



Top Training Courses – Online

Mindgrove Training Courses

For all Internal Audit, Compliance, Risk and Governance Teams

July 2020

Online Training

Although we are best known for our face-to-face training, we also deliver online training using a state-of-the-art cloud-based platform.

A selection of our most popular online short- or micro-modules appear in this catalogue.

If you have significant numbers of delegates and a need for self-hosted online training, then our team can also **create online** content to be hosted on your own Learning Management System.

Get in touch if you want to know more. You will find contact data below and on the rear cover of this catalogue.

Course Content and Course Content Updates

Our materials are often cited as: 'Best in Class'. Our courses are updated regularly, and all our courses can help you meet your **CPD/CPE** requirements.

Respect for the Environment

Since 2001 we have been committed to reducing our environmental footprint as a key pillar of our business strategy.

Help our efforts, as hundreds of others have done before, by circulating this catalogue in soft copy form to your staff and colleagues. You can always screenshot or capture a page or two for discussion and reference.

COVID- 19

Like many of your staff, we due to the COVID pandemic are currently working from home.

We have diverted our phone lines to staff cell phones and as a result we may take a little longer to pick up a call. We check our email regularly, and if you cannot reach us by phone then please send us a note.

All courses in this catalogue were created, designed, developed, and are owned and curated by Mindgrove.

For more information, including costs, please contact us:

Phone: +44 (0) 1925 730 200

email: enquiries@mindgrove.co.uk

TRAINING FOR AUDITORS

ONLINE SELF-PACED LEARNING

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Online learning academy

Easy-to-access interesting content

Mindgrove's online learning is hosted on a cloud platform through which you access training modules. The modules are broken into lessons that allow you to start or stop as you please and permit you to spread the learning over a few days or a few weeks.

The modules serve up knowledge and practical know-how-to-do in a concise, graphics-rich, and interesting environment. They are a low-cost way of tackling a subject without the expense, commute, and time commitment issues of attending face-to-face training at a fixed location.

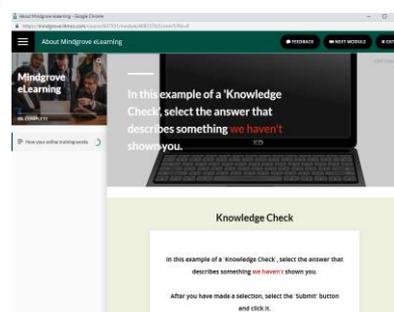
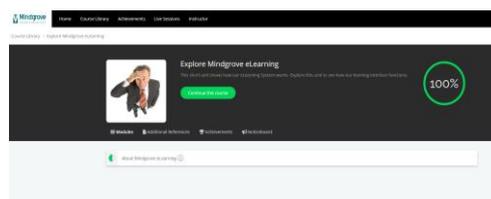
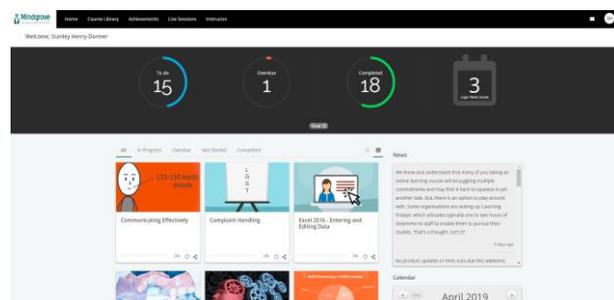
And, best of all, you get the same quality of content that our top trainers deliver in the classroom, but at a time and place to suit you.

You can access our platform from anywhere, , any time, and using any device – phone, tablet, or screen – our content automatically re-organises its layout depending on the device you use.

The connection is encrypted, and you only need a browser to gain access, no other software is needed.

