CASE STUDY





Luca Santangelo Internal Audit Practitioner - Level 4 Apprentice Broxbourne Council

Broxbourne Council's Audit team is part of a shared service which includes Broxbourne, Harlow and Epping Forest District councils which means apprentices move from Council to Council which makes the work even more interesting, varied and very busy.

HOW DID YOU GET ONTO THE APPRENTICESHIP?

Before I finished school I approached the Leader of the Council to ask if there were any Apprenticeships being created. My enquiry was passed to HR who told me about a future apprenticeship being created in Audit. I applied and was successful, giving me a massive opportunity. I joined the Audit Team as a Trainee Auditor, studying for an AAT – level 2 framework with Hertford Regional College which I completed in August 2019.

HOW HAS THE APPRENTICESHIP HELPED YOU IN YOUR JOB/ROLE?

I then moved onto the Internal Audit Practitioner – Level 4 Apprenticeship with Kaplan, within this apprenticeship I have attended multiple workshops and courses that have expanded on my knowledge to help within my day-to-day job role. I have also been promoted to an Assistant Auditor role and now work independently on a wide range of audits with the oversight from the senior auditors within the team.

HOW HAVE YOU FOUND THE EXPERIENCE OF BEING AN APPRENTICE IN LOCAL GOVERNMENT?

I have found my experience of being an apprentice in local government a great experience. Everyone within my team and the organisation as a whole have been very supportive throughout my apprenticeship and I have picked up multiple new skills and have been given many opportunities that I never expected to acquire. 20% of my job time has to be focused on my apprenticeship. This allows me to balance my time between my studies and work. I delegate one day a week to carrying out study-specific tasks or work that isn't my day to day audit work.

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WHAT DO YOU THINK ARE THE BENEFITS OF AN APPRENTICESHIP ROUTE?

From my experiences, there are many benefits in taking the apprenticeship route such as:

- Gaining a professional qualification whilst
 working
- Gaining key work experience
- Within internal audit you have the opportunity to gain experiences within other departments due to the nature of our job role.
- The ability to earn whilst getting a qualification

WHAT DOES YOUR TYPICAL DAY LOOK LIKE?

In my view, I don't think there is a typical day within Internal Audit. Every day varies depending on our audits and tasks. Within our audits, we have three stages which involve us communicating with many other officers from different departments. I tend to carry out or assist multiple audits at once but make sure I delegate my time appropriately. Within Internal Audit we are also involved in other pieces of work for example I have been given the opportunity to be involved within Broxbourne's Corporate Governance Group.

WHAT IS YOUR BIGGEST ACHIEVEMENT SINCE BECOMING AN APPRENTICE?

I have had the chance to be involved within many key projects within my team and have accomplished some big tasks that have been personal accomplishments such as recreating Broxbourne's Annual Governance Statement and creating Epping's Data Retention and Disposals policy from scratch. These have both been massive achievements for me and have allowed me to add value and impact the organisation in a positive way. Another impact I believe I have is my audit work. The outcome of my audits is aimed to support the organisation and departments within the Council.

WHAT DO YOU HOPE TO ACCOMPLISH CAREER-WISE OVER THE NEXT FIVE YEARS?

In the next 5 years, I hope to be fully qualified and to keep making a positive impact with the work I carry out.