Emiratisation
Service Guide

2020
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</tbody>
</table>
Introduction

As part of the UAE government commitment to continue to enhance the efficiency of services and achieve customer satisfaction as well as enhance performance and quality of services provided by government entities, the Ministry of Human Resources and Emiratisation aims through this guide to create an integrated reference in identification and documentation of procedures of services provided to customers in the Tawteen sector. This will be possible by identifying services and guidelines to obtain them as identification and documentation of services serve as the cornerstone for ensuring the continuous improvement by reviewing the procedures and process executed in providing services to customers.

Each service includes a number of activities and tasks that aim to guide the customer through the steps of getting the service and its stages in addition to providing answers to the frequently asked questions by customers.

Purpose of this guide

This guide aims to create a reference document for identification and documentation of the services and procedures of the Ministry of Human Resources and Emiratisation. It also provides comprehensive guidelines that enable the customer to obtain the service in a faster and easier manner by:

• Identification of services.
• Services structuring and classification.
• Developing documentation criteria for procedures of services.
• Explaining the mechanism and steps of documenting procedures in a simplified manner.
• Determining service provision channels.
• Indicators of service provision.
• Visualization of the customer’s journey to get the service.

Guide Scope and References

• This guide applies to all services provided by the Ministry of Human Resources and Emiratisation for customers through all channels whether digital or face to face as well as other service channels. It provides a thorough look at identification and documentation of the services of Tawteen affairs sector in terms of concept and procedures.
• The guide to identification and documentation of services and their procedures is developed based on the criteria of Mohammed Bin Rashid Government Excellence Award and following the Global Star Rating System for Services in applying the best customer journey in the Customer Happiness Centers.
Service Channels

Channel is the means of communication between the customer and entities. Services are provided through different channels some of which are considered conventional and require the personal attendance of the customer to complete the transaction and some are smart.

Conventional channels: Channels that require the personal attendance to an entity or service provider. Interaction is direct between the service provider and customer to get the service.

Advanced channels: Channels in which interaction between service provider and customer happens without attending in person when the request is made. It’s either via phone, fax or email where the transaction is not fully completed and attending in person is required to receive the final output of the service.

Digital channels: Channels in which services are made through digital means such as website of the entity, smart devices or interactive kiosks in public places, etc.

<table>
<thead>
<tr>
<th>Service channels by MoHRE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Digital channels</strong></td>
</tr>
<tr>
<td>Websites</td>
</tr>
<tr>
<td>Mobile apps</td>
</tr>
</tbody>
</table>

Figure 2: Classification of Service Channels
Service Structuring and Classification

Services are structured into:
Main services: a set of services provided by the government entity which is an umbrella under which comes the complementary services in addition to investigating labor complaints for national employees in the private sector which are provided by the two sides of the production.
Secondary/complementary services: Services which are derived from main services based on the type of customer and purpose of service.

Main Services
- Employment of national human resources
- Development of national human resources
- Labor relations

Secondary/Complementary Services
- Registration in Tawteen system for employers
- Registration in Tawteen system for job seekers
- Job seekers training
- Career guidance for job seekers
- Registering Labor complaints
- Providing vacancies in the employment system
- Applying for vacancies in the Tawteen system

Identification of Services
Classification of Customers

Employers and UAE nationals who are divided into students, job seekers, employees of the private sector which is identified as follows:
Worker wishing to file a labor complaint.

Employers

- Establishments under the umbrella of the ministry (private sector), including Tawteen club members
- Semi-government establishments
- Free zone establishments

Customers

- New graduates (graduate who never worked)
- Housewives and craftsmen (Self Employment)
- Discontinued from the labor market
- Labor wishing to change career
- Retiree
- School and University students

Services Packages

Employers of sector package
- Labor relations inquiry
- Career guidance session
- Individual development plan
- Specialized training workshops and programs
- Absher card
- Leadership Guidance

Tawteen Partners Club Package
- Registering in Tawteen gate
- Providing Vacancies
- Organizing an open day
- Apply to Tawteen Partners Club
- Obtaining Membership as per Category
- Admin of the specialized account
- Red Carpet Services
- Consulting services in HR

Student Package
- Career Guidance Session
- Career orientation assessment
- Attending Tawteen 360 forums
- Wajehni training opportunities

Retirees Package
- Career guidance session
- Individual development plan
- Specialized training programs
- Personal Invitation to open days
- Opportunities for self-employment gate

Housewives and craftsmen package
- Career guidance session
- Individual development plan
- Crafts training programs
- Opportunities for self-employment gate