Learner dashboard – easy to use

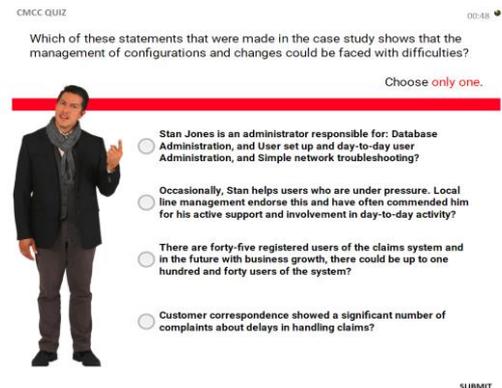
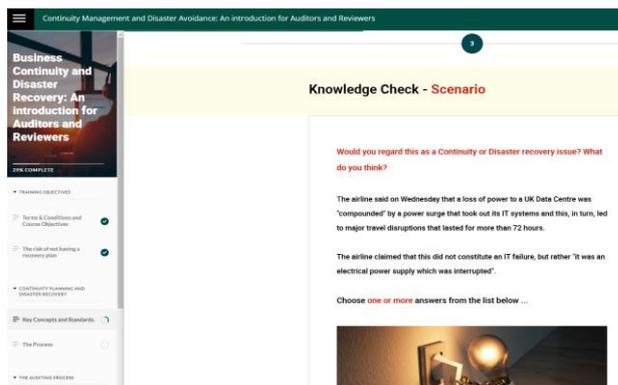
The learner interface is sophisticated enabling you to navigate, communicate and engage in the learning process. Everyone has free access to orientation courses to help get them get off the ground.



Interaction

Practical work is associated with every module and this comes in one of three forms, depending on the subject:

- **Knowledge Checks:** these operate in line with learning and test knowledge at a point in time. A typical module will have a knowledge check about every 10 - 15 minutes of study.
- **Quizzes:** these are timed and scored multi-question tests. A pass mark of 80% is set for all quizzes. Quizzes are separate modules that lock the learner in until the test is complete. Score results and an ability to review results are included for each quiz.
- **Case studies / Scenarios:** practical work that has to be completed by studying review material and then responding via a quiz or knowledge check or by submitting written answers to a tutor.



Predictable low costs

Learning modules are charged at £35 per **'rated hour'** of on-line study content. The rated hour rating for individual modules is the average time we would expect a learner to take to complete the study of that module, however, some learners might need a bit more time and some learners might need less. By using the rated hour concept everyone pays the same fair price irrespective of their speed of working. The hour rating also corresponds to the time shown on your personally named attendance certificate. VAT is payable (and reclaimable) when the course is purchased and invoiced within the UK.

CPD/CPE and course completion

All modules, on completion, make available a download of a **personalised, numbered attendance certificate** that states the number of rated hours of on-line study. You can use the attendance certificates as proof of activity to support a variety of CPD/CPE programmes.

Learner numbers and teams

A few courses have a maximum number of delegates that are permitted to be active at any one time. This currently only applies to the Full Audit Report Writing Learning Pathway.

Most courses have no number limits but where there are more than ten delegates from one organisation a Team is created and you or one of your colleagues can be made Team Leader to help capture information about the progress of the team. A Team Leader can also assign learning units, to control the number of learners assigned to any single unit of learning at any one time.

Platform language and accessibility

The content is authored in British English, but some variations in spelling in words that include 'is' or 'iz' (authorize, authorise) are included as the content will be read by an International Audience.

The system's **navigation** controls are in English, but a learner can choose their own navigation control language when they join the system, if they prefer.

Online learning modules

Modules in this catalogue deliver practical 'how-to-do' it information to be used when the learning session is complete and include: Downloadable Summary Support Notes, Key Audit and Review Questions; Knowledge Checks; Quizzes and Practical Work according to the subject matter of the module.

1.0 Configuration and Change Management: An introduction for Auditors and Reviewers

The stability of modern IT Systems is heavily dependent on making changes at the right point in time. Organisations need to move fast enough to benefit from a change, but not so quick as to permit untested changes to go into live operation. And, some organisations have rushed into change only to discover, with the cleverness of hindsight, that a little more checking could have averted a clumsy disaster.

