

REMOTE ASSESSMENT GUIDELINES FOR LATAK CUSTOMERS



WHAT IS REMOTE ASSESSMENT?

Remote assessment is an accreditation procedure that is performed with the help of technology at the moment when on-site evaluation is not possible. Most remote assessments are performed using Skype, Whatsapp, Microsoft Teams, Zoom or other online platforms. LATAK's leading assessors most often use the Microsoft Teams environment, inviting the conformity assessment body in advance, sending e-mail details of the meeting - date, time, invited persons, as well as a link that can be clicked to connect to the remote assessment.

The remote assessment process is exactly the same as the face-to-face evaluation process. The duration of the procedure is agreed in advance with the lead assessor and, by mutual agreement, the stages of the procedure are also agreed. In case it is not possible to perform any of the stages of the process remotely, by prior agreement, the way in which the necessary action is performed is determined - by arranging, possibly on-site time or mutually agreeing on the process remotely.

In the event that online remote assessment is interrupted or cannot take place due to unforeseen circumstances, the evaluation team will make every effort to swiftly switch to the most convenient means, such as a conference call or other methods, to carry out the evaluation.

* WHEN ORGANIZING AND CONDUCTING REMOTE ASSESSMENT, THE REQUIREMENTS SPECIFIED IN IAF MD 4, MUST BE FOLLOWED.

WHAT CAN AN INSTITUTION EXPECT FROM THE REMOTE ASSESSMENT PROCESS?

You may already be familiar with the assessment process. The opening and closing of the evaluation process will be undertaken by LATAK representatives. The review of all information, the concluding part, as well as unclear issues, the course of the situation will also be managed by LATAK's leading assessor and expert. Information that will be required during the remote assessment, including documents, reports, etc.

You will have to submit in advance, but you will be informed by the lead assessor and told about the progress of the process. LATAK processes data taking into account all necessary confidentiality and data protection regulations.

*The duration of the remote assessment may differ from your usual assessment time for on-site visits, but you will also be informed. In addition, it is possible that during the evaluation the process will be divided so that the experts and the lead evaluator can review the necessary information, discuss all the necessary issues with the staff of the institution, adjust, if necessary, the progress of the evaluation, etc. **It is important to provide a video camera, microphone and, of course, a computer (tablet or telephone, during the assessment, unless this type of technology is more convenient for you).** Seeing and communicating with you is an effective way to make the process as high as possible, reducing the time for obtaining various necessary information, without unnecessary data transfer and data flow organization.*

WHAT DOES THE INSTITUTION NEED TO BE SURE THAT YOU ARE READY FOR REMOTE ASSESSMENT?

Given the inherent connection between remote assessment and modern technology, it's advisable to take into account certain recommendations to ensure preparedness for the evaluation process:

- make sure all IT is working to be able to connect to one of the selected online solutions (agree in advance with the lead evaluator on the platform to be used during the evaluation) - Skype, Whatsapp, Microsoft Teams, Zoom. LATAK most often uses the Microsoft Teams online platform;
- **Use a computer or other smart device that has a camera and microphone.** If this is not possible, the camera and microphone must be provided separately from the smart device, making sure that the respective devices can be connected to the smart device in order to ensure high-quality communication with LATAK. On the Microsoft Teams platform, you can turn the microphone and video on and off as long as you need it by clicking the camera and microphone icons on the screen. If the relevant symbols are crossed out, it means that the microphone is muted and the video is not visible to the other party. The lead assessor will provide advice if you need it;
- if you do not want to use any of the above online methods and want to use one that is more convenient for you, contact LATAK about the possibility to use the platform you want and we will check whether we can use the type of connection you want;
- If there's a risk that internet access might not be feasible, LATAK's primary assessors will communicate via a telephone conference, and required documents must be submitted through email. Nonetheless, it's important to note that such an approach is considered exceptional and not the preferred course of action.

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WHAT DOES THE AUTHORITY NEED TO CARRY OUT A QUALITY REMOTE SENSING?

STAFF

On the part of the institution, LATAK expects those staff representatives whose presence is essential. Agree in advance which employees will participate during the evaluation. In most cases, they are the same employees who participate in evaluations that have taken place in person in the past. Employees must be available throughout the assessment, in cases when it is necessary to communicate with LATAK representatives.

The technical staff and the management of the institution are involved in certain stages of the evaluation, which are announced in advance, for example, in the opening meeting of the evaluation and in the final discussion.

DOCUMENTATION

You will need to send all documents that can be considered before the evaluation to the lead evaluator, but you will be notified and will agree on which documents and within what timeframe. LATAK will try to review as much possible information as possible in advance in order for the evaluation process to be effective. However, during the online assessment, you may be asked to provide additional documents that are normally considered in the face-to-face assessment, such as the internal audit program, management system review protocols, skills test data, and so on.

Evaluation of practical activity remotely

This could be a really challenging process, but no less exciting. In this case, the institution and the LATAK lead evaluator use the most convenient, efficient and high-quality methods so that the evaluation result does not differ from the on-site evaluation. For example, the lead evaluator could ask you to film one of the processes, connect online and show one of the activities in real time, use an interview with the relevant staff or ask to show a real-time post-audit report. But agree on it together with LATAK representatives. Before assessment, you should:

- make sure your **internet connection is available in real time** (most often it could be a WI-FI connection),
- make sure that the **smart device provides you with two-way online**, so that LATAK experts can easily contact you and see, hear the necessary processes, activities;
- in case the records, data, information will be submitted as a record, **make sure that the visual performance and audit are of high quality and LATAK employees will be able to correctly perceive the submitted information.** If you have any questions, LATAK will contact you, so it is important to agree in advance on the time and type of communication so that the responsible employees of the institution are available.

IN CASE OF QUESTIONS AND UNCERTAINTIES, CONTACT THE REPRESENTATIVES OF LATAK. TOGETHER WE WILL DEFINITELY BE ABLE TO SOLVE EVERYTHING AND THE REMOTE ASSESSMENT PROCESS WILL BE AS EXCITING FOR YOU AS IT IS IN PERSON!

GOOD LUCK!

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