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Ministry of Education and Higher Education
State of Qatar

**Guidelines for Protecting the Rights and Duties of Beneficiaries
in Private Educational Institutions**

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Introduction

This guide aims to raise awareness of the rights and duties of parties related to educational services in private educational institutions in the State of Qatar, including schools, kindergartens, nurseries, and educational services centers. It focuses on achieving a comprehensive balance between the rights of parents and beneficiaries and the obligations of educational institutions, ensuring a safe and stimulating educational environment that provides high-quality services according to national and international standards, and aligns with societal aspirations and the Ministry's vision towards a comprehensive and sustainable educational system.

In line with Qatar's international and national commitments, the principles of the Convention on the Rights of the Child, ratified by Emiri Decree No. (35) of 2010, have been included. This guarantees the right of all children to quality education without discrimination and provides an environment safe from abuse and exploitation, ensuring their full participation and inclusion, especially for those with disabilities, based on the principle of the best interests of the child. This guide also aligns with Law No. (13) of 2016 concerning the protection of personal data privacy, which establishes a binding legal framework to protect the confidentiality of beneficiaries' data and ensure its use solely for educational and training purposes, enhancing trust in the educational system and upholding the rights of all parties.

Purpose of Issuing the Guidelines

This guide aims to establish principles of transparency, organization, and fairness in the relationship between private educational institutions and their beneficiaries, ensuring a safe, stimulating, and high-quality educational environment, compatible with the vision of the Ministry of Education and Higher Education in building an integrated and sustainable educational system. These objectives are as follows:

1. Enhance beneficiaries' awareness of their rights and duties to empower them to participate effectively in the educational process.
2. Provide a reliable reference outlining the rights and obligations of beneficiaries and private educational institutions.
3. Organize the relationship between beneficiaries and educational institutions to achieve a fair balance between rights and duties.
4. Promote transparency and accountability to ensure the quality of educational services and compliance with institutional values.
5. Ensure the provision of a safe and stimulating educational environment supporting academic and behavioral growth.
6. Keep pace with developments in private education by applying modern trends to enhance the performance and competitiveness of institutions.
7. Support the vision of the Ministry of Education and Higher Education in providing a comprehensive, high-quality educational system.
8. Enhance cooperation between government entities and private educational institutions to build strategic partnerships serving the educational and developmental process in the State of Qatar.

Definitions:

Term	Definition
	They are the persons who directly receive the educational or training service provided by the institution.
Beneficiaries	<ul style="list-style-type: none"> - Student in private schools. - Children in nurseries or kindergartens. - Trainees in educational or training centers.
Private Educational Institutions	They are all places (including buildings and facilities) where people gather to provide and receive care, education, and training, whether a school / kindergarten / nursery / educational services center. (1)
Private School	Any non-governmental institution whose primary mission is to provide education at various educational stages, starting from the kindergarten stage until the end of the secondary stage. (2)
Nurseries	They are any place designated for the care of children not exceeding four years of age, including nurseries affiliated with or attached to a government or private school and licensed by the Ministry. (3)
Educational Services	Education or training services provided in fields such as languages, computers, secretarial work, accounting, administrative work, and other fields determined by the Ministry / Education or training services provided in fields such as tutoring for academic curricula – educational training – mental arithmetic – visual arts for training in drawing, sculpture, photography, and decoration works, and the like – Education and training for persons with disabilities. (4)
Educational Services Center	Institutions licensed to practice educational services according to the provisions of Law No. (18) of 2015.
Parents	Persons who have legal responsibility for the student, including parents, guardians, or those entrusted with the child's care and enrollment in educational institutions.

(1) Law Regulating Private Schools in the State of Qatar (Law No. 23 of 2015)

(2) Law Regulating Nurseries in the State of Qatar (Law No. 1 of 2014)

(3) Law Regulating the Practice of Educational Services in the State of Qatar (Law No. 18 of 2015)

Term	Definition
Rights	They are a set of legitimate privileges and entitlements guaranteed by laws, regulations, and policies for beneficiaries of services provided by nurseries, kindergartens, private schools, and educational services centers. Private educational institutions are committed to providing and ensuring respect for them.
Duties	They are a set of responsibilities and obligations that fall upon beneficiaries of services provided by nurseries, kindergartens, private schools, and educational services centers, aimed at ensuring the educational or training process proceeds with discipline and mutual respect.
Obligations	They are the legal or contractual commitments and responsibilities undertaken by the educational or training institution towards beneficiaries of services provided by nurseries, kindergartens, private schools, and educational services centers, according to applicable regulations, policies, and bylaws.
Complaints	The formal procedures followed by beneficiaries to raise observations or objections related to services provided by private educational institutions, according to the mechanisms specified by the regulatory authority.
Fees	They are the financial amounts imposed by the educational institution on beneficiaries, including registration fees, monthly or annual tuition fees, additional activity fees, and any other fees approved according to applicable regulations.
Safe Educational Environment	It is the environment that ensures the safety of all parties during their presence in educational institutions, and includes adherence to health and safety standards, and protecting beneficiaries from any form of abuse or discrimination. (1)

UNICEF. (2024). Safe to Learn: Ending violence in, around and through schools. Retrieved from (1)

Target Groups

The target groups for protecting the rights and duties of beneficiaries in private educational institutions include, directly, the following:

1- Private Educational Institutions:

Include nurseries, kindergartens, schools, and private educational services centers.

2- Employees and Workers in These Institutions:

They are all individuals working in nurseries, kindergartens, schools, and private educational services centers.

3- Children and Students:

They are the primary beneficiaries of comprehensive care, educational, and specialized services provided by private educational institutions.

4- Parents:

Who have the right to be informed and participate in following up on the educational process and ensuring the quality of services provided to their children.

