



FAHR launches a guideline for dealing with COVID-19 patients and suspects



- ▶ Launching **100** training programs for Federal Government employees via Al Mawrid Portal

40,000

followed the 13th virtual HR Club sessions during 2020

The UAE chairs the Meeting of GCC Ministers of Civil Service & HR



The United Arab Emirates represented by the Federal Authority for Government Human Resources presided over the seventeenth meeting of their Excellencies the Ministers and heads of civil service, administrative development and human resources entities in Gulf Cooperation Council States of the Gulf, which was Held virtually on 28th September 2020.

In the opening speech, His Excellency Dr. Abdulrahman Abdul Manan Al Awar, Director General of the Authority, emphasized on the importance of joint work and continuous coordination between civil service agencies, administrative development and human resources in the countries of the Cooperation Council for the Arab States of the Gulf, being the only way to develop the governmental work sector in those countries, and the best solution to overcome the various challenges and obstacles facing it.

His Excellency praised the experiences of the Gulf Cooperation Council states, in terms of their interest in developing and enhancing its human capital, by adopting best international practices and experiences in the field of government work, and launching creative initiatives that enhance the role of Gulf human resources, which results in achieving the visions and aspirations of its countries, noting that the Covid-19 pandemic revealed the readiness of civil service, administrative development and human resources agencies in the GCC countries to deal with various types of challenges and rapid changes, It also highlighted the need for proactive planning and strengthen further interrelation among all state agencies and institutions.

He pointed out that what distinguishes this year's meeting is that it is held under exceptional circumstances that the whole world is going through, not just countries in the region, due to the Covid-19 pandemic. He added that that the meeting discussed many important issues that would strengthen the process of the development of civil service and human resources, in light of the rapid development and growth of this sector, not only at the level of the Gulf Cooperation Council countries, but also at the level of the region and the world.



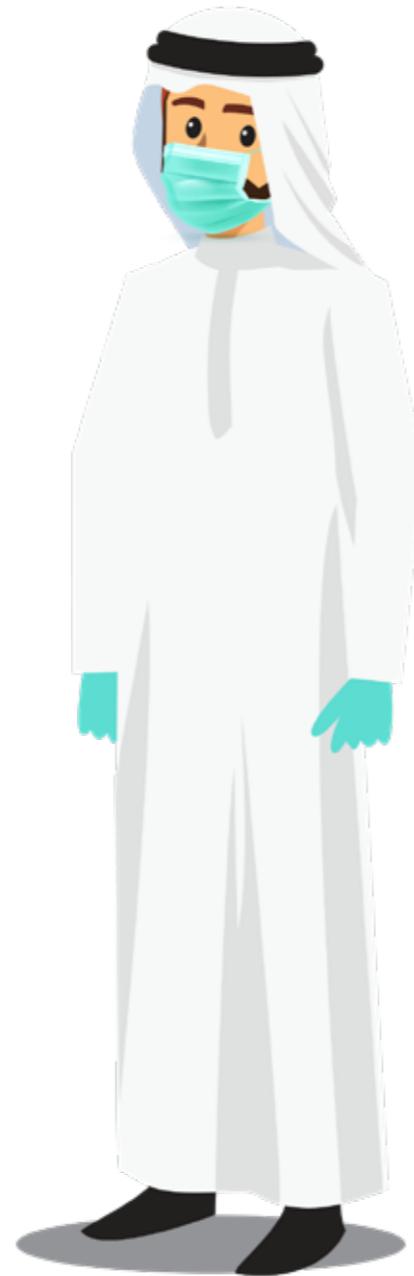
Dr. Abdulrahman affirmed that the collaborative endeavors of joint Gulf action has formed over the course of nearly 40 years of coordination, integration and interdependence in various fields, a source of pride for the peoples of the region, setting the foundations for special relationships and common features and similar systems, Pointing out that this success would not have been achieved without the vision of the leaders of the Gulf Cooperation Council countries who were and still are always looking forward to a bright future that provides security, safety and prosperity to their people and fulfills their aspirations at all levels.

The meeting of ministers and heads of civil service and administrative development agencies was preceded, on the day by, the twenty-fourth preparatory meeting for agents of civil service and administrative development agencies in the countries of the Cooperation Council for the Arab States of the Gulf, to confer and deliberate on mechanisms to improve the level of civil service and human resources agencies in the GCC countries, and to access the most recent developments and efforts made in implementing previous projects and recommendations.