New graduates package
- Career guidance session
- Individual development plan
- Specialized training programs
- «Khibratty» Program opportunities
Employers Services
<table>
<thead>
<tr>
<th>Service name</th>
<th>Registering in Tawteen system for employers</th>
<th>Main outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service classification</td>
<td>Standard</td>
<td>Approved registration</td>
</tr>
<tr>
<td>Service Description</td>
<td>Registering employers in Tawteen system to offer vacancies and get data of job seekers who are registered in the system whose qualifications or experience match the vacancies</td>
<td>number of companies</td>
</tr>
<tr>
<td>Structure of Service</td>
<td>Secondary</td>
<td></td>
</tr>
<tr>
<td>Classification of customer</td>
<td>Employer</td>
<td></td>
</tr>
<tr>
<td>Service channels</td>
<td>• Customer Happiness Centers – Tawteen • Website</td>
<td></td>
</tr>
<tr>
<td>Service requirements</td>
<td>• Establishment Card • Trade License • Contact details of the contact person in the establishment</td>
<td></td>
</tr>
<tr>
<td>Procedures</td>
<td>• Create a new account by the employer. • Contact employers to complete missing requirements to register in case something is missing.</td>
<td></td>
</tr>
<tr>
<td>Criteria</td>
<td>Waiting time 5 minutes Service time 15 minutes</td>
<td></td>
</tr>
<tr>
<td>Service name</td>
<td>Offering vacancies in the recruitment system</td>
<td></td>
</tr>
<tr>
<td>------------------------------</td>
<td>---------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Main outcome</td>
<td>Approved classification for companies</td>
<td></td>
</tr>
<tr>
<td>Service description</td>
<td>Offering vacancies in the recruitment system by employers with entering the job description of vacancies to get data of job seekers based on job requirements</td>
<td></td>
</tr>
<tr>
<td>Structure of service</td>
<td>Complementary</td>
<td></td>
</tr>
<tr>
<td>Classification of customer</td>
<td>Employer</td>
<td></td>
</tr>
<tr>
<td>Service channels</td>
<td>Customer Happiness Centers – Tawteen</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Website</td>
<td></td>
</tr>
<tr>
<td>Service requirements</td>
<td>Job description of vacancies</td>
<td></td>
</tr>
<tr>
<td>Procedures</td>
<td>Completion of requirements of offering vacancies</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Offering vacancies in the recruitment system.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contact employers to complete missing require-ments in offered vacancies (if any)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Match data with records of job seekers and nominating job seekers as well as follow up on the recruitment process through the gate or organizing an open day</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Closing vacancy</td>
<td></td>
</tr>
<tr>
<td>Criteria</td>
<td>Waiting time 5 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Service time 5 weeks</td>
<td></td>
</tr>
</tbody>
</table>
Customer Journey (Employer) – Recruitment

Creating/updating new account

Approval of account

Entry of vacancy details (job title, job description, experience, qualification, salary, workplace, work hours)

Offering vacancies on the gate or open days (interviews can take place in the establishment)

Set date for open day or interview through the gate
Privileges Programs
Tawteen Partners
Absher Initiative

Customer Satisfaction survey

Complete employment procedures until the obtaining of labor permit in Tasheel

Yes

In case

No

Analyze Reasons and provide recommendations.

Notify the ministry of the reasons for rejection
Job Seekers Services
Find a Job
<table>
<thead>
<tr>
<th>Service name</th>
<th>Registering in the Emiratisation System for job seekers</th>
<th>Main outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service classification</td>
<td>Standard</td>
<td></td>
</tr>
<tr>
<td>Service Description</td>
<td>Registering job seekers in the Tawteen gate to benefit from services provided to them as per the classification priority as well as benefiting from nomination services for jobs after updating their data in Tawteen gate</td>
<td></td>
</tr>
<tr>
<td>Structure of Service</td>
<td>Secondary</td>
<td></td>
</tr>
<tr>
<td>Classification of customer</td>
<td>Jobseeker</td>
<td></td>
</tr>
</tbody>
</table>
| Service channels | • Customer Happiness Centers – Tawteen  
• Website | Unified registration number for job seeker | |
| Service requirements | • Emirates ID  
• Academic Qualification and Experience Certificates | | |
| Procedures | • Registering online in the ministry's database (website, smart app)  
• Welcome job seekers to register in the gate  
• Contact jobs seekers who registered to complete any missing requirements  
• Conduct initial assessment and determine needs related to this category | | |
| Criteria | Waiting time 5 minutes  
Service time 15 minutes | | |
### Main Services

<table>
<thead>
<tr>
<th>Service identification card</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service name</strong></td>
</tr>
<tr>
<td><strong>Service classification</strong></td>
</tr>
<tr>
<td><strong>Service Description</strong></td>
</tr>
<tr>
<td><strong>Structure of Service</strong></td>
</tr>
<tr>
<td><strong>Classification of customer</strong></td>
</tr>
</tbody>
</table>
| **Service channels** | • Customer Happiness Centers – Tawteen  
• Website  
• Smart App |
| **Service requirements** | Meeting vacancy conditions |
| **Procedures** | • Log in to Tawteen Gate and apply to the vacancy.  
• Doublecheck applications by employers and ensure they meet the vacancy’s requirements.  
• Contact the candidate by the employer to complete the employment process.  
• Conduct interviews and complete appointment procedures.  
• Close vacancy. |
| **Criteria** | None |

#### Main outcome
- Provision of job opportunity
- Review of the level of job seekers priorities
Customer Journey (Job Seeker) – Employment through centers

Website – Tawteen Gate

Create a new account
http://www.tawteengate.ae

Receive notification of account activation

Notify job seeker and transfer to career guidance division

Is the job seeker prepared for the job market?

Yes

No

Initial assessment form
Apply to vacancy on the Tawteen Gate and receiving a notification of matching the vacancy through open days.

