The Institute of **Internal Auditors**
Malaysia

IIAM **GLOBAL** SERIES

2024

TOOLS FOR AUDIT MANAGERS

(DEVELOPED BY GLOBAL IIA)

PROGRAM OVERVIEW

This course provides new audit managers with the tools and the skills necessary to manage audit teams successfully – and does so strictly from an audit manager's perspective. This course provides essential insight into the roles and responsibilities of audit management, and lists the key concepts needed to successfully lead and mentor staff.

This course includes interactive group activities and breakout sessions of real-life scenarios that teach the concepts, tools, and techniques needed to supervise and develop an audit team, manage change, and effectively manage relationships within the audit team, and with the CAE, executive management, and audit committee. Audit managers that complete this course will walk away with proven internal audit practices that can be immediately applied to an organization of any size and within any industry.

Who will benefit from this course?

This course is designed for the audit manager – with 6-10 years' experience, who wants to enhance their effectiveness as an audit manager and become an effective and trusted advisor within their organization.

OBJECTIVES

- Identify the core elements of the International Professional Framework (IPPF) as they relate to the lead auditor role.
- Describe the components of the audit model.

- Compare the roles and responsibilities of audit management, the lead auditor, and the auditee.
- Identify the roles and responsibilities of team members involved in QAIP.
- Identify key concepts necessary to becoming an effective leader.
- Identify key concepts necessary to leading and monitoring staff.
- Identify the components of the audit planning and opening conference.
- Identify best practices for conducting an audit risk assessment, walkthrough, and audit program development.
- Identify the components required for auditing fieldwork and testing.
- Identify best practices for audit observations and findings and recommendations.

- Identify the components of effective audit reporting and the exit conference.
- Demonstrate the steps necessary to wrap up the audit after the report is issued.
- Identify the key metrics and performance indicators necessary to measuring internal audit productivity.
- Recognize the formal quality assurance standards that the internal audit function is required to follow

OUTLINE

Overview of the Audit Model
- Mission of the internal audit
- The audit model

Overview of the Internal Control Environment
- Control terms
- COSO framework
- Risk in the control environment
- Enterprise risk management

Audit Governance, Roles & Responsibilities
- Governance.
- Audit governance roles and responsibilities
- Qualifications of audit team members (by level)
- Mission statement, vision statement, and audit charter
- Audit manager responsibilities during the engagement
- Independence and reporting relationships

The Audit Cycle – Audit Planning
- Defining the audit plan
- Applicable Standards
- Setting the audit budget, resources, and schedule
- Project management tools
- Reviewing the risk assessments, risk matrix, and internal controls

The Audit Cycle – Audit Fieldwork
- Workpapers and workpaper attributes
- Applicable Standards
- Standardized workpapers
- Audit review steps
- Effective monitoring and feedback
- Root cause analysis
- Strategy for presenting audit finding

The Audit Cycle – Audit Report & Wrap Up
- Preparing and reviewing the audit report
- The exit conference
- Reviewing and closing out the audit report
- Feedback from audit customers
- Common audit survey questions

Quality Assurance & Improvement Program
- What is a QAIP?
- Applicable Standards
- The QAIP Framework
- Five characteristics of a successful QAIP
- Reporting the results of a QAIP
- Balanced scorecards

Supervising and Developing Staff
- The hierarchy of needs
- Motivation and the outcome of human interaction
- Manipulators vs. motivators
- Managing conflict
- Changing behavior
- Effective monitoring and feedback
- Performance reviews
- Mentoring to provide guidance

Leadership Skills
- Becoming a leader and a manager
- Leadership skills for managers
- Managing vs. leading
- Characteristics of an effective leader
- Challenges of a leadership role
- What type of leader are you?
- Leadership identification tools

Managing Change
- The Change Model
- The effects of change
- The TACTFUL Approach
- Dealing with change
- Communicating change to the client
- Communicating results and criteria
- Communicating change – Additional concepts

Managing Relationships and Marketing Internal Auditing
- Internal auditing's role in an organization
- Typical internal audit functions
- Internal audit and external auditors
- Internal auditing and outsourcing, co-sourcing, and partnering
- Promoting the internal audit function
- Communicating with the audit committee

Innovative Problem Solving
- Defining innovative problem solving
- Innovative thinking
- The innovation process
- Steps in the innovation process
- Creative problem solving

ABOUT THE TRAINER

LIM HOOI HOON
CIA, CIMA, MSc Strategic Planning

Lim Hooi Hoon is lecturing finance and performance management subjects at Tunku Abdul Rahman University College and is a CIA Trainer with IIAM. She left her corporate career in 2008 to rediscover and be immersed in the world of education.

