



Abu Dhabi Occupational Safety and Health System Framework (ADOSH-SF)

Mechanisms

Mechanism 7.0 – Occupational Safety and Health Practitioner and Service Provider Registration

Version 4.0

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1. Introduction

1.1 Overview of the Abu Dhabi Occupational Safety and Health Practitioner and Service Provider Registration Program

- (a) Occupational Safety and Health (OSH) professions have the potential to exert a significant amount of influence over organizations and individuals. These influences must be managed in a responsible and competent manner. Services that are provided by those who are not competent to do so may lead to, or be the cause of, unsafe acts or unsafe conditions and may result in an increased risk to the general population or within workplaces and may lead to catastrophic incidents.
- (b) The registration program is designed to comprehensively assess the qualifications and competence of any individual or professional entity who wishes to perform OSH operations within the Emirate of Abu Dhabi and to ensure such operations are performed by only those who are qualified and competent to do so.

1.2 Objective of the OSH Registration Program (Under Qudorat)

- (a) The objective of the OSH Practitioner and Service Provider Registration Program under Qudorat is to ensure that those who are practicing Occupational Safety and Health, either individually or within an office providing professional services, are able to demonstrate competency within their chosen field to a benchmarked level.
- (b) This will be achieved through a formal and impartial process to assess the education, experience, levels of resource, training, or a combination of these elements to ensure that those registered to deliver services have met a benchmarked level of competency.
- (c) Assessment of education or experience may be undertaken in a variety of ways, including but not limited to:
 - (i) Review of education certification(s).
 - (ii) Completion of a pre-defined examination related to the area of registration applied for.
 - (iii) Completion of a peer review interview.
 - (iv) Submission of vocational evidence relating to the area of registration.

2. Terms and Definitions

- (a) ADOSH-SF: Abu Dhabi Occupational Safety and Health System Framework
- (b) ADPHC: Abu Dhabi Public Health Centre
- (c) Qudorat: The brand name for the Public Health and Preventive Health Qualification Framework.
- (d) OSH Practitioner and Service Provider Registration Program: The specific requirements for OSH Practitioners and Service Providers to gain registration from ADPHC
- (e) Applicant: individual or professional entity who wishes to apply for registration with ADPHC.
- (f) Category: Pre-defined registration role / service provider, i.e., OSH General Practitioner or OSH General Consultancy Office.
- (g) Professional Entity - Refers to any private company, office, organization, or similarly incorporated bodies providing OSH services.
- (h) Sub-Mechanism: A child document under the parent document (this document) specifying the individual requirements for each category of registration under this mechanism.
- (i) Business License - The business license is a certificate which allows a natural person or a legal entity to practice a particular activity in compliance with the terms and conditions stipulated by laws and regulations of the Department of Economic Department. Details can be found on DED website: <http://ded.abudhabi.ae/English/DEDServices/Tradeservices/Pages/NewLicense.aspx>
- (j) Registration: The action or process of officially recognizing someone as having a particular status or being qualified to perform a particular activity.

3. Roles and Responsibilities

3.1 ADPHC Director General

- (a) ADPHC Director General (DG), has the responsibility for approval and endorsement of Abu Dhabi OSH Registration Program (under Qudorat) and all components therein.
- (b) The DG shall consider all recommendations for endorsement presented by ADPHC.
- (c) The DG shall, where appropriate or required, have the final decision on any matter related to this mechanism.

3.2 ADPHC

- (a) Shall define all individual roles or professional entities that are required to gain registration as part of this mechanism.
- (b) Shall regulate the quality of services provided by OSH Practitioners and Professional entities, that are within the scope of the requirements of this mechanism, within the Emirate of Abu Dhabi.
- (c) Shall define the criteria for each category that has been identified as requiring registration.
- (d) Shall process all applications in a timely manner through the electronic application, including:
 - (i) receive, review, and assess all applications submitted by an individual or professional entity.
 - (ii) ensure that all applications received, inclusive of all related documents and information pertaining, are kept confidential at all times.
 - (iii) review and approve/reject each application and all subsequent documents submitted by the applicant, using the criteria as set forth for the particular category of registration for which the applicant has applied.
 - (iv) upon approval/non-approval, inform the applicant of the outcome of his / her application.
- (e) Shall maintain a publicly available register of all practitioners and professional entities who are currently registered under the requirements of this mechanism.
- (f) Shall develop and implement a governance process across the registration program to ensure the quality and integrity of the program are being upheld and implemented as per the requirements of this mechanism, including but not limited to:
 - (i) Conduct quality reviews of registered practitioners and professional entities to ensure they are delivering services in line with the requirements of this document.
 - (ii) Develop and implement a mechanism for feedback from end users on the quality of the services provided by those who are registered with ADPHC under the requirements of this document.

