



KHEBRATY 2024

(PART-TIME)

Handbook & Guidelines

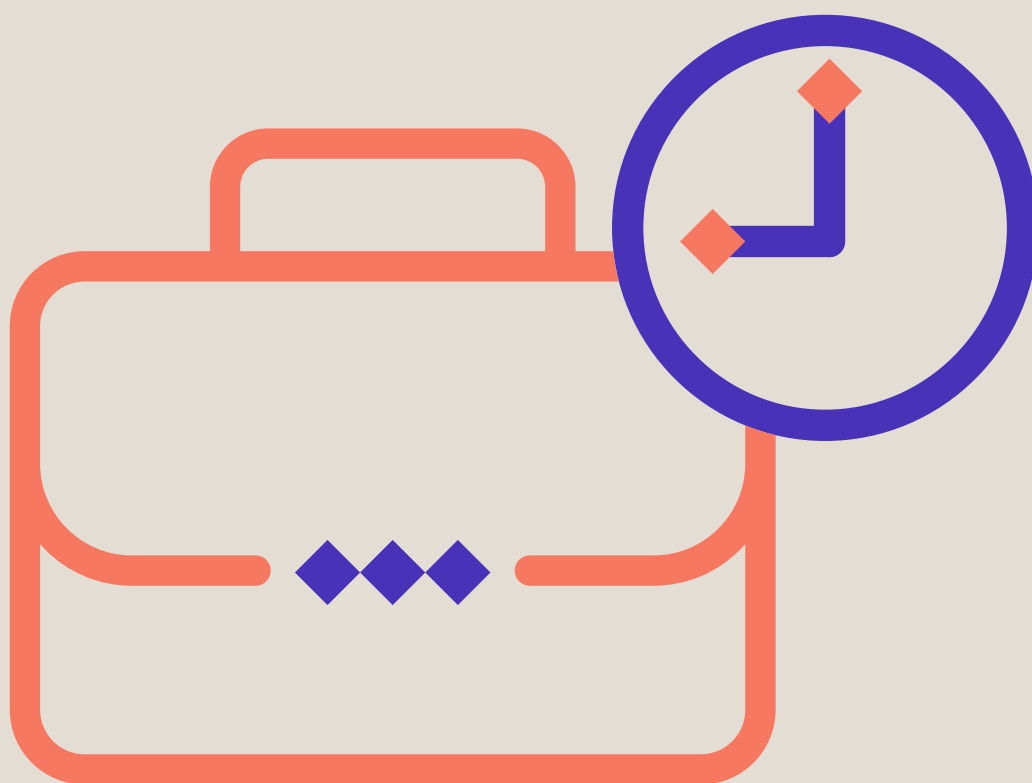


Table of Contents

About the Programme	4
Programme Duration	4
Programme Targeted Audience	4
Programme Outcomes & Benefits	4
Programme Eligibility Criteria	4
Other Required Information	4
Programme Selection Process	5
• Registration	5
• Screening	5
• Interviews	5
• Final Selection	5
• Job & Hotel Matching	6
• Document Collection	6
• Nafis Allowances	6
Attendance & Working Hours	6
Functional Violations and Disciplinary Sanctions	6
Pension	7
Performance Management	7
DCT Abu Dhabi Checkpoint	8
Programme Dos/Don'ts	8
Strategic Workforce & Emiratisation Contact Details	9



WELCOME TO THE KHEBRATY PROGRAMME

To all our Khebraty members,

You have been selected to represent Emirati youth in Abu Dhabi's hospitality and tourism sector. Every single one of you is now considered an ambassador of the emirate.

We believe in your ability to represent Abu Dhabi, and to represent us all, by working hard to provide the warmest welcome and most authentic Emirati experience to our visitors from around the globe.

You will support the enhancement of visitor experience by welcoming guests to their home away from home and contributing your valued ideas and perspectives. Day after day, you will be proving to our industry partners, visitors, and the world that there is no better place to visit, live, and work than Abu Dhabi.

We look forward to your contributions and to what we will achieve together to elevate and progress the tourism sector in Abu Dhabi.

We wish you the best of luck on your two-year mission.