The objective for this learning unit: To help you understand and know how to audit IT Configuration and Change Management. This objective is important to: help you reinforce Basic IT Audit knowledge; help you sell meaningful conclusions stemming from your IT Audits, and to assist your personal development in this critical area of technology.

The four lessons within this module explain what Configuration Management and Change Management set out to do and how these disciplines when properly managed bring benefits to the organisation. The module also sets out the key questions that auditors and reviewers will want to explore.

The module includes a course notes summary and a key question list for auditors, includes a passing out quiz based on a case study scenario assessment task and is accompanied by a numbered personal completion certificate to support your CPD/CPE personal learning log requirements. The course is aligned to ITIL - the best practice standard for service selection, delivery, and support.

Course: CCM-AUD-001 Duration: 1.0 hour Cost £35

2.0 Logical Access Control: An introduction for Auditors and Reviewers

Step up to any system and what happens next? You must log in. Place an order and what happens next? You get sent a code that you must enter from your phone. It is all part of logical access control, but what is going on behind the scenes? Understanding logical access control is key to the modern workplace and its time to find out more about what is going on to help you audit this area.

The objective for this learning unit: To help you understand the foundations of Logical Access Control and User Administration as a key risk prevention strategy for organisations, and to know how to go about auditing Logical Access Control.

This objective is important: To help you build IT Audit knowledge and to help you sell meaningful conclusions stemming from your audits.

The eight lessons within this module explore and explain the basics of Logical Access Control and show how it is part of a hosted multi-layer security approach within modern systems. It explains how systems Register, Identify, Authenticate and Authorise users before admitting them to live systems. It further introduces multi-factor security and biometrics, and the granting of access to application and database resources via roles and permissions and how the process of user administration should function. Finally, this module explores the creation and use of logs and event trails and the deployment of software that assists logical access control.

The module includes a course notes summary and a key question list for auditors, includes a passing out quiz based on a case study scenario assessment task and is accompanied by a numbered personal completion certificate to support your CPD/CPE personal learning log requirements.

The content is aligned to ISO 27002 - The Standard for Information Security.

Course: LAC-AUD-001 Duration: 2.0 hours Cost £70

3.0 Continuity Management and Disaster Avoidance: An introduction for Auditors and Reviewers

When disaster strikes or the system fails to start its too late to start thinking about continuity or disaster preparedness. The disaster is upon you and hard evidence shows that organisations that are unprepared for disaster, rarely survive a disaster. This is a key area for audit attention.

The objective for this learning unit: To provide an overview of the planning, creation, management and update of organisational continuity and disaster recovery processes, and an introduction to the key questions that need to be asked concerning organisational continuity and disaster recovery processes.

The content of this training and learning is designed to be suitable for all staff within internal audit, compliance and risk functions and can be used to help scope a risk-based review of Business Continuity and Disaster Recovery. However, due to the heavy dependence of modern organisations on technology, the content is somewhat *skewed* toward IT Continuity and Disaster Management.

The six lessons in this module introduce the key terminology used in Continuity and Disaster Management and show the relationship between ISO 27031 and ISO 22301, they then go on to show the key phases of activity involved in planning, evaluating, building and testing both disaster and continuity plans. The module includes key questions that an auditor or reviewer would want to probe and ask.

The module includes a course notes summary and a key question list for auditors, includes a passing out quiz based on a case study scenario assessment task and is accompanied by a numbered personal completion certificate to support your CPD/CPE personal learning requirements.

The content is aligned to ISO 27031 and ISO 22301 - these standards being relevant to Continuity / Disaster Management.

Course: CMDM-AUD-001 Duration: 1.5 hours Cost £52

4.0 Cloud Based Services: An introduction for Auditors and Reviewers

Increasingly organisations are hosting cloud content or providing cloud-based services to their customers, staff and stakeholders and, therefore, auditors and reviewers need to become familiar with the terminology and concepts surrounding cloud-based services and understand how to gain assurance about these services.

