



LAUNCHING THE APPRENTICESHIP FREEPHONE HELPLINE

**09.30AM THURSDAY 19 JANUARY
WITH MINISTER SIMON HARRIS TD**



From January 2023 the National Apprenticeship Office is establishing the apprenticeship Freephone Helpline 1800 794487 as a year-round service for anyone seeking assistance or advice on apprenticeship opportunities, including second level students, potential apprentices of all ages and backgrounds, employers, and other interested persons.

On the morning of 19 January 2023, Minister for Further and Higher Education, Research, Innovation and Science Simon Harris TD will mark the launch of the year-round service as he chats with some of the people who successfully used the Freephone Helpline in 2022 to take the next step in their training and careers.

In 2022, there were over 1,000 calls to the Freephone Helpline with positive feedback from callers on the benefits of a direct conversation with an apprenticeship advisor.

The ambition for 2023

Whether starting out or already moving along their career journey, providing people with access to direct conversation and support is an important step in expansion of Generation Apprenticeship and the commitment in the Action Plan for Apprenticeship 2021-2025 to ensuring a user-friendly system for all. Access to information is especially important for thousands of potential apprentices and employers who may have no previous experience or network connections within the apprenticeship community.

Based on the experience in 2022, parents, guardians and partners are frequent callers to the Freephone. The Freephone Helpline offers a conversation-based means to engage these valued influencers and to inform them on how the system is being transformed in terms of choice and accessibility.

Apprenticeship workplaces and learning environments have changed greatly in the last 5 years. The Freephone Helpline is a powerful tool in communicating this, in communicating the diversity of the apprenticeship community in twenty-first century Ireland and sharing the evidence on apprenticeships enabling great careers and workplace experiences.

One consistent characteristic of those who use the Freephone Helpline is the desire to successfully navigate the apprenticeship system and to have their important questions answered. We want more people to know that the Freephone is there and can provide life-changing support.

With thanks and best regards

Dr Mary-Liz Trant, Director
National Apprenticeship Office

