



Office of Apprenticeship

FACTSHEET

www.dol.gov/apprenticeship

The Financial Services Industry

Companies in all sectors of the financial services industry face complex workforce challenges in increasingly competitive domestic and global markets. Apprenticeship is your proven solution for recruiting, training, and retaining world-class financial talent.

Financial Services and the Growing Need for Talent

The financial industry, including the banking and insurance sectors, is critical to our country's economic competitiveness. The challenge? Significant talent shortages and skill gaps are slowing companies' efforts to expand, innovate, and thrive. These challenges include:

- Finding workers with the right education, skills, and credentials
- Facing a large number of skilled and experienced workers who are nearing retirement
- Investing in talent that can keep pace with the latest company and industry advances
- Attracting new and more diverse labor pools and retaining talent
- Implementing training models that effectively develop and "up-skill" the current workforce

These workforce challenges undermine your productivity and profitability. The good news? There is a proven solution to meet your talent challenges: apprenticeship. It can be integrated into your organizations current training and human resource development strategy. Invest today!



Snapshot: Apprenticeable Occupations in Insurance Claims Administration

- ✓ Underwriting Support Services
- ✓ Claims Adjuster
- ✓ Insurance Underwriter



Snapshot: Apprenticeable Occupations in Banking

- ✓ Bank Tellers
- ✓ Banking Underwriters
- ✓ Account Reconciliation
- ✓ Credit Coordinator

Apprenticeship: Your Talent Development Solution

Many financial sector businesses across the U.S. and among our global competitors use the apprenticeship training model to recruit, train, and retain workers with the right skills. Apprenticeship is proven to be an effective training model for enhancing businesses' performance and competitiveness.

“Through our Certified Insurance Apprenticeship Program, Zurich will create well-trained insurance professionals who will complement our traditional U.S. hiring programs. This leverages the very successful Swiss “learn and earn” model of apprenticeships that is already part of our company culture in other parts of the world.”

– Al Crook, SPHR
Head of HR Business Partners
Zurich North America



What Is Apprenticeship?

It's a national system of industry-driven on-the-job training delivered through partnerships with companies like yours. With a network of over 150,000 employers in more than 1,000 occupations, apprenticeship has trained millions of apprentices for over 75 years. Apprenticeship is an “earn and learn” training model that combines work-based learning with related classroom instruction using the highest industry standards. When you establish an apprenticeship program, you develop a world-class workforce and enhance your company's bottom line.

“There is a lot of talk about the skills gap, but we feel the opportunity is in addressing the training gap. The increasingly competitive global labor market calls for a rigorous and innovative investment in talent and Aon believes apprenticeships are part of the answer. To build the workforce of the future, we need to build a diverse pipeline today.”

– Bridget Gainer,
Vice President of Global Public Affairs
Aon



How Can Apprenticeship Help Your Company?

Companies realize a number of benefits from implementing apprenticeship programs.

Partner with apprenticeship and access a nationwide network of expertise, customer service, and support. Our apprenticeship team creates business solutions and helps you achieve workforce results quickly.

- Helps recruit and develop a highly skilled workforce
- Improves productivity and the bottom line
- Provide opportunities for tax credits and employee tuition benefits in some states
- Reduces turnover costs and increases employee retention
- Creates industry-driven and flexible training solutions to meet national and local needs

Questions?

For more information on apprenticeship and how it can benefit your company, please visit www.dol.gov/apprenticeship, call 202-693-2796, or e-mail Apprenticeship@dol.gov.