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<th>Policy Category: Provider Policy</th>
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<tr>
<td><strong>Policy Name:</strong> Accredited CPD Provider Audit Policy</td>
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<td><strong>Co-Consultants:</strong> Royal College</td>
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<td><strong>Date Effective:</strong> March 7, 2016</td>
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<td><strong>Validity:</strong> 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 has developed a hybrid CPD accreditation system that recognizes CPD Provider Organizations who 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 will be approved for credit under either Category 1 or Category 3 of the CPD Framework for the State of Qatar.

The QCHP-AD has developed the Accredited CPD Provider Audit Policy as part of its quality control plan to support the consistent application of the QCHP-AD accreditation standards for CPD activities by accredited CPD provider organizations. The objective of this audit is to assess the adequacy of accredited CPD providers’ internal operations and their application of accreditation standards for CPD activities.

2. Policy Statement

2.1. All QCHP-AD accredited CPD providers are subject to the Audit Policy. At least one accredited activity within Category 1 and one accredited activity within Category 3 that will be subject to audit on an annual basis.

2.2. All QCHP-AD accredited CPD providers are required to submit to the QCHP-AD a complete CPD Provider Audit Form accompanied by all required supporting documentation upon request by the QCHP-AD.

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

2.4. All audited QCHP-AD accredited CPD providers will be provided with an audit report generated by the QCHP-AD.

3. Definitions

3.1. **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
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.

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 approved QCHP-AD accredited CPD Provider Organizations. Any CPD activity that has been developed by a QCHP-AD accredited CPD provider organization and approved for credit under either Category 1 or Category 3 of the CPD Framework for the State of Qatar could be subject to the CPD Provider Audit.
6. Roles/Responsibilities

6.1. QCHP-AD accredited CPD providers submit an annual report of conducted all accredited CPD activities to the QCHP-AD on or before April 30 of each year as per Accredited CPD Provider Annual Reporting Policy or otherwise as stated in the Accredited CPD Provider Accreditation Decision Letter. (MOPH/QCHP/AD/CPDProvider/006).

6.2. QCHP-AD selects, at least, one CPD activity from Category 1 and one CPD activity from Category 3 from the accredited CPD provider’s annual report to audit.

6.3. The QCHP-AD accredited CPD providers submit to the QCHP-AD a complete CPD Provider Audit Form accompanied by all required supporting documentation.

6.4. The QCHP-AD reviews the submitted CPD Provider Audit Form and accompanying supporting documentation using the established criteria.

6.5. The QCHP-AD communicates, in a formal report, to the accredited CPD provider the results of the review of the submitted documentation.

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

6.7. The QCHP-AD accredited CPD provider submits to the QCHP-AD a written action plan in response to the Accredited CPD Provider Audit Report.

7. Procedures/Guidelines

7.1. Selection of CPD activity to be audited

7.1.1. The QCHP-AD accredited CPD provider submits their annual report of conducted accredited CPD activities to the QCHP-AD on or before April 30 of each year as per Accredited CPD Provider Annual Reporting Policy (MOPH/QCHP/AD/CPDProvider/006) or otherwise as stated in the Accreditation Decision letter.

7.1.2. The QCHP-AD reviews the QCHP-AD’s annual report of accredited CPD activities and identifies, at least, one accredited activity within Category 1 and one accredited activity within Category 3 that will be subject to audit. If the accredited CPD provider has not accredited a
CPD activity within either Category 1 or 3, they will not be required to participate in the audit.

7.1.3. The QCHP-AD reserves the right to request the audit of more than 1 activity from Category 1 and Category 3 that will be subject to audit.

7.1.4. The QCHP-AD informs the QCHP-AD accredited CPD provider, in writing the name of the CPD activity that will be subject to audit as undisputedly determined by QCHP-AD.

7.2. Responding to an audit request

7.2.1. The QCHP-AD accredited CPD provider provides one CPD Provider Audit Form and related documentation per selected activity to the QCHP-AD, via email within 30 days of receipt of the notification of audit letter.

7.2.2. The QCHP-AD staff acknowledges receipt of the CPD Provider Audit Form within 2 business days.

7.3. Conducting an audit

7.3.1. The QCHP-AD Manager assigns one QCHP-AD staff to conduct the accredited CPD provider audit.

7.3.2. The QCHP-AD staff assigned to conduct the accredited CPD provider audit reviews the submitted documentation and completes the Accredited CPD Provider Audit Report within 14 days of receipt of the completed CPD Provider Audit Form.

