



ACPE Continuing Professional Development Program Accreditation Program

Policies and Procedures Manual: A Guide for Providers

Effective January 1, 2024

The purpose of ACPE’s Continuing Professional Development (CPD) Policies and Procedures is to give providers of ACPE-accredited CPD programs a guide to ACPE’s CPD program policies and practices as they apply to providers’ overall CPD program and individual activities. The policies included in this manual form part of the essential understandings between providers of ACPE-accredited CPD programs and ACPE.

The current edition supersedes all previous versions of policies and procedures. These policies and procedures constitute a living document and are subject to change by ACPE. Major changes will be communicated to providers electronically. Questions as to the policies and procedures should be directed to ACPE staff.

Accreditation Council for Pharmacy Education

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Table of Contents

Section I-Introduction	4
A. ACPE’s Continuing Professional Development (CPD) Program Accreditation Mission	4
B. Scope of the Evaluation	4
C. ACPE’s Definition of Continuing Professional Development for the Profession of Pharmacy (Appendix A)	4
D. Benefits of CPD	4
i. Benefits to CPE and CPD Program Providers	4
ii. Benefits to Pharmacists, Pharmacy Technicians, Employers, and Patients	4
iii. Benefits to Students	5
iv. Benefits to State Boards of Pharmacy	5
Section II-CPD Advisory Committee	5
A. Continuing Professional Development Oversight	5
(1) CPD Advisory Committee:	5
(2) Recommendations to the CPE Commission and ACPE Board of Directors:	5
(3) CPD Advisory Committee Member Responsibilities	5
Section III-Program Accreditation Policies and Procedures	6
Policy 1.0 Providers of Continuing Professional Development Programs	6
ii. Additional Accreditation Terms:	9
i. Initial Term of Accreditation:	9
ii. Additional Accreditation Terms:	10
iii. Adverse Action:	10
iv. Administrative Warning:	10
v. Voluntary Withdrawal of Accreditation:	11
Policy 2.0 Reference to Status for Accredited CPD Programs	11
Section IV-Monitoring Policies and Procedures	12
Policy 1.0 Monitoring	12
Section V-CPD Program Operations Policies and Procedures	14
Policy 1.0 CPD Program Administrator and Systematic Planning of the CPD Program	14
Policy 2.0 CPD Program Planning, Core Elements, and Processes	15
Policy 3.0 Evaluation of Learner CPD and CPD Programs	16
Policy 4.0 Continuing Professional Development Credit	17

Policy 5.0 Record Keeping.....	18
Policy 6.0 Awarding Credit.....	18
Policy 7.0 Financial Resources	19
Policy 8.0 Provider Web Tool.....	20
Policy 9.0 Fees	20
Policy 10.0 Organization Name Change or Merger	20
Section VI-Communications and Complaints	21
Policy 1.0 Conflict of Interest (for representatives participating in or observing the CPD program accreditation process).....	21
Policy 2.0 Complaint Regarding a Provider of a CPD Program	21
Policy 3.0 Record of Learner Complaints Available to ACPE	23
Policy 4.0 Notice of Review or Consideration	23
Policy 5.0 Assistance in Accreditation Matters	23
Section VII-Reference.....	24
A. Glossary	24
Appendix A. Accreditation Council for Pharmacy Education Definition of Continuing Professional Development for the Profession of Pharmacy	25
Appendix B. Accredited CPE provider pathway and non-ACPE provider pathway.*	27
Appendix C. ACPE Continuing Professional Development Program Accreditation Process for ACPE-accredited CPE Providers	28
Appendix D. ACPE Continuing Professional Development Program Accreditation Process for Providers without CPE Accreditation	29

Section I-Introduction

A. ACPE's Continuing Professional Development (CPD) Program Accreditation Mission

The purpose of the CPD Accreditation Program is (i) to establish a mechanism for determining acceptable continuing professional development units for pharmacy professionals, (ii) to assure and advance continuing professional development, and (iii) assist individuals in developing and maintaining continuing competence, enhancing professional practice, and supporting achievement of career goals. CPD program providers do not have to have accreditation as a CPE provider, as two separate CPD program accreditation pathways exist. Entities and organizations which are considered ineligible providers of CPE are also considered ineligible for provision of accredited CPD programs.

B. Scope of the Evaluation

ACPE accredits CPD programs offered by providers which meet the definition, principles, and processes of CPD. Evaluation and accreditation of CPD programs is in accord with the *ACPE Principles of Continuing Professional Development*.

C. ACPE's Definition of Continuing Professional Development for the Profession of Pharmacy (Appendix A)

ACPE defines CPD as a self-directed, ongoing, systematic, and outcomes-focused approach to lifelong learning that is applied into practice.

D. Benefits of CPD

i. Benefits to CPE and CPD Program Providers

Providers of CPD programs stand to benefit from developing and implementing CPD programs for internal and external use. Development and implementation of an accredited CPD program sets a high standard across the organization for staff development, improves productivity with the help of motivated and skilled employees, endorses a learning culture within the organization, and allows providers to keep up with the latest trends and changes in the pharmacy profession.

ii. Benefits to Pharmacists, Pharmacy Technicians, Employers, and Patients

Additionally, CPD has the potential to provide several benefits to pharmacy professionals, including but not limited to promoting independent learning, improving learning ability, develop practical skills and qualifications, and encourage the application of new knowledge, skills, and attitudes to enhance patient outcomes. Additionally, organizations and employers may benefit from employee engagement in CPD by encouraging a culture of learning and staff development. Finally, patients stand to benefit from learner engagement in CPD, which focuses on helping pharmacy professionals develop holistically, acquiring the skills and training required to promote person-centered care.

iii. Benefits to Students

CPD programs are feasible and effective for assisting students in the identification and creation of learning objectives. Additionally, CPD may help students plan learning activities, and document and assess co-curricular activities. CPD programs have been shown to provide several benefits to students, such as improving learning and development related to oral, written and interprofessional communication, leadership, and time management. Additionally, students participating in CPD programs have shown improvements in self-assessment and self-management skills, which are important to lifelong learning.

iv. Benefits to State Boards of Pharmacy

Finally, it is important that continuing professional development programs be comprehensive and high-quality as some state boards accept CPD for license renewal requirements.

Section II-CPD Advisory Committee

A. Continuing Professional Development Oversight

ACPE staff and the CPD Advisory Committee will be initially responsible for recommending policy and procedure for the ACPE CPD Program Accreditation initiative; assisting in strategic planning; reviewing provider's ACPE-accredited CPD program comprehensive reports (and other reports as necessary); and recommending program accreditation actions to the ACPE CPE Commission and Board of Directors. Each recommendation will be reviewed and the CPE Commission and ACPE Board of Directors, at their regularly scheduled biannual meetings, will take official actions.

(1) CPD Advisory Committee: The members of the CPD Advisory Committee will be identified by ACPE staff based on self-reported involvement in CPD initiatives within the pharmacy profession. The CPD Advisory Committee will be comprised of members from various sectors of CPD stakeholders. The membership shall include representation from ACPE-accredited providers, state boards of pharmacy, state pharmacy associations, colleges and schools of pharmacy, practicing pharmacists, and pharmacy technicians. Membership will also include expertise in continuing professional development. Each CPD Advisory Committee member will have experience with continuing professional development, and/or adult education, and awareness of contemporary pharmacy education and practice. The CPD Advisory Committee and ACPE staff will review committee membership and service appointments on a yearly basis.

