



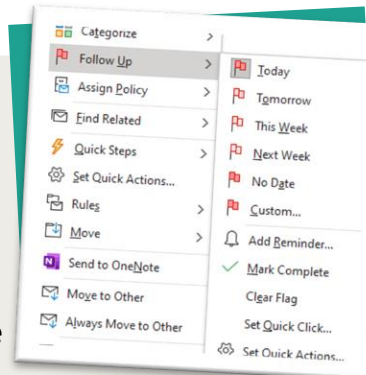
APPRENTICESHIPS



Maddie works in **Risk Management** for **Marsh**, a leading global insurance broker, after completing a **Level 3 Business Admin Advanced Apprenticeship**. Marsh provides clients with insights, advice and support in areas they face risks, which includes the entire renewal process of policies (for example an airline company needing to insure a fleet of aircraft). Within Maddie's role, she completes various admin tasks, and is training to check policy documents on behalf of the client for specific classes of business. Here, Maddie gives an overview of a typical week.

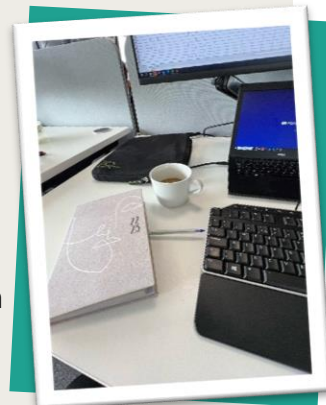
## Monday

1 I had just got back from a week's holiday the night before, so I  
2 decided to work from home today. I had some catch-up work to do  
3 and some emails to go over from when I was away. A lot of these  
4 emails were from Client Advisers and insurers. I find it useful to go  
5 through each email and categorise them by urgency, using colours  
6 and flags. I then actioned the urgent ones first and moved onto the  
7 less urgent tasks afterwards.



## Tuesday

8 I was in the office today, so it was nice to socialise with my team and  
9 network with the Client Advisers who were also in the office. I  
10 finished going through my inbox and actioning on the tasks that  
11 weren't as time sensitive. I had a team meeting in one of rooms,  
12 those who were working from home dialed-in on Zoom, in these  
13 monthly meetings we cover any recent activities (e.g., software  
14 changes or improvements). I assisted my trainee on her recent admin  
15 tasks- checked that she had booked-in the policy checks onto the  
16 spreadsheet and databases correctly. This included checking any of  
17 her emails to the insurers were correctly drafted when chasing for  
18 policy documents (schedules and wordings).



## Wednesday

19 I was in the London office today on a casualty broker day, it  
20 was very insightful and I learnt about the renewal process from  
21 the brokers' point of view. I met with multiple brokers who all  
22 explained their area of expertise and experiences (for example  
23 reinsurance or a recent difficulty to get insurance for a client  
24 with very high claims history). I also had a lunch with an insurer  
25 to help build relationships between Marsh and the insurance  
26 market, which I must say is certainly a perk of the role as a  
27 broker. I was even lucky enough to receive a tour of the Lloyds  
28 building!



### Thursday

29 I worked from home today again, caught up on the emails I received yesterday and  
 30 completed some study of the Certificate in Chartered Insurance Institute, currently I  
 31 am studying 'General Business Insurance' (IF2). I also started to organise the Christmas  
 32 Team meal (very in advance), so I selected various restaurants and put them in a poll  
 33 in an email for my team to vote. Organising social events is enjoyable as it is nice to  
 34 step away from my normal daily tasks. I checked my trainee's work again and  
 35 confirmed that any emails to insurers could be sent.

### Friday

36 Today I completed some more study of the IF2 textbook and  
 37 continued to ensure that the policy checks are booked in onto  
 38 the spreadsheet and databases. The trainee required some help  
 39 with a policy where the policy number did not seem to match  
 40 our records and some repeat chasers to the Client Advisers and  
 insurers for specific documents. I worked from home again since not  
 many people from my team or in Risk Management were in the  
 office. The rest of the day was spent going through a recent policy  
 check and chasing up the insurer for the amended policy documents.



**Maddie**



**My Level 3 qualification in Business Administration has helped me with my role at Marsh for communication, professionalism, Outlook, Excel and many other aspects. It is different to being in full-time education, I have so much more independence and responsibilities since it is a working job role, and I am paid for it! It is very nice to be earning a salary whilst continuing to learn, whilst a lot of my friends are at university getting into student debt. Working the classic 9-5 means I have time to go to the gym in the evenings (or on my lunch breaks in the office gym) followed by dinner and any plans I have for the evening as well as the ability to save for holidays or enjoy my weekends!**



### OVER TO YOU!

Have a go at some of these activities to picture yourself as an apprentice insurance broker!

1. Combine elements from Maddie's week to sketch a possible timetable for one day. Don't forget to include lunch!
2. List as many skills you think Maddie uses. Put them into a two-column table of 'soft skills' e.g. teamwork and 'hard skills' e.g. policy checking

### BONUS!

Which skills and experiences is Maddie developing that you have already started to gain at school or college?