

Covid-19 Lloyds Foundation Project

Case study

Stella's story – South America

Stella came to ICOS back in February 2021 with limited knowledge of English and she joined Alessia's English classes, thanks to which her English speaking and listening skills have improved a lot and helped her to be more confident in her English. She learned how to talk about everyday things and also learned how to call the GP; arrange an appointment or how to get help in case of emergency. All this has helped her to become more independent in her everyday life.

Regarding her English classes, Stella said: *'I want to say thank you to Alessia and also ICOS, because they made me believe in myself. That I can do it if I study and keep focused; that I can one day work again as an engineer. The support was very good and helpful. I really appreciated the feedback I was getting from my teacher. She made me feel more comfortable to speak English. I really value the time you have given me. My English teacher was very considerate and supportive. She made the communication very easy and she always tried to understand me.'*

Stella has also volunteered with ICOS project East Rangers, which she really enjoyed and she appreciated that she could meet and talk to new people.

She also attended a modern slavery raising awareness session, which was facilitated by Alessia, to which she added *'it was a really important session especially for people like me who are not from the UK and who could be vulnerable. Now I understand my rights, which is really helpful.'*