

UNITED ARAB EMIRATES
MINISTRY OF HIGHER EDUCATION
& SCIENTIFIC RESEARCH



الإمارات العربية المتحدة
وزارة التعليم العالي
والبحوث العلمي

**The Commission for Academic Accreditation
Ministry of Higher Education and Scientific Research
United Arab Emirates**

**Criteria for Licensure of
Student Recruitment Office (SRO)**

Introduction

The Student Recruitment Office (SRO) is an academic service provider whose activity is limited to recruiting students from UAE for higher education institutions operating inside and/ or outside UAE.

Please note that the SRO is strictly prohibited from offering any type of training courses, academic programs, examinations, or even issuing certificates under the granted license.

Steps of licensure:

- 1- Obtain the required security clearance through the Ministry of Higher Education & Scientific Research (MOHESR).
- 2- Obtain initial approval/no objection letter from the relevant local authority in the Emirate (e.g. ACTVET, KHDA).
- 3- Submit the required documents as stated in the “Required Documents” section.
- 4- An authorized representative from the MOHESR schedules an inspection visit the SRO’s office to make sure that it is appropriate for the activity it is set for.
- 5- If all licensure criteria are met, the representative of MOHESR presents a recommendation to the Minister’s office to issue the required licensure.
- 6- The Minister issues the licensure decree for two years after which the SRO is evaluated again if it intends to renew its licensure.
- 7- After MOHESR licensure, the SRO has to obtain commercial license from the relevant authorities of the local emirate (such as Department of Economic Development, Municipality,...)
- 8- Authorized representative of the MOHESR may visit SRO periodically to ensure compatibility of licensure granted with the activities practiced. The MOHESR may request data, statistics, or any other information about the SRO and the institutions that it deals with.

Requirements for Licensure:

- 1- **Place:** the place allocated for SRO must be strictly limited to the function of recruiting students and is strictly prohibited from operating to offer any other activity. The area of the office must be appropriate to the activities offered in it, and the number of institutions it cooperates with. The office must include:
 - a. A counseling room, where students and their parents are met
 - b. Reception area
 - c. Computers and database storage equipment.
- 2- SRO must keep e-records of all applicants (in addition to hard copies if needed)
- 3- SRO must present brochures and leaflets of all higher education institutions that it deals with, noting that these universities **MUST** be listed in the list of recognized institution by MOHESR.
- 4- Copies of all agreements, MOUs, or authorization letters from higher education institutions that the SRO deals with.
- 5- A bank account must be allocated for the office, and must be revised and audited regularly.

Required Documents:

- 1- Application for Licensure that includes the following:
 - a. Name of the SRO
 - b. Full Address, telephone number, fax number, e-mail address, and P.O. Box
 - c. The names of the sponsor and the director of the SRO
- 2- The vision, mission, and goals of the SRO
- 3- Statement of activities operated by the SRO
- 4- A copy of the MOU/ agreement signed between the SRO and the University that it represents, clarifying the administrative and financial rights, responsibilities, and duties of both parties.
- 5- Resumes of the employees. The Advisor MUST have a bachelor degree at least.
- 6- Financial Statement and report of the Financial resources
- 7- SRO Performance Effectiveness system, clarifying:
 - a. Form of Customer Satisfaction survey that evaluates the performance of the SRO and its employees by customers
 - b. What is evaluated and by whom
 - c. The dates set for the evaluation,
- 8- List of the technological equipment available in the office.
- 9- Route map to the office.
- 10- Document stating initial approval/no objection letter from the relevant local authority in the Emirate (e.g. ACTVET, KHDA).

Requirements for Renewal of Licensure

A Letter requesting re-licensure attached to a report that shows the following:

- 1- Name of the office, its address, telephone number, e-mail, P.O. box, website, name of owner, partners and sponsor (if applicable)
- 2- List of universities that the office deals with and their addresses
- 3- Financial report for the past year showing the revenues and expenditures
- 4- Statistics of the number of students that were enrolled through your office during the last academic year divided as follows:

Name	Nationality	Country	University	Level	Major

- 5- Results of survey of satisfaction of students served by the office.
- 6- In addition to a copy of:
 - Valid MOU or contract between the office and the institution it represents
 - Trade license
 - Previous licensure issued by the Ministry

Please note that the file must be submitted as one PDF file and sent to (info@mohesr.gov.ae).