

**Institute of Internal Auditors
TORONTO CHAPTER**

2009/2010

EDUCATION PROGRAM GUIDE



OVERVIEW

The IIA requires that after certification, CIAs, CCSAs, CGAPs, and CFSAs maintain their knowledge and skills and stay abreast of improvements and current developments in their area of certification through Continuing Professional Development (CPD). This is facilitated through a self-certification process with the completion of required CPD hours.

The objective of the Programs Committee is to provide the required annual CPD credits through consistent, reliable and quality learning opportunities, leveraging sponsorships to maintain affordability, to members within the Ontario internal audit and risk management communities.

PROGRAM COMMITTEES

Sunrise Education Series - *Provide networking and educational training sessions to membership with a focus on technical skills.*

Sunset Education Series - *Provide networking and educational training sessions to membership with a focus on soft skills.*

Seminar Education Series - *Provide a high quality professional development seminar which addresses the current and emerging needs, while connecting members with the IIA.*

Southwest Ontario Education Series - *Provide networking and educational training sessions to locations outside of the GTA to reach a greater proportion of our membership.*

We thank you for your continued support and patronage and hope that you will be able to join us at one or more of our sessions.

A THANK YOU TO OUR 2008/09 SPONSORS



2009/2010 CHAPTER COMMITTEES

PRESIDENT				
Tony Stanco	President	Toronto Hydro	416-542-2501	tstanco@torontohydro.com
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ADMINISTRATIVE SUPPORT				
Joan Rainville	IIA Toronto Chapter Admin	IIA-Toronto	416-223-5326	administrator@iia-toronto.org

2009/2010 EDUCATION PROGRAM SCHEDULE

SUNRISE EDUCATION SERIES					
Date	Location	CPD Hrs	Time	Session	Speaker
Thursday, August 20, 2009	Downtown Toronto – St. Andrews Club	1.5 hrs.	8:00 am - 10:00 am	Governance: Quality of Audit Committee Reporting	John Dinner
Tuesday, October 13, 2009	Downtown Toronto – St. Andrews Club	1.5 hrs.	8:00 am - 10:00 am	Revising Risks in a Risky Realm: Strategic Audit Planning	Carmen Rossiter
Monday, December 7, 2009	Downtown Toronto – St. Andrews Club	1.5 hrs.	8:00 am - 10:00 am	Efficient Auditing through Effective Tools	Chris Ryley
Tuesday, February 16, 2010	Downtown Toronto – St. Andrews Club	1.5 hrs.	8:00 am - 10:00 am	Compliance Auditing	Donald McColl
Tuesday, April 13, 2010	Downtown Toronto – St. Andrews Club	1.5 hrs.	8:00 am - 10:00 am	How to catch Fraud? More likely than not!	Edward Nagel
Tuesday, June 15, 2010	Downtown Toronto – St. Andrews Club	1.5 hrs.	8:00 am - 10:00 am	Do the Performance Measures Speak the Truth? (How to Audit KPIs)	Hubert Huang

Follow the link below to register for one or more of the Sunrise Education Sessions:

<http://quest.cvent.com/i.aspx?4W,M3,f01f3c09-6c94-42ab-841a-cf62d03dbe92>

SUNSET EDUCATION SERIES					
Date	Location	CPD Hrs	Time	Session	Speaker
Thursday, September 10, 2009	Downtown Toronto - Oakham House, Ryerson	1.5 hrs.	6:00 pm - 8:00 pm	The Power of Persuasion	Cindy Kottoor
Wed., November 4, 2009	Downtown Toronto - Oakham House, Ryerson	1.5 hrs.	6:00 pm - 8:00 pm	Building and Utilizing your network	Donna Messer
February 2010	Downtown Toronto - Oakham House, Ryerson	1.5 hrs.	6:00 pm - 8:00 pm	Joint Session with FEI - TBD	TBD
Thursday, March 4, 2010	Downtown Toronto - Oakham House, Ryerson	1.5 hrs.	6:00 pm - 8:00 pm	Top 10 Soft Skills for Challenging Economic Times	Genevieve Farrell
Wed., May 5, 2010	Downtown Toronto - Oakham House, Ryerson	1.5 hrs.	6:00 pm - 8:00 pm	Building and Strengthening Relationships in the workplace	Julia Gluck
Wed., July 7, 2010	Downtown Toronto - Oakham House, Ryerson	1.5 hrs.	6:00 pm - 8:00 pm	Effective Leadership Skills	Philip Brown

Follow the link below to register for one or more of the Sunset Education Sessions:

