

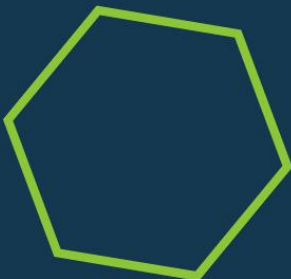
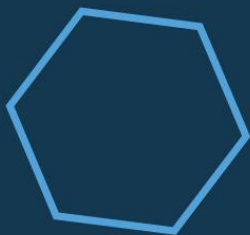
USER GUIDE



Getting Started with AuditSoft™ for Saskatchewan Construction Safety Association COR Audit

VERSION 1.1

August 22, 2023



 **AuditSoft**

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Introduction

This document has been made available by Saskatchewan Construction Safety Association (SCSA) and AuditSoft™. It is provided to SCSA internal and external auditors as a guide for using AuditSoft™ to complete a COR audit of a registered SCSA organization.

This document should be referenced in conjunction with the SCSA Auditor training handbook.

This training program is the result of a 2023 modernization initiative that replaced the outdated PDF audit with AuditSoft™, the industry leading electronic audit software solution.



As part of the modernization project some audit questions and relationships between questions were changed and/or updated.

IMPORTANT: The AuditSoft™ implementation covered in this document includes these approved changes and the audit covered in this document is not identical to the obsolete PDF audit that was used in prior years.

Getting Started

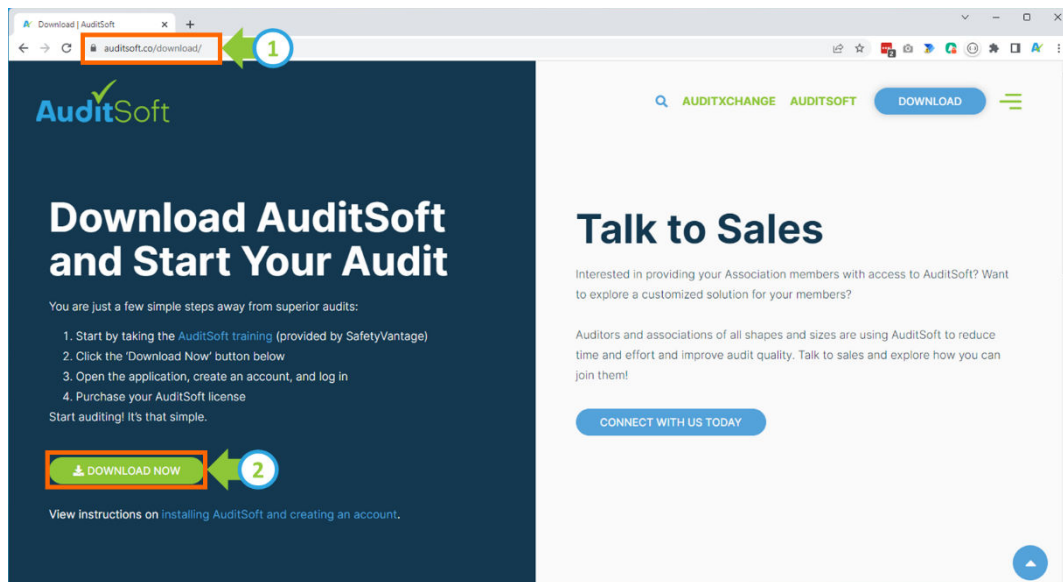
Get AuditSoft™

AuditSoft™ is a Windows desktop application that must be installed from the AuditSoft™ website.

1. Open a browser to <https://AuditSoft.co/download>
2. Click Download Now
3. Click on the downloaded file to install AuditSoft™.



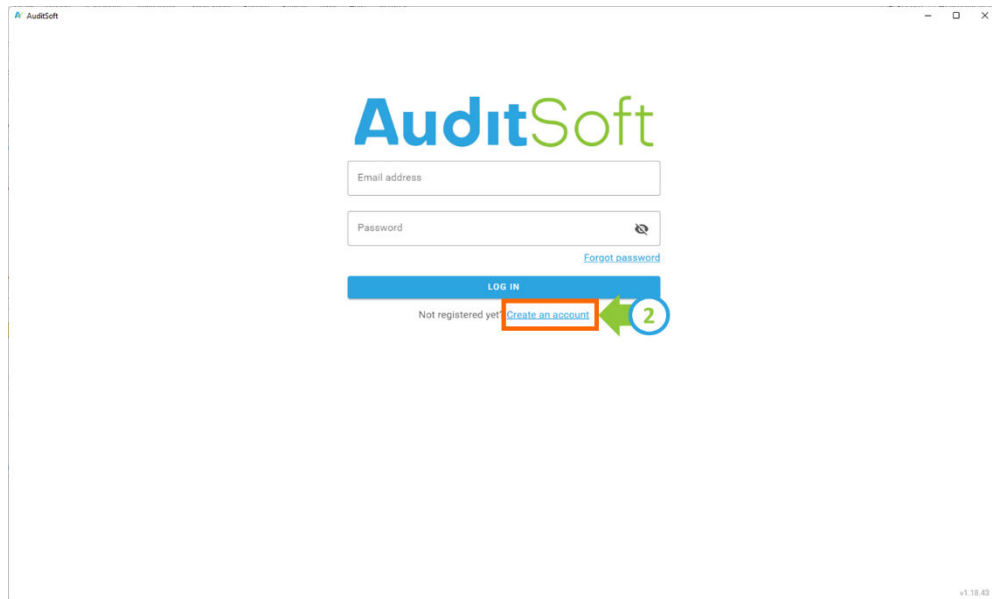
Automatic Updates: Once you have installed AuditSoft™ it will check for updates whenever it is opened and will automatically update.



Create an Account

Before you can start using AuditSoft™ you must first create an Account. Your account is used to manage all your licenses, backups, etc. To create an account:

1. Open AuditSoft™
2. Click **Create an Account**
3. Enter your credentials (Name, email address and password)
4. You will be sent an email to verify your email address and once verified you can log in and start using AuditSoft™.



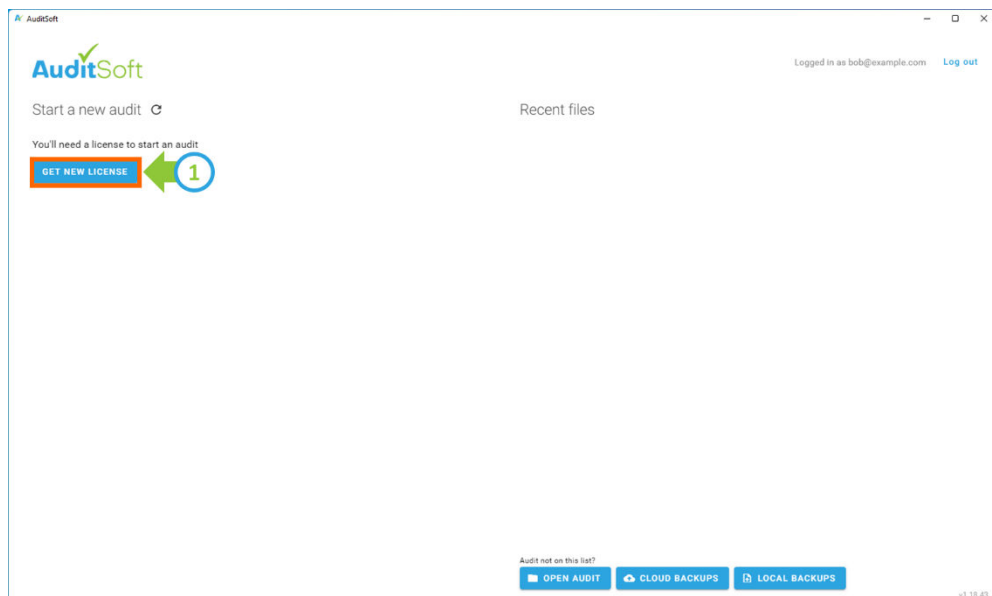
Get a License

A license is required for every audit that is started.

- Licenses must be requested from SCSA and will be approved by SCSA if your account is in good standing.
- Each license is issued for the specific **name of the company** that will be audited.
- The license is valid for one audit and for 9 months (270 days) after it has been approved. This means that you must complete your audit of the company within 9 months from the day that you request a license.

To obtain a license:

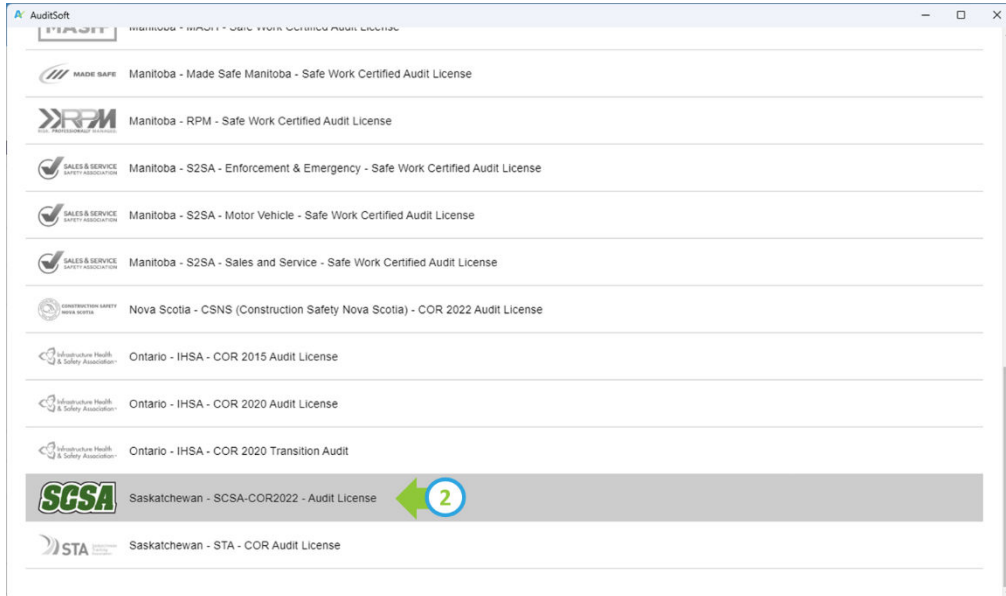
1. Click on **Get new license**.