(2) Recommendations to the CPE Commission and ACPE Board of Directors: At each CPE Commission meeting, ACPE staff will present CPD program recommendations and guidance provided by the CPD Advisory Committee. Final recommendations and guidance approved by the CPE Commission regarding CPD will be presented during the January and June meeting of the ACPE Board of Directors by the Chair of the CPE Commission for action. The ACPE Board will deliberate and take the appropriate action as per its established procedures for decision-making.

(3) CPD Advisory Committee Member Responsibilities: CPD committee member responsibilities include: participating in CPD meetings, ensure effective CPD organizational planning by ACPE, review providers' CPD program reports and recommend accreditation actions to the CPE Commission, participate in the periodic review of CPD program accreditation policies, procedures

and Principles for Continuing Pharmacy Education, ensure legal and ethical integrity of ACPE's program of CPD program accreditation, act in an advisory capacity to the CPE Commission and Staff, have a respectful, equal, and inclusive attitude for colleagues and their views, maintain confidentiality at all times.

Section III-Program Accreditation Policies and Procedures

Policy 1.0 Providers of Continuing Professional Development Programs

A provider is an institution, organization, or agency that develops, offers, and oversees a CPD program which demonstrates compliance with the *Principles of Continuing Professional Development*. Both ACPE-accredited CPE providers and organizations and entities without an ACPE-accredited CPE program are eligible for CPD program accreditation. Information regarding specific CPD programs may be obtained by corresponding directly with the provider of the CPD program listed in the ACPE Directory of Accredited Continuing Professional Development Programs at www.acpe-accredit.org. Given that CPD programs eligible for accreditation may be provided by ACPE-accredited CPE providers and non-accredited providers, different pathways exist for each potential CPD program provider. A summary of pathways for different CPD program provider types is available in Appendix B.

Procedures

1a. Initial Application

ACPE-accredited CPE Provider submitting a CPD Program

ACPE-accredited CPE providers in good standing seeking CPD program accreditation are required to submit the *Initial Application for Accreditation Council for Pharmacy Education Continuing Professional Development (CPD) Program Accreditation*. In addition, the following items must be submitted at the same time:

- ✓ Non-refundable application fee, in the form of a check, money order, electronic funds and/or wire transfer. Note: if the applicant formally withdraws their application prior to the accreditation action, a portion of the application fee may be refunded at the discretion of ACPE.

Application submissions for CPD programs by ACPE-accredited CPE providers will be accepted on an ongoing basis, with initial review completed by ACPE staff and notification of provisional CPD program accreditation status completed within thirty (30) days of initial submission. All recommendations for CPD programs will be presented to the CPE Commission and Board for evaluation and action. A formal report of the Board's action will be made to the applicant shortly after the meeting. The notice of the action will indicate that the Board has (1) affirmed CPD program accreditation status or (2) recommended continued provisional status to be reviewed after program improvements have been made.

Provider without CPE Accreditation submitting a CPD Program

Eligibility: The organization must be administratively and operationally responsible for coordinating all aspects of the CPD program. An ineligible company (previously named a commercial interest) is not eligible for ACPE program accreditation. An ineligible company is any

entity producing, marketing, re-selling, or distributing health care goods or services consumed by, or used on, patients. Providers of clinical service directly to patients are not ineligible companies.

Non-ACPE accredited providers seeking CPD program accreditation are required to submit the *Initial Application for Accreditation Council for Pharmacy Education Continuing Professional Development (CPD) Program Accreditation*. In addition, the following items must be submitted at the same time:

- ✓ Non-refundable application fee, in the form of a check, money order, electronic funds and/or wire transfer. Note: if the applicant formally withdraws their application prior to the accreditation action, a portion of the application fee may be refunded at the discretion of ACPE.
- ✓ Articles of Incorporation establishing incorporated status of the organization or other organizational documentation verifying the legal status of the provider.

Application submissions for CPD programs by providers without an ACPE-accredited CPE program will be accepted on an ongoing basis, with initial review completed by ACPE staff and CPD Advisory Committee and notification of CPD program provisional accreditation status completed within sixty (60) days of initial submission. The CPD Advisory Committee will review recommendations and program evaluation documents completed by ACPE staff, submitting finalized recommendations to the CPE Commission for approval. All recommendations for CPD programs will be presented to the Board for evaluation and action. A formal report of the Board’s action will be made to the applicant shortly after the meeting. The notice of the action will indicate that the Board has (1) affirmed CPD program accreditation status or (2) recommended continued provisional status to be reviewed after program improvements have been made.

While applications will be accepted and reviewed on an ongoing basis, several deadlines are important to consider in order for Board action to be taken regarding accreditation status, resulting in removed or continuing provisional accreditation status. Deadlines for submission of application for Board consideration are as follows:

The application must be submitted between:	For consideration at the:
May 1st to October 31st	January Board of Directors Meeting
November 1st to April 30th	June Board of Directors Meeting

1b. Administrative Responsibilities

Once program accreditation status has been awarded, providers are expected to respond to requests for information, report activities via the online Provider Web Tool, report CPD units completed via the online CPE Monitor® tool, submit annual fees, and undergo periodic monitoring reviews to assure full compliance with ACPE’s *Principles of Continuing Professional Development*. All components of the CPD program which are completed and submitted to the provider for CPD units that complies with the Definition of Continuing Professional Development for the Profession of Pharmacy must offer and award ACPE CPD units if the learner successfully completes the requirements necessary for CPD units.

ACPE-accredited CPE Provider submitting a CPD Program

After initial application and review, CPD programs provided by ACPE-accredited CPE providers will be subject to a one-year review, where providers must submit a satisfactory CPD Self-Assessment Report including documentation of compliance with CPD principles. During this time, it is required that the CPD program administrator view the ACPE CPD Webinar Series. Program accreditation beyond the initial accreditation term is dependent upon submission of a satisfactory report including documentation of compliance with CPD principles. The granting of program accreditation status to a provider does not imply recognition of that provider's satellite organizations, cooperating organizations, or divisions.

Provider without CPE Accreditation submitting a CPD Program

After initial application and review, CPD programs offered by providers without CPE program accreditation will be subject to a one-year review, where providers must submit a satisfactory CPD Self-Assessment Report including documentation of compliance with CPD principles. During this time, it is required that the CPD program administrator view the ACPE CPD Webinar Series. Program accreditation beyond the initial accreditation term is dependent upon submission of a satisfactory report including documentation of compliance with CPD principles. The granting of program accreditation status to a provider does not imply recognition of that provider's satellite organizations, cooperating organizations, or divisions.

1c. Fees

When a CPD program is awarded accreditation status, the program provider will be invoiced for the annual evaluation and program accreditation fee as set by the Board. Programs awarded accreditation status will be invoiced the amount set for new CPD programs. Thereafter, a fee will be paid annually as long as accredited, probationary, or inactive status is maintained. Fees for CPD program evaluation and program accreditation will be assessed for ACPE-accredited CPE providers and non-accredited providers at the discretion of the Board.