Start of employment procedures

Agree on the interview

- No
  - Referral to Career Guidance without notifying the job seeker of reasons for rejection
- Yes
  - Attend interview
    - No
    - Yes
      - Notify job seeker of reasons of rejection
        - No
        - Yes
          - Pass interview
            - No
            - Yes
              - Appointment
                - Yes
                  - Submission of job contract and Absher package
<table>
<thead>
<tr>
<th>Service name</th>
<th>Providing career guidance to job seekers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service classification</td>
<td>Standard</td>
</tr>
<tr>
<td>Service Description</td>
<td>Providing career guidance to job seekers in the priority CG or those referred from other divisions to determine the type of guidance sessions and applying approved tools</td>
</tr>
<tr>
<td>Structure of Service</td>
<td>Secondary</td>
</tr>
<tr>
<td>Classification of customer</td>
<td>Jobseeker</td>
</tr>
</tbody>
</table>
| Service channels | • Customer Happiness Centers – Tawteen  
• Website                                      |
| Service requirements | Fill out the initial assessment form                     |
| Procedures                           | • Set date for a guidance session.  
• Hold guidance session.  
• Conduct career orientation assessment/entrepreneurship orientation.  
• Prepare and send a summary of the session including a development plan for the job seeker (including training needs).  
• Identify training and guidance needs in line with the assessment and results.  
• Close plan after completion and referral to employment. |
| Criteria                           | Service time 60 minutes                                 |

Main outcome

Approved registration number of companies
Customer's Journey – Vocational Guidance

Create a new account linked to the job seeker's assessment

Assessing job seeker through the initial assessment form

Referral to guidance to contact the job seeker for the assessment and set date for guidance session in Customer Happiness Centers – Tawteen

Hold guidance session and conduct necessary assessment if needed

Hold guidance session and prepare the individual development plan

Referral of job seeker to employment including self-employment

Approval of training courses

Approval of other guidance requirements

Send a summary of the development plan session to the job seeker
<table>
<thead>
<tr>
<th>Service name</th>
<th>Training job seekers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service classification</td>
<td>Standard</td>
</tr>
<tr>
<td>Service Description</td>
<td>Providing training programs for job seekers based on the annual training plan derived from the results of job market needs studies that enable national human resources, strengthen their abilities, provide them with knowledge and skills that prepare them to work in the private sector.</td>
</tr>
<tr>
<td>Structure of Service</td>
<td>Secondary</td>
</tr>
<tr>
<td>Classification of customer</td>
<td>Jobseeker</td>
</tr>
<tr>
<td>Service channels</td>
<td>• Customer Happiness Centers – Tawteen • Website • Call Center</td>
</tr>
<tr>
<td>Service requirements</td>
<td>• The job seeker must be registered in the Tawteen Gate with an updated file and be nominated for training courses based on the individual development plan. • Sign a training contract with the job seeker for specialized programs. • Commit to attendance and submission of all the training program requirements.</td>
</tr>
<tr>
<td>Procedures</td>
<td>• Jobseeker to register in the training program. • Check the names of job seekers registered in the training program and determine the final list for the program. • Contact job seekers to confirm attendance. • Hold the training program and submit certificates to the trainees who passed the training courses. • Update the individual development plan and refer the job seeker to recruitment upon completion of plan requirements.</td>
</tr>
<tr>
<td>Criteria</td>
<td>None</td>
</tr>
<tr>
<td>Main outcome</td>
<td>Training Program Certified Training Certificate Review of the level of job seeker's priorities</td>
</tr>
</tbody>
</table>
Customer's Journey – Training

Announcement of training programs

Individual Development Plan ((Specialized programs

Self-Nomination through available channels

List names and approved the final list

Registering job seekers in training programs

Contact job seekers to confirm attendance

Hold training program

Close plan and refer job seeker to employment including self-employment

Hand out certificates
<table>
<thead>
<tr>
<th>Service name</th>
<th>Registering labor complaint</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service classification</td>
<td>Standard</td>
</tr>
<tr>
<td>Service Description</td>
<td>Receive calling cases and trying to handle the complaint amicably and refer them to concerned authorities if needed and boost the integration of such cases in the job market</td>
</tr>
<tr>
<td>Structure of Service</td>
<td>Secondary</td>
</tr>
<tr>
<td>Classification of customer</td>
<td>Jobseeker</td>
</tr>
<tr>
<td>Service channels</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Customer Happiness Centers – Tawteen</td>
</tr>
<tr>
<td></td>
<td>• Website</td>
</tr>
<tr>
<td></td>
<td>• Call Center</td>
</tr>
<tr>
<td>Service requirements</td>
<td>Labor Contract – Supporting Documents related to the complaint</td>
</tr>
<tr>
<td>Procedures</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Register and receive labor complaint (national employee-employer).</td>
</tr>
<tr>
<td></td>
<td>• Phone call with the two parties to learn the details of the complaint and attempt to settle it amicably.</td>
</tr>
<tr>
<td></td>
<td>• In case of not settling amicably through phone, a date is set for both parties to attend to the customer happiness center to discuss the labor complaint and enter the results of the complaint.</td>
</tr>
<tr>
<td></td>
<td>• Close complaint.</td>
</tr>
<tr>
<td>Criteria</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Phone call within 48 hours.</td>
</tr>
<tr>
<td></td>
<td>• Set a date for 5 working days.</td>
</tr>
</tbody>
</table>
Customer's Journey - Labor Relations

