



State of Qatar

Ministry of Education and Higher Education

First Edition 2025

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



Private Education Affairs Sector





Table of Contents

| Subject | Page |
|---|----------|
| Introduction | 3 |
| Objective of Issuing the Guidelines | 4 |
| Definitions | 5-6 |
| Target Groups | 7 |
| Part One: Rights and Duties of Beneficiaries of Private Schools and Kindergartens | |
| Chapter 1: Overview of Private Schools and Kindergartens (Importance and Objectives) | 9 |
| Chapter 2: Rights and Duties of Parents in Private Schools & Kindergartens | 10 |
| Chapter 3: Rights and Obligations of Private Schools and Kindergartens | 13 |
| Chapter 4: Mechanisms for Protecting Rights between Parents and Private Schools and Kindergartens | 15 |
| Part Two: Rights and Duties of Beneficiaries of Nurseries | |
| Chapter 1: Overview of Nurseries (Importance and Types) | 18 |
| Chapter 2: Rights and Duties of Parents in Nurseries | 19-20 |
| Chapter 3: Rights and Obligations of Nurseries | 21-22 |
| Chapter 4: Mechanisms for Protecting Rights between Parents & Nurseries | 23-24-25 |
| Part Three: Rights and Duties of Beneficiaries of Educational Services Centers | |
| Chapter 1: Overview of Educational Services Centers | 27 |
| Chapter 2: Rights & Duties of Beneficiaries of Educational Services Centers | 29-30-31 |
| Chapter 3: Rights and Obligations of Educational Services Centers | 32 - 33 |



Handwritten signature in blue ink.

44367755-44181990 Capital: 450,000 Membership No.03/03621 C.R.No. 11471 P.O.Box: 15702, Doha, State of Qatar
33411148 - 33411150 - 33411153 alhayikitranslation@gmail.com, hayiki4u@gmail.com www.alhayikitranslation.com



Introduction

This Guidelines aims to raise awareness regarding the rights and responsibilities of stakeholders involved in educational services within private educational institutions in the State of Qatar, including schools, kindergartens, nurseries, and educational service 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 learning environment that offers high-quality services in accordance with national and international standards, and aligns with societal aspirations and the Ministry's vision for a comprehensive and sustainable education system.

In line with the State of Qatar's international and national commitments, the principles of the Convention on the Rights of the Child-ratified under Emiri Decree No. (35) of 2010-have been incorporated, which guarantee all children the right to quality education without discrimination. This integration guarantees the right of all children to a quality education without discrimination and provides an environment that protects them from abuse and exploitation. It further ensures their full participation and inclusion, particularly for children with disabilities, based on the principle of the "Best Interests of the Child." Additionally, this Guide complies with Law No. (13) of 2016 concerning the Protection of Personal Data Privacy, which establishes a binding legal framework for safeguarding the confidentiality of beneficiaries' data and ensuring its use strictly for educational and training purposes, thereby enhancing trust in the educational system and preserving the rights of all parties.

Allah is the Grantor of success.

Private Education Affairs Sector



| Term | Definition |
|---|---|
| Beneficiaries | Individuals who directly receive educational or training services offered by the institution, including: <ul style="list-style-type: none"> • Students in Private Schools. • Children in Nurseries or Kindergartens. • Trainees in Educational or Training Centers |
| Private Educational Institutions | All premises (including buildings and facilities) where individuals meet to provide or receive care, education, and training, whether a School/ Kindergarten/ Nursery/ or Educational Services Center. ¹ |
| Private School | Any non-governmental institution whose primary mission is to provide education across various educational stages, starting from kindergarten through the completion of secondary education. ² |
| Nurseries | Any designated place for the care of children under the age of four, including nurseries affiliated with or associated to public or private schools, and licensed by the Ministry. ³ |
| Educational Services | Services encompassing education or training provided in fields such as languages, computing, secretarial studies, accounting, administrative business, and other areas as determined by the |

³ Law No.1 of 2014 Regulating the Activities of Nursery Schools





| | |
|------------------------------------|---|
| | Minister. These also include education or training services offered in the following domains: remedial lessons for school curricula; pedagogical training; mental mathematics; visual arts training in drawing, sculpture, photography, and decorative works, or activities of a similar nature; as well as the education and training of persons with disabilities. ¹ |
| Educational Services Center | Institutions licensed to provide educational services in accordance with the provisions of Law No. {18} of 2015. |
| Guardians | Individuals who bear legal responsibility for the student, including parents, legal guardians, or those entrusted with the child's care and enrollment in educational institutions. |
| Rights | A set of privileges and legitimate interests 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 these rights. |
| Duties | A set of responsibilities and obligations incumbent upon beneficiaries of services provided by nurseries, kindergartens, private schools, and educational services centers, aimed at ensuring that the educational or training process are conducted with discipline and mutual respect. |
| Obligations | Legal and contractual commitments and responsibilities borne |

¹ Law Regulating the Practice of Educational Services in the State of Qatar (Law No. 1U, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000).



[illegible]

¹ UNICEF (2024). *Safe to learn: Ending Violence in, around and through schools*. Retri





Target Groups

The target groups concerned with the protection of the rights and duties of beneficiaries in private educational institutions directly include the following:

1. Private Educational Institutions:

These include nurseries, kindergartens, private schools, and private educational services centers.

2. Employees and Staff in These Institutions:

All individuals working in nurseries, kindergartens, private schools, and private educational services centers.

3. Children and Students:

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

4. Guardians (Parents):

Those who have the right to access and participate in monitoring the educational process and ensuring the quality of services offered to their children.

5. Individuals Outside the Formal School System:

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

6. Regulatory and Supervisory Authorities:

The Private Education Sector, the entity responsible for ensuring that private educational institutions comply with educational, academic, administrative, and health standards. This includes the formation of inspection and quality teams to monitor compliance and ensure the implementation of regulatory bylaws.





Part One

Rights and Duties of Beneficiaries of Private Schools and Kindergartens

- Chapter One : Overview of Private Schools and Kindergartens (Importance & 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 Parents and Private Schools and Kindergartens





Chapter One

Overview of Private Schools and Kindergartens (Importance and Objectives)

Under the supervision of the Ministry of Education and Higher Education, private schools and kindergartens in the State of Qatar seek to provide high-quality education that enhances students' skills and develops their capabilities within a safe, inclusive, and supportive learning environment. This is achieved through the diversification of educational opportunities in accordance with national and international standards, the promotion of cultural diversity, and contribution to the realization of Qatar National Vision 2030 through the development of human capital.

Educational curricula constitute the core foundation for private schools and kindergartens, ranging from national and international to combined curricula. This provides flexible options that respect societal specificities while ensuring equity and equal opportunities. This diversity is aligned with regulating laws and bylaws, such as Law No. (23) of 2015, and Law No. (1) of 2014 as amended by Law No. (3) of 2024, as well as relevant ministerial decrees.

The significance of this approach lies in offering flexible educational options that cater to the aspirations of parents and students while taking into account the cultural and social characteristics of resident communities. It contributes to enhancing the quality of education and reinforcing the principles of equity and equal opportunity. Furthermore, it supports the realization of Qatar National Vision 2030 and the Sustainable Development Goals (SDG 4) by preparing a





generation equipped with 21st-century skills, such as critical thinking, creativity, and lifelong learning, while preserving national identity and societal values.

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

1. Ensuring the holistic development of students, encompassing cognitive, psychological, social, physical, and values-based aspects in a balanced manner.
2. Providing a safe and inclusive educational environment founded on justice, equality, and respect for students' rights, while safeguarding their psychological, physical, and health well-being, free from all forms of violence or discrimination.





Parents are also entitled to review the fee refund policy, which shall be incorporated into the educational contract in the event of student withdrawal or discontinuation of studies.

- The right to review the educational contract and to obtain a clear copy thereof, specifying the educational services to be provided.
- The right to review school policies, including policies related to discipline, complaints, school transportation, as well as inclusion policies and support mechanisms for students with disabilities or learning difficulties.
- The right to access a certified, high-quality education for their children that aligns with national and international standards. This right extends to all students, including those with disabilities and learning difficulties, ensuring equal opportunities through a specialized and qualified teaching staff.
- Providing a safe and healthy educational environment that preserves the well-being of their children, free from discrimination and abuse and equipped with all necessary facilities suitable for students with disabilities, in accordance with Ministry of Public Health standards.
- The right to participate in making educational decisions by attending meetings and discussions regarding the selection of programs and activities. This includes granting approval for the Individual Education Plan (IEP) or any specialized support provided to students with disabilities or learning difficulties.
- The right to submit complaints to the school or the relevant departments at the Ministry, in accordance with the ¹¹Policy and Procedures for Verifying



Complaints and Violations in Private Schools and Kindergartens - First Edition
2024.¹¹

- The right to ensure the provision of appropriate academic and social support for all children, including students with disabilities and learning difficulties, in alignment with the standards and guidelines approved by the Department of Private Schools and Kindergartens.

2. Duties of Parents

• Enrollment Process in Schools and Kindergartens:

| Pre-Enrollment | During Enrollment | Post-Enrollment |
|--|---|---|
| 1) Reviewing the approved curriculum and ensuring its alignment with the child's future educational plan. | 1. Submitting all required documents in a complete and accurate manner to facilitate enrollment procedures. | 1- Regularly monitoring the child's academic and behavioral progress and participating in educational meetings. |
| 2) Verifying that the school or kindergarten is officially licensed by the Licensing Department of the Private Education Sector of the Ministry. | 2. Disclosing any special needs of the student, such as disabilities or learning difficulties, to ensure appropriate support is provided. | 2- Maintaining open communication channels with the school and promptly reporting any challenges encountered. |

encountered.

port services)

الهيئة العامة للغمر والجمارك
ت. ٤٤٣٦٧٧٥٥
ص.ب. ١٥٧٠٢
الدوحة قطر
Tel: 44367755
P.O.Box: 15702
Doha Qatar



- Reviewing the school's approved assessment and evaluation system.
- Ensure that the academic schedule is clearly defined and that all school activities are included within the tuition fees. In cases where there are children with disabilities or learning difficulties, it is essential to confirm that appropriate programs and activities are provided to them.
- Ensuring the availability of adequate support opportunities to improve the student's performance when needed, such as educational support sessions, occupational therapy, or other specialized interventions, in accordance with the diagnosis.
- Ensure that adequate support opportunities are available to enhance student performance when needed, such as academic support sessions, occupational therapy, or specialized interventions based on the student's diagnosis.



Chapter Three

Rights and Obligations of Private Schools and Kindergartens

Pursuant to the legislation and regulations governing private education in the State of Qatar-especially the Law Regulating Private Schools and its Executive Regulations-a comprehensive framework has been established that clearly defines a set of fundamental rights enabling private schools and kindergartens to manage their institutions efficiently and to achieve a high level of quality in educational and administrative performance. In return, these institutions bear essential obligations stipulated in the applicable laws, regulations, and guidance documents issued by the Ministry of Education and Higher Education. This ensures the provision of fair and inclusive educational services that accommodate all categories of learners, while taking into account the needs of students with disabilities and learning difficulties. This balance between rights and obligations reinforces the principle of accountability and guarantees the sustainability of the quality of the educational process in accordance with the best national and international standards.

1. Rights of Private Schools and Kindergartens

- To collect tuition fees in accordance with approved regulations, in a transparent manner and in compliance with the controls and procedures determined by the Ministry, with a commitment to full disclosure of fees and without imposing any unauthorized additional charges.





- To establish internal policies regulating educational and administrative work, in line with the regulations issued by the Department of Schools and Kindergartens within the Private Education Sector, and to implement such policies to ensure an organized and safe educational environment.
- The institution has the right to protect its reputation and maintain its privacy in accordance with the applicable laws and regulations in the State of Qatar.
- To establish and implement systems for assessment and periodic monitoring of students' academic and behavioral performance, ensuring the achievement of educational and pedagogical objectives, in accordance with the regulations and policies approved by the Department of Schools and Kindergartens within the Private Education Sector.

2. Obligations of Private Schools and Kindergartens

- To ensure financial transparency by determining tuition fees and any additional costs in accordance with the fees approved by the Ministry, and not to impose any additional amounts except with prior approval. Schools are also required to issue accurate official invoices detailing the fees and their respective dates.
- To comply with contracts and ensure equal rights for all students, including students with disabilities and learning difficulties. Schools must also inform parents, through officially documented channels, of any changes to the contractual terms and obtain their consent in cases where such consent is required.





