award Technology Middle East

COURSE OVERVIEW TM0118
Operational Auditing: Influencing Positive Change

Course Title
Operational Auditing: Influencing Positive Change

Course Date/Venue
August 03-07, 2025/Boardroom 1, Elite Byblos Hotel, Al Barsha, Sheikh Zayed Road, Dubai, UAE

Course Reference
TM0118

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

Designing and implementing an effective system of internal control is challenging, and adapting to rapidly changing business models, new technologies, or globalization requires that system to be agile. An internal control system requires the use of judgment to monitor and assess its effectiveness, and it must provide insight on the application of controls. The objective is to develop relevant skillset for Audit team to embed the learning from the course into the reviews and other engagements undertaken at ADNOC Distribution to add value to the business processes and influence positive change.

The audit team is expected to develop expertise in designing, implementing, and conducting review on an internal control system by:-
• Understanding the principles-based approach
• Identifying and analyzing risks
• Developing confidence in the internal control system

It is expected that audit team members develop and enhance relevant skillset to embed the learning from the course into the reviews and other engagements undertaken at ADNOC Distribution to add value to the business processes and influence positive change. The team members are expected to begin thinking about the Framework in the context of ADNOC Distribution and cover a variety of undertaken audit review areas around objectives, components of internal control, principles and points of focus, roles and responsibilities, and limitations of internal control.

This course is designed to provide participants with a detailed and up-to-date overview of Operational Auditing Influencing Positive Change. It covers the purpose, evolving roles and essential skill set for operational auditors; the key terms, definitions and concepts of COSO's internal control integrated framework; the relationship among objectives, components and the entity's structure in achieving an effective system of internal control; the roles and responsibilities within an organization related to internal control; and the internal auditing standards including international professional practices framework (IPPF).

Further, the course will also discuss the role of internal auditing in governance, risk and control; planning the quality assessment and designing and identifying the key features of surveys; identifying and engaging key stakeholders and communication techniques to influence and win stakeholder support; the key concepts included in the framework related to the risk assessment, control activities, information and communication component of internal control; and the concepts of the framework with regard to risk assessment, control activities, information and communication to a variety of organizational examples.

During this interactive course, participants will learn the qualitative and quantitative risk assessment methods and scenario planning; the tools for visualizing processes and the control gaps and areas for improvement; the practical implementation of control activities and general and application controls in IT; the importance of IT controls in operational auditing; the formats and elements of an effective audit report and techniques for constructive feedback; ensuring recommendations are implemented and measuring the impact of the audit; the ethical dilemmas and scenarios and the role of ethics in audit quality; the strategies for influencing change at an organizational level; and the role of the operational auditor in organizational transformation.

Course Objectives

Upon successful completion of this course, each participant will be able to:-

- Apply and gain a good working knowledge on operational auditing influencing positive change

- Discuss the purpose and evolving roles of operational auditors as well as the essential skill set for operational auditors

- Identify the key terms, definitions and concepts of COSO's internal control integrated framework

- Recall the relationship among objectives, components and the entity's structure in achieving an effective system of internal control

- Recognize the roles and responsibilities within an organization related to internal control as well as recall the limitations of internal control

- Apply internal auditing standards including international professional practices framework (IPPF)

- Identify the role of internal auditing in governance, risk and control and plan the quality assessment

- Design and identify the key features of surveys, identify and engage key stakeholders and employ communication techniques to influence and win stakeholder support

- Discuss the key concepts included in the framework related to the risk assessment, control activities, information and communication component of internal control

- Apply the concepts of the framework with regard to risk assessment, control activities, information and communication to a variety of organizational examples

- Employ qualitative and quantitative risk assessment methods and scenario planning

- Use proper tools for visualizing processes and identify the control gaps and areas for improvement

- Apply practical implementation of control activities and general and application controls in IT as well as discuss the importance of IT controls in operational auditing

- Identify the formats and elements of an effective audit report and techniques for constructive feedback

- Ensure recommendations are implemented and measure the impact of the audit

- Discuss the ethical dilemmas and scenarios as well as the role of ethics in audit quality

- Employ strategies for influencing change at an organizational level and discuss the role of the operational auditor in organizational transformation

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (H-STK®). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor's actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of operational auditing influencing positive change for audit and assurance team.

