



Case Study on Ricardo (Please note – this name has been changed)

The client being a Sudanese refugee had a number of barriers affecting his ability to fully integrate into the society. Some of the barriers highlighted were language, long term unemployment and lack of necessary certifications. Alleviating These barriers seemed a good starting point to assist the client get a job. To this effect, the project worker setup training at ESOL for the client and also took a look at his CV so as to tailor it towards the jobs the client was interested in. The project worker remained in constant contact with the client to make sure he was attending the training.

Upon completing the training, the project worker assisted the client create an account on gov.uk website to allow him apply for jobs. On this day, he applied for 2 cleaning jobs and a warehouse. On subsequent visits, the project worker made efforts to step up his search for job for the client. The project worker assisted him to create an account on MTREC website to find a job. Job searches was done on the website and indeed amongst others and he applied for two jobs. He was referred to an IT training at B2w and he was also assisted with his to do list on Universal Credit. The client was selected for a warehouse training with B2W. he did not have a laptop and internet access thus, the project worker set up one for him in ICOS to enable him undertake this training. The client was assisted to check for update on jobs he has applied for on various job portals. He had update from Bernard Matthews, and he was awaiting engagement with the agency. Also, the project worker assisted the client to apply for a factory cleaning role at Challenge-Trg agency. The client received invite for induction at Challenge-Trg agency. He had also independently updated his own CV.

The client attended induction for a warehouse job but company did not proceed with him because he failed an assessment during the induction. Moving forward, the project worker helped the client apply for a job at Amazon and he was successful and he was asked to resume..