



SEP4U

Adviser Guide

For entry to university or college in 2018

An operational guide for all teachers, advisers, and agents who help students apply to study in the UK

2018

UCAS



Contents

About this guide	3	Section 3: Post-submission	21
What is UCAS?	3	3.1 At UCAS	21
Changes for 2018 entry	4	3.2 At the universities and colleges	21
2018 entry key dates	5	3.3 What applicants need to know	21
Stay up-to-date	6	Track	21
Section 1: Apply opens	7	Contact details	21
1.1 Preparing your centre	7	Changes to exam details in Apply	21
1.2 Preparing your centre's advisers	8	Checking for decisions about choices	21
The UCAS correspondent	8	Offers	22
The UCAS coordinator	8	UCAS Tariff points	22
Setting up staff users	8	Replying to offers	23
Passwords	8	Extra – a chance to apply to more universities and colleges	24
Permissions	9	Direct contact service	25
1.3 Preparing pre-applicants	10	Exam results and Confirmation	25
Useful resources and websites	10	Change of course	26
1.4 Resources for your students' parents and guardians	12	Delayed or late exam results	26
Section 2: Completion of application	13	Re-marks and appeals	26
Journey of an application	13	Adjustment	26
2.1 Application overview	14	Clearing	26
When to apply	14	3.4 Keep up-to-date with your students' applications	28
2.2 First stop – the student's sections	14	Adviser Track	28
How to apply	14	Reports for schools	29
Choices	15	Section 4: Training and conferences for advisers	29
Contextualised admissions – what this means for your students	15	Online training	29
Disabilities, special needs, and medical conditions	16	Conferences	29
Students who are care leavers or 'looked after' children	16	Section 5: UCAS terms explained	30
2.3 Next stop – the adviser's sections	16	Troubleshooting	31
Checking applications	16	UCAS information and advice	32
Guidance for writing references	17		
Predicted grades	19		
Detecting fraud	20		



About this guide

This guide is for staff at schools, colleges, and other centres, such as careers offices and agencies, who advise potential applicants to higher education (HE) courses in the UK.

It explains how to apply to UK universities and colleges, how UCAS processes applications, how you can manage your students' applications, and the support, training, guides, and resources we provide.

What is UCAS?

We process applications to study full-time courses at universities and colleges in the UK, as well as some countries in Europe. We help advisers to help their students make informed choices, by guiding them through the entire higher education application process.

We also provide information, advice, and admissions services for UK conservatoires (UCAS Conservatoires), for Initial Teacher Training (UCAS Teacher Training), taught postgraduate courses (UCAS Postgraduate), and for young people looking to move to a new UK school or college after they've taken their GCSEs (UCAS Progress).

If you need to contact us about any aspect of the application process, our Schools Team is here to help (Monday to Friday, 08:00 – 17:00 UK time):

- phone from UK – **0345 123 8001***
- phone from outside the UK – **+44 330 333 0239** (international call rates apply)
- email – **adviserhelp@ucas.ac.uk**
- fax – **01242 544 961**

If you have hearing difficulties, you can contact the Customer Experience Centre, using the text relay service:

- phone from the UK – **18001 0371 468 0 468***
- phone from outside the UK – **+44 151 494 1260** (text phone) and ask the operator to dial **0371 468 0 468**

*Calls will be charged at your standard network rate.



Changes for 2018 entry

- **The new UCAS Tariff has been implemented.**
The Tariff is used by some universities and colleges to express entry requirements and make offers. However, many universities and colleges will prefer to list their entry requirements or offers based on specific qualifications. Approximately one third of courses in the UCAS search tool list Tariff entry requirements.
Find out more at www.ucas.com/advisers/tariff.
- **UK-wide qualification reform:**
 - This cycle applicants will be applying with reformed vocational qualifications: A levels, decoupled AS qualifications, and numerically-graded GCSEs in some subjects, dependent upon their country of domicile – find out more at www.ucas.com/qualsreform.
 - We have produced guidance on how higher education providers are responding to the changing qualification landscape, and the FAQs we're receiving: www.ucas.com/applying-with-reformed-quals.
 - An additional field has been introduced in Apply for science practical A level grades for English-domiciled applicants. Referees can enter a predicted grade for a science practical, and applicants who've already achieved a grade can list this in their application. You can download our **Science practical – quick guide** from www.ucas.com/applying-with-reformed-quals.
- Our **new search tool** for undergraduate and conservatoire courses starting in 2018 will be live from May 2017. Students will have access to high quality information and advice, as well as a more intuitive and comprehensive search.