Course Fee

US$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations:-

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Mike Taylor, PhD (on-going), MScLI, MBA, MBL, BSc, HDE, is a **Senior Management Consultant** with over **25 years** of extensive experience in the areas of **Project Planning, Scheduling & Cost Control Professional**, **Project Scheduling & Cost Control**, **Facilitation & Leadership** Skills, **Coaching**, **Human Resource** Development, **Psychometric** Testing, **Career Development** & Competence, **Succession Planning**, **Self-Development & Empowerment**, **Personal Learning Needs Identification**, Critical Success Factors (**CSFs**), Key Performance Indicators (**KPIs**), Productivity **Creativity & Thinking** Modes, **Human Resource Scorecard** Management, **Career Laddering**, **Fast-Track Career Progression** Application, **Knowledge** Management, **Customer** Management, **Leadership** Skills, **Presentation** Skills, **Negotiation** Skills, **Decision Making** Skills, **Communication** Skills, **Emotional Intelligence**, **Performance** Management, **Contract** Management, **Quality** Management, **Commercial Strategy**, **Project** Management, **Risk** Management, **Leadership & Business** Management, **Human Resource** Management, **Planning**, **Budgeting & Cost Control**, **Business Development**, Innovation, Sales Strategy and Knowledge & **Intangible Asset Assessment** Design. Further, he is also well versed in **Organization Management & Business Consulting**, **Stakeholder & Supplier Evaluation**, **Data Collection & Information Gathering**, **Value & Supply Chain** Management, **Intellectual Property & Innovation** Assessments, **Logistics & Supply Chain** Management, **Budgeting & Cost Control** and **Marketing** Management. Mr. Taylor is the **Founder & CEO** of Mitakon Innovation Pty Ltd wherein he is responsible for the development of Executives & Senior Managers specializing in innovation, knowledge management and commercial negotiation as well as authored, implemented and executed a global 21st century facilitation and leadership methodology.

During his career life, Mr. Taylor has gained his practical and field experience through his various significant positions and dedication as the **Knowledge-Solutions Service Provider**, **Founder-Principal/CIO**, **Subject Matter Expert**, **Consulting Partner**, **Executive/Management Development Facilitator**, **Multinational/Corporate Senior Management Consultant**, **Senior Quality & Management Consultant**, **Executive Management Development/Facilitator**, **Business Consultant/Facilitator**, **Business & Quality Consultant/Coach**, **Client Director**, **Administration Manager**, **Quality Manager**, **International Sales & Business Development Executive**, **Regional Sales Manager**, **National Key Accounts Manager**, **Commercial Sales & Marketing Consultant**, **Admin Assistant**, **Sales & Marketing Representative**, **Key Note Speaker**, **Lecturer** and **Instructor/Trainer** for various international companies such as the Highland Group (Business Consulting), **Anglo American**, **BHP Billiton**, Rio Tinto, DI Management Solutions (BPO), Master Deal Making Institute (MDMI), RMG/Contact Media & Communications, Paul Dinsdale Properties (PDP), Giant Leap Architects, Wise Capital Investments (HOD), Evolution® Advertising, Collaborative Xchange, Leatt Corporation, Dentsply SA, FMCG/Binzagr Company, **Unilever**, **Kellogg's**, BAT, **Hershey's**, CORO, Lilly Direct/Lennon Generics and Bausch & Lomb.

Mr. Taylor has **Master** degrees in **Leadership & Innovation**, **Business Administration** and **Business Leadership** as well as a **Bachelor** degree in **Physical Education** and pursuing **PhD** in **Global Governance & Energy Policy**. Further, he is a **Certified Instructor/Trainer**, **Certified Internal Verifier/Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and a member of Incremental Advantage, Da Vinci Institute, Black Management Forum, Institute of Directors (IOD), World Future Society (WFS), Social Science Research Network, University of Kwazulu Natal (Alumnus), Anthropology & Archaeology Research Network and National Research Foundation (NRF). He has further delivered numerous trainings, courses, workshops, seminars and conferences globally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30%   Lectures
20%   Practical Workshops & Work Presentations
30%   Hands-on Practical Exercises & Case Studies
20%   Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1:   **Sunday, 03rd of August 2025**

