# TABLE OF CONTENTS

ACKNOWLEDGEMENTS .........................................................................................................................2

GLOSSARY OF TERMS AND ACRONYMS ..........................................................................................3

INTRODUCTION .......................................................................................................................................4

CPE PROVIDERS .....................................................................................................................................5

  * Singapore Pharmacy Council Accredited Local CPE Providers ..........................................................5
  * Other CPE providers / programmes ..................................................................................................5

HOW TO APPLY FOR ACCREDITATION .............................................................................................8

  * Terms and Conditions for the Accreditation of CPE Providers ..........................................................8

GUIDELINES FOR THE PROVISION OF PROGRAMMES AND EVENTS BY ACCREDITED CPE PROVIDERS ..........................................................................................................................10

  * Terms and Conditions ....................................................................................................................10

DOCUMENTATION AND PRIOR NOTIFICATION TO THE COUNCIL OF IMPENDING CHANGES TO CPE PROGRAMMES ........................................................................................................11

  * Documentation ...............................................................................................................................11
  * Prior Notification to the Council of Impending changes to CPE Events ............................................13

THE POINTS AWARD SYSTEM ..................................................................................................................14

  * Patient-care points and Non-Patient-care points ............................................................................14
  * The Award of Points for CPE Activities ..........................................................................................14

QUESTIONS AND ANSWERS ..................................................................................................................16

PROFESSIONAL REGISTRATION SYSTEM (PROVIDER) USER MANUAL .........................................18

  * Submit Provider Application ...........................................................................................................18
  * Login as Accredited CPE Provider ................................................................................................25
  * Manage Events ...............................................................................................................................26
  * Create Events Application ............................................................................................................27
  * View Approved Event Application Details – Submit Attendance for Local Events ..........................32
  * Edit and Resubmit Approved Event Application Details ...................................................................37

Appendix 1 ..............................................................................................................................................40

Appendix 2 ..............................................................................................................................................42

Appendix 3 ..............................................................................................................................................45
ACKNOWLEDGEMENTS

This Guide for CPE Providers had been prepared by the CPE Accreditation Committee on behalf of the Singapore Pharmacy Council.

CPE Accreditation Committee

Ms Tan Mui Ling
Senior Lecturer
Department of Pharmacy
National University of Singapore

Ms Wendy Ang
Principal Clinical Pharmacist
Pharmacy Department
Changi General Hospital

Mr James Cheong
Senior Director, Clinical Operations, Greater China
Boehringer Ingelheim

Mr Ivan Chew Yong Chia
Chief Operating Officer
Accu Healthcare Pte Ltd

Ms Imelda Halim
Senior Regulatory Specialist
Therapeutic Products Branch
Health Products Regulation Group
Health Sciences Authority

Mr Kwan Yew Huat
Managing Director
Pharmaforte Singapore Pte Ltd

Ms Tan Swee Chin
Manager Pharmacy Practice
NTUC FairPrice Co-Operative Limited

Mr Richmond Ng
Deputy Manager
Singapore Pharmacy Council
# Glossary of Terms and Acronyms

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accreditation</strong></td>
<td>The process by which an accreditation agency, through initial and periodic evaluation, grants recognition to an organisation that has met established criteria.</td>
</tr>
<tr>
<td><strong>Professional Registration System (PRS)</strong></td>
<td>The online system which records CPE activities and the CPE points awarded.</td>
</tr>
<tr>
<td><strong>CPE</strong></td>
<td>Continuing Professional Education</td>
</tr>
<tr>
<td><strong>CPE AC</strong></td>
<td>The CPE Accreditation Committee.</td>
</tr>
<tr>
<td><strong>Continuing Professional Education</strong></td>
<td>Refers to the planned and structured learning programmes provided by an internal or external agent that are designed to promote the continual development of knowledge, skills and attitudes in a practitioner beyond the entry-level professional qualifications or formal degree. Examples of CPE programmes include: (a) “live” programmes such as lectures, seminars, conferences, short courses, postgraduate courses and (b) structured distance-learning programmes and journal updates. In a wider context, CPE may also include self-reading, research and publication.</td>
</tr>
<tr>
<td><strong>CPE activity</strong></td>
<td>An event or programme organised by a CPE provider for the purpose of encouraging Continuing Professional learning.</td>
</tr>
<tr>
<td><strong>CPE event</strong></td>
<td>Same as CPE activity.</td>
</tr>
<tr>
<td><strong>CPE points</strong></td>
<td>These are the points earned by a pharmacist after taking part in a CPE activity.</td>
</tr>
<tr>
<td><strong>CPE programme</strong></td>
<td>Activity or event organised by a CPE provider.</td>
</tr>
<tr>
<td><strong>CPE providers</strong></td>
<td>These are the internal or external agents (companies, education agencies, professional or governmental bodies etc.) that plan and deliver the structured learning programmes for CPE. CPE providers have to be accredited by an accreditation agency, such as the Singapore Pharmacy Council. The Pharmaceutical Society of Singapore (PSS) is an example of an accredited CPE provider.</td>
</tr>
<tr>
<td><strong>Qualifying period (QP)</strong></td>
<td>The period of time, determined by the Singapore Pharmacy Council, during which the CPE points earned by a pharmacist can be used to renew his Practising Certificate.</td>
</tr>
<tr>
<td><strong>Registered pharmacist</strong></td>
<td>A person who is registered as a pharmacist under the “Pharmacists Registration Act”.</td>
</tr>
<tr>
<td><strong>Practising Certificate (PC)</strong></td>
<td>The certificate issued by Singapore Pharmacy Council which gives registered pharmacists the right to practice pharmacy in Singapore.</td>
</tr>
<tr>
<td><strong>Pharmaceutical (Patient) Care</strong></td>
<td>The direct, responsible provision of medication-related care for the purpose of achieving definite outcomes that improve or maintain a patient’s quality of life.</td>
</tr>
<tr>
<td><strong>Pharmacist Registration Number (PRN)</strong></td>
<td>A unique identification number given to each pharmacist upon his/her successful registration with Singapore Pharmacy Council.</td>
</tr>
<tr>
<td><strong>PSS</strong></td>
<td>Pharmaceutical Society of Singapore</td>
</tr>
<tr>
<td><strong>SPC</strong></td>
<td>Singapore Pharmacy Council</td>
</tr>
<tr>
<td><strong>SMC</strong></td>
<td>Singapore Medical Council</td>
</tr>
<tr>
<td><strong>The Act</strong></td>
<td>The Pharmacists Registration Act (PRA)</td>
</tr>
<tr>
<td><strong>The Council</strong></td>
<td>The Singapore Pharmacy Council</td>
</tr>
<tr>
<td><strong>The Regulations</strong></td>
<td>The Pharmacists Registration (Practising Certificates) Regulations.</td>
</tr>
</tbody>
</table>
INTRODUCTION

