



## **Gosia's case study**

Gosia, (not her real name) is Polish and approached ICOS in February 2021, because she needed help in looking for a job. ICOS discussed with Gosia her needs and expectations as it was very important to empower and enable her. Monika, the Senior Project worker at ICOS helped Gosia prepare a CV and helped and supported her when applying for cleaning and warehousing jobs as Gosia required help in speaking English. ICOS offered 1-2-1 support and English classes were arranged by ICOS to help Gosia, with her English-speaking Gosia was offered ESOL classes twice a week online by ICOS, which she happily accepted and attended. In the meantime, Monika helped Gosia prepare a CV, and this was sent off to recruitment agencies. ICOS helped her apply for jobs by offering their support in completing job application forms and carrying out job searches.

In March 2021 there was advert on a Polish website involving sorting and recycling out second-hand clothes. ICOS helped Gosia complete an application form and prepared her for the interview. She was successful in securing the position with the company and accepted the offer. She was happy in accepting the role and with help that was given from ICOS. In May 2021 Gosia was exited from the programme. She now works for both organisation's and works two days in Prudhoe and two in Washington Galleries. Without ICOS's help and support this would not have been possible.