



**CRITERIA AND GUIDELINES  
FOR SERVICE PROVIDERS**

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## GLOSSARY

**Accreditor:** A group or institution appointed by a Professional Board to review and approve applications for the provision of CPD activities (within its profession's ambit) by organizations and individuals without accredited service provider status; to monitor these activities; and to revise continuing education units (CEUs) allocated where the provider failed to comply with the rules and regulations of the CPD guidelines. Professional Boards may delegate their responsibility for accrediting service providers to Accreditors with the mutual agreement of the Accreditor. The criteria and processes to be followed as well as the procedures for record keeping are contained in the **Criteria and Guidelines for Accreditors** document.

**Accredited Service Providers** are the profession specific higher education institutions and departments, professional associations or formally constituted professional interest groups who meet the specified criteria and have been accredited by the Board/ or its designated Accreditor to present learning activities for Continuing Professional Development.

**Attendance register** is the record of attendees at the learning activity reflecting the names, the HPCSA registration numbers of those present and their signatures on completion of the activity. This register must be held by the presenting organisation or institution for three years following the activity; the original register may be audited in a compliance check.

**Continuing Education Units** (CEUs) indicate the value attached to a learning activity for Continuing Professional Development.

### Continuing Professional Development

In terms of Section 26 of the Health Professions Act, 1974 (Act No. 56 of 1974) the HPCSA may from time to time make rules which prescribe –

- (a) conditions relating to continuing education and training to be undergone by persons registered in terms of this Act in order to retain such registration;
- (b) the nature and extent of continuing education and training to be undergone by persons registered in terms of this Act; and
- (c) the criteria for recognition by the HPCSA of continuing education and training courses and education institutions offering such courses.

**CPD Section** of the CPD, Registrations and Records Department at the HPCSA administers and monitors the CPD process.

**Criteria and Guidelines for Service Providers** details the criteria for and requirements of Service Providers; the nature of the learning activities and the CEUs at each level of the hierarchy; the process to be followed to publicise, present and record the activities.

**Ethics, Human Rights and Health Law** is an understanding of the bioethical principles that determine how health professionals perform research and interact with patients/clients and society and is also described in Chapter I and II of the Constitution. Health care is a constantly advancing field and with these advances conflicts often arise within the arenas of politics, law, religion, philosophy and economics. An understanding of bioethics helps us to recognise, admit and sometimes resolve these conflicts.

**HPCSA CPD Committee** (accountable to Council) comprises representatives from each Professional Board. Together with the Professional Boards, the Committee develops policy proposals for Continuing Professional Development.

**Learning activity/ies** are the CPD activities for which Continuing Education Units are earned. There are two levels of activities: i) Once-off activities and ii) Activities that are available on an ongoing basis and are managed within rules of an accredited structure (HEI and/or Professional Organisations).

**Learning Portfolio (Level 2 Activity)** is the record of a health practitioner's learning and self development over time, reflecting the individual's growth and improved practice.

**National Accreditors Forum** is the body which has representatives from among the Accreditors, and which meets at least twice a year to deliberate on policy and issues of common concern. Feedback is provided to the HPCSA CPD Committee.

**Practice Audit** involves a health practitioner undertaking a systematic review of aspects of patient care and comparing these against explicit criteria.

**Recognition of CEUs** refers to the fact that if a CPD activity has been accredited by an Accreditor for a specific Professional Board, all health practitioners may attend that activity **if it is relevant to their specific scope of practice**. Health practitioners will therefore not need to apply for that activity to be re-accredited by their own Professional Board in order to claim the CEUs accrued for attending that activity.

**Service Providers** are individuals/institutions/organisations/societies who are required to submit each of their learning activities to an accreditor for review and accreditation prior to presenting the CPD activity.

## PREAMBLE

Ethical practice of the health practitioners requires consistent and ongoing commitment from all concerned to lifelong learning to update and develop the knowledge, skills and ethical attitudes that underpin competent practice. This perspective protects the public interest and promotes the health of all members of the South African society.

Guided by the principle of **beneficence**, health practitioners aspire to standards of excellence in health care provision and delivery. The Health Professions Act, 1974 (Act No. 56 of 1974) (as amended) endorses Continuing Professional Development (CPD) as the means for maintaining and updating professional competence, to ensure that the public interest will always be promoted and protected, as well as ensuring the best possible service to the community. CPD learning activities should address the emerging health needs and be relevant to the health priorities of the country.

