



The Institute of
Internal Auditors
Malaysia



2023/KL41 INVESTIGATIVE INTERVIEWING SKILLS FOR INTERNAL AUDITORS

OVERVIEW

Investigative interviewing skills are vital to anyone conducting investigations, during/following an audit or when misconduct or misappropriation concerns arise. Inexperience handling of the case being investigated could potentially lead to costly mistakes. In their scope of work, Internal Auditors are now expected to perform some form of investigations and this program provides the necessary tools for investigation interviewing. One key area in which many Internal Auditors and Investigation Officers could improve is in their preparation for and execution of investigative interviews with auditees/witnesses/suspects.

This uniquely designed program will equip Internal Auditors, Investigation Officers and Managers with necessary tools, techniques and approaches required in performing investigative interviews effectively and successfully to obtain the best results and help draw comprehensive conclusions from investigations. Application of investigative interviewing techniques learnt will ensure participants are better able to detect root causes and control failures.

METHODOLOGY

The Approach

This is a highly interactive, facilitation-consultative style and hands-on program with a blend of presentations, live Q&A, role play, discussions and breakout room activities, together with a variety of interviewing and communication tools. Participants are required to attend the full program and to actively participate throughout the sessions for optimal impact and benefit.

FOCUS

Participants to be equipped with:

- understanding key differences between audit & investigation
- an overview of the role and principles of investigative interviewing
- awareness of key characteristics of an effective investigative interviewer
- interviewing technique incorporating personality styles
- enhanced investigative probing techniques
- ability to apply the PEACE model as an investigative interviewing tool
- experiences and solutions for remote/virtual investigative interviewing



OUTLINE

Introduction

- welcome & energizer
- introduction to program
- program objectives & overview

Investigative Interview Overview

- distinguishing audit and investigation
- role and principles of investigative interviewing
- characteristics of effective investigative interviewers
- investigative probing techniques

Colored Brain Communication (CBC) Technique

- what color is your brain?
- CBC overview
- aligning interviewing with 'Unique 4'
- probing techniques 5WIH

PEACE Investigative Interviewing Model

- Plan & Prepare (P)
- Engage & Explain (E)
- Account, Challenge & Confirm (A)
- Closure (C)
- Evaluate (E)

Mock Investigative Interview A

- PEACE Model application

Remote / Virtual Interviewing

- privacy & confidentiality
- virtual presence & engagement
- elevated tension & breaks
- investigation premature judgement & bias
- non-verbal communication (NVC)

Mock Investigative Interview B

- challenging case studies / scenarios

ABOUT THE TRAINER

VANEESA VEERAPPAN

ACMA

Associate Member of the Chartered Institute of Management Accountant UK and has with her over 20 years of working experience in Governance, Risk, Compliance & Internal Audit.

Vaneesa spent a significant number of years with Malaysia Airlines as a Chartered Accountant then moved to explore her interest in the field of Risk & Policy Advisory. She contributed largely into developing several key corporate policies and framework across many of Malaysia Airline's key Global offices including United Kingdom, Italy, Australia & the Middle East. Vaneesa was awarded with the much-coveted MH Star Award by the Managing Director of Malaysia Airlines for the stellar contribution in the field of risk & policy advisory.

She also extended the remit of her experience and took on the role of an Internal Auditor, where she was involved in conducting corporate audits to ensure corporate objectives and strategies were achieved in compliance to corporate policies and procedures.

ADMINISTRATIVE DETAILS

TARGET AUDIENCE	LEVEL II-III
MEMBER'S FEE	RM2,850.00 <i>All Fees will be subject to 6% SST</i>
NON-MEMBER'S FEE	RM3,350.00 <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	15 - 17 August 2023
TIME	9:00 am - 5:00 pm <i>(Registration on Day 1 at 8:30am)</i>
DELIVERY MODE	Physical Class
LOCATION	KUALA LUMPUR
PROGRAMME CODE	2023/KL41
TRAINER	VANEESA VEERAPPAN ACMA
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.

Vaneesa then moved on to Astro Malaysia where she was engaged as a Risk Management Practitioner and trainer. This role laid the foundation for her training career, in which her experience, drive and unbridled passion as a trainer were recognized and lauded by her peers and superiors when she was awarded the prestigious "Excellence in Training" award by the Human Resources division of Astro Malaysia.

Vaneesa is a well- recognized corporate trainer, specializing in the field of Governance, Risk, Compliance & Internal Audit. Her training credentials include HRDCorp certification, endorsed trainer of Basel Institute of Governance Switzerland, DCI Certified Colored Brain Trainer, Certified NeuroLinguistic Practitioner (NLP), Certified Virtual LearnCaster & Certified Six Sigma Green Belt. She is an Associate Member of Malaysian Association of Professional Speakers (MAPS) and a member of Transparency International Malaysia (TIM).

Vaneesa is a faculty trainer for Malaysian Institute of Management (MIM), Malaysian Institute of Accountants (MIA) & The Institute of Internal Auditors Malaysia (IIAM).

She's been actively training both local and international participants from Saudi Arabia, Oman, Kenya, Bhutan & Singapore. In recognition of her contribution in this field, she was awarded Risk Practitioner and Certified Trainer under the category of Women Leadership by CMO Asia.

Are you claiming under HRDC SBL Khas? Yes No

COURSE DETAILS

Course Title Investigative Interviewing Skills for Internal Auditors

Course Code 2023/KL41 Course Date(s) 15 - 17 August 2023

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 _____

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@iam.com.my Website: www.iam.com.my

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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@iam.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 subject to 6% 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.

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, 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 signing 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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