- To implement the safety and health standards approved by the Ministry of Education and Higher Education and the Ministry of Public Health, and to provide a safe environment for students across all educational and pedagogical activities, with due adherence to safety requirements during school activities and field trips. In addition, necessary safety equipment must be provided, such as fire extinguishers, first-aid supplies, and emergency systems.
- To provide an inclusive educational environment by implementing effective policies to combat discrimination and bullying, and by offering psychological and social counseling services to students with disabilities and educational challenges. The school is also obligated to protect students' rights and ensure their physical and psychological safety, in accordance with the Ethical Charter for Private Schools (2022)
- To comply with educational and pedagogical standards and to implement the curricula approved by the Ministry through qualified educational staff capable of addressing student diversity, including students with learning difficulties and disabilities. The school must also provide specialized academic and educational support services tailored to the needs of each student, in accordance with the Ethical Charter for Private Schools (2022).





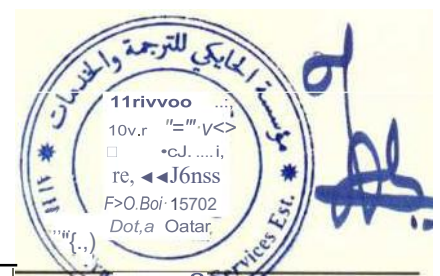
Chapter Four

Mechanisms for the Protection of Rights between Private Schools and 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 ensuring the quality of education and protecting the rights of all concerned parties-including students, parents, and private schools and kindergartens-a set of laws, regulations, and regulatory mechanisms has been adopted. These aim to achieve an effective balance between improving educational services and ensuring compliance with official controls. These mechanisms include the following:

First: Supervision and Oversight

Supervision and oversight specialists conduct visits to schools and kindergartens to review compliance with curricula and tuition fees in accordance with the Law Regulating Private Schools No. (23) of 2015. They are also responsible for enforcing applicable laws and regulations to ensure a safe and inclusive educational environment, monitoring administrative and educational performance, and ensuring the implementation of national standards. In addition, they promote communication with parents and the local community to enhance the quality of education.





Second: Investigation Procedures and Grievance and Complaints Mechanisms

Violations in private schools and kindergartens are determined in accordance with the Law Regulating Private Schools No. (23) of 2015, and include administrative, educational, and health-related violations.

1. Investigation Procedures

The competent department is responsible for investigating any violation identified at private schools or kindergartens, in accordance with the approved legal and procedural frameworks.

The investigation process includes the following stages:

- **Official Notification:**

The investigation begins with the issuance of a formal written notice to the school or kindergarten, specifying the nature of the violation and the authority conducting the investigation.

- **Collection of Evidence and Hearing of Statements:**

Relevant evidence and documents are collected, and the statements of the concerned parties are heard, while ensuring the right to defense and response prior to the issuance of any decision.

- **Preparation of the Report and Referral to the Competent Committee:**

The concerned department prepares a detailed report outlining the findings of the investigation and submits it to the competent committee to take the appropriate decision in accordance with the governing regulations.





2. Sanctions

Pursuant to Law No. (23) of 2015 Regulating Private Schools, the Ministry of Education and Higher Education is entitled to impose sanctions on private schools or kindergartens in the event of committing serious or repeated violations. Such sanctions include, but are not limited to, the following:

- Deprivation of the benefits granted by the State to the violating school.
- Full or partial deduction of the bank guarantee, depending on the seriousness of the violation.
- Placing the school under the temporary administration of the Ministry to ensure the continuity of the educational process and to protect students' rights.
- Revocation of the license in the event that substantial violations are proven or in cases of repeated violations despite prior warnings.

3. Grievances

The grievance mechanism constitutes one of the procedural justice tools that ensures the right of schools and parents to formally and fairly review decisions issued against them.

A grievance may be submitted within fifteen (15) working days from the date of notification of the decision. The grievance shall be submitted to the competent Grievance Committee at the Ministry of Education and Higher Education, in





accordance with Article (30) of Law No. (23) of 2015 and the Complaints Verification Policy and Procedures of 2024.

The Committee is required to examine and decide on the grievance within thirty (30) working days from the date of its submission. The decision issued by the Committee shall be final and binding on all parties.

Through this mechanism, the Ministry seeks to achieve justice, ensure transparency, and safeguard the rights of all students and beneficiaries, including students with disabilities and learning difficulties, in accordance with the principles of equal opportunity and institutional accountability.

4. Complaints

The Ministry works to strengthen public confidence in educational institutions by implementing an integrated system for the receipt and handling of complaints in an efficient and impartial manner, in line with the Complaints Verification Policy and Procedures of 2024 and the principles of governance in the Private Education Affairs Sector.

Complaints submitted by parents and beneficiaries shall be filed through the official channels approved by the Ministry, which include:

- The electronic portal of the Ministry of Education and Higher Education.
- The dedicated hotline for receiving complaints and inquiries.





- The Ministry's official email address.
- In-person visits to the Public Relations and Communication Department.

The complaint shall be registered in the electronic system and then referred to the competent department for review and resolution within a specified timeframe. The complainant shall be notified of the outcome accordingly.

The Ministry is committed to ensuring transparency, impartiality, and prompt responsiveness in the handling of complaints, in a manner that safeguards the rights of beneficiaries and enhances the quality of educational services.



Rights and Duties of Beneficiaries of Nurseries

Overall Focus: Rights and duties of beneficiaries of nurseries.





Chapter One

Overview of Nurseries {Importance and Objectives}

Nurseries aim to provide integrated childcare services that achieve educational, social, and developmental objectives within a safe and stimulating environment that meets the needs of children and their families. The most prominent of these objectives include:

- Providing a healthy and safe environment that meets the child's physical, psychological, social, and cognitive needs.
- Equipping children with basic skills in language, numeracy, and self-directed learning.
- Developing children's motor, cognitive, and language skills through purposeful educational activities and programs.
- Instilling Islamic values in the child's daily behavior and strengthening their attachment to Qatari identity and culture.
- Promoting positive behavior and habituating children to discipline from an early age.
- Developing children's communication and social interaction skills by teaching respect for others, cooperation with peers, listening skills, and orderly sitting within a group environment.



Chapter Two

Rights and Duties of Parents in Relation to Nurseries

Pursuant to Amiri Law No. (1) of [year] concerning the regulation of nurseries, and in furtherance of strengthening the partnership between the family and the nursery, a set of fundamental rights for parents has been defined, alongside corresponding duties that ensure the quality of the educational and care services provided to their children. These include the following:

1. Rights of Parents

- To ensure that their child receives care in a safe, healthy, and educational environment equipped with appropriate facilities and staffed by personnel trained in safety and security. Children with disabilities are also entitled to an inclusive educational environment that accommodates their needs and ensures their protection.
- To review and be informed of the approved policies and procedures, including healthcare and nutrition, daily and educational programs, working hours, emergency procedures, and inclusion and educational support policies.
- To submit complaints and grievances through the officially approved channels, whether by direct communication with the nursery administration or through the Nursery Affairs Department within the Private Education Affairs Sector in the State of Qatar.
- To be informed of behavior management policies that employ safe and respectful methods, taking into account individual differences and the needs of children with disabilities, such as behavior modification programs, positive reinforcement, and individualized educational interventions.



- To comply with the laws and regulations issued by the Ministry of Education and Higher Education and the Nursery Affairs Department, including those related to education, safety, health, and child protection.
- To employ qualified staff (teachers and assistants holding approved qualifications) in accordance with Ministerial Decision No. (13) of 2024 of the Minister of Education and Higher Education, which specifies the rules for classifying nurseries, the qualifications and experience required of their staff, and the fees to be collected. Nurseries must also provide continuous professional training and employ specialized staff in special education.
- To cooperate with parents in building a positive partnership by providing periodic reports, involving them in educational programs, listening to their feedback, and addressing complaints seriously and transparently.
- To provide the services agreed upon in the contract signed with the parent, including daily care, educational and recreational activities, nutrition, healthcare, and the use of facilities and services.
- To report any violations that threaten the safety of children or conflict with educational values, and to cooperate with the Nursery Affairs Department





during inspection visits and official investigations to ensure a safe environment.

- To renew the operating license and conduct periodic self-monitoring in accordance with the timeframe specified by the Ministry, and to be subject to evaluation and follow-up processes carried out by the Nursery Affairs Department, and to address their outcomes with a view to improving the quality of services.





Chapter Four

Mechanisms for Protecting Rights between Nurseries and Parents

The Nursery Affairs Department at the Ministry of Education and Higher Education is committed to ensuring the implementation of regulatory and educational standards through a set of key responsibilities, based on the laws and regulations in force in the State of Qatar, including Amiri Law No. (1) of 2014 regulating nurseries.

First: Supervision and Oversight

- Ensuring that nurseries comply with the approved educational and health standards.
- Conducting periodic inspection visits to assess the quality of educational and care services provided.
- Monitoring the qualifications of administrative and educational staff and verifying their compliance with professional requirements.
- Ensuring the implementation of curricula and educational plans approved by the Ministry.

Second: Investigation Procedures and Sanctions

Pursuant to Law No. (1) of 2014 regulating nurseries, Ministerial Decision No. (13) of 2024 regarding the classification of nurseries and the qualifications and



U_JJ. □□\, \ . Y : 1.-1.CJ'l, \\ V \ : □. U", • Y / • f n : □ □ I □ J . . . : JL.o.11 U"ij, t \ ,
• 44367755 -4418 1990 Capital: 450,000 Membership No. 03/03621 C.R.No. 11471 P.O.Box: 15702, Doha, State of Qatar
0 33411148 - 33411150 - 33411153 □ alhayikitranslation@gmail.com, hayiki4u@gmail.com (I) www.alhayikitranslation.com

notification. The grievance must be submitted to the competent Grievance Committee at the Ministry of Education and Higher Education, accompanied by supporting documents and justifications.

- The Committee reviews the grievance, examines the relevant documents and facts, and issues a decision within thirty (30) working days from the date of submission.
- The decision issued by the Committee is final and binding on all parties and takes effect immediately, ensuring fairness, justice, and the protection of the best interests of children and beneficiaries.

2. Complaints

To ensure the quality of services and protect children's rights, the Ministry of Education and Higher Education has established a clear mechanism for receiving and handling complaints in private nurseries, in accordance with Law No. (1) of 2014 and the Complaints Verification Policy and Procedures of 2024.

- Complaints from parents and beneficiaries can be submitted via the Ministry's electronic portal, hotline, official email, or through direct visits to the Nursery Affairs Department.
- Complaints are registered in the electronic system and referred to the competent department for resolution within a specified timeframe, with the complainant notified of the final outcome.
- The Ministry is committed to ensuring confidentiality, impartiality, and prompt processing, thereby enhancing service quality and protecting the





rights of children and their parents, in accordance with the best interests of the child as outlined in the 1995 Convention on the Rights of the Child (CRC), ratified by the State of Qatar.

Flowchart: Procedures for Handling Violations and Grievances in Nurseries

This flowchart illustrates the sequence of stages and procedures for investigations and grievance mechanisms in nurseries, based on the provisions of **Law No. (1) of 2024** regulating nurseries in the State of Qatar.

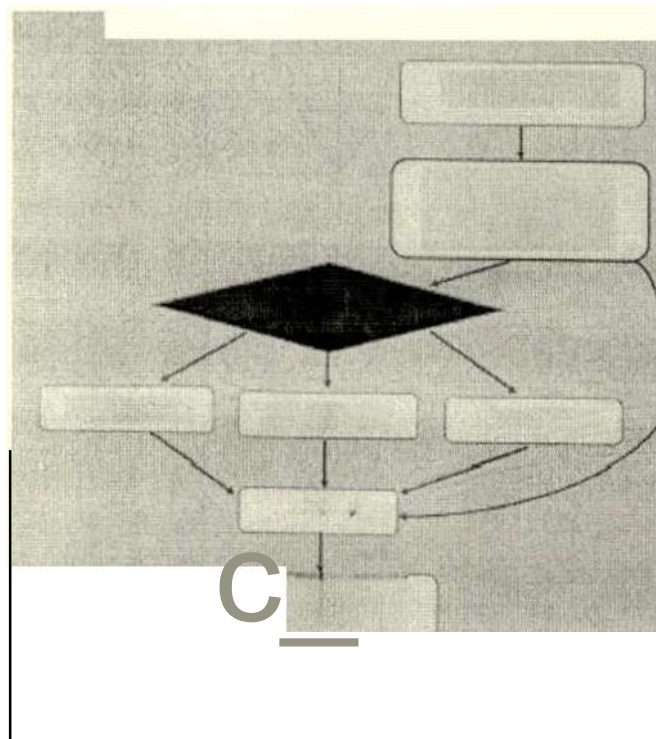
Notification and Warning for a Specified Period

In case of repetition

Escalation in

Case of

Repetition



Notification

and

Warning for

a Specified

Period

Continued

Violation:

Deduction

of **QAR**

10,000 +

granting an





1- Administrative

closure for up
to 3 months.

