



PHARMACEUTICAL SOCIETY  
*of New Zealand Incorporated*

PSNZ

**EDUCATION**●

*Professional Development & Training*



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*of New Zealand Incorporated*



# Introduction

The Competence Standards for the Pharmacy Profession describe the domains of professional knowledge, attitudes, skills and behaviours required for effective practice performance. Pharmacists have both an ethical and mandated responsibility to be lifelong learners, develop their knowledge, skills, attitudes and behaviours and to maintain their professional competence throughout their careers.

Any learning activity should support pharmacists to maintain competency in relevant areas of the framework. The specific competencies required by any pharmacist will depend on their current and prospective roles and the services they provide.

CE accreditation is designed to ensure quality continuing education activities for all New Zealand registered pharmacists and provides assurance that the activity has been reviewed for educational quality and relevance to NZ practice. The Society has developed CE Accreditation Standards (June 2019) against which all accredited learning activities are assessed. The document 'Quality Assurance of Pharmacy Education: The FIP Global Framework' 2nd Ed, 2014 provided the foundation for the development and application of the PSNZ CE Accreditation Standards. This structured and comprehensive model describes the eight quality indicators necessary for quality assurance of standards and evaluation of learning activities.

The PSNZ CE Accreditation Standards define measurable attributes that all CE activities must demonstrate to become accredited. CE providers must meet all the criteria outlined in these Standards for accreditation of their activities and remain accountable for the quality of the learning activities they offer.

This Guide for the application process has been designed to allow a provider of continuing education for NZ pharmacists to supply evidence that enables a consistent, quality assured review and assessment of each activity.

# Accreditation quality principles

The Society acknowledges that it has obligations to education providers for the accreditation process, as described in the six principles below, and has processes in place to ensure that these are consistently met and reviewed.

Accreditation of any CE activity will be carried out in accordance with the published Standards, Guide and reference material to ensure consistency, impartiality, fairness, and integrity of the evaluation and decision-making process.

The six quality principles that underpin the accreditation process are:

|                        |   |
|------------------------|---|
| <b>Consistency</b>     | The Accreditation Standards will be fairly and consistently applied to all learning activities appraised for accreditation and are equally applied to all CE providers.   |
| <b>Impartiality</b>    | The Society will act in the best interests of its members and stakeholders and will not foster its own interests when appraising activities for accreditation.  |
| <b>Transparency</b>    | Accreditation criteria and procedures (as outlined in this Guide and the NZ CPD Accreditation Standards 2019) are published and freely available to any interested person or stakeholder.   |
| <b>Confidentiality</b> | The Society will ensure that the intellectual rights of any organisation applying for accreditation of their CE activities are protected.<br>All information supplied to the Society as part of the accreditation process will remain confidential.   |
| <b>Accountability</b>  | An appeals process is published and freely available to allow any provider to challenge the accreditation process and to ensure that their right to due process is safeguarded.   |
| <b>Quality</b>         | The processes and documentation requirements for accreditation of any activity will be regularly reviewed by the Society as a regular part of their documented Quality Assurance processes.<br>This will allow for consistent interpretation and implementation of the Accreditation Standards for CE Activities.<br>The Society may randomly audit activities including evaluation from participants of that activity. |

# How to apply for accreditation

All Standards, Guides, reference material and forms are available on the public Education pages of the PSNZ website.

Applications must be submitted on the approved forms at least **20 working days** prior to the intended release of the learning activity to ensure enough time is allowed for a full assessment of documentation. This may be extended if the initial application is not complete or correct, or if it does not meet the Accreditation Standards.

Any queries or accreditation applications should be sent to the PSNZ Education, Professional Development and Training programme team [education@psnz.org.nz](mailto:education@psnz.org.nz)

The following documents MUST be included with your *initial* application:

1. Completed Accreditation Application form for CE activities **or** Endorsement Application for Providers.
2. Copies of **ALL** Author/Presenter Declaration forms (signed by author/presenter)
3. Copy of **ALL** final proposed activity content (e.g. presentations/ articles, including learning objectives and declaration of any sponsorship or conflict of interest.
4. Copy of **ALL** proposed assessment mechanisms (with model answers/judgement sheets, other assessment criteria)
5. Copy of participant evaluation form
6. Copy of any promotional materials

The accreditation process must be finalised, and a written accreditation statement received before an activity can be promoted as being accredited, delivered, published or distributed. Applications submitted for accreditation of activities after delivery, publication or distribution will not be accepted for accreditation.