Register Complaint

National Employee

Establishment

Phone call to know the particulars of the complaint and regaining balance

Notify concerned division in case of marks affiliated with the ministry

Pending

Close Complaint

Waiver

Settlement

Referral To Court

Within 5 days

waiver

Settlement

Close Complaint

Pending

Reintegrating Guidance – training – employment

In the emirates and cities that don’t have customer happiness centers – Tawteen Applications are referred to the nearest center

In the emirates and cities that have customer happiness centers – Tawteen Applications are done in the center

Inspection (in certain cases) through the center’s manager

Within 5 days
Service Channels
You can apply for the Ministry of Human Resources and Emiratisation - Emiratisation affairs

<table>
<thead>
<tr>
<th>Service Channels</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website</strong></td>
<td><a href="http://www.mohre.gov.ae/ar/tawteen-gate.aspx">http://www.mohre.gov.ae/ar/tawteen-gate.aspx</a></td>
</tr>
</tbody>
</table>
| **Service Centers** | Customer Happiness Center "Tawteen" – Abu Dhabi  
Customer Happiness Center "Tawteen" – Dubai  
Customer Happiness Center "Tawteen" – Sharjah (Soon)  
Customer Happiness Center "Tawteen" – Ajman  
Customer Happiness Center "Tawteen" – RAK  
Customer Happiness Center "Tawteen" – Al Fujairah  
Customer Happiness Center "Tawteen" – Al Ain (Soon) |
| **Call Center** | 800MOHRE  
80060 |
More about the services of employers
More about the services of employers

What are the goals of the national program to recruit national cadres in the private sector?

- Enhancing the participation of the National Cadres in the private sector and ensure their continuity in work to achieve their professional and practical aspirations.
- To qualify, in collaboration and coordination with the stakeholders, the national human resources in alignment with the demands in the labor market.
- Provide a seamless, accessible, and smart e-platform, built to the world’s best practices, to attract targeted candidates.
- Provide privileges and incentives to the private sector entities, registered with MOHRE, that support qualifying, training, and empowering of the national human resources.

How can I join the Tawteen Partners Club?

- The establishment's record must be free from any violation of any Ministry regulations.
- Ensure that the required percentage of Emiratisation is available for each category.
- The facility that wishes to join the Emiratisation partners club shall apply to the Ministry, accompanied by the required evidence as follows:
  - Availability of human resource management.
  - An annual training and development program plan
  - A summer training plan for university students
  - A summer training plan for school students
  - The facility, if it accepts, will be handed over a copy of the club guide, and will be notified of any renewals thereof.

What percentage of Emiratisation should I have to apply for joining the club?

<table>
<thead>
<tr>
<th>Establishments With Low Emiratisation Priority</th>
<th>Establishments With Medium Emiratisation Priority</th>
<th>Establishments With High Emiratisation Priority</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.5%</td>
<td>2.5%</td>
<td>4%</td>
<td>Silver</td>
</tr>
<tr>
<td>1%</td>
<td>4%</td>
<td>8%</td>
<td>Gold</td>
</tr>
<tr>
<td>3%</td>
<td>7%</td>
<td>12%</td>
<td>Platinum</td>
</tr>
</tbody>
</table>
What benefits and incentives does the Ministry offer to members of the Tawteen Partners Club?

<table>
<thead>
<tr>
<th>Categories</th>
<th>Benefits and Incentives</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Reclassification to Second class, level B or retaining it in its current class, whichever is better.</td>
</tr>
<tr>
<td></td>
<td>2. Issuing and renewing of work permits submitted at the skill levels 1 and 2 that are approved by the Ministry per the classification fees of the first class for AED 300.</td>
</tr>
<tr>
<td></td>
<td>3. Work permits shall be issued and renewed as per the classification fees of the first class, for workers who are recruited by the establishment per the technical and vocational programs determined by the Ministry, to promote cultural diversity.</td>
</tr>
<tr>
<td></td>
<td>4. Work permits shall be issued and renewed as per the classification fees of the first class for workers who are recruited by the work permits of their relatives' sponsorship.</td>
</tr>
<tr>
<td></td>
<td>5. Red Carpet services</td>
</tr>
<tr>
<td></td>
<td>6. Silver membership badge</td>
</tr>
<tr>
<td></td>
<td>1. Reclassification to Second class, level A or retaining it in its current class, whichever is better.</td>
</tr>
<tr>
<td></td>
<td>2. Issuing and renewing of work permits submitted at the skill levels 1, 2 and 3 that are approved by the Ministry per the classification fees of the first class for AED 300.</td>
</tr>
<tr>
<td></td>
<td>3. Work permits shall be issued and renewed as per the classification fees of the first class for workers who are recruited by the establishment per the technical and vocational programs determined by the Ministry, to promote cultural diversity.</td>
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<tr>
<td></td>
<td>4. Work permits shall be issued and renewed as per the classification fees of the first class for workers who are recruited by the work permits of their relatives' sponsorship.</td>
</tr>
<tr>
<td></td>
<td>5. Red Carpet services</td>
</tr>
<tr>
<td></td>
<td>6. Gold membership badge</td>
</tr>
<tr>
<td></td>
<td>1. Reclassification to first class</td>
</tr>
<tr>
<td></td>
<td>2. Issuing and renewing of work permits submitted at the skill levels for AED 300</td>
</tr>
<tr>
<td></td>
<td>3. Red Carpet services</td>
</tr>
<tr>
<td></td>
<td>4. Platinum membership badge</td>
</tr>
<tr>
<td></td>
<td>6. Silver membership badge</td>
</tr>
</tbody>
</table>
1. Know more about the national program for employment in the private sector “Tawteen”

1.1 What are the components of the national program for employment in the private sector “Tawteen”?
- National competencies.
- Emiratisation partners
- Joint consulting services, which include e-platform that attract talents, smart apps, social media communication, forums, conferences, director of services, specialized consulting services, joint programs, Hotline, and last but not least the complaints system.
- Communication and market labor policies
- Quality Emiratisation and targeting certain sectors.

