

Graduate Certificate in Internal Auditing



The Institute of
Internal Auditors
Australia

Profile: Kylie Milliken PMIIA GradCertIA

What is your current role and position?

Principal Asset Officer (Risk, Safety & Compliance) in the Facilities & Capital Infrastructure team within Children's Health Qld.

What do you enjoy most about your role?

The variety of areas that I work in keeps it interesting, plus the challenges of working in government with an outsourced service model.

What attracted you to the course?

I was in Internal Audit within Woolworths Ltd corporate team at the time and there was interest shown within our team to participate. The GradCertIA looked attractive for the additional knowledge provided that would correlate with my audit role.

What do you think are the three most beneficial elements of the course?

1. For myself, topics that were related but outside of my role were of benefit to me and provided me with the confidence to branch out to other fields professionally.
2. Being able to research my own organisation provided me with immense confidence in the operations of the business.
3. Seeing "best practice" was good grounding to know what direction business improvement processes can go.

Were you working full when you undertook the GradCertIA?

Yes, full time working, travelling for work, and raising two young children. I think that the commitment of time you make is directly correlated with how well you go.

Is there any advice you would give prospective GradCertIA candidates about how to juggle study with work and other commitments?

1. Consistency of routine and focus is key. I woke early every morning (as that was the quietest household time!) at 4 am to study for an hour or two on most days. I would then exercise and get ready for work/school as normal so that I didn't feel like I was compromising my family time too much.
2. I took notes in my own words throughout the book work to remind me of what the key elements were.
3. Sticking to the Learning Outcomes and being able to demonstrate these throughout assignments plus cross-checking to assignment requirements before, during and after I had written assignments served me well.
4. Don't lose easy marks. Make the small effort with referencing correctly, proof-reading, doing tutorials, attending webinars. It all adds up.
5. Regular breaks. I did fall asleep at my laptop when I tried nights, so see what works best for your energy levels and memory retention.

How has the GradCertIA helped your career?

The GradCertIA gave me the confidence to branch out into the related fields of Risk and Compliance in the second line of defence.

Do you think what you learnt from the GradCertIA has benefitted your organisation, please explain?

Yes, as I frequently interact with multiple teams within my organisation in Audit, Risk, Legal, Governance, Safety, external service providers and Executive management. The GradCertIA gives me an appreciation of how all these roles interact and enables me to provide solid advice and guidance to these teams in relation to the areas that I work in.

Did you experience external challenges or obstacles when you were undertaking the GradCertIA? If yes, how did you overcome them to complete the course?

I learnt not to do webinars while my kids were running around in the background! Sometimes balancing family life with study could be challenging, but I did little bits often so that I didn't leave everything to the last minute. I frequently studied while I was on trips as it was easier to concentrate. I took advantage of the study days that my organisation offered.

What do you think is currently the biggest challenge facing internal audit?

To be seen by top level management as relevant and adding value to an organisation. I think that staying abreast of key organisational and industry changes, opportunities and challenges, and being that "trusted advisor" should be the aim of all IA teams.

What is the best piece of professional advice you can give?

The GradCertIA provided me with fantastic perspective on how my own organisation at the time operated, which benefited my time in Internal Audit greatly. The knowledge gained has been easily transferrable to different fields, other roles and into government, as it has facilitated a "big picture" perspective alongside my detailed capabilities. This has been invaluable in my current role and led me to being truly appreciated for my knowledge and skills in implementing business process improvements that have had organisation wide impact.

Want to learn more or apply?

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