5- Individuals Outside the Formal School Scope:

Such as youth and adults wishing to develop their academic or professional skills through programs and courses offered by educational services centers.

6- Supervisory and Regulatory Authorities:

The Private Education Sector, the authority responsible for obligating private educational institutions to adhere to educational, academic, administrative, and health standards, and forming inspection and quality teams to monitor their compliance and ensure the application of regulatory bylaws.

Part One

Rights and Duties of Beneficiaries from Private Schools and Kindergartens

Chapter One: Overview of Private Schools and Kindergartens (Their Importance and Objectives)

Chapter Two: Rights and Duties of Parents

Chapter Three: Rights and Obligations of Private Schools and Kindergartens

Chapter Four: Mechanisms for Protecting Rights Between Private Schools/Kindergartens and Parents

Chapter One

Overview of Private Schools and Kindergartens (Their Importance and Objectives)

Private schools and kindergartens in the State of Qatar, under the supervision of the Ministry of Education and Higher Education, seek to provide quality education that enhances students' skills and develops their capabilities within a safe and inclusive environment, by diversifying educational opportunities according to national and international standards, supporting cultural diversity, and achieving Qatar National Vision 2030 through developing human capital. Educational curricula are the fundamental pillar of private schools and kindergartens, varying between national, international, and blended, providing flexible options that respect the community's specificities and ensure justice and equal opportunities. This diversity aligns with the organizing laws and regulations, such as Law No. (23) of 2015 and Law No. (1) of 2014 as amended by Law No. (3) of 2024 and relevant ministerial decisions.

The importance of this diversity lies in providing flexible educational options that meet the aspirations of parents and students and consider the cultural and social specificities of resident communities, enhancing the quality of education and establishing principles of justice and equal opportunities. It also contributes to achieving the goals of Qatar National Vision 2030 and the Sustainable Development Goals (SDGs), by preparing a generation equipped with 21st-century skills such as critical thinking, creativity, and lifelong learning, while preserving national identity and community values.

Private schools and kindergartens also aim to achieve the following objectives:

1. Comprehensive development of students including cognitive, psychological, social, physical, and value aspects in a balanced manner.
2. Providing a safe and inclusive educational environment based on justice, equality, and respect for students' rights, ensuring their psychological, physical, and health safety without any violence or discrimination.

Chapter Two

Rights and Duties of Parents in Private Schools and Kindergartens

Based on Law No. (23) of 2015 concerning the regulation of private schools, as amended by Law No. (12) of 2017 and its executive regulation, a comprehensive legal framework has been established that

precisely defines the rights of parents and beneficiaries and matches them with a set of basic duties. This framework aims to establish principles of transparency and accountability, and enhance partnership between educational institutions and parents, ensuring the quality and inclusiveness of educational services for all students, especially those with disabilities and learning difficulties. The detailed statement of these rights and duties is as follows:

1- Rights of Parents:

- Obtain accurate and transparent information about aspects of the educational process, including academic programs, school performance, quality of services, and receive periodic reports on students' academic, behavioral, and social progress. They also have the right to review Individual Education Plans (IEPs) for their children with disabilities and learning difficulties.
- Review tuition fees and refund policies, with clarification of any additional fees that may arise in the signed contract. They also have the right to review the fee refund policy, which is integrated into the educational contract in case of student withdrawal or cessation of study.
- Review the educational contract and obtain a clear copy of the contract that includes: the educational services provided.
- Review school policies, including discipline policies, complaints, school transportation, as well as the inclusion policy and support for students with disabilities or learning difficulties.
- Obtain accredited quality education for their children, meeting national and international standards, and includes all students including those with disabilities and learning difficulties, with guaranteed equal opportunities through a specialized and qualified teaching staff.
- Provide a safe and healthy educational environment that preserves the safety of their children, free from discrimination and abuse, and equipped with all appropriate facilities for people with disabilities according to the standards of the Ministry of Public Health.
- Participate in educational decision-making by attending meetings and discussing the selection of programs and activities, including approving the Individual Education Plan (IEP) or any special support for students with disabilities or learning difficulties.
- Submit complaints to the school or to the concerned departments in the Ministry, in accordance with what is stated in the "Policy and Procedures for Verifying Complaints and Violations of Private Schools and Kindergartens - First Edition 2024".
- Provide appropriate academic and social support for all children, including students with disabilities and learning difficulties, according to the standards and guidelines approved by the Private Schools and Kindergartens Administration.

2- Duties of Parents:

- **Registration Process in Schools and Kindergartens:**

After Registration

Regularly follow up on the child's academic and behavioral progress, and participate in educational meetings.

Maintain open communication channels with the school and promptly report challenges.

During Registration

1. Submit all required documents completely and correctly to facilitate registration procedures.
2. Disclose any special needs of the student, such as disabilities or learning difficulties, to ensure appropriate support is provided.

Before Registration

1. Review the approved curriculum and ensure its suitability for the child's future educational plan.
2. Ensure the school or kindergarten is officially accredited by the Licensing Department in the Private Education Sector of the Ministry.
3. Read the student registration contract carefully before signing, understand all terms, and ensure there is no discrimination.
 - **Laws and Regulations:**
Adhere to the school or kindergarten's policies and specified deadlines for fee payment, and review mechanisms for additional fees.
 - **Communication and Follow-up:**
 - Regularly follow up on the student's academic and behavioral performance.
 - Attend meetings and educational events and communicate with the school or kindergarten through approved official channels.
 - Ensure the availability of a clear support plan for a child with a disability, especially if you have children with disabilities or learning difficulties.
 - **Educational Environment and Support:**
 - Visit the school to familiarize yourself with the educational environment (e.g., entrances, sanitary facilities, educational support).
 - Review the school's approved assessment system.
 - Ensure the school schedule and comprehensiveness of school activities are included within the fees. In case of children with disabilities and learning difficulties, ensure appropriate programs and activities are provided for them.
 - Ensure sufficient support opportunities are provided to improve student performance when needed, such as educational support sessions, occupational therapy, or specialized interventions according to the diagnosis.