2. Select the SCSA COR2022 audit from the list of available audits.

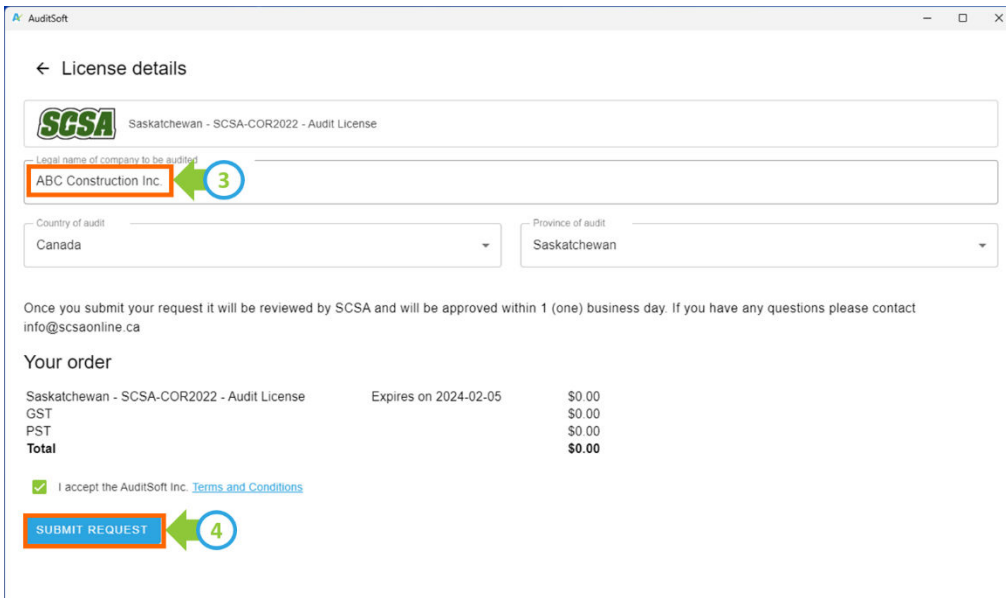


Note: Be sure not to select the SCSA Small Employer Certificate of Recognition (SECOR) audit if you are doing a COR audit.



The screenshot shows a list of audit licenses available in the AuditSoft system. The licenses are categorized by province and type. The 'Saskatchewan - SCSA-COR2022 - Audit License' is highlighted with a green arrow and the number 2, indicating it is the correct selection for a COR audit.

3. Enter the **Legal name of the company to be audited**.
4. Click **Submit Request** for your license request to go to SCSA.



The screenshot shows the 'License details' page for the 'Saskatchewan - SCSA-COR2022 - Audit License'. The 'Legal name of company to be audited' field is highlighted with a green arrow and the number 3, and contains the text 'ABC Construction Inc.'. The 'SUBMIT REQUEST' button is highlighted with a green arrow and the number 4. Below the form, there is a section for 'Your order' showing the license details and a total cost of \$0.00. At the bottom, there is a checkbox for 'I accept the AuditSoft Inc. Terms and Conditions' and a 'SUBMIT REQUEST' button.

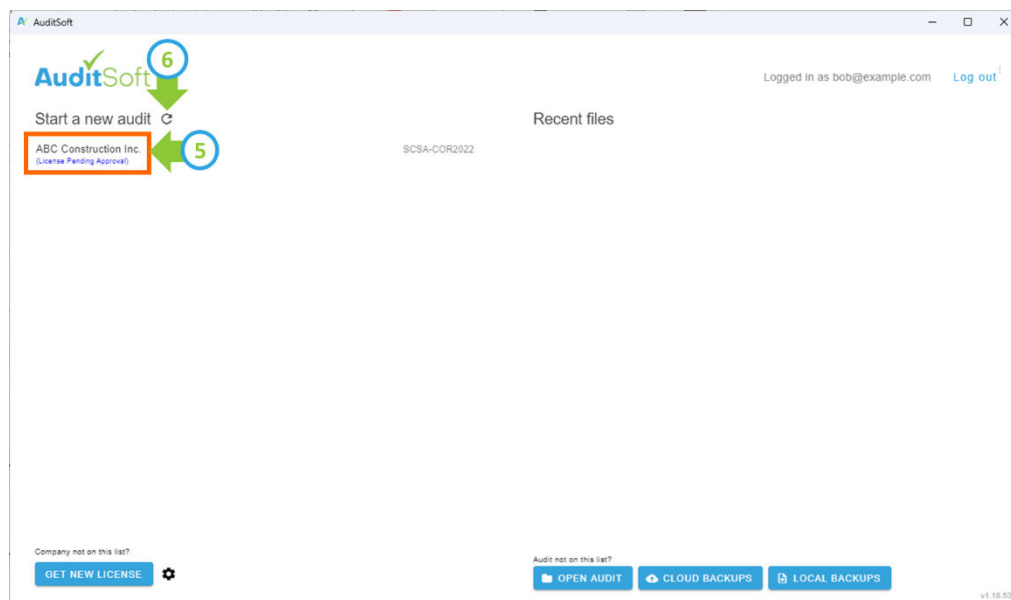


Training License: If you are not ready to start an audit you can request an evaluation license. In the **Legal name of company to be audited** enter: **"Evaluation"**

5. You will be returned to the AuditSoft™ **Home** page and the requested license with the status, **License pending approval**, will be listed on the left side of the page.
6. To check if the license has been approved click the refresh button. Once approved, the **License pending approval** status will be removed and you are ready to start your audit.



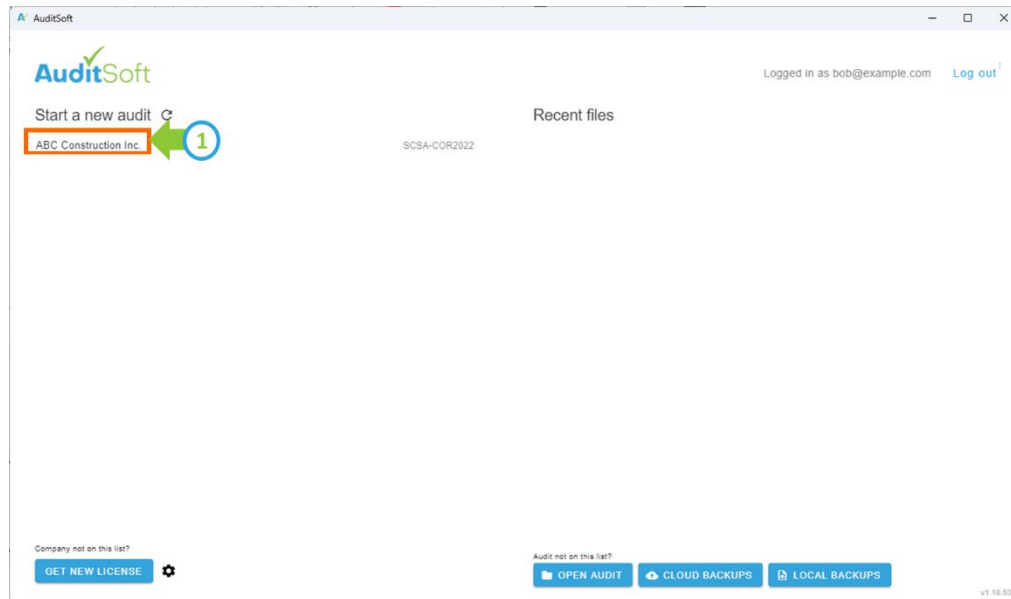
It can take up to 2 business days to have your license request approved. When approved you will receive email notification



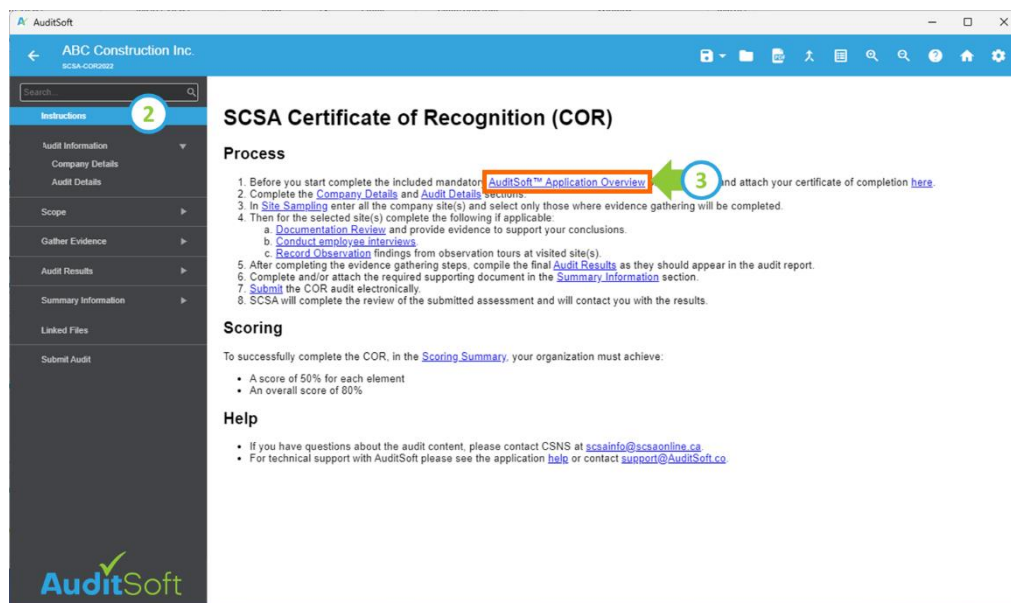
Start Your Audit and Complete the Training

Once the AuditSoft™ License has been approved you can:

1. Click on the license name under the **Start a new audit** column.



2. This will open a new audit and the audit **Instructions** page will be displayed. Read the instructions.



3. Before you proceed click on the training link and complete the **AuditSoft™ Application Overview** online training.



Online training is mandatory: Please do not proceed unless you have completed the 45-60 min online training course. The rest of this guide assumes you have completed the training and that you are familiar with the AuditSoft™ workflow and terminology covered in the training.