2018 entry key dates

2017	
16 May	UCAS Apply for advisers opens for 2018 entry.
23 May	UCAS Undergraduate Apply opens for 2018 entry.
6 September	Completed applications can be submitted to UCAS.
15 October (18:00 UK time)	Deadline for applications to the universities of Oxford and Cambridge, and for most courses in medicine, dentistry, and veterinary medicine/science. The reference must be completed before the application can be sent to us. Please plan ahead for this deadline falling on a Sunday.
2018	
15 January (18:00 UK time)	Deadline for applications for the majority of undergraduate courses. The reference must be completed before the application can be sent to us.
25 February	Extra opens – applicants who have used all five choices and are not holding any offers may be able to add another choice.
24 March (18:00 UK time)	Deadline for art and design courses, except those with a 15 January deadline.
30 June (18:00 UK time)	Applications received by this deadline will be forwarded to universities and colleges. After this time, applications are automatically entered into Clearing.
4 July	Last date to add an Extra choice in Track.
5 July	Clearing opens for eligible applicants and vacancies are displayed in the search tool. International Baccalaureate (IB) results day.
Early August	SQA results day.
16 August	GCE A level results day. Adjustment opens for registration.
20 September (18:00 UK time)	Last date to submit 2018 entry applications.

Deadlines for all courses can be checked in our new search tool.

Applications received after the deadlines will still be forwarded to universities and colleges, providing they have vacancies, but they are not obliged to consider them.

Stay up-to-date

ucas.com

There's a dedicated section for advisers on our website at www.ucas.com/advisers. Here you'll find all our latest news, events, advice about managing applications, writing references, and guides and resources to help you through the whole application cycle. We'll also be introducing an adviser timeline in 2017, so you'll know exactly what you need to do and when.

Newsletters

As a UCAS correspondent, you will receive our monthly newsletters. Now your colleagues, students, and their parents can also sign up for our tailored email updates at www.ucas.com/sign-up. They'll get all the latest information, reminders, events, and training details straight to their inboxes!

Twitter

Active on Twitter? Stay in the loop by following us [@ucas_advisers](https://twitter.com/ucas_advisers).

UCAS widget

Host the UCAS widget on your school or college's website or Virtual Learning Environment (VLE). Link your students and their parents to important information about higher education and the UCAS application process – all they need, when they need it.

For all the details and a step-by-step guide, visit www.ucas.com/widget.

Widening participation

We support widening access, and work in partnership with charities and other sector organisations to provide practical and inspiring information, advice, and resources for under-represented groups. Our progression pathways report explains to teachers, learners, and those working in the higher education sector about the different progression routes students may want to consider, beyond traditional qualifications.

Find out more at www.ucas.com/widening-participation.

Section 1: Apply opens

If your school or college has had no previous contact with us (for example, you are a newly created sixth form), you can find information about registering to become a UCAS centre at www.ucas.com/becomeacentre. Once we've evaluated your registration details, we let you know if you're eligible to become a UCAS centre. If you are, we issue you with your username and password to access Apply for advisers, so you can manage your students' applications.

Other types of organisations, and independent advisers/counsellors outside of schools or colleges, can also register to become UCAS centres.

It's important to have everything set up for your centre well before your students start preparing their applications. This is why Apply for Advisers is available a week before Undergraduate Apply opens. It's never too early to get your students thinking about what they want to study. Read this section to find out what needs to be done.

1.1 Preparing your centre

Once you have become a UCAS registered centre, you will receive a unique five character identification code, only applicable to your centre. Please keep it safe, as you will be asked for this code whenever you contact UCAS.

At the beginning of May, we send your sign in details for the next application cycle to your centre's UCAS correspondent. You'll receive the username and password in two separate emails for security purposes. Once you have this, and Apply for advisers is live in May, you can set your centre up ready for the next application cycle. Sign in to Apply for advisers at www.ucas.com/advisers/login.

- **Check your centre's contact details are correct.** If you need to update them, please send the correct details to us at adviserhelp@ucas.ac.uk.
- **Confirm if you want to save last year's staff and group names.** Unless you are a new centre, you'll be able to save the details from Apply 2017 on the first page of Apply 2018 when you complete the set up process. It's important to do it now to prevent you losing all the information – you won't be able to retrieve these details at a later date. Staff logins and passwords will be shown if you have chosen to transfer the details when you set up Apply. Please make a note of these as they will not be shown again.
- **Create a shortlist of qualifications for your applicants to select from** when they're in the education section of Apply. This ensures your applicants are guided to choose the qualifications delivered by your centre, to minimise errors. Follow these steps to create a shortlist:
 1. Sign in to Apply for advisers.
 2. Click 'Setup' and then 'Qualifications' in the drop-down menu.
 3. Select the appropriate qualifications from the long list and click 'add' to transfer them to your shortlist (see fig.1).

