FREQUENTLY ASKED QUESTIONS
2020 EDITION: 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.

How do I complete the COR training requirements?

All COR courses are now available virtually. Please register online or contact our friendly Client Services department.

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.

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 (ATP-R), you will still be required to complete this course before the end of the year. ATP-R is offered through the ACSA's Virtual Instructor-Led Training (VILT), to sign up, click here.

How can my company have a documentation only audit conducted? How is documentation reviewed?

You can share documentation electronically with your auditor 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 Re-Certification audits only)*

If you have already completed your documentation-only re-certification audit, or are in the process of requesting or conducting your re-certification audit, your ACSA will convert it to the three (3) year COR option. Employers will be notified of the new three (3) year expiry date. See below for the Eligibility Requirements.

This change is retroactive to March 17, 2020—commencement of the one-year documentation-only audit requirement—and will be in effect until December 31, 2020. For more information, [click here](#).

ELIGIBILITY: The three (3) year option is NOT available to companies whose COR has lapsed or who have not yet completed at least one three-year COR cycle.

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 not need to access the eAudit System.

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.

What is the plan for full auditing (Documentation, Interviews, and Observations) once it becomes safe to do so?

Your ACSA is working with Partnerships in Injury Reduction regarding the return to full auditing. We will keep you posted as to what this will look like when we have more information.