

PSA CPD accreditation

Application guide

V5.2
2023

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1. CPD Activity accreditation

Under the auspices of the Australian Pharmacy Council (APC), PSA assesses CPD activities for pharmacists for accreditation. These activities are used by pharmacists as supporting evidence of continuing professional competence.

CPD activities can be either accredited or non-accredited. The accreditation of CPD activities provides assurance to pharmacists that the activity has been reviewed for:

- educational quality
- relevance to a pharmacist's practice.

PSA assesses all CPD activities for accreditation against:

- Australian Pharmacy Council (APC) *Accreditation Standards for Continuing Professional Development Activities* (2013)
- Australian Pharmacy Council (APC) *Accreditation Standards for Continuing Professional Development Activities: Guidelines* (2015)
- Australian Pharmacy Council (APC) *Marketing Policy* (2022)

For a CPD activity to be assessed as accredited it must meet all of six of the APC Accreditation Standards: learning objectives, development, presentation, educational methods, promotion and evaluation.

Continuing professional development (CPD) activities must be designed to assist pharmacists maintain competency in the relevant domains of professional responsibility that are defined in *PSA National Competency Standards Framework for Pharmacists in Australia 2016*. The competencies required by any pharmacist will be influenced by their scope of practice.

Principles underpinning accreditation

The following principles underpin the accreditation process.

Transparency	The criteria for achieving accreditation are documented and published. They are equally applicable to all CPD providers
Confidentiality	All information supplied to Pharmaceutical Society of Australia (PSA) by CPD providers as part of an application for accreditation will remain confidential. Details relating to applications will only be discussed with, and disclosed to, those people involved in the assessment of applications and associated agencies (e.g. APC) on a 'need to know' basis, or where authorised in writing by the CPD provider
Integrity	PSA is the peak professional body for pharmacists. Like the profession they represent, PSA will act in the best interest of its members and will not act to promote its own self-interest when accrediting CPD activities
Consistency	Internal reviews for quality assurance will facilitate consistent interpretation and implementation of the <i>Australian Pharmacy Council's Accreditation Standards for Continuing Professional Development Activities (1 July 2013) and Guidelines 2015 (April 2016)</i>

2. Accreditation application process

To complete the accreditation application process, refer to the step-by-step plan below.

Step	Action by the CPD provider	Completed
1	<p>Refer to the Australian Pharmacy Council's website, www.pharmacycouncil.org.au/resources/accreditation-standards-for-cpd/ to review:</p> <ul style="list-style-type: none"> • Accreditation Standards for CPD activities (2013) • Accreditation Standards for CPD activities (2015) • <i>Marketing Policy</i> (2022) 	<input type="checkbox"/>
2	<p>Complete the <i>PSA CPD Accreditation Application</i></p> <p>CPD providers must ensure that the application and supporting evidence contains sufficient information to demonstrate how the activity meets each of the APC Accreditation Standards for CPD activities (See Section 3. APC Accreditation Standards for CPD activities)</p>	<input type="checkbox"/>
4	<p>When complete, send the following documents to PSAeducation@psa.org.au</p> <ol style="list-style-type: none"> a) <i>CPD accreditation application</i> (Signed and completed) b) <i>Developer/presenter/reviewer conflict of interest declaration</i> (Signed and completed) c) Activity content (e.g., presentations/articles, link to online module, detailed activity course outline) containing: <ul style="list-style-type: none"> ▪ learning objectives ▪ 2016 Competency Standards ▪ dated references d) Assessment mechanism (e.g., multiple choice questions, interactive activity details) e) Evaluation form f) Example of promotional material (e.g., website landing page, flyer) 	<input type="checkbox"/>
When the activity has been assessed as accredited:		
5	<p>Send a summary of the participant evaluation to education@psa.org.au within 1 month of completion of the activity or on a 6-monthly basis for ongoing activities. Note: Applicant may not be eligible to apply for future accreditation or re-accreditation if an evaluation summary is overdue.</p>	<input type="checkbox"/>
6	<p>Participate in, and respond to, the audit process if requested by PSA.</p>	<input type="checkbox"/>

During the accreditation assessment process, PSA will provide feedback on any areas of the application that do not meet the APC Accreditation Standards for Continuing Professional Development Activities, if necessary. The CPD provider will need to make any requested changes to the activity as recommended by PSA for the activity to be assessed as accredited.