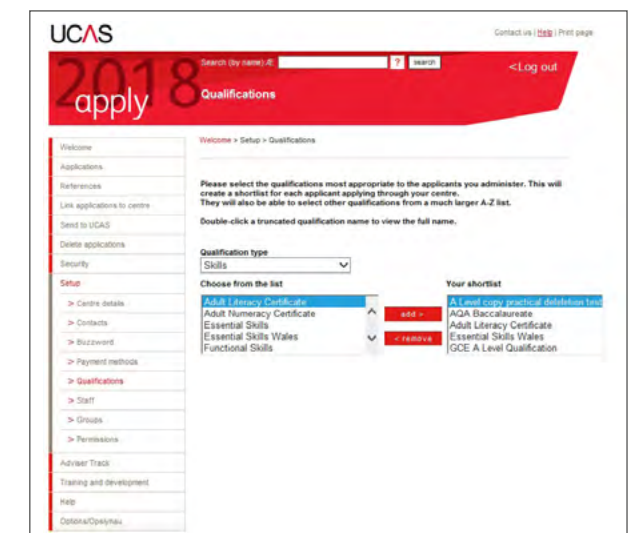


Fig. 1 – Qualifications shortlist

- **Set up named groups** to help staff at your centre manage applications from groups of students – particularly helpful if there are large numbers of them.
- **Specify a payment method for the applicant fee.** This 'payment for service' refers specifically to payment of the UCAS Apply applicant fee. There are three options:
 - You can pay the fee on behalf of the applicant and we invoice you (it will be up to you to recover the fee from the student).
 - The student pays the fee directly with their own credit/debit card.
 - You leave it to the applicant to decide their payment option – we will invoice you if the student decides not to pay for the applicant fee.

If at any stage you wish to change the option, you can do so mid-cycle, by signing in to Apply for advisers and clicking set up, payment options, and selecting the choice required.

UCAS is unable, at any stage, to change or override the option set by the centre.

You can still accept cheques from students, but if they're made payable to UCAS, your centre must send them to us only as part of an invoice payment. Your students must not send cheques direct to us.

- **Create your centre's new buzzword** – share your buzzword with your students so they can use this when they first register to use Apply to link their application to your centre. Schools and colleges normally complete the above registration before the summer holiday. This allows you to tell your students the buzzword before they leave for the summer break. To avoid confusion between application cycles, we recommend your buzzword is different from the one used in the previous cycle.



Top tip: Creating a shortlist helps students to enter the correct qualifications – particularly important if there are similar qualifications to choose from. If they are also studying qualifications through another school or college, they can be easily added by selecting 'other'.

1.2 Preparing your centre’s advisers

The UCAS correspondent

The UCAS correspondent is the person you have identified as UCAS’ first and primary point of contact for all key operational updates and information on a monthly basis. We also send them the Apply for advisers sign in details each year, so it is important you keep this contact up-to-date.

The UCAS coordinator

UCAS will automatically set up the UCAS correspondent as a UCAS coordinator in Apply for advisers, and you should appoint at least one other member of staff to act as a coordinator. Only coordinators can change the information originally entered when your centre registered with UCAS, and add, amend, or delete staff details.

After the initial set-up, we recommend a centre appoints more than one coordinator, in case the first is not available.

It’s also a good idea to make sure other key individuals in your organisation know about the application process. In UK schools and colleges, this might be the Head of Sixth Form, Examinations Officer, Head of Careers, and your IT Manager and staff.

Please keep your UCAS correspondent’s details up-to-date. We send important operational updates to this primary contact, as well as sign in details for your centre each year for the new application cycle.

If you change your UCAS correspondent, email adviserhelp@ucas.ac.uk with your centre number and their full name, job title, email address, and telephone number, so we can update our records.

Setting up staff users

The next step is for the coordinator to add staff at your centre to the system (see fig.2).

Fig. 2 – Setting up staff users

Anyone who is a referee or involved in checking and approving applications must be added, with appropriate levels of access – see the section on permissions. Each new staff member will automatically have access to view the default group.