FAHR launches a guideline for dealing with COVID-19 patients and suspects



The Federal Authority for Government Human Resources (FAHR) issued a guideline for dealing with coronavirus (COVID-19) infected persons, suspected of having symptoms of the virus, and those in close contact with confirmed patients at workplaces in the federal entities. The guideline comes as part of all manuals and circulars issued by the Authority regarding the precautionary measures for dealing with epidemics in general, and COVID-19 pandemic in particular.



In this regard, the Authority explained that the guideline aims to ensure the protection of premises and work environments against the spread of diseases and epidemics, and to establish a mechanism for dealing with employees infected with COVID -19 virus in the workplace, as well as suspected cases or those in contact with infected persons. It also aims to familiarize federal entities and their employees with the procedures to be followed in cases of infection, suspicion, and contact with patients, as well as clarify the roles and responsibilities of those involved in dealing with the matter.

The Authority urged the federal entities to deal with confirmed or suspected cases by taking a set of measures. These include providing necessary logistical support to protect employees and customers, adherence to all measures and precautionary measures issued periodically by the competent authorities, coordinating with health authorities to take patients or suspected cases from workplaces to hospitals for tests and identify those in contact with confirmed and suspected cases, and isolate the injured and suspects in special locations in the workplace until they are transferred to the hospital.

Other measures that the federal entities must take in this regard include: supporting employees' commitment to guidelines for prevention and hygiene, ensuring the availability of appropriate health requirements according to the nature of the entity's work, and educating employees and customers about all developments related to the precautionary measures and procedures, through the use of available technical means.

Role of HR Departments

The guideline defines a set of responsibilities to be carried out by human resources departments in the ministries and federal entities. They must isolate the employee with confirmed or suspected COVID -19 in temporary quarantines within workplaces, and communicate with the concerned health authorities to report the case. They have to implement all procedures issued by the competent health authorities until the patient is transferred by health care professionals, evacuate employees and customers from the office

areamof the infected, ensuring that the rest of the employees have not exposed themselves to danger of the pandemic.

The guideline requires HR departments to inform the senior management in the federal entity and competent medical authorities of any infected or suspected case immediately, as well as provide information of persons in contact with the case as soon as possible, and conduct a comprehensive sterilization, including the work area or office of the infected and

facilities used by him immediately.

In addition, the departments should conduct necessary testing for those in contact with confirmed and suspected COVID-19, and ask them to stay at home for a period of not less than 3 days, coordinate remote work for employees who have had close contact with infected persons or suspected of having COVID-19 during the isolation period, and conduct necessary testing for them after the end of isolation period to ensure their safety before returning to work in the workplace. The cases and their results to be recorded in the case register approved by the federal entity.



Responsibilities of Line Manager

The guidelines defines the responsibilities of the line manager as follows:

Responsibilities of Line Manager

The guidelines defines the responsibilities of the line manager as follows: inform the HR Department immediately in the event that he comes to know of an infection case or contact by one of his employees with another with coronavirus.

He must also inform the HR Department of any employee traveling outside the country or when he/she returns back to work starts work, as well as ensure that the employee adheres to the requirements of health authorities in the country by conducting the necessary tests, and inform the employee if the result is positive.

The line manager's responsibilities also include following up the performance of remote employees and making sure that the tests are carried out before they resume regular work.

Employee responsibilities

According to the guideline, the

employee must follow the health procedures issued by the competent health authorities with regard to preventive measures when feeling any symptoms, report any travel, return back and contact cases if any.

The employee should present a report of the test result after returning to the country and before starting work, inform the line manager and director of HR Dept when he feels any symptoms similar to Covid-19, inform them of all the places he visited in the federal entity, as well as of employees contact with at the workplace. He must conduct a medical test immediately upon knowledge of contact or feeling any of the general symptoms of coronavirus or when his employer asks him to do so.

Scope of application

The guideline applies to all civil employees working in the federal entities, also including external customers.



3 workshops on the Federal Government employees' compliance with the precautionary measures

The Federal Authority for Government Human Resources (FAHR), recently concluded three virtual workshops on ensuring the continuity of Federal Government employees' adherence to the precautionary measures, in order to reduce the spread of diseases.

The workshops, moderated by Hamad Buamim, Director of Policies and Legal Affairs Department, Asia Al Balushi, Head of Policies and Research Department, and Ahmed Al Shaer, Assistant Legal Adviser, aimed to provide support to ministries and federal entities, as well as enable them to properly implement health and safety measures for dealing with epidemics in general, and Coronavirus (Covid-19) in particular.



Asia Al-Balushi

Asia Al-Balushi confirmed that nearly 750 employees attended the workshops, which targeted HR directors and officials, besides stakeholders in all ministries and federal entities. The Guide to Precautionary Measures, recently issued by the Authority to support federal entities, in dealing with employees who are not committed to the precautionary measures, explain the mechanisms for their implementation, and ensure protection of employees and customers from the spread of epidemics, was discussed during the workshops.