1.2 What is the role of the Ministry of Human Resources and Emiratisation in the recruitment process of national human resources in the private sector?
- Establish an effective partnership with private sector establishments to enhance the participation of the national workforce and raise the efficiency of the labor market.
- Provide an e-platform and smart services to attract candidates
- Prepare orientation and training programs to qualify the national job seekers
- Provide consultation and job/career guidance to national cadres and Emiratisation partners
- Follow up and evaluate national employees employed in the private sector
- Provide privileges and incentives to Tawteen partners and employees in the private sector.
- Oversee the organization career open days.

2. Know more about the Tawteen Partners Club

2.1 What is the Tawteen Partners Club
It is one of the initiatives of the Ministry of Human Resources and Emiratisation, which aims to provide a package of benefits, incentives and distinct services provided to enterprises registered with the Ministry and supporting Emiratisation according to the level of the establishment in the classification of categories of Emiratisation club.

2.2 How can I join the Tawteen Partners Club
By application on the website.

2.3 What are the benefits of joining the Tawteen Partners Club?
- Issue work permits at lower costs
- Possibility to waiver bank guarantee
- Red Carpet Service
2.4 – 6 Red carpet services for all categories?

1. Fast Track for all transactions:
   - Inspection of the estimation of the establishment’s work.
   - Completion of transactions.
   - Answer calls with waiting on the line when calling the call center.
   - QS in the Customer Happiness Centers and Ministry.
   - Technical Support.
2. Five free awareness workshops about labor law and ministerial decisions.
3. Account Manager exclusively for the firms.
4. Special legal advisor (inquire or complaint).
5. Free delivery services to complete transactions 4 times a year.
6. Issuing a periodic electronic and paper statement of account on the status of membership in the club, its details, and the percentage of savings in the Ministry’s service fees.
7. Special page for members of the Tawteen Partners club through the website of the Ministry, with the feature of entering the establishment membership data.
8. Tawteen Consultancy.

2.5 What are the roles and responsibilities of the Emiratisation partners?

• Effective engagement in programs and events aiming at enhancing Emiratisation, adopt policies that encourage nationals to join the private sector and create proper work environs.
• Commit to interviewing matching and qualified national candidates.
• Provide feedback on interviewed candidates and explain their dis-enrollment.
• Provide nationals with training, qualifying and employment opportunities.
• Adopt policies that encourage national to join the private sector and create proper work environs to help them remain.
• Regularly and periodically provide the information required for the smooth application of the white points system.

2.6 How long does it take to submit the annual members report, and who is responsible for receiving it?

Reports will be formed regularly, either monthly or quarterly, and reports will be received by the cabinet.

2.7 What is the estimated period of benefit from membership in the club?

Membership benefits last one fiscal year, assessments shall follow periodically to determine each company’s level and depends on the points each company receives.
Know more about the Tawteen Gate

3.1 How can an establishment register in the Tawteen Gate?
While filling the job offer, the system automatically checks in the Tawteen Gate by using the reference number of the establishment whether the establishment is having any registration or not? If not, it will be requested to create the registration at the Tasheel system itself.

3.2 How can I post a job vacancy?
If the establishment or profession is targeted for Emiratisation, then, through the system you are allowed to post a job vacancy.

3.3 What will happen if no national job seekers apply for the vacancy?
In case the system did not offer national job seekers to be interviewed, companies are allowed to continue and submit the request for foreign nationalities.

3.4 Why companies can’t review the candidate contact details from the first step?
Companies are allowed to see the contact details of the candidate after the Job Request was accepted by the Job Seeker.

3.5 What if the establishment does not find a suitable candidate within a specific period?
If the establishment goes through proper recruitment process yet cannot find the proper candidate, they will be allowed to continue with other candidates to fill the same job vacancy but they are not allowed to change any information about the Job.

3.6 What will happen to the posting, if the establishment does not process the Job posting within 5 days?
The posting will be canceled automatically and the next time it would request to post the job again.

3.7 Are there any additional fees to use the Tawteen Gate?
There are no additional fees to use the gate, but there are advantages and incentives granted to companies that are using the system and subscribe to the Emiratisation partners club.

3.8 How can companies determine that the applied-for vacancies are targeted Emiratisation vacancies?
The system will determine selected Emiratisation vacancies when companies apply for obtaining approval; for that vacancy.

3.9 How can I screen CVs to match vacancies to applicants?
Log in to the account and click on the Matching Applicant link corresponding to Job Title which has been posted to see the matched applicants.
3.10 Can companies schedule interviews online?
Yes. Interviews can be scheduled by clicking on the relevant button corresponding to the available jobseeker in the Matched applicant screen. And companies should provide feedback on the interviews, and if the candidates where rejected, companies should state the reason why they have been rejected.