The objective for this learning unit: To introduce the management of cloud-based services and provide an understandable introduction to key questions that will need to be raised about the use of cloud-based services.

This objective will help you sell meaningful conclusions stemming from your audits of this this critical and growing area of technology.

The five lessons within this module are pitched at Internal Auditors and Reviewers and do not assume any IT knowledge, the module defines the everyday key terminology, concepts and services that an auditor will encounter in auditing this topic, talk through the risks and benefits associated with cloud technology, and sieve through the key audit issues and matters to consider that an auditor will raise about their organisation's use of cloud-based services.

The module includes a course notes summary and a key question list for auditors, includes a passing out quiz based on a case study scenario assessment task and is accompanied by a numbered personal completion certificate to support your CPD/CPE personal learning log requirements.

The content is aligned to ISO 27002 and NIST best practices.

Course: CBS-AUD-001 Duration: 1.0 hours Cost £35

5.0 Agile Software Project Management: An introduction for Auditors and Reviewers

Agile Software Development – it is on everyone’s lips but what does it really mean in practical terms? What is wrong with conventional software project management? And, how would you go about auditing this area of activity?

The objective for this learning unit: To introduce the management of Agile Software Projects at both a simple level and at a scaled-up level and to provide an understandable introduction to the key questions that will need to be raised about the use of Agile development strategies.

This objective will help you sell meaningful conclusions stemming from your audits of this this critical and growing area of software project management.

The five-lesson content of the module includes key terminology, the differences between formal and agile methods, the details and roles behind SCRUM, KANBAN, SAFe (at four different levels) and DevOps, and includes key questioning strategies for auditors.

The module includes a course notes summary and a key question list for auditors, includes a passing out quiz based on a case study scenario assessment task and is accompanied by a numbered personal completion certificate to support your CPD/CPE personal learning log requirements.

This would be a suitable partner module to ‘Auditing Formal and Semi-Formal Projects: An Introduction for Auditors and Reviewers’ Ref: APRO-AUD-001.

Course: ASD-AUD-001 Duration: 1.5 hours Cost £52

6.0 Process Automation – Robotics - AI: An introduction for Auditors and Reviewers

TV screens and movies are filled with news of robots taking over the world and creating a dystopian future, but what is really happening? This course will bring you up to date with current developments in AI and machine learning and show you the difference between fact and fiction and how internal auditors may become involved.

The objective for this learning unit: To provide an introduction and overview of Process Automation Robotics and AI and how to audit this growing area of technology.

This objective is important: to help you sell meaningful conclusions stemming from your audits; and assist your personal development in this critical area of technology.

In the five-lesson content of the module, you will explore the world of robotics and automation, learn the language of Automation and Robotics and be given an insight into the nature of operations within the fields of Automation, Artificial Intelligence, Robotics and Machine Learning.

The module will then move on to explore how automated workflows are appearing in finance and general service operations, show the basic ideas driving how workflow tools are deployed, describe how applications are joined together to form a workflow, and dig into how machine learning works. This module then raises the key questions, risks, and issues that an auditor will want to raise and explore when the design, test and operation of automation and machine learning are being discussed within organisations.

The module includes a course notes summary, includes a passing out quiz and a key question list for auditors and is accompanied by a numbered personal completion certificate to support your CPD/CPE personal learning log requirements.

Course: PA-AUD-001 Duration: 1.5 hours Cost £52

7.0 Root Cause Analysis: An introduction for Auditors and Reviewers

You have heard it before: ‘Don’t just treat the symptoms, find the underlying cause’. From health care to financial issues, root cause analysis is an essential tool for improving controls.

The objective for this learning unit: This learning module will help you learn how to systematically go about finding the cause behind an issue or problem, help you to generate evidence that you can use to encourage management to fix issues in a manner that will be sustainable, and help you understand how an audit methodology can deliver more value to management by including root cause information in reporting.