PSA will send an accreditation notification letter detailing the result of the accreditation assessment. It will contain accreditation information including:

- **Accreditation number** – unique identification number that must be displayed on the activity material and identifies PSA as the accreditation organisation
- **Accreditation expiry date** – 2 years from the date of assessment
- **Accompanying accreditation statement** – to be displayed on the activity indicating to the learner the number of Pharmacy Board of Australia's **CPD credits** and **CPD activity group** they can record in their CPD log after completing the activity
- **APC CPD logo** - for use on promotional material

3. APC Accreditation standards for CPD activities

Standard 1. Learning objectives

All CPD activities must **include intended learning objectives**. The learning objectives must be accessible to the learner to allow them to choose suitable activities based on their scope of practice and learning plan/needs.

Learning objectives must be **mapped to the *National Competency Standards***. This will assist pharmacists maintain competency in the relevant domains of professional responsibility. It is mandatory that learning objectives (in their entirety or individually) be at least mapped to the 'standard' level in the Competency Standards and where possible mapped to the 'element' level. See *APC Accreditation Standards for CPD activities*, Standard 1; and 2.2; Guideline 1.

Learning objectives must be **made available to participants** in at least one of the CPD activity materials (e.g., activity presentation slides, online brochure, conference app.) See *APC Accreditation Standards for CPD activities*, Standard 1; and 3.2; Guideline 1.

Standard 2. Development

CPD activities must be relevant to pharmacy practice. CPD providers are required to:

- provide justification for the activity
- include significant pharmacist and/or another subject matter expert (SME) involvement
- demonstrate suitable qualifications and/or experience of the pharmacist/s and/or SMEs.

See *APC Accreditation Standards for CPD activities*, Standard 2.1.

The proposed content of the activity must be **based on critical evaluation of relevant literature and/or practice-based professional evidence**.

CPD providers must **disclose limitations** of information included in the CPD activity to CPD accrediting organisations, when necessary. For example, if presenters use their own experiences

to discuss a topic where there may be potential limitations of the evidence needing to be disclosed to the audience. See *APC Accreditation Standards for CPD activities*, Standard 2.3; Guideline 5.

All parties involved in development, including expert reviewers, must **disclose conflicts of interest** whether actual or perceived. See *APC Accreditation Standards for CPD activities*, Standard 2.4; Guideline 4.

The activity must be **free of commercial bias**. The inclusion of any product (including medicines) and/or services must be balanced and not influence the content of the activity to an unwarranted degree of commercial bias. Use of promotional language is prohibited. See *APC Accreditation Standards for CPD activities*, Standard 2.5; Guideline 6.

Standard 3. Presentation

Any conflicts of interest must be fully disclosed to participants in some form. For example, conflict of interest declarations must be declared on at least 1 of the following materials: promotional materials, workbooks, conference handbooks, presentations, handouts, mobile and computer applications, and websites. See *APC Accreditation Standards for CPD activities*, Standard 3.2; Guideline 4.

Presentation must be free of commercial bias. Active ingredient and brand names must be used to achieve a balanced presentation. See *APC Accreditation Standards for CPD activities*, Standard 3.3; Guideline 6.

The activity must be delivered in accordance with the accreditation application as approved. The CPD provider must formally **notify PSA within 2 weeks if the content of the CPD activity is changed** following the accreditation by a CPD accrediting organisation. PSA will assess the extent of the change to determine the validity of the previously granted accreditation. See *APC Accreditation Standards for CPD activities*, Standard 3.4; Guideline 7.

Standard 4. Educational methods

The methods of delivery (e.g., face-to-face, journal articles, online modules) **must promote effective adult learning**.

Group 2 activities must include a learning assessment mechanism capable of demonstrating the improvement in knowledge and/or skills of the participants resulting from the activity.

Face-to-face interactive activities must be structured and facilitated to allow each participant to demonstrate the acquisition of the learning objectives. Each participant must contribute individually and/or be actively involved in a group activity to be eligible for Group 2 CPD credits.

To be granted Group 2 accreditation:

- interactive component of the activity must form two thirds (2/3) of the time allocated for the CPD activity. For example, if it is a 30 minutes CPD activity, the interactive component of the activity must be for at least 20 minutes.
- ratio of facilitator to participants should be no more than 1:20.