There are five types of user:

- **coordinator** – has access to all areas, but cannot be a named referee
- **coordinator/referee** – has access to all areas and can be a named referee
- **user** – can see all applications in their allocated group(s), but cannot be a named referee
- **referee** – can be a named referee, but has no access to the system. This user type is sometimes given to school heads, where local practice is for the head’s name to appear on each reference, even if other members of staff actually write the references
- **user/referee** – can see all applications in their allocated group(s), and can be a named referee

Please note: we send all communications to the UCAS correspondent at your centre. The same person can act as the UCAS coordinator and UCAS correspondent.

Passwords

The online system automatically generates a username and password for each member of staff, except referees unless required. The coordinator should take a screenshot and send the sign in details to each user. **After leaving this screen, these details will not be displayed again.**

The first time each user signs in to the staff area, Apply will ask them to change their password to a memorable one of their own choosing.

If a member of staff forgets their password, the coordinator can unlock their account or change it for them from the security option in the main menu (see fig.3).

Fig. 3 – Lost password

If a student forgets their password, they can access a login reminder service and reset their password from the applicant area of Apply. If they still cannot sign in, you can choose a new password or unlock their account for them in the security area.

Permissions

The coordinator must set the appropriate permissions for each staff user, so they can process the relevant applications (see fig.4). Each user will have one or more permissions from the following:

- view application – to check the progress their students are making with completing their applications
- approve application
- view reference
- edit reference
- approve reference
- send to UCAS
- delete application

Users can have permissions in more than one student group, and can have either the same or different permissions in different groups.

Fig. 4 – Staff permissions

Top tip:

- Use the links on the left-hand side of the screen to move between sections and get back to the 'Welcome' screen.
- Always sign out when you have finished using Apply for advisers.



1.3 Preparing pre-applicants

Some will know exactly what they want to study, while others won't have decided yet. Even those who know still have some choices to make. Try and give them as much opportunity as possible to research their options.

Here are some tips from careers advisers about how to support your students' decision-making.

- **It is important to set higher education in the wider context of exploring all their post-18 options**, the different progression pathways open to your students, and to orientate them in the task.
- **Get your students signed up to the UCAS newsletter:** www.ucas.com/sign-up. We'll send personalised information about higher education, apprenticeships, gap years, internships, and other options they've told us they're interested in.
- **Present all the options**, and help them consider the pros and cons of each. The UCAS website provides information and advice about all post-18 options.
- **Raise self-awareness** by getting your students to reflect on their strengths, weaknesses, skills, values, goals, and aspirations. Quizzes and questionnaires are good starting points.
- **Give them opportunities to explore and research careers** – to focus aspirations and set the context for their course choices.
- **Ensure your students are aware of how their subject, course, and qualification choices can open career options, but can also close them down.**
 - We provide subject guides and a range of useful resources about choosing subjects and courses at www.ucas.com/ucas/undergraduate/getting-started/what-study.
 - The courses listed in the search tool include entry requirements, so your students can check any specific subject and qualification requirements.
 - Visit www.ucas.com/explore-jobs and other careers websites to find out about routes into particular jobs.
- **Help them refine their choices and make decisions.** Highlight essential information and facilitate discussion. Checklists can provide useful reference points for students.
- **Most importantly, challenge their choices** – what are they choosing, why they are choosing it, and where it will lead them?

Useful resources and websites

- UCAS buzz quiz: www.ucas.com/buzz-quiz – a short quiz designed to help students identify what they like and what they could do.
- Information about higher and degree apprenticeships is available at www.ucas.com/apprenticeships.
- **Download our new Parent Guide 2018** – this year created in partnership with Which? University.
- National Careers Service (England): nationalcareersservice.direct.gov.uk.
- My World of Work (Scotland): www.myworldofwork.co.uk.

- Careers Service (Northern Ireland): **www.nidirect.gov.uk**.
- Careers Wales: **www.careerswales.com**.
- iCould: **icould.com** – provides a wide range of videos, giving personal stories about different careers.
- Prospects: **www.prospects.ac.uk** – what students can do with their degrees.
- Unistats – higher education statistics: **unistats.direct.gov.uk**
– compare student satisfaction scores, percentage of coursework, teaching, etc.
- University league tables rank universities and colleges – it's important to check their weighting and methodology to understand their bias. The Times Online at **www.timeshighereducation.com**, and Complete University Guide at **www.thecompleteuniversityguide.co.uk** are interactive sites. Users can highlight their requirements and create their own unique table.