Many thanks and kind regards,

The Strategic Workforce & Emiratisation Team



About the Programme

The Department of Culture and Tourism – Abu Dhabi's (DCT Abu Dhabi) Khebraty Programme provides an introduction to Abu Dhabi's tourism and cultural destination offerings. Your participation in the programme involves taking on part-time work in one of Abu Dhabi's leading hotels, to gain insights into the different components of the tourism industry and how this sector contributes to the growth and development of the country. You will also be equipped with knowledge and training about the different aspects of tourism and culture and their important role in the UAE's economic diversification.

Programme Duration

A two-year contract for part-time work with one of the leading hotels in Abu Dhabi and Al Ain.

Programme Targeted Audience

University and college students in the Emirate of Abu Dhabi aged 18 to 25.

Programme Outcomes & Benefits

- Teamwork, customer service, and time management skills
- Knowledge of components of the tourism industry, job vacancies, and investment opportunities
- Insights into the role of tourism in Abu Dhabi's future economic development
- Monthly salary of AED 5,000

Programme Eligibility Criteria

- UAE nationals only
- Individuals who have finished their National Service (males)
- Fluent in Arabic and English
- GPA 3.0 and above
- Committed to working a minimum of four hours a day for five days a week
- Students majoring in any subject are accepted

Other Required Information

The programme accepts both males and females. Students will be placed at one of Abu Dhabi's prestigious 4- or 5-star hotels for two years. Applicants must submit a letter of no objection from the head of the family to participate in the programme. The students are also required to be registered under the Abu Dhabi pension scheme.

Programme Selection Process

The Strategic Workforce & Emiratisation team's selection process is based on clear and fair criteria and assessments. Below is an explanation of the candidate journey.

• Registration

The Strategic Workforce & Emiratisation team conducts career fairs and school talks throughout the year where they promote sector programmes and initiatives. This includes briefings about the Khebraty Programme and sharing the steps for registration.

- To register, please scan the below barcode:



- You will see all programmes related to our section. Click on “Khebraty Programme”.
- Fill out the programme's application form and submit it.
- Once submitted, your application will be reviewed by our team, and we will reach out to you 2-3 months before the start of the programme.

• Screening

You should expect a call from our team members by August/September to validate the information you have shared with us. They may also ask you some additional questions to confirm that you're the best fit for the next rounds of the selection phase.

• Interviews

By October/November you should expect an email from **info@sparkhire.com**. If you don't receive anything in your inbox, to check your spam/junk email folder as it might appear there.

Please read the message from Department of Culture and Tourism – Abu Dhabi contained in the email.

Refer to the deadline stated in the email and make sure you complete the interview before the mentioned date and time.

Lastly, click “view and accept interview invitation”.

• Final Selection

Interviews will be conducted by the Strategic Workforce & Emiratisation team to confirm the shortlisted candidates.

For the shortlisted candidates, second interviews will then be held with the hotel or resort establishment.

• Job & Hotel Matching

Note that the job matching will be conducted by the Strategic Workforce & Emiratization team based on an agreed internal mechanism. Distance between the student's home location and the hotel location is not part of the criteria of the job matching, as we cannot guarantee the particular hotels that will be participating in the programme.

The placement also cannot be based on the student's preference, as we have limited job vacancies received from the hotels. Please be aware of these two important points as we will not be able to change or transfer you from one hotel to another once the contract is signed with the confirmed establishment.

• Document Collection

- After acceptance from the hotel, the hotels will ask the candidates to share the needed documents and then sign the contract:
 - » Updated CV
 - » Emirates ID
 - » Passport copy
 - » University transcript
 - » Completion of the "National Service"
 - » Medical Fitness Certificate from SEHA or any government clinic; please mention the employer name (the establishment you are going to work for).
 - » Signed No Objection Letter (attached)
 - » Signed copy of the contract

• Nafis Allowances

Nafis is applicable only with the hotels that are considered private sector. **Please reach out to the Nafis team should you have further enquiries about the top-up.**

Attendance & Working Hours

You are responsible for coordinating with your employer regarding the number of hours of work to be completed each day, as long as it meets the mandatory 20 hours per week. The standard is working for five days a week, four hours a day on a flexible basis according to your study schedule.

