

## Professional Standard 16

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### Remote, Desktop & Technology-assisted Valuation

Version 0.5 – May 2026

Auctioneers & Valuers Association of Australia  
Reference: 4.27.2

## Introduction

The Auctioneers and Valuers Association of Australia (AVAA) is committed to strengthening professionalism, integrity, and public confidence across the valuation and auction sectors. This *AVAA Professional Standard* forms part of a broader framework designed to support consistent practice, ethical conduct, and accountability across the diverse services provided by members.

Professional standards play an important role in defining expectations for those who hold themselves out as skilled practitioners. They establish clear principles for conduct, competence, and responsibility, helping practitioners, clients, and regulators understand the level of professionalism that should reasonably be expected in the marketplace.

Remote, desktop, and technology-assisted valuation practices can have significant implications for valuers, clients, consumers, insurers, financiers, courts, regulators, and the broader reputation of the valuation sector. Professional valuation practice therefore requires appropriate management of the risks, limitations, assumptions, and reliability considerations associated with valuations undertaken without direct physical inspection or through technology-enabled processes.

This Professional Standard establishes principles governing remote, desktop, and technology-assisted valuation practices involving valuers and corporate members. The Standard is intended to support professional accountability, consumer confidence, informed decision-making, and transparency regarding the scope of inspections, reliance on technology and third-party information, limitations affecting valuation conclusions, and the suitability of remote valuation methodologies for particular purposes and engagements.

This standard has been developed through consultation with practitioners and informed by regulatory frameworks, industry experience, and evolving client and government expectations. It is intended to provide practical guidance while reinforcing the importance of transparency, diligence, and professional judgement in everyday practice.

Those holding the AVAA Certified Valuer (CVAA) plus AVAA Corporate Members apply this Professional Standard to demonstrate a commitment to continuous improvement and professional accountability. In doing so, they contribute to a stronger and trusted sector where valuers are recognised not only for their expertise but also for the integrity and reliability of their work.

Troy R Williams FAIM MAICD  
AVAA Chief Executive

May 2026

## Professional Standard 16

### Title —

AVAA Professional Standard 16 – Remote, Desktop & Technology-assisted Valuation

### Purpose —

Remote, desktop, and technology-assisted valuation practices can have significant implications for valuers, clients, consumers, insurers, financiers, courts, regulators, and the broader reputation of the valuation sector. Professional valuation practice therefore requires appropriate management of risks, limitations, assumptions, and reliability considerations associated with technology-enabled and non-physical valuation processes.

This Professional Standard establishes principles governing remote, desktop, and technology-assisted valuation practices involving valuers and corporate members. The Standard supports professional accountability, transparency, consumer confidence, and informed decision-making by requiring appropriate disclosure, professional oversight, and reasonable consideration of the limitations, risks, and suitability of remote valuation methodologies.

### Scope —

This Professional Standard applies to valuation services involving remote inspections, desktop assessments, image-based assessments, video inspections, digital inspection methods, electronic records, online information sources, automated systems, technology-assisted analysis, and other technology-enabled valuation processes. It complements, not replaces, *AVAA Professional Standard 8 – Artificial Intelligence In Valuation Reports*.

### Application —

This Professional Standard applies to all individuals holding the AVAA Certified Valuer (CVAA) and AVAA Corporate Members providing valuation services.

### Standard —

#### 1. Principles Of Remote And Technology-Assisted Valuation Practice

- 1.1 Members may use remote, desktop, or technology-assisted methods in connection with valuation services where reasonably appropriate to the nature, purpose, complexity, and risk profile of the engagement.
- 1.2 Remote and technology-assisted valuation practices should support professional accountability, transparency, consumer confidence, and responsible valuation methodology.
- 1.3 The use of remote or technology-assisted valuation methods does not reduce the obligation to exercise appropriate professional judgement, competence, oversight, independence, and ethical conduct.
- 1.4 Valuers should recognise that remote and desktop valuation practices may involve limitations, assumptions, reliability considerations, and operational risks not present in physical inspection-based assessments.