2- Administrative

closure for up
to 3 months.

3- Administrative

closure for up
to 3 months.

additional

period to

remove the

violation.

Notification of the Decision

Grievance Mechanism

- Right to submit a grievance within **15 working days** of notification.
- Final decision is issued within **30 working days** and is binding on all parties.





Part Three

Rights and Duties of Beneficiaries of Educational Service Centers

Chapter One

Overview of Educational and Training Service Centers

Chapter Two

Rights and Duties of Beneficiaries of Direct Educational and Training Services

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

Chapter Three

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

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

Chapter Four

Mechanisms for Protecting the Rights of Educational Service Centers and Beneficiaries



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

- **Educational Services:** Focused on direct academic support, such as remedial lessons, language instruction, and programs designed for students with disabilities.
- **Training Services:** Aimed at developing professional and practical skills, such as management programs, computer skills, and arts training.

These programs are delivered through two primary methods:

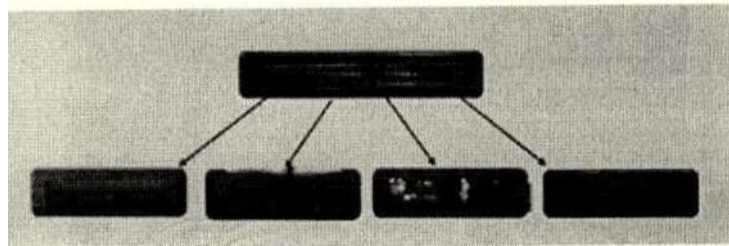
1. **Direct Education and Training:** Conducted within licensed centers.
2. **Indirect Training (Remote/Online):** Delivered under the Ministry's guidelines and supervision to ensure the quality of outcomes.

The main areas of focus for these services are illustrated in the diagram below, including academic achievement, skill development, lifelong learning, and programs specifically designed for persons with disabilities.





Educational and Training Services



Lifelong Learning

Programs for
Persons with
Disabilities

Skill Development

Academic
Achievement

Private educational service centers are considered a **key pillar supporting the private education system in the State of Qatar**. They aim to provide **comprehensive educational and training services** that enhance the competencies of students and beneficiaries, develop their personal and professional skills, and promote the concept of **lifelong learning**. These centers also offer **specialized and inclusive programs for persons with disabilities**, in alignment with societal needs, Qatar's National Vision 2030, and the Sustainable Development Goals.

The objectives of educational service centers are as follows:

- **Providing comprehensive educational and training services:** Delivering integrated programs that enhance personal and professional development, tailored to meet the needs of beneficiaries.
- **Enhancing academic achievement:** Offering remedial programs and private lessons to help students improve their performance across various subjects, thereby directly supporting the formal education system and addressing educational gaps.





- **Developing personal and professional skills:** Conducting training programs aimed at improving communication, leadership, time management, technical skills, as well as instruction in languages, computer skills, mental mathematics, and visual arts, targeting various age groups.
- **Promoting lifelong learning:** Supporting continuous personal development and meeting labor market requirements by fostering the ability of individuals to learn and acquire skills throughout their lives.
- **Educating and training persons with disabilities:** Providing specialized programs tailored to the individual needs of persons with disabilities, focusing on developing their life, academic, and social skills. These programs ensure an **inclusive and safe learning environment**, guarantee equal opportunities, and promote independence and active participation in society.



Rights and Duties of Beneficiaries of Direct Educational and Training Services

This chapter outlines the following:

Second: Rights and obligations of direct educational and training services centers

The regulations govern the rights and duties of beneficiaries of direct educational and training services in a way that ensures service quality and promotes the achievement of shared objectives. 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

- The right to review all information related to the educational or training services provided, including the nature and duration of programs, detailed fees, qualifications of the educational and training staff, as well as the policies and procedures adopted by the center, and to receive a copy thereof and sign it.
- The right to receive educational or training services in a safe and healthy environment that meets occupational safety standards and provides appropriate facilities, in compliance with nationally approved education and training policies.
- The right to obtain official and accredited certificates confirming completion of the programs, recognized in the labor market and by educational institutions.
- The right to a refund of fees in accordance with the withdrawal policy stipulated in the contract, subject to compliance with its terms and procedures.
- The right to receive the service in full and in accordance with the signed contract, with the right to claim compensation or corrective action in the event of any breach of the contract terms by the center.
- The right to receive high-quality educational and training services that meet their needs and fulfill their professional and educational aspirations.
- Submitting complaints and suggestions through officially approved channels, with the management of educational services centers.



committed to addressing them in accordance with a clear mechanism and within a specified timeframe that safeguards the rights of beneficiaries.

- Ensuring privacy and the protection of beneficiaries' personal data, and refraining from sharing such data with any external party without prior consent, in compliance with the laws and regulations in force in the State of Qatar.

2. Duties of Beneficiaries

- Verifying the official license and accreditation of the center by the Ministry of Education and Higher Education to ensure that its programs and certificates comply with the officially approved national standards.
- Reviewing the fees, financial costs, refund and withdrawal policies, and ensuring that program details are comprehensive, in order to guarantee transparency and legal protection.
- Conducting a careful and comprehensive review of the contract terms, and refraining from signing any clauses that are unclear or may adversely affect their rights in the future.
- Retaining official records and documents related to the educational services provided, such as payment receipts, copies of contracts, certificates, and any relevant correspondence, due to their legal significance in the event of any dispute or claim.
- Complying with the internal regulations of the center, including adherence to attendance and departure schedules, professional





- The right to implement programs and training courses in accordance with the licensed activity and after obtaining the approval of the competent authority.
- The right to collect fees in accordance with the approved regulations and policies, ensuring transparency.
- The right to enter into cooperation agreements with educational or training institutions after obtaining the necessary approvals.
- The protection of intellectual property rights related to the educational and training content produced or owned by the center, in accordance with the applicable laws in the State of Qatar.

2. Obligations of Educational Services Centers

- Obtaining official licensing from the Ministry of Education and Higher Education and complying with periodic renewal requirements in accordance with the governing regulations.
- Providing accredited programs in line with national standards, and equipping facilities that ensure safety and the quality of the educational environment.
- Applying occupational health and safety standards to ensure a safe educational environment for beneficiaries and staff.
- Protecting beneficiaries' data and maintaining the confidentiality of their information in accordance with the law, and implementing the necessary technical and organizational measures to ensure security.



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

Ministry of
framework
enhances



educational partnership and shared accountability and achieves the best educational and training outcomes.

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

1. Rights of Beneficiaries (Parents, Students, and Trainees)

- Verifying that the educational or training program or platform is approved by the Ministry of Education and Higher Education.
- Granting parents the right to monitor their children's participation and to ensure accurate recording of attendance and absence.
- Receiving an approved and valid electronic attendance or completion certificate.
- The right to submit a grievance or complaint in the event of any shortcoming or deficiency in the implementation of the program.

2. Duties of Beneficiaries {Parents, Students, and Trainees}

- Complying with the payment of due fees in accordance with approved procedures.
- Monitoring children's commitments and ensuring serious and active participation in the programs provided.
- Maintaining the confidentiality of electronic accounts and passwords used to access the platforms.
- Adhering to public morals and proper conduct during virtual sessions (chats/ comments).





Second: Rights and Obligations of Indirect Training Centers

The rights and obligations of indirect training centers are defined to ensure the provision of approved and reliable training programs, in return for beneficiaries' compliance with regulations and responsible conduct. This framework enhances partnership and shared accountability. Accordingly, the following provides a comprehensive outline of the rights and obligations of indirect training centers:

1. Rights Beneficiaries (Indirect Training Centers)

- The right to collect due fees for providing programs in accordance with contracts or approved regulations.
- The right to require beneficiaries (students, trainees, and parents) to comply with the center's regulations and governing rules.
- The protection of intellectual property rights related to the electronic content provided, and the prohibition of its reproduction or distribution without authorization.

2. Obligations of Beneficiaries (Indirect Training Centers)

- Providing electronic educational or training content that is of high quality and reliability.
- Ensuring that electronic platforms are approved by the Ministry and comply with digital security standards.
- Providing technical support channels and direct communication with parents.
- Issuing approved and authorized certificates in accordance with the established regulations.





Chapter Four

Mechanisms for Protecting Rights between Educational Services Centers and Beneficiaries

The management of educational services centers is keen to ensure a fair, safe, and well-regulated educational environment through a set of mechanisms that guarantee the protection of the rights of all parties and regulate contractual, professional, and service relationships. These mechanisms include the following:

First: Supervision and Oversight by the Ministry

1. Direct Educational and Training Services

- Educational and training services centers are subject to periodic monitoring by the Ministry to ensure compliance with approved educational and administrative standards.
- Centers are required to sign documented contracts with beneficiaries that include details of the services provided, fees, program duration, and cancellation and refund policies, in a manner that ensures transparency and protects the rights of all parties.

2. Indirect (Distance/ Online) Training Services

- All programs and electronic courses are subject to oversight by the Ministry to ensure compliance with approved standards.





- The Ministry addresses complaints and observations submitted by parents and beneficiaries to protect rights.
- The Ministry reserves the right to cancel or amend any program that does not comply with regulations or fails to achieve the required quality.

Second: Inspection and Investigation Procedures

In accordance with Law No. (18) of 2015 regarding the regulation of private educational services, as amended by Ministerial Decision No. (10) of 2024 concerning the executive regulations and complaint investigation procedures, and in line with the policies of the Ministry of Education and Higher Education, and in compliance with the principles of administrative justice, institutional governance, and the protection of beneficiaries' rights:

1. Investigation Procedures

Educational services centers are subject to investigation by the Ministry of Education and Higher Education in cases of violations committed by private educational and training institutions, whether through monitoring visits or complaints submitted by beneficiaries, in accordance with the following legal procedures:

- Official Notification: The investigation begins with the issuance of a formal written notice to the concerned center, including a description of the violation and the specified period granted for response or rectification.





- Collection of Evidence and Hearing of Parties: Relevant evidence and documents are collected, and statements from the concerned parties are heard, while ensuring the right to defense and response before any action is taken.
- Preparation of the Report: The competent department prepares a comprehensive technical report on the findings of the investigation, clarifying the type of violation, its severity, and the proposed recommendations.
- Submission to the Competent Authority: The report is submitted to the competent committee or senior management to take the appropriate decision in accordance with the provisions of the law and executive regulations.

2. Penalties

In accordance with the provisions of Law No. (18) of 2015, penalties are imposed on violating centers in a graduated manner proportionate to the nature of the violation. These begin with issuing a warning to the licensee to remove the causes of the violation and may include the following:

- Full or partial forfeiture of the bank guarantee.
- Suspension of the license for a period not exceeding one month (extendable).
- Revocation of the license.





Third: Grievance and Complaint Mechanisms

1. Grievance

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

- The license holder has the right to submit a grievance against the decision within fifteen (15) working days from the date of official notification.
- The grievance shall be submitted to the competent Grievance Committee at the Ministry of Education and Higher Education, accompanied by supporting documents.
- The Committee shall examine the grievance, verify its justifications, and issue a decision within thirty (30) working days from the date of receipt.
- The decision issued by the Committee shall be final and binding on all parties and shall take effect immediately upon approval.

Through this mechanism, the Ministry seeks to achieve fairness, institutional accountability, and to 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-especially to the management of educational services





centers. Complaints are addressed within a specified timeframe that ensures fairness and beneficiary satisfaction.

