

Restart Scheme Case Study

Harry Turk

At Prospect Training Services, our Restart Programme provides tailored employment support to help individuals build confidence, develop new skills and take positive steps towards sustainable employment. Through regular guidance and encouragement, our team helps participants overcome barriers and work towards their career goals.

Harry was referred to the Restart Programme by his Gloucester Jobcentre Plus Work Coach in September 2025. When he first joined, he lacked work experience and confidence in his abilities and was looking for direction and support to help him secure employment.

Working closely with his Employment Advisor, Mark, Harry received regular one-to-one support, both at our Bristol Road office in Gloucester and over the phone. This included developing a new CV, exploring job opportunities, creating personalised Action Plans and focusing on his personal development to help build his confidence and employability skills.

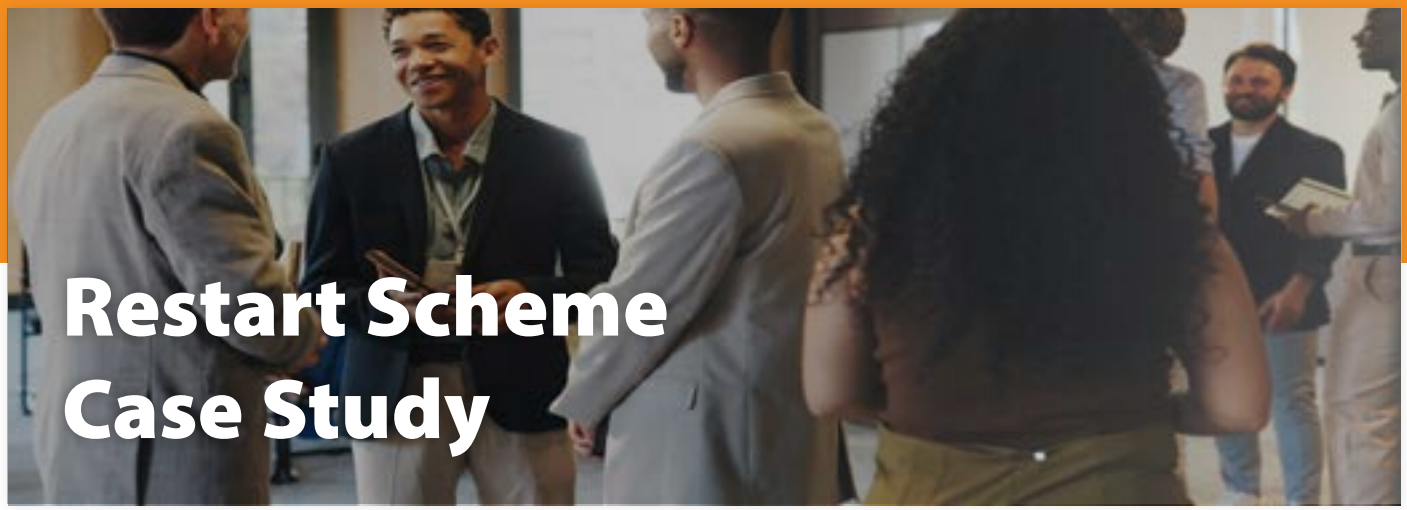
Our Employment Liaison Supervisor, Darryl, also played an important role in Harry's journey, supporting him with job applications, interview preparation and sourcing suitable work experience placements. These opportunities allowed him to develop his Customer Service Support and Administration skills while gaining valuable practical experience.

Over the past year, Harry has made significant progress, developing new skills, gaining experience and becoming much more confident in his own abilities. With continued support from the Restart team and his own determination, he has taken positive steps towards achieving his employment goals.

His hard work has now paid off, and Harry has successfully secured employment with the Department for Work and Pensions (DWP) after attending two DWP Sector-based Work Academy Programmes (SWAPs). This is an exciting opportunity for him to demonstrate his abilities, make a positive contribution to the organisation and begin building a career in Administration.

Reflecting on his experience, Harry said: "The advisors at Prospect Training Services have always been there for me and I am grateful for their advice and tailored support."

Well done, Harry! We wish you the best of luck for the future.



Restart Scheme Case Study

C

For anonymity purposes, we have changed the participant's name to the initial C.