3.11 What is the duration by which the system can make a match between the posted job and job seekers?
The matching is immediately produced, and if there is a match, the list of selected candidates will be set.

3.12 Is there any way that targeted establishments or Jobs can skip the Job Posting Form?
No, It should be filled all the time through the system.

3.13 Can companies that are not registered with the ministry participate in the Tawteen gate?
If companies are not targeted in the Emiratisation or not registered in the ministry but wish to participate in the Tawteen gate, they are kindly requested to contact customer service or customer happiness centers – Tawteen across the country to register.

3.14 Is it possible to know the companies that must use the Tawteen Gate?
All establishment under the umbrella of the Ministry, government-run establishments and enterprises operating in the free zones. There are also sectors, establishments, and jobs targeted every year which are selected based on specific criteria in line with government directions and vision.

3.15 What are the targeted vacancies for Emiratisation?
Based on criteria set by the government the system will select targeted vacancies periodically.
Know more about employment services
Know more about innovative employment services – remote working

What is remote working?
It is a working system in which an employee performs his duties from sites that are different from the employer’s offices. This means that the employee performs the work outside allocated sites on a part-time weekly or monthly or full-time basis.

What are the objectives of remote working?
• To create job opportunities for jobless citizens in remote areas near their homes.
• To encourage employers to provide job opportunities to partly or completely unexploited jobless segments in remote areas.
• To save transportation expenses between remote areas and big cities.
• To save citizen hiring costs.

What are the types of remote working?
Part-time working: an employee can divide his work time between the main workplace and remote workplace into equal or different percentages. This may be days in the week, weeks in the month or months in the year.
Full-time working: this is for the jobs that can be performed on a full-time basis from outside the office.

How to join the remote working program?
If you are a job seeker or want to benefit from the program, you need to do the following:
• Register in the Tawteen Gate www.tawteen.gov.ae
• You will be nominated to offered jobs in the system included in the program which fit your abilities and qualifications electronically; or
• You may select offered jobs in the system that first your abilities and qualifications.

How to apply remote working system at the organization?
The remote working system provided by MOHRE to employers gives them the chance to hire national workforce with no need for their appearance in the office, whether from home or a remote working center on part-time and full-time basis.
Application Mechanism of Remote Working System:
- Applying remote working systems based on the working policy in the UAE and MOHRE's policy and guide.
- Determining the jobs that are suitable for the remote working system.
- Encouraging national citizens to use the remote working system.
- Considering the employees' applications for the remote working system.
- Assessing the abilities of every remote working system applicant.
- Providing MOHRE with the results of the implementation of remote working systems on a periodical basis.
- Training remote-working employees for their quality assurance.
- Providing tools and systems for employees for the success of remote working.

Want to join?
If you have determined your organization's needs of employees and created remote working jobs that are compliant with the program terms and conditions, you can insert vacancies and look for qualified cadres via your page in the Tawteen Gate www.tawteen.gov.ae, or call a recruitment consultant at 80060.

What are applicable conditions when applying the remote working system?
Remote working employment requires:

<table>
<thead>
<tr>
<th>Employer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Workplace</td>
<td>The employer needs to determine appropriate and permissible workplaces and environments for remote working.</td>
</tr>
<tr>
<td>Working Hours</td>
<td>Working hours may differ from approved hours at the employer's offices. Working hours are determined as per the operating needs and nature of tasks.</td>
</tr>
<tr>
<td>Work Supplies</td>
<td>The employer shall provide all items necessary for an employee to do his job, including electronic tools, hardware, etc. and procure or pay for hardware maintenance.</td>
</tr>
<tr>
<td>Security</td>
<td>The employee needs to consider all security requirements, determine responsibilities in case of any security breach while the employee is outside the workplace, and establish necessary penalties for violation of any security restrictions.</td>
</tr>
<tr>
<td>Privacy</td>
<td>The employee needs to clarify the limits of the remote-worker privacy policy, whether there are any follow-up programs to be installed on the employees' devices, and whether there are any other restrictions or limitations related to employee's privacy.</td>
</tr>
<tr>
<td>Health and Safety</td>
<td>The organization should adhere to health and safety requirements when determining or approving the remote workplace.</td>
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<td>-------------------</td>
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</tbody>
</table>
| **Easy Communication** | • The employer should ensure access to remote-working employers for:  
  • All their colleagues in work, management/leadership.  
  • Information and systems required to do their duties.  
  • Video conversation systems and documentation system to streamline their consolidation into operating procedures. |
| **Performance Management** | The employer should establish guidelines concerning remote-working employee performance assessment against their colleagues working at work offices. |
| **Development and Training Opportunities** | The employer should provide the same training and development opportunities for remote-working employees. |

**A remote-working employee should adhere to the following:**

- To adhere to remote workplaces and hours agreed on with the employer.
- To keep and maintain the tools and devices, in his possession, request necessary maintenance or change the same, whenever necessary.
- Not to use tools and devices, in his possession, other than for operating needs.
- To comply with the agreed security requirements, report any security breach, once it occurs, and follow the employer’s instructions in this concern.
- To review and comply with the remote-working employee privacy policy.
- To make use of available communication means to ensure continuous liaison with supervisors and colleagues as per operating requirements.
Remote Employee/Jobseeker

- To review the operating systems policy, guide, rights, and responsibilities of its employees.
- To work under the remote-working laws adopted by the employer.
- An employee must adhere to security requirements.
- An employee must handle any challenges or hardships ensuing from remote working arrangements.
- The employee shall be accessible to his colleagues or employer during working hours.
- The employee shall keep the devices and tools furnished to him.
- In case of any complaint, MOHRE shall be resorted to for dispute resolution.

