



APC Site Evaluation Team
Selection Criteria Policy

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List of Abbreviations

Abbreviation	Term
APC	Australian Pharmacy Council
ITP	Intern Training Program
PCNZ	Pharmacy Council of New Zealand
PharmBA	Pharmacy Board of Australia
SET	Site Evaluation Team

Site Evaluation Team (SET) Selection Criteria Policy

1. Introduction

The Australian Pharmacy Council (APC) accredits pharmacy degree and intern training programs within Australia on behalf of the Pharmacy Board of Australia (PharmBA). We also assess and make accreditation recommendations for New Zealand programs on behalf of the Pharmacy Council of New Zealand (PCNZ) who accredits these programs. This is to ensure that graduates from accredited programs have the knowledge and skills to qualify for registration.

To undertake this function we conduct an accreditation process that includes a site evaluation team (SET) reviewing the providers' written submission, undertaking a site visit and preparing a report for our Accreditation Committee (AC). A SET is comprised of suitably qualified academics and pharmacist practitioners supported by an APC Accreditation Team member.

The purpose of this document is to describe the qualifications, skills and competency requirements for an individual to be included on the APC SET Member Register, and for potential subsequent appointment to a SET.

Other accreditation activities that utilise a SET for assessment include:

- international degree programs assessed at the request of the provider for the purposes of quality assurance (this is not an activity undertaken on behalf of PharmBA or PCNZ)

2. The Site Evaluation Team (SET)

The composition of each SET is determined by our Accreditation Team.

Consideration is given to the following factors:

- qualifications and experience
- demonstrated understanding of the APC [Accreditation Standards](#) and [Performance Outcomes](#)
- competencies as described in Section 5: SET member attributes (below)
- conflicts of interest (for example in decision making, geographical proximity, previous employment or current research collaborations)
- balance within the SET – such as individual skills and competencies, experience, geographical balance
- previous SET experience – to support the ongoing development of an available pool of evaluators, it is beneficial to pair experienced members with less experienced members
- the type of program/provider undergoing accreditation (e.g. where possible a SET member from a small or regional provider would be included in the SET for a small or regional program/provider, or for an intern training program (ITP) a SET member would have previous experience working with an ITP)
- gender balance of the final SET composition.

The requirements for each SET therefore vary depending on the program being assessed.

Each SET will include (where possible) at least one academic currently working within an APC accredited pharmacy program and one practising pharmacist. SET compositions for specific programs are as follows:

- *Australian/New Zealand/International degree program* – two academics (one who has the role of SET Chair), one pharmacist practitioner
- *Australian/New Zealand ITP* – one pharmacy academic, one pharmacist practitioner.

Each SET is supported by an Accreditation Team member who guides the SET members, provides secretariat functions and writes the draft SET Report for consideration by the SET.

3. SET roles

Individuals are appointed to a SET in accordance with the following expertise and attributes. APC provides SET training and induction for all SET members.

3.1. Degree program SET – 3 external members

3.1.1. Chair

The Chair for a degree program SET is a senior academic who has good standing in the profession and has or had, significant input into the development of pharmacy programs.

The Chair will lead the discussion, interviews and decision making for the purposes of addressing the Accreditation Standards, analysing the submission and requirements for program delivery. The Chair is required to ensure the interviews undertaken during the site visit are conducted in an engaging and inclusive manner while adhering to the site visit schedule. The Chair facilitates SET member engagement in the interview sessions and works closely with the Accreditation Team member to ensure that the SET works within the scope of the review of the Accreditation Standards.

The Chair has a higher workload than other members of the SET as their role includes reviewing the site visit schedule prior to the visit, providing oversight of the development of draft and final versions of the SET Report and presenting the final SET Report to the AC via videoconference.

Qualification: considerable current or recent experience in senior academic management in an Australian or New Zealand pharmacy program in a capacity that includes responsibility for program budget, program design, leadership, quality assurance and academic staff management. This would commonly be a Head of School, Discipline Lead or similar. An individual selected in the role of Chair will have participated in at least one previous SET to gain the relevant experience to perform the role and have a comprehensive knowledge of the Accreditation Standards and Performance Outcomes.

3.1.2. Academic member

The academic member of the SET has a primary focus on the quality of the curriculum and assessment methods.

Qualification: substantial experience (recent or current) coordinating or evaluating curricula, course delivery and assessment within an APC accredited pharmacy program, and comprehensive knowledge of the Accreditation Standards and Performance Outcomes.

3.1.3. Practising pharmacist

The pharmacist practitioner member of the SET is responsible for contributing to the evaluation of the program's ability to produce graduates who are able to become safe and effective practising pharmacists.

Qualification: substantial experience as a practising pharmacist with general registration (without conditions), including recent experience interacting with students or interns either as an assessor or preceptor, and comprehensive knowledge of the Accreditation Standards and Performance Outcomes.

3.2. Intern training program (ITP) SET – 2 external members

3.2.1. Chair (appointed from 1 of the 2 external members) or Facilitator (APC Auditor)

An ITP SET may be led by either a Chair or a Facilitator, depending on the composition and experience of the SET members. Our Accreditation Team will make the decision regarding ITP SET leadership.

The Chair is one of the two external members of the SET who is considered to have the experience and skills to fulfil the requirements of the role. The Facilitator is the APC Auditor.

The Chair/Facilitator has responsibility to develop a collaborative and inclusive approach by the SET to ensure the knowledge and expertise of all SET members are fully utilised as appropriate during the review.