- individual participants must contribute individually and/or be actively involved in a group activity to be eligible for Group 2 CPD credits.

Non-interactive activities (e.g., journal articles, online modules) must be designed using the principles of adult learning and include active learning components in order to gain accreditation as a Group 2 activity:

- assessment mechanism designed to evaluate a participant's achievement of all the learning outcome objectives
- assessment constructed (e.g., in terms of number of questions, style of questions, number of distractors where multiple choice questions are used, level of difficulty and pass mark) to adequately assess the learning outcomes and be appropriate for the mode of delivery
- if the assessment involves multiple choice questions:
 - there must be at least 5 questions per hour of activity that adequately assess the learning outcomes
 - pass mark is $\geq 75\%$
 - if a supplementary assessment is allowed it must be different to the first assessment **or** the answers of the first assessment must not be disclosed and there must be a maximum of two attempts is allowed
- Group 3 activities must include a suitable period of reflection before and after the activity
- the time to complete multiple-choice questions is not included in the total learning time.

For further information, See APC Accreditation Standards for CPD activities, Standard 4; Guideline 9.

Standard 5. Promotion

Promotion of a CPD activity must clearly communicate the activity's accreditation and credit value.

The APC CPD logo is a nationally consistent and distinguishable mark to be displayed on accredited CPD activities to demonstrate an activity has been allocated CPD credits and meets the requirements for accredited CPD.

Promotion must comply with:

- APC CPD logo policy regarding promotion of accredited CPD activities (3.1 Usage of APC logos and promotional statements APC Accreditation Marketing Policy, September 2022 at: www.pharmacycouncil.org.au/resources/accreditation-marketing-policy/)
 - approved wording must be used to communicate the accreditation number and CPD credits

- promoters of CPD activities must not advertise or give the impression that the activity is accredited until the activity has been granted accreditation by PSA
- sponsors of an activity and/or hospitality associated with an activity may only be acknowledged during the activity in such a way as to make it clear that the educational content is independent.

See APC Accreditation Standards for CPD activities, Standard 5; Guideline 11.

Standard 6. Evaluation

Participants must be given the opportunity to evaluate the quality of the activity (or group of activities).

Evaluations do not need to be conducted immediately after the CPD activity. However, all participants must be notified of when and how they can complete the evaluations and provide feedback. See APC Accreditation Standards for CPD activities, Standard 6; Guideline 12.

Participants must be given the opportunity to evaluate the quality of the activity (or group of activities). The evaluation must assess:

- achievement of learning outcome objectives
- relevance of activity and content to practice
- overall satisfaction
- suitability of delivery.

Each question should be rated on a 3-point scale of not met, partially met or entirely met.

A template *Evaluation form* and *Summary of evaluations form* can be downloaded from www.psa.org.au/cpd/cpd-accreditation/

If the application is assessed as not yet meeting the APC Accreditation Standards, the CPD provider will be requested to address these issues and resubmit or provide further support documentation.

The accreditation process must be finalised and an accreditation notification letter received from PSA before the CPD activity can be advertised as accredited, delivered, published or distributed. Applications submitted for accreditation of activities after delivery, publication or distribution will not be accepted for review.

The PSA can provide assistance (on request) for an additional fee to give suggestions to assist a successful accreditation outcome. This may be in the form of phone support or email.

All accreditation applications and queries should be sent to PSAEducation@psa.org.au

4. Promoting accredited CPD activities

CPD providers cannot promote their activity as accredited until they have received confirmation from PSA detailing that the activity is accredited. Once accredited, the CPD provider can use the

APC CPD logo on promotional material associated with the accredited activity. The logo must comply with the APC *Accreditation Marketing Policy* and be accompanied by an accreditation number and accompanying statement. The logo, accreditation number, and accompanying statement will be given to the CPD provider when notified in writing of the accreditation outcome.

CPD providers **must not** identify PSA in promotional material.

CPD providers may choose to include in their promotional materials that the provider has applied for accreditation. Therefore, they may use a statement such as '**currently applying for accreditation**' or '**seeking accreditation**' in their promotional materials. However, CPD providers must not give an indication of a likely outcome of the accreditation while advertising. For example, the number of credits awarded should not be advertised until accreditation is granted.'

