



## POLICY

### Assessments Policy

#### Purpose

A requirement of the Joint Accreditation System of Australia & New Zealand (JAS-ANZ) under which QCPP is accredited is to use an allocation model for assessments. To achieve this, QCPP has partnered with Ernst and Young (EY). Assessments are conducted by QCPP endorsed assessors that have been drawn from EY's specialist audit practice. This policy describes principles guiding the administration of QCPP assessments.

#### Application

EY will allocate a QCPP endorsed assessor to conduct a QCPP assessment.

##### 1. Allocating an assessor

Assessment services are administered by EY, QCPP's assessment partner. EY will allocate a QCPP endorsed assessor based on the agreed assessment date and available assessor resources.

A pharmacy is not able to request a specific assessor. For pharmacies requesting an initial assessment it may take up to three months for an assessment date to become available.

##### 1.1 Alternate assessor requests

Consistent with QCPP Rule 9, where a real or perceived possibility of a conflict of interest ('conflict') has been confirmed, QCPP will assess the alleged conflict. If considered a conflict, QCPP will arrange for another QCPP endorsed assessor to conduct the assessment as per the QCPP assessor allocation process.

##### 1.2 Witnessed Assessments

Consistent with Program Rule 17, an additional attendee may be present at the time of assessment. This person is there to witness the assessment process and has no impact on the assessment outcome. Where reasonable, QCPP will provide advance notice of an additional attendee.

### Cancelled assessments

##### 2. Cancellation or changes: less than 10 calendar days

Should an assessment date booking be changed or cancelled by a pharmacy owner or authorised delegate with less than 10 calendar days' notice, or the video component of the assessment is cancelled with less than 48 hours' notice, a pharmacy will:

1. forfeit their QCPP Assessment included as part of the QCPP Annual Fee; or,
2. a cancellation fee equivalent to the current assessment fee ([see fee schedule](#)), will be charged; and
3. any travel expenses incurred to date by the assessment company will be charged





Should the video component of the assessment be rescheduled by a pharmacy owner or authorised delegate with less than 48 hours' notice, a pharmacy will:

1. forfeit their QCPP Assessment included as part of the QCPP Annual Fee; or,
2. a rescheduling fee equivalent to the costs incurred to date by the assessment company (see fee schedule); or
3. a cancellation fee equivalent to the current assessment fee ([see fee schedule](#)), will be charged

Where the cancellation policy applies, the pharmacy may be required to:

- pay any outstanding invoice, prior to a new assessment date being booked

A pharmacy may request this policy not be applied where exceptional circumstances exist, as outlined in the [Exceptional Circumstances Policy](#).

Scenario	Result
<b>Change requested due to exceptional circumstances</b>	Assessment rebooked without charge.
<b>Change requested due to reasons outside of pharmacy's control, but which are not exceptional circumstances</b>	Assessment may be rebooked, subject to QCPP operational requirements, including assessor availability.
<b>Change requested due to pharmacy not being ready for assessment</b>	Assessment unable to be rebooked. Cancellation policy may apply.

### 2.1 Cancellation or changes: more than 10 calendar days

Should a pharmacy owner or authorised delegate request a change or cancellation of an assessment booking with greater than 10 calendar days' notice, a Reaccreditation Extension Request may be required where changes to assessment bookings result in the pharmacy being unable to be assessed prior to their reaccreditation date.

### 3. Reassessments

A pharmacy may reasonably be required to undergo reassessment as per Rules 11 and 43.b. Should a reassessment be required, the pharmacy will incur the cost of the reassessment. Pharmacies will be advised at the time of assessment the time frame in which non-conformances must be remediated.

The pharmacy's accreditation date will not change as a result of a reassessment.

### 4. Additional Assessments

Rule 24 describes circumstances in which additional assessments may be required.





## 5. Expansion of Pharmacy Services

Under Rules 26 and 27 a Pharmacy must notify QCPP of changes to the current professional services offered in the business. The Expansion of Pharmacy Services Assessment can provide provisional accreditation where additional pharmacy service(s) are commenced between reaccreditation assessments.

Expansion of Pharmacy Services Assessments are available to accredited pharmacies.

QCPP may refer a request for an Expansion of Services (EOS) Assessment to a full or partial assessment where:

- The pharmacy is expected to undertake a full or partial on-site or remote QCPP Assessment within the next three months;
- The pharmacy has requested three or more Expansion of Services Assessments within 3 months; or
- QCPP reasonably considers a more comprehensive assessment is necessary prior to accreditation of the service

An Expansion of Services assessment will incur a fee which must be paid prior to any evidence being reviewed. The pharmacy has a maximum of thirty (30) days from payment of the invoice to provide all evidence required for the accreditation of the expanded service.

The accreditation of the service is provisional until assessed via the next on-site QCPP assessment.

## 6. Appealable decisions

Assessment outcomes are appealable decisions, consistent with Rule 46 and the *Natural Justice Policy*.

## Related rules, terms, and policies

Rule 9

Rule 11

Rule 17

Rule 24

Rule 26

Rule 27

Rule 43

Rule 46

Sanctions Policy

Schedule of fees

Service Agreement: Terms and Conditions

