

## A brighter future

### Leroy Hills Dixons Travel

#### Retail Sales Professional Advanced Apprenticeship

Even though Leroy found the programme challenging from the outset, he has successfully completed his Apprenticeship through sheer determination, commitment and hard work. Recently Leroy has moved from Terminal 5 to Terminal 1 where he now enjoys a role as a Sales Team Leader. However, during his apprenticeship Leroy struggled to put pen to paper when completing his case studies, and it was not until his first progress review was conducted that his particular learning difficulty was discovered. As soon as it was however, Leroy had his programme adapted to take this into account, and with the support of his Mentor, Sam Abdus, he began to gain confidence, as Sam explains: *"I believe Leroy thoroughly deserves the Retail Academy accolade for his determination to succeed. Since becoming a Team Leader in Terminal 1 Leroy has led by example, by delivering fantastic customer service and being a real team member. I am confident that if Leroy continues to excel he will further develop his career and enhance his growing reputation as a key figure for Dixons Travel."*

Leroy is now enthusiastic about the possibility of becoming a Mentor himself, helping other to achieve apprenticeship qualifications. Undoubtedly a great role model for his team-mates, Leroy wants to utilise his new found knowledge and skills within his Retail Programme.

## SPECIAL AWARD

### Learner Special Recognition Overcoming Challenges



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

*"I initially struggled with my apprenticeship qualification", Leroy recalls, "and that if it was not for the support I received from my Retail Academy Vocational Assessor and my line managers, then I don't think I would have completed the qualification. But the support they gave me was fantastic. I have always struggled with these kinds of projects, but they've now showed me that I can succeed, which has also given me more confidence and helped me further my career. I am totally overwhelmed by winning the award - it was a big surprise."*

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.

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