

Results Helpline 2020

Toolkit for partners

What's next? We can help

Skills Development Scotland's (SDS) Results Helpline will open at 8am on **Tuesday 4 August**.

From Scotland's career service, the helpline offers advice, information and support for young people and their parents and carers.

It's a year like no other, but our advisers are here to help. The number to call is **0808 100 8000**.

There's also lots of support on Scotland's careers website, My World of Work.

Young people may need more help than normal this year to understand their choices. We'd like to ask all partners with a shared interest in supporting Scotland's learners to help spread the word of the Results Helpline and SDS's career information, advice and guidance services.

Some ideas include:

- Posting a blog or news item on your website signposting the support services available from SDS
- Sharing details of the Results Helpline and My World of Work on Twitter and Facebook
- Updating information on your website to include details of this year's Helpline and online support
- Signposting service users to SDS's support via newsletters and e-shots.

If you have any questions or requests for additional content, please contact:

Laura Burnett, Communications and Marketing Executive: laura.burnett@sds.co.uk

Suggested news piece for your website

Results Helpline offering support across Scotland

Thousands of young people can access dedicated support when Skills Development Scotland's (SDS) Results Helpline opens on Tuesday 4 August.

The free* helpline from Scotland's career service offers advice, information and guidance for young people and their parents from 8am on results day.

Around 138,000 candidates across the country will receive their results.

James Russell, SDS Director of Career Information, Advice & Guidance Operations, said: "If your results aren't what you expected, don't panic, you have lots of options.

"This is an unprecedented year with the cancellation of exams and we understand that may cause more worry than normal. Our advisers are here to help you and your parents and carers with information on all the options and opportunities on offer."

The dedicated Results Helpline will open Tuesday 4 and Wednesday 5 Aug, 8am to 8pm, Thursday 6, Friday 7, Monday 10, Tuesday 11 and Wednesday 12 Aug, 9am to 5pm

The number to call is 0808 100 8000.

SDS advisers are at the end of the phone to help young people and their parents and carers.

The skilled professionals have access to information on course vacancies at UK colleges and universities, Confirmation and Clearing, advice about Modern, Foundation and Graduate Apprenticeships and jobs, volunteering or staying on at school.

To get in touch with the helpline via social media go to My World of Work on Facebook at [Facebook.com/myworldofwork](https://www.facebook.com/myworldofwork)

Parents and carers can also head over to mykidscareer.com for information on jobs in demand in Scotland and tips on handling career conversations at results time.

*operator charges may apply

Suggested e-newsletter copy

Just received your results? Don't panic, you have options.

Skills Development Scotland's Results Helpline will open at 8am on results day, Tuesday 4 August. Advisers from across Scotland will be working remotely - offering advice, information and support for young people and their parents and carers.

Advice and information includes course vacancies at UK colleges and universities, Confirmation and Clearing, apprenticeships, jobs, volunteering and staying on at school. **Call 0808 100 8000.**

Find out more at Scotland's career website [My World of Work](#).

Suggested social media posts



- Whatever your results, you have options. Call SDS's Results Helpline 0808 100 8000 & speak to an adviser myworldofwork.co.uk
- Call SDS's Results Helpline on 0808 100 8000 to speak to a @skillsdevscot adviser about your options. Support also available at myworldofwork.co.uk
- Connect with @mywowscotland on Twitter, Instagram and Facebook to get the latest updates on #SQAresults support
- There's [#NoWrongPath](https://mykidscareer.com) into a career. Parents and carers can find out the skills Scotland needs and the routes in at mykidscareer.com

#NoWrongPath

The #NoWrongPath campaign, led by Developing the Young Workforce, will be running again this year. You can join in with celebrating the range and diversity of career paths that are followed after leaving school. To find out more and share your story, visit nowrongpath.scot or search #nowrongpath on social media.

Images are available to accompany your posts. If you have not received the images, please contact laura.burnett@sds.co.uk

Additional information for your website

Careers advice and support

Skills Development Scotland (SDS) is the national skills body and it delivers Scotland's career service. SDS professionally qualified advisers are available on the phone and online year-round offering career information, advice and guidance.

Online

Scotland's careers website My World of Work is packed with career information and advice.

Subject choices? Career planning? Supporting someone else's career choices? My World of Work has it all covered.

You can build a personal profile and sign up for helpful updates and reminders.

Go to myworldofwork.co.uk

Over the phone

SDS advisers are available on the phone.

Our helpline is open Monday to Friday 9am to 5pm on 0800 917 8000.

Help for parents and carers

Find out about the jobs in greatest demand in Scotland, the routes in, and handling career conversations with your child at the times that matter most at mykidscareer.com

Find out more

Get further information on the support offered by Skills Development Scotland online at:



myworldofwork.co.uk



Results Helpline 0808 100 8000

4 - 5 Aug, 8am to 8pm; 6 - 7, and 10 - 12 Aug, 9am to 5pm



mykidscareer.com



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