Chapter Three

Rights and Obligations of Private Schools and Kindergartens

Based on the legislations and regulations organizing private education in the State of Qatar, particularly the Law Regulating Private Schools and its executive regulations, a comprehensive framework has been established that clearly defines a set of fundamental rights that allow private schools and kindergartens

to manage their institutions efficiently and achieve high quality in educational and administrative performance. Conversely, these institutions have essential obligations imposed upon them by laws, regulations, and guidance documents issued by the Ministry of Education and Higher Education, ensuring the provision of fair and inclusive educational services accommodating all groups, while considering the needs of students with disabilities and learning difficulties. This balance between rights and obligations enhances the principle of accountability and ensures the sustainability of the quality of the educational process according to the best national and international standards.

1- Rights of Private Schools and Kindergartens:

- Collect fees according to approved regulations transparently and in accordance with the controls and procedures determined by the Ministry, with a commitment to full disclosure of fees and not imposing any unauthorized additional amounts.
- Establish internal policies to regulate educational and administrative work, in accordance with the regulations issued by the Private Schools and Kindergartens Administration in the Private Education Sector, with a commitment to implementing them to ensure an organized and safe educational environment.
- The institution has the right to protect its reputation and maintain its confidentiality in accordance with the laws and regulations in force in the State of Qatar.
- Develop and implement periodic evaluation and monitoring systems for students' academic and behavioral performance, ensuring the achievement of educational and pedagogical objectives, according to the regulations and policies approved by the Private Schools and Kindergartens Administration in the Private Education Sector.

2- Obligations of Private Schools and Kindergartens:

- Ensure financial transparency by determining tuition fees and additional costs according to the fees approved by the Ministry, without imposing additional amounts except with prior approval. Schools are also obligated to issue accurate official invoices detailing the fees and their dates.
- Adhere to contracts and ensure equal rights for all students, including those with disabilities and learning difficulties. Parents must also be informed through official documented channels of any changes in contract terms, and their consent obtained in cases that require it.
- Apply the safety and health standards approved by the Ministry of Education and Public Health, and provide a safe environment for students in all educational and pedagogical activities, with a commitment to safety during school activities and trips. Additionally, provide necessary safety supplies such as fire extinguishers, first aid equipment, and emergency systems.
- Provide an inclusive educational environment with the application of effective policies to combat discrimination and bullying, and provide psychological and social counseling services for students with disabilities and educational challenges. The school is also committed to protecting students' rights and ensuring their physical and psychological safety according to the Ethical Charter for Private Schools of 2022.
- Adhere to educational and instructional standards and implement the curricula approved by the Ministry through qualified educational staff capable of dealing with student diversity, including those with learning difficulties and disabilities. Specialized academic and educational support

services must also be provided that are appropriate to the needs of each student according to the Ethical Charter for Private Schools of 2022.

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Chapter Four

Mechanisms for Protecting Rights Between Private Schools/Kindergartens and Parents

Based on the commitment of the Ministry of Education and Higher Education in the State of Qatar, represented by the Private Education Sector, to ensure the quality of education and protect the rights of all concerned parties including students, parents, and private schools/kindergartens, a set of laws, regulations, and regulatory mechanisms have been adopted aimed at achieving an effective balance between improving educational services and ensuring compliance with official controls. These mechanisms include the following:

First: Supervision and Monitoring

The Supervision and Monitoring Department conducts visits to schools and kindergartens to review compliance with curricula and fees according to Law No. (23) of 2015 Regulating Private Schools. It is also committed to applying laws and regulations to ensure a safe and inclusive educational environment. It monitors administrative and educational performance and the application of national standards, while enhancing communication with parents and the local community to improve the quality of education.

Second: Investigation Procedures and Disciplinary/Complaint Mechanisms:

Violations in private schools and kindergartens are defined according to Law No. (23) of 2015 Regulating Private Schools and include administrative, educational, and health violations.

1- Investigation Procedures

The competent administration undertakes the tasks of investigating any violation monitored in private schools or kindergartens, according to the approved legal and procedural frameworks.

The investigation stages include:

- **Official Notification:** The investigation begins by directing an official written notice to the school or kindergarten clarifying the nature of the violation and the authority conducting the investigation.
- **Gathering Evidence and Hearing Statements:** Relevant evidence and documents are collected, and the statements of the concerned parties are heard, while ensuring the right to defense and response before issuing any decision.
- **Preparing the Report and Submitting it to the Competent Committee:** The concerned administration prepares a detailed report on the investigation results, which is submitted to the competent committee to take the appropriate decision according to the organizing regulations.

2- Sanctions

Based on Law No. (23) of 2015 Regulating Private Schools, the Ministry of Education and Higher Education has the right to impose sanctions on private schools or kindergartens in case of serious or repeated violations. These sanctions include the following:

- Deprivation of the privileges granted by the state to the violating school.
- Deduction of the bank guarantee in whole or in part according to the severity of the violation.
- Placing the school under the Ministry's temporary management to ensure the continuity of the educational process and protect students' rights.
- License cancellation in case of proven fundamental violations or their repetition despite previous warnings.

3- Appeals

- The appeal mechanism is one of the procedural justice tools that ensures schools and parents the right to officially and fairly review decisions issued against them.
- The appeal must be submitted within **15** working days from the date of notification of the decision, to be raised to the competent Appeals Committee at the Ministry of Education and Higher Education, as stipulated in Article (30) of Law No. (23) of 2015 and the Complaints Verification Policy and Procedures for 2024.
- The committee decides on the appeal within **30** working days from the date of its submission, and the decision issued is final and binding on all parties.
- Through this mechanism, the Ministry seeks to achieve justice, ensure transparency, and uphold the rights of all students and beneficiaries, including those with disabilities and learning difficulties, according to the principles of equal opportunities and institutional accountability.

