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<th>Policy Category: Activity</th>
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<tr>
<td>Policy Name: CPD Activity Accreditation Live Audit Policy</td>
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<td>Validity: This policy is valid until updated, replaced or canceled by the Qatar Council for Healthcare Practitioners-Accreditation Department (QCHP-AD). Update, replacement or cancellation of this policy may occur without prior notice. However, all concerned individuals and parties shall comply with such once officially notified by the QCHP-AD.</td>
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1. Introduction

The QCHP-AD developed a provider-based CPD accreditation system to recognize 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 administrative, educational and ethical accreditation standards. All CPD activities developed by accredited CPD Provider organizations following QCHP standards and notified to QCHP-AD as per the requirements will be approved for credit within category 1 or category 3 of the CPD Accreditation Framework.

CPD providers who have not been approved as accredited CPD providers in Qatar may apply directly to the QCHP-AD for review and approval of individual CPD activities credit within Category 1 or Category 3 of the CPD Accreditation Framework.

The QCHP-AD CPD Activity Live Audit Policy defines the process by which the QCHP-AD executes part of its quality control plan to support the consistent application of the QCHP-AD accreditation standards for CPD activities by CPD provider organizations. The objective of the audit is to evaluate the adequacy of the CPD provider’s internal operations and application of the QCHP-AD accreditation standards for CPD activities.

2. Policy Statement

2.1. 3% of all accredited CPD activities within Category 1 or Category 3 of the CPD Accreditation Framework will be selected to participate in the live audit process. This includes activities developed by accredited CPD providers and those submitted to the QCHP-AD for review.

2.2. The QCHP-AD reserves the right to live audit purposively selected CPD activities and, whenever necessary, more than 3% of randomly selected activities provided by the same (or different) CPD provider according to the QCHP-AD’s judgment.

2.3. CPD activities selected for audit will be assessed on their level of compliance with the QCHP-AD accreditation standards for CPD activities.

2.4. The CPD provider organization responsible for developing and implementing the accredited CPD activity will be provided with an audit report generated by the QCHP-AD.

2.5. The CPD provider organization responsible for developing and implementing the accredited CPD activity is responsible to respond to audit recommendations and required follow-up actions.
3. Definitions

3.1. **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.

3.2. **Live Audit Process**: The process by which the QCHP-AD selects accredited CPD activities for audits whereby a QCHP-AD Accreditation Auditor will conduct an on-site visit where a live accredited CPD activity is being delivered.

3.3. **Accreditation Auditor**: is an individual appointed and trained by the QCHP-AD tasked with evaluating a live CPD activity to determine whether the QCHP-AD accreditation standards for CPD activities are consistently applied by CPD provider organizations.

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 accredited CPD activities within Category 1 or Category 3 of the CPD Accreditation Framework. This includes activities developed by accredited CPD providers and those submitted to the QCHP-AD for review.

6. Roles/Responsibilities

6.1. The QCHP-AD selects 3% (or more) of accredited CPD activities within Category 1 or Category 3 of the CPD Accreditation Framework to be subject to the live audit.
6.2. The QCHP-AD informs the CPD provider, in writing, that their accredited CPD activity has been selected for the live audit.

6.3. The CPD provider organization provides the QCHP-AD Accreditation Auditor with access to the CPD activity (including any required registration information, name badges, logistical support etc.).

6.4. The QCHP-AD Accreditation Auditor conducts the live audit using the QCHP-AD Live Audit Form.

6.5. The QCHP-AD communicates, in a formal report to the CPD provider organization, the results of the review of the submitted documentation and the conducted live audit.

6.6. The CPD provider organization responds to any areas of concern identified during the live audit in the form of a written response to the QCHP-AD.

7. Procedures/Guidelines

7.1. Selection of CPD activity to be audited

7.1.1. The QCHP-AD reviews the list of accredited CPD activities and identifies the CPD activity that will be audited. 3% of accredited CPD activities within Category 1 or Category 3 of the CPD Accreditation Framework are subject to the live audit. The CPD activities subject to audit are randomly selected by the QCHP-AD staff.

7.1.1.1. The QCHP-AD reserves the right to live audit purposively selected CPD activities and, whenever necessary, more than 3% of randomly selected activities provided by the same (or different) CPD provider according to the QCHP-AD’s judgment.

7.1.2. The QCHP-AD notifies the CPD provider organization, in writing, that their CPD activity will be subject to a live audit at least 14 days before the start of the program.

7.2. Responding to a live audit notification

7.2.1. The CPD provider acknowledges receipt of the audit notification by signing the audit notification letter and returning it (electronically) to the QCHP-AD.

7.2.2. The CPD provider organization provides registration and other logistical information to the QCHP-AD.

7.3. Failure to respond to a live audit request

7.3.1. If the CPD provider organization fails to respond to a live audit notification, the QCHP-AD sends a reminder 5 days prior to the start of the activity.

7.3.2. If the CPD provider organization continues to fail to respond to a live audit notification, the QCHP-AD issues a warning letter indicating that the next accredited CPD activity developed by the CPD provider is subject to a live audit.

7.3.3. If a non-accredited CPD provider fails to respond to two
consecutive notifications of live audit, the CPD provider organization will be suspended from submitting activities to the QCHP-AD for accreditation for a 180-day period.

