

National Careers Service

Exam Results 2018 toolkit


*The exam results helpline is available throughout August*

It is summer exam results season once again, when young people find out their A Level or GCSE exam results. A Level results day is the **16<sup>th</sup> August** and GCSE results are announced on the **23<sup>rd</sup> August**.

**We have produced this toolkit to help spread the word about the exam results helpline which is a free service available to young people (and their parents) to provide additional support over the exam results period.**

This year the exam results helpline will be delivered by the National Careers Service. It will be available through our usual helpline number of 0800 100 900 meaning ongoing support will be available to those that need it after the exam results period has passed.

We are making this toolkit available to you as you are in touch with young people at exam results time. It includes information that will help to coordinate and develop communications activity that includes key messages and social media content.



# Exam Results Helpline

Delivered by the **National  
Careers Service**, the helpline is  
available to provide additional  
support at exam results time

Speak to experienced careers advisers for  
advice on all the different options available.

Available from 16th August on

**0800 100 900**

from 8am to 10pm,  
7 days a week

Calls are free from landlines  
and most mobile numbers



## **The National Careers Service**

The National Careers Service employs more than 1,200 careers advisers, who provide free, up to date, impartial information, advice and guidance on careers, skills and the labour market, across England, to young people (aged 13 years and over) and to adults.

The National Careers Service website provides a personalised online experience with information and tools to enable customers to self-serve and to enable careers advisers, teachers, parents and other intermediaries to support the customer.

The website is currently in the process of on-going redesign and development. The new service will deliver a blend of customer-focused digital tools and localised expert adviser interventions to help customers achieve positive learning and work focused outcomes. The service will play a direct, enabling role in connecting people to learning, technical education, apprenticeships, higher education and work opportunities.

## **The Exam Results Helpline**

The exam results helpline, delivered by the National Careers Service will be available in August to provide additional support to students (and their parents) as they receive their exam results.

Callers to the helpline will have direct access to experienced careers advisers who can advise on all the different options available to them including A-levels, GCSEs, BTECs, Apprenticeships and other vocational options. Other support will be available on topics such as clearing, university, gap year, moving away from home, re-sits and student finance.

**The helpline will be available on 0800 100 900 from 8am to 10pm 7 days a week. Calls are free from landlines and most mobile numbers.**

Students looking for help with clearing or their UCAS application should contact UCAS at [ucas.com/contact-us](https://ucas.com/contact-us)

## Resources

1. For information, advice and guidance to help you make decisions on learning, training and work, visit our website:  
<https://nationalcareersservice.direct.gov.uk/>
2. Email us for a copy of the exam results helpline poster:  
[National.CAREERSSERVICE@education.gov.uk](mailto:National.CAREERSSERVICE@education.gov.uk)
3. To find out more about apprenticeships go to:  
<https://www.getingofar.gov.uk/>
4. Browse current apprenticeship vacancies by visiting:  
<https://www.findapprenticeship.service.gov.uk/apprenticeshipsearch>
5. Visit The Student Room website - a popular education website, used by students:  
<https://www.thestudentroom.co.uk/>
6. For information on clearing visit UCAS:  
<https://www.ucas.com/clearing-launch>

## Social media ideas

These are the top 5 ways you can help spread the word about the National Careers Service and the Exam Results Helpline at exam results time:

1. Share our digital poster on your social media channels (email [National.CAREERSSERVICE@education.gov.uk](mailto:National.CAREERSSERVICE@education.gov.uk) for a copy)
2. Encourage your followers to join our weekly #AskNationalCareers Q&A session on Twitter and Facebook each Wednesday between 6-9pm
3. Use the hashtag #AskNationalCareers in your tweets and encourage others to join the conversation
4. Join in the Twitter conversation follow @NationalCareers and mention the Twitter handle in every tweet
5. Share our Facebook posts promoting the Exam Results Helpline

## Sample tweets for you to share

*Please feel free to use these tweets on your own twitter accounts*

1. Good luck to everyone getting #ALEvel exam results – call @NationalCareers free helpline on 0800 100 900 if you need any additional support
2. Good luck to everyone getting #GCSE exam results – if you need any support then trained careers advisers from @NationalCareers can be contacted on 0800 100 900
3. Getting your exam results soon? Don't forget you can speak to an expert careers adviser 7 days a week between 8am – 10pm by calling 0800 100 900 @NationalCareers #AskNationalCareers
4. There are lots of options available once you've received your #examresults – call an expert on 0900 100 900 to discuss them #AskNationalCareers
5. Just got your exam results? Speak to an expert careers adviser today on 0800 100 900 for free impartial advice #AskNationalCareers
6. We hope you got the exam results you wanted – if you need any additional support please call 0800 100 900 where a qualified careers adviser is waiting to help you @NationalCareers
7. Is your child wondering what to do now they've received their exam results? Call @NationalCareers exam results helpline on 0800 100 900 for free impartial advice
8. Just had your exam results and not sure what to do next? Speak to a careers expert on 0800 100 900 today #AskNationalCareers
9. You've had your exam results, what next? For free impartial advice call a careers adviser on 0800 100 900 who can talk you through your options #AskNationalCareers
10. #ExamResults can be scary! With so many options available it might help to speak to a careers adviser from @NationalCareers 0800 100 900