In this spirit of dedication to best practice and a desire to act and serve wisely and well, Guidelines for Service Providers of continuing professional development education activities were developed. CPD providers are encouraged to offer learning activities in line with adult education principles and greater learner involvement, with the goal of not only acquiring new or updating knowledge, but also of improving competence and ultimately the performance of the health professional with an end benefit to the patient/client. The purpose of this document is to set out and describe the qualification criteria, roles, responsibilities and the application process for Service Providers.

### Service Providers

There are two broad categories of service providers viz. (1) Accredited Service Providers and (2) Service Providers. Both groups of Service providers offer CPD learning activities to health practitioners. While there are different criteria and application processes for each, there are similar roles and responsibilities.

| <b>Accredited Service Providers are:</b><br>any one of the following  | <b>Service Providers are:</b><br>any one of the following  |
|---|--|
| <ul style="list-style-type: none"> <li>• Tertiary training institutions</li> <li>• Professional associations</li> <li>• Formally constituted professional interest groups that have a professional identity and are aligned with a training institution, a professional association or an international institution.</li> </ul> | <ul style="list-style-type: none"> <li>• Organisations and associations as under accredited service provides, but who choose not to apply for accredited provider status</li> <li>• Individuals</li> <li>• Organizations/Institutions/Societies such as:               <ul style="list-style-type: none"> <li>○ public and private hospitals;</li> <li>○ private non-profit groups;</li> <li>○ commercial enterprises or companies that support health professionals through products or services; schools;</li> <li>○ non-government organisations</li> </ul> </li> </ul> |

Some of the essential differences between the two categories relate to:

#### 1. Accreditation of CPD learning activities

| <b>Accredited Service Providers</b>   | <b>Service Providers</b>  |
|---|---|
| Accredited by the Board or its designated Accreditor to present an annual programme of CPD learning activities. They should also offer activities for at least 5 CEUs per annum in Ethics and Human Rights, or regulations/statutes relevant to professional practice | Required to submit each learning activity to an accreditor (appointed by the relevant Professional Board) for review and accreditation prior to presenting the CPD activity |

## 2. Accreditation period

| Accredited Service Providers                             | Service Providers   |
|--|---|
| Accredited Service Provider status is valid for one year | Each activity is valid for the period indicated by the Accreditor |

## 3. Level of CPD activity offered

| Accredited Service Providers  | Service Providers:   |
|---|--|
| May offer CPD activities at any one of the two levels as described in the HPCSA CPD Guidelines. | May offer CPD activities at Level 1 as described in the HPCSA CPD Guidelines |

### Roles and responsibilities

#### Before the CPD learning activity:

- ❖ Prior to offering an activity, an Accredited Service Provider/ Service Provider shall compile the following information/documents for each CPD activity that will be presented
  - Name and number of the accredited Service Provider that will present the activity;
  - The topic of the activity;
  - The level of the activity;
  - The number of CEUs that have been allocated for the activity;
  - The dates (commencement and completion) of the activity;
  - The protocol for attendees to formally evaluate the learning from the CPD event and the potential influence on their performance. Evaluation should focus beyond the aesthetics, comfort, convenience or ambience of the venue, with more emphasis on improving quality of care and patient outcomes.
  - A template of the attendance certificate to be issued to attendees on completion of the activity
  - An attendance record that reflects the names and HPCSA registration numbers of all of the attendees (from commencement to completion of the activity);
  - Where relevant, the programme of the activity/application for mentoring and supervision (for quality control purposes by a Professional Board).
- ❖ Accredited Service Providers and Service Providers are required to publicise the proposed activity together with its accreditation number and CEUs.

#### At the time of the CPD activity:

The activity should take place as advertised.

- Attendees shall be provided with the opportunity to formally evaluate the learning from the CPD event and the potential influence on their performance. Please see above regarding requirement/nature of evaluation.