She explained that the Authority recently renewed its call to all ministries and federal entities to educate their employees, and urge them to adhere to the circulars and guidelines issued regarding health precautionary measures, to limit the spread of Covid-19, and to maintain physical distancing by employees, according to the guideline issued regarding the office

work environment and work from workplaces under emergency circumstances and relevant circulars, as well as the health precautionary measures issued by the competent authorities in the country, which must be followed to safeguard public health.

It should be noted that the Authority had launched a guideline to assist the federal bodies while dealing with employees who are not committed to the precautionary

measures for limiting the spread of epidemics, in a manner that ensures serious compliance with the procedures. The guideline emphasized the role of human resources departments in the federal entities in monitoring the implementation of the guideline according to the rules stipulated in the HR Law of the Federal Government and its executive regulations.



Launching



training programs for Federal Government employees via Al Mawrid Portal



The Federal Authority for Government Human Resources recently announced extending bridges of cooperation with the Communications Regulatory Authority Academy in the field of training and developing employees of ministries and federal entities, and enhancing their capabilities. This cooperation resulted in the Academy providing more than 100 free virtual training programs for federal government employees.

In this regard, Mrs. Noura Al Mulla, Executive of Training and Continuing Education policies at the Authority, explained that the Authority always seeks to enhance the prospects for cooperation with international Consultancy companies, academic institutions, and accredited training centers inside and outside the country. To benefit from its experience in the field of enhancing and developing human capital in the federal government.

She indicated that the cooperation between the Authority and the Virtual Communications Regulatory Authority Academy aims to qualify federal government employees, enhance their efficiency, and develop their knowledge, by giving them the opportunity to participate in more than 100 free, specialized and public virtual training programs available on the Academy platform. It can be accessed through "Al Mawrid Initiative" page on the Authority's website www.fahr.gov.ae.

Noura Al-Mulla stated that, upon completion of each program, employees will receive a digital participation certificate, and that the training programs' topics vary between general and specialized to meet the needs and interests of all employees. Among the most prominent training programs: (artificial intelligence, fundamentals of network management, social media security, the three laws of flexibility, the six characteristics of high-performance teams, cyber bullying, cloud computing, 5G cyber security, critical thinking, crisis management, reinvention of business post-COVID-19, fundamentals of project management, intellectual property for digital content, fundamentals of strategic planning, financial management for non-finances, big data and predictive analytics).

She pointed out that the "Al Mawrid", which was

launched by the Authority in late 2019, is the largest platform for training and e-learning in the United Arab Emirates. It is considered an advanced smart training platform that serves federal government employees, develops their behavioral and specialized skills, and provides them with free and specialized programs and electronic general and specialized training courses, at preferential rates, which take into consideration their needs and enhance their capabilities.

She noted that the total number of workshops and training programs available within the "Al Mawrid" initiative has reached about 620 specialized and general training programs in various fields.

She explained that the e-learning portal in the Federal Government, www.al-mawrid.ae, has become, in a short period, an ideal alternative to traditional training and learning methods based on the actual attendance of workshops, training courses, and communication between the trainer and knowledge seeking trainees.

The Authority has contracted and cooperated with universities, educational institutions, Consultancy firms and leading global companies in the field of electronic training and

development, to provide specialized certificates, electronic training courses and programs, and educational materials for federal government employees for free and at competitive prices.

The Authority aims, through "Al Mawrid" initiative, to assist federal government employees in continuous learning, developing their knowledge, skills and capabilities, and enabling them to keep pace with the requirements and needs of the global labor market, which is characterized by rapid change, by ensuring that they obtain reliable quality electronic training, at any time, from anywhere in the world.



Maryam Al Zarouni



90,000 hours of virtual training for Federal Government employees via "Al Mawrid" portal in 10 months



The Federal Authority for Government Human Resources (FAHR) revealed that nearly 82,000 employees of ministries and federal entities have visited the Federal Government's e-learning portal Al Mawrid, the largest interactive platform for training and e-learning in the UAE, since its launch late 2019 until the end of August.

In this regard, Fatima Al Jasmi, Head of Training and Continuing Education Policies Department at the Authority, explained that the Authority has succeeded in a record time to hold, approximately 90,000 virtual training hours for employees of ministries and federal entities via Al Mawrid platform, in cooperation with its partners accredited training service providers. from within and outside the country.

She said: Al Mawrid platform has issued nearly 35 thousand electronic participation certificates to Federal Government employees since its launch. In addition, about 620 specialized workshops and general training programs in various fields are available through the portal.