Note: Remember to download a copy of your certificate of completion. You will need it to submit your audit.

Audit Workflow

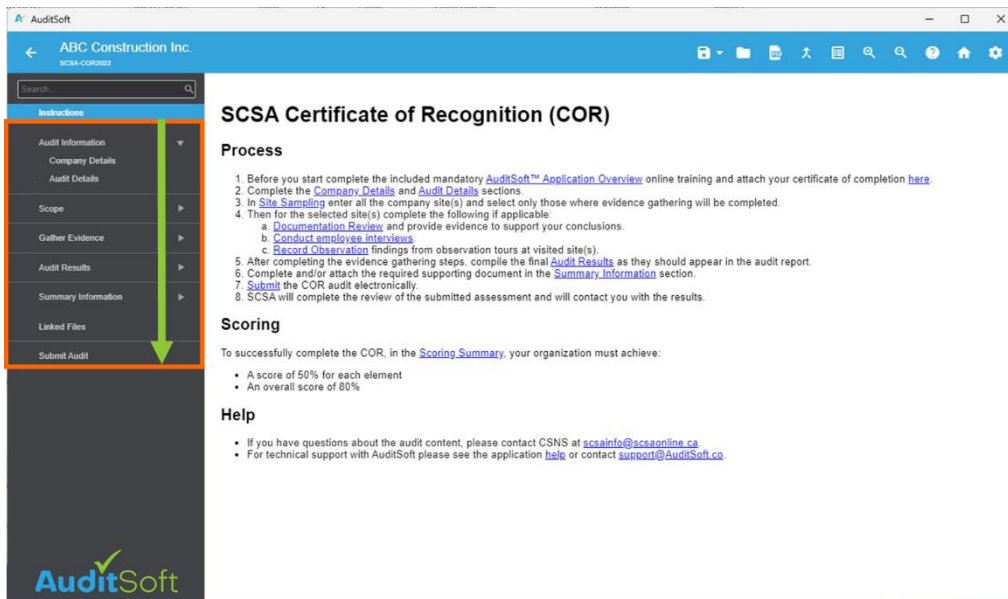
Now that you have completed the **AuditSoft™ Application Overview Online** training and you have started a new audit we can proceed.

Please note that the remainder of this guide will only cover those items that are specific to SCSA and will not repeat the content covered in the **AuditSoft™ Application Overview** online training.

As reference there is an extensive online manual including explanation videos and many frequently asked question (FAQ) responses that can be accessed from the **Help** button in the software application toolbar



1. The workflow for completing an audit is to start at the instructions in the left navigation menu and to then complete the items systematically from the top to bottom, completing each section in the left navigation menu before moving to the next.

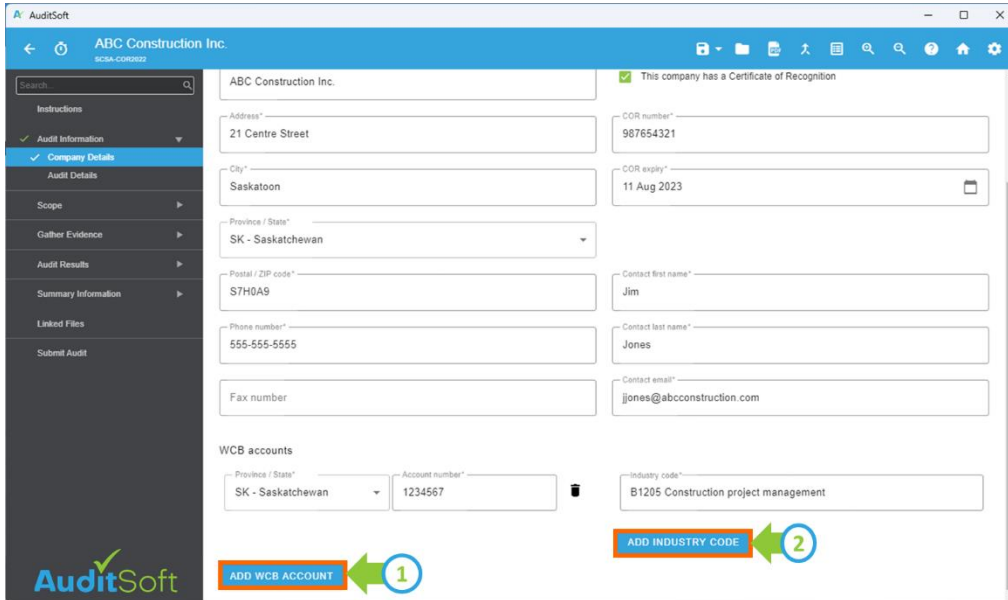


Audit Information

Company Details

This section lists the details of the company or organization that is being audited. Companies often merge or are acquired and AuditSoft™ supports changes in business structure:

1. You can add multiple WCB account numbers.
2. And multiple Industry codes can be assigned to each WCB number.



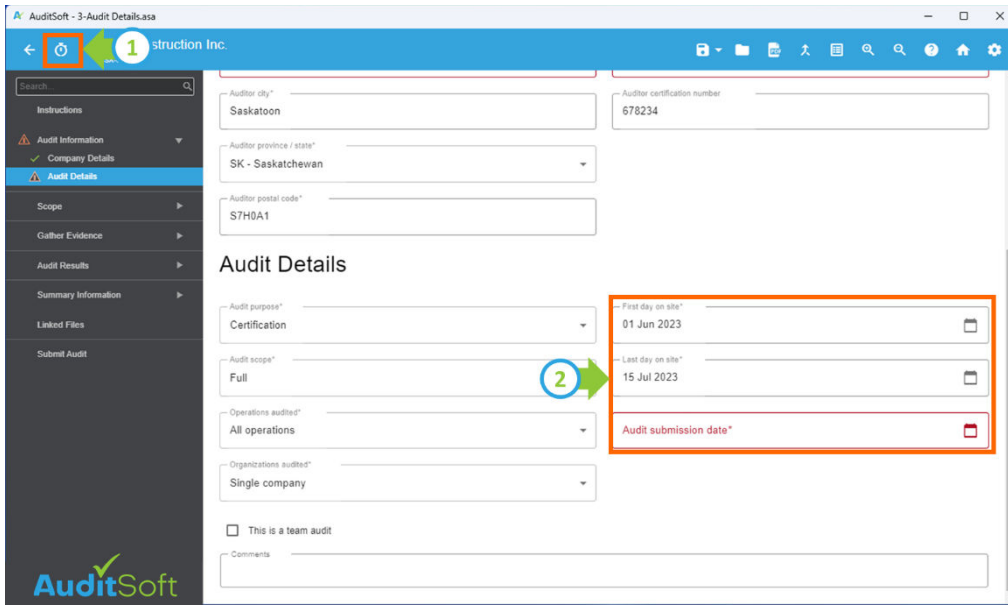
Audit Details

An audit is a snapshot that represents the state of a company's occupational health and safety program at a specific point in time. To ensure that the audit is completed in a timely matter, to capture the snapshot, guidance is provided to the auditors on the amount of time that the audit should take:

- The amount of time from the first day on site until the last day on site represents the evidence gathering phase of the audit and this phase should not exceed: **45 days**.
- The amount of time allotted for completing the audit report after the last day on site until the audit is submitted should not exceed: **30 days**.

To remind the auditor of this guidance:

1. There is a reminder **clock** in the upper left corner of the software.
2. The available time on the clock is determined by the dates in the **Audit Details** section.



AuditSoft - 3-Audit Details.ssa

struction Inc.

Auditor city* Saskatoon

Auditor province / state* SK - Saskatchewan

Auditor postal code* STH0A1

Auditor certification number 678234

Audit Details

Audit purpose* Certification

Audit scope* Full

Operations audited* All operations

Organizations audited* Single company

☐ This is a team audit

Comments

First day on site* 01 Jun 2023

Last day on site* 15 Jul 2023

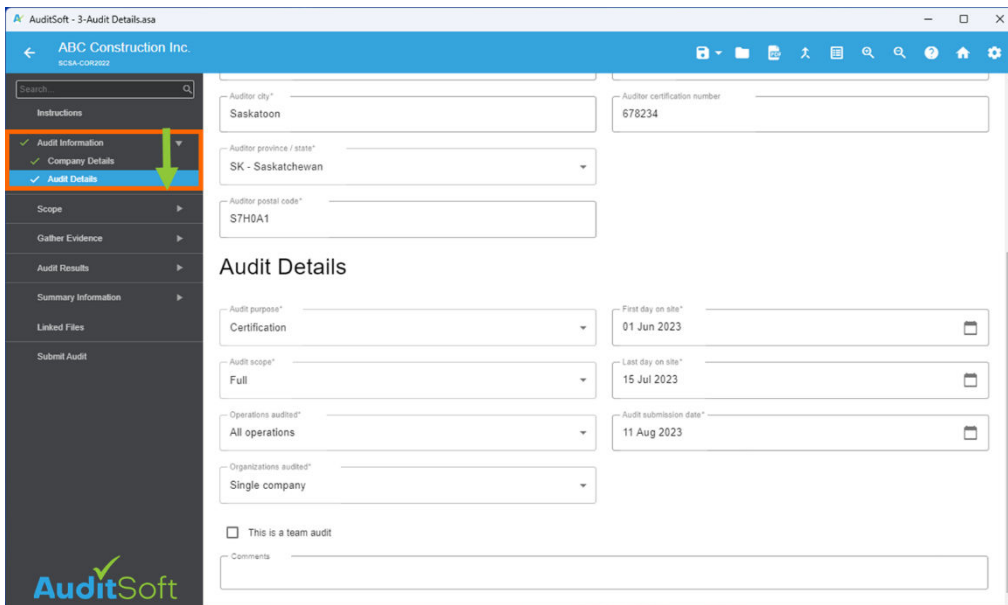
Audit submission date* 11 Aug 2023



The time frames of the clock in AuditSoft™ are there to guide the auditor with the intent of closing the audit snapshot in a recommended time frame. SCSA is the final authority on the amount of time that can be taken to complete your audit and SCSA may allow you to exceed the suggested time frames.