The Ministry of Education and Higher Education is keen to promote a culture of positive communication and to ensure the quality of educational services by implementing effective mechanisms for receiving and handling complaints in accordance with the Ministry's policies on governance and quality.

- Registering electronic complaints through the Public Relations Department.
- Referring the complaint to the competent department to verify details and collect the necessary information.
- Taking appropriate action in accordance with the applicable legal controls.
- Notifying the complainant of the final outcome within a specified timeframe.

The Ministry and educational and training centers are committed to confidentiality, seriousness, and prompt response, in a manner that ensures the protection of beneficiaries' rights, enhances trust in the services provided, and achieves the public interest within a framework of justice, accountability, and institutional responsibility.



Conclusion

These guidelines are addressed to all beneficiaries of private educational and training institutions, based on the Guidance Manual for the Protection of Beneficiaries' Rights. We emphasize the importance of full awareness and accurate understanding of rights and duties, as a beneficiary's awareness of their entitlements and obligations is the fundamental guarantee of a distinguished and safe educational experience.

We invite you to carefully review contracts, regulations, and policies related to educational services before making any decision, to ensure that you deal only with educational institutions that are licensed and accredited by the Ministry of Education and Higher Education, and not to hesitate to raise inquiries to ensure clarity regarding all aspects of the services provided. We also recommend retaining all official documents that prove your rights and obligations, such as contracts, receipts, and certificates, as they constitute legal references that protect your educational interests.

This guidance is issued in harmony with the international and national commitments of the State of Qatar, as it incorporates the principles of the Convention on the Rights of the Child, ratified by Emiri Decree No. (35) of 2010, which guarantees the right of all children to quality education without discrimination and the provision of a safe environment that protects them from abuse and ensures their participation and full inclusion, especially



مؤسسة الهايكى للترجمة والخدمات

Al Hayiki Translation & Services Est.

احدي اكبر المكاتب الرائدة المعتمدة في الترجمة منذ 1992 *Leading & Authorized Translators Since 1992*



children with disabilities. It also aligns with Law No. (13) of 2016 on the Protection of Personal Data Privacy, which ensures the confidentiality of information and the protection of beneficiaries' data from misuse, and enhances trust in a safe digital educational environment.

With Regards,

Private Education Affairs Sector





Sources and References

First: Arabic Sources and References

1. Al-Saleh, N. S. {2021}. Human Relations in the Educational and Training Environment. Contemporary Education Journal, 45{2}.
2. UNESCO. {2017}. The Responsibility of Parents and Students. Global Education Monitoring Report 2017/2018.
3. Ministry of Education (2022). The Ethical Charter for Private Schools and Kindergartens. State of Qatar.
4. Ministry of Education and Higher Education (2024). Guidance Manual for Public Policies at the Stages of Private Education. State of Qatar.
5. Ministry of Education and Higher Education {2024}. Comprehensive School Activities Guide for Private Schools and Kindergartens. State of Qatar.
6. Ministry of Education and Higher Education in Qatar (2024). Ministerial Decision No. (13) of 2024 on the Regulation of Nurseries. State of Qatar.
7. Ministry of Education and Higher Education in Qatar (2022). Policies and Procedures Manual for Private Training Institutions. State of Qatar.

Second: Reference and Regulatory Laws

1. Emiri Decision No. (35) of 2022, which defines the competencies of the Ministry of Education and Higher Education, including supervision over private educational institutions and centers, and the formulation and follow-up of educational policies.





2. Law No. (13) of 2016 on the Regulation of the Collection, Processing, and Protection of Personal Data in the State of Qatar, which guarantees individuals' privacy by establishing strict legal controls for the use, storage, and exchange of data.
3. Law No. (18) of 2015 on the Regulation of Practicing Educational Services, which establishes the legislative framework for licensing and operating private educational institutions and defines the legal and administrative standards, obligations, and mechanisms of oversight and accountability for service providers.
4. Law No. (23) of 2015, as amended by Law No. (12) of 2017 and Law No. (3) of 2024, and Executive Regulation Decision No. (40) of 2024, which regulates public and private education, defines the conditions for operating educational institutions, accrediting curricula, and appointing staff, and enhances the quality of education and its outcomes.
5. Law No. (18) of 2015 and Decision No. (10) of 2017, which strengthen the regulation of the work of educational service providers by defining licensing and inspection procedures and ensuring compliance with regulatory provisions.
6. Law No. (1) of 2014, as amended by Law No. (3) of 2024, which regulates the institutional and administrative aspects of educational establishments and provides a modern framework that keeps pace with developments in the private education sector in the State of Qatar.

Third: Foreign Sources and References



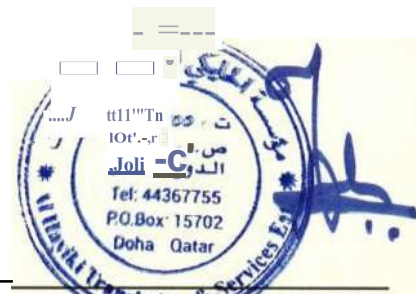


1. Seymour J {2015). Writing policy for parental involvement in school governance in Dubai's private schools- a viability analysis. Academia.edu
2. Genuine Education Reform Today {2010). Parent rights and their children's education
3. UNICEF {2024). Safe to Learn. Ending violence in, around and through schools. Retrieved from



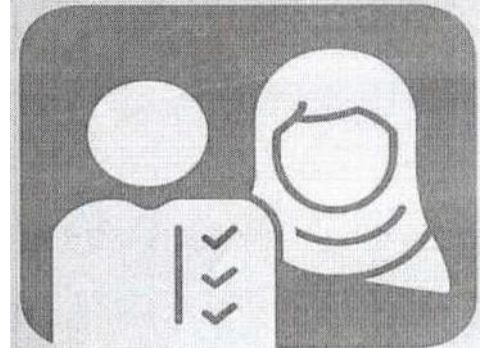
Leading & Authorized Translators Since 1992

via email: usecprivate@edu.gov.qa

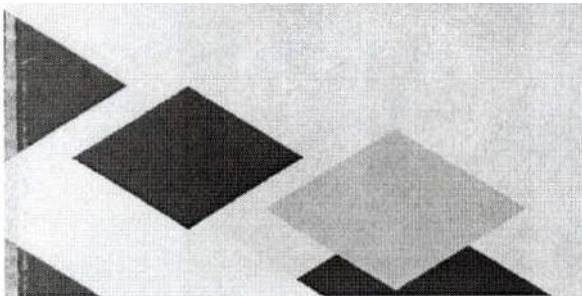


الإصدار الأول 2025

الدليل الإرشادي لحماية حقوق وواجبات المستفيدين في المنشآت التعليمية الخاصة



قطاع شؤون التعليم الخاص





a.o..yWl

□.llw;□l t.-4:J JI ;l..u::>! u.o Wl□l

w□)-Sill

aii ☐ **lwUiJl**

فهرس المحتويات

الموضوع

(□I..IJJ)i9 □i) ciob.JI Jliib:ill LP4.:9 u-u;IJ.AJI 0.c oJ+i :J9:ill Jciil

<lab.JI Jliib:ill LP□>9 u-u:IJ..<JI <fl;9-0:ill &.4.J9i wIP,-199 t.9□:□WI JciJI

d.t::>b.Jl Jliib□l 004.J9 u-u;IJ..<Jl wloI μll9 t.9□:u.lWl Jcijl

d.Ob.Jl JIAb:ill tP□J9 u-u,>IJ.AJl9 ;9-0:ill &.4.J9i 6l:-! J□ □b c:i4.Ji :□l;Jl:J.ai,2Jl

:ci.i I J9.) c)A !oiwoll ulR-199 «.9: WI y4JI

(□l□i9□i) <ii□l;9.l0.c oJ+i:J9□l Jciji

ciib:i.Jl J9.l i:} > J9-0:ill &.4.J9i wIP,-199 t.9□:□WI JciJl

clil.a::,dl J9.l wlo! μJl9 t.9□:u.lWI Jcijl

ail.a::dl ;9.l9 J9-0:ill d□9f 0b! J□l □b w4.Jl:□l;Jl JciJl

W

c1J.a/.12ill wlo.l:i:ll).S'l.>-0 0.c oJ+i:J9:ill JciJl

c1!"!2ill wlo.):iJl).S'l.>-0 u.o 0-!1!0i111all wIP,-199 t.9□:□WI Jcijl

c1!"!2ill wlo.).:iJl).S'l,>,0 wlo! μJlgc.9# :u.lWl JciJl

;;!"!2ill wlo.).:iJl).S'l,>.0gW!01111o..ll w.1 J□ □b w4.JT:□!:JlJciJl

c1AJl:i:ll

المراجع والمصادر والقوانين

WI ☐ I... J-S ☐ ☐ ☐ ☐ ☐ JJW./11 J.II

مقدمة

ومحفزة تقدم خدمات عالية الجودة وفق المعايير الوطنية والدولية، وتواكب تطلعات المجتمع ورؤية الوزارة نحو منظومة

والله ولي التوفيق...

قطاع شؤون التعليم الخاص





الدليل الإرشادي لحماية حقوق وواجبات المستفيدين في ...W...1



الباب الأول

حقوق وواجبات المستفيدين من المدارس ورياض الأطفال الخاصة

الفصل الأول: نبذة عن المدارس ورياض الأطفال الخاصة (أهميتها وأهدافها)

الفصل الثاني: حقوق وواجبات أولياء الأمور

11.0.11: § 19.1.01 w.1.01 <> JJI 1.01 P 1.01 tP 1.01 J 1.01 h.b 1.01 iJ 1.01 cl.01:

الفصل الرابع: اليات حماية الحقوق بين المدارس ورياض الأطفال الخاصة وأولياء الأمور



نبذة عن المدارس ورياض الأطفال الخاصة (أهميتها وأهدافها)



حقوق وواجبات أولياء الأمور المدارس ورياض الأطفال الخاصة

[☐.lio](#)

III. الف / f) : الحاجة حقوقية ، وواجبات المستفيد (c) . w..... I □ WI □ I

حقوق والتزامات المدارس ورياض الأطفال الخاصة

:c:i.cl:iJl Jl.Ab□ c.Pi:!!9 t>UJl.lA.11 c.9□-1.

c.i.cl:iJl JI.Ab□ll c.Pi:!**J9** t>UJl.lA.11 ul.ol.>111-2

,9it!□I.AS-□'w4□9<U)c□99.}□□□,ci+lhJl□<491..w.:iAlI<.§□IulA.69.)□4rl_μ:l)jl •
9"1 u:ll6Jl t} □I□□J□19.JJisJl.)□t}l LJ□(,?□clliJ □c1LAJJJ □wl • ..I Jl.G-o.o)□□,





□ }l y!l.bJJ cii..oi ct4!H,i/'>39 ,a.olsJla:..dl9□19 □jiJl 0Jl)9 u-o o..1.A!swl a:..dl9 a.ollw.Jl J+.:!l=□ •

□<ii□,dh u.!! li!oJ .w□)19-4wJ..1.A.ll cl.b.w.i□l cl.ul a..ollw.J4 rl_μJ□l □ □jiJl9 d!'"IIP111Cihw□l

,tsJl□l ciA.b.ifg,c4Jg□1wliisuu□l ul..l..Sl.O ,cuib□l o□f □ □J9pl a.ollw.Jl wlo □

t.,r-□. , 9 ...).wJl w b□ □.Jli' □. • □ll 9□... □ll cbdi□ a.Ju ui w Lu.Luu □...□□ clol.w dJ.AJ 1.su d.W w>□... •

□ 19 □ □ l □ !LuuLA.ogc4lhJl l9 □ □ clwJ..1.A.11 rjilJLc-S c:AIIP:l c...i□□19clilL:□l <:9.)c4lh1J

.2022r IsJ<i..o6Jl _{oJ,l)} 1.1.A.□l 8-□l *11.uJJ Lailg

□ J.ol.suU□9-0□□□J.:il□cihw□ 6Jl)□l u-o o..l..a.ist.aJl□li.AJl □9

Q89□jiJl>!:!!□4rj_μJ□l

• Cinn:-14 <:9□□9□.:itsi□.:i

wl.o□□<ii□IAS.wl.OL:□l9 □l

wy9-9-0 <:99.l cl.l t_Jl □ •<.,>-1llhl t9-Wl

.2022r IsJ<i..oGJl _{oJ,l)}l.A.Ll c.:r.>:!8-□l c."9lw JJ Lailg c...Jlhv'1><wb .-□l □ w .wlv'



آليات حماية الحقوق بين المدارس ورياض الأطفال الخاصة وأولياء الأمور

القرار المناسب وفق 9¹

مجلس المحاكم الشرعية والخدمات

ت. ٤٣٦٧٧٥٥

١٥٧٠٠

الدوحة قطر

لترجمة لحقوق المؤلفين

Tel: 44367755

P.O.Box: 15702

Doha, Qatar

Hariki Translation & Services Est.