Pharmacists are expected to develop and maintain a high level of competency in their areas of practice. These areas range from the manufacture and distribution of pharmaceuticals to the delivery of pharmaceutical care. The compulsory CPE requirement for the renewal of Practising Licence (PC) under the new Pharmacists Registration Act will serve to ensure that pharmacists must keep abreast of the advances in these areas. To renew their PC every two years, pharmacists are required to obtain at least 50 CPE points by taking part in CPE activities that involve the areas of competency for pharmacists as given in Table 1. For pharmacists desirous of obtaining a PC to practise in all areas of pharmacy, no less than 15 CPE points must have been obtained from pharmaceutical care areas as defined by competencies A, B and C of Table 1. These CPE points are known as patient-care points in contrast to CPE points earned outside the pharmaceutical care areas (i.e. competencies D, E, F and G of Table 1) which are designated non-patient-care points. Pharmacists who are not able to obtain the requisite 15 CPE points in the pharmaceutical care areas will not be eligible to renew their PC.

The Singapore Pharmacy Council (SPC) is the national accreditation agency to accredit CPE providers in pharmacy. A CPE Accreditation Committee has been set up to advise and support the Council in this function. The SPC shall accredit CPE providers that provide CPE programmes in pharmacy. The accreditation of these CPE providers serves to ensure that the programmes they produce are up to the quality standards as set out by the Council.
CPE PROVIDERS

The SPC recognises two categories of CPE providers: Singapore Pharmacy Council accredited local CPE providers, and other CPE providers that have been accredited by the respective national accreditation agencies of certain advanced countries.

Singapore Pharmacy Council Accredited Local CPE Providers

These providers are domiciled in Singapore and they may apply to the SPC for accreditation. The criterion for accreditation rests on an undertaking that they must adhere to the terms and conditions as set out by the Council.

The Council requires the accredited CPE providers to present programmes according to the quality standards set by the Council. The providers must also take the responsibility of determining the appropriate points to be awarded for each programme in accordance to the Council’s rules.

Other CPE providers / programmes

The SPC may, as a general practice, accept any CPE provider / programme that has been approved by the national accreditation agencies of certain developed countries where CPE activities are well developed. The accepted national accreditation agencies are listed out in Table 2. The CPE programmes that have been accredited by these accreditation agencies shall be accepted as meeting the quality guidelines prescribed by the SPC. In general, the Council shall accept the same CPE points assigned to these programmes by the respective accreditation bodies. These points shall be classified as patient-care points or non-patient care points according to the method of classification given earlier. The SPC may review, add to, or delete from the list of accepted accreditation agencies in Table 2 as and when the need arises.

A local agency that acts for a CPE provider or purveys a CPE programme accredited by these agencies (except the Singapore Medical Council), must apply to the SPC for accreditation as a local pharmacy CPE provider. It is technically a local provider who has outsourced the preparation of their CPE programmes to an external agency.
### TABLE 1 AREAS OF COMPETENCIES FOR ALL PHARMACISTS

<table>
<thead>
<tr>
<th>PHARMACEUTICAL (PATIENT) CARE COMPETENCIES</th>
<th>SUBJECTS</th>
</tr>
</thead>
</table>
| **A** Sound decision-making and problemsolving in relation to drug therapy  
  - Evaluating drug orders/prescriptions  
  - Therapeutic drug monitoring  
  - Medication reviews  
  - Establishing and maintaining patient medication records  
  - Drug utilisation review  
  - Cost-benefit evaluation  
  Provision of drug information | i. Disease states – aetiology, epidemiology, disease management, and drug therapies  
  ii. Clinical pharmacology and pharmacotherapy  
  iii. Clinical pharmacokinetics  
  iv. Clinical pharmacodynamics  
  v. Adverse Drug Reactions – including management  
  vi. Interactions – drug-drug, drug-food, drug-supplements  
  vii. Pharmaceutical dosage forms in clinical practice  
  viii. Pharmacoeconomics  
  ix. New drugs and therapies  
  x. Clinical practice guidelines/protocols |
| **B** Making a positive contribution to patients’ and customers’ good health  
  - Health education and promotion  
  - Appropriate management of common symptoms  
  Appropriately sale or supply of, and advice-giving with, dietary products, medical appliances/devices and reagents | i. Effects of lifestyle on health  
  ii. Pharmacotherapy and non-pharmacological management of common symptoms and minor ailments  
  iii. Clinical appliances and devices – stoma appliances, incontinence appliances, trusses, graduated compression hosiery, wound management products, oxygen appliances, nebulisers, home care appliances, diagnostic tests and devices  
  iv. Nutritional/dietary products and health supplements  
  v. Herbal supplements |
| **C** Effective interpersonal skills with patients, customers, care-givers, and other professionals | Communication skills in relation to patient management and collaboration with other healthcare professionals:  
  i. Written, verbal and non-verbal communication  
  ii. Patient-counselling  
  iii. Negotiation skills  
  Influencing and persuading |
<table>
<thead>
<tr>
<th>NON-PHARMACEUTICAL (NON-PATIENT) CARE COMPETENCIES</th>
<th>SUBJECTS</th>
</tr>
</thead>
</table>
| **D** Drug development and provision of good quality medicinal products/therapeutic products  
  - clinical research/clinical trials  
  - drug regulatory affairs/drug registration  
  - procurement  
  - storage  
  - labelling  
  - compounding/production  
  - marketing  
  - supply/dispensing | i. Nature of medicinal products/therapeutic products/raw materials  
ii. Pharmaceutical / cosmeceutical formulation and compounding – including sterile products, cytotoxics etc.  
iii. Good distribution practices  
iv. Good manufacturing practices  
v. Quality control and assurance practices  
vi. Good clinical practice  
 vii. Pharmaceutical marketing  
 viii. Drug regulatory affairs |
| **E** Effective and efficient management of pharmaceutical services and operations within the organisation/institution and healthcare system | Application to pharmacy management/operations:  
i. Information technology and other technological advances  
ii. Human resource management and development  
iii. Organisation change and management  
iv. Resource management - time, inventory control etc.  
v. Customer services |
| **F** An appropriate awareness of professional and social issues affecting pharmacy and pharmacists | i. Pharmacy laws and ethics  
ii. Healthcare system – social, behavioural, and administrative aspects of the local healthcare system and population  
iii. National and international quality standards related to pharmacy and healthcare |
| **G** The effective and efficient application of scientific data and information to achieving and supporting evidence-based practice | Application to pharmacy & medicine:  
i. Research methodologies and skills  
ii. Biostatistics  
iii. Literature search and evaluation  
v. Laboratory, clinical, behavioural or health services research |
### TABLE 2  
LIST OF ACCEPTED ACCREDITATION AGENCIES