5 free courses during September

According to Fatima Al Jasmi, The Authority offered during September 2019, 5 free training courses within Al Mawrid initiative and through Zoom platform. The workshops varied between general and specialized, and in the Arabic language, namely: writing comprehensive legal notes, principles of financial accounting for non-accountants, recognition of distinguished employee, artificial intelligence, and the culture of innovation at work.

Fatima Al-Jasmi pointed out that Al-Mawrid: www.al-mawrid.ae is an advanced smart training platform that serves Federal Government employees, develops their behavioral and specialized skills, and provides them with programs and general and specialized electronic training courses, free of charge and others at preferential prices, that take into account their needs, and enhance their capabilities, and their ability to keep pace with the requirements of the labor market, in light of the Fourth Industrial Revolution.

She indicated that the e-learning portal in the Federal Government, Al Mawrid, represents an example of modern global trends in the field of virtual training and learning, and an important alternative to traditional training methods based on physical attendance of workshops and training courses, as well as an ideal communication channel between the trainer and trainees seeking knowledge.

She said, "A set of introductory courses and educational

materials on various electronic human resources systems, have been made available under the umbrella of the Federal Government's HR Management Information System (Bayanati) through interactive videos to enrich the trainee's experience.

She added, "The Authority always seeks to expand its strategic partnerships with international expertise houses and academic institutions in the field of training from inside and outside the country, with the aim of making use of the expertise and knowledge of these institutions in training the Federal Government employees and developing their capabilities. In this regard, the Authority cooperates with dozens of

universities, educational institutions, expert houses and leading global companies in the field of electronic training and development, to provide specialized certificates, electronic training courses and programs, and educational materials free of charge or at competitive prices."



Fatima Al Jasmi

The launch of Al Mawrid came in line with the Federal Government's vision towards investing in artificial intelligence, enhancing the skills and capabilities of Federal Government employees, ensuring continuous

learning, and providing employees with the best and latest types of training, by harnessing modern technology in all fields.

The Authority aims, through "Al Mawred" initiative, to assist federal government employees in continuous learning, developing their knowledge, skills and capabilities, and enabling them to keep pace with the requirements and needs of the global labor market, which is characterized by rapid change, by ensuring that they obtain reliable quality electronic training, in any A time, from anywhere in the world.

By introducing Al Mawrid Initiative, The Authority aims to develop the employees' knowledge, skills and capabilities, so that they can cope with the rapidly changing needs of global labor market by acquiring reliable electronic training, at any time, and from anywhere in the world.

FAHR trains Ministry of Justice Employees on Smart Application

FAHR



The Federal Authority for Government Human Resources (FAHR) recently held a virtual training session via the e-learning portal of the Federal Government “Al-Mawrid”, about its smart application FAHR and the most prominent advantages it provides to employees of ministries and federal entities. The session, presented by Imran Al Shamsi, Head of the Systems Development and Maintenance Department at the Authority, and Sheikhha Al Kaabi, infrastructure systems technician, targeted employees of the Ministry of Justice

In this regard, Imran Al Shamsi, Head of the Systems Development and Maintenance Department at the Authority, explained that the session was streamed live through the virtual sessions feature available through “Al Mawrid” portal, during which, more than 200 employees of the Ministry of Justice were introduced to all the services provided by the smart application for federal government employees. They were also trained on how to complete their human resources procedures through the application.

He said, “The Authority is about to hold similar virtual sessions during the coming period for all ministries and federal entities; to train its employees on the application “FAHR”. The most important characteristic of the smart application is that it allows federal government employees to complete all their human resources procedures, especially vital ones, on their own, through their mobile devices, without the need to refer to the human resources departments in their entities, thus saving time and effort on human resources departments, enabling it to focus on other important and strategic matters.”

He added: “Among the self-service procedures provided through the Authority’s smart application reviewing attendance records, requesting leave, requesting salary certificate, requesting experience certificate, issuing letters to whom it may concern, requesting legal advice on human resources laws, policies and legislation in the federal government,

completion of all stages of performance management system for federal government employees, and the creation of their own individual development plans).

Imran Al Shamsi stated that the application provides a package of self-services for federal government employees, including: Displaying and updating personal documents, browsing

current vacancies in the federal government, facilitating the application process for job seekers, reviewing the jobs that have been applied for, and requesting technical support service to assist federal ministries and agencies in implementing various human resources procedures, registering as a service provider in the discounts program for government employees “Imtiyazat”, searching for employees in the federal government, communicating with employees via e-mail,

nominating employees within the federal rewards and incentives system, viewing the job description card, and requesting a business card.

