



مركز الإمارات العالمي للاعتماد

Emirates International Accreditation Center

متطلبات اعتماد جهات منح شهادات المطابقة للأفراد العاملين في المجالات ذات العلاقة بالمنشآت الصحية

Accreditation requirements for certification bodies providing certifications to persons working in health related establishments (gents/ladies/kids salons) and laborers' accommodations

EIAC-RQ-CB-008

Approved by:	EIAC CEO
Prepared by:	Director, Certification Bodies Accreditation Department

Revision history			
Issue no.	Rev. No.	Details	Date
1	0	First Issue for use under EIAC Name and after inclusion of requirements for persons of laborers' accommodations	15-11-2018
1	1	Delete the issuance year of the international standards mentioned in this document	20-10-2019
1	2	Revised due to the incorporation of the new identity of the Dubai Government	23-07-2024



Contents

1	Scope	3
2	Definitions.....	4
3	General requirements.....	5
4	Requirements for Technical Competence of CB Staff.....	6
5	Development and Maintenance of a Certification Schemes	7
6	EIAC Accreditation Process for Certification Bodies.....	9
7	Use of EIAC Accreditation Symbol	9
8	Obligations of Certification Body.....	9

This document and all its contents are property of Emirates International Accreditation Centre (EIAC). The content is protected by copyrights laws. Any printed copy of it shall be treated as 'Uncontrolled'. Always refer to the controlled online version.



1 Scope

- 1.1 This document is applicable to certification bodies providing/intends to provide certifications to following two schemes:
 - 1.1.1 **Person In-charge (PIC) Level 2** who are working/intends to work in health related establishments which include Gents salon , Ladies salon , Kids salon and these establishments are competent to provide services like Hair cutting & Dressing , Cosmetic & Personal care , Henna , Hair fixing , Health spa , Massage & Relaxation , Body Tanning , Oriental bath.
 - 1.1.2 **Health & Safety Officers Level 2 (HSO Level 2)** for laborers' accommodations.
- 1.2 The CBs are required to develop certification schemes, compatible with schemes Outline/Rules & regulations/Health requirements/Health guidelines issued/recognized by the Health & Safety Department of Dubai Municipality.
- 1.3 In case certification body is based outside UAE and intends to offer similar certification services in respective country then local regulations/laws of respective country shall be applicable.
- 1.4 EIAC-RQ-GNL-001, EIAC-RQ-GNL-002, EIAC-RQ-GNL-003, and mandatory and guidance documents issued by the International Accreditation Forum (IAF) are also applicable on certification bodies.



2 Definitions

All definitions given in ISO/IEC 17024 are applicable.

2.1 Health Related Establishment

For this certification schemes Health Related Establishment include establishments like Gents salon , Ladies salon, Kids salon which are competent to provide services like Hair Cutting & Dressing, Cosmetic & Personal Care, Henna, Hair Fixing , Health Spa, Massage & Relaxation, Body Tanning , Oriental Bath.

2.2 Person in Charge (PIC)

Person in Charge (PIC) 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.

2.3 Laborers' Accommodation/Housing

Housing complex where laborers/workers live and that is provided to workers as part of the employment contract. The housing should meet certain specifications in respect of the Health and safety standard of accommodations' facilities.

2.4 Health and Safety Officer- Level 2 (HSO-Level 2)

Person, who is responsible to implement and supervise the policies or plans related to health, safety & environment in laborers' accommodations/housings.

2.5 Certification Body (CB)

For the purpose of this accreditation, certification body (CB) is an organization that has implemented ISO 17024 standard and providing certification of person In-charge to persons working in health related establishments and health & safety officers working for laborers' accommodations/housings. The term awarding body is also used for such organizations in some parts of the world.

2.6 Shall

The term "shall" is used throughout this document to indicate those provisions which, reflecting the requirements of EIAC criteria is mandatory.

2.7 Interested Parties

For this certification schemes interested parties include members from certification bodies, training companies, persons working in health related establishments, certified PICs, certified health & safety officers, employers of



PICs/Owners of health related establishments, managers of laborers' accommodations, trainers, consultants, relevant governmental authority etc.

3 General requirements

- 3.1 The certification body applying for accreditation under these schemes must have a management system in compliance with ISO 17024.
- 3.2 The certification body shall employ suitable and qualified technical and administrative staff.
- 3.3 The certification body shall have at least one permanently employed qualified examiner and one decision maker for the relevant scheme.
- 3.4 Before applying for accreditation, the applicant CB must have met the following conditions:
 - a) Operating a certification schemes/similar certification schemes for at least one month and examined minimum three batches of persons.
 - b) Shall have carried out minimum one internal audit as per requirements of applicable accreditation criteria and one management review.
- 3.5 The certification body shall include inputs and viewpoints of relevant Interested Parties while making analysis regarding threats to impartiality of certifications and conflict of interests.



4 Requirements for Technical Competence of CB Staff

4.1 Requirements for Examiners

4.1.1 This shall be ensured that examiners meet the following requirements:

4.1.2 **For Person In-charge (PIC) Level 2:** The examiner shall have a minimum of high school level education. The examiner shall have experience as working as service provider in health related establishment for at least two years and as an instructor or examiner for at least two years. If the examiner does not have prior experience as instructor or examiner or is short of experience then total five years working experience in health related establishment may be acceptable. The examiner shall have trainings on hygiene, safety in health related establishments.

