

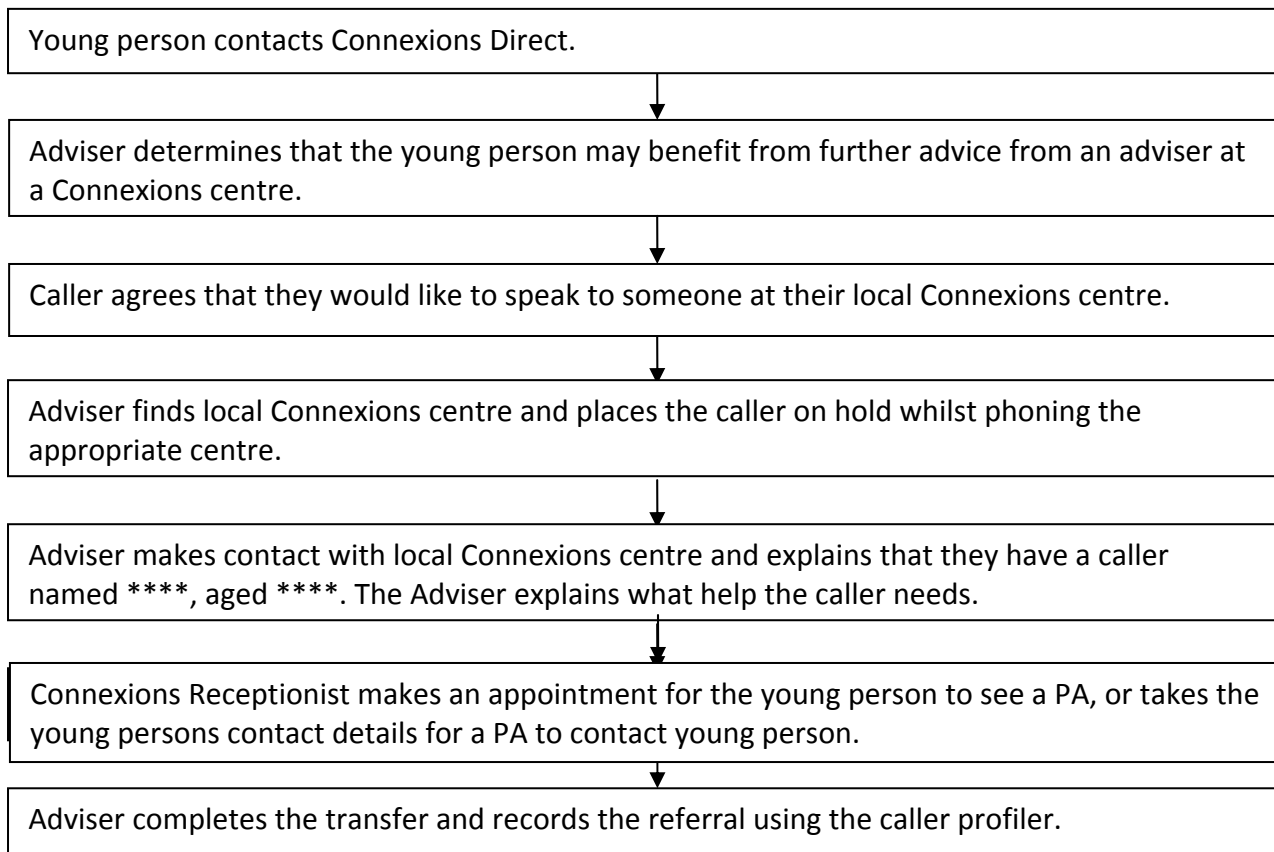
## Telephone Transfers to Connexions Centres – Connexions Staff Briefing

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Connexions Direct have been asked by the DCSF to set up a transfer system with Connexions centres, allowing a Connexions Direct Adviser to transfer a caller straight through to a Personal Adviser or receptionist at their local Connexions centre. This service would only be available during the opening hours of the local centres.

The database which will be used for the transfers will contain the same details as the local service section on the Connexions Direct website – all Centres in this will be included where appropriate.

Most Connexions centres have a central reception where contacts to the centre are received. A receptionist will receive the call and handle as appropriate. The flow diagram below illustrates the process:



In order to ensure that Connexions Direct Advisers only transfer callers who may benefit from further advice from a PA, the call must be within one of the following remits:

1. The caller is requesting local information
2. The caller is seeking, or may benefit from face to face IAG
3. The caller needs long term guidance from a local PA