

Section 1 – Code of Conduct for QCPP Assessors

QCPP recognises Assessors are committed to promoting quality in practice to a high standard within community pharmacy. Assessors should acknowledge their responsibilities to QCPP and community pharmacy which will be demonstrated at all times by:

- 1.1 Assessors conducting themselves professionally, accurately and in an unbiased manner and adhering to high standards of ethical behaviour.
- 1.2 At all times being courteous and diplomatic.
- 1.3 At all times remain impartial, fair and objective.
- 1.4 Being aware of privileges extended to them and not discussing or disclosing any confidential and / or sensitive commercial information that may come into their possession during the course of their duties unless required by law or authorised in writing by the client.

Examples:

- a. *Discussions on client information with other QCPP Assessors, QCPP National Office or QSMs are acceptable*
 - b. *Discussions with business partners or other pharmacies are NOT acceptable*
 - c. *Comments to pharmacies about other Assessors or QCPP employees is NOT acceptable*
- 1.5 Avoiding conflicts of interest, and notify QCPP immediately should a conflict of interest (perceived or actual) arise.

Examples of conflicts of interest situations may include:

 - a. *Relationship with the pharmacy, or employees of the pharmacy*
 - b. *Employment (formal, contracted or consultancy) with the pharmacy within the last 2 years*
 - c. *Ethical considerations or conflict*
 - d. *Consultancy promoting himself / herself to the organisation to undertake additional work or recommend any other services that he / she is involved in*
 - e. *Membership of a Board or Advisory Committee (or similar) overseeing the Pharmacy Group*
- 1.6 Maintaining safety, security and password protection for QCPP documentation, databases and relevant software.
- 1.7 Maintaining professional standards of dress, behaviour and wearing a QCPP Assessor identification card at all times while assessing a community pharmacy.
- 1.8 Ensuring mobile phones are switched to silent or turned off for the duration of the assessment.
- 1.9 Respecting the pharmacy's 'in-house' rules, for example smoking policy.
- 1.10 Maintaining a high knowledge of the QCPP requirements (as outlined in 2.17), and relevant professional standards / guidelines / legislation and not undertaking any assessments they are not competent to perform.
- 1.11 Attending at least one nationally coordinated Assessor forum each licence period (and ideally all nationally coordinated Assessor forums) to assist in continuing education, assessment consistency and communication of QCPP quality improvements.

- 1.12 Not accepting any inducement, payments, commission, gift or any other benefit from client organisations, their employees or any interested party.
- 1.13 Not intentionally communicating false or misleading information that may compromise the integrity of any assessment, the accreditation process or any other Assessor.
- 1.14 Maintaining lines of communication with the pharmacy, QCPP National Office, QCPP State Managers and other QCPP Branch Staff.
- 1.15 Submitting all documentation and required actions as outlined in supporting policies and procedures on time.
- 1.16 Not acting in any way that would prejudice the reputation of QCPP, the accreditation process or fellow QCPP Assessors.
- 1.17 Cooperating fully with an enquiry, complaint investigation or incident investigation or in the event of any alleged breach of QCPP Assessor Code of Conduct, QCPP assessment procedures or QCPP accreditation rules.