

# QCPP Onsite Assessment Guide

Preparing for a QCPP assessment is the most important step to set your pharmacy up for success. To prepare for your assessment, follow these steps:

## Step 1:

### Access the QCPP Customer Portal

- ▶ Ensure your details are correct on the [QCPP Customer Portal](#). Make sure your primary contact details and your store address are up to date to ensure your assessor can reach you.
- ▶ When the time comes, you will find your post assessment reports and Corrective Actions on the QCPP Customer Portal.

## Step 2:

### Review the Quality Care Requirements

- ▶ Visit the [Quality Care Knowledge Hub](#) and closely review the evidence required to demonstrate compliance with the Quality Care Requirements.



PHARMACY  
MANAGEMENT  
AND GOVERNANCE



CONSUMER-  
CENTRED CARE



HUMAN  
RESOURCES



PREMISES,  
INFRASTRUCTURE  
AND STOCK



PHARMACY  
SERVICES

## Step 3:

### Prepare your evidence

- ▶ Collate evidence in an easily accessible location to share with the assessor on the day.
- ▶ Consider developing a document that references where evidence can be located (e.g., employee files, online systems, folders etc.) for ease of access on the day.
- ▶ If your pharmacy is part of a group that does not keep some of your records onsite, please ensure you request copies of these records ahead of your assessment date.



### **Assessment Tip:**

*Preparing your evidence ahead of time is a key step in reducing the time your assessor spends onsite. Make sure you know where to find your evidence on the day to speed up your assessment process.*



## Step 4:

### Plan your roster

- ▶ Your onsite assessment will take up to 3.5 hours.
- ▶ It's important that all staff members who are responsible for implementing QCPP are on hand during the assessment to help answer any questions.
- ▶ Depending on how your pharmacy operates, you may have to organise locum staff to cover the assessment period.

## Step 5:

### Complete your assessment

- ▶ Now that you have reviewed your details on the QCPP Customer Portal, checked your evidence meets the QC2020 Requirements, and prepared your staff for the day, you are ready to complete your onsite QCPP assessment!
- ▶ The final step is to meet your assessor on the day and run through the assessment process together.

## Useful webpages

- ▶ [QCPP Website](#)
- ▶ [QC2020 Knowledge Hub](#)
- ▶ [QCPP Customer Portal](#)
- ▶ [Program Rules](#)
- ▶ [Program Terms & Conditions](#)
- ▶ [Pharmacy Service Guide](#)
- ▶ [S2/S3 Training Requirements](#)
- ▶ [Cold Chain Management](#)

## Support

- ▶ If you have any questions, please contact the QCPP Support Team.
- ▶ Please email [help@qcpp.com](mailto:help@qcpp.com) or phone the QCPP Helpline on 1300 363 340 (9am-5pm AET).
- ▶ To stay informed about QCPP, visit the [QCPP website](#).