<http://quest.cvent.com/i.aspx?4W,M3,3673b974-20f4-4f2b-a0f4-b59ff60b4e0e>

SEMINAR EDUCATION SERIES					
Date	Location	CPD Hrs	Time	Session	Speaker
May 2010	TBD	TBD	TBD	TBD	TBD
SOUTHWEST ONTARIO EDUCATION SERIES					
Date	Location	CPD Hrs	Time	Session	Speaker
September 29, 2009	Southwest Ontario	1.5 hrs.	6:00 pm - 8:00 pm	Top 10 Web Vulnerabilities (Joint with ISACA)	Dave Miller
February 2, 2010	Southwest Ontario	4 hrs	8:30 am - 12:00 pm	Operational Audit: The Human Resources function	Ted Aslandis
April 12, 2010	Southwest Ontario	1.5 hrs.	8:00 am - 10:30 am	Internal and External Auditors - Best practices in cooperation	TBD: Joint with CICA-Wellington
May 13, 2010	Southwest Ontario	4 hrs.	8:30 am - 12:00 pm	Securing remote access	TBD: Joint with ISACA

Notes

1. More information on the sessions will be announced over the next few months. Please watch the chapter website (www.theiia.org/chapters/index.cfm?cid=8)
2. CPD = Continuing Professional Development

2009/2010 EDUCATION PROGRAM PRICING

This year you will have the option to purchase an annual subscription to the Sunrise and Sunset Education Seminars **for a limited time until August 31, 2009**. This annual subscription (purchased separately for each of the Sunrise and Sunset Education Series), will give you the opportunity to register in advance for all 6 sessions offered by the Sunrise or Sunset Education Series, at a discounted price (prior year prices).

Pricing details are as follows:

Session	Annual Subscription (Members)	Annual Subscription (Non-Members)	Individual Sessions (Members)	Individual Sessions (Non-Members)	Individual Sessions (Students)
Sunrise Education Series	\$270	\$330	\$50	\$60	\$25
Sunset Education Series	\$270	\$330	\$50	\$60	\$25
Seminar Education Series	N/A	N/A	TBD	TBD	TBD
Southwest Ontario Education Series	N/A	N/A	\$45	\$55	\$25

Prices include GST. GST registration number: R1314333971

REGISTRATION OPTIONS

- 1. Online** at our Cvent registration site using the following links:

Sunrise Education Series:

<http://quest.cvent.com/i.aspx?4W,M3,f01f3c09-6c94-42ab-841a-cf62d03dbe92>

Sunset Education Series:

<http://quest.cvent.com/i.aspx?4W,M3,3673b974-20f4-4f2b-a0f4-b59ff60b4e0e>

- 2. Email IIA Toronto** at administrator@iia-toronto.org

- 3. Call IIA Toronto at 416-223-5236**

To avoid disappointment and to assist us with logistics, **please register at least 7 days before the session**. If you register for a session and then realize that you will not be able to attend **please cancel registration at least 5 days in advance**. This will help us ensure that no one is turned away when we have available space.

SPEAKER PROFILES

John T. Dinner

John T. Dinner Board Governance Services

John T. Dinner Board Governance Services helps clients across sectors achieve their organizational objectives through excellence in board governance.

John Dinner uses his unique boardroom experience and expertise to help boards to deliver on their accountabilities to promote organizational strength, viability and effectiveness through critical governance processes:

1. setting the organization's strategic priorities;
2. monitoring the implementation of these priorities;
3. providing management oversight; and,
4. reporting to stakeholders on their stewardship.

John's hands-on, in-the-trenches board work helped develop and refine leading edge governance practices, including director recruitment, board education, meeting effectiveness and best practices, information management and decision-making, and board evaluation. He knows and understands the needs of directors first-hand.

John Dinner is:

- a founding member of The Directors College faculty;
- a regular conference presenter and workshop leader;
- a recipient of the National Award in Governance;
- a contributor to the Joint Committee on Corporate Governance (sponsored by the Toronto Stock Exchange and Institute of Chartered Accountants); and,
- a widely published author and media spokesperson on board topics.

Cindy Kottoor

President, Neverest Inc.

Cindy Kottoor is the President and Founder of Neverest Inc., a company specializing in training, consulting and quality assurance services in the areas of audit, accounting, and risk management. Cindy provides highly customized technical and soft-skills training, consulting and quality assurance services for internal audit groups, external audit firms, corporate risk management and finance departments.

