Policy Category: Activity Policy

Policy Name: QCHP CPD Activity Accreditation Appeals Policy

Policy Code: MOPH/QCHP/AD/CPDActivities/005

Version Number: 4.1

Developed by: QCHP-AD

Co-Consultants: Royal College

Reviewed by/Date: QCHP-AD Team / February 7, 2016

Approved by/ Date: Dr. Samar Aboulsooud / February 7, 2016

Date Effective: March 7, 2016

Date of Due Revision: February 7, 2017

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.

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1. Policy Statement

2.1 A CPD provider may appeal the QCHP-AD’s decision related to:
   2.1.1 CPD Activity Accreditation Non-Approval
   2.1.2 Accredited CPD Provider Audit Policy
   2.1.3 CPD Activity Live Audit Policy

2.2 A request to appeal a decision must be submitted to the QCHP-AD, in writing, within 30 days from the date the decision was communicated, in writing, to the CPD provider.

2.3 The request for appeal will be considered by the Manager, QCHP-AD whose decision is final.

2. Definitions

3.1 CPD Activity is a learning activity designed to respond to the needs of health professionals in enhancing awareness or acquisition of new knowledge, development of skills or competencies, improving performance or health outcomes.

3.2 CPD Provider is an organization responsible for the development of a CPD activity that meets all established administrative, educational and ethical standards.

3. Abbreviations

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

4. Scope

This policy applies to any CPD activity that:
   a) Is submitted to the QCHP-AD for review and approval within the QCHP-AD CPD Framework.
   b) Is subject to the QCHP-AD CPD Provider Audit Policy.
   c) Is subject to the QCHP-AD CPD Activity Live Audit Policy.
5. Roles/Responsibilities

6.1 The CPD provider submits their request to appeal a CPD activity accreditation decision to the QCHP-AD.

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

6.3 The QCHP-AD submits all documentation related to the request to appeal to the Manager, QCHP-AD.

6.4 The Manager, QCHP-AD reviews the documentation supporting the appeal.

6.5 The Manager, QCHP-AD decides on the status of the appeal.

6.6 The Manager, QCHP-AD communicates his/her decision to the QCHP-AD.

6.7 The QCHP-AD submits, in writing, the decision of the Manager, QCHP-AD to the CPD provider.

6. Procedures/Guidelines

7.1 Submit a Request for Appeal

7.1.1 The CPD provider must submit their written request for appeal within 30 days from the date that the QCHP-AD decision/report was communicated to the CPD provider by the QCHP-AD.

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

7.1.2.1 Define the decision the CPD provider is appealing
7.1.2.2 Include a rationale for why the decision(s) reached by the QCHP-AD should be reconsidered.

7.1.3 The appeal may only be based on the same information/documentation that was used to inform the original decision by the QCHP-AD.

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 30 days from the date the accreditation report/decision was received by the CPD provider.

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

7.2.3 The QCHP-AD submits, electronically, the request for appeal and related documentation to the Manager, QCHP-AD.

7.2.4 The Manager, QCHP-AD reviews the initial documentation submitted by the CPD provider, the accreditation, audit or live audit report and the
letter of appeal and comes to a conclusion about the status of the appeal.
7.2.5 The decision of the Manager, QCHP-AD is final.
7.2.6 The decision is provided to the QCHP-AD who informs the CPD provider, in writing, of the final decision.

8 Flowcharts

8.1 QCHP CPD Activity Accreditation Appeals Policy – Appendix 1

9 References and Sources for Further Reading

N/A

10 Related Policies

10.1 QCHP CPD Activity Accreditation Eligibility Policy (MOPH/QCHP/AD/CPDActivities/001)
10.2 QCHP CPD Activity Accreditation Decision Policy (MOPH/QCHP/AD/CPDActivities/004)
10.3 QCHP CPD Activity Live Audit Policy (MOPH/QCHP/AD/CPDActivities/006)
10.4 QCHP Accredited CPD Provider Audit Policy (MOPH/QCHP/AD/CPDProvider/009)

11 Governing Law or Regulations

11.1 Emiri Decree No. 7 for the Year 2013

12 Attachments/Appendices

12.1 Flowchart: QCHP CPD Accreditation Appeals Policy
12.2 Template: CPD Activity Accreditation Appeal Request Form
12.3 Template: CPD Activity Accreditation Appeal Results Letter
Appendix 1 - QCHP CPD Accreditation Appeals Policy flowchart

CPD provider submits in writing request to appeal

Review by QCHP-AD

QCHP-AD sends documentation to the Manager, QCHP-AD

Manager, QCHP-AD reviews documentation and decides on success of appeal request

QCHP-AD informs CPD provider of the appeal decision