At Prospect Training Services, we understand that moving to a new country and entering a different job market can bring a range of challenges. Through our Restart Programme, we provide tailored support to help individuals overcome barriers, build confidence, develop essential skills and take positive steps towards employment.

C joined the Restart Programme after moving to the UK and was looking for support to find employment. When he first joined the programme, his main barrier was language, and appointments were supported by translators to ensure he could access the guidance and support available to him.

With regular support and encouragement, C's confidence has grown significantly. He is now able to have conversations in English during his appointments and has been practising more complex conversations, including interview questions. He has also been improving his reading and writing skills through additional resources.

C has also attended job fairs, which have helped improve his confidence and develop his understanding of the opportunities available. He remains open to working across different sectors and is continuing to build his skills as he works towards his goal of securing employment.

When asked about what he thought about the support given to him, C mentioned that "The Restart Programme is an excellent initiative that helps build your confidence, fosters social integration and motivates you to learn English and secure employment."

C's journey shows how personalised support and encouragement can help individuals overcome barriers, develop confidence and take meaningful steps towards their employment goals.

Well done, C! We wish you the best of luck for the future.



Restart Scheme Case Study

A

For anonymity purposes, we have changed the participant's name to the initial A.

A joined the Restart Scheme in April 2026 after six months with Jobcentre Plus. She was determined to work in hospitality, particularly in a pub, but lacked confidence and had no previous bar experience. Interviews were her biggest barrier, as she struggled to think of suitable answers and doubted her ability to impress employers.

A completed our Employability Programme, attending workshops covering travel planning, CV development, interview skills and mock interviews. She found the sessions so valuable that she chose to repeat them to further build her confidence.

To help overcome her interview anxiety, our team adapted the support to suit her learning style. Using visual prompts of staff working in a busy pub, A was able to identify key skills such as teamwork, communication, customer service and multitasking. Repeated mock interviews helped her practise these skills and steadily build her confidence.

Her hard work has paid off, and A has now secured a part-time Bar Staff position at a local rugby club. She loves the fast-paced environment, meeting customers and the variety that hospitality offers. She continues to attend Restart appointments while actively seeking a full-time bar role.

A's journey demonstrates the impact of personalised support and perseverance. By adapting our approach to her needs, she overcame her fear of interviews and took her first step into hospitality. Her long-term ambition is to own her own pub, and her determination suggests she has every chance of achieving it.

Well done, A! We wish you the best of luck for the future.



Restart Scheme Case Study

Anya Redding

At Prospect Training Services, our Restart Programme supports adults to build confidence, develop new skills and take positive steps towards employment. Through personalised support, our team helps participants strengthen their CV, explore career opportunities, access training and qualifications, develop employability skills and gain valuable workplace experience.

When Anya joined the Restart Programme, she wanted to build her confidence, develop her skills and take her first steps towards employment. Throughout her time on the programme, she has felt well supported by the Restart team, with her confidence growing as she has developed her employability skills and strengthened her CV.

One of Anya's proudest achievements has been completing both a Level 1 and Level 2 qualification in Business Administration through Partners in Bristol. She is now considering an additional course in Teaching Assistance and working with children with SEN, continuing to build her skills and explore potential career paths.

Alongside her qualifications, Anya is volunteering with two organisations in administration and hospitality, gaining valuable practical experience and developing her skills in different working environments.

The combination of training, volunteering and personalised support has helped Anya feel more confident and prepared to take her next steps towards paid employment. Her journey demonstrates how the right support and opportunities can help adults build their skills, grow in confidence and prepare for a successful future.

Well done, Anya! We wish you the best of luck for the future.



Restart Scheme Case Study

B

For anonymity purposes, we have changed the participant's name to the initial B.

At Prospect Training Services, we know that finding your next opportunity after redundancy can feel challenging. Through our Restart Programme, we provide personalised support to help individuals rebuild their confidence, develop new skills and access the resources, training and guidance they need to move forward.

After being made redundant, B joined the Restart Programme through a referral from Jobcentre Plus. With support from his Employment Advisor, B has increased his knowledge of the resources available to him and has been signposted to relevant organisations and individuals who have provided valuable support throughout his journey.

As part of his development, B was also referred to a Business and Administration course through Prospect Training Services. B found interviews particularly challenging, so he worked with Matthew and Daryl to take part in mock interview practice. This helped him build confidence, develop his interview skills and receive more positive feedback.