These objectives are important to: help you build your audit knowledge; help you sell meaningful conclusions stemming from audits, and to assist your personal development in this area of understanding.

This seven-lesson module explores and explains the basics of Root Cause Analysis (RCA). It introduces the key terminology used within the field of RCA such as proximate cause, root cause, secondary and exacerbating cause and goes on to show in some depth several alternative approaches to Root Cause Analysis including Cause-Effect modelling, Five-Whys modelling, Ichikawa Fishbone modelling, and Six-Question modelling.

The module includes many examples of root cause analyses and illustrates the differences between soft and hard causality. The module also illustrates how root cause information can be captured into an audit report.

The module includes multiple knowledge checks, multiple graphic images, some practical work, a course key-notes summary, includes a passing out quiz and is accompanied by a numbered personal completion certificate to support your CPD/CPE personal learning log requirements.

Course: RCA-AUD-001 Duration: 2.0 hours Cost £70

8.0 Cyber Preparedness and Vulnerability Management: An Introduction for Auditors and Reviewers

Organised crime has been fast to target the technology that supports organisations and individuals. Criminal groups steal personal information in bulk, part cash from its owners or hold an individual or organisation to ransom. The world economic forum estimates that the losses that can be expected from cybercrime over the years 2019-2023 could approach \$5 trillion.

The objectives of this learning unit: to introduce the topics of Cyber Attack, Cyber Preparedness, Cyber Vulnerability and Cyber Incident Management and to develop an understanding of the core controls that are needed to manage and deal with Cyber Risk. The unit raises the key questions that an auditor or reviewer will want to examine when conducting a review of these areas.

In this six-lesson module: you will get a brief insight into the attacks used by Cyber Criminals against the person; an in-depth insight into the attacks used by Cyber Criminals against the Organisation; the internationally recommended key Cyber Controls to defend against organisational Cyber-Attacks; an understanding of what Vulnerability Management is and how it should be operating; and the key preparations and planning that are needed for identifying and dealing effectively with Cyber Incidents.

As the content of this module is somewhat technical in part and to ensure that it is accessible to as many learners as possible, special care has been taken to explain terminology as it occurs and to use as much graphical content as possible.

The content of this training is designed to be suitable for all staff within internal audit, compliance and risk functions and can be used to help scope a risk-based review of Cyber Preparedness and Vulnerability management. During your interactions with this module, you will learn about the critical questions and themes that you should be exploring when performing a review of this area of great concern.

The multi-lesson module includes a scenario maze, multiple knowledge-checking quizzes, a downloadable course keynotes summary that includes a set of key questions for reviewers to deploy during an audit of this area, a scored passing-out quiz, and also includes multiple references to internationally recognised support agencies that can be used to harvest further information.

This programme furthers your competencies within the IIA Global competencies framework and is accompanied by a completion certificate to support your CPD/CPE personal learning log requirements.

Course: CPVM-AUD-001 Duration: 2.0 hours Cost £70

9.0 Auditing Formal and Semi-Formal Projects: An Introduction for Auditors and Reviewers

Working in a changing environment brings opportunities and risks. In attempting to improve services many organisations live uneasily with the threat of projects bringing chaos, rather than success, to customers and clients. In an age where the news of corporate project failure goes viral, it is time for more internal audit teams to turn proactively to the audit and review of projects.

The objectives for this learning unit: In this module, you learn about the auditor's role in projects, how to perform a rapid health check on projects being initiated, how to audit projects during their initiation phase, understand about the identification and handling of project risk, understand what project plans and project documentation should contain and how to audit projects at an intermediate stage, understand how projects should deal with problems, and understand how to audit projects in their final stages before rollout.

The module concentrates on projects where outcomes and risks, cost and delivery date are key factors.

The multi-lesson module includes Knowledge Tests, a Terminology / Concepts guide, a Course Keynotes Summary, a Tool Kit that includes 5 Mind Maps to help you structure questions for your project audit, a template for a Project Risk Register, a template for a Lessons Learned Register and an end of course test. The module has lots of graphics and imagery and video sequences showing how to use the Mind Maps.