Important: Exceeding the recommended allotted time does NOT affect your ability to submit your audit.

After the **Audit Information** section has been completed, with a green check mark next to each subsection, it is time to move to the next section of the audit.



AuditSoft - 3-Audit Details.ssa

ABC Construction Inc.

SCSA-COR2022

Auditor city* Saskatoon

Auditor province / state* SK - Saskatchewan

Auditor postal code* STH0A1

Auditor certification number 678234

Audit Details

Audit purpose* Certification

Audit scope* Full

Operations audited* All operations

Organizations audited* Single company

☐ This is a team audit

Comments

First day on site* 01 Jun 2023

Last day on site* 15 Jul 2023

Audit submission date* 11 Aug 2023

Scope

Site Sampling

An important part of audit planning is to determine which sites to visit, how many interviews to do and the number of observation tours to complete.

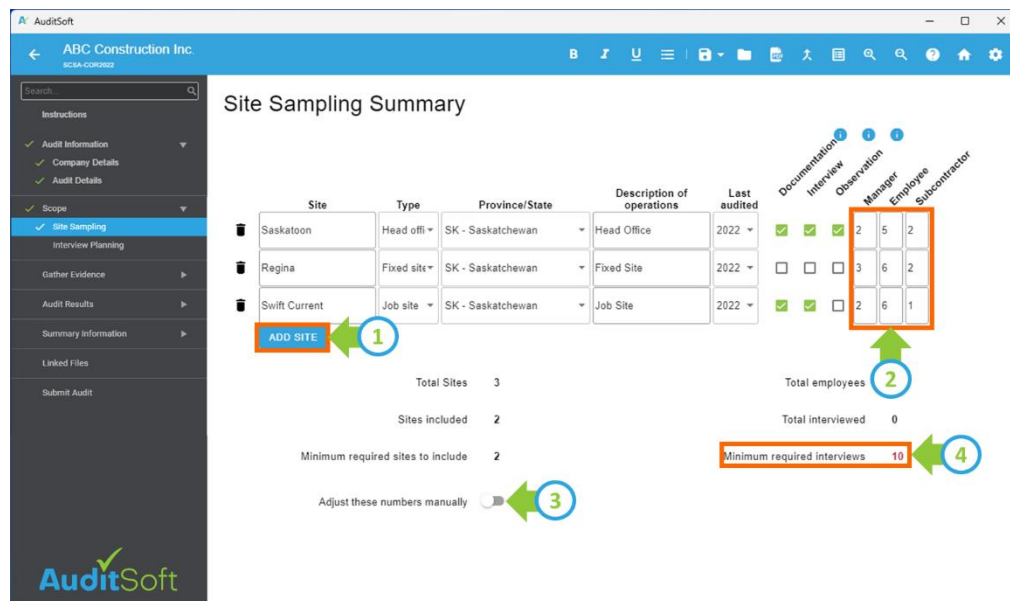
The worksites included in the audit must be representative of the organization's overall operations. To determine the number of worksites to visit, the SCSA's worksite visit guidelines have been incorporated and AuditSoft™ automatically calculates the number of sites to include based on the active sites entered. The main office/shop must be included in the scope of the audit.



The head office/main office/shop must be included in the scope of the audit.

When updating this **Site Sampling Summary** page:

1. Select **Add site** to add every active site and the head office for the company.
2. For each site, enter the number of employees in each role that work at the site.



Site	Type	Province/State	Description of operations	Last audited	Documentation	Interview	Observation	Manager	Employee	Subcontractor
Saskatoon	Head offi	SK - Saskatchewan	Head Office	2022	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2	5	2
Regina	Fixed site	SK - Saskatchewan	Fixed Site	2022	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	6	2
Swift Current	Job site	SK - Saskatchewan	Job Site	2022	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2	6	1

Total Sites: 3
 Sites included: 2
 Minimum required sites to include: 2
 Adjust these numbers manually: ☐

Total employees: 20
 Total interviewed: 0
 Minimum required interviews: 10



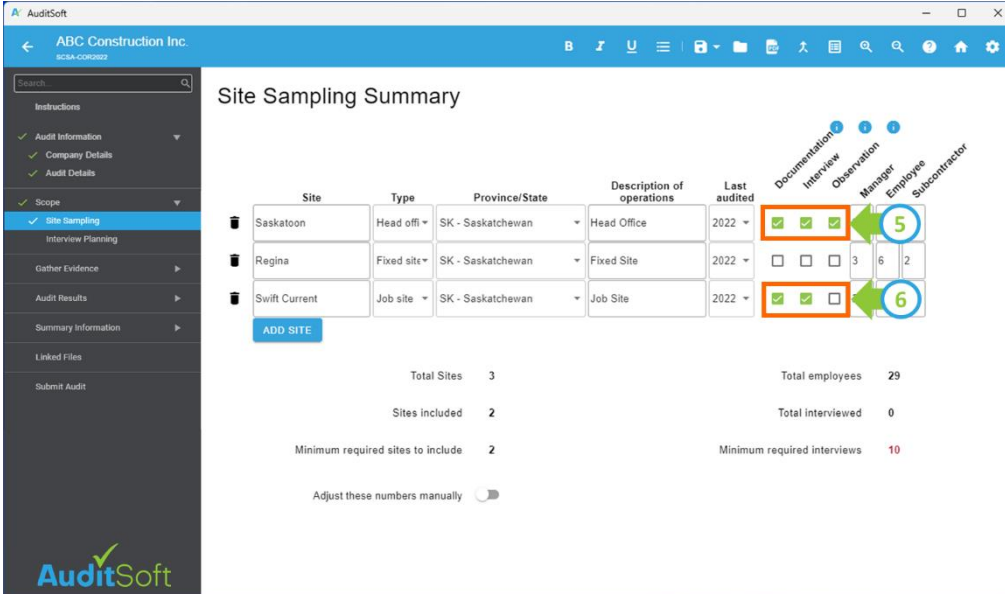
It is important to enter all the sites and all the employees at each site. If you have many sites (typically over 30) you can select **Adjust these numbers manually** to add many sites at once (see item 3)

4. Based on the number of employees entered, a recommended minimum number of interviews is calculated. This recommended number of interviews is calculated based on the SCSA's interview sampling guidelines.

Next determine which sites will be included in the audit. To be included means that you will perform at least one evidence gathering activity at the site. There are 3 evidence gathering methods:

- D - **Documentation** review.
- I - conducting employee **Interviews**.
- O - completing an **Observation** tour.

5. Always include the head office in the audit. In most cases you will want to complete all 3 evidence gathering steps (DIO) at the head office.
6. For other ("Job site" or "Fixed Site") sites you may or may not include a documentation review (more about this in the documentation review section), interviews and/or observations based on the setup of the audit and whether you will physically or virtually visit the site.



Site	Type	Province/State	Description of operations	Last audited	Documentation	Interview	Observation	Manager	Employee	Subcontractor
Saskatoon	Head off	SK - Saskatchewan	Head Office	2022	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5		
Regina	Fixed site	SK - Saskatchewan	Fixed Site	2022	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	6	2
Swift Current	Job site	SK - Saskatchewan	Job Site	2022	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6		

Summary:

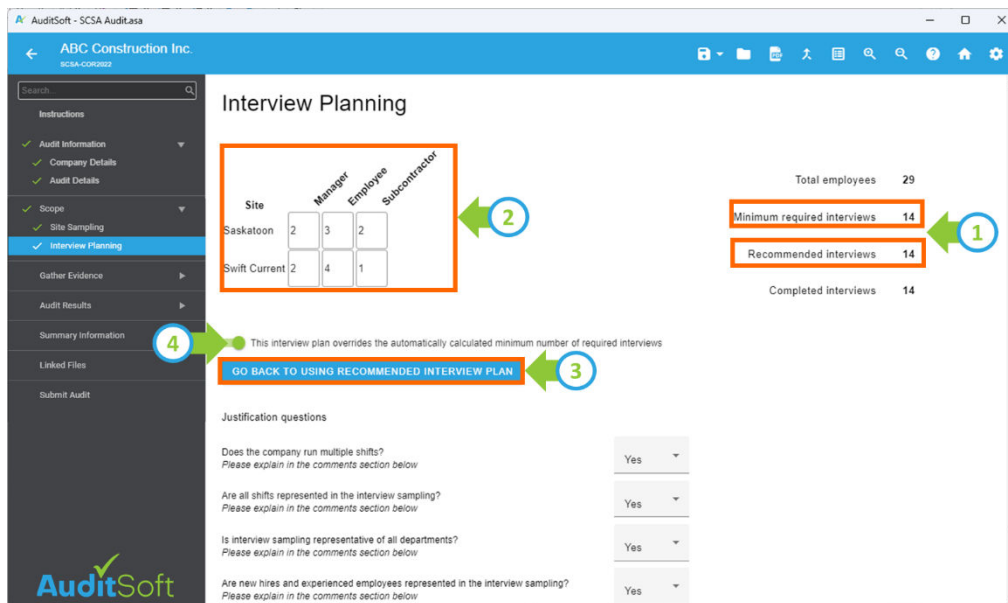
- Total Sites: 3
- Sites Included: 2
- Minimum required sites to include: 2
- Total employees: 29
- Total interviewed: 0
- Minimum required interviews: 10

Adjust these numbers manually ☐

Interview Planning

Interview planning ensures that you select a representative sample of employees to interview. If the auditor determines that additional interviews are required based on organization size and diversity of work, the planned number of interviews can be adjusted:

1. The **Recommended interviews** are automatically calculated based on the fact that a fraction of a person cannot be interviewed. The result is that the **Recommended interviews** will often exceed the **Minimum required interviews**.
2. The distribution of the interviews across the included sites is presented in the interview plan.
3. Selecting the **Use Custom Interview Plan** option will allow the auditor to change this distribution of interviews manually. The auditor must receive a pre-approved alternative interview plan from the SCSA before proceeding.
4. And, if pre-approved by SCSA, select the option: **This interview plan overrides the automatically calculated minimum number of required interviews**, to override the automatically calculated minimum number of required interviews with the approved number of interviews.