Information for international students

- British Council: **[study-uk.britishcouncil.org](https://www.britishcouncil.org)**.
- UCAS information and advice for international and EU students: **www.ucas.com/international**.

Visit the UCAS search tool at www.ucas.com/2018search.

Our search tool has over 50,000 courses at over 395 providers in the UK (see fig.5). From May this year, students will have access to a new multi-destination search tool on ucas.com. The mobile-friendly design will enable students to shortlist courses, save searches, and access all undergraduate, postgraduate, and conservatoire courses in one search tool for 2018 entry. The existing search tool for courses starting in 2017 will still be available.

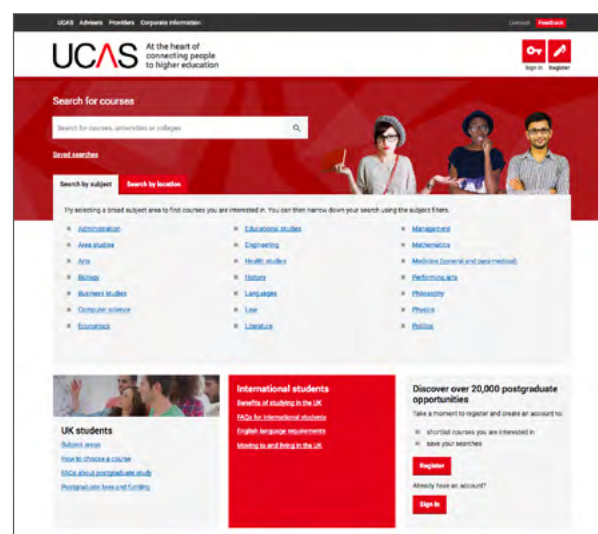


Fig. 5 – UCAS search tool

Watch our videos – visit www.ucas.com/videos for a wide range of videos to help you, your students, and their parents, with all aspects of the application process and much more.

Blogs – for inspiration, to find out what uni's really like, advice about applying, and student finance, your students can read our blogs at www.ucas.com/connect/blogs.

Web chats – we regularly hold web chats about the application process and student finance, including specific chats for international applicants, parents, teachers, and advisers. View previous web chats and see what's coming up at www.ucas.com/web-chats.

Case studies – we have a range of case studies about the higher education experience, from students of all ages and backgrounds, at www.ucas.com/connect/case-studies.

Get out there!

To help your students decide, open days and taster courses give a chance to ask questions and get a taste of what it would be like studying at the university or college.

Attending university and college open days is a great way to get a feel for a place. Your students will be shown around the students' union, library, accommodation, and the department where they might end up studying. They'll also have the opportunity to meet tutors and students, who can answer all their questions.

“ One parent told us: Now that we have finished our round of open days, both my son and I have a better understanding about where he wants to go and what he wants to study. **”**

Find open days using our search tool at www.ucas.com/open-days.

If your students can't attend an open day, a university or college virtual tour might be an alternative. Although nothing beats seeing for themselves, virtual tours give an idea of the facilities. These are especially helpful for international students. There's a list at www.ukcas.com/virtual-tours.

Did you know? As part of the open day programme, many universities and colleges timetable in sessions just for parents on key topics like student finance, staff/student contact hours, and accommodation.

Enrol on a taster course or summer school

Many universities and colleges offer short taster courses and summer schools, giving students experience of academic and social life in a higher education environment. Most are free, and they last from one day to a week. Summer schools are designed to be as authentic as possible, with lectures and tutorials, and give students the chance to share their academic interests.

One student commented: Summer school was the sole reason that I went to uni; if I hadn't gone I definitely wouldn't be doing mental health nursing now. It gave me the taste of what uni is like. It also gave me a clear career plan – I made sure I redid my maths GCSE so I could get in and got the A level grades I needed.

Our taster course and summer school search tool at www.ucas.com/taster-course has information about courses and how to book a place. They can be popular so it's a good idea to book early.

Students are also able to declare their participation in these activities in Apply.

 **Top tip: Keep your students informed**
Students will be able to sign in to 2018 entry UCAS Undergraduate Apply from 23 May 2017, and submit their applications to the school/centre for checking. The centre/applicant cannot submit the application to UCAS until 6 September 2017.

Meet:

- unis
- colleges
- employers
- gap year providers

Book a free group visit now at
www.ucas.com/exhibitions



1.4 Resources for your students' parents and guardians

We have resources especially for parents, that we'd like to encourage you to promote at your school events, on your website, or through links to www.ucas.com.