Her last position in the corporate world was that of a Finance Director in an international advertising agency. Prior to that, she was Chief Internal Auditor of a listed manufacturing company for several years. being a professionally qualified Management Accountant, she has worked in the manufacturing and engineering industry for almost 20 years, with some early years of exposure in corporate recovery services at Coopers & lybrand.

She is a Certified Internal Auditor since 2003 and an Associate member of CIMA since 1994. She obtained her MSc in Strategic Planning from Heriot-Watt University in 2011.

ADMINISTRATIVE DETAILS

TARGET AUDIENCE	LEVEL III
MEMBER'S FEE	RM3,672.00 *Fee is inclusive of 8% SST*
NON-MEMBER'S FEE	RM4,212.00 *Fee is inclusive of 8% SST*
EARLY BIRD FEE	10% discount for registration received one (1) month prior to respective workshop dates
DATE	11, 12 & 13 November 2024
TIME	9:00 am – 5:00 pm *(Registration on Day 1 at 8:30am)*
DELIVERY MODE	Physical Class
LOCATION	KUALA LUMPUR
PROGRAMME CODE	2024/KL49
TRAINER	**Lim Hooi Hoon**
CPD POINTS	24

Disclaimer
This course has been planned as a classroom training session. In the event that the training session is converted to virtual format, a rebate of RM300 will be given for each participant. T&C apply.

REGISTRATION FORM

COURSE DETAILS

Course Title   2024 Tools for Audit Managers

Course Code   2024/KL49   Course Date(s)   11, 12 & 13 November 2024

DELEGATE 1

Full Name (as per IC) _____

Designation _____

NRIC _____   Gender ☐ Male ☐ Female   Race _____

Mobile No. _____   Email Address _____

☐ Member   ☐ Non-Member   Membership No. (only applicable for members) _____

Dietery Preferences ☐ Vegetarian   ☐ Non-Vegetarian

DELEGATE 2

Full Name (as per IC) _____

Designation _____

NRIC _____   Gender ☐ Male ☐ Female   Race _____

Mobile No. _____   Email Address _____

☐ Member   ☐ Non-Member   Membership No. (only applicable for members) _____

Dietery Preferences ☐ Vegetarian   ☐ Non-Vegetarian

If you are sending more than 2 delegates, kindly send the delegates details in an Excel File format.

CORPORATE DETAILS (only applicable for corporations)

☐ Corporate Member   Corporate Membership No: _____

☐ Corporate Non-Member

CONTACT DETAILS

Organisation Name _____   Company Registration No. _____

Mailing Address _____

Contact Person _____   Designation _____

Telephone _____

Fax _____   Email Address _____

BILLING DETAILS   ☐ please tick if billing details are the same as contact details.

Contact Person _____   Designation _____

Billing Address _____

Telephone _____   Fax _____

Email Address _____

For non-member, would you like to be contacted to know more about IIA Membership programme? ☐ Yes ☐ No

ENQUIRY & REGISTRATION
1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450, Kuala Lumpur, Malaysia
Tel: +603 2181 8008 ext 210/211/212/213 Fax: +603 2181 1717 Email: training@iiam.com.my Website: www.iiam.com.my
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REGISTRATION FORM

PAYMENT DETAILS

Payment Details	Member Rate (per person) for KL-code related courses	Non-Member (per person)	8% SST	Total with SST
Fee (per pax) RM				
No. of pax				
Subtotal				

All registrations **MUST** be accompanied with full payment. Upon receipt of your registration, you are deemed to have read and understood the registration procedures and accepted the terms and conditions contained therein. (Please tick (✔) the chosen method)

☐ Enclosed is a cheque/bank draft no. _____ for the sum of RM _____ payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

☐ **LOCAL PAYMENTS BY CHEQUE / INTERBANK GIRO**
All payments should be crossed and made payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**
Bank Details: United Overseas Bank (M) Bhd. USJ Taipan Branch, No.7, Jalan USJ 10-1, USJ Taipan Triangle, 47620 UEP Subang Jaya, Selangor
Account No.: 165-301-514-9   Bank Swift Code: UOVBMYKL

☐ **OVERSEAS PAYMENTS BY WIRE TRANSFER (USD only)**
Beneficiary: **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**
Address: 1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450 Kuala Lumpur, Malaysia
Beneficiary's Bank: STANDARD CHARTERED BANK MALAYSIA BERHAD
Beneficiary's Bank Address: Level 18, Menara Standard Chartered, No.30 Jalan Sultan Ismail, 50250 Kuala Lumpur
Account No.: 312-170-024-235   Bank Swift Code: SCBLM-YK-XXXX

All wire transfer payments should include USD$30.00 (overseas) and RM25.00 (local) for wire transfer processing fee. For GIRO, please include RM1.00 as bank charges.
(Please fax the bank-in slip to +603 2181 1717 or email to training@iiam.com.my)

☐ **CREDIT CARD**
I hereby authorise **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA** to charge to my credit card. to the value of

RM _____ Card Type: ☐ VISA ☐ MASTER

Card Number: ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Expiry Date: _____ Cardholder's Name _____

I understand that any amount drawn from my credit card will first be cleared with the credit card authorisation facility.