4- Complaints

The Ministry works to enhance community confidence in educational institutions by applying an integrated system for receiving and processing complaints efficiently and fairly, in line with the Complaints Verification Policy and Procedures for 2024 and the governance principles in the Private Education Affairs Sector.

Complaints are submitted by parents and beneficiaries through the official channels approved by the Ministry, including:

- The electronic portal of the Ministry of Education and Higher Education.
- The dedicated hotline for receiving complaints and inquiries.
- The official email of the Ministry.
- Direct review at the Public Relations and Communication Department.

The complaint is registered in the electronic system, then referred to the competent administration for resolution within a specified period, and the complainant is notified of the result.

The Ministry is committed to ensuring transparency, neutrality, and speed of response in processing complaints, achieving the protection of beneficiaries' rights and improving the quality of educational services.

Part Two

Rights and Duties of Beneficiaries from Nurseries

Chapter One: Overview of Nurseries (Their Importance and Objectives)

Chapter Two: Rights and Duties of Parents in Nurseries

Chapter Three: Rights and Obligations of Nurseries

Chapter Four: Mechanisms for Protecting Rights Between Nurseries and Parents

Chapter One

Overview of Nurseries (Their Importance and Objectives)

Nurseries aim to provide integrated care services, achieving educational, social, and developmental goals, within a safe and stimulating environment that meets the needs of children and their families. Among the most prominent of these goals are:

- Providing a healthy and safe environment that meets the child's physical, psychological, social, and mental needs.
- Providing the child with basic skills in the areas of language, arithmetic, and self-learning.
- Developing the child's motor, sensory, and linguistic skills through purposeful educational activities and programs.
- Instilling Islamic values in the child's daily behaviors and developing their connection to Qatari identity and culture.
- Promoting positive behavior and accustoming the child to discipline from early age stages.
- Developing the child's communication and social interaction skills by teaching them respect for others, cooperation with individuals, listening, and organized sitting in a group environment.
- Enhancing the child's ability to adapt to diverse educational environments, which helps with confident and prepared learning.
- Empowering the family and supporting its educational role by providing a safe environment that helps parents balance their professional and family commitments.
- Providing diverse and comprehensive services including daily care programs, early education, and specialized care for children with disabilities, promoting the principle of equal opportunities.

The classification of nurseries according to Ministerial Decision No. (13) of 2024 came to reflect the diversity of educational and instructional services provided to children, in line with their needs in early childhood, as follows:

Types of Nurseries:

1. **Daily Care Nurseries:** Focus on providing basic care such as nutrition and hygiene without focusing on education.
2. **Care and Education Nurseries:** Combine care and educational programs aimed at developing children's basic skills.
3. **Specialized Nurseries:** "Concerned with the care and education of children with disabilities through specialized programs and methods."

Chapter Two

Rights and Duties of Parents in Nurseries

Based on Emiri Law No. (1) of 2014 regarding the regulation of nurseries, and in the interest of enhancing the partnership between the family and the nursery, a set of fundamental rights for parents have been determined, matched by a number of duties that ensure the quality of educational and care services provided to their children. These include:

1- Rights of Parents:

- Ensure their child receives care in a safe educational and healthy environment, equipped with appropriate facilities and staff trained in security and safety. Children with disabilities also have the right to an inclusive educational environment that considers their needs and ensures their protection.
- Review the approved policies and procedures, including health and nutritional care, daily and educational programs, working hours, emergency procedures, and inclusion and educational support policies.
- Submit complaints and inquiries through approved official channels, whether by direct communication with the nursery management or through the Nurseries Administration in the Private Education Affairs Sector in Qatar.
- Review behavior management policies using safe and respectful methods that consider individual differences and the needs of children with disabilities, such as behavior modification programs, positive reinforcement, and individual educational interventions.

2- Duties of Parents:

- Ensure the nursery is officially licensed by the Ministry of Education and Higher Education, to ensure its compliance with the approved legal and regulatory standards.
- Review the behavior management policy that includes positive educational methods and aligns with the Child Protection Law, excluding any form of physical or psychological punishment.
- Obtain a copy of the general policies and approved procedures, which include daily care programs, educational activities, emergency policies, and the policy for receiving sick children or child withdrawal.
- Review the approved fees (registration fees, monthly fees, additional activity fees), and ensure they are approved by the Ministry of Education and Higher Education.
- Ensure the existence of an approved daily plan, concerned with developing the child's motor, cognitive, and social skills, in line with the Ministry's standards.
- Submit necessary medical reports if the child suffers from a chronic medical condition, food allergy, or is a person with a disability. A detailed medical report from an accredited entity and documented by a government hospital must be submitted if the child is a person with a disability.
- Participate in periodic educational meetings organized by the nursery to discuss the child's growth and progress in educational and behavioral aspects, ensuring effective communication between the family and the educational staff.

- Report any violation or threat affecting the child's health or safety to the nursery management. If appropriate action is not taken, the parent has the right to file an official complaint with the Nurseries Administration at the Ministry according to the approved procedures.

