

Case Study

Tesco is a global business that currently has over 2,482 stores throughout the UK, employing over 287,000 staff. The company's approach to training flows directly from its overall business strategy and core values.

Training and development is not an add-on but is at the heart of everything the company does. Investing in people brings the reward of improved service to customers, who are at the centre of the business.

“Apprenticeships are a great way of giving people the skills they need to do their job and get on. They are about investing in our people and in the future of our business.”

Richard Brasher Chief Executive

Recruitment

An Apprenticeship in Retail Skills is offered to Customer Assistants, irrespective of age. The program is an important part of the 'Opportunity to get on' people promise and allows staff to learn more about the business and further career opportunities.

Diversity

As an inclusive employer, The Tesco Apprenticeship programme is open to all employees, regardless of age. On average 56% of all Tesco apprentices are aged over 25.

Increased competitiveness

Well-trained and customer-focused staff gives Tesco a competitive edge against other retailers and potential employees. The Qualifications and Credit Framework (QCF) learning establishes an improved business understanding, creating a better shopping experience for Tesco customers.

Higher productivity

Building confidence and self esteem leads to improved performance. Apprentices say they feel motivated and enthusiastic about their work, leading to increased efficiency and effectiveness. Confidence and broader knowledge is demonstrated through greater initiative and self-management.

New Specialist Apprenticeships

Since December 2009 Tesco have offered the opportunity to over 2,300 employees to start an Apprenticeship in Retail Skills. Following the success of this, two New Specialist Apprenticeship programmes were launched in January 2011 for Bakery and Counters.

Success rate

Tesco prides itself on their industry leading success rates. The overall success rate for the 2009 cohort of apprentices was 80% against a national rate of 71% and the completion rate for the 2009 cohort was 76% against a national rate of 58%.

I started my Apprenticeship while I was working at the Hook Express store.

My experience whilst on the Apprenticeship scheme has been great – the Key Skills sessions were particularly helpful. I am now a Store Manager at the Wallington Express store.

I can't recommend the Apprenticeship programme highly enough. It is perfect for anyone who would like to progress in Tesco, or to learn new skills and improve their confidence.



Pia Bone
Store Manager, Wallington Express

It is the best thing I have ever done and I'm so glad I grabbed the opportunity!