B's long-term goal is to return to a career in accounting. In the meantime, he is exploring interim employment opportunities that will allow him to get back into work, build further experience and create a pathway towards his future career goals.

B's journey highlights how personalised support, training and practical guidance can help individuals rebuild their confidence and take positive steps towards a new chapter in their career.

Well done, B! We wish you the best of luck for the future.



Restart Scheme Case Study

D

For anonymity purposes, we have changed the participant's name to the initial D.

At Prospect Training Services, our Restart Programme supports adults to overcome barriers, build confidence and take positive steps towards sustainable employment. Through personalised support, our team helps participants identify their goals, access relevant training and qualifications, develop their employability skills and find opportunities that match their aspirations.

When D joined the programme, he had a clear goal in mind – to complete his forklift training and secure employment as quickly as possible. Although there were some delays in finding a suitable forklift course due to timing and availability, D remained patient, positive and focused on his goal.

Within just two months of joining the programme, D secured a local job with an engineering company, demonstrating his determination and commitment to getting back into work. Rather than waiting for his forklift qualification before looking for employment, he took the opportunity to start working while continuing with his plans to complete his forklift course in Gloucester alongside his new role.

Since starting work, D has settled in well and has kept in regular contact with the Restart team, providing updates on his progress. Throughout his journey, he has shown a fantastic attitude, remained motivated and been incredibly appreciative of the support he has received.

D's success is a great example of how perseverance, patience and a positive mindset, combined with the right support, can help people achieve their employment goals. We are proud to have supported D on his journey and wish him every success in his new role.

Well done, D! We wish you the best of luck for the future.



Restart Scheme Case Study

F

For anonymity purposes, we have changed the participant's name to the initial F.

F was a successful self-employed local businessman for many years, building and running a thriving steel business. Following an accident in 2013, he sustained a brain injury and a bleed on the brain, which led to significant changes in his day-to-day life. As a result, F made the difficult decision to step away from his business while he focused on his recovery.

During his rehabilitation, F experienced challenges with memory, confidence and managing situations where he felt uncertain or under pressure. Over time, he came to recognise these changes and took positive steps to seek support. After speaking with his GP, F was referred to a Brain Psychiatrist, who has helped him better understand his condition and develop strategies to manage its impact. This support has enabled F to regain confidence, explore retraining opportunities and begin planning his return to employment.

At our recent appointment, F spoke positively about pursuing a career in the security industry and obtaining his Security Industry Authority (SIA) qualification. Our team introduced him to a local company in Gloucester, who deliver SIA training courses. With F's agreement, we contacted the employer, who responded promptly and advised that a three-week course beginning on 5 August 2026 had places available.

F was delighted to secure a place on the course immediately and expressed genuine enthusiasm about this new opportunity. Although he recognises that some aspects of the training may require additional time and concentration, he is approaching the course with a positive attitude, realistic expectations and a strong determination to succeed.

F has consistently demonstrated resilience throughout his recovery and his commitment to learning new skills and returning to work is a real strength. This course represents an important and positive step towards achieving his long-term employment goals.

Well done, F! We wish you the best of luck for the future.



Restart Scheme Case Study

G

For anonymity purposes, we have changed the participant's name to the initial G.

Moving from military service into civilian employment can bring a completely new set of challenges. At Prospect Training Services, our Restart Programme provides tailored employment support to help participants recognise their existing strengths, rebuild confidence and successfully navigate the job market.

G spent three years in the Army, developing valuable skills including discipline, teamwork and resilience. However, after leaving the military, he found the transition to civilian life more difficult than expected, particularly when it came to securing employment. After spending some time out of work, G was referred to the Restart Programme to receive employment support and rebuild his confidence.

G explained that repeated job applications and rejections had significantly affected his confidence, despite having a strong range of transferable skills from his military career. Working closely with his advisor, he was encouraged to recognise his strengths, change his outlook and remain focused on finding the right opportunity.

Although G had only been on the programme for a short time, he put a huge amount of effort into his personal development and job search. This determination has helped him rebuild his confidence and take a major step forward, securing a new role with a growing company offering promising opportunities for his future.

G's journey demonstrates what can be achieved with determination, the right support and a willingness to believe in your own abilities. He put the effort in, took the opportunities available to him and has now started an exciting new chapter in his career.