Interview Planning

Site	Manager	Employee	Subcontractor
Saskatoon	2	3	2
Swift Current	2	4	1

Total employees: 29

Minimum required interviews: 14

Recommended interviews: 14

Completed interviews: 14

☒ This interview plan overrides the automatically calculated minimum number of required interviews

[GO BACK TO USING RECOMMENDED INTERVIEW PLAN](#)

Justification questions

Does the company run multiple shifts?
Please explain in the comments section below

Are all shifts represented in the interview sampling?
Please explain in the comments section below

Is interview sampling representative of all departments?
Please explain in the comments section below

Are new hires and experienced employees represented in the interview sampling?
Please explain in the comments section below

After the Scope section has been completed, with a green check mark next to each subsection, it is time to move to the next section of the audit.

AuditSoft - SCSA Auditsa

ABC Construction Inc.

SCSA-COMP2022

Search

Instructions

✓ Audit Information

✓ Company Details

✓ Audit Details

✓ Scope

✓ Site Sampling

✓ Interview Planning

Gather Evidence

Audit Results

Summary Information

Linked Files

Submit Audit

AuditSoft

Interview Planning

Site	Manager	Employee	Subcontractor
Saskatoon	2	3	2
Swift Current	2	4	1

Total employees

29

Minimum required interviews

14

Recommended interviews

14

Completed interviews

14

This interview plan overrides the automatically calculated minimum number of required interviews

GO BACK TO USING RECOMMENDED INTERVIEW PLAN

Justification questions

Does the company run multiple shifts?

Please explain in the comments section below

Yes

Are all shifts represented in the interview sampling?

Please explain in the comments section below

Yes

Is interview sampling representative of all departments?

Please explain in the comments section below

Yes

Are new hires and experienced employees represented in the interview sampling?

Please explain in the comments section below

Yes

Gather Evidence

When gathering evidence, it is standard audit practice to visit one site at a time. At each visited site you may decide to complete any, or all, of the following evidence gathering steps:

1. Review documentation (D) to ensure that policies and procedures are in place,
2. Interview (I) employees to verify that they are aware of the policies and procedures, and
3. Complete an observation (O) tour to confirm that policies and procedures are being adhered to.

With the use of technology and specifically online document repositories (Dropbox, SharePoint, etc.) and video conferencing tools (Zoom, Teams, etc.), some of the documentation review and interview tasks can often be completed remotely or from a single location.

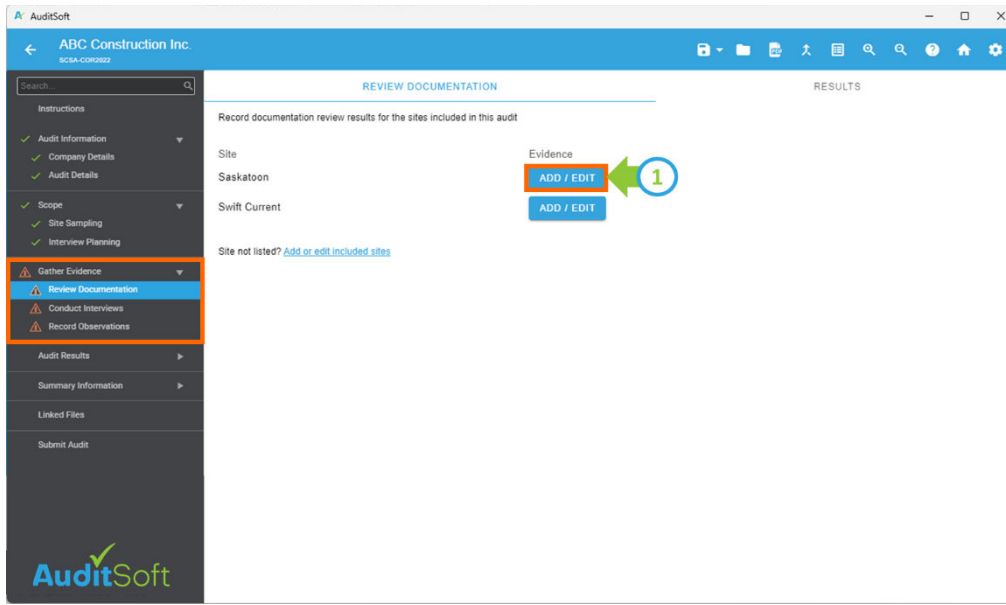
Review Documentation

When you start an audit, it is a best practice to start with a documentation review at the Head Office. Depending on the documentation available at the Head Office you may not have to review documentation at other ("Job site" or "Fixed Site") sites. During the documentation review there are generally two types of documents that are encountered:

- **Directive Documents** – These include policies and mission statements that apply to the entire company. Because they are companywide documents, they only need to be reviewed at the Head Office. They are the same at every other site and can therefore be omitted and do not have to be reviewed again when visiting other sites.
- **Operational Documents** - These on the other hand, are site specific and include pre-job hazard assessments, inspections, emergency response plans and site-specific job descriptions. If these documents cannot be accessed and reviewed at the Head Office, they should be reviewed at every other site included in the audit.

To start the documentation review at the head office:

- In the **Gather Evidence** section of the left navigation menu select **Review Documentation** and then select **Add/Edit** next to the Head Office site name.



All documentation review questions should be answered at the Head Office.

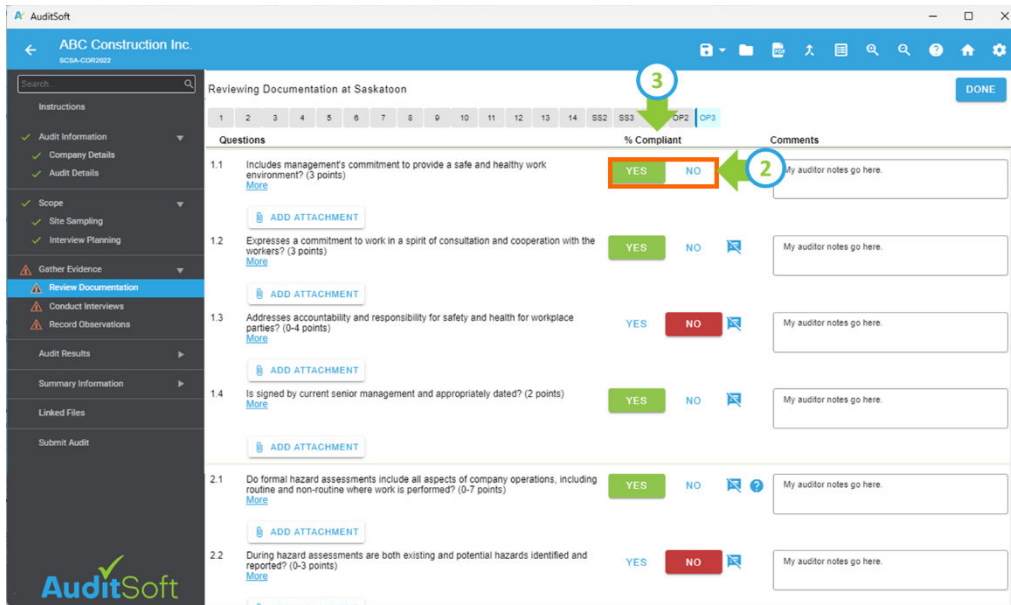
The only questions that do not need to be answered are those optional questions that may not be applicable and that can be marked as **Question is not applicable to this audit**.



Questions that are marked as **“Question is not applicable to this audit”** will not be scored and will not be included in the overall audit pass/fail calculations.

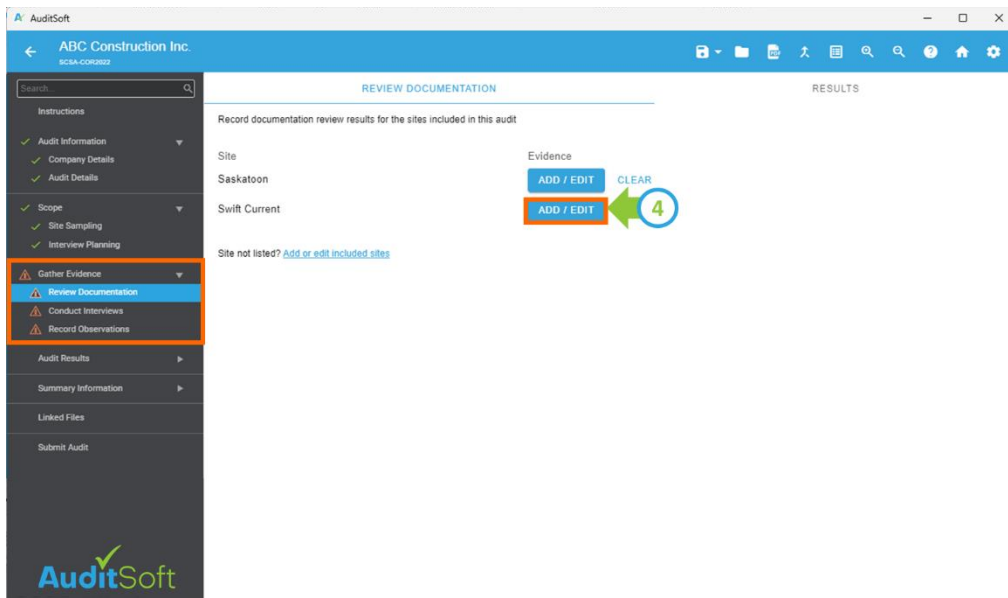
The documentation review requires the auditor to determine the **% Compliant (3)** based on the following available options:

- **Yes** (100% compliant with requirements); or
- **No** (0% compliant with requirements)



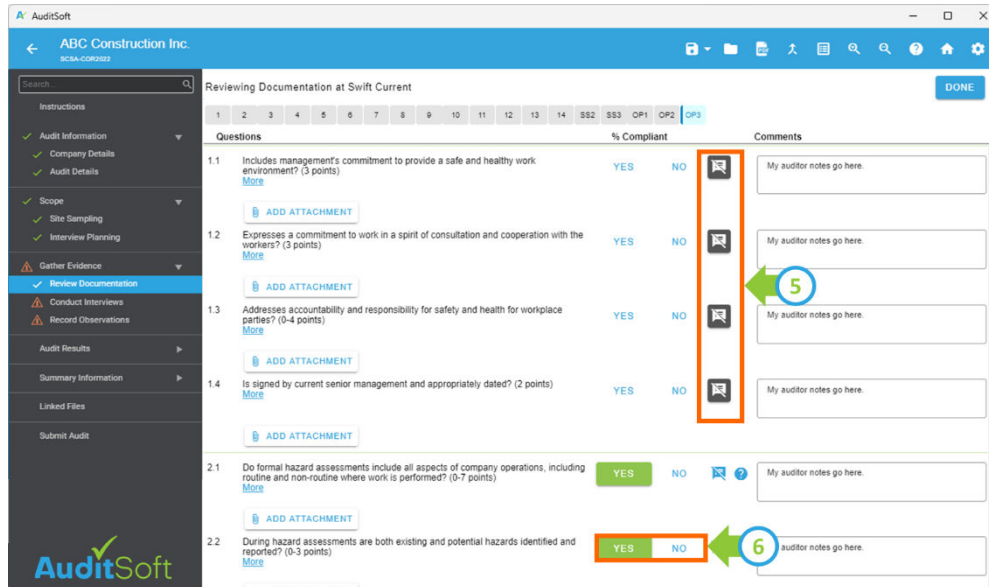
Reviewing documents at Other Site(s)

At the start of the **Review Documentation** section the differences between directive and operational documents were discussed. If all the operational documents required for the audit were not available at the head office for review, it may be necessary to review only those operational documents that were not available as part of a head office documentation review at other site(s).



4. Start the documentation review at the next site.
5. At the site, questions related to directive documents, that have already been reviewed at the head office, can be ignored and can either be:
 - a. marked as **Not applicable to site**, or

- b. can be left blank.
6. Questions related to operational documents that are specific to the site, and that could not be reviewed at the head office, like site specific hazard assessments should be answered.




The decision as to whether operational documentation should be reviewed only at the Head Office or also at additional sites will be determined by the availability of documents and is ultimately a decision that each auditor must make on a case-by-case basis.



Averaging the Documentation **% Compliant** over multiple sites is calculated based on a **Mathematical average**. For example: if on an operational document review question you assign a “Yes” or 100% Compliant at the Head Office and a “No” or 0% Compliant at another site the **Result** that will be used for scoring will be $(100\% + 0\%) / 2 = 50\%$

Conduct Interviews

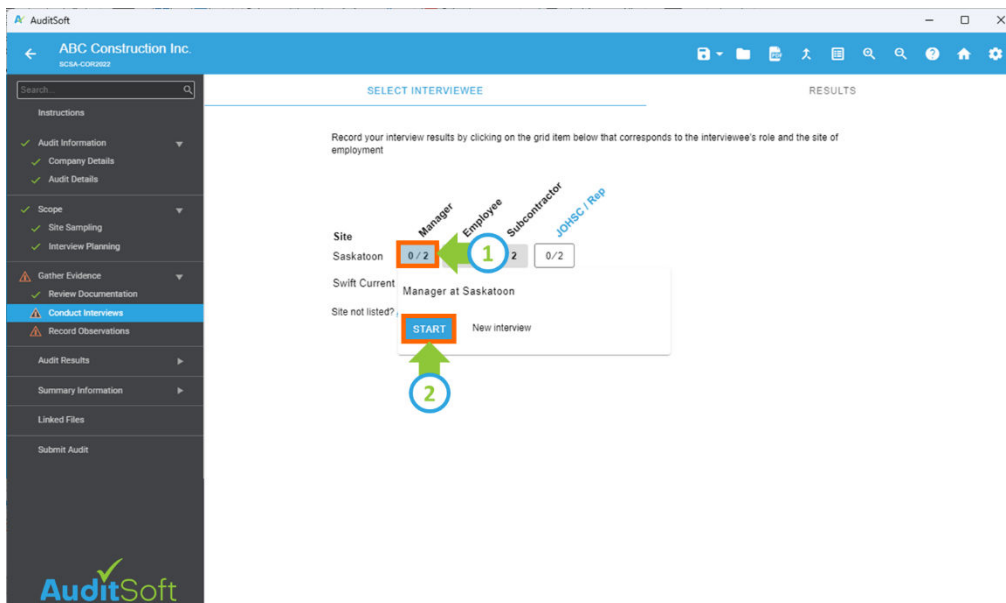
After confirming the existence of the required documentation, the next step is to verify how well the health and safety system is communicated to employees. This is accomplished by interviews to determine if employees were included in the development of the program and to gauge their understanding of the OHSMS, procedures and policies.

A representative sample of employees will be interviewed to verify specific audit questions. The auditor will determine whether the interviewee provided a **positive** or **negative** response. If an interviewee is

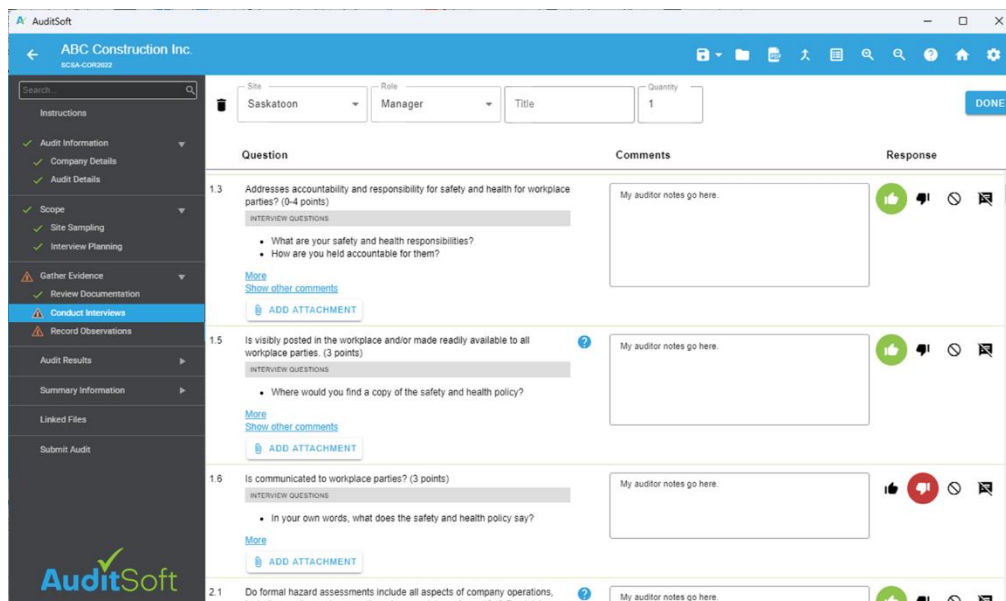
unwilling to provide a response to an interview question it can be marked as **no comment**, which is treated as a **negative** response.

It is an industry best practice to interview employees one-on-one in a private setting where they can speak openly. To start an interview:

1. Select the role of the person that you are interviewing at the site where they work.
2. Then select **Start**.



The Interview page will only list questions that are applicable to the role of the interviewee that was selected.





Interview responses are stored in the AuditSoft™ audit file (.asa), but to ensure auditor-interviewee confidentiality, individual interview responses are not reported in the PDF audit report. Responses are aggregated and converted into a % which is included in the report and used to score the audit.

Important: Care should always be taken to ensure that specific employee responses cannot be deduced from written findings in the **Audit Results** section of the audit.

Record Observations

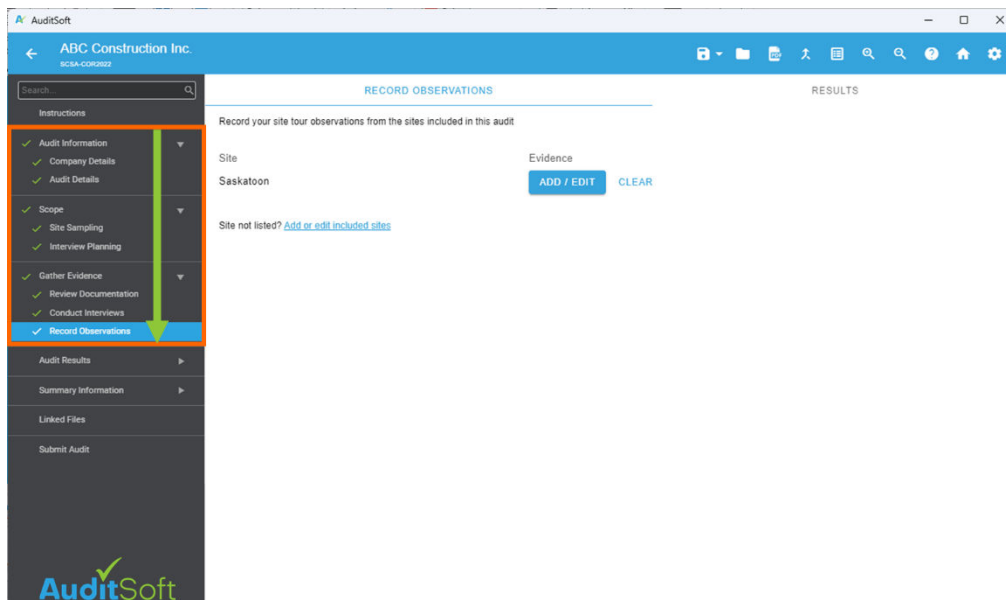
The final evidence gathering step is to complete a tour of the site(s) that were visited and to record observations. The purpose of conducting observations is to verify the information gathered during the documentation review and the interviews, and to get a sense of the overall level of compliance with the standards and company policies and procedures.