Know more about innovative employment services – Self-employment

What is self-employment?
It is untraditional employment by which an individual can achieve an income by working independently and flexibly for himself, through a skillful service temporarily to execute a project or certain tasks, to the contrary to non-independent employment in which an employee receives a frequent salary from the employer or entrepreneurs who have continuously have commercial commitments.

What are the objectives of self-employment?
- To encourage and motivate citizens to consider self-employment as a dynamic vocational course instead of traditional careers.
- Enable national competencies to take part in self-employment on all levels in cooperation with strategic partners and supporting organizations.
- Improve growth opportunities in the area of self-employment in supporting the regulatory environment.

What is the self-employment gate?
It’s an online platform that provides a variety of services and tools including:
- Linking participants in self-employment with job opportunities in federal institutions and private sector companies.
- Provide guidance, training, and resources covering the needs of participants in the platform.
- Provide online training programs in partnership with concerned relevant institutions.
- Links activating the partnership with online markets to guide owners of products.
Know more about the vocational guidance services
Know more about the vocational guidance services

Who is the target of guidance services?
National job seekers/school and university/educational institutions students.

How can educational institutions (universities – schools) use vocational guidance services?
Educational institutions (schools and universities) can contact MOHRE Vocational Guidance Department for cooperation in group guidance workshops for the students of these institutions to enlighten them on the private sector’s requirements, including skills and crafts and help them explore their preferences, abilities, and skills that qualify them to choose the specialties to fit to them.

What are the provided vocational guidance services?
Vocational guidance services are provided to national human resources to enable them to work for the private sector by providing individual and group guidance services for job seekers and school and university students to qualify them for the private sector requirements, including efficiencies, skills and use of a variety of guidance tools to enlighten job seekers on their self-abilities and professional preferences to make the best choice of appropriate professions in the labor market.

What is the objective of individual guidance for the fourth category job seekers?
These are individual guidance sessions that are provided at Customer Happiness Centers in several emirates and appointed with the professional guide to raise his awareness and guide him on the challenges countering the picking of a job opportunity in the private sector. When the guidance program is done, the job seeker is ready for work and nomination for jobs.

Is a job seeker nominated for jobs when they are classified in the fourth category of the database?
Nomination for jobs is only made after completing the guidance program designed by the professional guide in charge.
How can I, a job seeker, apply for vocational guidance services?

Individual guidance and orientation services are provided to job seekers at Customer Happiness Centers - Tawteen once they are registered in the Tawteen Gate. This service is automatically rendered to all job seekers. Job seekers can contact professional guides at Customer Happiness Centers - Tawteen if they need professional consultancies related to the labor market and how to overcome challenges to get the appropriate job.

Vocational guidance service is mandatorily provided to certain segments of job seekers if the job seeker is in the fourth category of the database.

What is the fourth category of the database and who is in it?

It is a category in the Tawteen database, including the job seekers who shall receive vocational guidance services mandatorily and are moved to it for many reasons: refusing 3 appropriate job opportunities / refusing appropriate employment offer / non-attendance of training programs / non-attendance in employment days.
Know more about training services for job seekers
Know more about training services for job seekers

What is the main role of the Training and Skill Development Division?
To provide training programs and field operating programs for empowering and development of national human resources.

What is the target category to obtain the training programs provided by MOHRE?
MOHRE targets job seekers (unemployed) from the citizens of the UAE.

Does MOHRE ensure employment after passing the training program?
Your completion of the training program will qualify you to increase your skill and efficiency level. Accordingly, it helps you to increase your job opportunities and gives you the priority of employment in the private sector.

Where can I explore the training programs provided by MOHRE?
A job seeker can explore the training programs provided by MOHRE through:
• Tawteen Gate on MOHRE’s website: http://www.mohre.gov.ae/ar/tawteen-gate.aspx.
• Tawteen account on Instagram @mohre_tawteen.
• To contact the Call Centre, please contact 80060
• Training and Skill Development Division’s e-mail: Tawteen.Training@mohre.gov.ae

What happens if I withdraw from the training program?
MOHRE will study withdrawals from the training program. If the causes of withdrawal are not approved, legal action will be taken according to the contract signed by the job seeker before the training program starts.

Can I register in more than a training program in the same year?
Yes, a job seeker can register in more than a training program in the same year, provided that the dates of courses are not conflicting, and he meets the program requirements.
How can I apply for registration in the training program?
A job seeker can register the training programs provided by MOHRE by registering on the Tawteen Gate www.tawteengate.ae and choosing the programs from the list of offered programs or contacting the Call Center (80060) or applying for registration via e-mail: Tawteen.Training@mohre.gov.ae. A vocational advisor may register in the specialized program based on the individual development plan.

I am a person of determination. How can I use and register in the training program?
Yes, you can use the training programs. You can contact MOHRE and ask to talk to the training officer to guide you to the training program that is fit for your skills.

