

Telephone career guidance Evaluation highlights

Career Services piloted a free in-depth career guidance service over the phone. The pilot ran for eight months, July 2007 to February 2008. This service was delivered through our 0800 advice line and was offered to young people (less than 30 years of age) as an alternative to our face-to-face guidance service.

During a phone discussion, a career consultant would provide guidance and support to young people as they worked through different stages of making career, tertiary and trade training decisions, e.g. some clients were not sure what they wanted to do, some had an idea and needed help to make it happen, and some just wanted to talk through their plans with a career professional.

Below are the key findings from an independent external evaluation report. Based on the success of the pilot Career Services will continue to provide telephone guidance to clients through the 0800 advice line.

87% of participants in the independent external evaluation survey considered the information and advice offered through telephone guidance has made a difference to how they are feeling, or what they are doing now in their life, training, job or career.

79% of participants found the telephone guidance service very/extremely useful.

47% of participants were unlikely or extremely unlikely to have visited a Career Services office had the telephone guidance service not been offered.

After the telephone guidance discussion, **37%** used the Career Services website and **9%** talked to a Career Services career consultant face-to-face.

63% of participants agreed that the telephone guidance service couldn't do any better.

"It was useful to have someone to talk to at the time, get things off your chest and be aware of the options, and I could ring her and talk at times that were convenient for me."