The best place for parents and guardians to get the support they need is at www.ucas.com/parents. There's information, resources, and videos to guide them through the different stages of the application process, including:

- Parent Guide PDF – information covering the key stages of the application process
- parent information tool – for advice, hints, and tips to help their son or daughter
- monthly parents' newsletters – all the updates and information they need, along with timely explanations of the application process. Parents can sign up at www.ucas.com/parentform

“ I wasn't sure how to help my son access an application to university and knew that UCAS had something to do with it. When I found the parent newsletter it was brilliant, and I signed up to make sure I was helping him the best way I could. ”

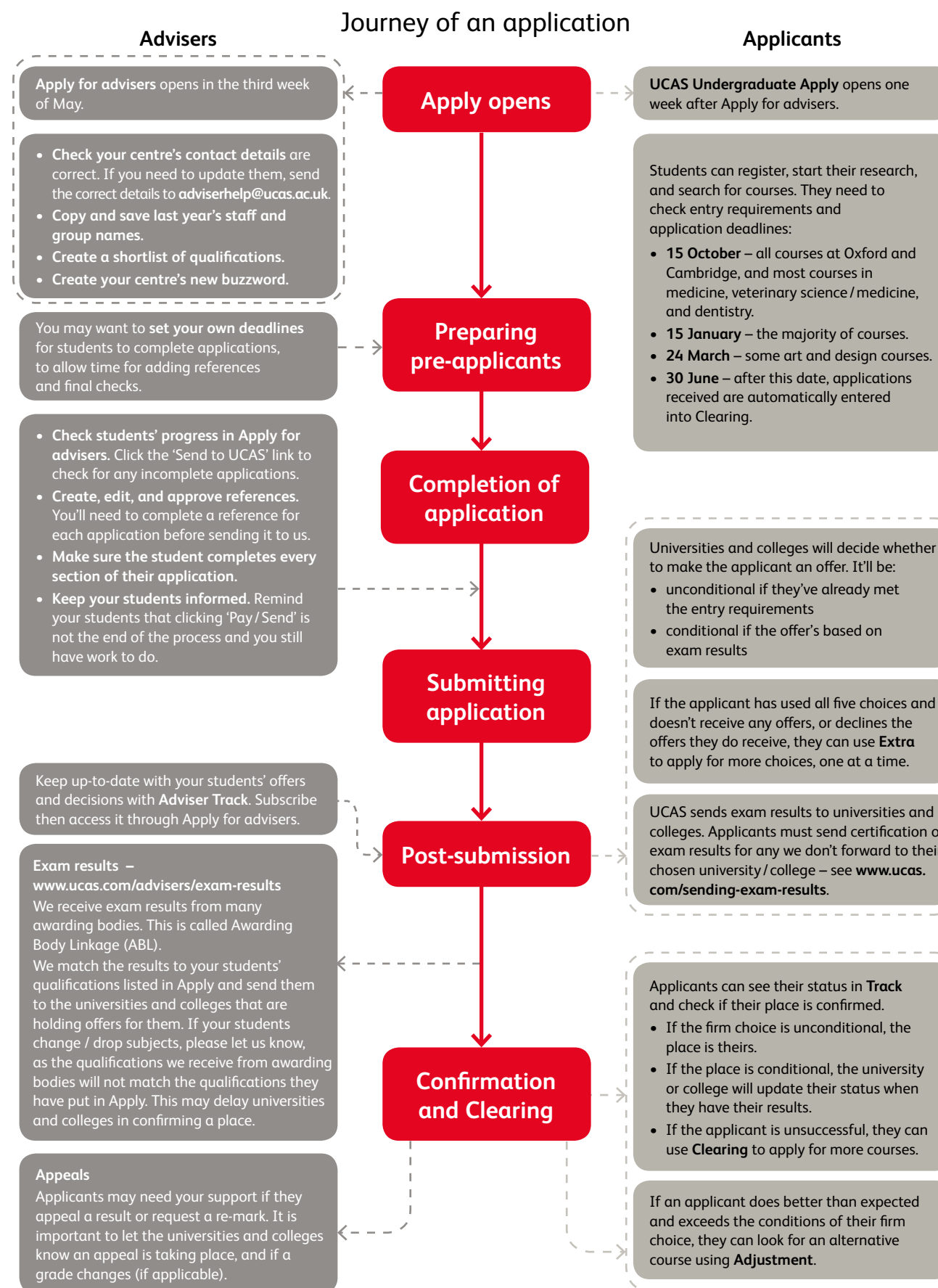
We've also produced a presentation introducing the UCAS process for you to use at your parents' evenings – you can download this from www.ucas.com/advisers/guides-and-resources/pre-application-toolkit.