0730 – 0800	*Registration, Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	**Introduction to Operational Auditing** *Purpose, History, and Evolving Roles of Operational Auditors • The Essential Skill Set for Today's Operational Auditors*
0930 – 0945	*Break*
0945 – 1045	**Overview of Frameworks** *Identify Key Terms, Definitions and Concepts of COSO's Internal Control – Integrated Framework • Recall the Relationship Among Objectives, Components, and the Entity's Structure in Achieving an Effective System of Internal Control*
1045 – 1230	**Overview of Frameworks(cont'd)** *Recognize Roles and Responsibilities Within an Organization Related to Internal Control • Recall the Limitations of Internal Control*
1230 – 1245	*Break*
1245 – 1420	**Internal Auditing Standards** *International Professional Practices Framework (IPPF) • Role of Internal Auditing in Governance, Risk and Control*
1420 – 1430	**Recap**
1430	*Lunch & End of Day One*

Day 2:   **Monday, 04th of August 2025**

0730 – 0930	**Planning the Quality Assessment** *Quality Assessment Scope, Objectives, and Planning Tools • Key Features of Planning Guides*
0930 – 0945	*Break*
0945 – 1030	**Planning the Quality Assessment (cont'd)** *Case Study – Successful Practices, Opportunities for Improvement and Planning the Work*

1030 – 1230	**Designing Surveys** *Key Features of Surveys • Case Study Survey Results*
1230 – 1245	*Break*
1245 – 1420	**Stakeholder Analysis** *Identifying and Engaging Key Stakeholders • Communication Techniques to Influence and Win Stakeholder Support*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Two*

Day 3: **Tuesday, 05th of August 2025**

0730 – 0930	**Control Environment** *Recall key Concepts Included in the Framework Related to the Risk Assessment Component of Internal Control • Apply the Concepts of the Framework with Regard to Risk Assessment to a Variety of Organizational Examples*
0930 – 0945	*Break*
0945 – 1030	**Control Activities** *Recall Key Concepts Included in the Framework Related to the Control Activities Component of Internal Control • Apply the Concepts of the Framework with Regard to Control Activities to a Variety of Organizational Examples*
1030 – 1230	**Risk Assessment Techniques** *Qualitative and Quantitative Risk Assessment Methods • Scenario Planning and its Applicability*
1230 – 1245	*Break*
1245 – 1420	**Process Mapping & Flowcharts** *Tools for Visualizing Processes • Identifying Control Gaps and Areas for Improvement*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Three*

Day 4: **Wednesday, 06th of August 2025**

0730 – 0930	**Practical Implementation of Control Activities** *How to Put Control Activities into Practice • Real-World Case Studies*
0930 – 0945	*Break*
0945 – 1030	**Auditing IT Controls** *General and Application Controls in IT • Importance of IT Controls in Operational Auditing*
1030 – 1130	**Information & Communication** *Recall Key Concepts Included in the Framework Related to the Information and Communication Component of Internal Control*
1130 - 1230	**Information & Communication(cont'd)** *Apply the Concepts of the Framework with Regard to Information and Communication to a Variety of Organizational Examples*
1230 – 1245	*Break*
1245 – 1420	**External Quality Assessment Options** *Recall key Concepts Included in the Framework Related to the Monitoring Activities Component of Internal Control • Apply the Concepts of the Framework with Regard to Monitoring Activities to a Variety of Organizational Examples*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Four*

Day 5: **Thursday, 07th of August 2025**

0730 – 0930	**Reporting Findings** *Formats and Elements of an Effective Audit Report • Techniques for Constructive Feedback*
0930 - 0945	*Break*
0945 – 1045	**Post-Audit Follow-Up & Monitoring** *Ensuring Recommendations are Implemented • Measuring the Impact of the Audit*
1045 - 1230	**Ethics in Operational Auditing** *Ethical Dilemmas and Scenarios • The Role of Ethics in Audit Quality*
1230 - 1245	*Break*
1245 – 1345	**Influencing Positive Change** *Strategies for Influencing Change at an Organizational Level • Role of the Operational Auditor in Organizational Transformation*
1345 – 1400	**Course Conclusion**
1400 – 1415	**POST TEST**
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator

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