

Express to Success

Throughout its thirty-plus year history, Express Insurance has used its extensive experience and insurance knowledge to establish itself as one of the largest independent insurance intermediaries in the country. Staff at its Birmingham call centre are responsible for everything from guiding a customer through the quote process to excellent ongoing customer care. With such a huge part of its success dependent on good customer service, it was only a matter of time before Express introduced a formal training programme.

So far, staff at Express have started NVQs in Team Leading level 2 but more qualifications are due to begin within the next few months. Staff have enrolled on NVQs in Customer Service level 2 and 3, Sales level 2, Business and Administration level 2 and 3, Management level 3 and Learning and Development. The wide range of courses means that staff can take the qualification which suits them, their role and their professional aims most closely.

"Our aims for these qualifications were to develop staff, improve performance, improve motivation and increase customer satisfaction – quite a list!" said Lisa Woodward, HR Team Leader. "So far we have only starting Team Leading but I can already see it is adding value. The courses themselves are very professional and well organised and I know the staff are glad they have been given the chance to do them.

"Those already working towards an NVQ are more positive and I think this filters through to others – it's important for us as a company, especially at this time, to show we are investing in our workforce. The qualifications have already increased motivation, as well as the perception of the company both internally and externally, and we look forward to what the future holds with this training programme in place."

To find out more please contact Intec Business Colleges on freephone 0808 100 1155.



L to R: Chris Hennegan, Cat Burton, Agam Saini, Lisa Woodward (HR Team Leader), Kristian Bartlett, Kelly Snowdon (Intec Sales Executive) Mic Miller, Tom Doyle, Mark Majhu, Lucy Kelly