## 2. Scope Of Assessment And Inspection Limitations

- 2.1 Valuers should take reasonable steps to determine whether a remote, desktop, or technology-assisted valuation approach is appropriate having regard to:
  - a. the nature of the asset.
  - b. the purpose of the valuation.
  - c. the availability and reliability of information.
  - d. the level of risk associated with the engagement.
  - e. the materiality of physical condition, authenticity, provenance, functionality, or operational characteristics.
- 2.2 Where a valuation is undertaken without direct physical inspection, the valuer should clearly disclose the nature and extent of the inspection limitations.
- 2.3 Valuers should take reasonable steps to identify material limitations arising from reliance upon photographs, videos, digital records, online information, remote inspection technologies, client-supplied information, or third-party information sources.
- 2.4 Remote or desktop valuation methodologies should not be represented as equivalent to comprehensive physical inspection-based assessments where material inspection limitations exist.
- 2.5 Valuers should take reasonable steps to consider whether the identity of the instructing party, ownership of the asset, possession of the asset, or authority to provide instructions can be reasonably established having regard to the nature of the engagement and the risks associated with remote or desktop valuation practices.
- 2.6 Valuers should recognise that remote and desktop valuation practices may create additional risks relating to asset identification, chain of custody, substitution, inspection integrity, provenance, authenticity, or traceability, particularly in relation to jewellery, watches, collectables, trading cards, artworks, luxury goods, memorabilia, and similar asset classes.
- 2.7 Valuers should take reasonable steps to consider whether a remote, desktop, or technology-assisted valuation methodology is appropriate for the intended purpose of the engagement, recognising that certain engagements may require physical inspection, enhanced verification, specialist testing, or more comprehensive assessment processes.
- 2.8 Remote or desktop valuation methodologies suitable for preliminary, advisory, inventory, or lower-risk purposes may not necessarily be appropriate for litigation, expert evidence, secured lending, taxation, insurance disputes, family law proceedings, insolvency, regulatory matters, or other higher-risk purposes.

## 3. Technology-Assisted Assessment Processes

- 3.1 Valuers and corporate members may use digital systems, remote inspection technologies, electronic records, online databases, condition imagery, digital communications, and technology-assisted analytical processes in connection with valuation services.
- 3.2 Technology-assisted processes should be reasonably appropriate to the nature, complexity, intended use, and risk profile of the valuation engagement.

- 3.3 Valuers remain professionally responsible for the conclusions, opinions, assumptions, disclosures, and valuation outcomes arising from technology-assisted valuation services.
- 3.4 Valuers should take reasonable steps to assess the reliability, relevance, currency, appropriateness, and limitations of information relied upon in remote or desktop valuation engagements.
- 3.5 Valuers should recognise that information obtained from third-party platforms, databases, online marketplaces, aggregators, publicly available records, or external information providers may contain inaccuracies, incomplete information, manipulated data, withdrawn listings, non-arm's-length transactions, outdated material, or other reliability limitations.
- 3.6 Valuers should take reasonable steps to consider jurisdictional, regulatory, legal, cultural property, export, import, ownership, or cross-border risks where assets, parties, transactions, or information sources involve multiple jurisdictions or international elements.
- 3.7 Where artificial intelligence systems, automated analytical tools, or technology-assisted valuation processes are used in connection with valuation services, valuers and corporate members should also have regard to *AVAA Professional Standard 8 – Artificial Intelligence In Valuation Reports*.

#### 4. Client Information And Third-Party Information

- 4.1 Valuers may rely upon information, documents, photographs, videos, descriptions, measurements, invoices, condition reports, provenance records, or representations supplied by clients or third parties where reasonable in the circumstances.
- 4.2 Where information supplied by clients or third parties has not been independently verified, the valuation report or engagement documentation should identify the extent of that reliance where reasonably material to the valuation conclusions.
- 4.3 Valuers should take reasonable steps to identify circumstances where incomplete, inaccurate, manipulated, outdated, or misleading information may materially affect the reliability of the valuation.