Host the UCAS widget on your school or college's website or Virtual Learning Environment (VLE), to link your students and their parents to important information about higher education and the UCAS application process – all they need, when they need it. For details and a step-by-step guide, visit www.ucas.com/widget.

Did you know? In the personal details section of Apply, **applicants can nominate a parent, teacher, adviser, or carer to contact UCAS on their behalf** if they can't phone themselves. Subject to security checks, we can then discuss an individual's application in detail with the person named with nominated access.

TIP: Our international toolkit has a number of useful resources for parents, including a guide to applying to study in the UK – available in 14 languages – and the International undergraduate guide for parents. You can find these on our website: www.ucas.com/international-toolkit.

Section 2: Completion of application



2.1 Application overview

The application has several sections for your students to complete, and a section for a referee to write their reference. Once all the sections are complete and payment authorised, it can be sent to UCAS.

When to apply

Before looking in detail at the application, it's important to know when to apply.

We recommend applying as early as possible.

There are four application deadlines to be aware of – please refer to 2018 entry key dates on page 5 for full details of these. You may want to set your own internal deadlines.

- 15 October 2017 at 18:00 (UK time)
- 15 January 2018 at 18:00 (UK time)
- 24 March 2018 at 18:00 (UK time)
- 30 June 2018 at 18:00 (UK time)

If you aren't sure which deadline applies, you can find the date for each course in our search tool.

Late applications

Universities and colleges give equal consideration to all applications received by the deadlines. They may consider late applications if they still have vacancies, but they don't have to. They can also close courses after the relevant deadline has passed if they don't want to receive any more applications, so a quick check in the UCAS search tool is the first step in choosing a course. Students cannot add a course to their application if it's been closed by the university.



TIP: Most admissions tests are sat at the start of the academic cycle, so applicants need to register as soon as possible. Find out more at www.ucas.com/admissions-tests.

It is usual for students to apply to UK universities and colleges with pending qualifications (before they have taken their final examinations). Therefore, the offers they receive from universities and colleges could be conditional and will be based on the exam results yet to be achieved. In this case, referees are expected to provide predicted grades for courses the student is studying as part of the reference, so universities and colleges have an idea of the student's expected performance.

International students

Students who submit their application by 18:00 (UK time) on the course deadline date are guaranteed equal consideration by universities and colleges. Many offer extended deadlines for international applicants – students should check with universities directly. It's important to remember that most UK students will make their applications well before the deadline, and some popular courses might not have places available after that date.

Students from outside the EU should allow enough time to arrange immigration, travel, and accommodation.

Taking a year out after school

Students who take a gap year, including national service, can apply in the 2018 entry cycle to start a course in 2019. This is called deferred entry.

The 'rules' are the same as for applicants starting their courses in 2018.

- They apply by the same application deadlines.
- They choose a start date in 2019 when they add the choice.
- They must meet the conditions of their offer by 31 August 2018, unless a different date is specified by the university or college.

Before applying, students should contact universities or colleges to check they consider deferred applications. For some courses they may not – for example, the course may not be offered the following year, or they prefer there not to be a break in study.

2.2 First stop – the student's sections

How to apply

Applications are made online using our secure web-based application system, Apply. Its on-screen help guides users through the application. For advice and video guides on applying, please visit www.ucas.com/fillinginyourapplication.

Students can use Apply anywhere that has internet access. They can rework and resave their application details as often as necessary, before submitting the final version to their teacher, adviser, referee, or UCAS, as appropriate. If your students are using Apply on a shared computer in a classroom, library, or IT suite, please remind them to sign out of their application, to avoid another user mistakenly signing in to the wrong application.

Students complete up to seven sections (one is for UK applicants only) – see fig.6:

- personal details
- additional information (UK applicants only)
- student finance
- choices
- education
- statement
- employment

As their application progresses to completion, they can see the status of each section.

