



T (36, originally from Poland) came to ICOS in April 2023. She was in need of careers support and guidance. While she was employed full time, she felt stuck at her job and felt that she wanted to do something different and to utilize her skills and experience (she was, at that time, employed by a local factory). At the initial appointment with the project worker- Ewelina, the client and the project worker had an in-depth discussion about her skills, priorities, interests and aspirations she had, as well as hopes for the future.

T was interested in becoming an accountant but has not worked in the field in the UK. She was employed full time and was afraid that she would not be able to keep her job while studying, and not yet being a qualified accountant, she would not yet be able to work in the chosen field, hence, there was the potential for ending up in financial difficulty.

It became clear that T needed time, space and guidance to make the best decision for herself. The project worker supported T to look at career pathways, courses and eligibility criteria.

After several appointments, and having received support from the project worker, including motivational support and enrolment on a careers fair, T made the decision to enrol on a level 2 AAT accounting course at Newcastle College. At the time of writing (November 2023), she had passed almost all of her exams and assignments, and was hoping to progress onto level 3 next year.

The client has reported that she felt her confidence levels had risen as a result of the work delivered by the project, which enabled her to take up the course. She also feeling safer.