1d. Reaccreditation of Accredited Provider Status

Providers of accredited CPD programs seeking renewal of accredited program status beyond the current term of accreditation shall be required to submit data documenting capability for, and commitment to, compliance with the principles, policies, and procedures.

ACPE-accredited CPE Provider submitting a CPD Program

When a provider is due to complete a CPD Self-Assessment Report for their ACPE-accredited CPE program, an additional CPD Report will be completed. Both reports will be submitted via ACPE's Comprehensive Evaluation Self-Assessment Report (CESARS) electronic platform in which each of the ACPE principles is reviewed and evaluated by the provider. In the evaluation process, ACPE staff and Board will rely upon the provider's prior experience in CPD implementation and documentation, in the event that such experience is absent, the provider's mechanism(s) for assuring that the CPD program provided will meet the principles, policies and procedures. ACPE staff and the Board may audit and/or seek additional detailed information as deemed necessary to an evaluation of the provider's capabilities and may also survey learners and others regarding professional development activities completed by program participants. Accreditation decisions surrounding both CPD and CE programs will be made by the Board, which reserves the right to grant shortened or extended terms of accreditation in order to establish a cycle allowing efficiency

and evenness of workload. Accredited status indicates that, in the opinion of the CPD Advisory Committee, CE Commission, ACPE staff, and Board, the CPD program complies with the principles, policies and procedures.

- i. The initial term for accreditation is one year from the date accreditation is granted following submission and review of an application for accreditation. Initial accreditation terms will be 12 months from either February 1st for Fall Applicants or July 1st for Spring Applicants. Fall Applicants are providers who submit CPD programs from May 1st to October 31st, whereas Spring Applicants are providers who submit CPD programs from November 1st to April 30th. At the end of the first year, the provider is required to submit a one-year CPD Self-Assessment Report for review.
- ii. **Additional Accreditation Terms:** Following the initial one-year accreditation term and CPD Self-Assessment Report review, providers may be granted a two-year accreditation term. After the two-year accreditation term, providers will submit a CPD Self-Assessment Report for review. Following a satisfactory report, the CPD accreditation cycle will coincide with the CPE accreditation process. If an ACPE-accredited CPE Provider is due to submit a CPE program self-assessment report during the two-year accreditation term, a CPD Report will not be required during the CPE accreditation process. Additionally, if a CPE self-assessment report is due to be submitted within the year following the submission of a CPD report, an additional CPD report will not be due at that time. Providers of CPD programs are subject to an annual fee set by the Board to maintain accredited status.

Provider without CPE Accreditation submitting a CPD Program

After initial review and accreditation, a CPD Self-Assessment will be submitted after the first year. The Self-Assessment report will be submitted via ACPE’s Comprehensive Evaluation Self-Assessment Report (CESARS) electronic platform in which each of the ACPE principles is reviewed and evaluated by the provider. In the evaluation process, ACPE staff and Board will rely upon the provider’s prior experience in CPD implementation and documentation, in the event that such experience is absent, the provider’s mechanism(s) for assuring that the CPD program provided will meet the principles, policies and procedures. ACPE staff and the Board may audit and/or seek additional detailed information as deemed necessary to an evaluation of the provider’s capabilities and may also survey learners and others regarding professional development activities completed by program participants. Accreditation decisions surrounding CPD programs will be made by the Board, which reserves the right to grant shortened or extended terms of accreditation in order to establish a cycle allowing efficiency and evenness of workload. Accredited status indicates that, in the opinion of the CPD Advisory committee, ACPE staff, and Board, the CPD program complies with the principles, policies and procedures.

- i. **Initial Term of Accreditation:** The initial term for accreditation is one year from the date accreditation is granted following submission and review of an application for accreditation. Initial accreditation terms will be 12 months from either February 1st for Fall Applicants or July 1st for Spring Applicants. Fall Applicants are providers who submit CPD programs from May 1st to October 31st, whereas Spring Applicants are providers

who submit CPD programs from November 1st to April 30th. At the end of the first year, the provider is required to submit a one-year CPD Report for review.

- ii. **Additional Accreditation Terms:** Following the initial one-year accreditation term and CPD Self-Assessment Report review, providers may be granted a two-year accreditation term. After the two-year accreditation term, providers will submit a CPD Self-Assessment Report for review. Following a satisfactory report, the CPD accreditation cycle will be every three years, with CPD programs receiving three-year accreditation terms. At the conclusion of each accreditation term, a CPD Self-Assessment Report will be due. Providers of CPD programs are subject to an annual fee set by the Board to maintain accredited status.

All CPD Program Providers

- iii. **Adverse Action:** Adverse action, defined as probation, withdrawal, denial, or removal of accreditation, will be taken if a provider fails to bring itself into compliance within the period specified by the Board; and/or has not paid annual fees, submitted requested reports; and/or has not responded to communications by ACPE. Withdrawal of program accreditation will occur when there is documented evidence that a provider with any accreditation status (Accredited, Accredited with Inactive Status, or Accredited with Probation) exhibits deficiencies in achieving or maintaining compliance with a principle(s). ACPE will then notify the public within 30 days. Public notification includes posting on the ACPE web site and in the Report of the Proceedings.
- iv. **Administrative Warning:** Administrative Warning is an accreditation status assigned administratively when a provider does not comply with administrative requirements for maintaining accreditation. These requirements may include but are not limited to: (1) failure to pay ACPE any invoiced fees within the time limitation indicated on the invoice; (2) failure to submit monitoring reports or annual monitoring requirements by the established deadline; (3) failure to submit timely notification of a substantive change; (4) inappropriate use of the ACPE CPD logo; 5) failure to submit CPD units through CPE Monitor.

If staff determines that a provider has failed to meet its administrative obligations as listed above, the provider will be notified in writing of each delinquency and given ten (10) days to fulfill all outstanding requirements, after which continued failure to comply will result in the imposition of Administrative Warning. Administrative Warning will be removed once all administrative requirements have been met. Failure to cure any such delinquency within the designated time period will result in a review for Board action at the next regularly scheduled Board meeting and may result in the provider being subjected to an adverse action. If staff determines that a provider has failed to submit a complete self-assessment report as part of the comprehensive review for continued accreditation, the provider will be notified in writing of the delinquency and given two (2) weeks to fulfill all outstanding requirements, after which continued failure to comply will result in the imposition of Administrative Warning. Failure to cure any such delinquency within the designated time period will result in a review for Board action at the next regularly scheduled Board meeting and will result in

the provider being placed on probation with a complete self-assessment report due during the subsequent accreditation cycle.

