

FREQUENTLY ASKED QUESTIONS

AUDITING DURING COVID-19

How do I request an audit?

All audit requests will continue to be submitted through the [eAudit System](#). Once your request is approved, the auditor will be sent the documentation only (Doc Only) Audit tool to utilize in place of logging into the eAudit System.

Can I request an audit if my company hasn't completed all the course requirements?

We have temporarily waived the course requirements for the COR, SECOR, and TLC programs. The only training requirement is that audits must be conducted by certified auditors.

Why is my audit being converted to a Doc Only audit?

As a precaution against COVID-19 and to promote social distancing, your ACSA is converting all audits to Doc Only audits.

Doc Only audits allow for the review of documentation, which can be done remotely and electronically, without having to conduct in-person observations or interviews.

What if I've already done the observations and/or interviews required for my audit?

If you have already completed **all** the data collection (*documentation, observations, and interviews*) required for your audit, then please contact the COR department to have your audit reactivated in eAudit. This will allow you to continue the report writing and submission of your audit through eAudit.

If you have not completed both observations and interviews in full, you will proceed with the Doc Only audit. Any previously collected partial data will not be required for the documentation only audit

Will conducting a Doc Only audit maintain my auditor status?

Yes, conducting the Doc Only audit will maintain your auditor status for the year.

Note: if you are due for ATP-Recertification, you will still be required to complete this course before the end of the year. Auditor Training Program Recertification (ATPR) is now available as virtual instructor-led training (VILT). Sign up [here](#) to ensure you meet your recertification needs.

What is the minimum number of months of documentation I need for a one-year documentation-only certification or maintenance audit?

The minimum requirement for a one-year documentation-only certification or maintenance audit is **three months** of documentation.

How can my company review documentation for my audit?

Your company can review documentation electronically in many ways, including file sharing, emails, screen-sharing, or video-chatting.

Will a Doc Only audit maintain my COR? (*Internal COR Maintenance audits only*)

Yes, a Doc Only audit will maintain your company's COR for the year. No additional audits will be required to maintain the company's COR.

What type of COR will I achieve for having a Doc Only audit? (*External COR Certification audits only*)

Under normal circumstances a Doc Only audit gives a company a 6-month COR. However, due to the COVID-19 pandemic, companies who go through a Doc Only audit for their certification/recertification audit will achieve a one-year COR certificate.

Will my company still be eligible for WCB/PIR rebates for conducting a Doc Only audit?

Yes. Doc Only audits will qualify the company for their annual rebates from WCB/PIR for the 2020 year.

How do I complete a Doc Only audit?

The Doc Only Audit tool has been made available in place of the eAudit System. This tool covers the documentation questions from the standard audit tool. You will score the questions and provide validation notes to support your scoring in this tool.

You will initially request your audit in the eAudit System, then it will be issued to you in Adobe as a PDF.

Please note, the tool only works in Adobe. Please read through the instructions on page 3 of the Doc Only Audit tool before proceeding. If you have any questions or issues using the tool, please contact the COR department.