

2026 BUILDING A SUSTAINABLE QUALITY PROGRAM

(Developed By Global IIA)

IIAM
GLOBAL
SERIES



ADMINISTRATIVE DETAILS

TARGET AUDIENCE	LEVEL III-IV
MEMBER'S FEE	RM2,916.00 All Fees is inclusive of 8% SST
NON-MEMBER'S FEE	RM3,348.00 All Fees is inclusive of 8% SST. <i>EARLY BIRD FEE 10% discount for registration received one (1) month prior to respective workshop dates</i>
DATE	8 & 9 June 2026
TIME	9:00 am – 5:00 pm (Registration will be on Day 1 at 8.30 am)
DELIVERY MODE	Physical Class
LOCATION	Kuala Lumpur
PROGRAMME CODE	2026/KL19
TRAINER	Sivamalar Thuraisingam
CPD POINTS	16

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.

PROGRAM OVERVIEW

Building an effective quality assurance and improvement program (QAIP) is similar to establishing a total quality management program, of which products and services are analyzed to verify they meet stakeholder expectations, operations are efficient and effective, and their practices conform to applicable standards.

Many internal audit functions have created QAIPs that demonstrate their commitment to quality and performance to Standards in the International Professional Practices Framework (IPPF).

With the establishment of the Global Internal Audit Standards, the next generation of QAIPs must be developed to conform to the new Principles and Standards. In this next generation, QAIPs include:

- Quality will be a combined measure of conformance with the Global Internal Audit Standards and the achievement of the internal audit function's performance objectives.
- QAIPs will be designed to evaluate and ensure the internal audit function conforms with the Standards, achieves performance objectives, and pursues continuous improvement.

This course provides participants with an opportunity to evaluate their current QAIP and improve its sustainability. While it offers a comprehensive understanding of QAIP principles and the skills needed to assess and enhance quality, it does not provide specific tools or techniques, as every QAIP is uniquely designed to meet the needs of each internal audit function. In alignment with the Standards, all internal audit functions must develop a QAIP tailored to their specific requirements.



WHO WILL BENEFIT FROM THIS COURSE?

This course is intended for audit leaders who are either implementing a quality program for the first time or audit leaders who are wishing to improve the efficiency of the existing quality program.

OBJECTIVES

- Identify the Global Internal Audit Standards Principles and Standards related to building a sustainable quality assurance and improvement program (QAIP).
- Examine the Global Internal Audit Standards Domains, Principles, and Standards.
- Assess internal audit functions' readiness to build their sustainable quality program in conformance with the Global Internal Audit Standards.
- Discuss QAIP successful practices related to ongoing monitoring activities, periodic self-assessments, and communicating QAIP results.
- Demonstrate the ability to develop a QAIP that exemplifies conformance, performance, and continuous improvement.
- Identify opportunities and action items to improve the quality of internal audit services.

COURSE OUTLINE

Unit 1: Quality Assurance Program Overview & the Global Internal Audit Standards

- What is a QAIP?
- Global Internal Audit Standards Overview.
- Purpose of Internal Auditing (Domain I).
- A closer look at the Global Internal Audit Standards Domains and Principles regarding the establishment of a QAIP.
- Internal audit quality framework overview and Global Internal Audit Standards implications

Unit 2: Ethics and Professionalism

- Ethics and professionalism in relation to the quality program.
- Ethics and professionalism, as described by the Global Internal Audit Standards Domains, related Principles, and Standards.
- Applying real-world scenarios to the Global Internal Audit Standards on Ethics and Professionalism.

Unit 3: Governing the Internal Audit Function

- Governing the internal audit function in relation to the quality program.
- Governing the internal audit function, as described by the Global Internal Audit Standards Domains, related Principles, and Standards.
- Applying real-world scenarios to the Global Internal Audit Standards on Governing the Internal Audit Function.

Unit 4: Managing the Internal Audit Function

- Managing the internal audit function in relation to the quality assurance and improvement program.
- Managing the internal audit function, as described by the Global Internal Audit Standards Domains, related Principles, and Standards.
- Applying real-world scenarios to the Global Internal Audit Standards on Managing the Internal Audit Function.

Unit 5: Performing Internal Audit Services

- Performing internal audit services in relation to the quality assurance and improvement program.
- Performing internal audit services, as described by the Global Internal Audit Standards Domains, related Principles, and Standards.
- Applying real-world scenarios to the Global Internal Audit Standards on performing internal audit services.

Unit 6: Building a Sustainable Quality Program

- The Global Internal Audit Standards in relation to the quality assurance and improvement program.
- Examining readiness for establishing and maintaining a sustainable QAIP.
- Planning and development strategies for establishing a QAIP.



ABOUT THE TRAINER

SIVAMALAR THURAISSINGAM

CIA (US)

Sivamalar (or Siva) was previously the Senior Technical Manager of The Institute of Internal Auditors Malaysia. Her main responsibilities were to perform QARs and to over seen the research and other technical projects conducted by IIA Malaysia. She has performed over 60 QAs in Malaysia, Sri Lanka, and Bangladesh. The portfolio of QA clients includes internal audit functions in the oil and gas industry, manufacturing, also conducted training and talks on QA and the IPPF (Standards).

She has been in internal auditing for more than 15 years. She started out as an internal audit Executive in a local financial institution. After 5 years in the banking sector, she wanted exposure in other industries and joined a firm which provides internal audit outsourcing services. She was involved in leading audits, finalising reports and diversifying her portfolio into various industries. She is currently a Certified Internal Auditor (CIA) and a member of IIA Malaysia.



Are you claiming under HRDC SBL Khas?

Yes No

COURSE DETAILS

Course Title 2026 Building a Sustainable Quality Program

Course Code 2026/KL19 Course Date(s) 8 & 9 June 2026

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) _____

Dietary 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) _____

Dietary 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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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: UOVBYMYKL

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.
 - Written cancellations should be received by 14 working days before the workshop date to get the refund.
 - 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.
 - 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.
 - 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, advice 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.

ENQUIRY & REGISTRATION

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