Cindy teaches audit effectiveness and efficiency training, including core-level training, for public accounting firms across the United States and Canada. Working with the Institute of Chartered Accountants of Ontario (ICAO), she designs and delivers professional development courses for members in Ontario, provides staff training to recent graduates, and is an instructor at the ICAO's School of Accountancy.

Cindy was previously an Audit & Assurance Manager at Deloitte & Touche LLP where she specialized in the financial services industry. She was Vice-President of a US based training and consulting firm, where she focused primarily on designing and delivering training courses to meet the training needs of public accounting firms. She was a Senior Manager for the Internal Audit Services department of RBC Financial Group, leading the Quality Assurance function and managing the training program for the internal audit group. Most recently, Cindy was an Associate Director at Protiviti, where she specialized in risk management and corporate governance, by providing internal audit and business risk consulting services to her clients.

Cindy earned a Master of Accounting and a Bachelor of Arts (Honours - Accounting) from the University of Waterloo in Canada. She is a member of the Canadian Institute of Chartered Accountants. She is a member of the Board of Directors and Risk & Audit Committee for the Ontario March of Dimes. Cindy is an active member of the Institute of Internal Auditors and is a speaker at Toronto Chapter events.

Carmen Rossiter **Protiviti**

Carmen is a Managing Director with Protiviti and she is responsible for the firm's operations in Canada. Carmen is a risk and control specialist assisting leading organizations in addressing governance, risk management, control, compliance and internal audit issues and in developing enterprise-wide solutions.

Carmen is a Chartered Accountant and a Six Sigma black Belt.

Carmen is active with the Institute of Internal Auditors at the local, national and international level:

- Member of Toronto Chapter since 1996
- Chair of Government Relations Committee of Toronto Chapter (2003-2004)
- Member of IIA Canada Education Committee (2008 to present)
- Member of International Conference Committee (2006 to present)
- Member of Emerging Issues Committee of IIA North America (2009 to present)

Donna Messer **President, ConnectUs Canada**

For more than two decades, Donna has been a renowned expert on and promoter of the often overlooked, true currency of business – personal relationships – how to forge, nurture and leverage them to enable those who properly cultivate these relationships to put them to mutual benefit.

As President of *ConnectUs Canada*, Donna's contact network extends well into the tens of thousands – a network that she routinely and freely shares with her clients, associates and acquaintances via the extensive speaking engagements and workshops she holds around the world. A dynamic, highly sought-after speaker, Donna has spoken throughout North America, the Caribbean, Mexico, Europe and Iceland on a host of topics dealing with the art of networking and the ties that bind. She has spoken before Federal, Provincial, Municipal and State governments, even serving as an advisor to the Prime Minister's Office (PMO).

Among her five books as a published author is *Effective Networking Strategies*, a Canadian bestseller written in 1993 well before "networking" became the de rigueur buzzword of the outplacement and executive search industries, selling over 50,000 copies over the past 15 years. Donna has directed and advised on numerous boards and committees and has won various awards including Woman of the Year - Women in Pursuit of Excellence WFIM, International Leader's Award – Women and Diversity, and the Award for Outstanding Achievement – CACEE. She was also Ernst and Young's nominee for Entrepreneur of the Year.

Chris Ryley
CCH TeamMate Manager, Canada

Chris manages the CCH TeamMate business in Canada for CCH Canadian Limited, a Wolters Kluwer business. Chris also handles TeamMate sales, implementation and training for Western Canada. Chris has been actively involved for more than 8 years with TeamMate development, sales, implementations and training. Chris has instructed in excess of 100 TeamMate implementation and training sessions throughout Canada as well as the US.

A particular area of interest for Chris is the use of software solutions to support governance and risk management functions. Chris has been involved in the development and implementation of audit management systems for over 11 years, and has been a frequent speaker at IIA and ISACA luncheons and conferences. Prior to joining CCH, Chris was with PwC for over 10 years, where he led the Canadian TeamMate practice, developed risk assessment and audit solutions, and provided environmental and internal auditing services.

Donald McColl
Partner, Deloitte & Touche LLP

Donald McColl is a Partner in Deloitte's Enterprise Risk Services practice. Donald is a Business Unit Leader for the GTA and is the National Leader for Service Auditor Reporting services. Donald has extensive experience in providing assurance and audit services to a wide variety of clients, as well as extensive experience in providing information technology risk related services. Donald has over twenty five years of information technology and security experience.

Amongst his other achievements, Donald has obtained his Chartered Accountant (CA) designation, Certified Information Systems Auditor (CISA) and Fellow, Institute of Canadian Bankers (FICB).