Chapter Three

Rights and Obligations of Nurseries

Nurseries in the State of Qatar are subject to the organizing legislations issued by the Private Education Sector at the Ministry of Education and Higher Education, according to Emiri Law No. (1) of 2014 and relevant executive regulations. This ensures they enjoy guaranteed fundamental rights, in return for their commitment to duties and controls aimed at providing safe and high-quality educational and care services that promote the interests of the child, family, and society. The most prominent rights and duties stipulated for nurseries are presented below:

Rights of Nurseries:

- Obtain a license to practice nursery activity, according to the conditions and standards approved by the Nurseries Administration, to ensure the activity is practiced within the specified legal and regulatory framework.
- Determine monthly fees, registration fees, and other services (such as school uniform, books, activities, insurance, transportation), provided that approval is obtained from the Nurseries Administration, and considering the regulations and decisions regulating prices.
- Select and recruit qualified administrative and educational staff, provided they hold the required and approved qualifications, in line with the minimum professional and educational standards determined by the Nurseries Administration.
- Provide a safe and healthy environment that meets safety and health requirements, ensuring a suitable and safe educational and pedagogical environment for children's growth and development, according to the Nurseries Administration's requirements related to infrastructure and public safety.
- Choose appropriate educational programs for the targeted age group, provided they are compatible with the general framework for early education and support the goals of comprehensive child development.

Obligations of Nurseries:

- Adhere to the regulations and laws issued by the Ministry of Education and the Nurseries Administration, including education, security, health, and child protection.
- Employ qualified staff (teachers and assistants with approved qualifications) according to the Minister of Education and Higher Education's Decision No. (13) of 2024 specifying the rules for classifying nurseries and the qualifications and experiences required for their workers and the

expenses incurred, provide them with continuous training, in addition to employing specialized staff in special education.

- Cooperate with parents to build a positive partnership by providing periodic reports, involving them in educational programs, and listening to their observations and seriously and transparently addressing complaints.
- Provide the services agreed upon in the contract signed with the parent, including daily care, educational and recreational activities, nutrition and healthcare, and the use of facilities and services.
- Report violations that threaten children's safety or contradict educational values, and cooperate with the Nurseries Administration during inspection visits and official investigations to ensure a safe environment.
- Renew the license and conduct self-monitoring periodically according to the duration specified by the Ministry, and undergo evaluation and follow-up processes carried out by the Nurseries Administration and deal with their results to improve the quality of services.

Chapter Four

Mechanisms for Protecting Rights Between Nurseries and Parents

The Nurseries Administration at the Ministry of Education and Higher Education is committed to ensuring the application of regulatory and educational standards through a set of main tasks, based on the laws and regulations in force in the State of Qatar, including Emiri Law (No. 1) of 2014 regulating nurseries.

First: Supervision and Monitoring

- Ensure nurseries' compliance with approved educational and health standards.
- Conduct periodic field visits to assess the quality of educational services and care provided.
- Monitor the qualification of administrative and educational staff and ensure they meet professional requirements.
- Ensure the application of curricula and educational plans approved by the Ministry.

Second: Investigation Procedures and Measures

Based on Law No. (1) of 2014 regulating nurseries, Ministerial Decision No. (13) of 2024 regarding the classification of nurseries and the qualifications and experiences required for their workers, in addition to the internal regulations and procedures approved by the Ministry of Education and Higher Education - Administration of Private Schools and Kindergartens Affairs, and in line with the principles of procedural justice, protection of children's and beneficiaries' rights, and the quality of educational services.

1- Investigation Procedures:

Investigation procedures are carried out according to the following legal frameworks:

- **Official Notification:** The investigation begins by directing an official written notice to the nursery clarifying the type of violation, its reasons, and the specified period for response or correction.
- **Gathering Evidence and Hearing Parties:** The administration collects relevant evidence and documents, and hears the statements of the concerned parties (management, staff, parents).

- **Preparing the Report and Submitting it to the Competent Committee:** A report is prepared and submitted to the competent committee to issue the appropriate decision according to the law.

2- Sanctions

In the interest of ensuring compliance with the provisions of Law No. (1) of 2014 regarding the regulation of nurseries in the State of Qatar, a clear mechanism has been established for dealing with violations according to gradual steps that consider justice and transparency, as follows:

- **Notification and Warning:** A written notice obligating the nursery to correct the violation within a specified period.
- **Continuation of the Violation:** Deduction of (10,000) Qatari Riyals from the insurance, with an obligation on the licensee to complete the allocated amount. And granting an additional period to remove the violation.
- **Escalation in Case of Repetition:** (Cancellation of license / Placing the nursery under temporary management by the competent authority / Administrative closure for a period not exceeding three months / Downgrading of classification).
- **Notification of the Decision:** The concerned party is officially notified through approved means.

Third: Appeals and Complaints Mechanisms

1- Appeals Mechanism:

The appeal mechanism is one of the regulatory tools that ensures administrative justice and institutional oversight over decisions issued against nurseries, enhancing the principles of transparency, objectivity, and accountability according to the provisions of the laws and regulations organizing the private education sector in the State of Qatar.

- The licensee or the nursery director has the right to appeal decisions within fifteen **(15)** working days from the date of official notification, by submitting the appeal to the competent Appeals Committee at the Ministry of Education and Higher Education, attaching supporting documents and justifications for the request.
- The committee studies the appeal, verifies the relevant documents and facts, and decides on it within a period not exceeding thirty **(30)** working days from the date of receipt.
- The decision issued by the committee is final and binding on all parties, and is implemented immediately upon its approval, ensuring justice, fairness, and protection of the best interests of children and beneficiaries.

2- Complaints

In the interest of ensuring service quality and protecting children's rights, the Ministry of Education and Higher Education adopts clear mechanisms for receiving and processing complaints in private nurseries, based on Law No. (1) of 2014 and the Complaints Verification Policy and Procedures for 2024.

- Complaints are submitted by parents and beneficiaries through the electronic portal, hotline, email, or direct review at the Nurseries Administration.
- The complaint is registered in the electronic system, then referred to the competent administration for resolution within a specified period, with the complainant being notified of the final result.
- The Ministry is committed to ensuring confidentiality, neutrality, and speed of processing, enhancing service quality and protecting the rights of children and their parents, achieving the

best interests of the child as stipulated in the Convention on the Rights of the Child (CRC) 1989, which the State of Qatar ratified.

