

## Active exchange

**Diane Kearsley**

**Travelex**

*Mentor*

Diane has exceptional empathy, which has enabled her to provide the learners in her care with the best possible guidance. She constantly displays her willingness to go the extra mile when supporting her team, making time to sit down and coach learners in helping achieve their objectives, actively arranging meetings with the Vocational Assessor to see if she can further assist her learner's progress, and even arranging and booking visits for all learners, not just those she mentors.

Diane's approach that stems largely from her own experience as she explains, *"I worked my way up within the business because I had support from my own line manager, which let me develop and gave me the confidence I needed to achieve my goals. Receiving the Mentor of the Year award was a very proud moment for me, a real privilege, and a huge surprise. I've spent a lot of time with my learners ensuring they have the right information to complete their modules, and working with the other Travelex Sales Managers within Terminal 5, to ensure our learners were given the time they needed away from the counter to complete their modules. All I was really doing was committing to the Travelex values as backers, believers and developers of people."*

Proof of Diane's exceptional approach, are the nine graduates from T5 this year, all of whom benefited from Diane's support and knowledge. It's encouraging to know that more and more candidates are joining the apprenticeship programme.

## SPECIAL AWARD Mentor Special Recognition Most Supportive



*Diane receiving her award. Pictured with Roger Black MBE, Clare Arnold, Director for the Skills Funding Agency and John Holland-Kaye, Commercial Director, Heathrow Airport Ltd.*

Diane's attitude has been exemplary, as Marie-Anne Lloyd the Terminal 5 Location Manager agrees. *"Diane worked her way up from Sales Consultant, to become a Sales Manager at Travelex for the past 5 years. She is very passionate and driven, and believes firmly in the development of people.*

*She has embraced her mentor role, ensuring all the learners at Terminal 5 were given full support and help they needed to complete their modules."*

The Retail Academy offers Intermediate Apprenticeships, Advanced Apprenticeships in:

- Retail Skills
- Customer Service
- Team Leading
- Business Administration
- Management
- Hospitality Services
- Warehouse and Storage

The Retail Academy also offers a Level 5 Diploma in Management. All qualifications enhance future career prospects, including internal promotion, while improving motivation and morale within the workplace.

General enquiries contact: Email: [retail\\_academy@baa.com](mailto:retail_academy@baa.com)  
[heathrow.com/retailacademy](http://heathrow.com/retailacademy)

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