**Please note that it is the provider's responsibility to submit applications in sufficient time to allow for any revisions or rewrites required prior to final approval.**

**PSNZ is not responsible for missed publication deadlines or lack of accreditation due to late submission of an application, missing documents or any delays caused by revisions or further information required from the provider.**

# Application process checklist

|   | STEP  | ✓ |
|---|---|---|
| 1 | Read Application Guide, the PSNZ Standards for CE Accreditation (2019), Competence Standards for the Pharmacy Profession and associated reference documents to decide whether the proposed activity is suitable for accreditation |   |
| 2 | Get Author/Presenter Declaration forms completed and signed by all authors/presenters   |   |
| 3 | Complete the Accreditation or Endorsement application forms in full   |   |
| 4 | Send Application form, all completed author/presenter forms, all final proposed activity content, all proposed assessment mechanisms, participant evaluation form and any promotional materials to PSNZ                           |   |
| 5 | PSNZ invoices the provider and begins the accreditation process   |   |
| 6 | PSNZ provides advice on any parts of the application that do not meet the Accreditation Standards, need more work or are incomplete.  |   |
| 7 | Provider makes recommended changes or provides the extra required information and returns this to PSNZ  |   |
| 8 | PSNZ sends a written accreditation statement with details of the accreditation or endorsement, including the use of the Education and PSNZ logos  |   |
| 9 | Provider sends a summary of participant evaluations within 6 weeks of the completion of the activity, or annually for activities designed for repeated delivery.  |   |

## Accreditation fees

This fee covers review of the learning activity material and is due immediately when the accreditation application is submitted. It is non-refundable regardless of the outcome of the accreditation process. Accreditation of any activity is subject to fees being paid.

The fee structure is based on the length and amount of material that needs to be reviewed. A table of current fees is available from the website.

## Changes to the accredited activity

**(PSNZ Accreditation Standards 3.2; 3.6)**

It is the provider's responsibility to ensure the accredited activity is delivered exactly as submitted in their application. If the provider proposes to alter the content or structure of the programme during the period of accreditation, then they must notify PSNZ before making the proposed changes.

Changes to an accredited activity may require a review of activity material. Review following minor changes (e.g. name change) will be undertaken at no additional cost to the provider. Reviews following major changes may require submission of a completely new application, which will attract the applicable fee.

## Promotion of CE Activity

**(PSNZ Accreditation Standards 2.2, 3.2, 4.3, 4.4)**

The promotion of an accredited activity must be in accordance with Standards 4.3 and 4.4 of the published PSNZ CE Accreditation Standards 2019.

Once an activity is accredited, PSNZ grants the provider the right to use the PSNZ and Education logos on promotional material associated with the accredited activity. The PSNZ and Education logos are recognised quality marks that confirms the activity has been assessed against and met all the PSNZ CE Accreditation Standards. They must only be used together and in combination with the formal PSNZ Accreditation Statement.

The logos and any accompanying text information will be provided to the provider when they are notified in writing of the accreditation outcome, with their accreditation number, expiry date and number of hours of professional learning that may be allocated.

Providers cannot advertise or give the impression their activity is accredited until they have received the formal written accreditation statement from PSNZ.

The learning objectives must be clearly presented to pharmacists to allow them to evaluate the relevance of the activity for them in their practice.

# Sponsor acknowledgement and commercial bias

## (PSNZ Accreditation Standards 2.5, 3.1)

Sponsor acknowledgment must be clear, concise and transparent. PSNZ suggests the following as a guide for acknowledging different types of sponsorship:

- *This article was independently commissioned and reviewed by XXX at the request of and/or with support from company XXX.*
- *This activity has been funded/supported by XXX.*
- *The educational material has been commissioned and supported by XXX, and independently reviewed by XXX.*

All activities submitted for accreditation must be independent of any commercial bias and not promote a particular product, service, perspective or organisation. Any commercial interest in or sponsorship of the learning activity must be disclosed in accordance with the PSNZ CPD Accreditation Standards 2019:

- Involvement of an entity with a commercial interest related to the subject area must be disclosed and the entity must not unduly influence the content of the activity
- Active ingredient and brand names must be used to achieve a balanced presentation

## Maintaining accreditation

The PSNZ Accreditation Statement includes an expiry date, allocated at the discretion of PSNZ Education. Any activity will be accredited for a maximum of TWO years from the date of accreditation, but this date is dependent on several factors such as expected developments or changes in the topic, format and whether it is designed for repeated delivery or a one off event.

Reaccreditation following expiry of accreditation status may be granted based on a complete activity review in accordance with the published Accreditation Guidelines. Any reaccreditation is at the discretion of the Society.

The content must be reviewed and revised and incorporate new and relevant researched information and relevant feedback from previous evaluations. Depending on the degree of new information incorporated, a new application may be requested for the reaccreditation of an activity and will be at the discretion of PSNZ.

Only CE activities that have already been accredited by PSNZ can be reaccredited by us. Any other accreditation requests should be made as a new application.

The PSNZ reaccreditation form should be used for this.



# Evaluation

## (PSNZ Accreditation Standard 3.5, 3.6)

The accredited activity must allow participants to provide feedback and evaluate the quality of the activity to enable ongoing quality assurance and improvement process by the provider in accordance with the PSNZ CE Accreditation Standards 2019.

This evaluation must assess their view of:

- their learning experience (ease of achievement of learning objectives, relevance of activity and content to individual professional practice),
- their overall satisfaction with the quality of the content and delivery of the activity as a whole
- the suitability of delivery of the activity
- the effectiveness of the provision of the activity and learning environment
- any perception of bias

Providers can include other questions on the evaluation forms if they wish.

A summary of this may be requested by the Society at any time during the activity's accreditation but must at least be within 6 weeks of the completion of the activity for a one off activity, or annually for activities designed for repeated delivery.

