Policy Category: Provider Policy

Policy Name: QCHP CPD Accreditation Appeals Policy

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Co-Consultants: Royal College

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1. Introduction

The QCHP-AD developed a provider-based CPD accreditation system that recognizes CPD provider organizations that have met established standards in areas of educational development, governance, organizational infrastructure and administrative operations. All QCHP accredited CPD provider organizations are required to develop CPD activities that meet all established educational and ethical accreditation standards. Once approved, all CPD activities developed by accredited CPD provider organizations will be approved for credit under either Category 1 or Category 3 of the CPD Framework for the State of Qatar.

Decisions related to the accredited CPD provider’s compliance to specific accreditation standards and the duration of the accredited CPD provider’s accreditation cycle are the responsibility of the QCHP-AD CPD Accreditation Committee.

The QCHP-AD CPD Accreditation Appeals Policy defines the process by which initial applicants, or accredited CPD providers seeking to renew their status as accredited CPD provider organizations, may appeal a decision made by the QCHP-AD CPD Accreditation Committee.

2. Policy Statement

A QCHP-AD accredited CPD provider organization may appeal the QCHP-AD CPD Accreditation Committee’s decision.

2.1. Accreditation decisions eligible for appeal are limited to:
   - The level of compliance of any accreditation standard based on the accreditation report, a verification report or an interim report.
   - The duration of the accreditation cycle granted to the accredited CPD provider organization.

2.2. Appeals must be based on issues related to the accreditation process or factual errors in the report.

2.3. A request to appeal a decision must be submitted to the QCHP-AD (in writing) within 8 weeks from the date the decision was communicated (in writing) to the accredited CPD provider.

2.4. The request for appeal will be considered by the Appeals Review Panel.

2.5. The decision of the Appeals Review Panel is final and the appellant does not have right of audience.
3. Definitions

3.1. **Accreditation Cycle** is the duration of time that the accredited CPD provider is considered to be a QCHP accredited CPD provider. During this timeframe, an accredited CPD provider may self-approve any CPD activity that they develop for CPD credits (which meets CPD accreditation standards) within the CPD Framework for the State of Qatar.

3.2. **Action Plan** is a written document submitted to the QCHP-AD by a non-accredited CPD provider or an accredited CPD provider organization describing how the organization will address issues identified in an CPD provider accreditation report, in a live CPD activity audit report, or an accredited CPD provider audit report. For each identified issues, the non-accredited CPD provider or accredited CPD provider organization must define the strategy, tactics, anticipated challenges and anticipated barriers, risks, resource responsibility assignment, timelines, and measures used to determine success.

3.3. **Applicant** is an organization who has applied to the QCHP to become a QCHP accredited CPD provider.

3.4. **Interim Report** is a written document submitted to the QCHP-AD by an accredited CPD provider organization describing how the organization has addressed each accreditation standard deemed to be non-compliant or partially-compliant. The organization must submit all supporting documentation demonstrating how the standard has been addressed in accordance with their action plan.

3.5. **Accredited CPD Provider** is an organization that has been accredited by the QCHP-AD by demonstrating that they have met the established standards in areas of educational development, governance, organizational infrastructure and administrative operations. All QCHP accredited CPD provider organizations may accredit a CPD activity for credit hours within Qatar’s CPD Framework. The CPD activity must be developed by the accredited CPD provider and must meet the CPD activity accreditation standards as defined by the QCHP.

3.6. **Appeals Review Panel** is a 3-person panel responsible for reviewing appeals submitted to the QCHP-AD related to decisions made by the QCHP CPD Accreditation Committee.

3.7. **CPD Accreditation Committee** is the QCHP-AD appointed Committee responsible for decisions related to an accredited CPD provider’s compliance to specific accredited CPD provider standards and the duration of the accredited CPD provider’s accreditation cycle.
3.8. **Verification Report** is a written document submitted to the QCHP-AD by an accredited CPD provider organization to provide additional documentation related to a specific standard(s) to enable the QCHP CPD Accreditation Committee to make a compliance decision. The organization must submit all documentation as defined by the QCHP CPD Accreditation Committee.

4. **Abbreviations**

**CPD**: Continuing Professional Development  
**QCHP**: Qatar Council for Healthcare Practitioners  
**QCHP-AD**: Qatar Council for Healthcare Practitioners-Accreditation Department

5. **Scope**

This policy applies to all QCHP accredited CPD provider organizations.

6. **Roles/Responsibilities**

6.1. Accredited CPD providers/applicants submit their request to appeal to the QCHP-AD.

6.2. The QCHP-AD reviews the submitted request to appeal to check that all required documentation and information has been submitted by the accredited CPD provider/applicant.

