



Wise Steps case study

YS:

I started working with YS since July 2019 after she had received her Refugee status. YS was referred to ICOS through FODI, she had good English language skills but struggled sometimes with confidence when using English language. During the start of the programme YS was not sure about what she wanted to do, if she wanted to carry on studying or going into employment. But she had very high aspirations from the beginning of joining the programme.

During the programme YS has received a lot of various support including help with writing a CV and covering letter, accessing volunteering opportunities and accessing education and training. During her journey, YS has completed Entry Level Award in independent living, Level 1 in Employability Skills and a Level 2 Certificate in Preparing to Work in Adult Social Care.

Overall, YS said that this journey has been very difficult for her but her English language skills, knowledge of access to services, digital skills and confidence have greatly improved since she has been receiving support from ICOS and joined the Wise Steps Programme.

Even though she has experienced some difficulties along her journey, YS has felt motivated to continue with her education online and has started volunteering for British Heart Foundation in a charity shop. In September 2020 YS went back to Sunderland college to study her final year of pre-access to higher education and she has also found part-time employment working for Sunderland University as a Domestic Assistant. YS continues to improve her skills, experience and knowledge, she is a very highly motivated individual who is now applying to study psychology at University from 2021.