- (iii) Investigate any complaints received or breaches of standards by registered practitioners or professional entities.
- (iv) Develop and implement a transparent process for Practitioners or Professional entities to appeal any decision in relation to their registration with ADPHC under the requirements of this document.

3.3 Applicants

- (a) All applicants shall ensure they comply with all laws, regulations, and directives applicable in UAE.
- (b) All applicants shall ensure they undertake their professional duties with honesty, integrity and in compliance with the requirements as issued by ADPHC.
- (c) All applicants shall cooperate fully with any audit, investigation, or inspection that is carried out by ADPHC in relation to services offered under the requirements of this document.
- (d) All applicants shall adhere to all requirements as stipulated within the specific sub mechanism registration criteria documents issued under this mechanism, including professional codes of conduct and terms and conditions of registration.
- (e) All applicants shall complete all sections of the registration application online and provide all required information and documents, in good faith and in a truthful manner.
- (f) All applicants shall update their registration immediately upon any change to their status, qualification(s), certification, licenses, memberships, employment or the like that may have a potential impact on their registration process/status, or ability to continue to perform duties or tasks within a particular accredited category.

Note: Notwithstanding any successful application with ADPHC, the registration of the applicant is based mainly on the review and assessment of the documents and information provided by the applicant against the criteria specified within the relevant sub mechanism. ADPHC shall therefore not be held accountable or liable for the actions of the applicant, any missing or invalid documents, information provided, or the results thereof.

4. Applying for Registration

4.1 Application Platform

- (a) All registration applications shall be received through the Abu Dhabi Government Services Platform (TAMM).
- (b) The applicant shall ensure that the information contained within their profile is updated as required. Failure to ensure that the profile is kept updated, could lead to the suspension or removal of the applicant.

4.2 Categories of Registration

- (a) ADPHC shall identify specific roles or service providers that are required to gain registration under the requirements of this mechanism. Identification of those roles that are required to gain registration shall be on a risk-based criteria and shall be limited to those roles that without control and defined competencies, could lead to a higher level of risk or major incidents in the workplace.
- (b) ADPHC shall develop and publish specific criteria for each category of registration which is open under Abu Dhabi Public Health and Preventive Health Qualification Framework.
- (c) The individual registration requirements shall be published within subset documents under this mechanism.

4.3 Testing of Knowledge

- (a) Dependant on the category applied for, the application may require the applicant to further demonstrate competency within the application. This may be done through a number of means including but not limited to:
 - (i) Academic examination
 - (ii) Interview;
 - (iii) Practical examination; or
 - (iv) A combination of the above methods.
- (b) If this stage is required, the process and specific requirements will be defined within the specific criteria document for the category that the applicant is applying for.
- (c) ADPHC reserves the right to introduce a test of knowledge at any time.

4.4 Completing an application

- (a) The applicant shall complete the application through the Abu Dhabi Government Services Platform (TAMM). The applicant shall ensure that all information used to apply is correct and factual at the time of the application. The information may be used as part of the governance process within clause 7.

4.5 Submitting the Application and Payment of Applicable Fees

- (a) Once the applicant has completed the application and provided all relevant supporting documents or requirements, the applicant shall submit the application.
- (b) As part of submitting the application, the applicant will be required to read, accept and digitally sign the professional code of conduct and conflict of interest conditions related to the specific category of registration they are applying for.
- (c) Following the acceptance and signature of the Code of Conduct and Conflict of Interest conditions, the applicant will be redirected to pay the relevant application fee, if required, through the electronic payment module.
- (d) No application can be submitted without the concurrent payment of any relevant application fee, where required.

