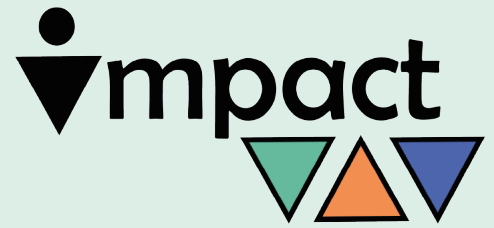


Yousra's Story



Yousra came to the UK from Syria under the Syrian Resettlement Scheme. She was referred to IMPACT by her scheme advisor, and was immediately keen to join the programme as she wanted to learn more about the UK and improve her English language skills.

Once registered to IMPACT, Yousra joined English classes, Create and Communicate sessions, and women's tea and chat sessions. In her English classes, she was taught by IMPACT ESOL teachers and found she had space to discuss her ideas and share her daily activities.

“My teacher was amazing. She called me for our lessons and I felt like we were friends. She called me weekly and gave me a long time to speak which helped improve my speaking skills.”

Yousra was encouraged to speak in English as much as possible, which is something she wasn't confident doing previously.

“Before I joined IMPACT, I was too scared to even speak English on the phone, but my teacher helped me to do that and now I feel that I have the confidence to speak about what I've learnt over the phone. I'm definitely learning new vocabulary from my class.”

The IMPACT sessions also allowed Yousra to engage with other people online. While unable to connect with others outside of the programme due to COVID, she felt it was a positive environment with **“nice people who support each other”** and stated that she **“can ask for help from everyone in the programme.”**

As a whole, Yousra felt that IMPACT is a valuable programme that has helped her to further settle into the UK. She has really enjoyed that IMPACT has given her more time to communicate with other people.

“I learnt a lot about life in the UK and how to deal with people from different backgrounds. The main thing I’ve learnt is to speak better English because it’s essential to settle into life. My English is definitely getting better and I feel like I have built my confidence. I want to say thank you to everyone in the project for helping us through our journey to settle here.”



This project is part funded by the EU Asylum, Migration and Integration Fund. Making management of migration flows more efficient across the European Union.

