



**Community  
Foundation**



Client is a 34-year-old Albanian woman, Came to ICOS due to wanting assistance with a job search and some help with a new cv.

The client was unaware of where and how to apply for jobs.

To aid them in their search for employment they requested some English lessons, therefore they were directed towards ESOL (English for speakers of other languages) as well as other key lessons to help them to gain a job. She had help creating physical copies of their CV in order to hand them to potential employers such as the restaurant that she had been talking to that informed her of an opportunity of employment through them. As well as online PDF version to add to indeed to help get a job as shopping assistant at flannels a high-end fashion retailer in the city centre. This enabled her to find a job at an ice cream shop. However, she wanted a change in career and return to ICOS in order to facilitate. The role that she was interested in was the sales assistant role, similar to the role that they had previously applied for. To enable this ICOS helped her to create a brand-new CV with the client, as well as helping to restore her Indeed account to help her to look for jobs and opportunities in her desired field of employment.