness of his condition, or inform his relatives of the same in either of the following cases:
 - a. where the client is of defective legal capacity or is legally incapacitated; or
 - b. where the physical or psychological condition of the client makes it impossible to inform him personally, and it is impossible, for any reason whatsoever, to obtain his consent to inform his relatives of his condition;
10. consult, where necessary, with specialised Professionals;
11. not refrain from intervention in emergencies;
12. not use unauthorised or illegal methods of intervention;
13. not disclose any confidential information he may have access to by reason of or in the course of practising his Profession. However, this prohibition may not apply in any of the following cases:
 - a. where the information is disclosed upon the request of the client, unless that client is of defective legal capacity or is legally incapacitated;
 - b. where this information is disclosed to prevent or report a crime. In this case, the information may be disclosed only to the competent authority; or
 - c. where a Professional is appointed as an expert by a judicial or investigation authority in the UAE or where he is summoned as a witness in any investigation or lawsuit;
14. refrain from performing any medical procedure; and
15. where necessary, refer the client for medical treatment.

Providing the Department with Data and Information
Article (16)

A Professional must provide the Department with any data or information it requires or which is relevant to his activities. These information and data include but are not limited to:

1. his annual work plans and programmes, comprising his social programmes;
2. a list of the entities and organisations he cooperates with within and outside of the Emirate;
3. the external events in which he has participated or wishes to participate; and
4. the audio, visual, and print advertisements and material produced, published, or distributed by him. In all events, the prior written approval of the Department must be obtained before producing, publishing, or distributing such advertisements and material.

Violations and Penalties
Article (17)

- a. Without prejudice to any stricter penalty prescribed by any other legislation, a person who commits any of the violations stipulated in the Schedule attached to this Resolution will be punished by the penalty indicated opposite that violation. Upon repetition of the same violation within one (1) year from the date of the previous violation, the amount of fine will be doubled. A doubled fine must not exceed twenty thousand Dirhams (AED 20,000.00).
- b. In addition to the penalty of a fine referred to in paragraph (a) of this Article, one or more of the following measures may be taken against a violator:
 1. suspension from practice of the Profession for up to three (3) months; and/or
 2. revocation of the licence.

Referring Violations to Competent Entities
Article (18)

Where a Professional commits an act that constitutes a crime punishable under applicable legislation, the Director General must refer that Professional to the competent entity.

Law Enforcement Officers
Article (19)

Employees of the Department nominated by the Director General will have the capacity of law enforcement officers to record the acts committed in breach of the provisions of this Resolution and the resolutions issued in pursuance hereof. They may access establishments in which Social

Work Professions are practised; review their records and entries; and issue the necessary violation reports.

Chapter Four

Final Provisions

Grievances

Article (20)

- a. An applicant for a licence may submit a grievance to the Director General against the decision of the Committee rejecting his application within fifteen (15) days from being notified of that decision or from the date of expiry of the period stipulated in paragraph (d) of Article (9) hereof.
- b. A Professional may submit a grievance against the decision of the Committee rejecting the renewal of licence or imposing any of the penalties stipulated herein against that Professional, within fifteen (15) days of being notified of that decision.
- c. The grievances referred to in paragraphs (a) and (b) of this Article must be determined within fifteen (15) days of their submission.
- d. The decision issued by the Director General on the grievance will be final.

Seeking Assistance from Government Entities

Article (21)

For the purpose of performing its duties under this Resolution, the Department may seek assistance from local Government entities in the Emirate, including police personnel.

Compliance

Article (22)

- a. All persons practising Social Work Professions by the effective date of this Resolution must comply with the provisions of this Resolution within one (1) year from the date on which it comes into force, failing which the Department may take legal actions against violating Professionals.
- b. Notwithstanding the provisions of paragraph (1) of Article (6) of this Resolution, the Director General will form a committee to consider cases of practice of Social Work Professions by persons who do not hold the required academic qualifications, to take the necessary actions regarding the licensing of these persons.

**Issuing Implementing Bylaws
Article (23)**

The Director General will issue the bylaws and resolutions required for the implementation of the provisions of this Resolution.

**Publication and Commencement
Article (24)**

This Resolution will be published in the Official Gazette and will come into force on the day on which it is published.

Hamdan bin Mohammed bin Rashid Al Maktoum

Crown Prince of Dubai

Chairman of the Executive Council

Issued in Dubai on 9 June 2011

Corresponding to 7 Rajab 1432 A.H.

Schedule
Violations and Fines

SN	Violation	Fine (in Dirhams)
1	Practising a Social Work Profession without a licence	5,000.00
2	Violating any of the provisions of Article (15) of this Resolution	5,000.00
3	Failure to comply with any of the resolutions and instructions issued by the CDA	1,000.00
4	Publishing any audio, print, or visual advertisements without first obtaining the approval of the CDA	1,000.00