6.3. The QCHP-AD submits all documentation related to the request for appeal to the QCHP-AD Appeals Review Panel.

6.4. The QCHP-AD Appeals Review Panel reviews the documentation supporting the appeal.

6.5. The QCHP-AD Appeals Review Panel decides on the status of the appeal.

6.6. The QCHP-AD Appeals Review Panel communicates their decision to the QCHP-AD.

6.7. The QCHP-AD submits, in writing, the decision of the QCHP-AD Appeals Review Panel to the accredited CPD provider organization/applicant.

7. **Procedures/Guidelines**
7.1. **Submit a request for appeal**

7.1.1. The accredited CPD provider/applicant must submit their written request for appeal within 8 weeks from the date the accreditation report/decision was communicated to the accredited CPD provider/applicant.

7.1.2. The accredited CPD provider organization submits their request for appeal, in writing to the QCHP-AD. The written request must:

7.1.2.1. Define the decision they wish to appeal (the non-accreditation decision, the accreditation cycle granted to the accredited CPD provider organization and/or the level of compliance of any accreditation standard for CPD provider organizations).

7.1.2.2. Include a rationale for why the accreditation decision(s) reached by the QCHP-AD CPD Accreditation Committee should be reconsidered.

7.1.3. The appeal may only be based on the same information or documentation used to inform the original decision by the QCHP-AD CPD Accreditation Committee.

7.2. **Review a request for appeal**

7.2.1. The QCHP-AD reviews the written request to determine whether the request for appeal has been submitted within 8 weeks from the date the accreditation report/decision was received by the accredited CPD provider.

7.2.2. The QCHP-AD reviews the submitted request to appeal, to check that all required documentation and information has been submitted by the accredited CPD provider/applicant.

7.2.3. The QCHP-AD assembles a 3-member Appeals Review Panel (as described in 7.3, and informs the panel members that a request for appeal has been received by the QCHP-AD.

7.2.4. The QCHP-AD submits (electronically) the request for appeal documentation to the panel members.

7.3. **The Appeals Review Panel**

7.3.1. The members of the Appeals Review Panel are independent, experienced, CPD educators or CPD specialists selected by the QCHP-AD.

7.3.2. The Appeals Review Panel is to be established according to the Appeals Review Panel Terms of Reference.

7.3.3. The Appeals Review Panel will be provided with the same documentation that was used to inform the original CPD Accreditation Committee decision, as well as the request for appeal (including rationale) submitted by the accredited CPD provider organization/applicant.
7.3.4. The Appeals Review Panel will review the initial documentation submitted by the CPD provider organization/applicant, the accreditation report, and the letter of appeal and come to a collective conclusion about the status of the appeal.

7.3.5. The decision of the Appeals Review Panel will be final.

7.3.6. The decision will be provided to the QCHP-AD who will be responsible for informing the accredited CPD provider/applicant and the QCHP CPD Accreditation Committee of the final decision.

8. Flowcharts

8.1. Management of CPD Accreditation Appeals – Appendix 1

9. References and Sources for Further Reading

N/A

10. Related Policies

10.1. QCHP Accredited CPD Provider Eligibility Policy
(MOPH/QCHP/AD/CPDProvider/001)

10.2. QCHP Accreditation Decision Policy
(MOPH/QCHP/AD/CPDProvider/004)

10.3. QCHP Revocation of Accredited CPD Provider Status Policy
(MOPH/QCHP/AD/CPDProvider/008)

10.4. Appeals Review Panel Terms of Reference

11. Governing Law or Regulations

11.1. Emiri Decree No. 7 for the Year 2013

12. Attachments/Appendices

12.1. Flowchart: Management of CPD Accreditation Appeals
12.2. Template: Accredited CPD Provider Appeal Request Form
12.3. Template: Accredited CPD Provider Appeal Results Letter (accreditation cycle)
12.4. Template: Accredited CPD Provider Appeal Results Letter (accreditation standard)
12.5. Template: Accredited CPD Provider Appeal Results Letter (non-accreditation)
Attachment 1: Management of CPD Accreditation Appeals flowchart

Accredited CPD provider/applicant submits in writing request to appeal a decision of the QCHP-AD Accreditation Committee

The request for appeal is reviewed by QCHP-AD

QCHP-AD assembles Appeals Review Panel

Appeals Review Panel reviews documentation and determines the outcome

QCHP-AD informs accredited CPD provider/applicant of the Appeals Review Panel decision