<table>
<thead>
<tr>
<th>CPE Accreditation Agency</th>
<th>Acronym</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accreditation Council for Pharmacy Education</td>
<td>ACPE</td>
<td>USA</td>
</tr>
<tr>
<td>Accreditation Council for Continuing Medical Education</td>
<td>ACCME</td>
<td>USA</td>
</tr>
<tr>
<td>Canadian Council for Continuing Education for Pharmacists</td>
<td>CCCEP</td>
<td>Canada</td>
</tr>
<tr>
<td>College of Pharmacy Practice</td>
<td>-</td>
<td>UK</td>
</tr>
<tr>
<td>Pharmaceutical Society of Australia</td>
<td>PSA</td>
<td>Australia</td>
</tr>
<tr>
<td>Singapore Medical Council</td>
<td>SMC</td>
<td>Singapore</td>
</tr>
</tbody>
</table>

### HOW TO APPLY FOR ACCREDITATION

All CPE providers that provide programmes in the pharmacy competency areas must apply to the Council for accreditation. The application shall be made on a standard application form available from the SPC (see Appendix 1). The applicant, who must be authorised, shall sign an undertaking, on behalf of the organisation, to adhere to the terms and conditions as set out below.

The provider’s accreditation shall be valid for 4 years from the date of approval. Within the validity period, the accredited provider and the programmes it produced may be subject to random audits by the Council to ensure compliance with the terms of accreditation. The accredited provider may also be required to provide evidence of compliance at any time. The accredited provider status may be revoked, or put on probation, when it is confirmed that the terms of accreditation have been violated.

**Terms and Conditions for the Accreditation of CPE Providers**

1. The provider must ensure that the CPE programmes it provides will comply with the following quality standards:

   a. The programme content is relevant to pharmacy practice and useful to the improvement of the competencies of a pharmacist (see Table 1 for the pharmacists’ areas of competency).

   b. The author / presenter is a recognised and reputable figure within the pharmacy profession or a profession relevant to the subject matter, i.e. the author or presenter must possess qualifications and experience that are relevant to the subject matter.

   c. The aims and objectives of the programme are defined clearly and made known to the participants.

   d. The target audience is clearly identified.
e. Feedback and evaluation of the programme by the participants are conducted.

f. An attendance list of participants, duly signed by pharmacists, is sent to SPC within two weeks from the completion date of the programme.

g. The programme must not promote any specific medicinal products or any practices of a commercial nature.

h. The educational components of the programme must last a minimum of one hour.

i. The programme must not be restricted to the provider's staffs/pharmacists or a single organisation's staffs/pharmacists.

2. The provider is responsible for awarding the appropriate CPE points to each programme it produces according to the guidelines of the Singapore Pharmacy Council.

3. The provider must have an effective and supportive organisational structure, adequate financial resources and qualified personnel for the development and presentation of CPE programmes.

4. The provider shall have policies and procedures for the management of grievances including, but not limited to, tuition and fee refunds.

5. The responsibility for compliance with the terms of accreditation shall rest with the accredited provider in cases where outsourcing and/or collaboration with others are involved in the development and presentation of the CPE programmes.
GUIDELINES FOR THE PROVISION OF PROGRAMMES AND EVENTS BY ACCREDITED CPE PROVIDERS

Upon accreditation by the Council, the CPE providers are allowed to present programmes and events *without prior approval* by the Council provided that they comply with the Council’s terms and conditions as set out below:

**Terms and Conditions**

The CPE provider must

(a) Adhere to the Council’s quality standards for CPE programmes as set out under the terms of accreditation;

(b) Follow the Council’s guidelines in determining the appropriate CPE points for each programme;

(c) Give prior notification to the Council of such programme; and

(d) Keep all documentation required by the Council for audit purposes.
DOCUMENTATION AND PRIOR NOTIFICATION TO THE COUNCIL OF IMPENDING CHANGES TO CPE PROGRAMMES

Documentation

The accredited CPE providers must keep records of each programme they produce according to the format as set out in Appendix 2. The documentation is meant to assure the Council and its auditor that the guidelines of the Council have been complied with. An authorised person shall certify that the information entered therein is true to the best of his/her knowledge.

The following are the type of information to be furnished and kept by the CPE provider for each programme they produce as stipulated in Appendix 2:

a) Title and date of delivery of the programme

b) Contact hours
   The timetable of the programme must be given if it involved more than one speaker and lasted more than one hour.

c) Type of programmes
   The programme may be “live” or “self-study” type. Live programmes can be lectures, seminars, conferences, workshops, tutorials, practical demonstrations or any other form of recognised educational/training activity involving direct contact between the educator and pharmacists. Self-study programmes are structured programmes that require the pharmacists’ active participation and self-assessment e.g. interactive computer or web-based programmes, distance-learning programmes etc.

d) Name, address and business of the organiser and sponsor, if any
   The programme may be associated with commercial sponsorship but should not in any way promote any named proprietary medicinal products, devices or commercial practices.

e) Programme aims and objectives
   These should be stated clearly and honestly and must not deviate from the general theme of the educational programme.

f) Target participants
   The organiser must identify the target audience for the programme and state clearly in what way pharmacists may benefit from the programme. Generally, the main target audience must be the healthcare professionals and scientists.