The diagram below outlines the sequence of stages and procedures for investigation, sanctions, and the appeal mechanism for nurseries:

Based on Law No. (1) of 2014 regarding the regulation of nurseries in the State of Qatar

Notification and warning within a specified period

Continuation of Violation:

Deduction of 10,000 QAR + granting an additional period to remove the violation

If removed | If repeated

Escalation upon repetition

Administrative closure (3) months | Administrative closure (3) months

Notification of decision

Right to appeal

Appeal: within 15 days

Final decision within 30 days

Diagram of Procedures for Dealing with Nursery Violations

Part Three

Rights and Duties of Beneficiaries from Educational Services Centers

Chapter One: Overview of Educational and Training Services Centers

Chapter Two: Rights and Duties of Beneficiaries from Direct Educational and Training Services

- Rights and Duties of Beneficiaries from Direct Educational and Training Services
- Rights and Obligations of Direct Educational and Training Services Centers

Chapter Three: Rights and Duties of Beneficiaries from Indirect Training Services (Distance/Online)

- Rights and Duties of Beneficiaries from Indirect Training Centers (Distance/Online)
- Rights and Obligations of Indirect Training Centers (Distance/Online)

Chapter Four: Mechanisms for Protecting Rights Between Educational Services Centers and Beneficiaries

Chapter One

Overview of Educational and Training Services Centers

Private educational services centers are an integral part of the educational system in the State of Qatar, where they provide complementary educational and training services that contribute to developing learners' skills and enhancing their academic and professional capabilities. These centers are subject to the supervision and regulation of the Ministry of Education and Higher Education according to Law No.

(18) of 2015, ensuring quality performance and compliance with national policies in the Ministry's private education sector.

The activities of these centers are divided into two main types:

- **Educational Services** that focus on direct academic support, such as tutoring lessons, language teaching, and programs directed at students with disabilities.
- **Training Services** that focus on developing professional and technical skills, such as management programs, computer skills, and arts.

These programs are also delivered through two main methods:

1. **Direct Education and Training** inside licensed centers.
2. **Indirect Training (Distance or Online)**, according to the Ministry's controls and supervision to ensure the quality of outputs.

The diagram below outlines the main domains of these services, including: Academic Achievement, Skills Development, Lifelong Learning, in addition to programs directed at Persons with Disabilities.

Educational and Training Services

Lifelong Learning

Programs for Persons with Disabilities

Skills Development

Academic Achievement

Diagram of Domains of Educational Services Centers

Educational services centers are one of the complementary pillars of the private education system in the State of Qatar, aiming to provide integrated educational and training services that contribute to raising the efficiency of students and beneficiaries, developing their personal and professional skills, and promoting the concept of lifelong learning, in addition to providing specialized and inclusive programs for persons with disabilities, in line with the requirements of sustainable development goals and Qatar National Vision 2030.

The objectives of educational services centers are as follows:

- Provide comprehensive and integrated educational and training services, aiming to enhance performance and personal and professional development in an innovative manner consistent with beneficiaries' requirements.
- Enhance students' academic achievement: by providing reinforcement programs and private lessons that help students improve their performance in various subjects, providing direct support to the formal education system through additional services that address educational gaps.
- Develop personal and professional skills: through training programs targeting the development of personal and professional skills, including communication and leadership skills, time management, technical skills, in addition to teaching languages, computer skills, mental arithmetic, and visual arts, directed at various age groups.

- Support the concept of lifelong learning: in line with labor market requirements and promoting personal development, by developing individuals' abilities to learn and acquire skills throughout life.
- Educate and train persons with disabilities: through specialized centers for persons with disabilities, provide educational and training programs designed according to their individual needs, focusing on developing their life, academic, and social skills, with a commitment to providing an inclusive and safe educational environment that ensures equal opportunities and enhances their independence and active participation in society.

Chapter Two

Rights and Duties of Beneficiaries from Direct Educational and Training Services

Direct educational and training services in educational services centers in the State of Qatar are regulated within legal frameworks and standards approved by the Ministry of Education and Higher Education, guaranteeing the rights and duties of beneficiaries, and, in turn, defining the rights and obligations of these centers, ensuring balance and the quality of educational and training outputs.

This chapter reviews the following:

First - Rights and Duties of Beneficiaries from Direct Educational and Training Services

Second - Rights and Obligations of Direct Educational and Training Services Centers

First: Rights and Duties of Beneficiaries from Direct Educational and Training Services

Regulations govern the rights and duties of beneficiaries from direct educational and training services, ensuring service quality and promoting the achievement of common goals. Based on this integrative principle between rights and duties, the following presents the most prominent rights and duties of beneficiaries within the framework of direct educational and training services:

1- Rights of Beneficiaries:

- Review all information related to the educational or training services provided, including the nature of programs, their duration, detailed fees, qualifications of the educational and training staff, in addition to the policies and procedures approved within the center, and receive and sign a copy of the contract.
- Receive educational or training services in a safe and healthy environment, where professional safety standards and appropriate facilities are available, and which adheres to the approved national policies in education and training.
- Receive official and accredited certificates proving their completion of the programs, and recognized officially in the labor market and educational institutions.
- Beneficiaries have the right to refund fees according to the withdrawal policy stipulated in the contract, with adherence to its terms and procedures.
- Receive the full service as per the signed contract, with the right to claim compensation or rectify the situation in case of breach of any contract clause by the center.
- Receive high-quality training and educational services that ensure their needs are met and their professional and educational aspirations are achieved.

