

# Exam Results Help 2018

## Support and advice for pupils

June 2018

SQA exam results will be issued to Scotland's learners on Tuesday 7 August, by text message and through the post.

It can be a stressful time for young people – but support will be available, online, through our Helpline, via social media and face to face for learners needing to discuss their options.

Skills Development Scotland (SDS) offer free, impartial advice and information for those receiving their exam results to help them decide what to do next.

A leaflet detailing the help available from SDS is included with the SQA results letter.

In this document, you will find some useful resources which can be adapted to your needs to help you direct learners in need of support when they receive their results – whether it hasn't gone according to plan or better than expected.

## Get involved

We'd like to invite everyone with a shared interest in supporting Scotland's learners to help spread the word on the exam results support services available from SDS.

Some ideas include:

- Posting a blog or news item on your website signposting the support services available from SDS
- Sharing details of the Exam 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.

# Suggested content

## News item/blog

### Exam results help

Exam results day is coming. Whether things don't go according to plan or better than expected, Skills Development Scotland have a variety of options to support learners from 7 August onwards.

Getting your results can be a stressful time, and some people struggle to decide what to do next.

Skills Development Scotland (SDS) have support services available over the phone, online and in person.

### **Over the phone**

Learners, parents and carers can call the Exam Results Helpline to speak with one of SDS's trained advisers about their options. From apprenticeships to UCAS Clearing, college to employment, they have information on what you can do next. The Helpline is open on 7-15 August and you can get details at **[myworldofwork.co.uk/examresults](https://myworldofwork.co.uk/examresults)**.

### **Online**

Scotland's online careers service My World of Work has lots of useful articles and information to help you plan your future. You can check it all out at **[myworldofwork.co.uk/examresults](https://myworldofwork.co.uk/examresults)**.

### **On social media**

You can message advisers via DM on Twitter at **[@mywowscotland](https://twitter.com/mywowscotland)** or private message via **[facebook.com/myworldofwork](https://facebook.com/myworldofwork)** or your local SDS Facebook page.

### **In person**

SDS careers centres are located nationwide, and careers advisers are available year-round – not just on results day – to offer advice on your career options. Find your nearest centre at **[myworldofwork.co.uk/centres](https://myworldofwork.co.uk/centres)**

The most important thing to remember is – don't panic! Whatever your results, there is a way to follow your ambitions, and SDS advisers are ready to help you think about options.

## Web copy

### **Exam results support**

Skills Development Scotland offer a range of different support services for learners receiving exam results, including:

#### **Over the phone**

Learners, parents and carers can call the Exam Results Helpline to get free, impartial advice on apprenticeships, UCAS Clearing, college courses and employment from SDS's trained advisers. The Helpline is open from 7-15 August. Full details of the Helpline will be available at [myworldofwork.co.uk/examresults](https://myworldofwork.co.uk/examresults).

#### **Online**

Not sure what's next? My World of Work, Scotland's online careers service, has lots of useful advice and articles on everything from careers options to training opportunities. Find out more at [myworldofwork.co.uk/examresults](https://myworldofwork.co.uk/examresults)

#### **Face to face**

All year round, SDS careers advisers offer face to face advice in school and from careers centres located across Scotland. Find your nearest centre at [myworldofwork.co.uk/centres](https://myworldofwork.co.uk/centres).

## Newsletter copy

### **Exam results help**

Skills Development Scotland will be offering a range of support for learners receiving exam results on 7 August, who need help with what to do next. Find out more at Scotland's online careers service, My World of Work [myworldofwork.co.uk/examresults](https://myworldofwork.co.uk/examresults)

## Social media posts

### ***Before end of term***

Make sure you're clued up on the support available ahead of #resultsday at @myworldofwork <https://bit.ly/2bcsyol>

Don't panic about #resultsday! There's support available – head to @myworldofwork for more info <https://bit.ly/2bcsyol>

### ***On results day***

Whether your #examresults are better than expected or not, help is available from @skillsdevscot. Call the Exam Results Helpline on 0808 100 8000 or head to @myworldofwork <https://bit.ly/2bcsyol>

### ***After results day (please note that the Helpline doesn't open until 7<sup>th</sup> August)***

If you want to talk to someone about your #examresults, the team at @skillsdevscot can help. Call 0808 100 8000 or head to @myworldofwork for advice on what to do next <https://bit.ly/2bcsyol>

## **Social media graphic**



## **Find out more**

Get further information on the support offered by Skills Development Scotland at [myworldofwork.co.uk/examresults](https://myworldofwork.co.uk/examresults). Exam Results Helpline opens 7th-8th August, 8am-8pm; 9th-15th August 9am-5pm. More details online.