



## The Institute of Internal Auditors, Singapore

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20 July 2010

Dear Members

### 2 ½ Day Seminar on **Internal Audit Quality Assessment: Performing an Internal or External Review**

8 – 10 November 2010 by Mr Donald Espersen

#### What you will gain from this seminar:

##### YOUR OPPORTUNITY TO...

- Apply the International Professional Practices Framework and *International Standards for the Professional Practice of Internal Auditing* on quality assessment review case study.
- Develop a solid understanding of the process used to complete a periodic internal assessment or external quality assessment of an internal audit activity.
- Discover and utilize proven quality assessment tools and techniques.
- Explore the recommended external quality assessment approaches and help participants identify the best approach for their organization.
- Fulfill one of the requirements to become a qualified Assessor/Validator.

**NOTE:** To be considered a qualified assessor one should meet the criteria of the Standards. [Advisory 1312-1#7](#) gives a more detailed listing of the criteria.

#### Course Description

The *Global Summary of the Common Body of Knowledge 2006* (CBOK) reported that only 32.8% of the respondents had quality assurance and improvement programs in accordance with Standard 1300. CAE's responding to CBOK reported that 47.4% of their internal activities had never had an internal assessment and 39.7% (Standard 1311) had never had an external quality assessment (Standard 1312).

This is one of two IIA seminars designed to assist participants to improve their internal audit activity's ability to comply with Standard 1300- and more importantly realize the benefits of an effective Quality Assurance and Improvement Program. This seminar focuses on the assessment process that is used in a periodic internal assessment (Standard 1311) and an external quality assessment (Standard 1312). The seminar is lead by knowledgeable instructor with extensive experience in quality assessment activities.

#### Course Outline

Please see Appendix I.

## About the Speaker

**Donald Espersen**, CIA, is an independent risk/control advisor and internal auditor based in St. Paul, Minnesota, USA. His firm, despersen & associate, specializes in the design/delivery customized training programs and internal audit quality improvement activities. He has worked with client groups in Asia, Canada, Europe, Mexico, the Middle East, South America, and the United States.

Prior to forming despersen & associate in 1999, Espersen held a variety of Chief Audit Executive internal audit management and staff positions in several financial services organizations. Don is one of the primary facilitators for The Institute of Internal Auditor's (IIA) Chief Audit Executive's Vision University series. Additionally, he has developed and led many of the Institutes seminars.

Espersen is an active member of the IIA. He currently is a member of the Board of Research & Educational Advisors, and is the co-editor of the Internal Auditors "Risk Watch" column. He is also an IIA distinguished faculty member, holds The IIA's accreditation in Internal Quality Assessment/Validation, and has a B.S. in Business from the University of Minnesota. Biographical Information.

## Who Should Attend

- Auditors who are involved in their internal audit activity's quality program or periodic internal assessment.
- Auditors, service providers and other parties who are interested in learning more about the external quality assessment.
- CAE's, Audit Directors/Managers, organization executives, and Board/Audit Committee members who are interested in learning how to evaluate and improve their internal audit activity.

## Details of the administrative arrangements are as follows:

Date : 8 – 10 November 2010

Time : 9.00 am to 5.00 pm (8 – 9 November 2010)  
9.00 am to 12.00 pm (10 November 2010)  
(Lunch and refreshments provided. Except for 10 Nov, lunch is not included.)

Registration : 8.45 am

Venue : **Rendezvous Hotel Singapore**  
**Straits Ballroom 3, Level 2**  
9 Bras Basah Road  
Singapore

CPE credit : 19.5 hours

Fee : S\$1,500 (IIA / ISACA Member)  
S\$1,950 (Non-member)  
**\* NO GST payable**  
**\*\*NO invoice will be issued**

Closing Date : 26 October 2010

Please return the reply slip together with your cheque made payable to "**The Institute of Internal Auditors Singapore**". **No invoice will be issued.**

Yours sincerely  
Lena Kuok  
for Education Committee

# REPLY SLIP

To: The Institute of Internal Auditors, Singapore  
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Tel: 6324 9029  
Fax: 6220 5972

2 ½ Day Seminar on  
**Internal Audit Quality Assessment:  
Performing an Internal or External Review**  
8 – 10 November 2010 by Mr Donald Espersen

From: Mr/Mrs/Ms/Miss \_\_\_\_\_

Organisation: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

Name of Attendee	Designation	IIA / ISACA Membership No. ( where applicable )

**Terms and Conditions:**

1. Notification of withdrawal in writing received **seven working days or more before** the event will be processed for refund after deduction of \$100 processing fee.
2. No refund will be made for shorter notice but you are welcome to send a replacement.
3. Registration is only confirmed when full payment is received. An official receipt will be sent to you.
4. Payment must be received **before** commencement of the event.
5. No invoice will be issued.
6. IIAS reserves the right to cancel, postpone, alter the programme and/or change the speaker due to unforeseen circumstances.
7. Request for special food arrangement must be made at time of registration.

Enclosed is cheque number \_\_\_\_\_ for S\$ \_\_\_\_\_ being payment for \_\_\_\_\_  
IIA / ISACA member(s) @ S\$1,500 and \_\_\_\_\_ non-member(s) @ S\$1,950.

**Participants will be awarded 19.5 CPE hours upon completion of the course.**

[ Cheque should be crossed and made payable to "The Institute of Internal Auditors Singapore" ]

**>>>> Complete and Fax to : (65) 6220 5972 for Reservation <<<<<**

## COURSE OUTLINE

### UNDERSTANDING THE ESSENTIAL GUIDANCE

- Identify the levels of the International Professional Practices Framework (IPPF).
- Identify the purpose of the Standards and the Code of Ethics, including its two components: principles and rules of conduct; and recognize key points related to the Quality Assurance and Improvement Standards.
- Identify common QA observations and rating challenges.

### A CLOSER LOOK AT INTERNAL AUDIT QAIPs

- Identify Standards and Practice Advisories related to a Quality Assurance and Improvement Program (QAIP).
- Identify the benefits of the QAIP for internal auditors, the audit committee and board, and management and employees; and creating buy-in from each of these stakeholders.
- Identify the major phases of a quality assessment; explore tools and resources.

### INTRODUCTION TO THE QAE CASE STUDY

- This unit will introduce and describe the business and structure of the Case Study organization that will be used to reinforce the course material.

### PLANNING THE QUALITY ASSESSMENT (QA) REVIEW

- Identify the basic objectives that should be achieved in an external QA.
- Identify and apply the key activities that go into the planning phase of a QA project, including considerations for selecting the QA team, using self-assessment tools, the preliminary visit, and client and staff surveys.

### PERFORMING THE REVIEW

- Recognize QA tools used during the interviewing process of the quality assessment and use the information contained in the Case Study interview results to identify strengths, weaknesses, and unknowns; document your findings.
- Identify and apply the tools used to assess program segments and then demonstrate how to tailor the tools for a program segment in order to meet an organization's needs; analyze tests performed on these segments to determine your conclusion on the overall results.

### COMMUNICATING THE RESULTS

- Identify and apply tools that are used in the evaluation phase of the quality assessment and formulate a consensus on the overall level of compliance using information from the Case Study.
- Identify communication activities and reporting formats and tools.
- Identify significant compliance issues or improvement opportunities, and develop observations and value-added recommendations for the QA report using the information from the Case Study.