

3rd September 2020

FOR IMMEDIATE RELEASE

National Parents Council Post Primary Leaving Certificate Helpline 2020

1800-265-165

The National Parents Council Post Primary Leaving Cert Helpline 1800 265 165 will operate from Monday 7th September to Wednesday 16th September.

The NPCPP Leaving Cert Helpline 1800-265-165 is a free phone service provided to Leaving Cert students and their parents and guardians. The service offers professional and confidential one to one support, advice and guidance on Leaving Certificate results, Leaving Certificate Applied (LCA), Leaving Certificate Vocational Programme (LCVP), CAO offers, further education and training (including apprenticeships, traineeships and Post-Leaving Certificate courses), opportunities for further study abroad, SUSI and grant application processes and the State Examinations Commission Candidate Self Service Portal. (<https://www.examinations.ie/candidate-portal/>).

Approximately 60,000 students will receive Calculated Grades on 7th September 2020, and the Helpline aims to support students, parents and guardians by reducing stress and anxiety in what is undoubtedly an exceptional year in Irish educational history through providing accurate information and counselling during this time.

The Helpline will be professionally staffed by members of the Institute of Guidance Counsellors (IGC), who will assist callers with up to date information on issues such as the calculated grades appeals process, sitting exams in 2020, reviews and rechecks, CAO applications, non-CAO options and SUSI applications.

The Helpline is sponsored by the Department of Education, Independent Newspapers and Independent.ie, and supported by SUSI and the GAA Croke Park Community Fund.

Launching the Helpline, Minister for Education, Norma Foley, said, *“The Leaving Certificate helpline is a vital resource to students across the country and gives them the opportunity to seek the best advice available from qualified guidance counsellors who can provide them with reassurance, support and relevant information about their options.*

I know that the helpline provides a service to an enormous amount of students every year and students can be assured that no matter your query, there will be someone on hand to guide you through the pathway to your next steps in education.

I would like to thank the National Parents Council Post Primary and the Institute of Guidance Counsellors for operating the helpline this year in such difficult circumstances and continuing to offer this necessary support to students.”

Katherine Donnelly, Education Editor, Irish Independent said, *“The Irish Independent is very pleased to be associated with the Helpline and to support students and parents at this critical time.”*

Mai Fanning, NPCPP President has these words for students, *“We have all faced challenges this year, and we understand that many students may be anxious and fearful. Regardless of the results you receive on 7th September, be proud of how far you’ve come. Have faith in how far you can go. You can steer yourself in any direction you choose.”*

Communications and Information Services Manager at SUSI said, *“SUSI is delighted to continue to support the Exam Helpline which offers an invaluable service to students and their families. SUSI will be on hand to answer any questions in relation to grant applications including queries on application procedures and eligibility criteria.”*

The NPCPP Leaving Cert Exam Helpline 2020 number, 1800-265-165, will operate the following schedule:

- Monday 7th September 11am – 8pm
- Tuesday 8th September 11am – 8pm
- Wednesday 9th September 11am – 2pm
- Thursday 10th September 11am – 2pm
- Friday 11th September 12pm – 8pm
- Saturday 12th September 11am – 5pm
- Monday 14th September 11am – 5pm
- Tuesday 15th September 11am – 2pm
- Wednesday 16th September 11am – 2pm

ENDS

Note to Editors

The National Parents Council Post Primary (NPCPP) is the voice of, and advocate for, all parents and guardians of young people in post-primary education. The NPCPP aims to provide a forum that actively supports parents and guardians in their parenting role and to interact effectively with schools and other education partners on issues that impact on the education, development, and general well-being of young people within the post primary education system.