7.3.4. If a QCHP-AD accredited CPD provider organization fails to respond to two consecutive notifications of live audit, the accredited CPD provider is subject to the Revocation of Accredited CPD Provider Status Policy (MOPH/QCHP/AD/CPDProvider/008).

7.4. Conducting an audit

7.4.1. The QCHP-AD Manager assigns one QCHP-AD Accreditation Auditor (a QCHP-AD staff member) to conduct the live audit.

7.4.2. The QCHP-AD Accreditation Auditor attends the CPD activity and conducts audit using the QCHP-AD Live Audit Form.

7.4.3. The QCHP-AD Accreditation Auditor submits their QCHP-AD Live Audit Report to the QCHP-AD Manager for review, signature and approval.

7.4.4. Once approved, the QCHP-AD Accreditation Auditor submits their completed Live Audit Report to the QCHP-AD CPD provider.

7.4.5. The final Live Audit Report is submitted to the CPD provider within 30 days of the conclusion of the CPD activity.

7.5. Responding to a Live Audit Report

7.5.1. The CPD provider organization submits to the QCHP-AD a plan of action for how they will address any areas identified for improvement within the Live Audit Report within two weeks of receiving the Live Audit Report.

7.5.1.1. If the Live Audit Report does not identify any areas for improvement, no response is needed from the CPD provider.

7.5.2. The QCHP-AD acknowledges receipt of the plan of action and provides any feedback, as required, within 7 days of receipt of the plan of action.

7.6. Unsatisfactory/failure to submit plans of action

7.6.1. If the CPD provider’s plan of action is found to be unsatisfactory (for example, inadequate detail is provided of how the CPD provider will address issues identified during the live audit), the next accredited CPD activity offered by the CPD provider organization will be subject to a live audit.

7.6.1.1. If a non-accredited CPD provider fails to submit a satisfactory action plan for 2 successive live audits, the CPD provider shall be suspended from submitted CPD activities for accreditation for 180 days.

7.6.1.2. If an accredited CPD provider fails to submit a satisfactory action plan for 2 consecutive live audits, the accredited CPD provider shall be suspended from self-approving their CPD activities for 180 days.
7.6.2. If the CPD provider fails to submit a plan of action within the required timeframe, the QCHP-AD sends a reminder 5 business days after the submission deadline.

7.6.3. If a **non-accredited CPD provider** fails to respond to the plan of action submission reminder within 10 business days, the QCHP-AD issues a warning letter indicating that the CPD provider could be suspended from submitting CPD activities to the QCHP-AD for accreditation review for 90 days.

7.6.4. If the QCHP-AD **accredited CPD provider** organization fails to submit a plan of action, the accredited CPD provider is subject to the Revocation of Accredited CPD Provider Status Policy (MOPH/QCHP/AD/CPDProvider/008).

### Appeals

7.7.1. The CPD provider organization may appeal the decision as described in the QCHP CPD Activity Accreditation Appeals Policy (MOPH/QCHP/AD/CPDAactivities/005).

### Flowcharts

8.1. CPD Activity Live Audit – Appendix 1

### References and Sources for Further Reading

N/A

### Related Policies

10.1. QCHP CPD Activity Accreditation Appeals Policy (MOPH/QCHP/AD/CPDAactivities/005)

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

### Governing Law or Regulations

11.1. Emiri Decree No. 7 for the Year 2013

### Attachments/Appendices

12.1. Flowchart: Selecting and Conducting the Live Audit
12.2. Flowchart: Results of the Live Audit
12.3. Template: Notification of live activity audit letter
12.4. Template: Live Audit Warning Letter
12.5. Template: CPD provider suspension letter – live activity audit
12.6. Template: Live audit reminder email
12.7. Template: Live audit action plan reminder email
12.8. Template: Live audit action plan warning letter
12.9. Template: Live Audit Results Covering Letter
12.10. Template: QCHP-AD Live Audit Form and Report – Category 1 Live Group Learning
Appendix 1 - CPD Activity Live Audit flowchart

Selecting and Conducting the Live Audit

QCHP-AD identifies activity to be audited

QCHP-AD notifies CPD provider at least 14 days before activity

CPD provider returns notification letter with requested details

Live audit conducted

Live Audit Report sent to CPD provider (within 30 days)

No response

QCHP-AD sends reminder 5 days prior to activity

No response

Warning letter: next activity will be audited

No response

CPD provider responds

No response

Accredited CPD provider may be subject to revocation of provider status

Unaccredited CPD provider suspended for 180 days
Appendix 1 - CPD Activity Live Audit flowchart
Results of the Live Audit

Live Audit Report delivered to CPD Provider

- No areas identified for improvement, no response needed
- If improvement needed, QCHP-AD requests an Action Plan

Action Plan not received

- QCHP-AD sends a reminder
- Action Plan still not received
  - QCHP-AD sends a warning
  - Action Plan still not received
    - CPD Provider suspended

Action Plan unsatisfactory

- CPD Provider submits Action Plan
- Next CPD activity will be audited
  - 2\textsuperscript{nd} action Plan unsatisfactory
    - 2\textsuperscript{nd} action Plan unsatisfactory

Action Plan satisfactory

- CPD provider continues to offer activities

Appeal