



What does quality assurance mean?

The process for issuing a Certificate of Recognition (COR) involves completion of an audit by a certified auditor. The audit score must represent a pass mark; this is usually not less than 80% overall with not less than 50% in any one element of the audit. When the audit has been completed, it must be sent to a Certifying Partner within 45 days for a quality assurance (QA) review in order for a COR to be issued.

- Certifying Partners review audits.
- This review includes ensuring that the auditor followed acceptable procedures when carrying out the audit, appropriate interview, observation and documentation review techniques were used, and accurate scoring procedures were followed.
- Provides feedback to the auditor.
- Requests that a COR be issued from AEII.

The quality of the report and recommendations resulting from the audit are also reviewed.

When the Certifying Partner is satisfied that all standards required for obtaining a COR have been met, they notify Alberta Employment, Immigration and Industry, Workplace Partnerships (AEII) and request that a COR be issued to the employer named in the audit.

Who looks after QA of audits for issuing the COR?

Certifying Partners commit to reviewing the audit to ensure it meets QA standards. The role of AEII is to review the QA practices of all Certifying Partners to ensure the Partnerships standards are maintained throughout the auditing and COR issuing process.

Who carries out QA on the certified auditors to ensure they are fair and consistent in their auditing practices?

Certifying Partners, as a part of their QA process, review the consistency of auditing practices among certified auditors. If any discrepancies are noted, the Certifying Partner takes appropriate action to ensure the Partnerships standards are maintained.

When I have had my audit completed what should I do with it to receive my COR?

To qualify for a COR, the final audit report (including audit instrument with auditor notes) must be forwarded to a Certifying Partner for a quality assurance review **within 45 days of completion**, accompanied by a request to review the audit and issue a COR.

Note: When a COR is issued, it is linked to a specific WCB account number. It may cover one or more industry codes and/or facilities representing the operations of the employer requesting the COR.

If I have concerns about the way my audit is conducted, who do I contact?

The employer should contact the certified auditor directly to discuss concerns. The employer may also contact the Certifying Partner about their concerns as a part of the QA process.

Is there a fee for carrying out the QA process for a COR?

Certifying Partners commit to reviewing the audit and issuing the COR to an employer whose audit meets QA standards. A Certifying Partner may choose to assess a fee for this service. Fees may vary among Certifying Partners, and different fees may be charged for non-members as compared to members. Contact your Certifying Partner for more information.

Who checks that the Certifying Partners carry out the QA process properly?

AEII ensures the QA processes used by Certifying Partners are appropriate and effective in maintaining Partnerships standards. AEII may review individual audits, previously reviewed by a Certifying Partner, for accuracy with respect to the QA process.

To obtain the most current information, contact the Workplace Health and Safety Contact Centre (780) 415-8690 (toll free 1-866-415-8690) or visit our website at industry.alberta.ca/whs-partnerships