

The ARCA logo is displayed in its full size, featuring the word "arca" in black and the blue-to-green arc graphic.

Member Internal Site Audit App

General Information and
Terms & Conditions of Use

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ARCA MEMBER INTERNAL SITE AUDIT APP GENERAL INFORMATION

1. PURPOSE OF THE APP

Common practice is for audit programmes to be an effective mix of both internal and external audits. Full contracting ARCA members are required to successfully complete two ARCA site audits (external audits) per year of membership to gain their site audit accreditation. The data capture and production of a pdf audit report for the ARCA audits is enabled through the use of an App.

An adaptation of the ARCA site audit App has been made available for use by ARCA members for their own internal audits. By using the App, members will be able to use the same question set as the ARCA audit, enabling direct comparisons of external and internal audit results, and compilation of all of the audits for statistical analysis, so creating a stronger management tool.

It is also recognised that an automated process of collecting audit data is a more effective way of using auditor's time, allowing them to spend more time on conducting audits, and where necessary, ensuring appropriate actions, and spending less time on the administrative tasks.

2. USE OF THE APP

The App is a web and remote device-based application that enables auditors to audit using one of the following handheld platforms:

- Apple iOS (iPhones/iPads)

- most Android (phones/tablets)

- Kindle Fire

- Windows tablets.

The App is user friendly, incorporates guidance with each audit question, and can be used on sites even with no internet connection.

The use of the App requires a registration process, where a user name and password will be generated and assigned.

3. TERMS AND CONDITIONS OF USE

3.1 Registration

Registration is required in order to generate a user name and password, and can only be initiated on receipt of a fully completed booking form and purchase order, and should include an authorising signature, which confirms acceptance of these Terms and Conditions of Use.

If a booking form is returned electronically, then inserting the bookers name into the signatory box will be confirmation of acceptance of these Terms and Conditions of Use.

3.2 Usage of the App

This App has been developed specifically for ARCA and is available for the Association's Full Contracting Members to use for internal audits.

Registration is restricted to authorised employees of Full Contracting Members only.

There is no restriction on the number of registered users per Full Contracting Member, although each registered user requires a separate booking, registration process and user fee.

Registration is transferrable to another user within the registered user's company. However, registration cannot be transferred with an individual moving to another company.

The user is not limited to the number of audits that can be conducted during the period of registration.

All audits conducted by the registered user(s) will be classed as '*internal audits*' for the registered user's company, and are outside the scope of the ARCA Site Audit Accreditation Scheme. ARCA is not obliged to assess or grade these 'internal audits', though advice may be provided on an individual basis as required.

3.3 Payment Terms

The fee charged per registered user is for a minimum three-month period (calendar month), and is automatically renewed unless cancelled in writing to the ARCA Membership Department.

An invoice will be raised on receipt of the booking form. Once payment has been received, the user name and password will be sent by email to the registered user. No refunds will be payable for cancellations made by the registered user or registered user's company midway through a registration period.

Payment is only accepted in UK pounds sterling, with vat added at the current rate. Payment may be made by direct bank transfer to the 'ARCA Ltd' bank account (details available through the Membership Department or Accounts Department), by cheque (payable to ARCA Ltd).

Renewal - an invoice will be raised and sent out 1 month before renewal is due, dated as the first day of the renewal, with 30-day payment term required. Non-payment of the renewal fee may result in blocking the user from access to the App until payment is received.

Should a company cease to be an ARCA member any registrations associated with the company will be cancelled by ARCA. The company shall be entitled to a refund on a pro rata basis of any complete unused months remaining.

3.4 Confidentiality

Both ARCA and the software developer have some administrator access, and some personal, company and audit information is accessible. Any information accessed or obtained will be used for the sole purpose of providing the service required, and will not be shared with any other third party for any reason.

No user from any other organisation will have any access to personal, company or audit information relating to any other company.

3.5 Unforeseen Circumstances

ARCA shall not be liable to the registered user's company for any delay or for the consequences of any delay in performing the obligations under this agreement if such delay is due to any cause or circumstance beyond ARCA's reasonable control. ARCA shall not be liable for any losses due to technical difficulties arising from the use of the App that are beyond ARCA's control.

Any breach of these Terms and Conditions of Use will result in immediate termination of the provision of this App.

4. UPGRADES / UPDATES

The software developer regularly produces upgrades to the product, whether this be new features, improved features or general bug fixes. Users will be notified by email of any forthcoming upgrades, and the upgrades will be available from the App Store or Google Play.

Updates to the audit question set will be the responsibility of ARCA. Such updates will include keeping the question set current in terms of legislation, guidance, technology and good practice. Users will be informed by email of any such updates made.

5. TECHNICAL SUPPORT

A User Guide is available and will be emailed to the user following a successful registration process. ARCA will be responsible for updating the User Guide whenever required, and the revised User Guide will be made available to registered users.

An ARCA Auditor can be booked to support a member company's registered user while undertaking an internal audit using the App (booked via the Member Internal Site Audit App booking form and members can use training credits for this service).

If a registered user has technical questions, after reading the User Guide, they can email audit@arca.org.uk or call 01283 505776 and ARCA will respond to the query.