

## **COR Remote Auditing – FAQ**

### **How to schedule a COR remote audit?**

Baseline Audits: Audit paperwork is sent to a company at the time their manual is reviewed/accepted. Companies must have the required COR training and proficiencies completed, as well as have a valid Milestone #1 or Milestone #2 letter. The audit is required prior to the expiry of Milestone #2. To schedule an audit, email completed forms to [scsaprograminfo@scsaonline.ca](mailto:scsaprograminfo@scsaonline.ca). Upon receipt, Program Administration will provide date options for the audit.

Re-certification Audits: Reminder packages, containing audit scheduling information are mailed/or emailed to each company. Companies must have the required COR training and proficiencies completed. To schedule an audit, email completed forms to [scsaprograminfo@scsaonline.ca](mailto:scsaprograminfo@scsaonline.ca). Upon receipt, Program Administration will provide date options for the audit.

### **What documentation is needed?**

Once the remote audit is scheduled, the SCSA Program Administration will provide an audit confirmation letter. Within this letter, there is a general list of documentation that will be required.

### **How to submit the documentation.**

Along with the audit confirmation letter there will be a link, user name and password provided for a secure File Transfer Protocol (FTP) site.

### **Will the SCSA give me instructions on how to submit the documentation?**

Yes, instructions on how to upload electronic documentation will be included in the audit confirmation letter. The FTP site will be available for uploading 3 weeks prior to the audit and uploading of all documentation must be completed the week prior to the audit.

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### **What support is provided for the upload and audit process?**

Program Administration is the point of contact for: link, user name, password and instructions for FTP site or in the event the audit needs to re-scheduled. [scsaprograminfo@scsaonline.ca](mailto:scsaprograminfo@scsaonline.ca)

Following the audit being scheduled, a member of the SCSA Advisory Services department will contact the company. This Advisor would be the point of contact providing additional assistance with documentation selection and upload or for testing of Microsoft Teams video conferencing.

The Auditor will contact the company approx. 2 weeks before the audit. The Auditor’s contact information will be provided prior to the audit. During the Audit, the Auditor will be the point of contact.

### **What is the cost?**

There is no cost to Members (B code companies). There is a flat fee of \$425.00 plus GST for Supporters and Non-Members.

### **How “available” must the COR contact person be to the Auditor during the audit?**

There will be a set time for the opening meeting and closing meeting. The auditor will determine the interview schedule and observation times with the COR Contact person in the weeks prior to the audit and confirm at the opening meeting.