

A Quick Guide for Conducting an Internal Quality Review (IQR)

Executive Summary

The Internal Quality Review (IQR) is a CACME-mandated, formative, mid-cycle continuous quality improvement (CQI) exercise within the 8-year accreditation cycle of Canadian university continuing professional development (CPD) offices. In addition to fostering CQI processes within CPD offices, the IQR will help offices maintain compliance with accreditation standards throughout the accreditation cycle. A CPD office is not required to provide the results of its IQR to CACME. At the conclusion of the IQR, the faculty dean and CPD dean are required to confirm completion of the IQR by submitting an official sign-off form. The sign-off process will be codified in a new accreditation standard.

Getting Started

The IQR is to take place within the 4th academic year after a full accreditation visit unless otherwise stipulated in writing by the CACME Secretariat.

Planning within the CPD office is a recommended first step. Consider the required sign-off date to help ensure that proposed review goals are realistic and achievable. The format and content of the IQR are at the discretion of the CPD office or faculty, but the CPD dean, at this stage, must consult with the faculty dean before determining the scope of the IQR.

The decision as to which individuals to involve in the IQR should be made conjointly by the CPD dean and the faculty dean. Involvement of at least one reviewer external to the CPD office or university is required. Use of audio/video technology for discussions with the external reviewer is acceptable.

Identifying Standards for Review

The IQR can be used to assess compliance with all CACME standards or a CPD office may wish to be more focussed in its review. For a focussed review, a CPD office could selectively consider reviewing:

- Standards that were partially compliant (PC) or non-compliant (NC) at any time since the last full site visit, even though they may currently be Compliant (C)
- Standards that are new or newly revised
- Standards that are commonly cited, for example in the 2018 version of Standards:
 - 1.2 Operations
 - 2.4 Promoting Self-Learning
 - 2.5 Scholarly Activities
 - 4.1 Assessing Effectiveness
 - 4.2 Evaluation Strategies
- Select topics of importance to the CPD office for quality improvement

The CPD office should use the latest available standards to complete its IQR.

Status reports for standards that remain partially compliant (PC) or non-compliant (NC) at the 24, 48 or 72-month marks continue to be required independent of the IQR (i.e., the IQR is not a surrogate for a status report).

Completing the Review

The CPD dean, in consultation with the faculty dean, is free to decide on the depth of the IQR. Nonetheless, in creating the requirement for the IQR, CACME members expressed their view that a thorough IQR will provide the most benefit to the CPD office.

Several options for completing the review are available:

- Completion or partial completion of all documentation as required for a full visit
- Critical examination of the standards based on current practices without completing documentation required for a full visit
- A hybrid of these options
- Other option(s) determined by the CPD office or faculty

Whichever approaches are used, the information collected must be shared with at least one reviewer external to the CPD office who, at a minimum, is expected to comment on how the information might reflect on the office's compliance status with the accreditation standards.

At the conclusion of the IQR, a brief, written internal report must be provided to the faculty dean. The report must outline the process used for the IQR and the findings obtained including any recommendations made and suggested timelines for their follow-up. The report is for internal use only; it should not be sent to CACME.

Submitting the Sign-off form to CACME

The CACME Secretariat will make available a sign-off form to be completed by the faculty dean and the CPD dean. The form will confirm that the IQR was completed as per CACME requirements. The completed form is to be returned to the CACME Secretariat by the date indicated in the official correspondence between the CACME Secretariat and the faculty dean.