5. Assessment

5.1 Checking Document Adequacy

- (a) Upon submission of the application and its supporting documents, each document shall be reviewed to ensure:
 - (i) information provided in the application form is complete and appears to be valid.
 - (ii) all documents indicated to be uploaded are attached, legible, appear to be valid, and (where required, e.g., academic qualifications) attested by relevant authorities; and
 - (iii) any required application fees have been received.
- (b) Only complete applications shall be advanced to detailed assessment of the application and their supporting documents against the pre-established criteria for registration.
- (c) In the case that documentation received is inadequate, requires authentication by concerned authority, is illegible, requires clarification or is no longer valid, the application shall be returned to the applicant with a notification to provide / upload the correct requirements as a part of initial assessment.
- (d) ADPHC reserves the right, in addition to the specific category registration criteria requirements, to request that an education certificate is authenticated by the relevant authority to demonstrate that it meets the Equivalency requirements set within the specific category registration criteria.
- (e) Applications will show the following status once submitted:
 - (i) Submitted: Application submitted successfully and waiting to be reviewed.
 - (ii) In Progress: Applicant's request being reviewed.
 - (iii) Approved: Applicant receives confirmation of approval.
 - (iv) Rejected: Applicant is informed of request closure with reasons.
 - (v) Requires more information: Applicant receives instructions for additional information.

5.2 Issue of Registration Cards

- (a) An individual registration card shall be issued to the applicant upon successful registration in at least one category of registration.
- (b) The registration card shall be in digital format, through the TAMM portal and will be available within the users dashboard.
- (c) The registration card shall indicate / carry, as applicable:
 - (i) the name and photograph of the applicant.
 - (ii) the practitioner registration number.
 - (iii) the registration date.

- (iv) the registration expiry date.
- (v) the category(s) they have been approved for.
- (d) The applicant is responsible to report any discrepancy between the information that appears on the registration card and the communication sent to the applicants registered email. In the case of a discrepancy, the information registered with ADPHC and communicated to the User electronically shall prevail.
- (e) The registration card shall not be altered in any manner. Any alternation, or attempt to do so, shall render the card invalid and subject to further action at the discretion of ADPHC.
- (f) The registration card shall remain the property of ADPHC, who may, with just cause, revoke or recall the registration card at any time.
- (g) Unless revoked or recalled by ADPHC, the registration card shall be retained by the OSH Practitioner and made available upon request by ADPHC or other parties.
- (h) If the registration card expires and is not renewed, the card holder shall refrain from using the expired card. Violations shall be subject to the fullest enforcement action permitted by applicable laws.

6. Maintaining Registration

6.1 Renewal of Registration

- (a) The applicant registration(s) shall remain valid for one calendar year from the date of issuance of the registration card.
- (b) The applicant shall receive an automated email one month prior to the to the expiry of the relevant registration category. No other form of communication shall be used to inform the applicant of the pending expiry of the registration.
- (c) If the applicant wishes to remain registered within Qudorat, they shall complete the renewal application fully within the 14 day period prior to expiry.
- (d) Applicants that do not complete the renewal application within the one month prior to expiry of registration shall be required to apply as a new registration and shall comply with the relevant registration criteria of that category applied for.

6.2 Requirements for Renewing Registration

- (a) Each category of registration shall have specific requirements related to the renewal of registration. The requirements will be held within the sub-mechanism related to their category of registration.
- (b) The applicant will review the requirements and ensure that they fully meet these prior to applying to renew their registration.

7. Governance

- (a) ADPHC shall implement a full governance program that covers the scope of this mechanism. The governance program shall include mechanisms to test the information that has been submitted by applicants and, where applicable, the quality of services.

7.1 Conflict of Interest

- (a) Each applicant that is registered within Qudorat shall ensure that they do not breach any conflict-of-interest requirements that have been set for the category of registration that are registered for.
- (b) Conflict of interest requirements will be identified within the specific category of registration requirements document.
- (c) As part of the application process, each applicant is required to read, agree and digitally sign the code of conduct for the role they are applying for, this code of conduct also includes the agreement to abide by the conflict-of-interest requirements for the category of registration that is being applied for.
- (d) Where ADPHC has reason to believe that the conflict of interest has been breached, an investigation shall be undertaken as per the requirements of clause 7.3.