Well done, G! We wish you the best of luck for the future.



Restart Scheme Case Study

J

For anonymity purposes, we have changed the participant's name to the initial J.

Starting a career in a competitive industry can be challenging, particularly when job hunting begins to feel frustrating. At Prospect Training Services, our Restart Programme provides tailored support to help individuals stay motivated, build confidence and access the practical guidance, training and opportunities needed to move closer to their career goals.

J joined the Restart Programme in March after being referred by the Jobcentre for support with finding employment. Having graduated with a BA in Architecture, she is now working towards securing a full-time role as an Assistant Architect.

During her time on the programme, J received one-to-one support to update her CV, improve her interview skills, explore training opportunities and identify relevant vacancies. She was also supported to obtain her CSCS card, helping her prepare for opportunities within the construction and built environment sector.

J worked closely with her Employment Advisor and Employment Liaison to build her confidence, prepare for interviews and explore networking opportunities within the industry. Although she found being out of work frustrating and faced some personal challenges, she remained committed to the programme and focused on her long-term goals.

Reflecting on her experience, J said, "This programme has not only helped me improve my CV and interview skills, but it has also helped me gain confidence. The hands-on support and regular appointments gave me goals and deadlines to work towards, motivating me to keep pushing myself forward."

J's next goal is to secure a role as an Assistant Architect, gain valuable industry experience and continue developing her career before returning to university in the future. Her journey highlights how personalised guidance, practical support and a clear focus on individual goals can help people take positive steps towards building the career they want.

Well done, J! We wish you the best of luck for the future.



Restart Scheme Case Study

Kate Walker

Since joining Restart, Kate has made significant progress in building her confidence, developing new skills and becoming more involved in her community. She has grown in confidence when communicating with others, asking questions and sharing her ideas.

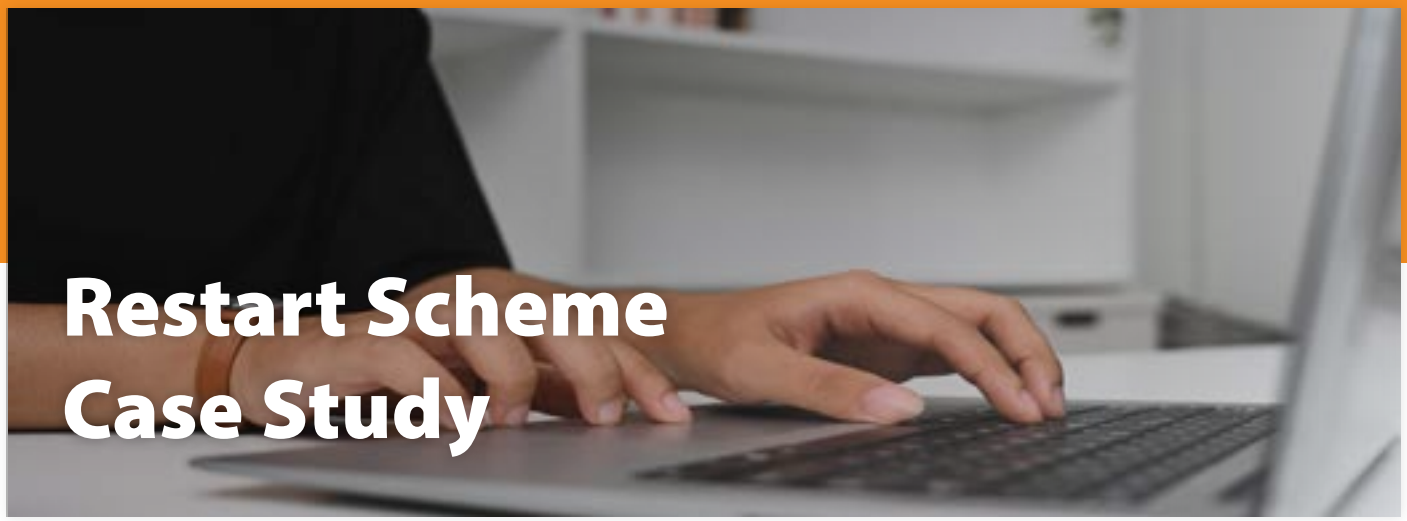
A key focus for Kate has been overcoming challenges linked to her dyslexia. With support available through Restart, including a digital support session every two weeks, she has developed her digital skills and become more confident when completing job applications and engaging online.