#### 5. Disclosure And Reporting

- 5.1 Valuation reports prepared in connection with remote, desktop, or technology-assisted valuation engagements should be prepared consistently with *AVAA Professional Standard 6 – Minimum Valuation Report Requirements* and should clearly disclose the nature of the valuation process undertaken.
- 5.2 Valuation reports arising from remote, desktop, or technology-assisted processes should clearly identify:
  - a. the nature of the inspection undertaken.
  - b. material inspection limitations.
  - c. reliance upon client or third-party information.
  - d. material assumptions relevant to the valuation.
  - e. limitations affecting the reliability or scope of the valuation conclusions.
- 5.3 Valuers should avoid representations capable of misleading clients or third parties regarding the extent of inspection, verification, investigation, or physical assessment undertaken.

- 5.4 The intended use, reliance limitations, and scope of the valuation engagement should be appropriately disclosed where reasonably relevant.
- 5.5 Valuers should take reasonable steps to avoid creating the impression that a remote, desktop, or technology-assisted valuation process provides the same level of inspection, verification, certainty, or reliability as a comprehensive physical inspection-based valuation where material limitations exist.
- 5.6 Valuation reports and communications should clearly distinguish between:
  - a. physical inspections.
  - b. remote inspections.
  - c. desktop assessments.
  - d. technology-assisted processes.
  - e. assumptions and limitations affecting the valuation conclusions.

## 6. Professional Accountability And Risk Management

- 6.1 Remote and technology-assisted valuation practice forms part of professional valuation services and should be conducted consistently with applicable professional, ethical, legal, and regulatory obligations.
- 6.2 Valuers should take reasonable steps to maintain records relating to:
  - a. information relied upon.
  - b. inspection processes undertaken.
  - c. digital records and imagery reviewed.
  - d. assumptions adopted.
  - e. limitations identified.
  - f. communications relevant to the valuation engagement.
- 6.3 Valuers may decline, suspend, limit, or terminate a remote or desktop valuation engagement where:
  - a. insufficient information is available.
  - b. inspection limitations create unreasonable reliability concerns.
  - c. the asset requires physical inspection.
  - d. the risks associated with the engagement cannot be reasonably managed.

## 7. Professional Accountability

- 7.1 Proper remote and technology-assisted valuation practice forms part of professional and ethical conduct.
- 7.3 Compliance with this Professional Standard does not replace obligations arising under legislation, court requirements, consumer protection laws, insurance obligations, or other professional standards.

## 8. Prohibited Conduct

- 8.1 Valuers and corporate members must not knowingly provide misleading or deceptive representations regarding:
  - a. the extent of inspection undertaken.
  - b. the level of verification completed.
  - c. the reliability of information relied upon.
  - d. the scope of the valuation assessment.
  - e. the limitations affecting the valuation conclusions.
- 8.2 Valuers and corporate members must not knowingly rely upon information, imagery, digital records, or technology-assisted outputs they know to be

materially false, manipulated, misleading, unreliable, or inappropriate for the intended purpose of the engagement.

- 8.3 Valuers and corporate members must not represent remote, desktop, or technology-assisted valuation processes as equivalent to comprehensive physical inspection-based assessments where material limitations exist.

## 9. Failure To Comply

- 9.1 Failure to comply with this Professional Standard itself constitutes conduct capable of consideration under the *AVAA Code of Ethics for Individual Members*, the *AVAA Code of Practice for Corporate Members*.

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### Status & Review —

AVAA Board Approval: TBA (Draft)  
Periodic Review Due: 2 Years after approval

Exposure Draft





The **Auctioneers and Valuers Association of Australia (AVAA)** is the leading national body representing professional auctioneers and valuers across a diverse range of specialties, including fine art, antiques, collectables, goods, vehicles, plant, and equipment.

#### **Our Vision**

As the peak body for auctioneers and valuers in Australia, AVAA upholds the highest professional and ethical standards through education, advocacy, and leadership.

#### **Our Mission**

To support and represent Australia's auctioneers and valuers through rigorous standards, ethical leadership, quality education, and credible advocacy, ensuring trust, professionalism, and future-readiness in a changing world.

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