- Submit complaints and suggestions through approved official channels, with the commitment of the Educational Services Centers Administration to address them according to a clear mechanism and a specified time frame that preserves beneficiaries' rights.
- **Privacy and protection of their personal data**, and not sharing it with any external party without prior consent, in accordance with the laws and regulations in force in the State of Qatar.

2- Duties of Beneficiaries:

- Verify the official licensing and accreditation of the center by the Ministry of Education and Higher Education to ensure its programs and certificates conform to the officially approved national standards.
- Review fees and financial costs, refund and withdrawal policies, ensuring the comprehensiveness of program details, to guarantee transparency and legal validity.
- Conduct a precise and comprehensive review of contract terms, with the necessity of refraining from signing any unclear terms that may affect their rights in the future.
- Keep copies and official documents related to the educational services provided, such as payment receipts, copies of contracts, certificates, and any related correspondence, due to their legal impact in case of any dispute or claim.
- Adhere to the center's internal regulations, including commitment to attendance and departure times, professional conduct, and instructions related to discipline within the center's environment.
- Provide accurate and updated data upon registration, including personal data and health information, to ensure efficient service delivery.

Second: Rights and Obligations of Direct Educational and Training Services Centers

Educational services centers are among the fundamental pillars of the private education system in the State of Qatar. This document aims to define their rights and obligations to ensure the quality of services provided, compliance with professional and regulatory standards, and protection of beneficiaries' rights, enhancing community trust and elevating the educational process. The most prominent of these rights and obligations are as follows:

1- Rights of Educational Services Centers:

- The right to protect their data and the data of their beneficiaries from unlawful use or access, according to relevant laws on personal data protection.
- The right to object and appeal any decisions or measures taken against them, according to the approved appeal mechanisms.
- Submit complaints to the competent administration when exposed to any transgressions or violations from other parties that may affect their rights.
- The right to implement programs and training courses according to the licensed activity and after approval from the competent administration.
- Collect fees within the approved controls and policies, ensuring transparency.

- Enter into cooperation agreements with educational or training institutions after obtaining the necessary approvals.
- Retain intellectual property rights for the educational and training content produced or owned by the center, according to the regulating laws in the State of Qatar.

2- Obligations of Educational Services Centers:

- Obtain the official license from the Ministry of Education and Higher Education, and comply with periodic renewal requirements according to the organizing controls.
- Provide accredited programs according to national standards, while equipping a facility that ensures safety and the quality of the educational environment.
- Apply occupational health and safety standards to ensure a safe educational environment for beneficiaries and workers.
- Protect beneficiaries' data and the confidentiality of their information according to laws, applying the necessary technical and organizational measures to ensure security.
- Provide effective mechanisms for receiving complaints and suggestions, ensuring they are addressed within specified time frames and appropriate corrective actions are taken.
- Enable beneficiaries to access information related to services and enhance their role in improving its quality through official channels.
- Provide competent educational and administrative staff, provide continuous professional training programs, and ensure regular performance evaluation according to approved standards.
- Provide an inclusive and safe educational environment ensuring equal opportunities for persons with disabilities.
- Clearly publish information related to services, policies, and educational outcomes, and submit periodic reports to the competent administration "Educational Services Centers Administration".
- Comply with internal systems and policies to ensure workflow, enhance discipline, and respect laws within the center.

Chapter Three

Rights and Duties of Beneficiaries from Indirect Training Services (Distance/Online)

Indirect training services (distance/online) are one of the modern means adopted by educational services centers in the State of Qatar to expand the scope of benefit. Out of the Ministry of Education and Higher Education's keenness to regulate this type of service and ensure its quality, a set of rights have been defined that guarantee beneficiaries a fair and safe training environment, alongside duties that ensure their compliance with approved controls and standards, achieving balance between the two parties and enhancing the quality of outputs.

This chapter reviews the following:

- Rights and Duties of Beneficiaries (parents, students, trainees) from Indirect Training Centers (Distance/Online)
- Rights and Obligations of Beneficiaries (Indirect Training Centers)

First: Rights and Duties of Beneficiaries (parents, students, trainees) from Indirect Training Centers (Distance/Online)

Out of the Ministry of Education and Higher Education's keenness to regulate the educational and training process on electronic platforms and ensure its quality and transparency, a regulatory framework has been established that defines the rights and duties of beneficiaries, enhancing educational partnership and shared accountability, and achieving the best educational and training outputs.

Accordingly, the following provides a comprehensive detail of the rights and duties of beneficiaries (parents, students, trainees):

1- Rights of Beneficiaries (parents, students, trainees)

- Verify that the program or educational and training platform is accredited by the Ministry of Education and Higher Education.
- Grant parents the authority to monitor their children's participation and ensure accurate recording of attendance and absence.
- Receive an electronic attendance or completion certificate that is accredited and valid.
- Appeal or complain in case of deficiency or flaw in program implementation.

2- Duties of Beneficiaries (parents, students, trainees)

- Commit to paying due fees according to approved procedures.
- Follow up on children's commitments and serious participation in the provided programs.
- Maintain the confidentiality of electronic accounts and passwords for accessing the platforms.
- Adhere to general etiquette during virtual sessions (conversations/comments).

Second: Rights and Obligations of Beneficiaries (Indirect Training Centers)

The rights and obligations of beneficiaries from indirect training centers are defined to ensure they receive accredited and reliable training programs, in return for their commitment to regulations and responsible behavior, enhancing partnership and shared accountability. Accordingly, the following provides a comprehensive detail of the rights and obligations of beneficiaries (indirect training centers).

1- Rights of Beneficiaries (Indirect Training Centers)

- Receive the due fees in return for providing programs according to contracts or approved regulations.
- The commitment of beneficiaries (students, trainees, parents) to the center's regulations and organizing rules.
- Protection of intellectual property rights for the provided electronic content and not republishing or circulating it without permission.