2- الجزاءات

t.P)ii JlsJI □I9 □I9 c4!JIII o;l j□□ ,cioGdl UJJ;IJ.AJI □ 2015 d.UJ.J (23) □ u□Uill u-1!l:1.ii.wl
Lo wld□I o.i.a> JA.w.jg,6;)"-0 gi□ wuil8:.o y□;IJb-!..?° cioGdl Juib;il t.P4; 9f UJJ;IJ.AJI t).c wld►.
:<)!

- .dillit:Ajl a.w;..l.A.lJ a.19..Jl □ <}Jl 4lj;..Jl O-Oul.opll •
- *d.Jlit:Ajl ci4lw.:><*g*>g.l.JP.: g^j□ , dWJ) . - 1 1a.lt& l □ • •

وضع المدرسة تحت إدارة الوزارة مؤقتاً لضمان استمرارية العملية التعليمية وحماية حقوق الطلبة لغاء الترخيص في حال ثبوت مخالفات جوهريّة أو تكرارها رغم التنبيهات السابقة.

3- التطلعات

opl.all w□□□□<?;□□□□gigUJJ;l..l.A.IJ□ c_...ill <4ip,□/ a.1l..ui.ll v□

.i.;j□ □ j .uu •

•d.J2.l::U.49 c4,Aw) 0) 9|1|

6Jj□ cini:t:All wIAJ.hIJI cipJ o, II □□ u i l . r = ; ; t 11 . ; l h : . t ! l □ □ U □ □ 1 -- f 9 ! . (15) J ! . 8 - x 11 , . ; . r l f □ I t t y . •
wldp,J9.i.w4,w9 2015 d.UJ.J (23) □ u □ Uil O-O(30) 0.)LA.1I □ wai LA.I Uu;9,u,lIsJI □ 19 □ 19 □)ill
.2024f IsJLS9Kw.JI O-O□I

½)..log Yle-i □ ;.)laJl;t□t□g•d.AA..iilj” □;u 0-O□ r9!.(30) J! .8- □ □19□1 a.wl;..y □1 *fjlj* •
 .u:il μ::,□l □

•U□/ Oi111A1l9 □□ <9□U□9,<4i>liuiJl ul.o..o9 ,a.ll..ui.1l□ t).c.ci.{.!'1l o.i.a> J!l.8- 0-0 o;l;□□ <.Pp:i9 •

-□□lcildJ.1.1.A1l9tP;:ii.1l□□ tP4-o□9,□I v9.)□ OA!

4- الشكاوى

تعمل الوزارة على تعزيز ثقة المجتمع في المؤسسات التعليمية من خلال تطبيق نظام متكامل لاستقبال ومعالجة الشكاوى بكفاءة وحيادية، وبما ينسجم مع سياسة وإجراءات التحقق من الشكاوى لعام 2024 ومبادئ الحوكمة في قطاع شؤون التعليم الخاص.





:J.a..w.i·J ,oJl)□I c.,o o..l.<U.SlAil□)I w1□I□ □./•1.oi111oll9;9-0□1f4)9i,c;...o09l.S:..w.JI r..uii

..JLsJI□19 □19 □_p1l oJl)□□9,μS:ljl ciil□I •

.wJl.w.iuw□l9 09l.SJ1Jl□ u: n:i:all Wl.wJl h:iJl •

.0Jl)9" □)l □9,μS'.J□ .l!>+11 •

.Jl.a:i□l9 ci.olsJl wl.ollsJl 6Jb! t,f>6□4All □l>A,11 •

r..ui.o□ <Ji Jc.,0.:1□d+,i-o) oJ.A Jll.?- □ w+1Jdni:i:All 6Jb□I u,lJ JbJ □ •□9,μSJ□I .olhiJI c.,o0□1□
ci=...ii.JL, t. S-^{z'}l

□9t>i1y)i111All l9□ d.l□□ □ 1(59□1□lsu:it,f> cli□□l d.CJJ,19 dpJl9 ,c'4,.auI.uJl u□ o;l)□l r).ili9
-□!l2ill ulA..l:iJl o.:lp,-



الباب الثاني

حقوق وواجبات المستفيدين من دور الحضانة

(1.1.1) i9 □ i) c:1.ila::JI ;9.:i 0L: oJ+i :J9 □ I J.c.n.11

c:1.ila::JI ;9.:i u.O;9-0 □ 1 .c4J9i u □ 199 1.9 □ (<) WI J.c.n.11

c:1.ila::JI ;9.:i ulol _μ JI9 (§ □ : □ WI J.c.n.11

;9-0 □ 1 c4J9i9 c:1.ila::JI ;9.:i WA (§ □ I d.:!b w4Ji : □ 1) 1 J.c.n.JI



نُبذة عن دور الحضانة (أهميتها وأهدافها)

:Lill□□l o.lib.i.Hju.a9 •□>Wj9 JW:>□l u□□l□

cjl.illrJ.sull9 ylw.:Jl9 <Uilll u:il□ cjl<1./.:1,Ulw□l wl;43AJ4 Jilli□9 μ

<1...J...L...ill di)Jillg <1...J...Alu dbyly c U Aig <1...J...C...J...L...U...ill ul...S...-1... <1...J...Al...L...ill...nll...

.o_□-<-1|< l_□i--11 1-1-11.ilA.bl.u :i:ill 1- 1-1-11.1.9,1S-2J9 b...:ill□-1...q... ■
 IY_□ Lr"-□ t.../...-° □ :!)SU

تطوير مهارات التواصل والتفاعل الاجتماعي لدى الطفل من خلال تعليمه احترام الآخرين، التعاون مع الأقران، الاستماع والجلوس المنظم في بيئة جماعية.

□l □Lol)ill □ ujl □lu,k;9-0□1□4J9i .l..C.l.i.w d.i..ol<14.!□□ J□ u.a <1L2i;9.) □□9 6>W□l□

W:119

,ci.olc□I<:~9.i JW:>lu <ijpn:->..i.11<1-llc >ll9.□I □19 •d.bA□I<4lc)J□I.H JA.wj al.ol.w9 ck9il-O wl.o.J3.□□

.u:}All □ l.s::i1.l!A .iJ-SI-! lA.o

ciOJ.AA.11 Ci!a!l2ill9 <4□,>|) wl.o..l.:.ll t9-U□ d.□·202□ c'i.i.wJ (13)□; <:?Jl|□l JI;All□9 ci.ila.:JI ;9.)□

$\frac{1}{\sqrt{2}} \left(|0\rangle + i|1\rangle \right)$

:ci.i□l 29.:) cl9,ii

u,k>lll 69 c1.i)lhiJl9 <1-!-!swl Jlo d.!J,l,lw I<1-!lc>11 u,k;5;d.bA I Lc)J ci.ila.:Jl;9.) .1

.d!JJJlw□l JI.iJ::,□l ul; □□ **Lil** □□ □□l.H9 <1-!lc >|| □□ : □19 <1.1lc ci.ila::Jl) .2

annio i...i.vlwi9 I.H Jll:- u.a ci.olc I <?9.:iJll u:> I 9 <1-!Lc-H:



□□.■■■□•□:□□□ □Jt ∴w. J\ i,i



,c:Ullc□I<:9□u.o 9f c:!!;ilJJ: c4,w□9icii.o>,o □ a.lb- u.o <jLst,!J.o.hll u!S Jb- □ c'i.o)illl c:4#1>:!JUull □..uui •
.ciiilc□I<:9□u.ou!SI□!c.,;A□|>o.i1i1110u.o□□9 0...1.AJ..RA □ u.o□ □ >:;!;Jij□..uui□
a!"!..I2iil tr"1□1u.o J.o.hllf..*uiig*□ ci..wi>!.i.Al cijl.a:::JI □ <:>"I <4Jg..JI <49-1□1ulc□□I□ asJWu:JI •
·c_.59-1□1 J□□I9 o;,,w}ll□ Ju:u) Jal□ulA.o.I,¥□19
,y.wl.i.All dp,□1□L:;..j·I f.u:. Jb- □9 ,cijl.a:::JI 6JbJ□!d.LAil.w 9!J.o.hll □ UJ.IA! -1-!□9id.Alb..o <:~j u.c tl.4□1 •
.6□1uldp,□I (9-09 o;/)□□ d.il.a:::JI)9□OJb!□!d.!AW) <.s□□) ,>A}ll <)□ □



حقوق والتزامات دور الحضانة

□19 □19 □;ill o;l)9-1UoGJl □l Eiho□ &pl.all Cianiall w□,>.w.ill ,>ho cIJ9.:1(flail.a;Jl)9/l F.

,c,l)□<4wlwi(9□ □ □ k,i,a,l.ll ul,l.d.!□l:c:il9"l9 201l l c1.u.uJ (1) □ (?>:lA□l u□liul liiil9,lJslJl

□ 1...t.q:ci:aJ=)*)SLJ...a...Jlc o.l □ ul.lg ci.i...oi.c h.jlcgd. J.A.J.UU wA..G-)/:š □ U! Lil|ē. h|lg* g wl. o. -1g| □ 1... □ 711 □ .1.1oo

:ail.a;Jl;9..u 6;;>li.<Jl u□I□I9(§□I).HiLP.>C J,!□ □9 ,□19o)-l11:ll9

1- حقوق دور الحضانه:

dll.l9 ,aJl.a::Jl ;9.) &;b! 0-<> &.J..AlsiaJl >b!LS2AJl9 .b9;.uJl liui9 ,aJla,;;Jl .blw ci.l9l)A1o::>-?>ill J□
 ., .l□ l□ 19 □□liill;li::?□ l UA,j:,.bWu.11 d.W;lc..o ulA.ol

,(HflWl1ahi.t.j□l,yu:Jl,□;l.All t?>-11J1.o)<.SP□, wIA.i:idt9□1 $f_{\square J9}$ <i.!□lr9-"">11-1:!!□ •

.;l.suuill dotliAII ul;l;.ii.Jl9 □19"1olcl)-09,aila,;;Jl;9.:1o;b!<w:il□ □ J□I □>-'11,(c4JJJlb;.iiJl9

Lo..ig.&.lAls2.oJlgci.i□lw□□l□ aLo!>u□ Oi□ ,&□lala!lo:119d!l:1□1:1.)1□1□9;□l□.