The smart application includes 27 services provided to federal government employees and customers of the Authority from all sectors. It provides distinguished services to more than 100,000 employees working in all ministries and federal entities, and the most important of these services are those related to “Bayanati” system, providing a smart dashboard for employees and officials of ministries and federal entities.



Imran Al Shamsi

Sponsored by:



40,000

followed the 13th virtual HR Club sessions during 2020

The Federal Authority for Government Human Resources (FAHR) recently held the HR Club virtual session No 13, in 2020, under the title «Talent Management in the Digital Age», using live streaming tech (webinar).



نادي الموارد البشرية
Human Resources Club

One of the Strategic Initiatives of the Federal Authority for Government Human Resources

13
Virtual Sessions
since the beginning of the year

Intellectual Platform
that brings together thousands of specialists and those interested in Human Resources from all sectors



40,000
Interested and competent attended from inside and outside the country

Holds
its meetings periodically, whether its actual or virtual

The membership is open and free through:

- FAHR Website: www.fahr.gov.ae
- HR Club email: HRClub@fahr.gov.ae

In this regard, Salwa Abdullah, Director of Projects and Programs Department at the Authority confirmed that more than 7,600 Club associates and those interested from inside and outside the country followed the

activities of the session held by the Authority through direct broadcast technology, noting that since the beginning of 2020, 13 virtual sessions were held, attracting more than 40 thousand people.

She pointed out that the Human Resources Club sessions have received greater attention and interaction since the Authority launched the live broadcast technology in late 2019, which played a role in enabling the Club to reach a larger segment of society.

The session, moderated by Salwa Abdullah, hosted Mr. David John Edwards, Head of Talent Solutions Consulting at SHL Global the Middle East, who tackled the most important transformations that the global labor market is currently witnessing, as well as their impact over the next few years, and how institutions and individuals can prepare well for these transitions.

He explained that digital transformation dominated the global labor market scene during the past few years, as one study indicates that the volume of global spending on digital transformation and service automation in 2019 reached nearly \$ 1.7 trillion. Moreover, he added that 87% of chief executives surveyed in the study look at digital transformation as a priority for their institutions, and 66% of them believe that their institutions should pump more investments in the field of digital transformation if they want to remain in the competition.



Salwa Abdullah

Mr. Edwards said, “The Fourth Industrial Revolution and artificial intelligence technologies imposed new equations in the labor market, and radically transformed the nature of roles and tasks performed by employees in various fields. It is highly important to keep pace with all developments related to technological changes, by attracting and employing digital talents, improving digital skills of existing employees; in order to enable them to keep up with the rapid technological developments.”

Flexible talent management strategy

The speaker explained that in light of the digital transformations taking place around us, organizations should develop a flexible and integrated strategy to manage and maintain their talent. This is very important, given the intense competition between international institutions and companies to attract digital talent. He called on developing well-thought-out succession plans for the workforce, to ensure its

continuity and enhance its competitiveness.

In this regard, he cited the results of one of the global studies that interviewed hundreds of human resource leaders and employees from different countries of the world, where the leaders indicated that only 32% of employees were able to change traditional work methods, and adopt more modern ones, that are capable of keeping pace with the digital age. About 53% of the employees participating in the study stated that they expect to obtain the necessary support from human resources departments in their workplace, to develop their capabilities, and enhance their digital skills.

He pointed out that organizations are required to upgrade a set of competencies and skills among their employees, perhaps the most prominent of which are learning, adaptation, strategic thinking, innovation and creativity, decision-making, entrepreneurship, cooperation, communication, critical thinking, planning and organizing.

The Human Resource Club

The Human Resources Club launched in 2010 is one of the most important strategic initiatives of the Authority. It is an interactive platform and an intellectual and knowledge

communication channel that brings together interested people, to discuss human resource issues and support services.

It is an interactive platform that offers its membership, an ideal opportunity to learn about the best practices, experiences and success stories of many individuals and institutions, as well as meeting with specialists and actors in the field of institutional work.

It is noteworthy that the door to membership is open free of charge for those interested in human resources, public administration institutional support and other relevant fields. The Club is keen to communicate with its affiliates through website, e-mail, and various social networking channels. Those interested can apply for membership through: the Authority website: www.fahr.gov.ae, or the Club e-mail: HRClub@fahr.gov.ae

FAHR Smart App Featured Services



Services
around
the clock



Requesting & Approving Leaves



Requesting to Whom it May
Concern & Experience Letters



Reviewing Salary Details



Updating Personal Data



Preparing the Individual Development Plan



Reviewing and Approving
Performance Document



Attendance Registration



Nominating for Rewards & Incentive System