First, The Institute of Internal Auditors would like to thank you for allowing us to assist you with your training needs.

校 The Agreement. You’ll soon be receiving an Agreement, if you haven’t already. The signed Agreement should be faxed to +1-407-264-8482. Remember, to avoid any rush fees, we must receive the signed agreement at least two months before the scheduled training date.

校 Course Material. You will receive your course materials and your master participant workbook approximately 2-3 weeks prior to the course start date. You will need to make arrangements to duplicate one course participant workbook for each person attending the course so be sure to open the package(s) upon arrival. Check the items you have received (a packing list is included so you have something to reference). If you have questions about the contents, you need to contact us immediately.

校 Course Delivery. The instructor will deliver the course based on the arrangements you have already made with The IIA. The instructor will contact you prior to the course date to discuss issues related to course delivery. Your instructor may ask some of the same questions you have already answered in an effort to gain either some clarification or to take it a layer deeper to ensure they have a complete understanding of your needs, goals, and objectives.

校 Training Room Requirements. The instructor usually needs a flip chart, easel, markers, computer data projector, projector screen (preferably 10ft.), laptop computer, and any other items specified in your Agreement. While some of our instructors do travel with their personal laptop computers, we do not require them to do so and therefore, we ask that one be provided for them unless arrangements are made with the instructor prior to the training. Even if the instructor agrees to bring their personal laptop, it is generally a good idea to have another one on hand provided a back up is needed for any reason.

校 Training Room Set-up. The training room should be set up in advance of the training and should include all materials specified in the Agreement. The room should be arranged in “pod” or “cluster” settings unless another arrangement has been made with the instructor prior to the event.
Course Hours. Typical hours run from 8:30 – 4:30 with one hour break and two 15 minute breaks. This can be adjusted, if necessary, and may be discussed with the instructor and your sales manager.

Sign-in Sheet. Each person will sign the sign-in sheet. This sign-in sheet serves two purposes. The first is that it fulfills your requirement of section 7.5 of the Agreement to have all participants sign an agreement indicating course materials shall be used only in connection with the training course. The second is that the sign-in sheet collects information for awarding CPE to each participant. It is the responsibility of the instructor to return the sign-in sheet to us. However, many of our instructors travel from site to site and they may turn the sign-in sheets over to you to return to us. The package you receive will include a prepaid envelope for this purpose.

Participant Course Evaluations. 24-48 hours after the course has ended, you will receive an e-mail from The IIA. The e-mail includes a link to the course evaluation. You must e-mail that to all of the course participants. Participants will have two weeks to complete the survey. Approximately two weeks after the survey has closed, you will receive a report with the compiled information.

Your Feedback is Important. Soon after the course has ended, you will receive a phone call from The IIA. We want to know how you feel about the service we provided. This is not an evaluation of the course, but an evaluation of the arrangement process and should only take 5-10 minutes.

CPE Hours. Your Agreement will indicate the number of CPE hours being provided for your training. The IIA can provide you with a master file to prepare and distribute CPE letters at the end of the training or The IIA can prepare the letters and send them directly to you in either hard or soft copy for distribution to all course participants.

Instructor Travel Arrangements and Accommodations. The instructor will make their own travel arrangements and accommodations. They may ask you to help identify a hotel near the training location.

Marketing. We want to make sure you have what you need to market your program. We will provide you with a course outline in a ready-to-use format, along with the instructor bio. All you need to do is insert location specifics such as pricing, directions, etc. and save as a PDF. Don’t have the resources to do that? Send us the information and we will be happy to do it for you!

On-the-Spot Survey with Bonus Potential. Participants will have the option to complete a basic form indicating what programs they would like to have the Chapter host in the future and what programs they would like The IIA to deliver to their organization. The instructor will separate this two-part form. You will receive one on the spot so you know what training your Chapter members are interested in, and one copy will come back to us. We’ll contact only those individuals who have provided contact information and indicated an interest in onsite training.