What are the joining and passing conditions of the training programs?
A job seeker should be registered on the Tawteen Gate to use the training programs provided by MOHRE. The job seeker will update his information, if any, on a monthly basis and should meet the special conditions of every program, as announced. As to passing conditions, the job seeker should attend at least 80% of the training program and meet all the program requirements.

When I apply for registration in the training program, how can I know that my registration is confirmed?
You will be contacted by MOHRE to confirm your registration in the training program and provide you with all information about the training program.

Will I get an official certificate that I have completed the training program?
Yes, every job seeker will get an official certificate that he has completed the training program if he has met all the program requirements.
Know More About Labor Relations
Know more about labor relations

How can a citizen working in the private sector, free zones, semi-governmental organizations or economic enterprises under the umbrella of the Ministry submit a complaint?

Contacting the call center and submitting the complaint which will be attempted to close it by phone amicably
Attending in-person to the customer happiness centers - Tawteen with the relevant documents
Fill out the online form through the Ministry's website and the related application

What is the mechanism for registering complaints (for citizens and employers)?

- After registering the complaint through one of the above methods, the organization and the citizen will be contacted to close the complaint amicably, either by phone or in person at the center after setting an appointment by the legal investigator and receiving the appointment via SMS.
- In case the complaint is not closed, the complaint will be transferred to the judiciary
- The citizen's level in employment priorities and counseling/employment services are reviewed in cases that close with ending the relationship
- The facility is dealt with under Resolution 212
- The complaint is closed or canceled after the final judgment or upon the request of the complainant.
Emiratisation Award

جائزة الإمارات للتوطين

Emiratization Award

TAWTEEN
About the Award

The Emiratisation Award is an annual award granted by the Ministry of Human Resources and Emiratisation to honor the Emiratisation pioneers in the private sector to stimulate and encourage the private sector and aimed at achieving an Emirati-centered 2021 the Emiratis working in the sector to support the UAE Vision knowledge economy and to emphasize the integration of roles between the Ministry and the establishments to achieve the effective participation of Emiratis in the UAE labor market. The Award consists of the following categories: The Establishments category, Best Emiratisation Supporting Entity category, Emiratisation Pioneer category and Best Emirati Employee category.

Objectives of the Award

- Enhance the contribution of the private sector in achieving the national agenda indicators.
- Provide an attractive work environment for Emiratis in the private sector.
- Strengthen partnership and cooperation between the Ministry and private sector establishments.
- Focus on the Emirati category and encourage them to participate in the sustainable development of the UAE.
- Promote a culture of excellence and the spirit of positive competition between private sector establishments to enhance their role towards the nation and the citizen.

Winners of the Award will receive the following advantages

- Certificate of Appreciation and the winner’s trophy from the Ministry.
- Admission of the winning establishments to the Tawteen Partners Club.
- The right to use the Award logo in all publications and websites of the winning establishments.
- Extensive promotional coverage through media and social networks.
- Displaying the logo of the winning establishments on the Award website.
- A feedback report from the assessor team highlighting strengths and areas for improvement to enhance the establishment’s Emiratisation.

Emiratisation Award Categories

1. The Establishments category
   I. Private sector
   II. High-tech
   III. Semi-government
2. Best Emiratisation Supporting Entity category (government / semi-government)
3. Emiratisation Pioneer category
4. Best Emirati Employee category
Absher Program?

- Discounts
- Digital App
- Shopping
- Happiness
- Privilege
- UAE
- Great Deals
What is Absher Program?
It is a program provided to UAE nationals working in the private sector and offers them distinguished discounts and offers.

What is the target category?
All UAE nationals working in the private, semi-government and free zones sectors

What are the eligibility conditions for the Program?
To be accepted as a member, he shall:
- Be a UAE national.
- Hold a labor card issued by MOHRE if employed in the private sector.
- Valid labor card of a current employee.

What is the Program term?
It is one year (renewable).

Is it automatically renewed?
A member updates information through mobile phone application annually.

Can a family member use it?
Yes, if present with the registered member in Absher Program.

How can I know about made offers?
- By uploading the «Absher» smart app from Apple store or Google store where all can view available offers. To avail offers you must complete registration.
- Through MOHRE’s website www.mohre.gov.ae or social media accounts.
- They are the sponsors that make special and exclusive offers and benefits to UAE nationals working in the private and semi-government sector and free zones.
What are the Program supporting organizations?

They are the sponsors that make special and exclusive offers and benefits to UAE nationals working in the private and semi-government sector and free zones.

How can a national employee of the private sector register in the Program?

- The national employee of the private sector will upload the Absher app (red icon) from Apple Store or Google Play.
- Click on the registration button and insert Emirates ID no. with the required details where the system will automatically recognize the number in case the employee is still in the private sector and will be registered in the system successfully.
- In case the employee registers in semi-government or free zone sectors, the application will be sent for approval from the ministry.
- Once registration is complete successfully, the user must create a username and a password to be able to use the offers listed in the app.

What the registration mechanism for companies that wish to offer privileges and discounts?

- Companies will be provided with two forms (Absher initiative membership request form for and offers and discounts form).
- The forms are filled and must be authorized by the signature of the official in the company with the company's stamp.
- In case of meeting requirements and criteria and completion of required forms as well as approval by Absher’s director, the company will be contacted to explain the mechanism of using the app and uploading the offers.
Partners in responsibility ... 
Partners in success