Administrative Warning is an administrative classification and is not subject to reconsideration or appeal. During a period of Administrative Warning, a provider continues to be recognized as being accredited according to the last status decision and is maintained in the Directory listing of accredited providers. In addition, the provider will be listed as being on Administrative Warning in all published documents that specify accreditation status. If the provider's program accredited status is not restored, the education activities produced during the program's term of accreditation will not be recognized as accredited when offered to new audiences. At such times, the provider will be notified in writing, removed from the ACPE directory of accredited CPD programs, and indicated in the Report of the Proceedings. If a provider of an accredited CPD program believes adverse action notification is not warranted or that the situation has been misjudged by reason of the applicable facts, the provider may request a review of the situation by a special Appellate Commission under the terms and conditions set forth in. (Appendix B)

- v. **Voluntary Withdrawal of Accreditation:** In the event of voluntary withdrawal from accreditation or upon a decision to let accreditation lapse, written notification of such actions shall be made to ACPE that includes the date and reason for withdrawal of CPD program accreditation status. In addition, all CPD processes and programs will expire on a date agreed upon by the provider and ACPE prior to the date of withdrawal. CPD programs who provide CPD to learners with recertification or licensure are required to work with learners to assure discontinuation will not impact certification or relicensure.

Policy 2.0 Reference to Status for Accredited CPD Programs

ACPE-accredited CPE Provider submitting a CPD Program

Any reference by a provider of an accredited CPD program to accreditation by the Board in announcements, promotional materials, publications, or in any other form of communication or publicity, in addition to statements appropriate for CPE activities, shall state the following sentence which reflects CPE and CPD program accreditation:

“(Name of Provider) is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education and provides an accredited CPD program for pharmacy professionals.”

The Board's official accredited CPE provider (Figure 1) logo and CPD program logo (Figure 2) shall also be used in close conjunction with the statement. Additionally, for CPE activities which accredited CPE providers deemed to include elements of the CPD cycle, the official CPD activity logo may be used by accredited CPE providers.

Provider without CPE Accreditation submitting a CPD Program

Any reference by a provider of an accredited CPD program to accreditation by the Board in announcements, promotional materials, publications, or in any other form of communication or publicity, shall state only the following:

“(Name of Provider) provides a CPD program for pharmacy professionals which is accredited by the Accreditation Council for Pharmacy Education.”

The Board’s official accredited CPD program logo (Figure 2) shall also be used in close conjunction with the statement. Providers of ACPE-accredited CPD programs without accreditation as a CPE provider may not use the Board’s official accredited CPE provider logo (Figure 1).

Figure 1. Provider Logo



Figure 2. ACPE CPD Logo



Procedures

2a. Programs on Probation: Any reference to a program with a probation to its status in announcements, promotional materials, publications, or in any other form of communication or publicity, shall state only the following: “The CPD program for pharmacy professionals provided by (Name of Provider) is on probation as a CPD program by the Accreditation Council for Pharmacy Education. Next scheduled review: (date).” ACPE’s official accredited CPD program logo shall also be used in close conjunction with the statement.

2b. Organizations applying for ACPE accreditation: Providers that are in the process of applying to ACPE for accreditation may not include a statement to this effect in their materials or any form of marketing or publicity; only providers that have accredited CPD programs may reference ACPE on their materials or publicly.

Section IV-Monitoring Policies and Procedures

Policy 1.0 Monitoring

Once a CPD program is accredited, the organization is required to submit periodic updates to ACPE in response to recommendations from its last report. During the term of a provider’s accreditation, the Board will seek, by various means, assurances of the maintenance of quality.

Procedures

1a. Evaluation process: A provider submits a CPD Self-Assessment Report for review based on current accreditation status. This report should address the *ACPE Principles for Continuing Professional Development, Policies, and Procedures*.

The review process is as follows: ACPE staff members review the provider's compliance with the Accreditation Principles for Continuing Professional Development based on the Self-Assessment Report which contains the following: 1) the provider's narrative responses, 2) supporting documentation, and 3) self-assessment of performance using the CPD Evaluation Form (Rubric). If a provider fails to submit a complete CPD Self-Assessment Report, the provider will be notified in writing of the delinquency and given two (2) weeks to fulfill all outstanding requirements, after which continued failure to comply will result in the imposition of Administrative Warning and Board action at the next regularly scheduled Board meeting. Refer to Administrative Warning (Section III, Policy 1.0, Procedure 1b, subsection iv) for the full procedure. As part of the review process, a conference call will be scheduled to discuss the report. The Board will review and approve the Action and Recommendations document, which then will be sent to the provider.

i. Review Conference Call Guidelines: The purpose of the Annual Review conference calls is to evaluate the CPD program processes, outcomes, and impacts on learner CPD. In addition, ACPE staff will ask questions to validate the findings in the provider's self-assessment report and to give the provider the opportunity to answer questions and clarify issues that are unclear. The review conference call will be conducted by an ACPE staff member and should take no more than two hours total. The ACPE staff member performing the review will:

- Review the Provider Summary, CPD Self-Assessment Report, CPD Program Forms.
- Complete the CPD Rubric.
- Make note of questions and topics that you would like to discuss in more detail.

ii. English Language Policy: ACPE conducts its business in English. All correspondence and conversation with ACPE, including monitoring reports, must be in English. If any portion of the provider's continuing education program is conducted in a language other than English, the provider must submit a copy of the original non-English materials appropriately labeled with an English translation.

1b. Ongoing Monitoring of Quality: A provider of an accredited CPD program may be requested to submit reports designed to give evidence of ongoing compliance with the principles, and/or to provide records of progress in the development of its educational activities and operations. The CPD Advisory Committee and/or Board may survey learners in the provider's CPD program for additional assurances. The Board may require other assessment or information concerning the provider and/or its activities at any time. Accreditation actions, including reconsideration of any prior accreditation action shall be made by the Board of Directors only during a regularly scheduled meeting of the Board; provided however, where ACPE finds that facts demonstrate an egregious violation of principles(s) and/or policies and procedures, immediate action may be taken by the

Board of Directors to protect the integrity of the accreditation process. Regular meetings of the Board are currently scheduled for January and June of each year.

- i. *CPD Self-Assessment Report*: This report is due 1) one year after the applicant was approved as an accredited provider, 2) after the initial two-year accreditation term, and 3) each time the CPD program is due for reaccreditation after the initial two-year term, which varies based on provider type. The CPD Report should address those principles marked as “Needs Improvement” or “Additional Documents Needed” from the Program’s Action and Recommendation report that was received by the provider from ACPE in response CPD program accreditation application. An Action and Recommendation report is sent to the provider following the submission and review of the provider’s initial application for program accreditation.

Section V-CPD Program Operations Policies and Procedures

Policy 1.0 CPD Program Administrator and Systematic Planning of the CPD Program

There shall be a visible, continuous, and identifiable authority charged with the administration of the provider’s CPD program. The administrative authority shall have the responsibility and be accountable for assuring and demonstrating compliance with the standards. The provider should have policies and procedures to conduct its CPD program. The person in whom the administrative function is vested shall be qualified by virtue of background, education, training and/or experience. The CPD Administrator must have authority within the organization to assure that the ACPE principles, policies, and procedures are met. Where appropriate, the CPD administrator may also serve as the administrator of an ACPE-accredited CPE provider.