Kate has also pushed herself outside of her comfort zone by completing courses and exploring opportunities she may not have previously considered. This progress is helping her work towards her long-term career ambitions within childcare.

Alongside her personal development, Kate has become increasingly involved in volunteering at Tranquil Corner in Gloucester. What began with simply attending has developed into actively contributing ideas and taking part in discussions and meetings to help improve the community space. One of Kate's ideas, to create a mosaic wall in the garden, has recently been approved and is due to go ahead this month.

Kate's journey demonstrates her determination, resilience and commitment to developing herself. With the right support and encouragement, she is continuing to build confidence, gain valuable experience and take positive steps towards her future career goals.

Well done, Kate! We wish you the best of luck for the future.



Restart Scheme Case Study

L

For anonymity purposes, we have changed the participant's name to the initial L.

For many people, taking the first step towards employment can be one of the biggest challenges. At Prospect Training Services, our Restart Programme provides personalised support to help participants recognise their strengths, build confidence and feel better prepared to take on new employment opportunities.

Before joining the programme and working with Mark Crann, L did not feel confident in her ability to secure employment. Together, they completely updated her CV, focusing on her strengths and the skills she could offer to potential employers.

As L's confidence grew, so did her motivation. She began applying for more jobs and felt increasingly positive about attending interviews. The support she received helped her recognise her own abilities and approach the job search with a more positive mindset.

L now believes in herself much more and feels closer to achieving her employment goals. Her journey demonstrates the impact that personalised support, encouragement and a focus on individual strengths can have when helping someone take their next steps towards employment.

Well done, L! We wish you the best of luck for the future.



Restart Scheme Case Study

Oksana Semeniaka-Sira

Everyone's journey towards employment looks different, and at Prospect Training Services, we recognise that circumstances can sometimes create challenges along the way. Our Restart Programme provides tailored support to help adults make progress at their own pace, whether that means developing new skills, building confidence, gaining experience or preparing for future employment.

Since joining Restart, Oksana has remained motivated and proactive despite facing childcare barriers. Without regular childcare support, she has dedicated her time to supporting the local Ukrainian community through volunteering and helping to organise charity and community events.

Through these volunteering opportunities, Oksana has developed a wide range of valuable skills, including event planning, teamwork, communication, organisation and problem-solving. Her involvement has also helped her grow in confidence and gain meaningful experience in a range of responsibilities.

Oksana's commitment to supporting others has allowed her to make a positive contribution to her community while continuing her own personal and professional development. The experience she is gaining will strengthen her future job applications and help prepare her for employment when her child starts pre-school.

Oksana's journey is a great example of how, even when circumstances create barriers to employment, the right support and a proactive approach can help people continue developing their skills, confidence and experience.

Well done, Oksana! We wish you the best of luck for the future.



Restart Scheme Case Study

Shingirai Mupesa

At Prospect Training Services, we understand that no two journeys towards employment are the same. Through our Restart Programme, we provide tailored support to help people build confidence, develop their skills and explore opportunities that align with their individual career goals.

Shingy joined the programme a year ago after being referred by Jobcentre Plus following a period of unemployment. As a qualified nurse and aspiring entrepreneur, he was keen to develop his skills, explore new opportunities and work towards his long-term career ambitions.

Throughout his time on the programme, Shingy has taken part in job fairs organised by the provider, as well as workshops covering CV writing and self-employment. He was also introduced to organisations that could provide additional guidance and support for his business ambitions. Due to personal circumstances, Shingy occasionally found it challenging to attend appointments. However, he remained committed to the programme, discussing these challenges with his Employment Advisor and continuing to engage with the support available.

As a result, Shingy has grown in confidence and developed a better understanding of the job market. He is now focused on bringing his business idea to life by launching the app he has been developing.

Reflecting on his experience, Shingy said: "The programme has helped me gain confidence and improve my CV. I've also been given job opportunities to explore. Attending the self-employment workshop boosted my confidence and inspired me to develop my business ideas further."

Shingy's journey shows how the right support can help people build confidence, explore new possibilities and take meaningful steps towards achieving their long-term goals.

Well done, Shingy! We wish you the best of luck for the future.