Functional Violations and Disciplinary Sanctions

If you are unable to complete the required number of hours per day, week or month as agreed, a meeting with the employer will take place to understand the justification. A 'verbal notice' will be given if the justification was not convincing. A copy of the incident should be sent to DCT Abu Dhabi for internal documentation.

In case of repetition of the incident, a 'verbal notice' will be given to you by your employer and documented in an official email sent to you.

If these incidents continue to occur, the establishment will proceed with the actions required as per the Labour Law. Please refer to MOHRE Functional Violations and Disciplinary Sanctions Section mentioned in the Labour Law.

Always remember that:

1. You are responsible for ensuring that your attendance is recorded, e.g. sign-in and out or clock-in and out.
2. Although you may not meet the required working hours, resulting in a deduction to your salary, you are still required to meet your employer's performance expectations, e.g. attitude, work quality and quantity, good attendance, good communication etc.
3. If your performance level is low and does not meet the expectations of your employer, then you will be deemed as having performance issues. See the below process.

Pension

All Khebraty participants are required to be registered for the Abu Dhabi Pension Fund. This is mandatory.

Performance Management

1. All Khebraty students must follow their employer's policies as well as their rules and regulations. You must also ensure that you meet the performance standards of your employer.
2. All Khebraty students are required to have three to five Smart KPIs as outlined by the supervisor upon her/his joining date.
3. The student is required to meet these KPIs and review their performance through quarterly or semi-quarterly meetings with their line managers, depending on the employer's choice.
4. If the student has failed to deliver what has been requested, the employer is required to understand the reasons and make sure to have a training development plan for her/him.
5. Any student found to have a performance issue, e.g., poor attendance or lack of commitment, then as a first instance, the line manager will verbally inform them of this non-performance.
6. If the performance does not improve, then a 'Notice Letter' will be sent to the student from the establishment.
7. Following this, DCT Abu Dhabi will arrange to meet with the student to investigate the incident and inform them about the actions taken.
8. You are responsible for providing accurate contact details, e.g., active email or mobile phone number. Furthermore, it is your responsibility to read the emails from your establishment accordingly.
9. In case of any termination, DCT Abu Dhabi will support the establishment in finding a replacement for the terminated student.

DCT Abu Dhabi Checkpoint

The Strategic Workforce & Emiratisation team is here to support you, and can meet you individually if you need us at any point during your placement. We are also planning to have group gatherings throughout the year. This will give us an overview of your attendance, performance, and progress. You are required to inform DCT Abu Dhabi should you decide to exit the programme for any reason, as we will need to finalise the release process from your respective establishment.

Programme Dos/Don'ts

Do:

- Submit your academic schedule to the establishment before the beginning of each semester.
- Be aware of your establishment's HR policy.
- Be aware of Khebraty Programme guidelines.
- Be committed to the attendance rules.
- Complete all given tasks.
- Inform your line manager of any urgent absence (call, email, message).
- Respect your establishment's management.
- Commit to learning as much as possible from your work experience e.g., commitment, discipline, endurance, humility, communication, tolerance, teamwork and understanding.
- Commit to acquiring as many skills and as much knowledge about tourism and hospitality as possible.

Don't:

- Do not break any HR rules and regulations.
- Do not use your mobile phone while you are at work, especially if you are assigned to the front desk.
- Do not wear casual clothes for work. Please wear National Dress – Kandura and Ghutra for men, and Abaya and Sheila for women.
- Do not start work or leave work without signing in/out.
- Do not leave your work without permission for 'breaks' or for 'personal reasons' when you are supposed to be working.
- Do not disrespect your supervisor. Ensure you follow all instructions.
- Do not withdraw yourself from the establishment unless you inform DCT Abu Dhabi and your employer.

Strategic Workforce & Emiratisation Contact Details

We encourage you to contact the Strategic Workforce & Emiratisation team should you have any questions or concerns.

Please reach out to:

- **Name:** Maitha Al Beshr
- **Designation:** Strategic Workforce & Emiratisation, Specialist
- **Email:** MBeshr@dctabudhabi.ae
- **Phone:** 02-5995457

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