This programme further enhances your competencies within the IIA Global competencies framework and is accompanied by a completion certificate to support your CPD/CPE personal learning log requirements.

This module does not cover Agile project management, that subject is dealt with separately in a partner module: Agile Software Project Management: An introduction for Auditors and Reviewers. Ref: ASD-AUD-001

Course: APRO-AUD-001 Duration: 3.5 hours Cost £122

10.0 Summary Writing for Auditors and Reviewers – including tutor assessment and feedback – a short tutor supported course

Most internal audit, compliance, governance and risk reports include a section called the 'Executive Summary' or 'Summary' and this, in turn, may include: Background Data; the Objectives, Purpose and Scope, or Reasons for the Review; and, a Summary of Key Findings and Conclusions.

This learning module explores summaries and helps you to develop the skills to create a good Summary.

The objectives for this learning unit: To learn about time-tested strategies that can be used to create a summary, digest or abstract and to help you to generate clear, concise, to-the-point summaries that inform senior management about core issues and what is being done about them.

These two objectives are important to help you build and improve your writing knowledge and skills, help you provide a meaningful narrative to a broad audience about your audit or review results, and to assist your personal development in this critical field of understanding.

In this module you will be introduced to the problem of summarisation and how to deploy time-tested strategies to help 'tell a story' that are clear, to-the-point and that inform a wide readership.

Techniques for removing repetition, improving readability, and achieving simplicity in writing, along with advice and examples of summaries from a range of topics are included within the programme.

The advice given in this learning unit will probably be useful to learners beyond the immediate context of risk, compliance, governance, and control.

The module includes multiple knowledge checks, **four pieces of written practical work for submission and feedback**, a course key-notes summary, a checklist, and a completion certificate to support your CPD/CPE personal learning log requirements.

This programme further enhances your competencies within the IIA Global competencies framework and is accompanied by a completion certificate to support your CPD/CPE personal learning log requirements. Other professional bodies may also accept the completion certificate as evidence of CPD/CPE attainment.

Course: SWAR-AUD-001 Duration: 2.5 hours Cost £100

Learning Pathways

Learning pathways are multi-module courses where the modules are linked together to form a complete unit, a 'Learning Pathway'. On request, we can link together a user-chosen selection of modules to create a unique learning pathway. You can create your own 'Course in a Box' learning path with a little help from us.

LP:1.0 Internal Audit Report Writing: - a complete tutor supported course

A complete and up to date audit report writing course that aligns to best practice. The course flows through a sequence of fourteen modules each in turn broken up into individual lesson units. The learning pathway embraces trends in report writing, logical approaches to creating writing content in both the main body of the report and in the report's summary, there is also some guidance on style and layout. The course was developed by Mindgrove, the UK's leading audit report writing skills developer.

The objectives for this learning pathway. When a learner has completed all fourteen modules of this course, including the reading, knowledge checks and quizzes, and has submitted all the course practical work for tutor comment and feedback, they will be able to:

- Write a report empathising with target audiences' requirements;
- Bring into play structured writing techniques that maximise acceptance of the audit viewpoint;
- Apply thinking and writing strategies to maximise conciseness, precision, readability, and clarity; and
- Self-check own work to help minimise oversight overheads and Implement writing techniques that improve the value outcome of an audit.

These objectives are important: to help meet audit report readers' requirements; sell audit conclusions; improve comprehension (of the reading audience); improve reading efficiency (of the audience); and to minimise rework (by the audit team or audit team managers).

This course will also help the learner to acquire further competencies within the IIA Global competencies framework.

The module includes a course notes summary for each module, additional learning support downloads and is aligned to internal audit professional practice framework guidelines (IPPF).

Full details of this course are available separately on request.

Learning Pathway: IARW-AUD-001 Duration: 13-16 hours Cost £360. Equivalent to 2 full days face-to-face training, but with tutor feedback.

