



## DHP-AS CPD ACCREDITATION APPEALS POLICY

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## **1. Introduction**

The DHP-AS developed a provider-based CPD accreditation system that recognizes CPD provider organizations that have met established standards in areas of educational development, governance, organizational infrastructure and administrative operations. All DHP accredited CPD provider organizations are required to develop CPD activities that meet all established educational and ethical accreditation standards. Once approved, 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.

Decisions related to the accredited CPD provider's compliance to specific accreditation standards and the duration of the DHP accredited CPD provider's accreditation cycle are the responsibility of the DHP-AS CPD Accreditation Committee.

The DHP-AS CPD Accreditation Appeals Policy defines the process by which initial applicants, or DHP accredited CPD providers seeking to renew their status as DHP accredited CPD provider organizations, may appeal a decision made by the DHP-AS CPD Accreditation Committee.

## **2. Policy Statement**

A DHP accredited CPD provider organization may appeal the DHP-AS CPD Accreditation Committee's decision.

- 2.1.** Accreditation decisions eligible for appeal are limited to:
  - The level of compliance of any accreditation standard based on the accreditation report, a verification report or an interim report.
  - The duration of the accreditation cycle granted to the DHP accredited CPD provider organization.
- 2.2.** Appeals must be based on issues related to the accreditation process or factual errors in the report.
- 2.3.** A request to appeal a decision must be submitted to the DHP-AS (in writing) within 8 weeks from the date the decision was communicated (in writing) to the accredited CPD provider.
- 2.4.** The request for appeal will be considered by the Appeals Review Panel.
- 2.5.** The decision of the Appeals Review Panel is final and the appellant does not have right of audience.



### 3. Definitions

- 3.1. Accreditation Cycle** is the duration of time that the accredited CPD provider is considered to be a DHP accredited CPD provider. During this timeframe, DHP accredited CPD provider may self-approve any CPD activity that they develop for CPD credits (which meets CPD accreditation standards) within the CPD Framework for the State of Qatar.
- 3.2. Action Plan** is a written document submitted to the DHP-AS by a non-accredited CPD provider or DHP 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 DHP 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.
- 3.3. Applicant** is an organization who has applied to the DHP-AS to become a DHP accredited CPD provider.
- 3.4. Interim Report** is a written document submitted to the DHP-AS by DHP accredited CPD provider organization describing how the organization has addressed each accreditation standard deemed to be non-compliant or partially-compliant. The organization must submit all supporting documentation demonstrating how the standard has been addressed in accordance with their action plan.
- 3.5. DHP accredited CPD provider** is an organization that has been accredited by the DHP-AS by demonstrating that they have met the established standards in areas of educational development, governance, organizational infrastructure and administrative operations. All DHP 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 DHP accredited CPD provider and must meet the DHP-AS CPD activity accreditation standards as defined by the DHP-AS.
- 3.6. Appeals Review Panel** is a 3-person panel responsible for reviewing appeals submitted to the DHP-AS related to decisions made by the DHP-AS CPD Accreditation Committee.
- 3.7. DHP-AS CPD Accreditation Committee** is the DHP-AS appointed Committee responsible for decisions related to DHP accredited CPD provider's compliance to specific DHP accredited CPD provider standards and the duration of the DHP accredited CPD provider's accreditation cycle.



**3.8. Verification Report** is a written document submitted to the DHP-AS by DHP accredited CPD provider organization to provide additional documentation related to a specific standard(s) to enable the DHP-AS CPD Accreditation Committee to make a compliance decision. The organization must submit all documentation as defined by the DHP-AS CPD Accreditation Committee.

#### **4. Abbreviations**

**CPD:** Continuing Professional Development

**DHP:** Department of Healthcare Professions

**DHP-AS:** Department of Healthcare Professions-Accreditation Section

#### **5. Scope**

This policy applies to all DHP accredited CPD provider organizations.

#### **6. Roles/Responsibilities**

- 6.1.** DHP accredited CPD providers/applicants submit their request to appeal to the DHP-AS.
- 6.2.** The DHP-AS reviews the submitted request to appeal to check that all required documentation and information has been submitted by the DHP accredited CPD provider/applicant.
- 6.3.** The DHP-AS submits all documentation related to the request for appeal to the DHP-AS Appeals Review Panel.
- 6.4.** The DHP-AS Appeals Review Panel reviews the documentation supporting the appeal.
- 6.5.** The DHP-AS Appeals Review Panel decides on the status of the appeal.
- 6.6.** The DHP-AS Appeals Review Panel communicates their decision to the DHP-AS.
- 6.7.** The DHP-AS submits, in writing, the decision of the DHP-AS Appeals Review Panel to the DHP accredited CPD provider organization/applicant.