In AuditSoft™ navigate to **Record Observations** within the **Gather Evidence** section on the left side in the navigation menu and enter your detailed observation notes for each site toured.



Averaging the Observation % **Compliant** over multiple sites is calculated based on a **Mathematical average**. For example: if based on your observation you assign a “Yes” or 100% Compliant at the Head Office and a “No” or 0% Compliant at another site the **Result** that will be used for scoring will be $(100\% + 0\%) / 2 = 50\%$

The evidence gathering steps represent the bulk of work in any audit and after completion the **Gather Evidence** section in the navigation menu will be marked with a green check mark next to each subsection. It is now time to move to the next section of the audit.



Audit Results

The **Audit Results** section is where the auditor will draft the final audit responses that will appear in the report. Any notes recorded during the **Evidence Gathering** steps can be accessed and referenced to formulate the final audit response.

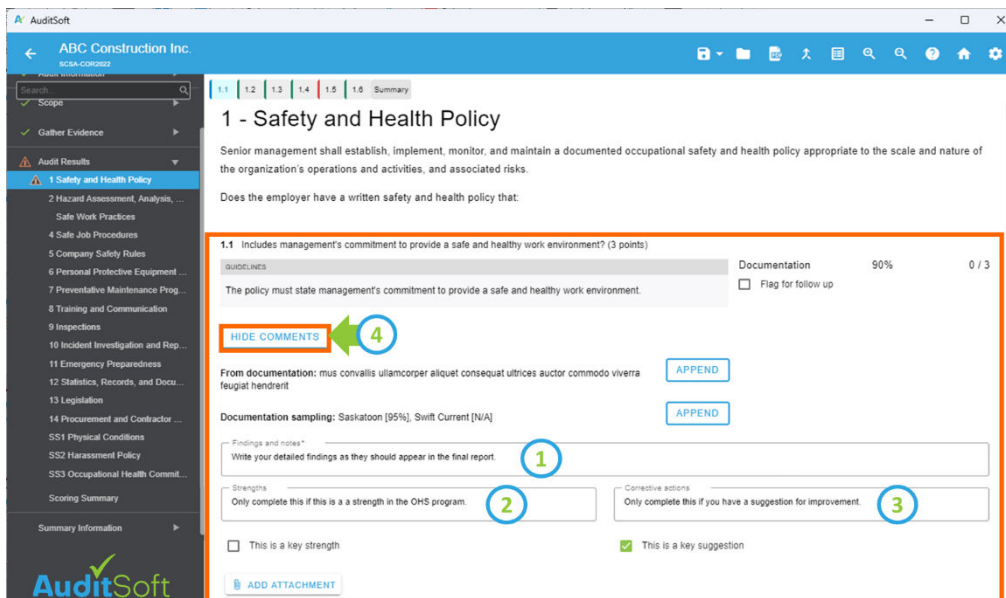
The information presented in this section must be detailed enough for the organization to address gaps identified in their OHSMS.

Audit Results contains 14 elements and 3 supplementary elements, with each element of the audit having several questions. When answering each question, it is important to keep the content separate and to not duplicate content. In general, there are three (3) text areas per question for recording:

1. Findings and notes are **required** for all questions.
2. Strengths are optional.
3. Recommendation/Opportunities for improvement: A **Recommendation** is **required** if you do not achieve all the available points for a question, else you can optionally define an Opportunity for improvement.



When composing the final audit responses for a question click on **Show Comments** (4) to view and/or copy your **Evidence Gathering** notes associated with the question. Remember that you are now compiling the final response and you should rewrite your notes as full sentences for the final report.



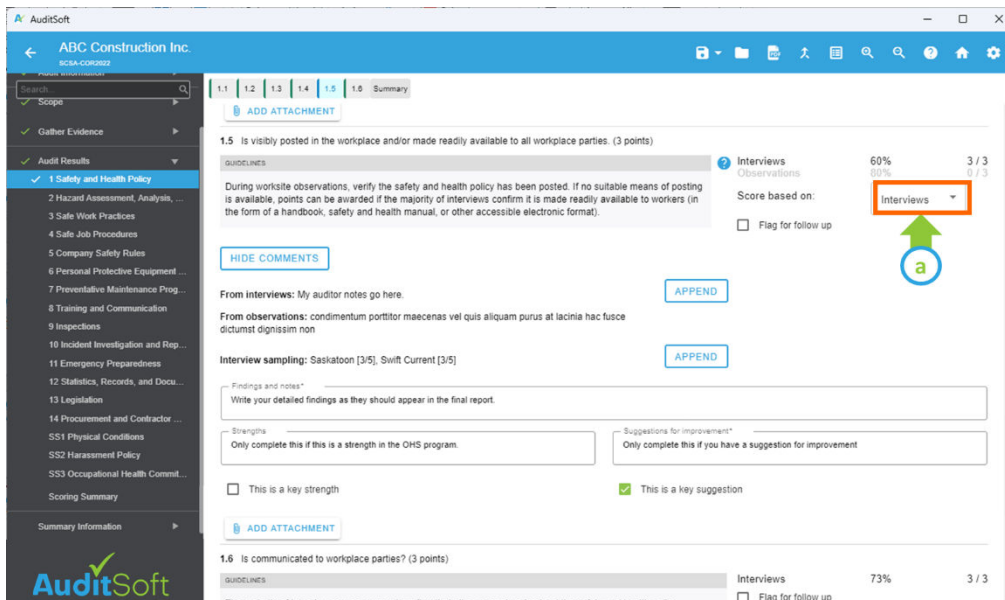
The screenshot displays the AuditSoft interface for 'ABC Construction Inc.' The main section is titled '1 - Safety and Health Policy'. Below the title, there is a question: 'Does the employer have a written safety and health policy that:'. The question is followed by a text box for 'Findings and notes' (labeled 1), a 'Strengths' text box (labeled 2), and a 'Corrective actions' text box (labeled 3). A 'HIDE COMMENTS' button (labeled 4) is located above the 'Findings and notes' text box. The interface also shows a 'Documentation' section with a '90%' score and a '0 / 3' points indicator. There are 'APPEND' buttons for documentation and a 'Flag for follow up' checkbox. The bottom of the interface has an 'ADD ATTACHMENT' button.

Scoring

Every audit question is verified during the **Evidence Gathering** process by appropriate documentation, interviews and/or observations and by then assigning a **Yes for 100 % Compliant or No for 0% Compliant** for each verification method used.

The **% Compliant** assigned to each question is automatically converted into question scores through one of the SCSA scoring rules. If a question has multiple evidence gathering requirements the scoring rules are applied to each separately:

1. **Documentation All-or-Nothing Scoring**
 - a. Must be 100% compliant to get all the points.
 - b. 99% compliant or less results in 0 points.
2. **Interview All-or-Nothing Scoring**
 - a. Must be 50% compliant to get all the points.
 - b. 49% compliant or less results in 0 points.
3. **Observation All-or-Nothing Scoring**
 - a. Must be 100% compliant to get all the points.
 - b. 99% compliant or less results in 0 points.
4. **Other Special Questions:** Some questions in the audit that have special rules that determine how evidence gathering steps will be combined to determine the score. They are:
 - a. **OR Scoring questions**
 - i. Two or more options are available for scoring these questions and the auditor must select which of the available scoring options to use. For example, should the score be determined by the D, I or O?
 - ii. For these questions the selection of the evidence method to use is determined by the auditor and is NOT done automatically.
 - iii. **Examples:** 2.9, 2.11, 3.5, 5.3, etc.

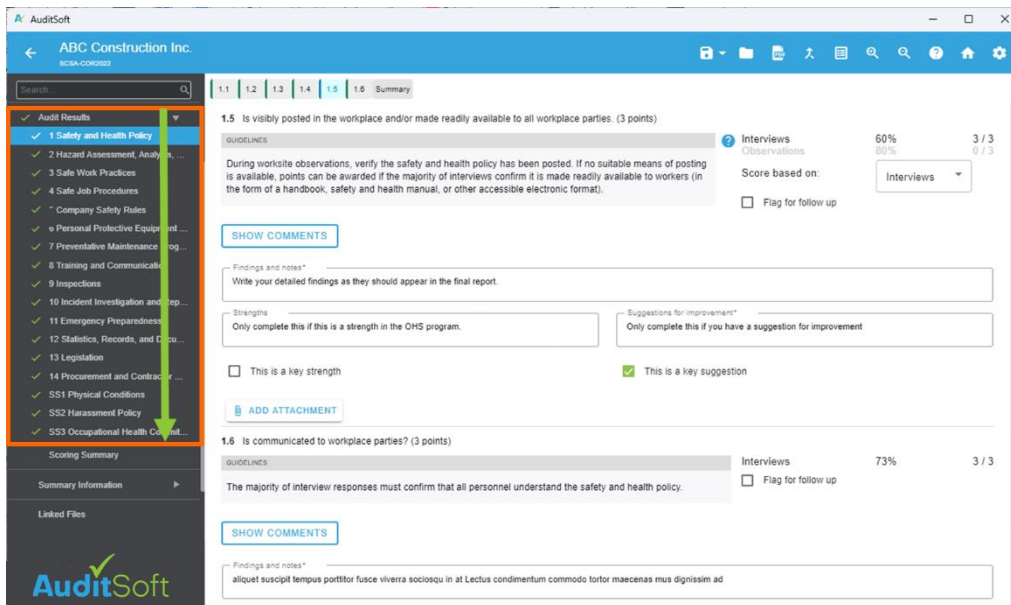


The screenshot shows the AuditSoft interface for a construction company. The main content area displays question 1.5: "Is visibly posted in the workplace and/or made readily available to all workplace parties. (3 points)". The question is currently scored based on Interviews, with 60% compliance (3/3 points). The interface includes a sidebar with navigation links, a main content area with question details, and a bottom section for findings and suggestions.

b. **AND** Scoring questions

- i. For “AND” questions requiring 2 or more evidence verification methods both must be compliant to score point.
- ii. For “AND” questions AuditSoft will automatically select the method that results in the LOWEST number of points.
- iii. **Examples:** 2.2, 2.10, 3.1, 8.10, etc.

