



## National Parents and Students Leaving Certificate Helpline

Dear Principal,

As you may be aware, each year, the Department of Education collaborates with the Institute of Guidance Counsellors (IGC), the National Parents Council (NPC) and the Irish Second-level Students Union (ISSU), to provide the National Parents and Students Leaving Certificate Helpline following the release of exam results.

The helpline is staffed by professional and experienced guidance counsellors who deliver support and information relating to any aspect of guidance at this key transition point. For example, guidance counsellors may provide support around Leaving Certificate results, viewing examination scripts, the appeals process and on all pathways including CAO, apprenticeships, Further Education and Training (FET), Tertiary Degrees, and more. This service offers support to parents and students.

In an increasingly digitalised world, we in the Department are aware that students in particular may prefer a text-based approach as their method of engagement with a support service. With this in mind, we are pleased to inform you that, in collaboration with our partners, we aim to introduce a new text-based service this year in addition to the traditional phone service. This new service will allow students and parents a choice in how they seek support from the helpline.

The helpline, and accompanying text-based service, will be available from the day the Leaving Certificate Exam results are issued, and during the period after. Students and parents can call the helpline on 1800 265 165. **Please note that the Helpline will not be operational until the Leaving Certificate Results Day.** Details on the text-based service will be circulated in due course.

**We ask that you please disseminate this information to parents and students in your school through your school communication channels, as appropriate.**

**We also ask if you could print and display the provided posters on the service around your school (particularly in areas frequented by 6<sup>th</sup> year students).**

Kind regards,

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**Dr Carol Guildea**  
*Guidance Specialist*  
*Guidance Unit*

**An Roinn Oideachais**  
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