.ail.a;Jl;9.)&);!;!□:1□ □l d.l9-l; i.119 □l H.:!lstA.110-<□.)!ll i.:Jl□ c.9Jll□

9 = !LA₄₉!>19 ciLAJLsu ci4! □ □ - LJA-0! LA.i □ I₉ = !I.wJl_w - lill::u.o □₉ LJ-U-1 □₉ CUA d4! □ □ • • •

.d..olsJl d..oll.w.119 □l c44)4 ci.o:J.swJl aJla,,,Jl ;9.) &;b! wlb!fwi:i1liil9 •f-'1l;#°9 Jlii:.b□l

[illegible]

.J liibill cil.ol.wJI c4cJ.iJI Lill.l.Ali

:ci.i□l J9.)ul.ol_ ;iJl-2

<4b9, □ I, 0, o' : iJl, □ I <lll t}l I .A, i, aila, ;, JI, 9, : 1&, i, : !9 □ 19 -4l, i, ll o; i)9 □ &, :)all (» .il □ 19 □ 19"1 •

.J.ahl

JlsJl□19 □ 194!-1;:i.ll >.!/9;1)4) c.9Jl9 (o□ u□9-0 wI9.l wI..u:J..w..09 wIAko) JI219-0;.)ISL.0.¥=>9J •

wli>9□l9 □ □lsJJci.i□lwl□l9 w□□l9 aJl.a;Jl;9.lu4ici.1.el□ .lo,!□2024 d.i.i..ul (13)□

.a.ab.Jl <iM; i.lJ J'i <ioo:j-i.a ;)> L.O.¥=>9Jol!ci>l.6□4 . □ □ □;.u.ll.Hf>g19

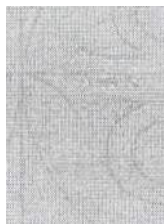
tIAiw:i1I9 •d.!9-!>111□□I(f□>-W!,<4;9.).>:!Jlil1f- !..IAi _μ,c:<!;!□!ciS'!>-W d□

٢٠١٩



الدليل الإرشادي لحماية حقوق وواجبات المستفيدين في المنشآت التعليمية الخاصة

.ul.o□l o.:1p,□□lii□JAl.sull9 clil.tx.:.ll ;9.:1OJb! Ub.liw tj'.11d.sl,!lw9



الدليل الإرشادي لحماية حقوق الواجبات المستفيدين في المنشآت التعليمية الخاصة

آليات حماية الحقوق بين دور الحضانة وأولياء الأمور

(1) $\square\square\square / u_9, iU_i JI \square_9$

;;hi,a.J9..) t,f> J J I I 9" I 9 I I I ,o.ili..uA.1 19. I) Irl&All 0A
cu::

.ci.i□l;9..) □ 2014 d.iwJ

4.fl>ll9 c..ol,-w□l -□_{qj}

o..1.Ai.si.A.11□19 4!."!IS>ill w.l=14 a.;□l;g..) fl).i.H 0A ..ISWl •

.cl.o..lJlA.ll ¥c!)9 4! ".lS>ill c.:l.c...ciJl o..)p, □ d.LJ9□ c::4,ilJ+..O ul;4) dp-j •

-□ I c.:4].hiAIJ d..ia./l.ha 0A..ISWI9□9-1)'.II9□;b□I;...)□I Ji:ai'b<-1.S2./i.i.o •

o;|J 0.0 o | ::!"!S>t).hh:i:.llg li.:Jl 0t...u:, •

ul,:t,P.JI9 □ I ul,:l,:d:4,jU

6 2024 c1.i.u.J (13) 2014 ci.i.w.J (1)

dj J>□101y9<11o□ Gld p:41g aJ:..Jl □"1□111>11d.Ouol .1111>11-11JdJd□-L-11c:1□..11g c:..11121-11g c11

c:4IA:>-9 d.f.,ilp-□ a.11..uJl tp4,4□ □ IA/9,ci.ol:idl Juib□ I u::i4;9 UJJ;IJ...o.JI 099-W o;bl- □ IsJl□ 19 □ 19
.c:49-1)l' .ll c::Lc...ciJl o..)□ 9 U-' '\oi111□ I9 Jiihl <.9□

:□| ul,:lp,!-1

:<i i.Jilli 4.1.gi_1'UiJl>_4L_-□,11 □9□.....-□q ul.tlp.'lf.-U.

0J...o.Jl94wi9 d.o.16..o.Jl c9,l <:°9-! ci.i□l;b □!□J (,,'>lus;□! cl.P."□□l i-4!:(□)l J□□l •

-□1 9i..))J o-l□l

o;I.II)I Ull.,bI JIItIA.w9 ,cIIdI wI-I ul.IIli..uA.119.;J..)I o;bI fI: i_ol.,bI eLa.w9 ;J..)I F. . (I/ .t4I9I•)-I

'u9,iliJJ□9 y.wli.;JI ;'>'ill;l..u::>□ cirfr□i:JI □□ □!E-6.μ,9 Hffilll -ll.u:!

uld▶.JI-2

c41T .! !□□ .iJu'ti,;hi,a.J9..)(t:f> a;□1;9..)□ 0lw.i 2014 cl.LwJ (1)□; u9,iUiJl rts:...,□ r!)i.J::4l; □

:t):i.11□1 □ cl.l-19,c'4J)liu'.ull9 a.Jl..uJl□1,>-i□:...uwl# 19-09 ulii.l•

0..J.L.C.O O.L.O JI • - • • ?id.c.r.l.J a;1..6.,JI pJ'-L1./ t.../l.i5) □ . l





□ □9 'r □ □ □ JI.o.S:huli ci..l u::i>:-□ i°ljJl □ ,6&oW1 U.A J4; (10,000) □ □: d.iJb..Jl)_>Ai.wl- •
4A16:-.All a.I1)';!l d..l.l.a.l
□ o....o..l□;b□l1.9!..lt□ / .ani:.....Jl□ di>□<1.i...a□ o;b!u;.,q;Li.Jl□9 / ,L,Op,μ'.Jl.d.sJl) ;!;S:11l i.i.c □ •
(u'u_lnrJl □ • .../ .>&_U'f aIJ.U)_o.b.li
'o..l.Ais2AJl □ □Lw-11..lii.Aw · WJl u.,.,l.o.,.,1,-;.;l>ily J[hj.□l- ■
f v □.. JU



<§9 □ 19 □ 1 ulf.Ji Wu
:□ □ c4.Ji-1

□ opt.di w□l;>iill t.,k c4-i-u-w□l ci□.,Jl9 <4;ls□l a.1l..ui.ll□ (Acit_.,lll d/."/.biill ul_9.)!!l l5..I.;>-!□ □ c4.Ji J.S2. i'
□ 1 tlho..l dAbiAII □ 1□ 19 □ 1□ 1r □ □ Liil9 aJdJ..uA.1l9 •□ 9""□ 19 ,¥liut.ll ts.)4-o j)..Rd□ ,a.;la;:dl;9.l
-□ a.19-l□ u:>l:i:..ll

□ JUU.A J-=r9:!(15)□ <i.wA7 Jll:- OJ.llx::Jl ul;□ l()_A_□ □ a.;l,o;:Jl;b o);.,l.,U'i9itPP';.iJl y:-bl□
lilll.>4 ,□l.sJl□ 19 □ 19 <1.!!>iJl o;!)9! -1ni:;All wl.o.JJ:wl □ <Jl□ □ 1-ijj' Jll:- U.A cl;i;9□_Jl;[hj.□
• .ylhll ul;>+49 OJ..!□ l wl.ili.wAJy
r9:!(30)0,\Jill j9□ □ OJ.A Jll:- ci.,i.,o u+Jl9 ,a.l..nJl ul:i□□□ 19 wl.ili.wAJl U.A□ 19 rJEull cl.wlp□ /<,)□
.c1..0llual □;u U.A J-=

citb9 u::il.ai□ 19 a.1l..ui.ll□ lil.o..o ,o.lIA.u:l ;<,il<4 □ 9 ,u::il,>,b:l!l□ 1/2jlo9 l;□□ □ ur.,.;.)l.d;l)iiil□ 9
• ,LJ.! 'toi+11<□ 19 JLiJ;lJl□ □ <1::..ln.Jl

2-الشكاوى

حرصاً على ضمان جودة الخدمات وحماية حقوق الأطفال، تعتمد وزارة التربية والتعليم والتعليم العالي آلية واضحة لتلقي الشكاوى ومعالجتها في دور الحضنة الخاصة، استناداً إلى القانون رقم (1) لسنة 2014 وسياسة وإجراءات التحقق من الشكاوى لعام 2024.

o;-w4...:Jl d.Sizl□ 9i,□ 9:>,0.l□ □ ..Ll□ □ (P"l.w.Jl .h:iJl •□ 9□□ 1clil□ □ >+,c 0:!'Loi111A119;94□ 1 d,t.l9i 0A LS9□ lr□ □
□ . a.il.o:idl ;9.) o;b□

□ □ ;lb;;.!□ 10.)J...o:..Q ¥,oj o.1.o Jll:-, - □ u+Jj -1ni:;..Jl o;b□ □ <J!J □ □ 1<9□□ li°hiJl t,.;,CLS□ □ □
.ci+;,j □ □ □

•□;94ii:4..l9i9 Juib□ □ (9□ citb9 ulA..1.i:..1l ib9=? j)..Rd□ □ .lsz.All d..l:),W9 .llpdI9 cit□ □ ulA.aJ 6 1- l.rjlli9
-□ aJ9.l□ □ L.ubl.o □ 11995 r□ □ (CRC) JAhl <.9□ ¥lii.ii v_ 0□ □ IP□ □ J4.bJl □ □ ,/.,'□ l.r.o:..:cjJ.J.,Jtl□ □



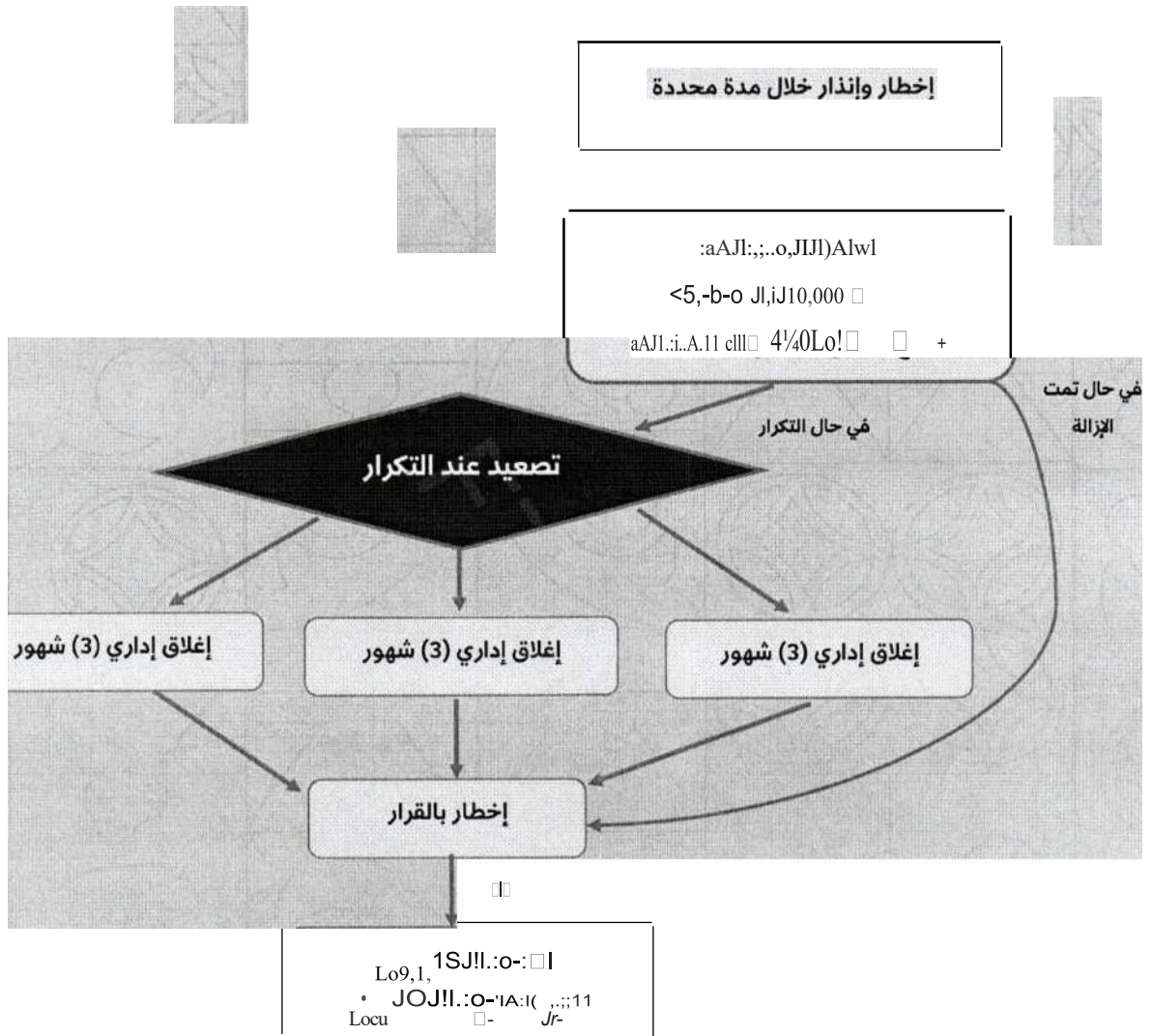
!!\□ Ir-Wl □ \...Ll...Jl t) □ J □



□ □ J.11

يوضح المخطط أدناه تسلسل المراحل والإجراءات التحقيق والجزاءات وآلية التظلمات لدور الحضانة:

pl aJ9.) □ ciila;Jl ;9.) □ u □ ²⁰²ti ciluJ(¹) □; u □ liill r{S; ;.iul! □.)liiwl cl □₉



