



Your guide to

Working with us



We get it. The local skills market isn't working for you.

Many of the employers we work with have realised that the local skills market isn't functioning effectively for their needs.

Despite high levels of jobseekers in some regions, issues such as persistent skills shortages, mismatched applications, and difficulty filling vacancies have become all too common.

This disconnect often stems from rapid changes in industry requirements, digital transformation, and evolving workplace expectations that the local labour pool has not kept pace with.

Challenges we can solve

Skills mismatch



Candidates may lack the specific technical, digital, or soft skills required for the role.

High recruitment costs



Advertising, screening, interviewing and onboarding require significant time and financial investment.

Low job readiness



Candidates may be lacking interview skills, or understanding of workplace expectations.

High early attrition rates



New hires may leave quickly if they were not properly prepared for the demands of the role.

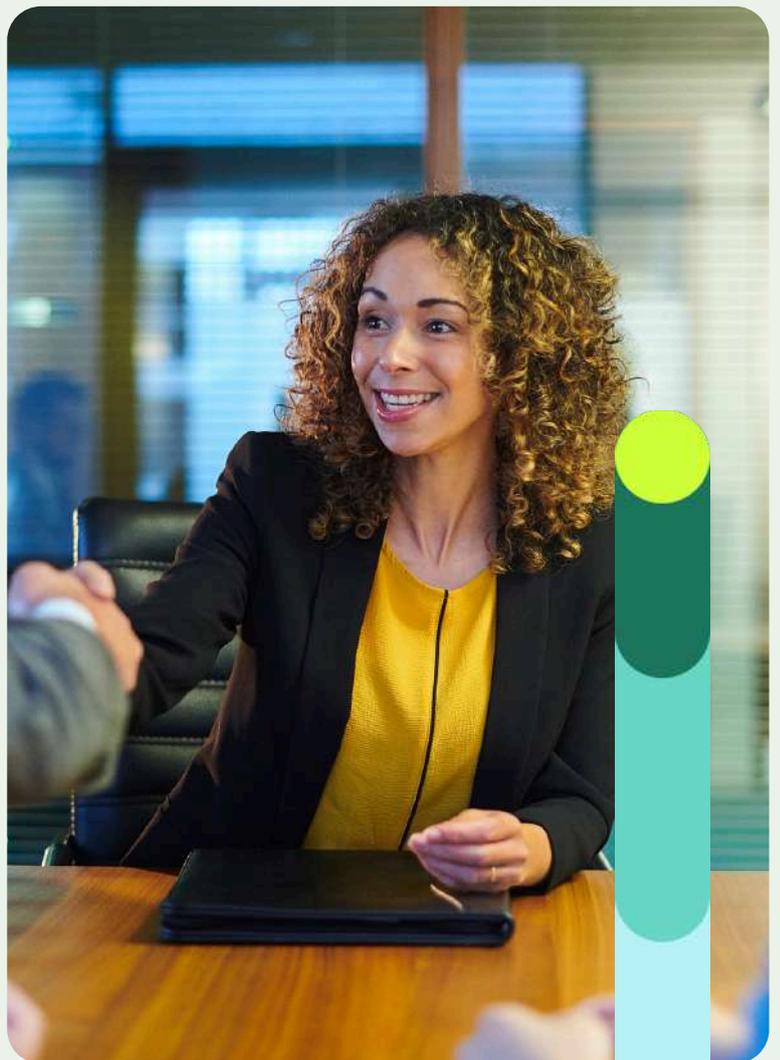
What is Pre-Employment Training?

Our fully funded pre-employment training is a government funded programme where candidates receive job-specific training before being interviewed and hired, at no cost to you.

The goal is simple:
We train candidates with the exact skills you need, then place them into real job vacancies in your workforce.

Key benefits

- ✓ Candidates receive **job-specific training** aligned to your vacancies
- ✓ **No cost to you** - training we provide for candidates is fully funded
- ✓ **Faster hiring process** - effective for warehousing, care, contact centre and hospitality roles
- ✓ **No more jobs boards** - we source credible, motivated, trained and qualified candidates ready to start on day one



Our programmes

Contact Centre Training

We deliver pre-employment contact centre, customer service and team leading training for some of the biggest household names across the UK.

Qualifications candidates receive can include:



Level 1 Certificate in Digital Contact Centre Operations



Level 2 Certificate in Team Leading Principles



Level 2 Certificate in Customer Service

Employers we've previously worked with:



We recognise that contact centre employers, especially those hiring for high-volume, entry-level roles, face a unique mix of recruitment, training, and retention challenges.

This can include high turnover rates, limited job-ready skills, volume hiring pressures and the overall cost of onboarding and training.

We provide job-ready candidates ready to contribute from day one, a realistic job preview as part of their training, and soft skills assessments so you can be confident in the calibre of candidates presented to interview.