Signature (As per credit card) _____ Date _____

TERMS & CONDITIONS

FEE
- Fee is payable to "THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA". Please state your name, payment advice number, phone number and Workshop Code number at the back of the cheque/bank-in slip. Admittance will only be permitted upon receipt of full payment
- The fee covers a copy of course material*, lunches, refreshment, and Certificate of Attendance.
- Full payment is to be made before the date of the course. Fee is inclusive of 8% SST.
- Walk-in delegates will only be allowed if full payment is made, subject to the availability of the seat.
- This course has been planned as a classroom training session. In the event that the training session is converted to virtual format, a rebate of RM300 will be given for each participant. T&C apply.

HUMAN RESOURCE DEVELOPMENT CORPORATION (HRDC) SBL KHAS CLAIM(S) [APPLICABLE TO HRDC SBL KHAS CLAIMABLE COURSE(S) ONLY]
- Claimants are fully responsible:
  - To provide IIA Malaysia with the HRDC grant approval notification (letter or email) minimum 7 working days before the commencement of the course(s).
  - To provide IIA Malaysia with Letter of Undertaking (LOU) for full settlement of the course fees if grant approval notification is received from HRDC prior to the commencement of the course(s).
  - To adhere to all terms and conditions set by HRDC (i.e., full attendance of the courses).
  - For timely completion and submission of all required HRDC documents as per their requirement.
  - To follow up and respond to any queries from HRDC and attain the approval of grant claim(s) within 60 days from the completion of the course(s). If no grant claim approval is attained within 60 days, claimants are responsible to arrange for an immediate full settlement of the course fee(s). Should a late approval is attained post the full settlement, IIA Malaysia will arrange for the reimbursement accordingly based on the approved grant claim.
  - The HRDC Grant Approval Amount falls within the purview of HRDC. IIA Malaysia is obligated to adhere to the HRDC procedure and permissible cost matrix. In the event that the approved amount is less than the total training cost, the participant or attending corporate entity is required to cover the remaining balance.

CANCELLATION
- Upon registering, participant(s) are considered successfully enrolled in the course. Should participant(s) decide to cancel/transfer their registration, a cancellation/ transfer policy shall be applied as follows:
  - a) Written cancellations should be received by 14 working days before the workshop date to get the refund.
  - b) Written cancellations should be received by 7 working days before the workshop date to get a partial refund after deduction of 50% administrative charge. Unpaid registrations will also be liable for 50% administrative charge.
  - c) Written cancellations/no-show on the day of the workshop.
    - No refund will be entertained.
    - Unpaid registrations will also be liable to full payment of the registrations fee. Partial cancellation is not allowed.
  - d) You can substitute an alternate delegate(s) if you wish to avoid cancellation charges. Any differences in fees will be charged accordingly.

RESERVATION
- The Institute reserves the right to make changes to the venue, date, topic, speaker including cancellation if warranted by circumstances beyond its control.
- The Institute reserves the right to utilize any recordings or photographs taken during the delivery of the course(s) for marketing and advertising purposes.
- The Institute is not responsible for the action, advise or representations of the trainer / speaker.
- Registration will be on first-come, first-serve basis.
- Certificates of Attendance will be issued an "E-certificate" via email. For this purpose, it is COMPULSORY to fill in the email address clearly. Certificate will only be given to participant who attended the session in full.
- Upon signing this form, you have deemed to have read and understand the registration term and condition and therefore have accepted the terms contained herein.

DATA PROTECTION
Personal Data is gathered in accordance with the Personal Data Protection Act 2010 (Act 709). The Institute of Internal Auditors Malaysia (IIA Malaysia) hereby inform you that your personal data will be processed, retained and used by IIA Malaysia in relation to this Workshop. Your personal data may also be retained and used by IIA Malaysia to market and promote other training programmes conducted by IIA Malaysia.

DISCLAIMER
The Institute of Internal Auditors Malaysia (IIA Malaysia) reserves the right to change the speaker(s), date(s) or to cancel workshop(s) should circumstances beyond its control arise. IIA Malaysia also reserves the right to make alternative arrangements without prior notice should it be necessary to do so. IIA Malaysia is not responsible for any incidental cost of participants (i.e. return flights, accommodation and etc) due to changes or cancellation of course(s). Upon submitting the registration form, you are deemed to have read and accepted the terms and conditions.

Subject to approval of the proprietor.

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1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450, Kuala Lumpur, Malaysia
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