Procedures

1a. Responsibilities

The provider of the CPD program should be able:

- Use evidence-based adult and organizational learning principles to improve the performance of healthcare professionals, healthcare teams and the organizations in which they work, in order to improve patient outcomes. (Using Adult/Organizational Learning Principles)
- Implement and improve processes and procedures for CPD programs that encourage holistic development of pharmacy professionals. (Designing Educational Interventions)
- Use data to evaluate the effectiveness of CPD processes and the impact of the overall CPD program, with emphasis on practice or behavioral change. (Measuring the Performance of CPD Processes and the Overall CPD Program)
- Collaborate and partner with stakeholders to help meet the CPD mission. (Collaborating and Partnering with Stakeholders)
- Manage and administer the CPD office operations to meet personnel, finance, legal, logistical, accreditation, CPD units, and/or regulatory standards. (Manage and Administer the CPD Program)
- Provide leadership for the CPD program. (Lead the CPD Program)

- Continually assess individual and CPD program performance and make improvements through relevant learning experiences. (Engage in Self-Assessment and Lifelong Learning)
- Approach the practice of CPD from a system-thinking perspective, recognizing that pharmacy professionals are part of a complex healthcare system that delivers patient care. (Engage in Systems Thinking in CPD)

The provider must have or provide support for the administrator’s continuing professional development. (Appendix E) The administrator and, where utilized, other professional staff, should maintain and enhance their professional development by seeking to improve their knowledge, skills and experience in the responsibilities noted above.

1b. Administrative Change

In the event of administrative change, a procedure for transfer of authority should exist to have a smooth and orderly transfer of administrative responsibilities from one individual to another. The procedure for transfer of authority should include prompt notification to ACPE via the Provider Verification Form in the Provider Web Tool whenever a change takes place. Adequate training of the new administrator should occur to ensure familiarity with ACPE principles, ACPE policy and procedures, general administrative and other liaison responsibilities between the provider and ACPE, and all other areas of operational and policy responsibility for the provider’s continuing professional development efforts.

Policy 2.0 CPD Program Planning, Core Elements, and Processes

To assure CPD programs are systematically planned, providers of CPD programs must use provide planning documentation emphasizing expected core elements of a CPD program. Continuing professional development is often considered a cyclical process, where learners engage in specific components within a CPD cycle, which are as follows: Reflect, Plan, Learn, Evaluate, Apply, Record/Review. Programs must incorporate CPD cycles and cycle components to assure learner planning, activities, and outcomes are aligned. Providers of CPD programs are encouraged to guide pharmacists and/or pharmacy technicians to the best combination of resources and activities to plan, engage, and assess activities which are aligned with their goals and desired outcomes related to their learning, professional development, and practice needs. Providers of CPD programs are also encouraged to facilitate the best combination of completed CPD cycles and cycle components which meet learner development needs.

Procedures

2a. Systematic Planning of CPD

Providers of CPD programs must establish and employ a systematic planning process for the development and implementation of a CPD process for learners. The program should include the following core elements:

- requisites for learner engagement in the CPD program, e.g., “learning contract” (incorporate educating the learner of CPD as a foundational knowledge to effectively engage with the programming).

- resources required by the provider for development, facilitation, implementation, and evaluation of the CPD program.
- means by which learner CPD will be assessed, and minimum level of achievement required.
- means by which the CPD program will be evaluated.
- process for awarding CPD value-based units upon learner completion of the CPD program.

2b. Components of CPD Program

The CPD Program must employ a design or process based around the components of a CPD cycle: Reflect, Plan, Learn, Evaluate, Apply, Record/Review.), where learners:

- *Reflect*: complete a structured self-assessment and identify competencies for development.
- *Plan*: Create a personal development plan to address identified learning needs, which includes Specific, Measurable, Achievable, Relevant, Time-bound (SMART) learning objectives and identification of activities and resources to meet goals.
- *Learn*: Implement the plan using a range of learning activities and methods, and document all learning (CE and non-CE) that occurred to meet goals and objectives.
- *Evaluate*: evaluate learning outcomes from participation in CPD activities to meet stated CPD goals.
- *Apply*: Assess application of acquired knowledge, skills, attitudes, and values into practice and associated impact of application.
- *Record/Review*: Review CPD documentation to measure progress over time.

Policy 3.0 Evaluation of Learner CPD and CPD Programs

Providers of CPD program must employ a process to validate learner engagement and performance, with focus on learning outcomes and impact on professional practice, patient/population health, and/or organizational/system outcomes. Assessment feedback is to be provided to the learner in a constructive and timely manner through each step of the CPD cycle (formative) and upon completion of the program (summative). Additionally, the provider of the CPD program must conduct or facilitate a structured evaluation of the CPD program for determining its effectiveness in supporting and promoting self-directed lifelong learning. Information gathered should be used in a systematic fashion for the purpose of ongoing improvement of the provider's CPD program.

Procedure

3a. Assessment Elements

The following approaches to CPD assessment and evaluation should be considered to

- I. Identification of specific learning needs and goals through reflection with consideration of alignment with organizational goals.

- II. Creation of SMART learning objective(s).
- III. Congruency between completed CPD activities and identified needs/goals.
- IV. Evidence that learning needs/goals have been addressed through achievement of SMART learning objective(s).
- V. Evaluation of achievement of professional development outcomes.
- VI. Evaluation and verification of learning application/practice changes.

Policy 4.0 Continuing Professional Development Credit

The number of contact hours or CPDUs to be awarded for participation and successful completion of a CPD program shall be determined by the provider in advance of offering the CPD program. Continuing Professional Development Units (CPDUs) should be awarded for the completion of activities reflective of the CPD cycle components listed previously (Policy 2.0 Procedure 1b).

Procedure

4a. CPD Component Units

CPDUs are based on activity completion which satisfies the components of a CPD cycle.

- For the *Reflect, Plan, Learn, Evaluate, and Apply* components within a single CPD cycle, a maximum of 2 CPDUs can be awarded for each component (i.e., Reflection = 2 CPDUs).
- While *Review/Record* is not a component of the CPD cycle individually eligible for CPDUs, providers are encouraged to facilitate the incorporation and completion of this component within CPD activities and cycle components.
- While there is no minimum number of activities required to satisfy and award credit for each component, activities which CPD program providers deem sufficient for completion and reflective of each CPD component must be justified by an educationally sound and defensible process, which must be employed and documented. Acceptable procedures include, but are not limited to:
 - Assessing the quality of activities required to complete each CPD cycle component.
 - A determination by an advisory panel, consisting of individuals qualified by experience and training in the development and administration of continuing professional development.
 - Monitoring actual participant progress and completion of activities reflecting CPD cycle components for validation of credit awarded.

In all instances, the provider should be conservative in the determination of the requirements for CPD cycle component completion. Providers and learners are encouraged to emphasize and complete all components of a CPD cycle to maximize learning, including identifying, planning, and applying learning to practice.

4b. CPD Units for CPE Activities

ACPE-accredited CPE Provider submitting a CPD Program

ACPE-accredited CPE providers who offer accredited CPD programs may award CPD units for activities completed to satisfy a CPD cycle component in addition to CPE units awarded for completion of an ACPE-accredited CPE activity. The CPE activities completed must be clearly reflective of a CPD component within an established CPD cycle. CPE activities which are completed to satisfy CPD cycle components which are not ACPE-accredited CPE activities are not eligible for CPE.

Provider without CPE Accreditation submitting a CPD Program

Providers of accredited CPD program who are not ACPE-accredited CPE providers may only award CPD units for CPD cycle components.

