



Remote Assessment Preparation Checklist

The Quality Care 2020 Remote Assessment Preparation Checklist can be used as a guide to help you prepare for a Quality Care 2020 Assessment.

1. Register for the QCPP Customer Portal and update your information

Gaining access to the QCPP Customer Portal is an essential step in the assessment process. If you have not registered for an account yet, visit portal.qcpp.com to get started. If you have access, ensure your contact details are up to date ahead of your assessment.

When the time comes, you will complete your remote assessment and find your post-assessment reports and Corrective Actions on the QCPP Customer Portal. It also gives you access to explore the [QC2020 Knowledge Hub](#), with a range of resources developed to help you prepare for your assessment.

Visit the [Using the QCPP Customer Portal](#) on the QCPP website for more information on how to register and navigate the QCPP Customer Portal.

2. Familiarise yourself with the QC2020 program

Learn more about Quality Care 2020, including the updated Requirements and the five Domains of Quality through a range of resources, including:

- [QCPP website](#)
- [QC2020 Knowledge Hub](#)
- [Program Rules](#)
- [Terms and Conditions](#)
- [Introducing Quality Care Factsheet on the Knowledge Hub](#)

3. Read the QC2020 Requirements

Download your copy of the QC2020 Requirements from the QC2020 Knowledge Hub and begin to review the document. Learn more about each of the five domains by clicking on the domain icons on the QC2020 Knowledge Hub home page.



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4. Prepare your evidence

Complete a detailed review of each domain and sub-domain in the QC2020 Requirements and compile the appropriate evidence.

You may find you have existing evidence within your Operations Manual that meets the QC2020 Requirements. If this is the case, focus on the new components of the QC2020 Requirements that are highlighted in the document.

Evidence may be stored in multiple locations, both hard copy or electronically. Consider preparing a one-page document detailing where evidence is located (i.e. employee files, online systems, folders etc.) for ease of access when it comes time for your assessment.

NOTE: As Assessments under QC2020 occur remotely, hard copy evidence must be converted into electronic format for uploading to the QCPP Customer Portal. Evidence can be uploaded as jpg, pdf, Excel or Word files.

Now you have access to the QCPP Customer Portal, QC2020 Knowledge Hub and have reviewed the QC2020 Requirements to prepare your evidence, you are ready for your QC2020 Assessment.

Congratulations and all the best!

Contact us:

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