g) Credentials of the author(s) / presenter(s)
   The CV of the author(s) / presenter(s) must include qualifications / experiences relevant to the subject matter. Generally, the main author must be a reputable and recognised practitioner/scientist in the subject matter of the programme. In the case of an in-house seminar, workshop and journal club, the presenter or instructors may be junior
members of a team that is under the direct and personal supervision of the main author.

h) **Programme content.**
   i. In the absence of complete lecture notes, an outline of the programme content must be given, together with appropriate tables, figures etc if necessary.
   ii. The programme content must be designed to increase pharmacists’ knowledge and competency in one or more of the areas listed in Table 1.
   iii. Any programme that is intended solely to promote a company’s product is not acceptable and no CPE points shall be awarded. Medicinal products should normally be referred to generically though brand names may be used where appropriate to add clarity. If it is necessary to mention a branded product of the sponsor when talking about a subject, branded products of other companies must also be mentioned.

i) **Self-assessment sheet**
   i. For “Live” Programmes such as talks, seminars etc – A knowledge assessment for the participants is recommended at the end of the programme, but not mandatory.
   ii. For Self-study Programmes – A knowledge assessment (e.g. MCQ tests, short questions) must be provided to all participants to assess their understanding of the subject matter. The correct answers may be made available to the participants at a later stage for self-grading.

j) **Programme Evaluation Form** (for “live” programmes only)
   i. The CPE provider may design his own Programme Evaluation Form or opt to use the standard evaluation form approved by the Council as given in Appendix 3.
   ii. The purpose of the evaluation form is for the participants to evaluate the programme and its presenter(s). The programme should be evaluated for its relevance to pharmacy practice and how well it advances the professional knowledge of pharmacists. The presenter should be evaluated by his/her expertise of the subject matter and how well the knowledge is transmitted to the participants.
   iii. The completed evaluation forms are to be kept for 2 years for random audit by the Council.

k) **The attendance sheet** (for “live” events).
   i. It is compulsory to provide an attendance sheet at all live events.
ii. For events where other healthcare professionals are also participants, the attendance sheet must have a column for participants to indicate that they are pharmacists. Alternatively, a section of the attendance sheet may be devoted solely for participants who are pharmacists.

iii. The pharmacist registration number of the participant must be included in the attendance sheet.

iv. Each pharmacist must personally sign or initial against his/her name or otherwise indicate his participation via an electronic reader. The provider shall submit the relevant part of the attendance sheet to SPC within two weeks of the event.

v. Providers may award a certificate of attendance to participants and a sample copy of the certificate of attendance should be kept for audit.

l) Promotional material

i. The promotional material must be factual and must not be misleading with respect to the pharmacy content of the educational programme.

ii. It may contain a statement to this effect: “Participants will be awarded xxx CPE points in accordance to guidelines of the Singapore Pharmacy Council”.

iii. It must contain a statement giving the programme provider’s policy on fees refunds.

Prior Notification to the Council of Impending changes to CPE Events

The accredited providers must inform the Council immediately if they were any major changes in the event, or if the event had been cancelled. The providers are entirely responsible for any inconvenience suffered by pharmacists because of these changes or cancellation.
THE POINTS AWARD SYSTEM

Patient-care points and Non-Patient-care points

Accredited CPE providers are authorised by the Council to determine the CPE points of the programmes they produce. These points may be made known to pharmacists in the promotional materials of the event.

There are two classes of CPE points – patient-care points and non-patient-care points. Patient-care points are awarded to programmes that are related and contribute to the core competency of a pharmacist in the pharmaceutical care areas. These areas are listed under categories A, B and C in Table 1. Non-patient-care points are awarded to programmes that are related and contribute to the core competency of a pharmacist in the non-pharmaceutical care areas. These areas are listed under categories D, E, F and G of Table 1.

The award/receipt of the CPE points is on the condition that the pharmacist’s participation is verifiable by the Council. (i) For “live” programmes, signing of an attendance sheet at the event is critical. The attendance list must be sent to the Council within two weeks.

(ii) For self-study programmes (online or off-line), there must be a knowledge assessment component (e.g. MCQ, short test) to provide evidence that the participant has taken part in and made an honest attempt to understand the topic. For self-study programmes without an assessment component, the pharmacist must write a brief review stating how he/she has benefited professionally from such an activity. For pharmacists not accustomed to précis writing, it is sufficient to quote statements, passages, etc from the programme materials that they think had enhanced their knowledge and competency in a relevant area. The verification of participation in these self-study events is by random audit of the pharmacist’s CPE dossier.

The Award of Points for CPE Activities

The CPE points are semi-quantitative measurement of the effort put into CPE by a pharmacist. They are directly related to the time spent on CPE activity. Table 3 sets out the Council’s guidelines on the CPE points to be awarded for “live” and self-study events produced by accredited providers. The CPE providers are advised to adhere strictly to the Council’s recommendation in awarding the CPE points.
### TABLE 3 ASSIGNMENT OF CPE POINTS UNDER DIFFERENT CATEGORIES OF ACTIVITIES

<table>
<thead>
<tr>
<th>ACTIVITY CATEGORY</th>
<th>CRITERIA</th>
<th>#CREDIT POINTS AWARDED</th>
<th>SUBMITTED BY / VERIFIED BY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A</td>
<td>- Grand ward round - In-house CPE activities, e.g. Journal Club, guest lecture etc.</td>
<td>Open to internal staff of organisation only Accreditation of providers not required</td>
<td>1 point per ward round 1 point per in-house activity</td>
</tr>
<tr>
<td>1B</td>
<td>Local events - lecture - seminar - workshop - short course - conference</td>
<td>Organised by accredited local CPE provider. Events must be open to all pharmacists.</td>
<td>1 point ((1 \leq X &lt; 2 \text{ hrs})) 2 points ((2 \leq X &lt; 4 \text{ hrs})) 3 points ((4 \leq X &lt; 6 \text{ hrs})) 4 points ((X \geq 6 \text{ hrs})) (X = \text{no. of contact hrs})</td>
</tr>
<tr>
<td>3A</td>
<td>Online /off-line education programme</td>
<td>Produced by accredited programme provider or recognised foreign provider</td>
<td>1 point per module or same points as awarded by the foreign accredited provider</td>
</tr>
</tbody>
</table>

# Patient-care points are awarded to programmes with topics classified under category A, B or C of Table 1. Non-patient-care points are awarded to programmes with topics under category D, E, F or G. No points are awarded for events lasting less than one hour. The maximum number of points awarded to any event lasting more than 6 hours per day is 4.
QUESTIONS AND ANSWERS

Q1 How can pharmaceutical companies, hospitals etc get themselves accredited as a CPE provider if they did not have the organisational structure, financial resources and qualified personnel for the development and presentation of CPE programmes?