4c. Incomplete CPD Cycle Units

While providers should emphasize the importance of CPD cycle completion and encourage CPD program participants to complete CPD cycles, providers of accredited CPD programs may award CPD units for activities completed to satisfy CPD cycle components. Units shall be awarded as described above.

Policy 5.0 Record Keeping

The provider of a CPD program shall maintain and assure the availability of records adequate to serve the needs of the learners and others requiring such information for a period of three years. The provider should ensure the security of its records by having appropriate backup systems and contingency plans.

ACPE offers a platform to facilitate the CPD process and record keeping for pharmacy learners, MY CPD. CPD Administrators have access to MY CPD to document personal CPD and pharmacists with a subscription to CPE Monitor Plus also have access to the MY CPD platform. More information regarding the MY CPD platform can be found [HERE](#). In addition to the MY CPD platform, ACPE provides several resources and workbooks to facilitate CPD documentation for pharmacy learners, as well as CPE and CPD administrators. These resources are available [HERE](#).

Note: The provider's and ACPE's records may be used by state boards of pharmacy to verify a pharmacist's participation in an activity and, therefore any problems noted with record keeping should be corrected immediately.

Policy 6.0 Awarding Credit

Providers are required to submit CPD program component completion for learners online via CPE Monitor®. CPE Monitor®, the collaborative service from the Accreditation Council for Pharmacy Education (ACPE) and the National Association of Boards of Pharmacy (NABP), allows providers of CPD programs to authenticate, store, and streamline data reporting and compliance verification for participating boards of pharmacy, certification bodies, and other relevant entities and organizations. The CPD tracking system creates a direct link for sending CPD data from ACPE-accredited programs to ACPE and then to NABP, ensuring that all reported CPD units are officially verified by providers of ACPE-accredited CPD programs. Pharmacists and pharmacy technicians may obtain a unique identification number from NABP (www.nabp.pharmacy) to be used when

registering for an ACPE-accredited CPD program. For a given CPD program, the provider will be offered a variety of mechanisms to upload each participant's NABP e-profile ID number, month and date of birth, and date of participation within 60 days of the learner enrolling in the CPD program via CPE Monitor®. After CPD units are processed by ACPE and NABP, pharmacists and pharmacy technicians will be able to login to a comprehensive electronic profile to access information about their completed CPD.

Procedures

6a. Technical Specifications Guide for CPE Monitor®

The provider is asked to reference the Technical Specifications Guide to assist in the upload process for participant information.

6b. Administrative Warning

If providers do not submit activity and participant information online via CPE Monitor®, the provider will be placed on Administrative Warning, probation or an adverse action, defined as withdrawal, denial or removal of accreditation may be taken. Administrative Warning is an accreditation status assigned administratively when a provider does not comply with administrative requirements for maintaining accreditation. If staff determines that a provider has failed to meet its administrative obligations as listed above, the provider will be notified in writing of each delinquency and given ten (10) days to fulfill all outstanding requirements, after which continued failure to comply will result in the imposition of Administrative Warning. Administrative Warning will be removed once all administrative requirements have been met. Failure to cure any such delinquency within the designated time period will result in a review for Board action at the next regularly scheduled Board meeting and may result in the provider being subjected to an adverse action. Administrative Warning is an administrative classification and is not subject to reconsideration or appeal. During a period of Administrative Warning, a provider continues to be recognized as being accredited according to the last status decision and is maintained in the Directory listing of accredited providers. In addition, the provider will be listed as being on Administrative Warning in all published documents that specify accreditation status. If the provider's accredited status is not restored, the education activities produced during the provider's term of accreditation will not be recognized as accredited when offered to new audiences. At such a time, the provider will be notified in writing and removed from the ACPE directory of accredited providers.

Policy 7.0 Financial Resources

The budget and resources for CPD programs shall be adequate to sustain the activities undertaken and their continued improvement, the maintenance and security of records of CPD processes and statements of units, and for the training and professional development of the CPD administrator and the provider's staff. The provider should document adequacy of resources by having an audited financial statement or appropriately certified income and expense statement.

Policy 8.0 Provider Web Tool

The Provider Web Tool is a secure, web-based application designed for ACPE-accredited providers to submit and update CPD program processes and resources, as well as update contact information using the Provider Verification Form.

Procedures

8a. Change in Administrator

1) When a change in administrator, address or contact information occurs, the provider must submit an online Provider Verification Form via the Provider Web Tool prior to the change taking place.

a. Login to the Provider Web Tool b. Click on “Provider Verification Form.”

c. Click on “Make Changes.”

d. Enter the changes into the appropriate fields.

e. Click on “Submit.”

2) If there is an administrative change, the provider should also develop a means by which the new administrator becomes familiar with ACPE CPD principles, policies and procedures, including required participation in an ACPE Administrator’s Workshop or the ACPE CPD Webinar.

8b. CPD Provider Unit Number: This number is developed by appending to the CPD provider identification number (e.g., CPD0001), the year the CPD program was initially offered (e.g., 24), a sequence number, and a letter denoting units for the following components:

R = Reflect, P = Plan, L = Learn, E = Evaluate, A = Apply

Policy 9.0 Fees

Upon initial application and annually thereafter as long as accreditation is maintained, the provider shall pay an annual fee intended to defray operational costs in accordance with the Board’s non-profit corporate status. Continuation of accredited CPD program status is contingent upon payment of this fee. Providers on probation and providers with inactive status must pay the annual fee.

Procedures

The fee schedule is posted on ACPE’s website and is accessible to providers at all times. ACPE-accredited CPE providers and non-accredited providers are subject to different fees as a result of the additional cost for application review and program oversight. Fees are subject to change at any time throughout the year. The Board may adjust the fees, set effective dates for such adjustments at any regular or special meeting; however, a change in fees shall become effective no less than thirty (30) days following written notice by ACPE to all accredited providers.

Policy 10.0 Organization Name Change or Merger

If an organization undergoes a name change or merger, that organization is required to submit to ACPE legal documentation of that change in the form of an amendment to the articles of

incorporation or other legal documentation. Once the provider has done so and ACPE staff have confirmed the change, ACPE will update its records accordingly.

Section VI-Communications and Complaints

Policy 1.0 Conflict of Interest (for representatives participating in or observing the CPD program accreditation process)

Due to the sensitivity of ACPE's activities, ACPE Board members, CPEC members, CPD Advisory Committee members, professional staff, consultants, and other representatives participating in or observing the CPD accreditation process maintain a policy regarding conflict of interest or the appearance thereof.

Procedures

ACPE Board members and staff; as well as prior to each review cycle by field reviewers, consultants, and other representatives participating in or observing the CPD accreditation process sign conflict of interest statements yearly. When a conflict of interest exists, the ACPE Board member, CPEC member, CPD Advisory Committee member, and/or staff person declares the conflict, and abstains from discussion and voting by leaving the meeting room; others with conflicts leave the meeting room. Copies of the ACPE Conflict of Interest Policy are available on request.

In addition, the following statement must be incorporated into oral presentations and or slide presentations when an ACPE Board, CPEC member, or CPD committee member is making such presentation in their individual capacity on a subject related or generally related to ACPE continuing education activities.

Disclaimer: This presentation represents my personal views and opinions with regard to the subject matter at issue. I am not making this presentation in my capacity as a member of the ACPE Board or Continuing Pharmacy Education Commission of ACPE. The information contained herein has neither been reviewed by, nor is it endorsed by, ACPE.

