



# Quality Assessor Certificate Program

**Rosemarie Chinchilla** CIA, CCSA, CRMA, CGAP, CPA, CMA, CFE, CISA

## About This Instructor-Led Certificate Program

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, the 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 Quality Assessor Certificate Program, based on the curriculum in the instructor-led course «Performing an Effective Quality Assessment» will prepare quality assessor candidates for the certificate exam. A passing score on the exam rewards candidates with a five-year certificate\* stating the candidate has successfully completed IIA recognized external quality assessment training and assessment for conducting quality assessments. Those earning the Quality Assessor Certificate will be added to a database on the IIA website - which will increase their visibility as a qualified, external quality assessor - and will receive a digital badge to add to their LinkedIn profile and resume.

*\*Significant changes to the QAIP requirements and/or methodology associated with performing an effective quality assessment may offer opportunities to take additional courseware with associated examination to maintain certificate status.*

### Course Objectives

1. Examine the process flow and tools in the QA Manual.
2. Explore how the process flow and tools in the QA Manual can be used to evaluate conformance with the Standards.
3. Investigate how the process flow and tools in the QA Manual can be used to identify opportunities for continuous improvement.
4. Practice using the QA Manual tools to plan, perform, and evaluate the results of an external quality assessment case study.
5. Discuss how to evaluate the organization's periodic self-assessment as described in the QA Manual tools.
6. Evaluate the external quality assessment options and determine which option will work best for your internal audit activity.
7. Participants who complete the course are eligible to sit for the certificate exam which is administered on The IIA's LMS platform

## Who should attend?

This course will provide participants interested in becoming external quality assessors with the appropriate knowledge and skills to plan, perform, and evaluate the results of an external quality assessment. Participants will also learn about the processes and tools in the IIA Quality Assessment Manual (QA Manual) that can help identify opportunities to improve internal audit quality activities. This course will specifically benefit external quality assessors enhancing their skillset to perform IIA Standards based quality assessments.

## Course programme

### Quality Manual and Process Overview

- The International Professional Practices Framework (IPPF) 2017
- 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

- 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

# Quality Assessor Certificate Program



## Price

€ 2300  
€ 1220 (members  
IIA Greece)



## Venue

virtual seminar via  
tele-conference

CPE's: 16

## Curriculum vitae

**Rosemarie Chinchilla** CIA, CCSA, CRMA, CGAP, CPA, CMA, CFE, CISA

Rosemarie Chinchilla has spent over 35 years in management as a consultant, as an internal auditor in the government sector and as an external/financial auditor.

Rosemarie held the roles of Audit Coordinator, Senior EDP Auditor, and Auditor Analyst with the Office of City Auditor, City of Edmonton. She specialized in operational audits, fraud investigations, computer application and environment reviews, and risk/control self- assessment. She was a co-presenter of Economic Crime Awareness for city managers and supervisors.

She has been an instructor with the IIA since 2000 and she has delivered several presentations/ speaking engagements to different venues (North American Local Government Auditors Association, IIA Western Regional Conference, and Certified General Accountants conferences). She also teaches college/university accounting (financial, cost management) and auditing (financial) courses locally.

Rosemarie received Bachelor of Commerce and Bachelor of Science degrees from the University of Alberta, a Computer Systems Technology diploma from the Northern Alberta Institute of Technology and a COSO Internal Control Certificate from the Committee of Sponsoring Organizations of the Treadway Commission. She is currently working on her MBA (Cape Breton University, Nova Scotia).

Rosemarie is past President of the Edmonton Chapter of The Institute of Internal Auditors. She is also a member of the Chartered Professional Accountants of Canada, the Association of Certified Fraud Examiners, and the Information Systems Audit and Control Association.

