For KHDA, sustaining outstanding results means defining our strategic objectives from the outset, continuously modifying and improving our approaches and working hand in hand with our stakeholders to achieve the desired outcomes.

We believe that quality education is a shared responsibility, which is why stakeholder engagement remains imperative to our success. We involve them in setting our strategy, developing services, creating legislation, and we continuously collect their feedback through surveys and focus groups.

Defining our strategic objectives and ensuring shared responsibilities among our employees is another key success factor for delivering the desired results. This is done through cascading the strategic objectives and related KPIs to the chief performance cards, departmental plans and the employee’s individual appraisal. In addition, to the establishment of various committees and panels to work towards the primary objectives.

The Strategic, Operational, System and Employees performance is measured and monitored through various tools and the frequency of reporting varies based on the approaches applied by KHDA and the needs of the stakeholders.

The results of the performance reviews and the inputs from stakeholders are used for enhancing the current systems adopted by the KHDA. For example, the feedback from parents, students and teachers is used for to adapt and improve
The Knowledge and Human Development Authority (KHDA) is responsible for the growth, direction and quality of private education and learning in Dubai. We are a regulatory authority in the Government of Dubai which supports the improvement of schools, universities, training institutes and other human resource sectors.

With a vision of Lifelong learning to fulfill Dubai’s aspirations, we co-ordinate with many different partners. Students, parents, teachers, the private sector and other Government bodies all play a role in Dubai’s education community. KHDA’s work is guided by the Government’s strategy and carried out in a transparent manner to make sure everything we do benefits our highest priority – our students.