

www.connexionsdudley.org – the website for all

Welcome to the Connexions Dudley website. A one stop site for information advice and guidance (over 125 pages) for 13-19 year olds (or up to 25 if you have a learning difficulty and or disability) who are living or being educated in the Dudley Borough. There is also information for parents & carers and for professionals supporting young people in Dudley. Further details and instructions on how to use the site are in the following pages.

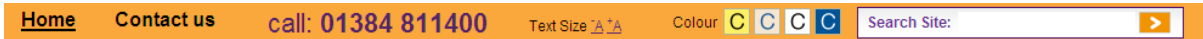


The screenshot shows the homepage of the Connexions Dudley website. At the top, there is a navigation bar with links for Home, Contact us, and Accessibility, along with a phone number (01384 811400) and a search bar. Below this is a banner with the Connexions Dudley logo and the text 'Information Advice and Guidance Service for Young People'. A 'LIVE CHAT' button is also visible, with details about advisor availability: 'Advisors are online Tuesdays & Thursdays between 1.30pm & 5.30pm'. A 'Latest News' section mentions a new website launch.

The main content area features a 'Welcome to connexions' message with a 'Click here to contact us' link. To the right, there are six topic tiles: YEARS 8/9, YEARS 10/11, CHOICES AT 16, CHOICES AT 18, LOOKING FOR WORK, and SPECIALIST SUPPORT. On the left side, there is a vertical menu with links to 'About Us', 'Resources & Publications', 'Qualifications', 'Careers Library', 'Spare time', 'Professionals', 'Parents and Carers', 'Tell us what you think', and 'Contact us'. The central text area provides an 'Introduction' to the service, explaining it is designed for young people aged 13 to 25 with learning difficulties or disabilities. It also mentions that young people can access the service through Personal Advisers (PAs) in schools, colleges, and outreach locations. An 'EVENTS' section lists 'LATA Open Day' (12/07/11) and 'Kickstart Gold Promotional Event' (19/07/11). A 'Video' section features a video player with the Connexions Dudley logo.




At the bottom, there is a 'LATEST BLOGS' section with three entries: 'Dudley YA's Blog', 'A day in the life of a Connexions PA...', and a 'Submit your blog entry here...' form. The footer contains the Dudley logo, contact information (01384 811400, connexions@dudley.gov.uk), and links for 'Directions | Site Map | Contact Us'.


The website provides information on a range of topics such as 'Choices at 16' and each topic has information specific to it, such as 'Your Options', 'Exam Stress' 'Relationships' to name but a few. Many of these tabs have sub-sections containing more information. There are parts of the site aimed at other professionals, school staff and parent/carers, in the boxes on the left side of the 'Home' page. One section here, you may find very useful is the 'Careers Library', which has links to Kudos and Careerscape. Two useful web based careers planning sites.



The header of the website, (see picture above) has a range of functions. 'Home' enables you to go back to the opening screen and maybe useful when moving from main headings such as 'Choices 16' to 'Looking for Work'.

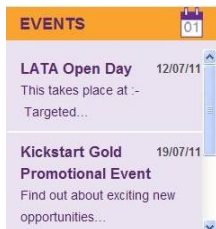
Clicking on 'Contact us' opens a page of details on how to get in touch with Connexions. You can phone us, email us, complete an enquiry form or use the 'Live Chat' during the times highlighted on the website. It also has our address with a map of where we are with bus numbers to get here.

The text size and colour of the site can be changed to suit you better. Text can be enlarged but please note, using this function only changes the main body of text, not the titles of the various sections. There four text size changes available. Clicking on the  symbol will increase the text size and use the  symbol to reduce text size. There are 4 colour options. Clicking on each  symbol will change the background and text colour but not the colour or the title sections.

The website's content can be searched using the 'Search site' facility. Click in here and enter your keyword and either press return on the keyboard or click on the  arrow. The keyword must have 3 or more characters



There is also a scrolling text banner of the latest news that may affect or of be of interest to you. Click on the title as it appears to read the rest of the story or click on 'All news' to see all current news stories



Events in and around Dudley can be advertised through our Events section. Do you have something you would like to promote to others e.g. a community day that you would like to let others know about. Just click on 'Contact us' and send us an email to let us know.



Over time we'll be adding videos on a range of topics but do you have any ideas for one or would like to create one for us? Please click on 'Contact us' and send us an email to let us know. We are waiting for your ideas.

LATEST BLOGS [See all blogs >](#)



Dudley YA's Blog

This is the Dudley young advisors blog, we work...

[more](#)



A day in the life of a Connexions PA.....

