

4 ASSESSOR REGULATIONS

- 4.1 An Assessor may not conduct an assessment in a pharmacy where there has been a previous business relationship within the past two years. This would include, but not be limited to, an Assessor, and/or an Assessor's company or partnership, who has worked in, been employed by, contracted or provided consultancy services to the pharmacy, other than providing assessment services.
- 4.2 An Assessor may not conduct an assessment in a pharmacy where there is a first or second degree family relationship.
- 4.3 Assessors must not use the assessment as an opportunity to sell other services that the Assessor may offer.
- 4.4 Assessors may provide information and advice on the assessment process as part of their service, to ensure a pharmacy is best placed to undergo a successful accreditation assessment. The provision of implementation assistance by assessors is not permitted, whether or not the Assessor will be assessing the pharmacy.
- 4.5 Assessors are not permitted to recommend implementation and/or maintenance assistance providers. Any enquiries regarding implementation assistance must be referred to QCPP State Manager or QCPP at the National Office.
- 4.6 Assessors are not permitted to conduct implementation assistance to pharmacies, pharmacy groups, wholesalers, registering authorities and other interested organisations. Any enquiries for such services should be directed to QCPP State Manager.
- 4.7 Assessors are not permitted to participate in implementation assistance to pharmacies, pharmacy groups, wholesalers, registering authorities and other interested organisations, unless otherwise authorised by the Director of QAS.
- 4.8 A pre-assessment check of a pharmacy's current level of compliance with the Standards is not to be used to provide implementation assistance. The pharmacy may only be supplied with a copy of the completed Assessor's checklist (including Assessor's template checklists) showing which Elements/Actions are non-compliant and what evidence would be required to demonstrate compliance. Any other documentation including, but not limited to, copies of policies, procedures, templates, signage etc. may not be provided.
- 4.9 Any data or records assessed for a pharmacy group by sighting at a central location are valid for three months. If any pharmacy within the group is not assessed within three months of sighting the data or records at the group's central location, the Assessor will be required to re-visit the central location to sight further data or records.
- 4.10 Assessors may use the words "Quality Care Pharmacy Program Licensed Assessor" or "QCPP Assessor" to describe their position but must not use words which infer an Assessor is a Guild Assessor such as "Pharmacy Guild Licensed Assessor", "Guild Assessor" or similar.
- 4.11 Assessors may not use unprofessional marketing techniques such as misrepresenting to a pharmacy that they are their allocated Assessor or that Assessors have allocated 'territories'. Assessors must not represent to a pharmacy that they have already been 'booked in' as their Assessor for their upcoming assessment.

- 4.12 Assessors will at all times maintain appropriate and timely contact with the QCPP and will give effect to all reasonable instructions and procedural directions from the Division.
- 4.13 Assessors must provide accurate and up-to-date information relating to QCPP rules and procedures and if unsure, the Assessor must seek the advice of the QCPP prior to providing such information.
- 4.14 Assessors must endeavour to return telephone calls and respond to email messages from pharmacies within two (2) working days.
- 4.15 Assessors are not permitted to sign certificates of any kind which are issued to the pharmacy or pharmacy staff and may be connected in any way with the Quality Care Pharmacy program.
- 4.16 Assessors are not to state or imply that they can obtain an extension to accreditation dates or assessment deadlines for pharmacies or link such statements to the assessment service they offer. Any such extensions may only be applied for by the pharmacy and not by an Assessor on behalf of the pharmacy.
- 4.17 Assessors are expected to keep themselves informed by:
- (i) regularly accessing QCPP website
 - (ii) reading emails regularly
 - (iii) reading QCPP newsletters
 - (iv) attending state Assessor meetings
- 4.18 All notifications, reports, checklists and other documents used in the assessment process (including notifications and reports to the pharmacy as well as the QCPP) may only be completed on current QCPP approved forms as supplied via the QCPP website and may not be added to or altered in any way. No other unauthorised forms, letters or reports may be supplied to the pharmacy. Forms having the same information, formatting and version numbers may be used by the Assessor in order to facilitate the Assessor's preferred mode of reporting and recording observations e.g. Electronic forms, e-QCPP.
- 4.19 Assessors must respond within two (2) working days to all email messages from the QCPP relating to overdue Assessor reports. For the purposes of this clause, consideration will be given to emergency situations and/or illness.
- 4.20 The QCPP logo is copyright and use of the QCPP logo by Assessors is strictly regulated. If an Assessor desires to use the QCPP logo in any way, he/she should contact the QCPP Program Manager for the current rules on how the logo may be used. It would be prudent to make such contact prior to ordering any printed materials. Unauthorised use of the QCPP logo may result in legal action.
- 4.21 Assessors are required to have access to, maintain and review the hardware and software requirements to ensure they are up-to-date and compatible with QCPP's current and future requirements (if known) with the following IT programs and equipment:
- (i) Operational computer system and printer.
 - (ii) Equipment to copy documents and send electronically as attachments to email in Microsoft Word, Microsoft Excel or Adobe Acrobat formats
 - (iii) Microsoft Windows operating system (at least Windows 2000)

- (iv) Adobe Acrobat reader (latest version)
- (v) Microsoft Word (at least Word 2000)
- (vi) Anti-virus and anti-spyware with regular updates (at least weekly)
- (vii) Active software or hardware firewall
- (viii) A reliable internet connection
- (ix) Email program for sending and receiving emails with attachments
- (x) Email account from your internet access provider that has a minimum of 10 Mb storage space and the ability to accept emails at least 5 Mb in size (not online accounts such as Hotmail, Yahoo or Google)

4.22 Assessors are required to have current Professional Indemnity Insurance to provide cover for any claims arising from the conducting of QCPP assessments which must be performed in line with QCPP standards, policies, assessment methodology and QCPP Assessor checklists. Assessors must, before commencing work under their QCPP Assessor Licence Agreement –

- (i) Take out and maintain a professional indemnity policy with a limit of indemnity of not less than \$10m in the aggregate, indemnifying the Assessor against any and all claims made against the Assessor for any breach of professional duty on the part of the Assessor in carrying out the Assessor's services or responsibilities under their QCPP Assessor Licence Agreement.
- (ii) Ensure the insurance cover is effected with a reputable insurance company or companies, and on terms and conditions reasonably acceptable to the QCPP.

4.23 Be able to provide suitable evidence of certificates of currency for professional indemnity insurance when the Licence Agreement is entered into and should be sighted regularly by QCPP

4.23 Assessors must have access to and maintain the following equipment –

- (i) A current version of the QCP Program materials with approved changes to documents.
- (ii) Current versions of all program checklists, reports and other relevant assessment documentation (e.g. TGA code of advertising).
- (iii) A meter for reading light levels in units of Lux that will read, at a minimum, light levels from 0 to 1000 Lux.
- (iv) A system to dispose of confidential data and/or records. (e.g. document shredder)