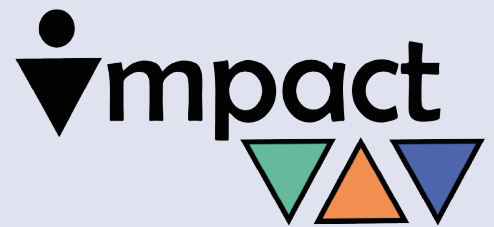


Mustafa's Story



Mustafa arrived in the UK from Syria and was referred to IMPACT by another organisation in Bristol to support his job search. Once registered, he joined IMPACT's employment strand, receiving one-to-one *Information, Advice and Guidance* sessions and attending several group IMPACT sessions on different subjects.

"I really enjoy IMPACT sessions. You learn new things and information you didn't know existed before, for example, about new websites or services in Bristol that can support us. The people at IMPACT are also willing to help you, which encourages you to learn and develop yourself. If we have any ideas or want to try new things, they encourage us or tell us about courses to help us."

Mustafa has found the IMPACT Employment Advisor is knowledgeable and supportive when it comes to his search for work.

"I've had help from my Employment Adviser at IMPACT to prepare my CV, making it look much better than before which is really helpful. [My Employment Advisor] also referred me to IMPACT English classes, which was very kind and useful. I now get to practice my English and I'm learning new phrases."

This has helped Mustafa build his confidence speaking English and he now feels more prepared when applying for jobs.

"IMPACT has encouraged me not to be shy with my current level of English, and to express myself and be more motivated."

Overall, Mustafa has found IMPACT to be a good opportunity to gain valuable employment advice and support, while being able to improve his English level and confidence speaking the language.

"The facilitators at IMPACT are well informed, have good knowledge and experience, and are very friendly. Whenever I ask for something, they respond to me. I would recommend other people to join IMPACT because they would really benefit from it. Myself and the people in my community have benefitted from the programme. They host regular sessions, they provide me with new information every week and they follow up with me to make sure my problems are solved without me asking. I really like that."



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