Genevieve Farrell
Instructor, Ryerson University

Genevieve is an Instructor at the Ryerson University Ted Rogers School of Management where she teaches Organizational Behaviour, Human Resources Administration, Recruitment and Selection, Managing Diversity and Equity in the Workplace and Managing Interpersonal Skills. In addition to the Ted Rogers School of Management, Genevieve also teaches at the Ryerson University Raymond Change School of Continuing Education and the Faculty of Business and Creative Arts at George Brown College. She has over 20 years of teaching experience and has also taught at the Wilfred Laurier University Faculty of Business.

Among her other achievements, Genevieve has earned certifications in Management Education and Christopher Leadership Course in Effective Speaking. Genevieve has a Masters in Business Administration and also offers a variety of consulting services including conducting research and developing and delivering workshops.

Julia Gluck**President, Adajeo Enterprises Inc.**

Julia has been in consulting for over 25 years, and has over 35 years in business. Her consulting practice has concentrated on change management through workplace learning. Julia designs, develops, and delivers traditional and virtual programs designed to increase knowledge, build skills and change attitudes. Her collaborative style helps build commitment to the change process and leads to skill transfer through high-quality experiential learning. Julia also does personal coaching and delivers programs on work/life balance.

Edward Nagel**Principal, Nagel + associates**

Edward Nagel is a seasoned Chartered Accountant with over 15 years of combined experience in Forensic Accounting, Investigations, Anti-Fraud Consulting and Auditing. Mr. Nagel is recognized as a specialist in investigative and forensic accounting by the Canadian Institute of Chartered Accountants and has testified before the Ontario Superior Court of Justice, where he was recognized as an expert.

Mr. Nagel is also a Chartered Business Valuator and Licensed Private Investigator. He has extensive experience providing forensic and investigative accounting services to corporations, individuals, public sector and not-for-profit organizations and their legal advisors, primarily in the area of corporate fraud. Mr. Nagel is principal and founder of nagel + associates, a Toronto-based forensic accounting boutique firm.

Hubert Huang**Associate Director, Protiviti**

Hubert Huang, CA is an Associate Director with Protiviti, a leading global business consulting and internal audit firm. He specializes in GRC (governance, risk and compliance), performance improvement (strategic and operational), and internal audit. Hubert has a wide range of experience in consulting and internal audit. He has helped companies realize business value through strategy development, process improvement, and technology implementation, in relation to risk and performance management. Examples of projects include: design and implementation of enterprise-wide activity-based costing / management and other business intelligence / ERP solutions, development of balanced scorecards, implementation of enterprise risk management (ERM) frameworks, execution of risk assessments, re-design of business processes and internal controls, and outsourcing of business functions. He has also led internal audits of various processes and projects, including revenue and billings, procure-to-pay, inventory, trade spend, systems implementation, regulatory compliance, and governance and risk management practices.

Hubert was previously a member of PricewaterhouseCoopers LLP's Assurance and Business Advisory Services practice, as well as PwC Consulting (which later became IBM Business Consulting Services). Hubert is a Chartered Accountant (CA) and received his Master of Accounting (MAcc) from the University of Waterloo and his Master of Business Administration (MBA) from the Schulich School of Business at York University.

GOVERNMENT/PUBLIC SECTOR INTERNAL AUDITOR SEMINAR

The Government Relations Committee will be holding the annual Government Relations Committee Seminar concurrent with the Municipal Internal Auditor's Conference on **April 20 to 23, 2010**. Please watch website for more details.

CERTIFIED INTERNAL AUDITOR (CIA) DESIGNATION

The Certified Internal Auditor® (CIA®) designation is the only globally accepted certification for internal auditors and remains the standard by which individuals demonstrate their competency and professionalism in the internal auditing field. Candidates leave the program enriched with educational experience, information, and business tools that can be applied immediately in any organization or business environment.

Please refer to the IIA certification website at <http://www.theiia.org/certification/> for more details on the CIA designation as well as information on the CCSA, CGAP, and CFSA designations.

IIA CANADA & GLOBAL CONFERENCES AND EDUCATIONAL PROGRAMS

Please follow the link below to the IIA's website for more information on global conferences and educational programs:

<http://www.theiia.org/iia-training/conferences/>

Please follow the link below to the IIA-Canada's website for more information on national conferences and educational programs:

<http://www.theiia.org/chapters/index.cfm/home.page/cid/500/>

IIA TORONTO CHAPTER CONTACT INFO

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