



Case study: The Access Foundation

A 33-year-old jobseeker from Sudan was preparing for a pre-hiring appointment with Amazon but faced significant barriers due to limited digital skills and restricted internet access, relying solely on his mobile phone. He approached ICOS for support.

The project worker quickly identified the challenges. The client had minimal experience with digital technology, was unfamiliar with setting up and using devices for virtual interviews, and was struggling to access essential online services such as his Universal Credit (UC) account.

Through the Access Foundation digital inclusion project, the client received targeted support. The project worker helped him set up his office-issued laptop and connect to a stable internet source. Step-by-step guidance was provided to access his Amazon job account and join the scheduled online pre-hiring interview. The client also learned how to check and adjust his microphone and audio settings to ensure he was fully prepared for the virtual meeting. Together, they reviewed his Amazon portal for any updates, confirming that his background check and right-to-work verification were complete.

In addition, the client was shown how to correctly log into his Universal Credit account, successfully regaining access.

As a result of this support, the client successfully attended his virtual hiring appointment and was offered a job with Amazon. His experience highlights how targeted digital inclusion efforts can break down barriers, enabling individuals to access employment opportunities and essential services independently.