

PERFORMING AN EFFECTIVE QUALITY ASSESSMENT

OVERVIEW

As an organization grows and its internal processes change and evolve, its quality monitoring process must keep pace. To ensure consistent quality in this dynamic environment, an ongoing commitment to growth and improvement is essential.

The required elements of a Quality Assurance and Improvement Program (QAIP) include periodic internal assessments and external assessments to demonstrate conformance with The IIA's International Standards for the Professional Practice of Internal Auditing. In addition, a quality QAIP can provide evidence to the audit committee and management that the internal audit activity is efficient, effective, and adding value. It can also build stakeholder confidence and document a commitment to quality, leading practices, and the internal auditors' mindset for professionalism.

This course will provide you with the appropriate knowledge and skills to plan, perform, and evaluate the results of an external quality assessment case study. You will also learn about the processes and tools in the IIA Quality Assessment Manual (QA Manual) that can help you identify opportunities to improve your internal audit quality activities.

OBJECTIVES

- Examine the process flow and tools in the updated QA Manual and explore how these can be used to evaluate conformance with the Standards and identify opportunities for continuous improvement.
- Practice using the QA Manual tools to plan, perform, and evaluate the results of an external quality assessment case study.
- Discuss how to use the QA Manual tools in a periodic self-assessment.
- Evaluate the external quality assessment options and determine which option will work best for your internal audit activity.

OUTLINE

Quality Manual and Process Overview

- The International Professional Practices Framework (IPPF)
- The QAIP Framework
- Overview of the Quality Assessment Manual (QA Manual) and its process flow and tools
- Types of internal audit quality assessments

Planning the Quality Assessment

- Quality assessment scope, objectives, and planning tools
- Key features of planning guides
- Case study – Successful practices, opportunities for improvement, and planning the work
- Key features of surveys
- Case study survey results

Performing the Quality Assessment

- Key features of interview guides (key practices and lessons learned)
- Case study interview results
- Key features of QA programs and supporting tools
- Case study quality assessment program results

Evaluating Quality Assessment Results

- Active QA Manual evaluation summary tools and assessment criteria
- Applying assessment criteria on common QA scenarios (that require a high level of professional judgment)
- Evaluating case study results, using the assessment criteria
- Key features of the QA Manual reporting tools
- Value-added solutions for the most significant case study opportunities for improvement

Periodic Self-Assessment Application

- Implications of the relevant IPPF guidance
- Applying the IPPF Implementation Guides and QA Manual to common periodic self-assessment scenarios

External Quality Assessment Options

- Implications of the relevant IPPF guidance
- External QA options, and the related pros, cons, and other considerations
- Applying the IPPF Implementation Guides and your business acumen to common external quality assessment scenarios
- How to prepare for an external quality assessment



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ABOUT THE TRAINER

SIVAMALAR THURAINSGAM

BA Accounting and Finance (UK), CIA (USA), CCSA (USA), CRMA (USA), CMIIA

Dr Sivamalar was previously the Senior Technical Manager of IIA Malaysia. Her main responsibilities were to perform QARs and to oversee 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, telecommunications, banking, plantation and others. She has also conducted training/ 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.

Sivamalar has successfully completed the IIA Inc. "Internal Assessor/ Validator Accreditation Course" and the related examination necessary to achieve Accreditation in Internal Quality Assessment/ Validation. She is a Certified Internal Auditor (CIA), holds a Certification in Control Self -Assessment, Certification in Risk Management Assurance and is a member of IIA Malaysia.



ADMINISTRATIVE DETAILS

TARGET AUDIENCE	LEVEL III-IV
MEMBER'S FEE	RM1,900.00
NON-MEMBER'S FEE	RM2,400.00
	<i>All Fees will be subject to 6% SST</i>
EARLY BIRD FEE	10% discount for registration received one (1) month prior to respective workshop dates
DATE	23 & 24 November 2021
TIME	9:00 am – 5:00 pm (Registration on Day 1 at 8:30am)
LOCATION	Kuala Lumpur
DELIVERY MODE	Physical Class
PROGRAMME CODE	KL43
TRAINER	Sivamalar Thurainsingam BA Accounting and Finance (UK), CIA (USA), CCSA (USA), CRMA (USA), CMIIA.
CPD POINTS	16

ENQUIRY & REGISTRATION

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

Course Title

Course Code

Course Date(s)

DELEGATE 1

*Full Name (as per IC)

*Designation

*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

*Mobile No.

*Email Address

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

Dietary Preferences ☐ Vegetarian ☐ Non-Vegetarian

DELEGATE 3

*Full Name (as per IC)

*Designation

*Mobile No.

*Email Address

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

Dietary Preferences ☐ Vegetarian ☐ Non-Vegetarian

CORPORATE DETAILS (only applicable for corporations)

☐ Corporate Member Corporate Membership No: _____

☐ Corporate Non-Member

CONTACT DETAILS

Organisation Name

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

ENQUIRY & REGISTRATION

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

Payment Details	Member Rate (per person) for KL-code related courses	Non-Member (per person)	6% 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**

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Account No.: 165-301-514-9 Bank Swift Code: UOVBMKYL

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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)

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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 the hard copy course material, lunches, refreshment and Certificate of Attendance.
- Full payment is to be made before the date of the course. Fee is subject to 6% SST.
- Walk-in delegates will only be allowed if full payment is made, subject to the availability of the seat.

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 is not responsible for the action, advise or representations of the trainer / speaker.
- Registration will be on first-come, first-serve basis.
- 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.
- 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.

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 the Workshop 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. Upon signing the registration form, you are deemed to have read and accepted the terms and conditions.