

# Are you under 18 and need help deciding what Career you'd like?

## Careers Information and Advice for Young People

### Impartial and practical help...

**“ All advisers are trained to offer impartial careers advice and practical help.”**

**Advisers are here to offer careers information, advice and support to 13-19 year olds between 8am and 10pm seven days a week. Please note that as of September 2011, the focus of this helpline will be careers and learning. Advisers will suggest suitable alternative sources of information for non-careers issues.**



#### **Phone and Callback**

Phone 0800 100 900 to speak to an adviser. Calls from a landline are free, but will show on your phone bill. Some calls from a mobile are charged, but if you ring us on your mobile, we will call you back. If you are calling using Voice over Internet Protocol (VoIP) the call will not be charged, but may show on your bill.



#### **Webchat**

This is not a chat-room. When you click on Webchat you will enter a one-to-one confidential careers advice session with a trained adviser.



#### **E-mail**

If you email us with careers enquiries, we will reply to you within 24 hours.



#### **Text**

You can text for simple information like telephone numbers or addresses. If you want more in-depth information and advice - calls from your mobile may not be free of charge. Ring us on 0800 100 900, tell the adviser your mobile number and we will call you back. Please don't waste your money sending us picture messages as our system doesn't support them. Text us on 07760 183 793.



#### **Textphone**

If you are deaf, hard of hearing or have speech difficulties you can contact us by email, text message or webchat. You can also call our textphone number: 08000 968 336.



#### **Moderated Chat Room and Message Board**

Our careers chat rooms are fully moderated to ensure online safety. Please do not attempt to post any personal details in the chat, as other chat room users can view the messages posted on the site. If you need advice that is not related to the careers topic of the day, you can contact an adviser separately through webchat, email, telephone or SMS text message.

**Advisers are available between 8am and 10pm.**