For further information regarding ACPE, please refer to the website located at www.acpeaccredit.org.

Policy 2.0 Complaint Regarding a Provider of a CPD Program

ACPE has an obligation to assure itself that any institution that seeks or holds an accreditation status for its CPD program conducts its affairs with impartiality, non-discrimination, honesty and frankness. Complaints from other institutions, learners, faculty, or the public against a provider of a CPD program shall be placed in writing in detail by the complainant and submitted to the Executive Director at ACPE office. A complaint against a provider of a CPD program must be related to the standards or the policies and procedures of ACPE and must be submitted in writing to the Executive Director. Under existing practices, when a complaint is received, it is referred to the affected provider for response. If, thereafter, based upon the complaint and the response, the Executive Director determines that a complaint is not related to the standards or policies, the complainant is so advised in writing with a copy to the CPE provider, and the matter is treated as resolved.

Any complaint related to the Standards, or the Policies and Procedures shall be referred by ACPE to the institution for response. Such complaint shall be resolved pursuant to the procedures set forth in the procedures below. Requests for confidentiality shall be respected to the extent that any such information is not necessary for the resolution of the complaint.

Procedures

The ACPE Executive Director, or his/her designate, shall promptly determine the facts surrounding the issue, determine the validity of the complaint, and resolve the issue based upon the complaint, the response, and information from such further investigation deemed necessary; provided, however, where the Executive Director deems it necessary or appropriate, the matter shall be considered at a special meeting or the next regular meeting of the ACPE Board. The time frame for resolution is generally within six months. The complainant shall be advised of the decision or action as soon as possible promptly after a decision has been made.

When ACPE has cause to believe that any institution with which it is concerned is acting in an unethical manner or is deliberately misrepresenting itself to learners or the public, it will investigate the matter and provide the institution an opportunity to respond to the allegations. If, on the basis of such investigation, after notice to the institution and opportunity for institutional response, ACPE finds that an institution has engaged in unethical conduct or that its integrity as an accredited provider has been seriously undermined, ACPE will either:

(A) request that the institution show cause, within a stated time period, why adverse action should not be taken, or

(B) in extreme cases, immediately discontinue its relationship with the institution by denying or withdrawing accreditation status.

Anonymous complaints pertaining to accreditation matters are retained and, depending on circumstances, may or may not be forwarded to the provider of the CPD program involved, depending somewhat on the severity of the complaint. This decision is made by the Executive Director. Responses to anonymous complaints will be:

To Whom It May Concern:

Please be advised that we have received the information which you forwarded to the attention of ACPE.

In accordance with ACPE Policies and Procedures, a complaint against a provider of an accredited continuing professional development program, as related to ACPE standards, shall be placed in writing and signed by the complainant(s) and should contain specific evidence of non-compliance with ACPE Standards or Policies and Procedures to ensure that the matter can be resolved in a timely manner. ACPE will respond to such a complaint in accordance with ACPE Policies.

For further information regarding the Standards and Policies and Procedures of ACPE, please refer to our website at www.acpe-accredit.org.

Sincerely,

ACPE Staff

Where a complainant has threatened or filed legal action against the institution involved, ACPE will hold his or her complaint in abeyance pending resolution of the legal issues and the complainant is so advised.

If the Executive Director finds a complaint to be extremely serious in nature charging egregious conduct that may warrant adverse action by ACPE or involves an interpretation which the Executive Director believes should be made by the ACPE Board, the complaint will be submitted to the ACPE Board for determination at a special meeting or the next regular meeting of the ACPE Board. Extraordinary remedies available for complaints covering extreme cases are set forth.

A record of complaints regarding a specific CPE provider, including learner complaints received or made available, is kept for consideration on file at the ACPE office. Such records of complaints are considered during scheduled evaluations, or a special evaluation, as the case may require.

Policy 3.0 Record of Learner Complaints Available to ACPE

Providers of accredited CPD programs have an obligation to respond to any written complaints by learners lodged against the CPE provider that are related to the standards or ACPE's policies and procedures. The accredited provider shall establish, implement and maintain a learner complaint procedure that affords the complainant fundamental procedural due process.

Procedures

The provider of the CPD program should communicate the complaint policy to learners (e.g., include in activity materials, reference their website in activity announcement literature, etc.). The provider shall maintain a file that contains the written complaint, a written record of each step of the complaint procedure and the outcome, except as otherwise prohibited by state or federal law. The files shall be made available for inspection to ACPE during evaluations or otherwise at ACPE's written request. The findings of this inspection, and the resulting implication(s) to the accreditation of the CPD program, shall be noted.

Policy 4.0 Notice of Review or Consideration

ACPE lists in the Report of the Proceedings the accredited programs' schedule for review or consideration of accreditation with notice for third party comments concerning qualifications for program accreditation. Third party comments must be in writing and submitted by the deadline indicated in the newsletter. ACPE's process for considering third party comments includes provision for the Provider's response.

Policy 5.0 Assistance in Accreditation Matters

ACPE staff and its consultants provide one-on-one guidance and conduct administrative workshops on matters pertaining to continuing professional development. Staff guidance is available through various formats, including discussions at the ACPE office (no fee), ACPE CPD webinars, and at the site of the institution (with a consultative fee), and administrator workshops conducted throughout the year. The ACPE Board of Directors and staff also provide assistance in the advancement and

improvement of pharmacy education through active cooperation with professional organizations and societies in support of sound educational policies and procedures.

Section VII-Reference

A. Glossary

Accredited CPE Provider: An institution, organization or agency that has been recognized by the Accreditation Council for Pharmacy Education, in accord with its policy and procedures, as having demonstrated compliance with the standards that are indicative of the provider's capability to develop and deliver quality continuing pharmacy education.

CPD Program Provider: An institution, organization or agency that has been recognized by the Accreditation Council for Pharmacy Education, in accord with its policy and procedures, as having demonstrated compliance with the criteria that are indicative of the provider's capability to develop and implement a continuing professional development program.

Continuing Pharmacy Education (CPE): Continuing education for the profession of pharmacy is a structured educational activity designed or intended to support the continuing development of pharmacists and/or pharmacy technicians to maintain and enhance their competence. Continuing pharmacy education should promote problem-solving and critical thinking and be applicable to the practice of pharmacy.

Continuing education (CE) activity: An educational event or intervention offered by an accredited CE provider that is based upon identified needs, has a purpose or objectives, and is evaluated to assure the needs are met.

Continuing Professional Development (CPD): A self-directed, ongoing, systematic and outcomes-focused approach to lifelong learning that is applied into practice. It involves the process of active participation in formal and informal learning activities that assist in developing and maintaining competence, enhancing professional practice, and supporting achievement of career goals.

CPD activity: A formal or informal learning activity undertaken as part of one's personal development plan. Attributes of activities beneficial to CPD involve selecting learning opportunities in response to identified professional needs and goals that relate to daily practice or areas of professional interest and focus on specific learning objectives and associated outcomes.

CPD cycle: an ongoing learning and development cycle aimed to meet specific goals and objectives of individual practitioners by encouraging practice assessment, intentional action, and application of learning for improvement. The cycle incorporates the six components of CPD: reflect, plan, learn, evaluate, apply, and record/review.