The Chair/Facilitator will plan the structure and allocate responsibilities for the interviews and where appropriate and agreed, lead the discussion, interviews and decision making for the purposes of addressing the Accreditation Standards, analysing the submission and requirements for program delivery. The Chair/Facilitator is required to ensure the interviews undertaken during the site visit are conducted in an engaging and inclusive manner while adhering to the site visit schedule. The Chair/Facilitator guides SET member engagement in the interview sessions and works closely to ensure that the SET works within the scope of the review of the Accreditation Standards.

The Chair/Facilitator has a higher workload than the other member of the SET as their role includes reviewing the site visit schedule prior to the visit, providing oversight of the development of draft and final versions of the SET Report and presenting the final SET Report to the AC via videoconference.

Qualification:

Chair - appointed to the SET as either the academic member (3.2.2) or the practising pharmacist (3.2.3). An individual selected in the role of Chair will have ideally participated in at least one previous SET to gain the relevant experience to perform the role.

Facilitator - experience as an APC Auditor on at least one previous SET.

3.2.2. Academic member

The academic member of the SET has a primary focus on the quality of the curriculum and assessment methods.

Qualification: substantial experience (recent or current) as a pharmacy academic involved in coordinating or evaluating curricula, course delivery and/or assessment, ideally within an ITP, and comprehensive knowledge of the Accreditation Standards and Performance Outcomes.

3.2.3. Practising pharmacist

The pharmacist practitioner member of the SET is responsible for contributing to the evaluation of the program's ability to produce graduates who are able to become safe and effective practising pharmacists.

Qualification: substantial experience as a practising pharmacist with general registration (without conditions), including recent experience interacting with students or interns either as an assessor or preceptor, and comprehensive knowledge of the Accreditation Standards and Performance Outcomes.

3.3. APC Auditor – supports all SETs

An Accreditation Team member acting as an auditor provides support and guidance to every SET and attends the site visit. The APC Auditor has responsibility for effective support of the SET and the logistical arrangements for the site visit. In addition, the APC Auditor supports the Chair to maintain the site visit schedule and the focus on the accreditation review. The APC Auditor also prepares the first draft of the SET Report for consideration by the Chair and SET members and finalises the SET Report once feedback has been received.

For ITP SETs, the APC Auditor may also be the SET Facilitator.

4. Conflict of interest

Prospective SET members will be asked to formally declare any conflict(s) of interest as defined within the APC [Conflict of Interest Policy](#). Our team will assess any declarations against the policy to determine the appropriateness of a proposed individual SET member. We may choose to include an individual with a declared conflict on a SET and manage the conflict in accordance with the policy.

Common potential conflicts which may be identified include:

- current or previous work with the provider or related entity (full time, part time, contract, or casually)
- their current workplace being in direct relationship/competition with the provider undergoing accreditation e.g. collaborators on a research project, geographical competitor
- having commercial relationships with the provider undergoing accreditation
- perceptions of bias against individuals or elements of the provider undergoing accreditation

We will advise the program provider seeking accreditation of the proposed SET membership in advance of a visit and seek their written response within one week identifying any potential and/or perceived conflict(s) that they believe would compromise the evaluation of the program. If they do not have conflict(s) with the proposed members, they are asked to confirm this in writing to us.

APC Board and Accreditation Committee members may be appointed to a SET. In such a situation, the APC Conflict of Interest policy will apply, and the person will not participate in decision making about the outcome of accreditation.

Where a provider formally notifies us of an actual and/or perceived conflict of interest within the nominated SET, we will consider this notification. If a confirmed conflict of interest is unable to be managed in accordance with our [Conflict of Interest Policy](#), we will offer a replacement individual SET member.

5. SET member appointment and training

We maintain a SET Member Register for a period of three years from which we appoint individuals to each SET. We invite potential SET members to apply to be included on our SET Member Register via an Expression of Interest process, which includes a written application and review by an internal panel. When we are accepting applications for the register, we will add the details to our website. To be added to the contact list for future recruitment to the register, email your details to accreditation@pharmacycouncil.org.au.

Individuals on the register are offered SET Member Training via online delivery. The training includes the following areas:

- accreditation standards, performance outcomes and additional documents
- the role of APC and AC
- SET role and processes
- social accountability
- cultural safety

Completion of the training is mandatory for all individuals who are appointed as a SET member.

6. SET member attributes

1. Communicates effectively:
 - a. listens attentively and checks understanding of detailed or complex concepts
 - b. conveys information in a factual and non-emotive way both verbally and in writing
 - c. demonstrates an open, engaged and appropriately sensitive communication style suitable for the role of an evaluator
 - d. elicits information from evaluation participants in a safe and professional manner.
2. Understands accreditation and education principles:
 - a. demonstrates knowledge of the regulatory environment and mechanisms through which accreditation is undertaken
 - b. gathers and critically analyses evidence

- c. demonstrates a clear understanding of the education processes and structures for pharmacy students and pharmacy interns in the Australian/New Zealand context
 - d. possesses an understanding of the competency standards/requirements for pharmacists to practice in Australia/New Zealand.
3. Develops recommendations effectively:
- a. makes effective use of interview and discussion time to contribute to the success of the evaluation
 - b. demonstrates the ability to use evidence to support evaluation findings and undertake accreditation decision making
 - c. provides clear justifications (linked to appropriate standards) for all decisions made.
4. Applies effective interpersonal skills collaboratively:
- a. demonstrates a calm, patient, tolerant and non-confrontational manner
 - b. shows a willingness to offer and accept constructive feedback
 - c. establishes rapport with all members of the team and encourages contributions from others
 - d. understands team effectiveness and contributes to effective team functioning
 - e. demonstrates integrity and adheres to principles of confidentiality, honesty and discretion.