Advertising can comprise no more than 20% of total space allocated in and around the printed content of any material relating to the activity (e.g. *PowerPoint* slides).

When promoting a CPD activity, learners need the following information to allow them to meet PBA requirements for recording CPD:

- Relevant 2016 Competency Standards for a pharmacist's CPD plan (these could be included on the participation certificate)
- Start and finish date of activity
- Source or CPD provider details
- Type of activity (e.g. journal article, seminar, lecture, workshop)
- Topics covered during activity (specify all topics covered)
- Accreditation status (accredited or non-accredited)
- CPD activity group (Group 1, 2 or 3)
- Pharmacy Board of Australia (PBA) CPD credits.

CPD providers will supply PSA with a copy of promotional materials used, including a screen drop of any online promotion within 1 month of completion of the activity, if not provided previously.

5. Maintaining accreditation

Upon accreditation being granted, the CPD provider will be sent an *Accreditation notification letter* detailing the use of accreditation number, APC CPD logo and accompanying statement, CPD activity group, PBA CPD credits, and accreditation expiry date.

CPD activities are accredited for a maximum of 104 weeks (2 years).

Each accredited activity will have an expiry date. Accreditation may be granted for 52 weeks (12 months) if it is likely that research and development in the topic area will require content to be reviewed and updated during the accreditation period. Allocation of a 52-104 weeks (12 or 24 month) accreditation period is at the discretion of PSA.

For all activities, the CPD provider must maintain records of participation and have the capacity to issue completion documentation to each participant, if requested. Participants may request such documentation for inclusion in their personal learning portfolio or when required by a registering or accrediting body.

The CPD provider must comply with the Australian Privacy Principles as defined under the *Privacy Act 1988*.

6. Accreditation of conferences

When CPD providers submit accreditation assessment applications for conferences, sufficient time must be allowed for accreditation assessment. This is due to the volume of assessments. PSA is not responsible for missed deadlines or lack of accreditation due to late applications or any delays caused by revisions or the need for further information required from the CPD provider.

7. Deviation from accreditation

It is the CPD provider's responsibility to ensure the activity is delivered according to the accreditation application as approved. If CPD activities are not delivered as approved, it is considered a breach of the APC Accreditation Standards as detailed in the Accreditation Notification letter. By signing the *CPD accreditation application form*, the CPD provider agrees to these terms.

If the approved activity differs from what was originally accredited and promoted, a *Deviation from accreditation* form must be submitted within 2 weeks (10 business days).

Changes to an accredited activity are considered:

Minor: A change to a PSA-accredited CPD activity that does not affect its accreditation status e.g. activity name change with no change to content, delivery method change from face-to-face to online with no change in content, learning objectives, mapped competencies or assessment

Major: A change to a PSA-accredited CPD activity that is significant and requires the activity to be assessed against the APC Standards for CPD activities e.g. content (significant change), learning objectives (changed), mapped competencies (changed), delivery timeframe change, assessment mechanism (changed)

Changes to an accredited activity may require a review of the activity material. Review following minor changes will be undertaken at no additional cost to the CPD provider. Reviews following major changes (e.g. content change, delivery format change) will require submitting a new CPD accreditation assessment application, which will attract the CPD accreditation application fee.

A *Deviation from accreditation* form can be downloaded from www.psa.org.au/cpd/cpd-accreditation/

8. Revoking accreditation

PSA may revoke accreditation of a CPD activity developed at any time, and without prior notice, for reasons that include:

- the activity:
 - no longer complies with APC accreditation standards, guidelines or policies.
 - no longer is accredited (i.e. accreditation period has expired).
- CPD provider fails to:
 - act in 'good faith' in providing data and other information to PSA during the accreditation assessment
 - notify PSA within 2 weeks (10 business days) of any significant change that would affect the activity's accreditation
 - notify PSA within 2 weeks (10 business days) of an imposed sanction, changes in license or qualification status, governmental investigation, criminal indictment, guilty plea or verdict in a criminal proceeding or any violation of state or federal law with respect to the organisation, its owners or its health practitioners
 - allow a PSA staff member/auditor timely access to conduct an audit
 - pay accreditation assessment fees in a timely manner.