Ans A minimum requirement is to have a CPE committee set up within your organisation. Technical expertise need not be developed in-house. They can be outsourced to external experts provided the terms of accreditation have been complied with. Financial resources should not be an issue if your company or organisation is an established one and of good reputation. The intention of the Council in laying down the above conditions is to exclude fly-by-night (unreliable) operators that purvey CPE programmes with high fees but are not able to deliver on their promises.

Q2 Is there any way the Council can assist pharmacists to recover fees paid to unscrupulous programme providers?

Ans The Council can only require all programme providers to have policies and procedures for the management of grievances, including, but not limited to, tuition and fees refunds. If a fee was levied on an event, the provider is required to state clearly on the publicity materials its policy on fees refund. Thus the Council may make demand on transparency, but the rest is caveat emptor (buyers beware).

Q 3 Representatives from MNC or local suppliers do regularly give talks/seminars on their products. Can the MNC or local suppliers be accredited as CPE providers and their programmes awarded with CPE points?

Ans Any MNC or local pharmaceutical company can be accredited as a CPE programme provider if they undertook to abide by the terms laid down by the Council. The difficulty lies in the way in which the CPE event is presented. If it were a trade talk about a specific product by a medical representative, then no points would be awarded. However, most speakers from MNC are well qualified and quite knowledgeable about the rules imposed by the accreditation agency of different countries. If the speaker gave a technical presentation on a product and kept within the out-of-bound markers on product advertisement, the Council would have no reason to object. In any case, the Council shall rely on feedback and “live” audit to ensure that its rules are kept.

Q4 Providers of Continuing Medical Education (CME) may not consider pharmacists as their target audience and have no incentive to apply to SPC for accreditation. Pharmacists attending these medical talks/seminars etc are thus not entitled to any CPE points even though such talks may improve their competency in pharmaceutical care. How can the Council help?

Ans It is precisely for this reason that the Singapore Medical Council (SMC) has been recognised by the Council as one of the accepted accreditation agencies listed in Table 2. Thus events accredited by SMC are automatically accepted by the Council as qualifying for CPE points. The Council is well aware that not all CME programmes are relevant to pharmacy and that some programmes are in fact strictly out-of-bound to non-medical people. As a rule, the Council does not authorise
pharmacists to attend any specific CME event. The Council on its part shall actively encourage CME programme providers to invite pharmacists if the events are relevant to both professions (e.g., pharmacotherapy, clinical trials and other related topics). If the CME event is not accredited by SPC, pharmacists attending may submit claims by themselves under Category 1A or 1C.

Q5 If we are accredited CPE providers, are we obliged to open our in-house CPE events to outsiders?

Ans. You are obliged only by your sensitivity to the needs of fellow pharmacists. The Council recognises that some of these programmes are outsourced to external speakers at high costs and that there may also be sensitive issues discussed during the event that is confidential in nature. If you opened these events only to internal staff, the participants can only claim CPE points under category 1A. If the events were opened to all pharmacists, inside and outside the institution, then the participants can claim points under category 1B, which are higher. The Council thus encourages all in-house programme providers who are accredited to open their doors to other pharmacists if only to invite goodwill and reciprocity from their counterparts, thus creating a win-win situation for all.

Q6 We send our pharmacists for generic customer service / negotiation / communication skills conducted by external training providers under our company’s Total Training Plan. Are these programmes eligible for CPE points?

Ans. Assuming that you are an accredited CPE provider yourself, you are entitled to outsource some of your events to an external provider based on a client/service provider agreement between the two of you. You may award CPE points to these events provided the Council’s terms and conditions are satisfied. However, if the said courses provided by the external provider were generic in nature and opened to all and sundry, it would be difficult to justify the award of points because the topics may not be tailored for pharmacists and the target audience are not mainly healthcare professionals and scientists.

Q7 I run a small trading company with few employees. My principal from overseas occasionally sends its medical director to speak on the company’s latest medicinal products and medical devices. I do not wish to be an accredited CPE provider just to host the talk. Is there any way by which my speaker can address pharmacists in Singapore and in the process earns them patient-care points?

Ans. You may offer your speaker to any of the accredited CPE providers. The PSS (Pharmaceutical Society of Singapore) and the pharmacy department of NUS (National University of Singapore) are generic CPE providers with no commercial interest. If the topic was appropriate, the provider might include it in its portfolio of CPE events. Your speaker must be mindful of the rules governing product advertisement and that the accredited provider is bound by its undertaking to the Council that no rule will be infringed.
Submit Provider Application

To access the PRS, click on the [Login] button on the SPC’s website (URL: http://www.spc.gov.sg).

The PRS Login screen will be displayed as follows:

- Click on the [CPE Provider] check box
To apply for a provider account if you do not have one:

- Click on the [here] link under [CPE Providers] section.

The Application for Provider page will be displayed as follows:

To proceed to the next stage of the application (i.e.: Documents)
- Select an Organisation Type.
  - If “Others”, enter the name of other Organisation Type in the provided textbox.
  - There will be additional mandatory fields to specify
    1. Enter Paid-up Capital
    2. Enter Year of Establishment
    3. Select Registered as
    4. Select Majority Owned by
- Select an Organisation.
  - If “Others”, enter the name of other Organisation in the provided textbox.
- (Optional): Select a Department/Ward.
  - If “Others”, enter the name of other Department/Ward in the provided textbox.
- (Optional): Enter Website URL
- (Optional): Enter Additional Remarks if any
- Enter Postal Code
- (Optional): Enter Level – Unit No.
- Click [Add Account Holder] button at the bottom of the page to launch Add Account Holder page.