2- Obligations of Beneficiaries (Indirect Training Centers)

- Provide electronic educational or training content characterized by quality and reliability.

- Ensure that electronic platforms are accredited by the Ministry and consider digital security standards.
- Provide technical support channels and direct communication with parents.
- Issue accredited and documented certificates according to approved controls.

.Chapter Four

Mechanisms for Protecting Rights Between Educational Services Centers and Beneficiaries

The Educational Services Centers Administration is keen to ensure a fair, safe, and organized educational environment through a set of mechanisms that guarantee the protection of the rights of all parties and regulate the contractual, functional, and service relationship. These include:

First: Ministry's Supervision and Monitoring of the Following:

1- Direct Educational and Training Services

- Educational and training services centers are subject to periodic follow-up by the Educational Services Centers Administration at the Ministry, to ensure compliance with approved educational and administrative standards.
- Centers are obligated to sign documented contracts with beneficiaries including details of services provided, fees, program duration, and cancellation and refund policies, ensuring transparency and protecting the rights of all parties.

2- Indirect Training Services (Distance/Online)

- All electronic programs and courses are subject to the Ministry's monitoring to ensure their compliance with standards.
- The Ministry deals with complaints and observations submitted by parents and beneficiaries to ensure rights protection.
- The Ministry reserves the right to suspend or modify any program not complying with controls or not achieving the required quality.

Second: Investigation Procedures and Measures:

- Based on Law No. (18) of 2015 concerning the regulation of the practice of private educational and training services, Ministerial Decision No. (2017) of 2017 issuing the executive regulation, and the Complaints Verification Policy and Procedures for 2024 approved by the Ministry of Education and Higher Education, and in line with the principles of administrative justice, institutional governance, and protection of beneficiaries' rights.

1- Investigation Procedures

- The Educational Services Centers Administration at the Ministry of Education and Higher Education undertakes the responsibility of investigating violations monitored in private educational or training centers, whether through supervisory authorities, complaints, or official reports, according to the following legal procedures:

- **Official Notification:** The investigation begins by directing an official written notice to the concerned center, including a description of the violation and the specified period for response or correction.
- **Gathering Evidence and Hearing Parties:** Relevant evidence and documents are collected, and the statements of the concerned parties are heard, ensuring the right to defense and response before taking any action.
- **Preparing the Report:** The competent administration prepares a comprehensive report on the investigation results, clarifying the type of violation, its severity, and proposed recommendations.
- **Submitting to the Competent Authority:** The report is submitted to the competent committee or higher administration to take the appropriate decision according to the provisions of the law and executive regulations.

2- Sanctions

According to the provisions of Law No. (18) of 2015, sanctions are imposed on violating centers in a gradual manner proportionate to the nature of the violation, starting with warning the licensee to remove the causes of the violation, then proceeding to the following:

- Deduction of the bank guarantee in whole or in part.
- Suspension of the license for a period not exceeding one month (extendable).
- License cancellation.

Third: Appeals and Complaints Mechanisms

1- Appeals:

The appeal mechanism is a legal means to ensure institutional oversight and administrative justice in decisions issued against educational and training centers.

- The licensee has the right to appeal the decision within **(15)** working days from the date of official notification.
- The appeal is submitted to the competent Appeals Committee at the Ministry of Education and Higher Education, attaching supporting documents.
- The committee studies the appeal, verifies its justifications, and decides on it within **(30)** working days from the date of receipt.
- The decision issued by the committee is final and binding on all parties, and is implemented immediately upon its approval.

Through this mechanism, the Ministry seeks to achieve fairness, institutional accountability, and enhance the principles of governance and transparency in the private education sector.

2- Complaints

- Centers provide internal channels for receiving complaints, with the possibility of escalating them officially to the Educational Services Centers Administration. Complaints are processed within specified time frames ensuring justice and beneficiary satisfaction.
- The Ministry of Education and Higher Education aims to establish a culture of positive communication and ensure the quality of educational services by applying an effective

mechanism for receiving and processing complaints according to the Ministry's policy on governance and quality.

- Register the complaint electronically through the Public Relations Department.
- Refer it to the competent administration to verify details and gather necessary data.
- Issue a report and recommendation for the appropriate action according to legal controls.
- Notify the complainant of the final result within a specified period.
- The Ministry and educational/training centers are committed to **confidentiality, neutrality, and speed of response**, ensuring the protection of beneficiaries' rights, raising the level of confidence in the services provided, and achieving the public educational interest within a framework of justice and institutional accountability.

Conclusion

We direct these guidelines to all beneficiaries of private educational and training services, based on the Guide for Protecting Beneficiaries' Rights, emphasizing the importance of complete review and accurate understanding of rights and duties. The beneficiary's awareness of what is due to them and what is upon them is the fundamental guarantee for a successful and safe educational experience.

We urge you to carefully read the contracts, regulations, and policies related to the educational service before making any decision, ensure dealing only with educational institutions licensed and accredited by the Ministry of Education and Higher Education, and do not hesitate to ask questions to ensure clarity of all aspects related to the services provided. We also recommend keeping all official documents that prove your rights and duties, such as contracts, receipts, and certificates, as they serve as a legal reference that protects your educational interests.

This guidance aligns with Qatar's international and national commitments: where the principles of the Convention on the Rights of the Child, ratified by Emiri Decree No. (35) of 2010, have been included, guaranteeing the right of all children to quality education without discrimination, and providing a safe environment protecting them from abuse and ensuring their full participation and support, especially children with disabilities. It also aligns with Law No. (13) of 2016 concerning the protection of personal data privacy, which ensures the confidentiality of information and protects beneficiaries' data from any misuse, building trust in a safe digital educational environment.

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