



## Wise Steps case study

### **Robert:**

Robert is originally from Poland and has been long term unemployed due to health problems. Robert been referred to ICOS on the Wise Steps Programme through the job centre, Robert felt that he was not getting any support from the JCP and he needed to re-fresh his training.

After attending his initial appointment, he felt a lot more positive and motivated, Robert was accepted on Wise Steps in February 2020. He had no major problems with his English but he felt that his confidence has been quite low due to the problems he was experiencing with employment and health but he was very motivated to re-fresh his qualification for a CSCS badge, with support from his coach Robert has finally managed to complete his course, he feels that the support he has received from Wise Steps Programme has been excellent and whenever he has a problem or is struggling with something he knows he can turn to ICOS for help.