The Account Holder Details page will be displayed as follows:

<table>
<thead>
<tr>
<th>Account Holder Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note: All Fields marked with asterisk (*) are mandatory.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*NRIC No./FIN</td>
<td></td>
</tr>
<tr>
<td>Designation</td>
<td></td>
</tr>
<tr>
<td>*Name</td>
<td></td>
</tr>
<tr>
<td>*Gender</td>
<td></td>
</tr>
<tr>
<td>○ Female ○ Male</td>
<td></td>
</tr>
<tr>
<td>*Telephone No.</td>
<td></td>
</tr>
<tr>
<td>Fax No.</td>
<td></td>
</tr>
<tr>
<td>Mobile No.</td>
<td></td>
</tr>
<tr>
<td>*Email Address</td>
<td></td>
</tr>
<tr>
<td>*Address</td>
<td></td>
</tr>
<tr>
<td>*Role</td>
<td></td>
</tr>
<tr>
<td>○ Admin ○ Operational</td>
<td></td>
</tr>
<tr>
<td>*UEN of CorpPass Account</td>
<td></td>
</tr>
<tr>
<td>*Institute Name issued CorpPass Account</td>
<td></td>
</tr>
</tbody>
</table>

To add account holder:
- Enter NRIC No./FIN
- (Optional): Enter Designation
- Enter Name
- Select Gender
- Enter Telephone No.
- (Optional): Enter Fax No.
- (Optional): Enter Mobile No.
- Enter Email Address
- Select Role
Admin user is the main point of contact between SPC and Provider for this Provider application. Any email notifications will be sent to Admin user’s Email Address.

- Enter the UEN of your Institution
- Enter the Institute name that issued the CorpPass Account
  - Starting from 2018, all institutions will have to apply and issue CorpPass accounts for their staffs to access government systems.
- Click [Save] button at the bottom of the page to proceed on adding account holder to provider.

Back to the Application for Provider page,

The details of Account Holder have been added to the table upon clicking on the [Save] button, displayed as follows:

![Application for Accreditation of Provider](image)

To proceed to the next stage of the application (i.e.: Documents)
- Click [Proceed] button at the bottom of the page to proceed to the Documents page.
The Documents page for Application of Provider will be displayed as follows:

To proceed to the next stage of the application (i.e.: Confirmation)

Please attach the following documents:

1. CPE Provider Accreditation Application Form (Appendix 1).
2. Cover letter addressed to Chairperson, CPE Accreditation Committee, stating the reasons for application.
3. List of upcoming CPE events with brief information of the contents and speakers.

- Select a Document Title
  - If “Others”, enter other document title in the provided textbox.
- Click [Browse] button to browse documents for uploading
- Click [Attach] button to attach uploaded document
- Click [Proceed] button at the bottom of the page to proceed to the Confirmation page.
The Confirmation page for Application of Provider will be displayed as follows:

![Application for Accreditation of Provider](image)

To proceed to the next stage of the application (i.e.: Acknowledgement)
- Click [Confirm] button at the bottom of the page to proceed to the Acknowledgement page.
The Acknowledgement page for Application of Provider will be displayed as follows:

- Click [Print] button at the bottom of the page to print the Acknowledgement page, if necessary.
- Click [Rate this service] hyper link to rate the service

An acknowledgement email will be sent to Admin user’s email address. It contains Application No., Temporary User ID and Temporary Password for user to login to the system, check the application status and upload more supporting document, if necessary.

Upon provider application approval by SPC, the Account Holder will be able to login using CorpPass.
Login as Accredited CPE Provider

To access the PRS, click on the [Login] button on the SPC’s website (URL: http://www.spc.gov.sg ).

The PRS Login screen will be displayed as follows:

- Click on the [CPE Provider] check box
You will be directed to the page below:

- Login using CorpPass

*Important:
- **You can only login via CorpPass.**
- **If you do not have a CorpPass Account, please contact the CorpPass Administrator of your organisation. To find your organisation’s CorpPass Administrator, please use the ‘Find Your CorpPass Admin’ function which can be accessed through [www.corppass.gov.sg > Services > Find Your CorpPass Admin.](#)

**Manage Events**

Upon successful login, the PRS landing page will be displayed as follows: The menu on the left displays the functions you have access to as an approved provider’s account holder.

To Manage Events,

- Click on the [CPE] menu item
- Click on [Manage Events] link
The Manage Events page will be displayed as follows:

The Manage Events function allow you to
- Create/update/submit/search an Event Application
- Upload More Supporting Document for submitted Event Application
- Update an approved Event
- Submit Event Attendance for an approved Event

Create Events Application

To add New Events:
- Click on [New Event] button

The Application of Event page will be displayed as follows:

To proceed to the next stage of the application (i.e.: Events):
- Select Category
  - Select “1B” under category
- Click [Proceed] button to proceed with the application
The Application of Event for category 1B is displayed as follows:

To proceed to the next stage of the application (i.e.: Documents):
- Enter **Name** of Contact Person
- Enter **Telephone No.** of Contact Person
- Enter **Email Address** of Contact Person
- Select **Event Specialty**
- Select **Patient Care Subject**
- Select **Subject**
- Select **Type of Event**
- Enter **Event Title**
- Select **Target Audience**
- (Optional): Select **Target Audience Specialty**
- Select **Start Date**
- Enter **Start Time**
- Select **End Date**
- Enter **End Time**
- Select **Event Duration**
- (Optional): Enter **Event URL**
- (Optional): Enter **Previous Event ID**
- (Optional): Enter **Additional Remarks**
- Click **[Add Session]** button to add session to the event

The Add Session page will be displayed as follows:

![Session Details](image)

To add session:
- Select **Date**
- Enter **Start Time**
- Select **Duration**
- Select **Patient Care Subject**
- Select **Specialty**
- (Optional): Enter **Reg No.** of speaker
- Enter **Name** of speaker
- Select **Duration** of speaker
- Enter **Designation** of speaker
• Enter **Institution** of speaker
• Enter **Topic** of speaker
• Click **[Save]** button

Back to the Application of Event page,
The Session has been added to the table upon clicking on the **[Save]** button.