Failure to provide evaluations within the specific time may cause the accreditation to be revoked.

Templates for both the *evaluation form* and *Summary of evaluations form* can be found on the Accreditation for Educational Activities page of the PSNZ website.

# Appeals

Opportunities to revise content or other resources are provided as part of the initial review process, and the accreditation assessor may make recommendations for changes to help meet the Accreditation Standards. If any of the Accreditation Standards are not met, accreditation will not be granted. In this case, the assessor will work with the provider to ensure compliance with the Accreditation Standards wherever possible.

An activity provider who is not satisfied with the accreditation decision can submit a formal appeal of the accreditation decision in writing to the Education Programme Manager. All complaints and appeals will be treated in confidence and without prejudice.

An appeal may be based on an error in the:

- appraisal against the Accreditation Standards
- The allocation of professional hours of learning
- Result of the application

The process is discretionary and dependent on the nature of the appeal but may include the application being reviewed by a different accreditation assessor. In this case, the assessor will not have any information about the outcome of the previous assessment of the application.

The required fee must accompany the appeal and will be refunded if the outcome of the appeal is in favour of the provider. This process will take between four and six weeks and the decision of the appeal is binding.

The Education Programme Manager will notify the provider of the outcome of the appeal process, including the reasons for the decision.

# Audits

PSNZ has an ongoing responsibility to ensure that the quality of any accredited programme is maintained and improved, and all CE providers are subject to audit.

A systematic audit process will be used to evaluate a provider's compliance with the Standards and designed to provide feedback on the quality of the activity to ensure that the context, structure and process remain relevant and useful to the intended participants, thus providing support for the provider's continuous improvement of their activity development and delivery.

PSNZ aims to randomly audit at least 5% of all accredited activities each year. The audit process may also be activated (but is not limited to) when:

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

Audit will assess the provider's compliance with the accreditation standards, and may involve:

- a PSNZ representative participating in the activity (with or without advance notice to the provider)
- surveying activity participants for their opinions against the standards
- requesting the submission of activity documentation which could include assessment and/or evaluation forms

If the activity does not meet the requirements of the accreditation process, the provider will be given the opportunity to bring their activity up to the required standard. If appropriate remedies cannot be made, or the provider fails to participate in the audit process, their accreditation may be withdrawn.

The provider will be responsible for notifying all future participants that accreditation has been revoked and ensuring that all accreditation statements and PSNZ logos are removed from the activity immediately. PSNZ may also refuse to accredit future submissions from the provider or sponsor, either for a specified period or indefinitely.

# Reference Documents

- HPCA Act 2003 Sections 27(1)(a); 41;43  
[www.legislation.govt.nz/act/public/2003/0048/latest/DLM203312.html](http://www.legislation.govt.nz/act/public/2003/0048/latest/DLM203312.html)
- Quality Assurance of Pharmacy Education: The FIP Global Framework 2nd edition 2014 from  
[www.fip.org/educationreports](http://www.fip.org/educationreports)
- Recertification for Practising Pharmacists Policy, June 2021, Pharmacy Council of NZ  
<https://pharmacycouncil.org.nz/wp-content/uploads/2021/08/Recertification-policy.pdf>
- Recertification Framework and requirements, Pharmacy Council of NZ  
<https://pharmacycouncil.org.nz/pharmacist/recertification/>
- Competence Standards for the Pharmacy Profession 2015, Pharmacy Council of NZ  
[www.pharmacycouncil.org.nz/standards\\_guidelines](http://www.pharmacycouncil.org.nz/standards_guidelines)
- Code of Ethics 2018, Pharmacy Council of NZ  
[www.pharmacycouncil.org.nz/standards\\_guidelines](http://www.pharmacycouncil.org.nz/standards_guidelines)

# PSNZ Documents

All available from [www.psnz.org.nz](http://www.psnz.org.nz) > [Education](#) > [PSNZ Accreditation for Educational Activities](#)

- [PSNZ Accreditation Standards for Continuing Education \(CE\) Activities \(2019\)](#)
- [Accreditation of Continuing Education \(CE\) Activities Policy](#)
- [Assessment guidelines for Learning Activities](#)
- [Writing Learning Objectives](#)
- [Using MCQs for Assessment of Continuing Education](#)

## 1. DOCUMENT CONTROL

- a. Position Responsible: Programme Manager
- b. Date Approved: March 2015
- c. Review Date: March 2018
- d. Signed:

|           |               |   |
|-----------|---------------|---|
| Version 1 | March 2015    |   |
| Version 2 | November 2015 | Changes to the title and purpose to clarify the policy refer to the accreditation of all CE activities (PSNZ and external CE providers).<br>Removed the Appeals and Audit section and placed in the Accreditation of Continuing Education (CE) Activities Policy. |
| Version 3 | July 2019     | Combined Application Guide and sections of CE Accreditation Policy into one document<br>Reviewed and updated Guide  |
| Version 4 | January 2023  | Reviewed. Updated costs, logos, reference documents   |
| Version 5 | October 2023  | Removed table of costs.   |