7.2 Audits and Reviews of Submitted Information

- (a) As part of ensuring the ongoing quality of the registration program, ADPHC shall undertake sample audits of submitted applications to ensure accuracy of the submitted documentation and compliance to the registration requirements.
- (b) Audits may be in the form of a physical audit, desktop review or interviews with applicants.
- (c) Applicants shall be informed in advance, 5 working days of the audit or review and also what the criteria for the review being undertaken are.
- (d) The audit or review could include, but not limited to.
 - (i) Documents submitted as part of the application.
 - (ii) Review of work undertaken as part of the category of registration.
- (e) Following completion of the review, the applicant shall be formally informed of the outcome.

7.3 Complaints about Registered Practitioners

- (a) Any person or organization may register a complaint through ADPHC website with regards to the professional conduct or performance of a registered applicant.
- (b) Every complaint shall be reviewed by ADPHC who will determine the legitimacy and validity of the complaint within 10 working days.
- (c) ADPHC shall initiate an investigation into all complaints determined, on the merits of the complaint, to have justifiable and verifiable cause for the complaint.
- (d) ADPHC may, at its own discretion, use any means within its authority to investigate and conclude to a level beyond a reasonable doubt the facts of the complaint.
- (e) ADPHC shall, upon conclusion of the investigation, make a recommendation to ADPHC DG with regards to necessary action, if any, against the applicant.
- (f) In the case that an investigation reveals, with sufficient objective evidence, that an applicant did not act in good faith or is in breach of the Code of Conduct, ADPHC may recommend revoking or deny renewal of the Applicant.

7.4 Appeals

- (a) An applicant may submit an appeal to ADPHC by email only. An email should be sent to qudorat@adphc.gov.ae within 20 working days from the date of receipt of the decision they wish to appeal against.
- (b) The appeal filed by the applicant shall provide clear justification and supporting evidence as to why they reasonably believe that: they have grounds to appeal against the decisions taken by ADPHC.
- (c) ADPHC will review each received appeal and undertake an initial review of the information to judge if sufficient grounds have been provided for the applicant to appeal.
- (d) The appeal process shall not be used as a means to introduce new documentation that the applicant did not provide initially. Consequently, the omission of any documents by the applicant at the application stage shall not be grounds for appeal.
- (e) Following the initial review by ADPHC, the applicant shall be informed of the decision to:
 - (i) proceed with the appeal, together with the expected date for a decision, or
 - (ii) deny the appeal, together with clear justifications for denial.
- (f) If the appeal is accepted as having sufficient grounds for further investigation, ADPHC shall undertake a full investigation and prepare a presentation to the ADPHC DG, including all supporting information, for decision.

8. Register of Approved Applicants

8.1 Public Register

- (a) When completing the application, the applicant shall acknowledge that he / she will be included in the Public Register and understands that basic information about the applicant, including qualifications and experience will be visible to the public.
- (b) The public register can be utilised by persons or entities who are seeking expertise in OSH.
- (c) For any registered applicant, APDHC shall:
 - (i) ensure that only necessary information is provided in the Public Register.
 - (ii) only confirm, to any inquiring person or organization, that an applicant's registration status is accurate and in good standing;
 - (iii) not provide, to any inquiring person or organization, recommendation, opinion, suggestion, or any other influencing comment with regard to the applicant; and
 - (iv) not be responsible or liable for the actions of any actions undertaken by the registered applicant.

8.2 Search Engine

- (a) The electronic application for Qudorat registration shall provide a Public Register in a sortable and searchable format to allow for ease and efficiency when searching for:
 - (i) Individual Applicants or service providers
 - (ii) specific category(s) of registration
 - (iii) Specific experience - either by sector or qualification

9. Document Amendment Record

<i>Version</i>	<i>Revision Date</i>	<i>Description of Amendment</i>	<i>Page/s Affected</i>
4.0	1 st April 2026	<i>System acronym updated from OSHAD-SF to ADOSH-SF to accurately reflect document title</i>	All
		<i>Change from OSHAD to ADPHC</i>	
		<i>Change of Logo</i>	
		<i>Title of Mechanism 7.0 updated to ADOSH-SF - Mechanism 7- Occupational Safety and Health Practitioner and Service Provider Registration</i>	
		<i>All previous requirements from OSHAD-SF - Mechanism 7.0 & 8.0 deleted and replaced with this document.</i>	



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