

AuditSoft FAQ for Employers & Auditors

For Employers

Is Auditsoft available for the facility to use or is it only for auditors?

- No, AuditSoft cannot be used for activities other than conducting a COR Audit. If your organization is looking for information about the COR Audit elements, how to build or improve the Occupational Health and Safety Management System, or what evidence the auditors will gather as they conduct the COR Audit, please contact the CCSA team at OHS@AB-CCSA.ca
- AuditSoft should only be used to conduct the annual COR Audit, using it for other purposes will skew the AuditXchange data for your organization.
- Your organization's internal auditors will also use AuditSoft to complete the COR Maintenance Audit.
- Your organization will use AuditXchange to review the results of your current audit and compare your audit results year over year.

Once the audit is finalized, does the auditor send the PDF?

- Yes, once the audit is finalized and has been approved by the CCSA, then the lead auditor sends the final AuditSoft report PDF and generated Action Plan to the employer.

Can organizations review more information on their results, including comparing results from one year to the next in future years, in AuditXchange?

- Yes, there is a system named AuditXchange. Once the final audit report information has been processed in AuditSoft and the lead auditor has sent the final report, then the organization could then review more information on their results, including comparing results from one year to the next in future years. Note: Currently this feature will only be available from 2024 onwards, meaning organizations cannot use this system to view data before 2024.

For Auditors

When calculating my interview numbers, should I go with the minimum number or the recommended number of interviews that AuditSoft provides?

- Go with the recommended numbers. Remember, if an auditor exceeds their recommended interview sampling numbers, then the auditor must provide justification for doing so.

When can I receive training on AuditSoft?

- Outside of CCSA specific processes, training on how to use the AuditSoft tool will not be offered by the CCSA.
- AuditSoft provides free OnDemand training on their tool through Safety Vantage. Here is the link <https://www.safetyvantage.com/course-catalog/auditsoft/>
- AuditSoft has also offered to provide one additional instructor-led training session on their AuditSoft Tool. This training session is intended for certified auditors who want to acquire additional information and support with the AuditSoft Tool. The training session will be held in September 2024, date is to be confirmed.

Can I use the excel-based Audit Tool instead of AuditSoft?

- No. Audits created using the excel-based tool WILL NOT be accepted. Going forward, only AuditSoft will be accepted.

Are internal auditors required to use AuditSoft for their audits?

- Yes, all auditors are required to use AuditSoft for audits. As of February 26, 2024, the CCSA will only be using AuditSoft for all Certificate of Recognition Audits. No exceptions will be made, the excel-based audit tool **cannot** be used.

Do auditors need to purchase a license or training for AuditSoft?

- No, the cost of the license and training are covered.

Does AuditSoft support several auditors completing audits and combining all into one audit?

Yes. AuditSoft allows for the use of team audits, that are then merged into one audit. [Here is some more information about Team Audits.](#)

How can I generate an Action Plan (Post-Audit) in AuditSoft?

- [Save Action Plan : AuditSoft Inc. \(freshdesk.com\)](#)
- Note: Employers cannot generate an action plan in AuditSoft; this must be done by the auditor.

Is there a way for me to practice an audit before doing the real one?

- Yes, you can request an evaluation license, which is like a mock/practice audit. To request an evaluation license, click on Get a New License, select the CCSA from the list of Certifying Partners and type EVALUATION into the Legal name of the company to be audited.
- Note: Employers cannot practice their audit with this feature before they have an auditor do a real audit. Evaluation licenses are for auditors only.

What happens when a license is requested? Why don't I get my license right away?

- Audits must be registered with the CCSA for a license request to be approved. Once you request a license, the request will come to the CCSA COR team for approval. This is to ensure it is the correct employer and auditor requesting the license. The CCSA will review and approve licenses each business day to ensure none are missed.

What is the cost for cloud backup?

- Cloud back up for one year is \$114.40. This is an optional service that the auditor can choose to purchase.

What should I do if I try to submit my audit but do not receive the submission confirmed notification?

- As soon as possible, contact the AuditSoft Support Team for help in one of the following ways:
 - Email: support@auditsoft.co
 - Phone: 1-888-514-3534
 - Support Ticket: [Submit a ticket : AuditSoft Inc. \(freshdesk.com\)](#)