CPD program: the comprehensive set of strategies, services, tools, and resources employed by a CPD provider to support learners in their self-directed lifelong learning.

Joint Providership: An organization offering a CPD program works with another organization for the purpose of developing a CPD activity.

Learning contract: A formal agreement between the CPD provider and learner, providing the framework for self-directed lifelong learning. The agreement aids in defining learner responsibilities, participation, and progress in the CPD program.

Lifelong learning: the ongoing process of active participation in formal and informal learning and professional development activities that assists in maintaining and enhancing competence, advancing professional practice, and supporting achievement of career goals.

Personal development plan: a detailed proposal to address learning needs. Planning involves the process of defining SMART learning objectives, learning activities, and other resources in order to meet CPD goals.

SMART learning objectives: objectives that are specific, measurable, achievable, relevant, and timed.

- Specific: clearly and concisely state what the learner will be able to do
- Measurable: include an observable or quantifiable action or behavior
- Achievable: integrate action that is feasible/attainable
- Relevant: align with practice and/or organizational goals
- Timed: include a target date for completion

Appendix A. Accreditation Council for Pharmacy Education Definition of Continuing Professional Development for the Profession of Pharmacy

What is the definition of continuing professional development?

ACPE defines CPD as: “a self-directed, ongoing, systematic and outcomes-focused approach to lifelong learning that is applied into practice.”

Have questions?

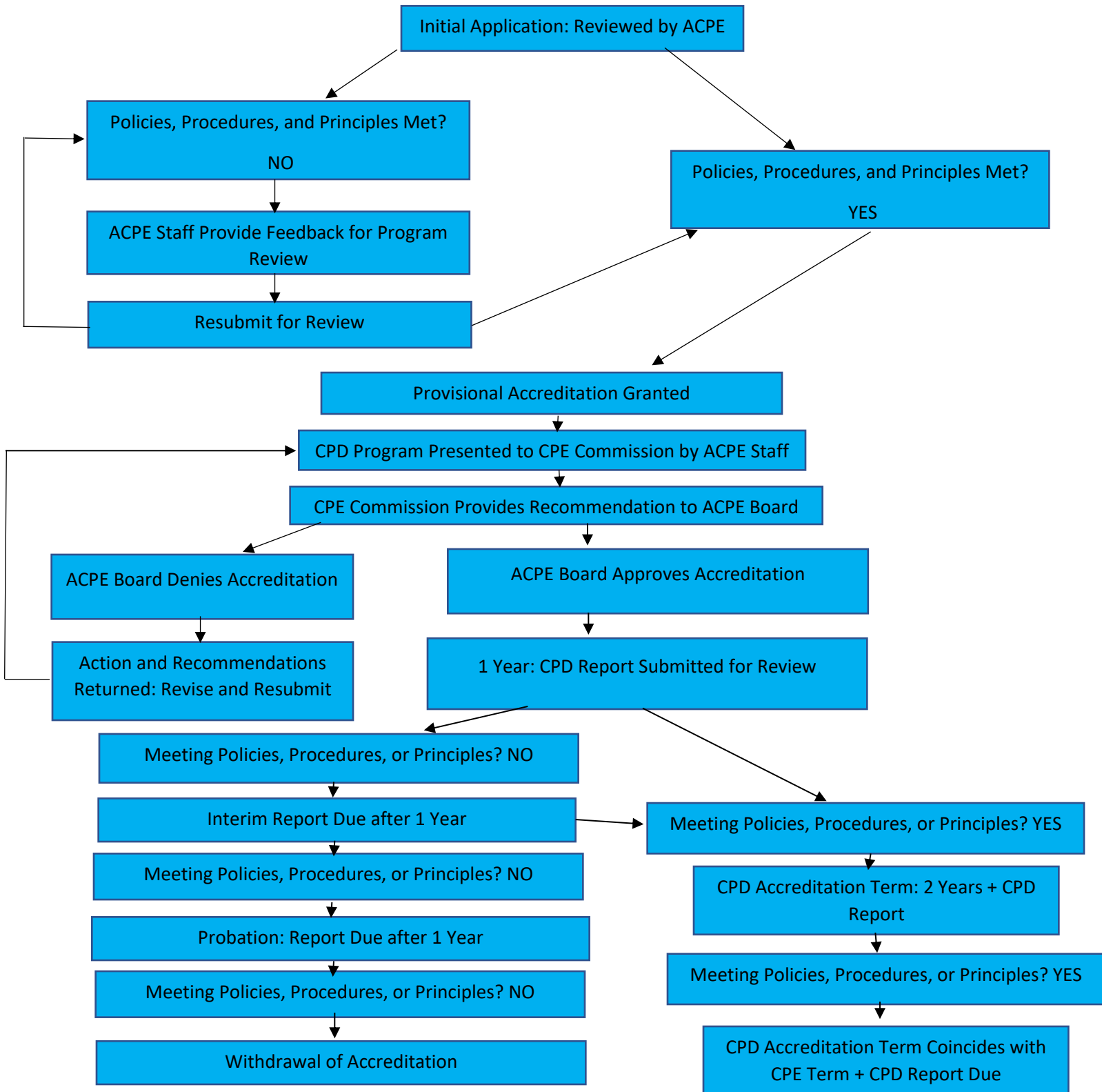
If you have any questions as to what constitutes continuing education for the profession of pharmacy, please contact the ACPE staff at cpdinfo@acpe-accredit.org or phone 312-664-357

Appendix B. Accredited CPE provider pathway and non-ACPE provider pathway.*

Process	ACPE-accredited CPE Provider (in good standing)	Provider without CPE Accreditation
Initial Application	Provisional accreditation notice within 30 days, following ACPE staff review.	Provisional accreditation notice within 60 days, after ACPE and CPD Advisory Committee review.
Fees	Initial Application Fee Annual Fee	Initial Application Fee Annual Fee
Administrative Process	ACPE staff complete the initial review with CPE Commission and Board approving final accreditation.	ACPE staff complete the initial review, CPD Advisory committee review recommendations , CPE commission and Board approve final accreditation.
Reaccreditation	<ul style="list-style-type: none"> • Initial Term: 1 Year, One-Year CPD Report • Two-Year Term, CPD Report • Following accreditation follows CPE accreditation process with required CPD Reports. 	<ul style="list-style-type: none"> • Initial Term: 1 Year, one-Year CPD Report • Two-Year Term, CPD Report • Following accreditation terms are 3 years with required CPD Reports.
Reference to Status for Accredited CPD Programs	Logo should be used for CPD program with accreditation statement and CPD activity logo may be used for CE activities which reflect components of the CPD cycle.	Logo should be used for CPD program with accreditation statement.
Monitoring	Annual report addresses the ACPE Principles for Continuing Professional Development.	Annual report should address the ACPE Principles for Continuing Professional Development and Policies and Procedures.

*differences in pathway are highlighted

Appendix C. ACPE Continuing Professional Development Program Accreditation Process for ACPE-accredited CPE Providers



Appendix D. ACPE Continuing Professional Development Program Accreditation Process for Providers without CPE Accreditation

