

DAY 1

Analytical Skills

- Steps in the Analytical Process
- Organising and Collecting Data
- Evaluating Data and Addressing Information Gaps
- Communication
- Creativity
- Critical Thinking
- Research
- Qualitative Analysis

DAY 2

Quantitative Analysis

- Continuous Variables
- Charts and Graphs
- Mean
- Standard Deviation
- Normal Distribution
- Discrete Variables
- Patterns and Seasonality
- Correlation vs. Causation

DAY 3

Data integrity

- Data Cleansing – *duplicates*
- Data Cleansing – *outliers*
- Common vs. Special Causes
- Control Chart
- Pareto Analysis
- Indices

DAY 4

Auditing Skills

- The Responsibilities of an Auditor
- Attributes of Effective Auditors
- Planning & Preparation
- Developing Audit Documentation
- Conducting an Audit
- Effective Questioning
- Collection and Analysis of Objective Evidence
- Maintaining Independence

DAY 5

Reporting

- Identifying Improvement Opportunities
- Developing and Documenting Audit Findings
- Discussing and Preparing Audit Conclusions
- Using Graphs and Charts as Appropriate
- Presenting Findings and Conclusions
- Follow-up