To proceed to the next stage of the application (i.e.: Documents):
• Click **[Proceed]** button at the bottom of the page

The Documents page for Application of Event will be displayed as follows:

![Application for Accreditation of Event](image)

To proceed to the next stage of the application (i.e.: Confirmation):

If there are supporting documents,
• Select a **Document Title**,  
  o If “**Others**”, enter the other document title
• Click **[Browse]** button to browse documents for uploading
• Click **[Attach]** button to attach uploaded document
• Click **[Proceed]** button at the bottom of the page to proceed to the Confirmation page

If there are no supporting documents,
• Click **[Proceed]** button at the button of the page to proceed to the Confirmation page
The Confirmation page for Application of Event will be displayed as follows:

To proceed to the next stage of the application (i.e.: Acknowledgement)
- Click [Confirm] button at the bottom of the page to proceed to the Acknowledgement page

The Acknowledgement page for Application of Event will be displayed as follows:

```
Application for Accreditation of Event

Please be informed that your application request has been submitted to Singapore Pharmacy Council on 11/03/2013. Please print / save a copy of this acknowledgement for your reference.

Your Event ID is SPC20130311-1B-0032.
You will be notified via email on the outcome of your application. For further query, please email prsnci-alt-spc+cpe@gmail.com and quote the above Event ID.

Rate this service

Print
```

An acknowledgement email will be sent to account holder email and event’s contact person email.

**View Approved Event Application Details – Submit Attendance for Local Events**

To upload attendance for a Local Event:
- Click on the [CPE] menu item
- Click on [Manage Events] link

- Click on the [Event ID] link of the Event with an Attendance Status = “Pending Submission”
The details of selected event will be displayed as follows:

To submit attendance for the event session:
- Click on the [Status] link of the selected Session
Session Attendance page will be displayed as follows:

To enter the attendance manually,
- Enter Registration No. of professional attending event
- Select Role of professional

Should the need arise to add more attendance rows,
- Enter the number of rows to be added in Add More Rows textbox
- Click [Add] link to add the attendance rows
Mass upload of attendance function is available to facilitate the uploading of attendance list. A certain format of attendance template must be used for successful uploading.

To view the excel sheet template of attendance:
- Click the first [here] link, under “Upload Attendance File”

The Local Event attendance excel template will be displayed as follow:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Event ID</td>
<td>&lt;Enter Event ID here&gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Session #</td>
<td>&lt;Enter Session # here&gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Date (dd/mm/yyyy)</td>
<td>&lt;Enter Session Date here&gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Start Time (hh24:mi)</td>
<td>&lt;Enter Session Start Time here&gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Reg No.</td>
<td>Role</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>&lt;Enter Reg No.&gt;</td>
<td>&lt;Enter Role as ‘P’ for participant and ‘S’ for speaker&gt;</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To view the excel sheet sample of attendance with data:
- Click the second [here] to link, under “Upload Attendance File”

The sample of Local Event attendance excel sheet will be displayed as follow:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Event ID</td>
<td>SPC20100527-18-7528</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Session #</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Date (dd/mm/yyyy)</td>
<td>14/06/2012</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Start Time (hh24:mi)</td>
<td>09:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Reg No.</td>
<td>Role</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>P00001A</td>
<td>P</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>P00002B</td>
<td>S</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To mass upload of attendances using excel file,
- Select [Browse] button to browse the completed attendance excel sheet for uploading
- Click [Attach] button to attach excel sheet

Upon successful upload, attendance list is displayed on the screen

At any point of time, attendance page can be saved as draft:
- Click [Save] button at the bottom of the page to save the session attendance without submitting

The Session’s Attendance Status is set to “Attendance Updated”.

Please note that the professionals’ attendances are only saved as draft. Attendances are not submitted for approval at this status.

Once the attendance page is done and ready, submit the attendance to the system
- Click [Submit] button at the bottom of the page to proceed with the submission

The Session’s Attendance Status will be set to “Attendance Submitted”.

- 35 -
If the attendance session has been saved before, the Status will be updated from “Attendance Updated” to “Attendance Submitted”.

The updated attendance page will be displayed as follows:

![Attendance Page](image)

At this time point, Professional will not be awarded CPE points. A scheduled job will run to approve the attendance and set the attendance status to “Attendance Approved”.

Once the job is completed, the CPE Points will be awarded.
Edit and Resubmit Approved Event Application Details

An account holder is able to edit an approved event details as long as no attendance tied to the event with either of the following condition is satisfied

- Display in Calendar = “No”, OR
- Display in Calendar = “Yes” and current date is at least 2 weeks before Event Start Date

Should the need arise to update an approved event which not fulfil the above conditions, please contact SPC for assistance.

To update the details of an approved event:

- Click on the [Event ID] link of event with an Application Status = “Approved”

The details of selected event with an [Edit] button will be displayed as follows:

![Event Details Table]

To proceed to edit details of event application:

- Click on the [Edit] button
The edit details of event application will be displayed as follows:

To save the event without submitting it to SPC:

- Click [Save] button at the bottom of the page to save any updated changes without submitting it back to SPC

Upon successful saved, Event’s Application Status will be updated to “Revising” and will be taken off from the SPC CPE Event Calendar.
To submit the updated event back to SPC:

- Click [Proceed] button at the bottom of the page to proceed to Documents page

The steps are similar to creation of new event step. Please refer to the steps found in “Create Events Application” for further instruction.

Upon successful submission, Event’s Application Status is updated to “Application Submitted” and will be added back to the SPC CPE Event Calendar.
Appendix 1

THE SINGAPORE PHARMACY COUNCIL (SPC)
APPLICATION FOR THE ACCREDITATION OF CPE PROVIDER

Please submit the following documents together with a completed application form to SPC via this link:


1. A cover letter addressed to the Chairperson of CPE Accreditation Committee with reasons for application to be an accredited CPE provider.

2. A list of CPE events organized by the provider in the recent past (if any), and future CPE events.

Name of company / organisation: _____

Address: _____

Company / Organisation UEN: _____

Type of business (please tick the most appropriate option):

☐ Professional Body / Society
☐ Trade Industry
☐ Government
☐ Education
☐ Statutory Board
☐ Hospital
☐ Polyclinic
☐ Healthcare / Medical Institution
☐ Chain-Pharmacy
☐ Multinational Drug Company
☐ Local Manufacturer
☐ Voluntary Welfare Organisation ☐ Others (please provide the following information only if Others was ticked):

Type of business: _____

Paid-up capital: _____

Year of establishment: _____

The company is majority owned by *local / foreign investors.