PSA accreditation assessor, Manager-CPD or General Manager- Knowledge Development will notify the CPD provider and give them the opportunity to remedy any breaches of the *APC Standards for CPD Accreditation* if the activity fails to conform to the requirements detailed in the *CPD accreditation application form* or the *Deviation from accreditation form*.

If the appropriate remedies are unable to be made by the CPD provider, or the CPD provider fails to participate in the audit process, accreditation may be revoked.

The CPD provider will be responsible for notifying all future participants of the activity that accreditation has been revoked.

The PSA may also refuse to accredit future submissions from this CPD provider or sponsor, either for a specified period of time or indefinitely.

9. Accreditation appeals and grievance process

CPD activity providers have the right to appeal decisions of:

- outcome of the accreditation assessment
- allocation of Pharmacy Board of Australia CPD credits and/or CPD activity type
- allocation of CPD activity accreditation expiry date
- revocation of accreditation status.

CPD activity providers must detail in writing any accreditation appeal or grievance, including a description of the appeal or grievance and the rationale for the appeal or grievance **within 2 weeks (10 business days)** of the decision.

Once complete, send it to:

Jacob Warner (Manager – CPD)

21 Hamilton St, Subiaco Western Australia

Ph: 08 6333 1845 (WA Office)

Email: *jacob.warner@psa.org.au*

The fee to lodge an appeal is \$270 (ext GST), which is payable at the time of appeal. If the appeal is found in favour of the CPD provider, the fee will be refunded. However, if the appeal is upheld, the fee will not be refunded.

A full written explanation of decisions and actions taken as part of this procedure are provided to the CPD provider on request.

Appeals process

PSA treats all complaints and appeals in confidence, involving only those who need to know. All stages of the process, discussions relating to complaints, grievances and appeals are recorded in writing and stored for a period of 7 years.

Stage One

The CPD provider will be notified in writing detailing the accreditation appeal and grievance process. This process is discretionary and dependent on the nature of the appeal and grievance, but will include a review of the accreditation application and supplied supporting evidence by a suitably qualified/experienced accreditation assessor, who is independent of PSA.

The independent accreditation assessor will be blinded to the result of the prior accreditation assessment and outcome.

The Manager - CPD will consider the outcome of this independent accreditation assessment and notify the CPD provider in writing.

The decision of the accreditation appeal and grievance process will take a minimum of **4 weeks (20 business days)**.

The appropriate fee must accompany the appeal and will be refunded if a decision is made in favour of the CPD provider. The fee to lodge an appeal is \$270 (ext GST), which is payable at the time of appeal. If the appeal is found in favour of the CPD provider, the fee will be refunded. However, if the appeal is upheld, the fee will not be refunded.

Stage Two

If the CPD provider is not satisfied with the decision of the first stage of the appeal and grievance process, they may lodge an appeal in writing to:

Kerri Barwick

General Manager – Education, Training and Knowledge Development

Pharmaceutical Society of Australia

225 Montague Rd WEST END QLD 4101

Ph: 07 3186 2813

Email: *kerri.barwick@psa.org.au*

The General Manager - Knowledge Development determines the outcome of the CPD provider's appeal and grievance. The General Manager conducts all necessary consultations with the CPD provider and other relevant persons to make a determination of the appeal. The complainant is advised in writing of the outcome of their appeal, including the reasons for the decision, within 2 weeks (10 business days).

The CPD provider is advised of their right to progress to Stage three of the appeals and grievance process if they consider the matter unresolved.

Stage Three

If the CPD provider is not satisfied with the outcome of Stage Two, they may request referral of the matter to an external dispute resolution process by a body appointed for this purpose by the PSA.

The details for the external body are:

Australian Pharmacy Council

Ph: (02) 6188 4288

Email: *admin@pharmacycouncil.org.au*

Web: *www.pharmacycouncil.org.au*

PSA will give due consideration to any recommendations arising from the external review within 2 weeks (10 business days).

10. Accreditation fees

PSA will provide the CPD provider with a quote of estimated costs for accreditation assessment prior to commencing the assessment.