After answering every question in the **Audit Results** section, it will be marked with a green check mark next to each element and sub element. It is now time to move to the next section of the audit.

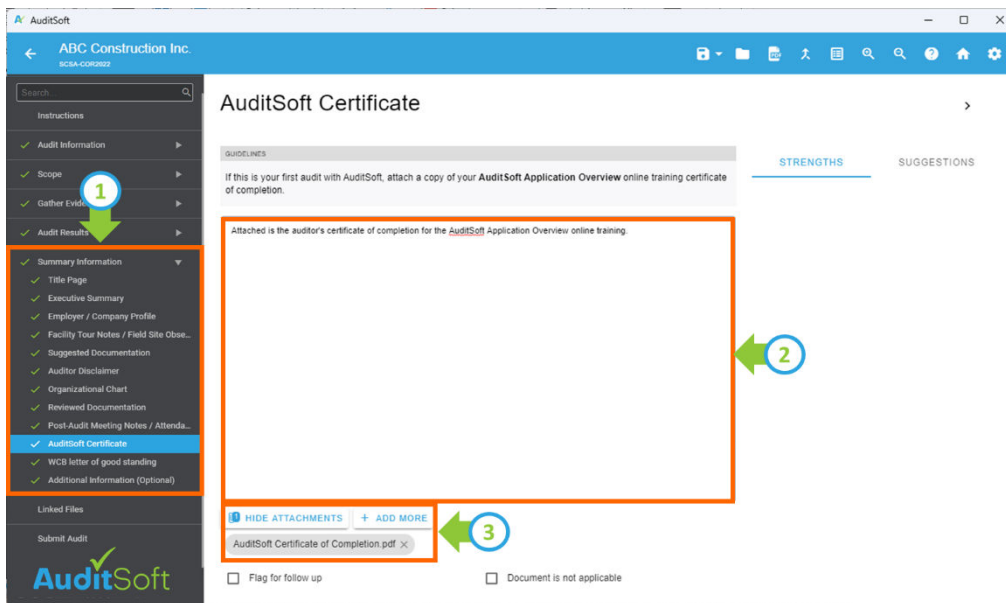


The screenshot displays the AuditSoft application interface for a user named 'ABC Construction Inc.'. The left-hand navigation pane shows a list of audit elements, with '1 Safety and Health Policy' selected and highlighted in blue. A green arrow points to this element. The main content area displays question 1.5: 'Is visibly posted in the workplace and/or made readily available to all workplace parties: (3 points)'. The question is marked with a green checkmark. The interface includes a 'SHOW COMMENTS' button, a 'Findings and notes' section, and a 'Score based on' dropdown set to 'Interviews'. The score for this question is 60% (3/3). Below the question, there are sections for 'Strengths' and 'Suggestions for improvement', each with a text input field and a checkbox to indicate if it is a key strength or suggestion. The 'ADD ATTACHMENT' button is also visible.

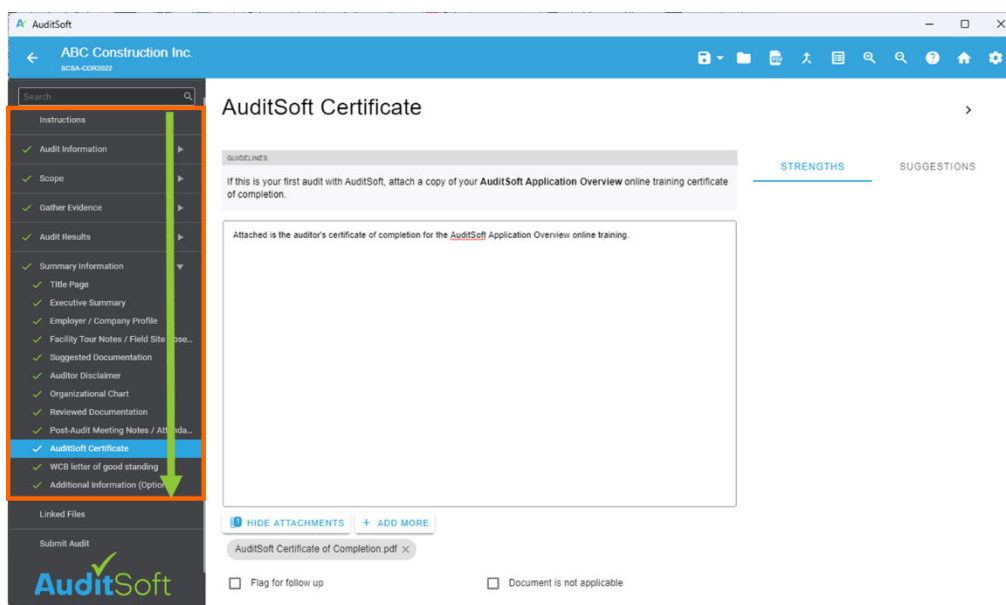
Summary Information

The final section of the audit to complete is the (1) **Summary information** section. This section is an accumulation of supporting documents and attachments that must be provided as part of the audit submission. Each sub-section may include:

2. An area for providing a written response and/or
3. The ability to attach a document.



After completing this section, your audit has been completed and there should be a green check mark next to each element on the left menu of AuditSoft™. It is now time to move to the final section to submit your audit for a quality assurance review.



Review and Submit

You are now ready to review your audit before submitting it:

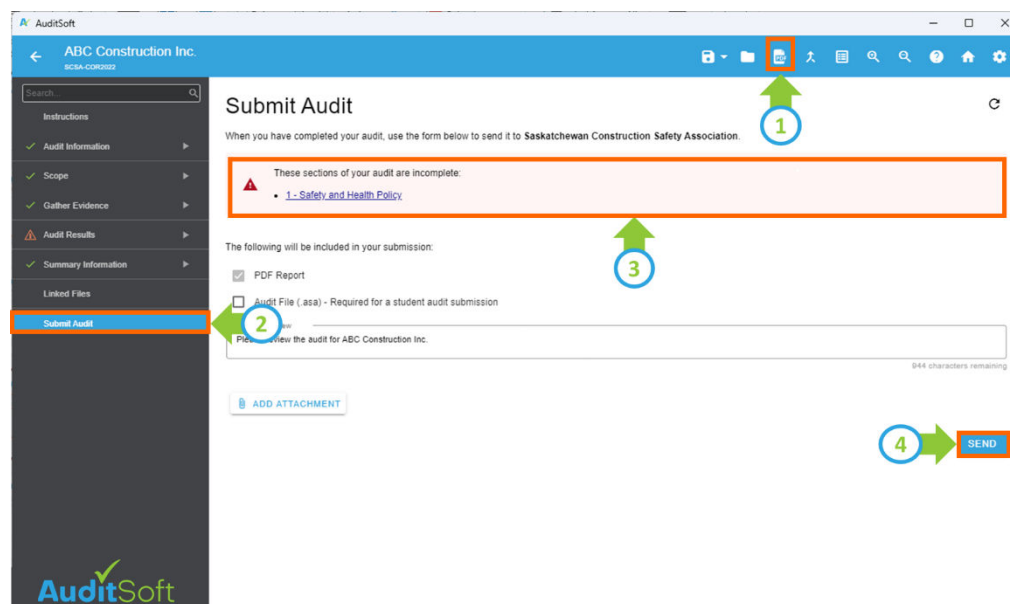
1. The **Save PDF report** button in the toolbar will create a draft PDF for you to review.



You do not have to complete the entire audit to review your PDF draft. You can create a draft at any time even if your audit is only 5% or 10% complete. Drafts are not submitted to SCSA.



Draft PDF reports will be opened in the default PDF viewer on your computer. Not all free PDF viewers are updated regularly to comply with the latest released PDF format changes. It is highly recommended that you install and use the latest version of the Adobe Reader (see <https://get.adobe.com/reader>) to view the generated draft audit report.



When you have reviewed the draft and you are ready to submit it to SCSA:

2. Select **Submit** from the bottom left in the navigation menu.
3. Confirm that there are not any incomplete sections in your audit. If there are, click on the link(s) to add additional content and then return to this section.
4. Click **Send** to submit your audit to SCSA for quality assurance (QA).

Questions and Support

Content Questions

For answers to questions related to the content of the audit like:

- what exactly is expected as a response or
- where you can get more detail on how to answer a question or
- can this question be reworded, etc.

Please reach out to SCSA for clarification they can be reached at:

- **Email:** programinfo@scsaonline.ca
- **Phone:** 1 (306) 525 0175

AuditSoft™ Questions

AuditSoft™ is a software company that implemented the questions set and guidelines as they were provided by SCSA. AuditSoft™ cannot change questions and/or wording independent of approval by SCSA.

If you have a question about how the AuditSoft™ software application works, there is an extensive online manual including many frequently asked questions (FAQ) responses that can be accessed at:

- **Online FAQ articles:** <https://AuditSoft.co/support/>

Or if you require software support, please contact AuditSoft™ at:

- **Email:** support@AuditSoft.co
- **Phone:** 1 (888) 514 3534