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Calls received in July were mainly inquiries. They were about admission of teachers for vacant positions through competition, norms for teaching load of teachers for the next academic year, their age limit, appeals against results of the final exams at IX and XI classes, issuance of documents (certificate) on general education and complete secondary education, external exams and their results. Other queries reflected issues such as study abroad, recognition of educational documents issued by the universities of foreign countries, calculation of salaries of school teachers and, etc.

The queries on admission of teachers for vacant positions through competition (2590), study abroad (123), results of final exams held at IX and XI classes (310), early admission to the first class (112), issues concerning State Student Admission Commission (267), Azerbaijan International University, which activity has been stopped (36), recognition of educational documents issued by the universities of foreign countries (50), and calculation of salaries of school teachers (35) have been responded. Other calls reflected a desire to get information on different issues.

The calls received by the Service in August were mainly inquiries as well. They were connected with pre-school education establishments (35), comprehensive schools (255 calls concerning transfer from one school to another, school uniform, beginning of the new academic year and etc.), early admission of schools to the first class (328), issues concerning the admission of teachers to work (837), admission of students to the higher and secondary special education institutions (175), study abroad (263), study at sub-bachelor, bachelor and master levels (66). Other queries were reflected different subjects.

All queries were recorded and responded by the Hotline Service assistants.