

Accreditation governance framework

PSA Accredited CPD

April
2026

1. Purpose and scope

The PSA Accredited CPD governance framework establishes a structured and transparent escalation pathway for complex accreditation-related matters arising within the PSA CPD accreditation scheme. It defines the roles, responsibilities, escalation criteria and processes that govern how complex accreditation decisions are escalated through successive levels of leadership, to ensure they are resolved in a fair, consistent, and timely manner.

The governance framework supports the PSA Accredited CPD team with a structured process for escalation when interpreting and applying the PSA Standards for Continuing Professional Development for Pharmacists. It also provides a transparent review and escalation process for CPD providers engaging with the PSA Accredited CPD scheme.

The framework applies to:

- all staff involved in the CPD accreditation process, including accreditation assessors
- CPD providers seeking accreditation against the PSA Standards for Continuing Professional Development for Pharmacists.

2. Escalation

Escalation is initiated when an accreditation assessor determines that an accreditation decision falls outside of routine assessment parameters.

Table 1: Escalation pathway levels

Tier	Role and responsibility	Timeframe
Level 1	Accreditation assessor: initial identification and referral	Within 3 business days of identification
Level 2	Lead – CPD Accreditation: review and determination	Within 10 business days of escalation to Level 2
Level 3	Head of Education and Training: senior leadership level review and determination	Within 10 business days of escalation to Level 3

Level 4	PSA Accredited CPD Advisory Committee: independent review and determination (exceptional circumstances only)	Convened within 15 days of referral to Level 4
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Table 2: Criteria for escalation of accreditation-related issues to senior leadership level

Criteria for escalation	Example scenario
Complex conflict of interest	A real or perceived conflict of interest exists with a CPD provider, author or activity that may compromise, or be perceived to compromise, the objectivity, independence, or evidence base of the content, and cannot be adequately managed through standard declaration procedures
Reputational or public safety risk	A CPD activity or provider gives rise to concerns about patient safety or professional conduct that may result in reputational risk to the PSA Accredited CPD scheme if accreditation proceeds
Substantial non-compliance with PSA Standards for Continuing Professional Development for Pharmacists	A CPD activity is found to be substantially non-compliant with the PSA Standards for Continuing Professional Development for Pharmacists and remedial action is unlikely to change the 'not accredited' decision.
Unresolved provider appeal	A CPD provider has lodged an appeal against an accreditation decision that cannot be resolved through standard procedures
Precedent-setting decisions	A decision is likely to set a precedent for future accreditation decisions and may impact operational aspects of PSA Accredited CPD scheme delivery.

3. Roles and responsibilities

Level 1: Accreditation assessor

The Accreditation assessor conducts assessments of CPD activities, learning programs and educational products against the PSA Standards for Continuing Professional Development for Pharmacists. The assessor will typically be the first point of identification of issues encountered during the accreditation process that require escalation.

Responsibilities

The Accreditation assessor is responsible for:

- identifying any matters for escalation that fall outside of routine assessment parameters, or matters outlined in Table 1
- documenting the nature of the issue in the *Assessor Review Report*
- notifying the Lead – CPD accreditation by email that a matter for escalation has been identified during the assessment process
- maintaining confidentiality and impartiality throughout the escalation process.

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Level 2: Lead – CPD Accreditation

The Lead – CPD Accreditation has responsibility for the operational integrity of the PSA Accredited CPD scheme. Most escalated matters should be resolved at this level without further referral.

Responsibilities

The Lead – CPD Accreditation is responsible for:

- reviewing documentation prepared by the Accreditation assessor to determine whether further escalation is necessary
- seeking further information from the CPD Provider if necessary
- conducting further inquiries to support decision-making
- documenting the rationale for any decision and communicating the outcome to the CPD Provider, if appropriate, and Accreditation assessor
- escalating to the Head of Education and Training if the matter is of a nature that requires senior leadership involvement or cannot be resolved at Level 2
- maintaining accurate records.

Level 3: Head of Education and Training

The Head of Education and Training provides senior leadership oversight of the PSA Accredited CPD scheme. Matters escalated to this level are those which have not been resolved at Level 2, or which, by their nature, require senior leadership involvement (Table 1).

Responsibilities

The Head of Education and Training is responsible for:

- conducting a thorough and independent review of all documentation from Level 1 and Level 2 and any communications with CPD providers, with reference to the PSA Standards for Continuing Professional Development for Pharmacists
- consulting with relevant internal PSA stakeholders (e.g. partnerships, executive leadership team, content development team)
- reaching a decision and documenting the rationale
- communicating decisions to the Lead – CPD Accreditation
- convening or referring the matter to the PSA Accredited CPD Advisory Committee (Committee) in exceptional circumstances, where resolution has not been reached.

Level 4: PSA Accredited CPD Advisory Committee

The Committee is convened in exceptional circumstances where a complex accreditation matter has not been resolved through Levels 1–3 of the governance framework. The composition of the Committee will be determined by the Head of Education and Training and will be dependent on the nature of the matter. The Committee will ordinarily include:

- Head of Education and Training

- Lead – CPD Accreditation
- An independent accreditation subject matter expert
- A representative from a relevant function within PSA, dependent on the nature of the matter (e.g. partnerships or content development).

Responsibilities

The Committee is responsible for:

- reviewing all documentation from the preceding levels with reference to the PSA Standards for Continuing Professional Development for Pharmacists
- making a final determination on the accreditation matter
- documenting the rationale for the decision in sufficient detail to support transparency and record-keeping requirements.

4. Escalation process requirements

4.1 Documentation

All escalated matters must be documented throughout the escalation process. Documentation requirements include:

- written records of the rationale for decisions made at each level
- records of communications with CPD providers or external parties that relate to escalated matters
- records of any conflicts of interest declared throughout the escalation process
- records of the Committee proceedings and decision, if this is required for an escalated matter.

4.2 Conflicts of interest

Participants in the escalation process must declare any actual or perceived conflicts of interest.

Where a conflict of interest is identified:

- an alternative decision-maker at the same or a higher level must be identified
- the steps taken to manage the conflict should be documented.

Where a conflict of interest cannot be managed at Level 2 or Level 3, the matter should be escalated to the next level.

4.3 Risk management

Where an escalated matter carries the potential to undermine the integrity or continuity of the PSA Accredited CPD scheme, it is the responsibility of the Lead – CPD Accreditation to identify the risk and record the risk in the *Accreditation Risk Register*. The entry should be linked to any documentation or records associated with the escalation for traceability. Where an escalated

matter presents an immediate or serious risk to the continuity of the PSA Accredited CPD scheme, the Head of Education and Training must promptly notify the executive leadership team.

5. Framework review and governance

This framework will be reviewed at least every 2 years or earlier in response to changes in the PSA Accredited CPD scheme, PSA Standards for Continuing Professional Development for Pharmacists or the organisational structure.

The Lead – CPD Accreditation is responsible for monitoring application of the framework and identifying any issues requiring amendment. The Head of Education and Training is responsible for approving changes or revisions to this framework.

6. Related documents

PSA Standards for Continuing Professional Development for Pharmacists

PSA Accredited CPD Provider Handbook

PSA Accredited CPD Policy and Procedure Manual (Internal)