- ❖ The Accredited Service Provider/Service Provider shall issue an attendance certificate to all health practitioners who attended the CPD activity /or on completion of a series of events. If these are not available on the day/on completion of the event the certificate/s should be sent to attendees **within one month**.
- ❖ The attendance certificate shall contain the following information:
  - The accreditation and activity number (a board specific identification) (eg. MDB001/12/09/2008);
  - The topic of the activity (ethics, human rights and health law must be specified separately);
  - The level of the activity;
  - The number of CEUs for that activity;
  - The attendance/completion date; and
  - The name and HPCSA registration number of the attendee.
- ❖ The Accredited Service Provider/Service Provider shall keep a record that reflects attendance at the entire event / completion of activity and should retain these **for a period of three years after the activity** as these may be required in a compliance audit.

#### **After the CPD learning activity:**

- ❖ The Accredited Service Provider/Service Provider shall develop and maintain a record keeping system such that all the CPD records will be held for a period of three years after the activity has been presented/ completed.
- ❖ Accredited Service Providers shall submit, on an annual basis, a list of approved CPD activities to the CPD Section at the HPCSA.
- ❖ Accredited Service Providers shall submit annually, to the Professional Board or its designated Accreditor, the following information with regard to the CPD activities presented in the previous year.
  - A list of all activities presented/completed;
  - An indication of ethics activities presented;
  - An indication of the potential for the learning activity to enhance professional performance.

Extension of accredited provider status will not be considered in the absence of this report.

### **The Application Process**

Accredited Service Providers and Service Providers must complete an application form, and submit the required documentation and fees when requesting accreditation. The application process is described and compared where necessary to facilitate clarity:

| Accredited Service Providers   | Service Providers   |
|--|---|
| <b>Application form</b>  |   |
| Submit an application on Form CPD 2 (A list of Accreditors are available on the website)   | Submit an application on Form CPD 2A (A list of Accreditors are available on the website) |
| <b>Application form requirements</b>   |   |
| <ul style="list-style-type: none"> <li>• The name of the Department/s, Discipline/s, Unit/s, Division/s or Branch/es within the organisation that will offer CPD;</li> <li>• The name and professional qualification/s of the Manager or Chairperson of that Department, Discipline, Unit, Division, or Branch;</li> <li>• The contact telephone number or e-mail address of this person</li> </ul> <p><b>Note:</b> Individuals who wish to offer CPD activities and are not part of an institution or organization do not need to submit this information</p> |   |
| <b>Documentation that must accompany application</b>   |   |
| <b>All CPD providers must provide supporting evidence of/for</b>   |   |
| <b>1. Administrative support</b>   |   |
| <ul style="list-style-type: none"> <li>• Dedicated, contactable administrative support and name and contact details of this person;</li> <li>• A CPD co-ordinator, contactable by telephone, fax, email.</li> </ul>  |   |
| <b>2. Presentation facilities</b>  |   |
| <ul style="list-style-type: none"> <li>• Facilities for presentation of CPD <ul style="list-style-type: none"> <li>○ lecture, seminar, breakaway rooms;</li> <li>○ computers, internet access, e-mail;</li> <li>○ data and overhead projectors;</li> <li>○ copier</li> </ul> </li> </ul>   |   |
| <b>3. CPD learning programme</b>   |   |
| <p><b>Note:</b> not required of individuals who offer once off activities</p>  |   |
| <ul style="list-style-type: none"> <li>• A broad outline of the programme for the forthcoming year</li> <li>• The names and qualifications of the presenters of CPD activities and the topics, are to be submitted on finalisation/completion of the programme</li> </ul>  |   |

