

SPECIAL AWARD Employer Employer of the Year 2011

Employer of the Year Travelex

Congratulations to Travelex! The company has actively worked with the Retail Academy, fully utilising the recruitment service and offering great job opportunities. Travelex embed all elements of support into their people strategy for both recruitment and training services. They have recruited over 80 people through the Retail Academy in the last two years and trained over 50. This aligned approach has impacted positively on both customer service standards and sales.

They continue to actively champion the apprenticeship qualifications, ensuring all new employees are signed up to the qualification to support their development. Line Managers and Mentors are enthusiastically involved in every step of the learner's journey from initial assessment to completion of the programme. As a company Travelex are always proud to celebrate and share their employee's success, publicly displaying certificates in their office areas.

Travelex Head of Operations, David Wright, says, *"I am absolutely delighted Travelex won the "Employer of the Year" award. It recognises the extremely rewarding and collaborative relationship we have built with the Retail Academy to both recruit and develop our teams. Being able to offer our teams the opportunity to grow and develop in their roles is critical to our success and is an integral part of our people strategy. Our people are our most important asset and by investing in them we have been able to create an environment that people want to work in, and one that delivers outstanding service to our customers. This award is testament to the hard work and commitment demonstrated by all the team at Heathrow working in partnership with the Retail Academy, and I look forward to us continuing to work together."*



The team receiving their award. Pictured with Roger Black MBE and John Holland-Kaye, Commercial Director, Heathrow Airport Ltd.

Travelex have always supplied exceptional learners and have been involved in every step of the learners journey from initial assessment to completion.

They really stress the weight of the qualification to all their staff and any new starters that are coming on board are guided to compete the qualification. The Retail Academy team is well supported with managers being available for discussions and by allowing their learners sufficient time to complete their objectives. This award is truly deserved by the entire Travelex team.

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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