CPD Accreditation Fee Schedule (as of 1st November 2022)			
Activity	Fee (ex. GST)		Fee (incl. GST)
< 1-hour activity	525		577.50
1–2-hour activity	678		745.80
2–4-hour (half-day) activity	1,265		1,391.50
4–6-hour (full-day) activity	1,846		2,030.60
2-day activity	3,468		3,814.80
3-day activity	4,937		5,430.70
4-day activity	Price on Application		
5-day activity	Price on Application		
Fast-track fees (sliding scale):			
≤ 4-hour activity	275		302.50
4–6-hour (full-day) activity	306		336.60
2-day activity	408		448.80
3-day activity	510		561
Application assistance (on request)	138/hour		151.80/hour
Appeals fee	275		302.50
Appeals fee	275		302.50
MCQ development	203/hour		223.30/hour

11. Accreditation time frame

The assessment of a CPD application can take up to **4 weeks (20 business days)** to process (or fast tracked in **2 weeks (10 business days)** for an additional fee). This time frame is based on all documentation submitted is correct and complete at the time of application and the application meets the APC Accreditation Standards.

The CPD provider must notify PSA a minimum of **2 weeks (10 business days) prior to submission** to confirm availability of the fast-track service as availability of this service is not guaranteed.

12. Audit

Audits are a planned, systematic and documented process used to assess a CPD provider's compliance with the APC Accreditation Standards for accredited CPD activities. Audits also give feedback to CPD providers on the quality of their activity to support the continuous improvement

of their activity development and delivery. The audit will assist and enhance the overall validity and reliability of the application process.

Over the course of a year, PSA will conduct an audit of a selection of accredited activities. The aim is for at least 5% of all accredited activities to be randomly selected for audit each year. In addition to this, the audit process may be initiated (but is not limited to) when:

- a complaint is received about an activity
- activity content does not appear to be evidence-based or is still emerging or evolving in some way (e.g. due to new evidence).

The audit process will assess the CPD provider's compliance with the Accreditation Standards, and may involve:

- participation of a PSA representative in the activity
- discussion with activity participants to solicit their opinions against the standards
- request for the CPD provider to submit activity documentation which could include assessment and/or evaluation forms.

If the activity fails to conform to the *CPD accreditation application form* as approved (or the *Deviation from accreditation form*), the CPD provider will be notified and may be given the opportunity to remedy any breaches of the Accreditation Standards.

If appropriate remedies are unable to be made, or the CPD provider fails to participate in the audit process, accreditation may be revoked. The CPD provider will be responsible for notifying all future participants that accreditation has been revoked. The PSA may also refuse to accredit future submissions from the offending CPD provider or sponsor, either for a specified period of time or indefinitely.

CPD providers are reminded that if CPD activities are not delivered in accordance with the application as approved, it is considered a breach of APC Accreditation Standards. By signing the *CPD accreditation application form*, CPD providers agree to these terms.

13. Resources

13.1 PSA documents

- *National Competency Standards Framework for Pharmacists in Australia 2016*. At: www.psa.org.au/practice-support-industry/national-competency-standards/
- PSA reference material: Learning objectives and professional competencies for continuing professional development and practice improvement activities. At: www.psa.org.au/cpd/cpd-accreditation/
- PSA reference material: Multiple choice questions to assess continuing professional development and practice improvement. At: www.psa.org.au/cpd/cpd-accreditation/
- PSA Guide to documenting Group 3 CPD credits. At: www.psa.org.au/cpd/cpd-accreditation/

13.2 APC and PBA documents

- *APC Accreditation Standards for Continuing Professional Development Activities* (1 July 2013) At: www.pharmacycouncil.org.au/standards/standards_cpd.pdf
- *APC Accreditation Standards for Continuing Professional Development Activities – Guidelines 2015* (April 2016). At: www.psa.org.au/wp-content/uploads/2018/06/APC-CPD-Accreditation-Standards-Guidelines-2015.pdf
- *APC Accreditation Marketing Policy* (September 2022). At: *Accreditation Marketing Policy | Australian Pharmacy Council*
- Pharmacy Board of Australia Guidelines on continuing professional development (effective 1 December 2015). At: www.pharmacyboard.gov.au/documents/default.aspx?record=WD15%2f18499&dbid=AP&chksun=H3IV5PqPKFCPuVikiJyUkA%3d%3d
- Pharmacy Board of Australia Continuing Professional Development (CPD) FAQ. At: www.pharmacyboard.gov.au/Codes-Guidelines/FAQ/CPD-FAQ.aspx

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