| <b>4. Professional capacity to offer CPD learning activities</b>  |   |
|---|---|
| <b>Accredited Service Providers</b>   | <b>Service Providers</b>  |
| <ul style="list-style-type: none"> <li>• <b>Training institutions</b> (including those in the health and education public sector) must provide evidence of:<br/>Department/s, Discipline/s or Unit/s capacity to deliver CPD through full-time or part-time members of staff</li> </ul>   | <ul style="list-style-type: none"> <li>• <b>Organizations</b> must provide evidence of:<br/>Access to health practitioners who have proven knowledge and skills to provide activities in the relevant area of CPD<br/><br/>A reference from a training institution/professional association in support of the application (this should reflect the relevance of the activities that will be provided, an indication of the code of conduct that guides and informs the organisation's business practices, the professional and ethical reputation of the organisation and its principles)</li> </ul>  |
| <ul style="list-style-type: none"> <li>• <b>Professional Associations</b> must provide evidence of:<br/>National, branch/es or committee/s that has/have the capacity to deliver CPD through members who have proven knowledge and skills in the relevant field and are in good standing in the association;</li> </ul>   | <p><b>Individuals</b> must provide:</p> <ul style="list-style-type: none"> <li>• A certified copy of their HPCSA registration certificate (or other relevant statutory council eg. Nursing, Social Work, Pharmacy);</li> <li>• A certified copy of their qualifications;</li> <li>• An indication that they are currently in practice related to the health services (clinical, teaching, research or management) and have been active in these contexts for at least three consecutive years;</li> <li>• An indication of attendance at a minimum of three national or local professional activities or events of direct relevance to the field of interest during the previous two years</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Formally constituted Professional Interest Group</b> must provide evidence of:<br/>Affiliation with a professionally recognised institute, organisation and/or association; Branch/es or committee/s that has/have the capacity to deliver CPD through members who have proven knowledge and skills in the relevant field and are in good standing in the group.</li> </ul> |   |
| <b>5. Attendance documents</b>  |   |
| <ul style="list-style-type: none"> <li>• Template for the certificates of attendance that will be provided on completion of the activity (Form CPD 3)</li> <li>• A copy of the attendance register that will be used to record attendance;</li> <li>• Mechanism/Facility for the maintenance of paper or electronic attendance records.</li> </ul>  |   |



| <b>6. Fees that will be charged for the CPD activity</b>   |   |
|--|---|
| <ul style="list-style-type: none"> <li>The scale of fees that will be levied for CPD activities in Levels 1 and 2</li> </ul>                       |   |
| <b>Fees that must accompany the application</b>  |   |
| The application fee for Accredited Service Provider status – (A list of these fees is available on the website)                                    | The application fee for accreditation of an activity - (A list of these fees is available on the website)   |
| <b>Application submitted to:</b>   |   |
| Relevant Professional Board or its designated Accreditor (A list of accreditors is available on the website under the relevant professional board) | An Accreditor designated by the relevant Professional Board - (A list of accreditors is available on the website under the relevant professional board) |
| <b>Frequency of Application</b>  |   |
| Annual submission for re-accreditation   | Each new activity is submitted  |
| <b>Outcome of the Accreditation Process</b>  |   |
| Accredited Service Providers will be allocated a Service Provider specific identification number linked to the relevant profession.                | The Service Provider will be allocated a Board specific activity number, which should appear on the documentation for the particular activity.          |

| <b>7. Evaluation of CPD activity</b>  |
|---|
| <ul style="list-style-type: none"> <li>An indication of the method for the formal evaluation of all CPD activities, in which attendees are given the opportunity to formally evaluate the learning from the CPD activity. Evaluation should focus beyond the aesthetics, comfort, convenience or ambience of the venue with more emphasis on improving quality of care and patient outcomes.</li> </ul> |

## **GUIDELINES FOR ACCREDITED SERVICE PROVIDERS FOR THE ALLOCATION OF CEUs**

Please refer to the CPD Guidelines for Health Practitioners available on website.

**QUALITY CONTROL BY ACCREDITORS/ PROFESSIONAL BOARD / HPCSA CPD COMMITTEE**

- ❖ A Professional Board or its designated Accreditor will be responsible for monitoring the quality of the CPD learning activities offered to health practitioners by the Accredited Service Providers /Service Providers.
- ❖ Accredited Service Providers may be audited at any time by the accreditor, Board member or a member of the HPCSA CPD Committee.
- ❖ The accreditation status of an Accredited Service Provider may be reviewed and/or revoked in light of the outcome of an audit or upon any critical incident being brought to the attention of the HPCSA CPD Committee, an Accreditor or the relevant Board.
- ❖ Quality measures will include review of
  - the list of all activities provided for the year;
  - compliance with the guidelines in the allocation of CEUs for the learning activities;
  - maintenance of all necessary documentation;
  - compliance with annual reporting requirements;
  - all learning activities specifically relating to ethics;
  - relevance of activities provided to the field of practice;
  - any problems experienced/ reported.