

## All adding up

### Puhalya Baskaran Travelex

#### Management Advanced Apprenticeship

Puhalya proved to be an exceptional learner right from the start. She first completed her Apprenticeship in Customer Service, followed this up with an Advanced Apprenticeship in Customer Service and she has now completed the Management Advanced Apprenticeship. Puhalya constantly demonstrates her willingness to go the extra mile, by attending visits on her days off, then stepping-in later to cover work on those days. She has also emailed work through while on leave, as well as in between her visits, to ensure timely course progression.

Her dedication to meeting the objectives set for her helped her to achieve her qualification two months early, which is a real achievement. Her commitment has paid off, and Puhalya has now progressed onto the company's development programme to become a Terminal Manager - as well as becoming a mentor for new learners on the programme.

Terminal 1 Location Manager, Angela Hughes, is keen to acknowledge Puhalya's achievement. *"Puhalya Baskaran has been with Travelex for 5 years, during which time she's worked her way up alongside an apprenticeship qualification, from Sales Consultant to Career Coach, and then to Sales Manager, where for the last three years she has been continuously focused and committed to developing herself within her role. During the last two years Puhalya also has successfully completed the Customer Service Advanced Apprenticeship to Management."*

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## SPECIAL AWARD

### Learner Special Recognition Outstanding Commitment



*Puhalya 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.*

*"I'd really like to thank my line manager Angela Hughes and my vocational assessor for supporting myself through out the course," says Puhalya. "I'm extremely excited to have won this award because it reminds me, and proves to others, that commitment is the only real path to achieving success."*

Most importantly, Puhalya's enthusiasm and commitment towards her own development has encouraged and inspired more of her colleagues to join the apprenticeship programme.

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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