

## Remote assessment – Frequently Asked Questions

Remote assessments involve the use of technology to gather information, interview people, and make observations in situations where onsite assessment methods are not possible or practical.

### What will be assessed?

In conducting a remote assessment, the same evidence is required as for an onsite assessment. This involves a site inspection, management, staff and client interviews (as required), access to client files (as required), review of policies other relevant documents and records.

### How will meetings occur?

At a minimum, assessments involve an opening and closing meeting at the commencement and close of an assessment and interviews with staff, management / governance representatives and clients.

Service user interviews will occur via phone or videoconference. Unfortunately, we are unable to accommodate service users whose preference is for a face-to-face interview. If the target sample of service user interviews is unable to be reached, opportunities to sample additional service users will be explored during the assessment. All actions taken to plan and conduct the assessment using remote technology will be justified in the assessment report.

Meetings with staff, management and governance representatives will occur virtually using any of the methods listed below.

### What Information and Communication Technology can be used to conduct the assessment?

Methods of communication are flexible to accommodate your pre-existing ICT. For example, if you use an online quality management system such as Standards and Performance Pathways or LogiqcQMS or an intranet platform and are able to grant the assessor temporary access, this would be one form of communication used to conduct the assessment.

Forms of communication may include:

- Video conferencing and screen sharing platforms e.g. Microsoft Teams, Zoom
- Telephone e.g. phone calls or Facetime
- File sharing platforms e.g. Citrix, Dropbox, SharePoint

However, if you have alternative ideas of platforms for how assessors may access information, please let us know.

### How will privacy of information be managed throughout this process?

IHCA Certification is accredited by JASANZ to use ICT for assessment purposes. This accreditation includes ensuring the integrity, confidentiality and security of all assessment records and information.

Remote assessment requires a visual inspection of the site using Microsoft Teams, Skype, Zoom or another video teleconferencing platform. This is to be organised prior to the assessment between the organisation, the Assessor and your Assessment Coordinator.

Should a remote assessment not occur due to ICT issues, your Assessment Coordinator will need to be advised as soon as possible to enable alternative arrangements to be made.

As an organisation, you should refer to your own policies and guiding legislation surrounding appropriate communication methods and providing electronic and paper-based information; this could be through Dropbox, SharePoint access, etc. Organisations should only use secure platforms to share sensitive information.

### References

IAF ID3 Informative Document for Management of Extraordinary Events to Circumstances Affecting ABs, CABs and Certified Organisations

IAF MD4 IAF Mandatory Document for the Use of Information and Communication Technology (ICT) for Auditing/Assessment Purposes