## **7. Procedures/Guidelines**

### **7.1. Submit a request for appeal**

- 7.1.1. The DHP accredited CPD provider/applicant must submit their written request for appeal within 8 weeks from the date the accreditation report/decision was communicated to the DHP accredited CPD provider/applicant.
- 7.1.2. The DHP accredited CPD provider organization submits their request for appeal, in writing to the DHP-AS. The written request must:
  - 7.1.2.1. Define the decision they wish to appeal (the non-accreditation decision, the accreditation cycle granted to the DHP accredited CPD provider organization and/or the level of compliance of any accreditation standard for CPD provider organizations).
  - 7.1.2.2. Include a rationale for why the accreditation decision(s) reached by the DHP-AS CPD Accreditation Committee should be reconsidered.
- 7.1.3. The appeal may only be based on the same information or documentation used to inform the original decision by the DHP-AS CPD Accreditation Committee.

### **7.2. Review a request for appeal**

- 7.2.1. The DHP-AS reviews the written request to determine whether the request for appeal has been submitted within 8 weeks from the date the accreditation report/decision was received by the DHP accredited CPD provider.
- 7.2.2. The DHP-AS reviews the submitted request to appeal, to check that all required documentation and information has been submitted by the DHP accredited CPD provider/applicant.
- 7.2.3. The DHP-AS assembles a 3-member Appeals Review Panel (as described in 7.3, and informs the panel members that a request for appeal has been received by the DHP-AS.
- 7.2.4. The DHP-AS submits (electronically) the request for appeal documentation to the panel members.

### **7.3. The Appeals Review Panel**

- 7.3.1. The members of the Appeals Review Panel are independent, experienced, CPD educators or CPD specialists selected by the DHP-AS.
- 7.3.2. The Appeals Review Panel is to be established according to the Appeals Review Panel Terms of Reference.
- 7.3.3. The Appeals Review Panel will be provided with the same documentation that was used to inform the original DHP-AS CPD Accreditation Committee decision, as well as the request for appeal (including rationale) submitted by the DHP accredited CPD provider organization/applicant.



- 7.3.4. The Appeals Review Panel will review the initial documentation submitted by the DHP accredited CPD provider organization/applicant, the accreditation report, and the letter of appeal and come to a collective conclusion about the status of the appeal.
- 7.3.5. The decision of the Appeals Review Panel will be final.
- 7.3.6. The decision will be provided to the DHP-AS who will be responsible for informing the DHP accredited CPD provider/applicant and the DHP-AS CPD Accreditation Committee of the final decision.

## **8. Flowcharts**

- 8.1.** Management of CPD Accreditation Appeals – Appendix 1

## **9. References and Sources for Further Reading**

N/A

## **10. Related Policies**

- 10.1.** DHP-AS Accredited CPD Provider Eligibility Policy  
(MOPH/DHP/AS/CPDProvider/001)
- 10.2.** DHP-AS Accreditation Decision Policy  
(MOPH/DHP/AS/CPDProvider/004)
- 10.3.** DHP-AS Revocation of DHP-AS Accredited CPD Provider Status Policy  
(MOPH/DHP/AS/CPDProvider/008)
- 10.4.** Appeals Review Panel Terms of Reference

## **11. Governing Law or Regulations**

- 11.1.** Emiri Decree No. 7 for the Year 2013

## **12. Attachments/Appendices**

- 12.1.** Flowchart: Management of CPD Accreditation Appeals
- 12.2.** Template: DHP-AS Accredited CPD Provider Appeal Request Form
- 12.3.** Template: DHP-AS Accredited CPD Provider Appeal Results Letter (accreditation cycle)
- 12.4.** Template: DHP-AS Accredited CPD Provider Appeal Results Letter (accreditation standard)
- 12.5.** Template: DHP-AS Accredited CPD Provider Appeal Results Letter (non-accreditation)



## Attachment 1: Management of CPD Accreditation Appeals flowchart

