

# INTERNAL AUDIT REPORT WRITING "8 KEY ASPECTS FOR IMPROVED COMMUNICATION, IMPACT & ASSURANCE"

## OVERVIEW

Persuasive communication is an essential skill for auditors at all levels and is one of the 10 core skills recognized under the IIA's Global Competency Framework for Internal Auditors. Undeniably, high-quality audit reports are a key communication tool to successfully elicit management action and communicate crucial messages to executives and board-level readers.

In this 2-day intensive workshop, participants will learn to enquire and understand that it is vital to appreciate the larger picture of the audit findings in relation to the business risk and impact along with the required control practices before putting their thoughts in systematic writings to convince their management. Often, the internal auditors are only interested to communicate their thoughts without considering views from the business or how the audit findings could or have impacted the business (with clear proof), leaving them in a weak position to articulate effectively to convince the management.

Another must-have skill which will be covered in this workshop is the ability to correctly identify root cause for each audit finding so that proper remedy can be prescribed to strengthen the internal control system. By honing these skills, participants can distinguish themselves in their current position and prepare to elevate themselves to be the trusted partner for the organization.

**CLASSROOM**  
(in Virtual  
Format)

## OBJECTIVES

- Embracing Best Practice Structure, Format & Content of an IA Report
- Let Consulting Mindset & Approach Shape your next IA Report
- Conceptualize Audit Findings: Business first, Governance second
- Why Insight and Foresight matters in Report Writing
- Audit Issue & Audit Finding: They are not the same! How to Prioritize by Risk & Impact
- Root Cause Analysis: the meaning & RIGHT approach for auditors
- How to Apply COSO in IA Report
- Executive Summary in IA Report: Latest Trends & Setting the correct TONE for readers

## OUTLINE

- Embracing 2019: Key risks and challenges for Businesses Assurance functions
- Best Practice: IA Report Format, Structure & Content
  - Traditional vs Risk-Based Auditing (RBA) format
  - RBA + COSO format
  - The 'Must-haves' in: I. Exec. Summary; II. Detailed AF & III. Appendix
- Consulting Mindset & Approach
  - Balanced Audit Reporting: Positive Assurance elements
  - Solution-focused: Have better Insight on GRC, the business and key processes

- Audit Finding (AF) & Audit Issue (AI)
  - Aspect of 'Business & Governance' for AF
  - Switching your mind between being an Auditor, AC Chairman & CEO / Process owner
  - Key questions / concerns we must anticipate
  - Know the difference & Importance of AI & AF
  - How to begin drafting an AF
  - Get the flow right: Use the 'pyramid style'
  - Wording AI Effectively for Impact
  - The Universe (Database) of AI
- Root Cause (RC) Analysis
  - Definition of RC in the context of Audit
  - 2 important Equations are all it takes!
  - Applying the 5-Why: when do we stop
  - Validate and confirm RC using COSO 2013 model
- Embracing 2019: Key risks and challenges for Businesses & Assurance functions
- Best Practice: IA Report Format, Structure & Content
  - Traditional vs Risk-Based Auditing (RBA) format
  - RBA + COSO format
  - The 'Must-haves' in: I. Exec. Summary; II. Detailed AF & III. Appendix
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## ADMINISTRATIVE DETAILS

<b>TARGET AUDIENCE</b>	LEVEL I-III
<b>MEMBER'S FEE</b>	RM1,900.00
<b>NON-MEMBER'S FEE</b>	RM2,400.00
	<i>All Fees will be subject to 6% SST</i>
<b>EARLY BIRD FEE</b>	10% discount for registration received one (1) month prior to respective workshop dates
<b>DATE</b>	11 & 12 October 2021
<b>TIME</b>	9:00 am – 5:00 pm (Registration on Day 1 at 8:30am)
<b>DELIVERY MODE</b>	Virtual Platform
<b>PROGRAMME CODE</b>	KL29
<b>TRAINER</b>	<b>Steven Yee</b> GRC Consultant & Professional Trainer
<b>CPD POINTS</b>	16

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## ABOUT THE TRAINER

### STEVEN YEE

GRC Consultant & Professional Trainer

Steven Yee is a professional member of the IIA Malaysia and MICPA (Malaysian Institute of Certified Public Accountants). He obtained his professional training in the Assurance and Business Advisory unit of PwC Malaysia from 1993-2003. He is the founder and Managing Director in Centegy Governance Consulting Group, a boutique consulting firm that provides a range of Governance, Risk & Control (GRC) Assurance services to corporations in Malaysia and other parts of the region.

Steven has headed various IA, Risk and Compliance functions in different industries with reporting lines to Board Audit & Risk Management Committees and CEOs over the past 15 years. Through his practical experience and passion, he brings an appreciation of the disciplined approach and innovation required to deliver a consistent and insightful assurance results to the clients. Steven is also a seasoned and enthusiastic trainer on GRC related subjects in the region and is a panel trainer with the IIA Malaysia for more than 10 years.

## ENQUIRY & REGISTRATION

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

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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)" \_\_\_\_\_

Dietery 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)" \_\_\_\_\_

Dietery 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)" \_\_\_\_\_

Dietery 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 \_\_\_\_\_

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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**

### 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: UOVBMKYL

### 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 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.