4.1.3 **For Health & Safety Officers Level 2 (HSO Level 2:** The examiner shall have as a minimum Bachelors Degree or Diploma level of education. The examiner shall also have Diploma in Occupational Health and Safety (government approved national or international diploma); or International or National NEBOSH Diploma. The examiner shall have minimum five years working experience if he holds Bachelors degree and minimum seven years working experience if he holds Diploma level of education. Out of the total working experience, the examiner shall have minimum three years working experience in industry/field working as Health & Safety Officer.

4.1.4 Is familiar with the relevant certification schemes.

4.1.5 Has a thorough knowledge of the relevant examination methods and examination documents.

4.1.6 Have attended **training courses/sessions on how to conduct an examination for this schemes.**

4.2 When automated machines/computer software(s) is used for marking the answer sheets, the person(s) administering/supervising this marking process shall possess above mentioned qualifications.

4.3 Requirements for Certification Decision Makers

4.3.1 Those who make the certification decision shall not have participated in the examination or training of the candidate. They shall meet all the qualification requirements of an examiner as stated above in 4.1. In addition to that decision maker shall have a thorough knowledge of the relevant certification schemes.



5 Development and Maintenance of a Certification Schemes

- 5.1 The certification body shall have documented schemes for certification of persons.
- 5.2 The certification schemes shall be compatible with schemes Outline/Rules & regulations/Health requirements/Health guidelines issued/recognized by the Health & Safety Department of Dubai Municipality.
- 5.3 The CB shall fully document the procedure and rules for conduct of examinations. The procedure and rules shall cover the prior arrangements, conduct of examinations and post examination activities.
- 5.4 The CB shall develop and maintain a question data bank of questions to be used in examinations.
- 5.5 The question data bank shall have as many questions for respective elements of examinations which are sufficient to design examinations for minimum three batches of candidates. This means at least three sets of examination question papers can be designed.
- 5.6 The examination question papers shall be of multiple choices. The CB should prepare examination question papers in multiple languages including Arabic, English, Urdu, Hindi, Malayalam, Bengali and Chinese language.
- 5.7 The questions data available in question bank shall be reviewed and up dated at least on six monthly basis. The CB shall have a documented system for such reviews.
- 5.8 The confidentiality and integrity of examinations shall be ensured all times during examinations. Invigilator is not allowed to provide translation of any question in any other language to any candidate during examination.
- 5.9 The detailed record of examinations of each candidate shall be maintained.
- 5.10 The record shall include the examination question papers/answer sheets and marking with total score.
- 5.11 Detailed record of decision making for individual candidate shall be maintained. There shall be a clear certification decision for each candidate.
- 5.12 The certification body shall require that all candidates who are based in UAE must submit the following documents along with duly filled application for certification:
 - a) Passport copy with visa residence page/Emirates ID card
 - b) Colored photograph (not older than six months),
 - c) Proof of training (as relevant),
 - d) Evidence of working experience.

Note: Candidates from other countries shall submit valid identification document issued by the relevant governments.



- 5.13 The examiner shall personally identify the candidate at the time of examination as per submitted documents and photograph.
- 5.14 The pass criteria shall be in line with approved certification schemes outline document.
- 5.15 After positive certification decision, CB shall issue a certificate for the successful candidate with five (05) years validity. Expiry date shall be mentioned on the certificate.
- 5.16 For successful candidates, CB shall also issue a card for five (05) years validity. Expiry date shall be mentioned on the card.
- 5.17 The CB shall issue the certificate and card after getting design and content approval from EIAC.
- 5.18 The CB shall conduct recertification before the expiry of certificate.
- 5.19 The re-examination (similar to initial examination) shall be conducted for re-certification.
- 5.20 Detailed record of re-certification decision making for individual candidate shall be maintained. There shall be a clear re-certification decision for each candidate.
- 5.21 The CB shall maintain a documented system to cancel/withdraw the certification of those certified persons who are found incompetent by Health & Safety Department- Dubai Municipality during regulatory inspections of the health related establishments.
- 5.22 The Health & Safety Department- Dubai Municipality will notify such cases to relevant certification body.



6 EIAC Accreditation Process for Certification Bodies

- 6.1 After receiving accreditation application and associated documents from applicant CB, EIAC shall conduct application review and document review.
- 6.2 Once CB's documents are found in compliance with standard ISO 17024 and EIAC requirements, EIAC shall conduct on-site initial accreditation assessment.
- 6.3 Note: Before initial accreditation assessment, the CB can request pre assessment. Pre assessment is optional.
- 6.4 On-site initial accreditation assessment include assessment of management system including certification process in CB's office and witness of examinations.
- 6.5 After completing assessment, EIAC assessment team shall provide assessment findings and assessment report to CB.
- 6.6 The CB is required to take corrective actions for assessment findings.
- 6.7 Once EIAC assessment team is satisfied with the corrective actions taken by the CB and it has closed the findings, the lead assessor shall submit the case file of CB for accreditation decision.
- 6.8 Upon positive decision, the accreditation certificate shall be issued by the EIAC.
- 6.9 EIAC shall conduct annual surveillance assessments and a reassessment before the expiry of accreditation certificate.

7 Use of EIAC Accreditation Symbol

The accredited CB is allowed to use EIAC accreditation symbol in conjunction with its own logo on the certificates issued under accreditation scope & schemes in line with EIAC-RQ-GNL-002.

8 Obligations of Certification Body

Accredited certification bodies are required to submit quarterly accumulated reports containing certification details under EIAC accreditation schemes(s) and up to date lists of authorized examiners for EIAC accreditation schemes(s) on prescribed formats on 10th January, 10th April, 10th July and 10th October every year.