

## SELIM – Kundenreferenz FIFaA (2016)

**When I came to Ingeus, I was thinking as customer about the values that Ingeus will add to me and the values that a person can learn from participating in FIFaA program and how Ingeus will do it.**

At first I felt bored from the service. If you ask me why, well I think about three main points:

1. When Job center sent me to FIFaA Program, at first I thought that it is some social help without charge. But then I discovered that it costs a lot of money – what was a problem for me because I don't want to cause additional costs on German nation shoulder.
2. My first goal was not taking part in any program BUT finding an apartment in Nürnberg to have some private life and to focus on learning German, because I think that learning German is main part of integration.
3. Six hours lessons a week is too much to spend it in class or workstation, otherwise we can make visits to factories, firms or universities to see how real life is running out after that any customer can make decision about where find her/his self ("yellow line is my suggestion").

After starting with searching an apartment in Nürnberg, I discovered how difficult life can be and how complex it is without speaking the language and without any person helping you to achieve your goals.

Through this difficult period I was thinking about leaving Ingeus seriously, but I didn't do it because of one woman, my job coach. She was supporting me all time; a woman who spent even her private time to search apartment for me; a coach who has her own way to motivate others. I appreciate inside the class her devotion, her respect to time and her focus on our issues. And so my resistance disappeared and finally turned into two questions:

1. How can I increase my productivity to achieve my professional expectations paralleling with my private goals?
2. How can we think out of the box as foreigners and add value to Germany?

Before the end let me take fast sight toward achievements those had been done by Ma'am Sonja particularly and Ingeus team generally.

Today in 18/Aug/2016 I signed finally a contract to hire one room in Nürnberg. And I am so happy about it! That would have never been happened without the constant help and the encouragement of Ma'am Sonja and the consultations from Sir Klaus.

Besides that, Ma'am Sonja and Sir Jürgen were working with me on writing my CV in Deutsch and in this time they ask me to give them fully explain about my professional knowledge, job description and handling certifications but I acknowledge the delay from my side.

My ambitions and visions to future are clear, I handled it together with Ma'am Sonja and I have trust and faith in her way to support me to reach my goals through Ingeus.

At the end I hope that FIFaA program with all Coaches, Operation teams, trainees and all hands shared in this program – will go on.

Best Regards  
Selim al Hussein