

What it's really like

“There are plenty of people who can help me”

What does your job involve?

I am in the Processing Team dealing with any changes, additional information or queries on customer policies. I also tend to support the voice teams in busy periods throughout the day.

Why did you choose an apprenticeship?

To be quite honest, there were a few reasons why I chose an apprenticeship. The main reason was because I didn't want to be left in debt from university and only have a piece of paper to show for 3 or 4 years of hard work spent in education. The other reason was that I believe experience is more important. University shows you know what you're talking about, but you cannot apply that knowledge unlike in an apprenticeship where the knowledge you gain is shown in the work you have completed.



Harry Gaughan
Underwriting Services

What qualifications will you have at the end of your training?

By the end of my training, I will have an NVQ in Customer Service and I will have a Certificate of Insurance.

What do you think makes Covéa Insurance a great place to work?

I want to come to work and leave happy and content and I want to look forward to coming to work every day and not dread it! I feel that the employees, and how Covéa Insurance treats you as an individual, supporting you throughout your career makes it a great place to work! We wouldn't be in the Sunday Times Top 100 Best Companies To Work For otherwise!

What have been your highlights so far?

My biggest highlight would have to be the Christmas party! I expected it to be very formal but it was completely the opposite! I got to meet lots of new people and get an insight into what my team are like outside of the office which makes talking to them inside the office a lot easier!

Would you recommend the Covéa Insurance Apprentice Programme to your friends?

Yes I definitely would! The support my team and even the whole office give us is second to none. Everyone makes my training as easy as possible and if I have any problems with revising for my exams there are plenty of people who can help me through it!