7.3.3. The QCHP-AD staff assigned to conduct the accredited CPD provider audit submits their Accredited CPD Provider Audit Report to the QCHP-AD Manager for review and approval.

7.3.4. Once approved, the QCHP-AD staff assigned to conduct the accredited CPD provider audit submits their final Accredited CPD Provider Audit Report to the QCHP-AD accredited CPD provider within 30 days of receipt of the completed CPD Provider Audit Form.

7.4. Failure to respond to an audit request

7.4.1. If the accredited CPD provider organization fails to respond to an audit request within 5 days of the submission due date, the QCHP-AD sends a reminder via email.

7.4.2. If the accredited CPD provider organization fails to respond to an audit requested within 10 days of the receipt of the reminder, the QCHP-AD issues a warning letter indicating that the CPD provider’s accreditation status is at risk.

7.4.3. If the CPD provider fails to respond to the warning letter within 10 days of the receipt of the warning letter, then the QCHP-AD will execute the Revocation of Accredited CPD Provider Status Policy (MOPH/QCHP/AD/CPDProvider/008).
7.5. Responding to an Accredited CPD Provider Audit Report

7.5.1. The QCHP-AD accredited CPD provider provides an action plan to the QCHP-AD indicating how they plan to address any deficiencies identified in the Accredited CPD Provider Audit Report within 30 days of receiving the report.

7.5.2. The QCHP-AD acknowledges receipt of the accredited CPD provider’s action plan within 2 business days.

7.6. Failure to submit an action plan

7.6.1. If the accredited CPD provider organization fails to submit an action plan within 5 days of the submission due date, the QCHP-AD sends a reminder via email.

7.6.2. If the accredited CPD provider organization fails to submit an action plan within 10 days of the receipt of the reminder, the QCHP-AD issues a warning letter indicating that the CPD provider’s accreditation status is at risk.

7.6.3. If the CPD provider fails to respond to the warning letter within 10 days of the receipt of the warning letter, then the QCHP-AD will execute the Revocation of Accredited CPD Provider Status Policy (MOPH/QCHP/AD/CPDProvider/008).

7.7. 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/CPDActivity/005).

8. Flowcharts

8.1. Accredited CPD Provider Audit Policy flowchart – Appendix 1

9. References and Sources for Further Reading

N/A

10. Related Policies

10.1. QCHP-AD Accredited CPD Provider Annual Reporting Policy
Policy Name: Accredited CPD Provider Audit Policy  
Policy Code: MOPH/QCHP/AD/CPDProvider/009  
Date Issued: March 7, 2016  
Date of Due Revision: January 11, 2017

10.2. Revocation of Accredited CPD Provider Status Policy  
(MOPH/QCHP/AD/CPDProvider/008)  
10.3. QCHP CPD Activity Accreditation Appeals Policy  
(MOPH/QCHP/AD/CPDAactivities/005)

11. Governing Law or Regulations

11.1. Emiri Decree No. 7 for the Year 2013

12. Attachments/Appendices

12.1. Flowchart: Accredited CPD Provider Audit Policy  
12.2. Template: Accredited CPD Provider Audit Form  
12.3. Template: Accredited CPD Provider Audit Report  
12.4. Template: Notification of audit letter  
12.5. Template: Warning letter
Appendix 1: Accredited CPD Provider Audit Policy flowchart

CPD Provider submits annual report to QCHP-AD

QCHP-AD reviews and selects at least 1 activity in Category 1 and Category 3

Within 60 days, QCHP-AD notifies CPD provider of activities selected

If CPD Provider doesn’t respond within 30 days

QCHP-AD sends a reminder when 5 days past due

If no response within 10 days of the reminder, QCHP-AD sends a warning letter

If no response, within 10 days of warning letter, QCHP-AD executes Revocation of Accredited CPD Provider Status Policy

Within 30 days, CPD provider submits audit form and documentation (per activity)

Within 2 days, QCHP-AD acknowledges receipt

Within 14 days, QCHP-AD staff reviews submission and completes Audit Report

QCHP Manager reviews, approves Audit Report which is then sent to CPD Provider (within 30 days)

continues
CPD Provider may appeal

QCHP Manager reviews, approves Audit Report which is then sent to CPD Provider (within 30 days)

Within 30 days, CPD provider submits action plan to address any deficiencies

Within 2 days, QCHP-AD acknowledges receipt

If within 35 days, no action plan is received, QCHP-AD sends reminder

If within 10 days of reminder, the action plan is not received QCHP-AD issues warning letter

If within 10 days of warning, the action plan is not received QCHP-AD executes revocation policy