Warehousing & Express Logistics

Our warehousing and express logistics pre-employment training is designed to provide candidates with job-ready skills and relevant qualifications so they're ready to make an impact from day one.

Qualifications candidates receive can include:

-  Level 1 Certificate in Supply Chain & Logistics
-  Level 1 Award in Preparing to Work in Express Logistics
-  Level 1 Award in Understanding Carbon Awareness & Energy Management

Employers we've previously worked with:



Warehousing employers face a unique mix of hiring challenges for entry-level roles.

This includes high turnover and drop-off rates, with a large percentage of no-shows after job offers and burnout from night shifts, as well as physical and safety readiness gaps and challenges with overall attendance.

We provide candidates that have been given realistic job previews, with expectations set early on in the process and safety and workplace readiness to ensure each candidate is fully prepared to start work immediately when hired.



Health & Social Care Training

Our pre-employment training for health and social care roles is designed to provide candidates with the necessary knowledge and skills needed for entry-level roles in this sector.

Qualifications candidates receive can include:



Level 2 Certificate in Understanding Specific Learning Difficulties



Level 2 Award in Customer Service in Health & Social Care



Level 2 Certificate in Children & Young People's Mental Health

Employers we've previously worked with:



SPRINGFIELD
HEALTHCARE

Health and social care employers face some of the most persistent workforce pressures across any sector, particularly when recruiting entry-level support workers, care assistants, and community-based staff.

This can include chronic workforce shortages, high turnover rates, lack of emotional readiness and communication skills gaps.

We provide candidates that have gained a foundational knowledge of working in care settings and a realistic job preview to set expectations so they're ready to start from day one.



Hospitality & Catering Training

Our hospitality and catering pre-employment training is designed to provide candidates with the knowledge and skills required to make an immediate impact in your existing teams.

Qualifications candidates receive can include:



Level 2 Certificate in Hospitality & Catering



Level 2 Certificate in Customer Service

Employers we've previously worked with:



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Hospitality and catering employers operate in a fast-paced, customer-facing environment where service quality and consistency are critical. Recruiting entry-level staff, such as front-of-house team members, kitchen assistants, bar staff, and housekeeping teams, presents a distinct set of challenges.

This includes high turnover and seasonal attrition, customer service soft skills gaps and a lack of experience in working under pressure.

We provide candidates that have been given realistic job previews, and qualifications aligned to the role.



How we've helped: BT & EE

EE (part of the BT Group) were looking for quality, motivated and job-ready entry-level candidates to join their contact centre teams across the North East.

They traditionally vetted candidates after they applied via online jobs boards and were growing frustrated at the number of CVs they'd receive from candidates that didn't match their expectations.

After being introduced, we quickly identified that our pre-employment training could offer a cost-effective recruitment solution for their needs.

We also set up "experience days" for candidates so they could visit one of BT's contact centres in the local area and get a feel for the environment and ask any questions about the roles they had available.

Since we started working together with EE/BT Group in 2025, we've been able to introduce several cohorts of quality candidates for their entry-level contact centre roles, many of which have been employed in their sales and customer service teams.



Donna Swan
Talent Acquisition



Since working together with Back to Work, we've been able to turn our job adverts off, as they're providing us with suitable candidates. They've definitely made my life easier, and we've been introduced to multiple candidates who are now working within our contact centres.



Your concerns

“We already use a recruitment agency”

That's common. Many employers still use agencies alongside training providers. The difference is that our candidates are trained and screened before interview, which often reduces agency dependency over time.

“We don't have time to train people”

That's exactly why our pre-employment training programmes exist. Training happens before they reach you. You only interview candidates who've completed the training programme and understand the role you're hiring for.

“Is there a catch?”

There's no fees, and no obligation to hire. When we say **no cost to you**, we mean it.

The only requirement we need from you is a genuine interview opportunity for candidates who complete the pre-employment training programme.

“What if candidates drop out?”

Drop-outs are inevitable, we can't guarantee anything else. However, any drop-outs happen before interview, not after hire, which is where you'd normally feel the pain in the hiring process.

So, why choose us?

Job-specific training

Candidates only receive training that's relevant to your business and aligned to your vacancies, nothing else.

No cost to you

The training we provide for candidates is fully funded - so you receive job-ready candidates at zero cost.

Hiring at speed

Experience a much faster hiring process, particularly effective for warehousing, care, contact centre and hospitality roles.

No more jobs boards

We'll source credible, trained and qualified candidates, meaning no more sifting through endless CVs from unsuitable candidates.

Ready to talk?

Let's discuss how we can support your recruitment needs and provide your business with suitable candidates at no cost to you.



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Back to Work

Career potential. Powered up.