مخطط إجراءات التعامل مع مخالفات دور الحضانة



نبذة عن مراكز الخدمات التعليمية والتدريبية

df.+IJ..li9□ ul.o..1.:>- r:fil□ ,μ a.19.)<:f/□ a.o□□ □□►- ci.ol.:iJl a.□0!)0iil ul.o..ci.11,>S"!>,o□
OJlj9□9 1....0l>W□,>S'l,>AJl o.la.F9 .□19□.)lS:ill□□..il)□.>,SU9 U!Aloi oll u□□ >:!#<.>| □
6.ul.w.o

c4ih□l ul..w4,w.U Jlti.o:ill9□b□U 0.)P,- □9 ,2015 cli.wJ (18)□ (>□LA.II (.9i>9 c)uJl□19 □l.sull9□_μ'.Jl
,oJl,;□4 ,tPl.:iJl □l tIh.o <:fl

□) □ □ L > .11:≤|--□(o.la, ah..w..if □🐼

□1□19,w□l□ •d.l.□l(.)JJ9.) J1.o *}W4AJl(,?4-plS:ill □.Jl□,>S'; <:?111d!O!l.a'ill ul.o.1::iJl •

.ci.ol.c□l□9.:, a+1.bJ.J□□l

'u#Jl9,c):?11y.wbJl 10Jb□□l:ç'1dlioiil9□□ ul.)□□ □ □ <?111⁴11111111 Ljl.o.1::jl •

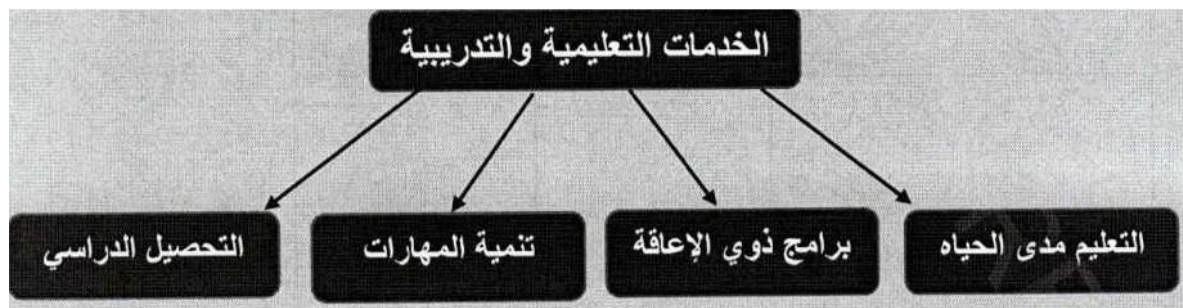
: $\square \cdot \cdot$ Lwi \square . \square \square \square \square 1--10.la. r \square Ai Ks

·a.a:,,>AJl _μ',>AJl J>b J,W4,AJl □J.u.119 □l .1

.w□p,AJl o.)p,- ul.o...c.l o;l;□l L..0!>W!9□l□ □9 □.:,9*(□lligf/□ c:;,c)>W4AJl□ □J.u.11 .2

,o□| t.s.i...o□19 ,ul.)□l□9 ,□JJ.1□l :J.o.iw9 ,ul.o..ci.11 o□ c1.w.,!,i)l u:l□l oli.)i bb:i:All □9:!g

ci.ol.c:lll 9 .:lp G:wi.u- -- 11 .: > 1- 'l c 11a.ol..ol



مخطط مجالات مراكز الخدمات التعليمية



الدليل الإرشادي لحماية حقوق ذوي الإعاقات المسجلة



تعد مراكز الخدمات التعليمية أحد الركائز المكملة لمنظومة التعليم الخاص في دولة قطر، حيث تهدف إلى تقديم خدمات

r□)-! ,SU9 .□ 19aIn:>-.uJl□□ l&-o c4Aii9 •IP.!!O*1111*oll9 a+J.h]l oi:liiS□ J <,fl□ al.o□□ J..U9□

ul.uhto□□I□□t!1Js9,cii)lc□I'?gs v::,b..will 4,ob₉ a.....-:u□I.H,H;i>□ y.i□c...,!!;04::Jl a□I

.a..ol.liwA.1l□l Llll..l..Q)j9 2030 c'4ib□l>1ic □9J9□l

:□ □ a!."!1°;11 ul..o..i:i..ll).\$'1.>A Llll..1..**bi Jkii.9**

<7,A_1<_..:" q_ ---.111...11 i:b:lll_>suLll_&! ,cilo_9cilo!.wd.U.J..u_ ul..o.O-_.>.iii .

·IP.1!6i111all uL+J.hi.c □ □9

□ bi □ i).c yilhl...1.dlw □ □ L>|9J.:i9 □ □ □ 1.H□.>.iii J!.:>- 0A:yJ.lhIJ (?1UIJ..Jl□ □ x)..su •

□Isu¥la] ul.o.0- f-!>..Ai J!l!>- UA□) □I rthi..U }jll4-o l.o.t.:i lJ..11□ .aali:vJl c4w□...Jl :il□|<,fl
• •
..a!:"!Pill ul□|

dJS . 19dlp:i-uJl uIJ I #UI J..U I,HJl!>- UA : 19a1;0:>- uIJ I dfO-ii •

.iJlu4)1,<)I YJ,llbll ,ul.sJJl y.i□c...,!!(ilioill ulJ□l9,wc□l OJb:l9,6.:i4:ill9 Jal□lulJl&-o

-□□I ulii2.II ,_oli:vJ□9.0.□□lu□I9

ulJ..11) c4A-iJJ!.!:-> 0A ,□ J#li j).sl.!9 JAsJI <.99-W uL+J.hi.c □ □ □ ,04:::JI tS..l.A □ l r9&'l-O f,C.) .

.04:;dl JI uIJl9l.w1Sl9 I uk .:il>-6I

d./: +J..U9 □ □ I.H a.ok □ I t?9s v::,b.will iion>:-[A.1l).5'l μ:Jl J!l.:>- 0A cii)lc □ I t?9s v::,b.w □ I t.,J,J..U9 □ .

U!!! J+.'l'iq' uJ:ill □ .<4c□:ill9 d!A!}l5:ill9 ¥4?t,Il □lJ□c4cw°i).c).\$' μ.□.:i,>All□□4:i:>l □9 dAAOA

0_1 a..ld.iJ1 1, J Lw..a91_.,r. "lilfiw|..52-J9<P_μJ| •ts...: A9 •.cii.ofg cb.c.ob dJ .A. J.1gj





(9>9 □□ <t¥rl2ill wlo..1...i...11pl)-06;bjrljJl □ , o □ I □ ; JIul#,)1 □ wli::,l)i.o:ill9IS9ls:..wJl □ .W• •

·U:!! cin, ال i.9 □□ 6j...:11A d.!)..aj o.i.o9 d.:tJ::)l9 c4,JT

□ <.¥1 □ lo.i till.i9, □ cUill9-0 09.i □;G- □ <Ji □ [#;lw.o r.u:9 .a!n:.uJl □ Li □ ci.!b9 ¥ □ I •

□ a.lg.)1. d.J) LwJl c:1r:1thg^u+(⁻□



o. l. u l & > -l92

□ I ,H...- "g"1U" lo.aJt.;)sJl ,□ ,14g ,.±7_1(g d.JJ _>!)l 6j)9U°.o□.;<.:11,□" .11.>Lolc::illg tPf>>!! U°.o□;□□1 ■

liA.w, o □ ci.i.ib>11 H..l.ajAl □ c1:,"b1Amg

ulo.al ,□I;-+Jl JyolAic419A-W u.o.i.SWl □ ,'-:Jb.:w.Dll9 .:1b>1w:ill.wL.u4"w c4llo.Jl □ LS:!!119 r□;Jl uk E_!lb:ill •

.d.J_φ-1.i.ill d.□ C li.Ol.iwJl

a.ii □ uk; □ J..O 91ci..o □□ ->9-4 ':?fuk □ □ 0c tlii.o:ill 96,111-># , a.Lol.w9 Ci0!o. □ I,>-0 •

- □

,.> □ I □ ,□...Jl w:ill □!-Jlq ,ci..o.J.ii.o.ll ctJ.A!19111 wlo.,l;iJ4 Ciolaio □;Jlwl..ili.w.AJl9 w □ 4 .blJlb.:ill •

.□lhA 9iE_! ,j)t5i->?9 ciJL:., l:f><).□□;i U.□ I □ Lo.J,cl.Lb ul □ wL.ul,>-0 ':?ig ,wb □ I

w □ I9. □ I □ □ 19,c.1llp:ill9 ; □ I -4Cl □ rJlJ:ill c!lJ.) c/JL0.i ,;S,>,JJ c:4.J.:>l..Jl ciobi □ 4 rJlJ:ill •

.;S)AJl □ J;-)-1.> .blφ.j:ill! tiol2'ioill

wlo..1...i:Jl □ ..l.iiiulo.al . □ I wlo □ I9 4,1")>:•tJl wli4:+Jl J.a..uu,JP.c.wJl ..uc c11 □ 9 4AIO □' wl.i □ □ .l.iii •

..o.c. □



الدليل الإرشادي لحماية حقوق وواجبات المستفيدين في المنشآت التعليمية الخاصة

□::Aa..leill uLo.1:liJl)Sl),O □□-1

تصان حقوق الملكية الفكرية للمحتوى التعليمي والتدريبي الذي ينتجه أو يمتلكه المركز، وفق القوانين المنظمة في دولة قطر..

lai:l9 <:,SJ9..ul□□ w4}.hi:Al JlliA□I9 ,<)kll□I9 □I9 c4!□10JlJ9 u.o c,,;AWJJI u:::#>:iJl Jc J□l
- □ 1 □ 1 φll
-□<)l)2"ll □l o.l□9 c:i.Alkll□ <¥1>-<>□ □ ,<1.li,b□l >:-llPAll □9 o..\\A.l.SU) □l>l fi..uii
'□-l-lSj9 O•,"-Ajll<11<1ioT□. cll□u□°IAoJ□: 'l d.A\\LwJl9 ci::u:ijl >:J2o□: "□
oll.w.llulAal ci.o)llll a1<1)niill9 □l >b!l.uJl□ □ ,□1□1□9 □Lo□□>w9 W 'loi111Qll wl..i□□IA:.. ■
wldP,□l□l:i.Jl9 O.l□d.bio),>hi ()AC□lsu:iul.o.b□ u6-)iiiAJl9 <59Kw.ll cjiW aJlsui w4,Ji□<ii
.cii-wlu:Jl □1..... □ll
J!b- u.o□.l□□ <:fl f4J9.l□).su9 ul.o.riJ4 <W.P.iAJl wl.o□l Jc cllb□l u.o W '\\Aill<Jl □
·d.f.AUl;Jl w19,Uill .
1¥9□ □ 1:b□ll □ ulA.io9□ □ t.,-L!)□□l>! .HA□□,odo5 wl:i <:,SJl.lI9□ pIS □iii·
o..l.AisuJl >:-llPAll

"إدارة مراكز الخدمات التعليمية

الامتثال للأنظمة والسياسات الداخلية لضمان سير العمل وتعزيز الانضباط واحترام القوانين داخل المركز.



الدليل الإرشادي لحماية حقوق وواجبات المستفيدين في المنشآت التعليمية الخاصة



,<lii9i9-09 o.l.Aisi.o d./:~!J..l.J[]>! t;k[] [] ulA.6Jj,J,l14All[] L,-J,:J..illl).Sl.>-4 v.o 0:'!'>i111oll wloI).ill91.9[] [] _uj .
1_?,:~!J..l.J[]>! t;k[] [] <.l.l.kdi.J.cU~7.~.11aJduu:JI_9ciSl_v?~!l'')_[] IA.i.J_[] [] _lj<!.J.-J_[] glf .d.AJii!!L_[] /,'?'!v_l.J_iiA
:{;w4All[] L,-1:!J..ull)S1>4) 0:'!'>:_Jl wloI).ill91.9[] J.ol.w

.oJ.A.isiAJI □l□l9i□□I (9i,9□l,>+11 f-!:.J.fil t,HU.i.o a.a□iu.ollr□>11uk J□l •

- التزام المستفيدين (الطلبة والمتدربين وأولياء الأمور) بلوائح المركز وقواعده المنظمة.
- حماية حقوق الملكية الفكرية للمحتوى الإلكتروني المقدم وعدم إعادة نشره أو تداوله دون إذن.