Have an early start today, leave the house at...

[more](#)



How Connexions has supported me.....

I attended Castle High school up to year 10,...

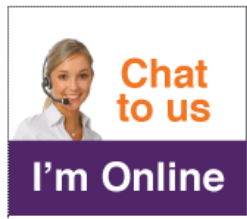
[more](#)

Why not create your own blog by clicking on 'Write your own blog', complete the online form to submit your entry. Please be aware that the content of the blog will need to be checked before been uploaded.

Click on any of the other blogs to see what others are up to.

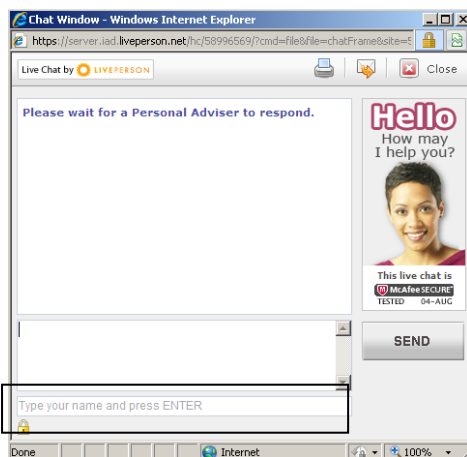


'Live chat' is a text based system similar to 'Chat' on Facebook. The service is operated twice a week, on Tuesday and Thursday afternoons from 1.30pm until 5.30pm. Click on the 'Live Chat' logo to begin your session.



Then click on 'Chat to us'. You'll be informed that your call is being put through and will be answered soon.

To help with dealing with your query you'll be asked to provide your name and date of birth. Unfortunately without this information the conversation cannot continue.



Here's a picture of the 'Live Chat' dialogue box where you type in your query and receive responses.

You can see in the highlighted section of the picture below you are asked to enter a name. This does not have to be your real name but it's better than the default title of 'Visitor'. It also helps the Adviser when dealing with multiple calls at once.

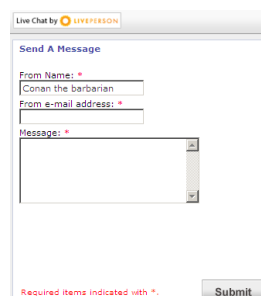
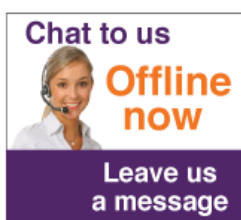
You can type a question to an Adviser and can receive a response but please bear in mind the Adviser may need time to find the answer to the query. If there is likely to be a delay in answering your query the Adviser will keep you informed.

Once you have typed your query you can either press Enter on the keyboard or click on the 'Send' button.

If your query cannot be answered in good time we may ask for your email address to contact you back with a response. You'll receive this response within 2 working days.

You can sign off at any time by exiting the 'Live Chat' dialogue box.

You can also contact us outside the times that 'Live Chat' is open. If you click on the 'Live Chat' button you'll see a picture that tells you if the service is open or not (see below). Clicking on the 'Leave us a message' box opens another dialogue box where you can leave a message and your email address. See below. You will receive a response within 2 working days.





Each of the main sections, pictured, contains information relevant to that topic. 'Years 8/9' for example has information on 'Careers', 'Choosing your options', 'Finance' e.g. how to open a bank account, 'Relationships' which contains information on

bullying, family life and staying safe online. Where appropriate, the page will also have web links to other sites with more information on that topic.

The 'Specialist Support' section has information for students with learning difficulties and/or disabilities, those with Drug & Alcohol issues, Homelessness, being a Teenage Parent and being a young carer.

Each topic is one click away from the other so as you go through a section you may be many clicks away from the start so it will be quicker to click on the 'Home' link to take you back to the main page.

About Us
Resources & Publications
Qualifications
Kudos & Careerscape
Spare time
Professionals & Employers
Parents & Carers
Tell us what you think
Contact us

The 'About Us' tells you about Connexions and also has our Data Protection statement which tells you why we ask you for information about yourself when you contact us.

The 'Resources & Publication' section has a range of website links on a range of topics, such as education, health and work.

The 'Qualifications' section gives you more detail on the various qualifications on offer to different age groups and ability levels

The 'Kudos & Careerscape' section contains links to other sites useful to yourselves or your teachers including access to KUDOS and Careerscape, two very useful careers research programs and a CV package called CV Creator.

The 'Spare Time' link will give you information on how to make good use of your spare time including links and information on volunteering.

We are always keen on having feedback on this website and the 'Tell us what you think' section provides a link to our online feedback form.