Irish Second-Level Students' Union
Aontas Daltaí Iar-bhunscoile na hÉireann
Representing, Uplifting and Defending Student Voice

A chara,

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

This service offers support to parents/guardians and students and is staffed by professional and experienced Guidance Counsellors who provide support, guidance and information relating to all aspects of decision-making 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.

In an increasingly digitalised world, we in the ISSU 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, last year the helpline introduced a new text-based service in addition to the traditional phone service. This new service will allow students and parents/guardians a choice in how they seek support from the helpline. Due to the success of the text service last year it will be continued this year with new updates to improve the continuity of support.

The helpline, and accompanying text-based service, will be available from the day the Leaving Certificate Exam results are issued the opening hours are as follows:

- Fri 21st: 10am to 6pm
- Sat 22nd 10am to 2pm
- Mon 24th 10am to 5pm
- Tues 25th 20am to 5pm
- Weds 26th 10am to 6pm
- Thurs 27th 10am to 5pm
- Fri 28th 10am to 5pm
- Sat 29th 10am to 2pm

Students and parents/guardians can call the helpline on 1800 265 165 or text it on +353 86 180 0685. Please note that the Helpline will not be operational until the Leaving Certificate Results Day.

Le meas,
Harrison Rossiter McGuire
Uachtarán don ISSU/ADIÉ



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