The company is registered as a *private / private limited / publicly listed company.

DECLARATION

As authorised by my *company / organisation, I hereby declare that my *company / organisation shall abide by the terms and conditions as set out in addendum A. I further confirm that my *company / organisation has the organisational structure and the financial and personal resources for the promotion / production of CPE programmes.

______________________________

* Delete as appropriate.
Name of CPE in-charge: ______

Designation: ______

Email address: ______

Contact No: (Tel) ______ (Fax) ______ (Mobile) ______

Name of CPE in-charge: ______  Signature and date: _____

Designation: ______  NRIC/FIN No: _____

Email address: ______  UEN of CorpPass Account: _____

Contact No: (Tel) ______ (Fax) ______ (Mobile) ______

THE SINGAPORE PHARMACY COUNCIL (SPC)
ADDENDUM A – APPLICATION FOR THE ACCREDITATION OF CPE PROVIDER

TERMS AND CONDITIONS FOR THE ACCREDITATION OF CPE PROVIDERS*

1. The Provider must ensure that the CPE programmes it provides will comply with the following quality standards:

   a. The programme content is relevant to pharmacy practice and useful to the improvement of the core competencies of a pharmacist (see Table 1 of CPE Provider Guide for the pharmacists’ areas of core competencies).

   b. The author / presenter is a recognised and reputable figure within the pharmacy profession, or a profession relevant to the subject matter, i.e. the author or presenter must possess qualifications and experience that are relevant to the subject matter.

   c. The aims and objectives of the programme are defined clearly and made known to the participants.

   d. The target audience is clearly identified.

   e. The programme should not be restricted to internal staffs.

   f. Feedback and evaluation of the programme by the participants are conducted.

   g. Attendance of pharmacists is submitted to Singapore Pharmacy Council online PRS (www.spc.gov.sg) within two weeks from the completion date of the programme.

   h. The programme must not promote any specific medicinal products or any practice of commercial nature.

   i. The educational components of the programme must last a minimum of one hour.

2. The Provider is responsible for awarding the appropriate CPE points to each programme it produces according to the guidelines of the Singapore Pharmacy Council.

3. The Provider must have an effective and supportive organisational structure, adequate financial resources and qualified personnel for the development and presentation of CPE programmes.

4. The Provider shall have policies and procedures for the management of grievances including, but not limited to, tuition and fee refunds.

   The responsibility for compliance with the terms of accreditation shall rest with the accredited provider in cases where outsourcing and/or collaboration with others are involved in the development and presentation of the CPE programmes.

* These terms are subjected to change at the Council’s discretion.
Appendix 2

THE SINGAPORE PHARMACY COUNCIL

REPORT ON CPE PROGRAMME DELIVERED

This report must be completed and signed by the authorised person within two weeks of the completion of a CPE programme. Please refer to the “Guide for CPE providers” for the full instructions on filling up this report.

Title of the CPE programme

______________________________________________________________________

______________________________________________________________________

Date of delivery

From ___________________ to _____________________________

Programme type  * live / self-study

______________________________________________________________________

(Please specify, e.g. lecture, seminar etc)

The programme is produced * in-house / outsourced.

If outsourced state the name and address of the producer

______________________________________________________________________

______________________________________________________________________

Name and address of Sponsor, if any

______________________________________________________________________

______________________________________________________________________

* Circle as appropriate.
Aim and objective of the programme

If the information had been given in the promotional material, please circle “yes”. If not, please give details in a separate sheet. * Yes / No

Target participants

☐ Pharmacists ☐ Other healthcare professionals ☐ Scientists ☐ Public
(You may tick more than one)

The combined total of pharmacists, other healthcare professionals and scientists is more than 90%. * Yes / No

Curriculum Vitae of Main Author

If the main author’s CV had been given in the promotional material, please circle “yes”. If “no”, please give details in a separate sheet. * Yes / No

Programme content

If an outline of the programme content had been provided in the promotional material, please circle “yes”. If “no”, please give it in a separate sheet. * Yes / No

It is sufficient to attach the full lecture notes if they are available.

The programme is designed to increase the pharmacists’ knowledge and competency in the following areas

__________________________

__________________________

Self-assessment sheet

Please attach a copy if provided.

* Circle as appropriate.
Programme evaluation form
Please attach the completed evaluation forms.

The attendance sheet
Please attach the completed attendance sheet.

Promotional materials
Please attach the promotional materials.

Fees levied for the CPE event  * Yes / No
* Total refund/ partial refund of fees is * allowed / not allowed.

Type of CPE points awarded
☐ Patient-care points
☐ Non-Patient-care points

Computation of CPE points
Clearly show the computation according to the guidelines given in Table 3 of the “The Guide for CPE Providers”.

DECLARATION

I hereby confirm that the information given above is true to the best of my knowledge.

__________________________________
Signature and date

___________________________________
Name in block letters

____________________________________
Designation
Appendix 3

SINGAPORE PHARMACY COUNCIL

CPE PROGRAMME EVALUATION FORM (SUGGESTED)

Name: __________________________ Date: __________________

Organisation: ______________________________________________________

Programme Title: ___________________________________________________

Title of CPE programme
___________________________________________________________________
___________________________________________________________________

Name of CPE provider ________________________________________________

Date of delivery _____________________________________________________

Name of author / presenter ____________________________________________

___________________________________________________________________

Comments on programme content

The programme is *relevant / not relevant to pharmacy practice.

The programme advances the knowledge and competency of a pharmacist in the area of:

☐ Pharmaceutical Care ☐ Industrial Pharmacy ☐ Pharmacy Management

☐ Pharmaceutical Sales And Marketing ☐ Pharmaceutical Science And Technology

☐ Medical Sciences

☐ Others (please specify): ________________________________

___________________________________________________________________

* Tick as appropriate.
Usefulness of the programme to my professional practice

* 1 / 2 / 3 / 4 / 5

1= not useful
5= very useful

Ability of the speaker to deliver his/her knowledge

* 1 / 2 / 3 / 4 / 5

1 = poor
5 = excellent

* Circle as appropriate.

Suggestions for improvement

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

Signature and date (optional)