-¥9i9,A)l9 o□□4□ c,,,i9□!<:,+!J..lJ 9i□ <.S□f!:!J.fil •

- >1k.o□I□b.o<;c1□9 OJlj□I(>a o.lalsi..c)c:4,i9foJ□I wl.a1/2JI ui uk.6 •

„J9-0□I d□9i E"° j,J,114-o Jal9J9 <j-il□□ wl□ □□ •

.oJ.A.isiAJl.hil□I□9 cill9-09 O..I.A.LSIA ub□ Jl.u::>J •



الفصل الرابع

آليات حماية الحقوق بين مراكز الخدمات التعليمية والمستفيدين

<fl ul,)□I u.o ck□ Jlb- u.o,dAh.Lo9.ci.i.of9able□<141oLA.o□ a!!'!.lsill ul.o..riJI J.S'l.>'3 O;I.□!t.Pp;j
:(>).!lo JA.w,i"9 ,<1.e-0.i:ill9□□19<1-!..1.Qlstill ci.cllsJI □9 Lill;b)ll□ <.9□<1-!b□

: ,; ,□I uJ.c OJI)□I 4./liJ9 L4IJJU! : □9i

1- الخدمات التعليمية والتدريبية المباشرة

rl_μJ□Iul.A.al 10)1)□4 d!"!JS?ill ul.o..riJI j.S'l.>J3 0)b! u.o <i.!>9.I <ULJI:i:A.1□u).lll19 d!"!IS?ill ul.o..riJI J.S'l.>'3□ •

,o..l.AlsuJIc:l.!;b□19 <1-!□□/ >Hlsi.a.14

ul.w4"w9 ·□I_μ,Jl OJ..o 'r9-W>11 ,ci.o.lJiA.11 ul.o.i:ill J!t:;>L!i <'.,Ai:ili W 'Aiti.oll □ d.iiJ□.l□ □□ j.S'l),All r)li •
.. □□ Lill,>b□I□ (§□ c:l.!b9 ¥liu1JI(.).A.IQ.□ ! ,lb_μw□19 .i:uJ;r

(o:!!u9itju,oc) q>JllAJE * 4.UJ.,uJI ul.o..i:ii.J1.2

·>Hbl.J □I.ho u.o .lS'l:iilJ oJl)□I ci.illiJ cJ!d.!,i9} Al□I ulJ9..ul9□I),! ,11□ F° •

-<.9□1 d.!b ul.o.6.J W'!.Ai1110JlJ□ll.i:l,)9i u.o ci.o..uWI ulli:.,llAJl9 <.59□1□ OJI)□I J.olsw' •

تحتفظ الوزارة بحق إيقاف أو تعديل أي برنامج غير ملتزم بالضوابط أو لا يحقق الجودة المطلوبة

: uli:lj.,JlJ9 □I wld.R-!:□11

□) <:,S)□I;l;All9 ,aol.i:JI 4!-HJ.1:i:ll9 df.<!!IS?ill uLo.i:ill aJl9)..o□ u□ 2015 d.i.wJ (18)□) u□.liiJi oil□Lu:wl
dJlJl1 l9 t,;,'1o..l.AlsuJI 2021.j l.o.59ts:JlJl, □.nuld I p;JlJlu.u. ,JlJlJlJl ci:tJlJlJl IJlJlJl 2017 d.i.wJ (10)
:w ll_Ai1110ll 1§ □|d.!!b9 df-Lw.11□1 □ □ 19 d.Ji.□□I a.Jl.uJI tP40 □ &11□lo..i9,l}l.o.Jl □19 □19

1ul□I P.

..lJ:;>)'<?uWL::i:AJl ,t,;,'1□.:::.-q ci.J. • 'lo.Jl ,1□;11 1□,11 dJJ-71lO1· a.od2ill ul.o..riJI <1,6 bl' 1 ...
(9il9 c!ll□9 ,c4.A-u:,Jluli.14)191 <.59□1 9I ¼,lo)I u□□I J□ u.o.i:19-1-LI ,aol.i:JI 4.HJ.1:i:ll I aw1°:11· I □

إجراءات التقييم التالية:



UWn□□- 'IS:;W-;'/I;:l,l.11

o:i□lo..l..Allg,dAJG...iJl Ula 9{JA:Q:L',□.l)S,>A,11 c)|.□ J<,rli5'Jlh>|cub:.,□ □ ll.U.□)/ Jlh>.:ill •
□l 9i.:1).J

@ " ul.c...6 . . t...6l,>b JI5>,0f clA.w9 ci.L::JI!.wl.wl.ili.wAll9 ab : uil,>l:: clA.w9 clJ.:i .

الدفاع والرّد قبل اتّخاذ أي إجراء.

u 4a I9 IS..I49 <IAJ6i:AJI c 9! I II.ots:1.o I);!>,01cin i:t:All o;b I.J.S2J:)!;ii .:ii.;c! •
 .ce,.)iiWI

u□Wl r□j □9ywliAJl;|.>,fill□□:ii cini::i.a.Jl □l &Jb□l 9i□l c)!>'_)itll □□: cini:Wl □ □□l •
-<4□1□1□19

w/ I.P.,JI -2

cisi. ub w. wlu: iJ. . . J 6. d. AJG. : iJ. : g. . . 11. 1 ul&J- I L. p. J. * y 201s ci. iwJ (18) f- OJk. " Wi r Lo. og
 : < -1- iL J 9/4 d. AJL. i: AJL wlu ui aJL: iL 1 jji. i. j. l. . . U, c: i. All= WI

• L. 1' fW Sd.U.) • 1 alio:Jl • -

(.)J...l.Ail.J ci.L l.ii) l_ • ,_g l:;u;:ii &...l.A/ l_ • jz_l' l.Aii_g

الإسلام في القرن العشرين

(59¹⁹ | wL:,Ji:Wli

1-1

a!A.!!oill)Sl,.AJl &,:ilall wl;i)jill<,:fl<4;b aJlI9 <4w-wl <4lo)l ul.a.al ci,i,iI.i Ci4.-w9 c4Ji.J.s2J
•<4:l:l...ul19

- يحق لصاحب الترخيص التظلم من القرار خلال (15) يوم عمل من تاريخ الإخطار الرسمي.
- يرفع التظلم إلى لجنة التظلمات المختصة بوزارة التربية والتعليم والتعليم العالي مرفقاً بالمستندات المؤيدة.
- تقوم اللجنة بدراسة التظلم والتحقق من مبرراته والبت فيه خلال (30) يوم عمل من تاريخ استلامه.

• 0.11Akl;9-') □ □9 ,t...6l;>b□l □ ½)l.o9 y□□l u.c;.:1all Ji'jiill□

□ • d. U.)l.Ji.uul d. A.Š"-"I'c.s.11.i.o>:1. >SÜg 4J..WJ.□.ul-'1aJ.c.l.1.uAllg ulai:~ill□ .. ••o'lf a.:J:illo□Jll;.:~J.O.0.~1)~f11l)SUJJ..1-1g
 .<JOG.Jl□ ti.ha.Jl



2- الشكاوى

تحرص وزارة التربية والتعليم والتعليم العالي على ترسيخ ثقافة التواصل الإيجابي وضمان جودة الخدمات التعليمية من خلال تطبيق آلية فعالة لتلقي الشكاوى ومعالجتها وفق سياسة الوزارة في الحوكمة والجودة

- 11

1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 26





المصادر والمراجع

□>D,JI□I,>-0.119 pl.a.o.11:□9i

,(2)45 ,o>-01.suJI c4! ,μ□□- □JJ.11I9af."')oill ai!!!! t_JJ c4il.u.u□I uliillsJI.(2021) .UJJ.U,□Idl .1

.2018/2017 □I .I.0)□IsJI>.!}Ai.JI. y!.Ihll9 J□□I .i:□9i d+,]9□.(2017) .□9!)1 .2

.p al9.:...a.aGJI-Jliih□I-u::>4J9.UJJJI.□.Ih,flb-□I-J(4.AJI-:(2022)□I9-□_μ□I-o;I>9 .3

,>b.o <ilg.,.<.PI:ill□I tP'I)A! ci.alsJI ulw4=JJ c,pl.w;□I □.JI.(2024). JIsJI□19 □19 □_μ□I o;I>9 .If μ

a.I9...,a..ol:ill JW:,□I Uo□J9 L>IIJJ.AIJ J.ol.wll 4:W;..I.All a.hw□I Jll... (2024). t)IsJI □19□19<4i_μ□I o;I>9 52024

cil.uJ (13) □; JIsJI□19 □19 □_μ□I>.!9;I,>I>. (202£i). μ c.}i JIsJI□19 □19 □;111 o;I>9 6

,>ha a.19..i ,ci.il...xJI ;9.i□·u□

,>h.o <il9:.,ciol:ill <4,μ.)..ull uL..w..u□ uli:IP.□I9 ul.w□I□.i.(2022). μ c.}i JIsJI□19 □I o;I>9 .7

ثانيا: القوانين المرجعية والتنظيمية

J.C Li>I>W□I <!!□c.}i□ ,Jbll□1g□1g□.,:UI o;□g ul.atai;..I...□: 2022 c1.i.wJ (35)□; <..?□□I>Ii.1I- 1

-□9-IJ-UI ulw4:,wjl d..sl,lli: o9 □99 .a!"a")SI_μJI9 cioGJI <1!0/)2ill ulw.w□I

ci.,u:;>□ • Lf>19 □L... aJ9...□ • a..n:i-□I ul.iL... JI c lib-g ci...Jb9 □ Wu. 2016ci.i.wJ (13)□□ • 2

.uU□I J.:iW9 0:lp;j9 rl.I.:iW:ll ci..o;I.a c4i9-illii_hil9-0□9 J!b- 0.6 ..I,>-0□1

ulw.I.<JI □-g t.PP"J-U□,>W,il;Ilb□I ..I.SL; :ci!oJaiill ul.o..1...:~.HaJ9I)a □- 0L1y 2015 ci.i.wJ (18)□; u9,iliJI-3

|.a.J.d.u.AA.1I9<!!ii)I u4Jf9 ,ulA.I.:~JI □.liuJ□;I...□Igc4,i□Lill ul.41_μ]□I□L=JI ..□□,cioGJI a..o!Jaiill

40□; <½□I cbcj!JJJ;!;a9,2024 ci.i.wJ 3 □;9 ,2017 ci.i.wJ12□J Uf,i9,iliJ4 J..I.52All)2015 ci.i.wJ (23)□; u9,iliJI-4

□ ,;:il□I□9 □I.i.AJI .il.alcl9 ci□o!2ill ulw.w□I□ .b9>W ..□9,00GJI9 flsJI□I□ : (2024 ci.i.wJ

.cl.J□p:og□I 5.:ip, H.>su

-'-d□·J!b-IJ.Q a.'o.'Jaiill ul.o□I <?..i2).aJAC □ >.>A/ 2017 ci.i.wJ10□J ;I,>I>9,2015 ci.i.wJ (18)□; u9,iliJI-5

..a!o1_>:i:~□1□4 rl_μJ:lll 01.o.i:~g.□I9 t.PP";-ul ul.i:IR!

uLw..i.All a.i.j.i:~□I9 d..I.w.IJJ□! All u..ilA-11~.~.: (2024 cil.uJ 3 □) • U*9,~IiJi J..I.52All) 201

·ai9.JI □ • Uo GJI□_1 ...11~Ihii ul AI_7L~S'9..It -



WI □I ..w..Ji t) □, □□□□□□□□



1. Seymour,J. (2015). Writing policy for parental involvement in school governance in Dubai's priva□e schools - a viability analysis. Academia.edu.
2. Genuine Education Reform Today. (2010). Parent rights and their children's education.
3. UNICEF. (2021l). Safe to L□□rn: Ending violence in₁ around and through schools. Retrieved from



ملاحظات أو استفسارات

التواصل عبر البريد الإلكتروني لمكتب وكيل الوزارة لشؤون التعليم الخاص:

usecprivate@edu.gov.qa