Note: other variations of this learning pathway may be available on request.

Some past clients

ABB
 ABN AMRO
 AEROFLEX
 AQA
 ASTRAZENECA
 AVIVA
 BAHRAIN TELECOMMUNICATIONS COMPANY (BATELCO)
 BANK OF CYPRUS
 BANK OF KUWAIT & THE MIDDLE EAST
 BBC
 BENTLEY JENNISON
 BNFL
 BRITISH AIRWAYS
 BRITISH MUSEUM
 BRITISH WATERWAYS
 BUTTERFIELD BANK BERMUDA
 CABLE & WIRELESS
 CAPITA BUSINESS SERVICES
 CAREERS DEVELOPMENT GROUP
 CEL HONG KONG
 CHARITIES INTERNAL AUDIT NETWORK
 CHARTERED INSTITUTE OF INTERNAL AUDITORS
 CHESHIRE BUILDING SOCIETY
 CIMA
 CIPFA
 COMMERCIAL INTERNATIONAL BANK (EGYPT)
 COOPERATIVE GROUP
 COUNCIL OF HIGHER EDUCATION INTERNAL AUDITORS
 DELOITTE
 DEUTSCHE BANK
 EDF ENERGY
 EUROCONTROL
 EUROPEAN CENTRAL BANK
 EXPERIAN
 GRANT THORNTON
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 PALL EUROPE
 PROGRESS HOUSING
 RABOBANK
 REED ELSEVIER
 RMC GROUP
 ROYAL BANK OF SCOTLAND

ROYAL LONDON GROUP
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 SONY ERICSSON
 THE ORGANISATION FOR SECURITY AND CO-OPERATION IN EUROPE (OSCE)
 THE UNITED NATIONS
 WATERFORD WEDGWOOD
 WELSH WATER
 W H IRELAND STOCKBROKERS
 YORKSHIRE BUILDING SOCIETY

CENTRAL GOVERNMENT:

CARE QUALITY COMMISSION
 CROWN ESTATE
 DEPT FOR INTERNATIONAL DEVELOPMENT
 DEPARTMENT FOR TRADE AND INDUSTRY
 DEPARTMENT FOR TRANSPORT
 DEPARTMENT FOR WORK AND PENSIONS
 DEPARTMENT OF EDUCATION NORTHERN IRELAND
 DVLA
 ENGLISH PARTNERSHIPS
 EUROPEAN PATENT OFFICE
 GCHQ
 HIGHWAYS AGENCY
 NATIONAL HEALTH SERVICE
 NATIONAL ROADS AUTHORITY – IRELAND
 RURAL PAYMENTS AGENCY
 THE INFORMATION COMMISSIONER'S OFFICE
 THE INSOLVENCY SERVICE
 TREASURY & RESOURCES DEPARTMENT, JERSEY

LOCAL GOVERNMENT:

BASILDON DISTRICT COUNCIL
 BLACKPOOL COUNCIL
 BRISTOL CITY COUNCIL
 CHICHESTER DISTRICT COUNCIL
 CITY OF WAKEFIELD MBC
 CONGLETON BOROUGH COUNCIL
 CRAWLEY BOROUGH COUNCIL
 CUMBRIA COUNTY COUNCIL
 DENBIGHSHIRE COUNTY COUNCIL
 DERBYSHIRE COUNTY COUNCIL
 DONCASTER MBC
 DUDLEY MBC
 HEREFORDSHIRE COUNCIL
 HERTFORDSHIRE COUNTY COUNCIL
 HORSHAM DISTRICT COUNCIL
 INVERCLYDE COUNCIL
 LANCASHIRE COUNTY COUNCIL
 LINCOLNSHIRE COUNTY COUNCIL
 NEWPORT CITY COUNCIL
 NOTTINGHAM CITY COUNCIL
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Top Training Courses

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For all Internal Audit, Compliance, Risk and Governance Teams

2020