



**Community
Foundation**



Case study

The client is a 37-Year-old man refugee from Eritrea came to ICOS and help created a CV with the aims of gaining employment, throughout their time and meeting they managed to complete a fresh CV, both in physical paper from as well as a digital pdf form to be added on to the clients indeed page to enable them to search for jobs online. Equally ICOS managed to arrange a spot at a Sunderland-based career fair to allow them to best improve their possibility of a job. Additionally, ICOS advised the client to go to a skills open day event happening at city hall in order for them to get free courses that could aid in their employment. The client looks at job listings at popular employers in Sunderland and the surrounding area such as Nissan manufacturing and amazon in Durham as well as on the job searching platform indeed to look at more jobs that could be available. This resulted in the client getting an invitation to an agency based in Newcastle posting jobs across the northeast to complete a 3-day training course once completed, which would result in a production operative job. However, the agency did not contact the client for them to complete their training, due to this ICOS resisted them with a different agency, central Employment Agency, to aid in the search of a job. The Client confirmed that they were able to find employment as a cleaner through the help that ICOS had provided to them.