CAPSLOCK

BT

RESKILLING TOGETHER

Reskilling for the Future: Developing New Talent in the Telecom Industry

Bridging the Skills Gap with Internal Talent

BT was committed to finding innovative ways to develop a pipeline of diverse talent from within their existing workforce. They wanted to focus on reskilling existing employees to help bridge the skills gap, launching an initiative that attracted over 200 applications from across the organisation.

CAPSLOCK supported BT throughout the application and selection process, with candidates evaluated based on pre-course scores and scenario-based questions during interviews. Ultimately, BT was able to offer life-changing career opportunities to 30 internal candidates.

CAPSLOCK Learning Environments

The cyber security training program was designed to simulate a real-world workplace environment, helping learners develop essential skills and understand the role of cyber security within a business. The curriculum focussed on workplace cyber challenges and scenarios, delivered through live sessions in a fully online, remote setting.

This approach offered accessible learning for BT's dispersed staff, using Team-Based Learning (TBL) and Problem-Based Learning (PBL) to foster deep learning, creative thinking, and practical, real-world skills.

HR EXCELLENCE AWARDS 2022 WINNER

Recruitment and Workforce Planning Stategy

HR Excellenace Awards

The Firm AWARDS 2023 WINNER
Recognising Excellence in Talent Acquisition

Best Internal Mobilty Strategy

The FIRM Awards

THE rad AWARDS 24

Best Employee Engagement

The RAD Awards

Building Diversity into the Cohort

There was no requirement for technical or cyber security knowledge for the learners, who primarily came from call centres and retail shops, holding non-technical and non-managerial roles. Each learner's PC and IT literacy was assessed during the application stage to create balanced learning teams, also considering diversity characteristics. Sixteen learners rated themselves as having basic to good PC skills, while the remaining 14 identified as having advanced or expert-level skills.

All applicants completed a pre-course online as part of the application process, which served as a measure of their interest and dedication. The cohort was notably diverse, with over 40% being female and 40% from ethnic minority backgrounds, and their length of service within BT ranged from 1 to 25 years. Each of the learners completed CAPSLOCK's 16-week full-time course online, all supported by our robust learner services.

Find out more:
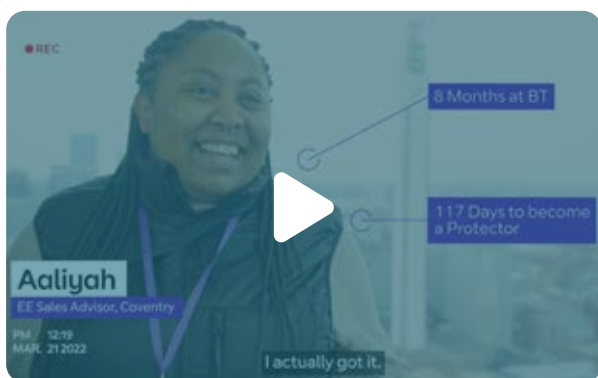
BT | CAPSLOCK – Upskilling our people as Protectors – Ep. 1

The Human Stories Behind the New Roles

9 years at BT
- Lead Store Manager
- 6 months before the reskilling programme, the store was closed – and they became an assistant manager
- They are now a Dev Sec Ops Playbook Analyst

7 years at BT
- They joined BT as an Audio Event Coordinator
- They then became an Event Team Coach and later an Event Team Manager
- They are now a Cyber Threat Intelligence & Investigations Analyst

26 years at BT
- They had numerous roles within BT over the 26 years
- Latterly they were a Video Tier II Technician
- They are now a Security Transformation Analyst

4 years at BT
- They started as an apprentice with BT
- Their time there was spent as a Call Centre retention and sales support advisor
- They are now a SOC analyst

*Real stories, stock images

Driving Better Results with Reskilled Talent

BT requested specific certifications which CAPSLOCK accommodated through the dedicated cohort, including Ce-CSP, ISO 27001 Requirements, SSCP, CISMP, CCSK, and others from institutions like (ISC)², British Standards Institute (BSI), and the Cloud Security Alliance. Towards the end of the course, CAPSLOCK assessed and rated both technical and non-technical competencies of the learners. Success in the classroom guided role alignment through a mapping process, matching roles to learner preferences and abilities.

Graduating in mid-July 2022, the learners quickly became productive, with many delivering for customers and leading meetings almost immediately. Feedback from line managers has been overwhelmingly positive, and BT has continued to track progress, especially during the first 12 months.

BT has praised the reskilled staff as **"the gift that keeps on giving."**

Connect with us to learn more about CAPSLOCK's Deploy and Reskill solutions

Get in touch today!

Build and sustain your cyber security workforce talent

Reskill existing employees in cyber security

Deploy new talent

Organisations face challenges in sourcing, training, and retaining top cyber security talent. CAPSLOCK offers an innovative solution with it's train-hire-deploy model and brings expertly educated and highly motivated cyber security talent directly into your business.

Reskill your workforce

We reskill your existing workforce into cyber security practitioners who gain a mastery of the entire cyber landscape. With our award-winning curriculum, we cover the full suite of cyber security ensuring each learner is prepared with the necessary knowledge for their new career in your cyber security team.