- Not started ☐
- In progress ☐
- Completed ☒

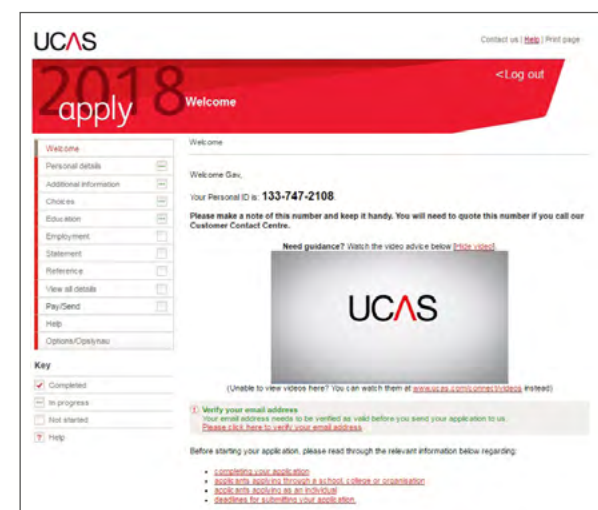


Fig. 6 – UCAS Undergraduate Apply for applicants

Applicants who apply through a UCAS registered centre, such as a school, college, or careers centre, need its buzzword. This is the buzzword you set up at the start of the cycle, and will be used by UCAS to link your students' applications to your centre when they register.

If they don't use your buzzword, they can apply as an individual applicant and just request a reference from the centre. But they won't be linked to your centre, and you will not be able to track and check the completion of their application.

Authorised staff at UCAS centres can check through the applications and, where necessary, refer them back to students for correction. **Please check the completed application carefully before sending it to us.** In particular, please check the choices section, and the qualifications details. All certificated qualifications, including GCSEs and any ungraded results (such as a U grade at A level), must be included in the application. If your applicant takes an AS qualification but drops the subject at the end of year one, they must still declare the grade. Any omissions may result in subsequent cancellation of the application.

Students can include their unit grades for certificated qualifications. This is optional – you may decide to advise your students to enter them, if you believe this will improve their chances of being offered a place.

Former students can use your buzzword to link their application to your centre, if you're happy for them to do this. Accepting an applicant means you're agreeing to approving their application, writing and attaching a reference, then sending their application to UCAS once all sections are complete.

Remember to check 'link to applications to centre' in Apply for advisers.

Acknowledgement emails

We send applicants an automated acknowledgement email after:

- they have completed all sections of their application
- the reference has been added to the application and it has been received at UCAS

Visit www.ucas.com/advisers/guides-and-resources/applicant-letters-and-emails to view examples of the UCAS Undergraduate and UCAS Conservatoires letters sent to applicants.

Number of choices

Each student can make a maximum of five choices on their application, including:

- no more than four choices in any one of medicine, dentistry, veterinary medicine, or veterinary science
- no more than one course at either the University of Oxford or the University of Cambridge. The exception to this is if the applicant will be a graduate at the start of the course and they're applying for graduate medicine at the University of Cambridge. In this case, they can also apply to medicine at Cambridge, in addition to being able to apply to graduate medicine at the University of Oxford. No other combinations are permitted

If they apply to fewer than five choices to begin with, they can add more later as long as they have not replied to their offers. They should, however, remember to check the application deadline for the course.

Invisibility of choices

We send the application on to each of the chosen universities and colleges at the same time. Each university or college only has access to the information about its choice. They must not ask applicants, or the person that the applicant has nominated to have access to their application, to reveal their other choices. This is what we call invisibility.

Only much later in the application cycle, when an applicant has received decisions on all their choices and replied to any offers, will each university or college be able to see details of the other choices. This ensures each university or college decides independently whether to offer a place and what conditions, if any, to attach to an offer.



TIP: Choices aren't sent in preference order – we send an application to all the universities at the same time and they don't know where else your student has applied, or what order the choices were placed in.

Contextualised admissions – what this means for your students

Contextual information and data can be used by universities and colleges to assess an applicant's achievement and potential, in light of their educational and socio-economic background. The aim is to form a more complete picture of an individual applicant's characteristics.

As a teacher or adviser, it's important to be aware of this practice, so you can give the best advice to your students. Contextualised admissions encourages aspirational applications, and may also help explain why a student has received a certain offer.

What practical steps can I take to help?

- Encourage your students to complete all the relevant application fields in full. The contextual information submitted on the UCAS application is critical to facilitating contextualised admissions.
- If there is a personal circumstance you think the university or college would like to be aware of, and there isn't a question about it in Apply, you can include this in the reference as long as you have your student's permission.
- Examples of such contextual information include mature student, disability, care responsibility, estrangement from parents, widening participation activities, or information about your school which may affect performance, such as significant staff changes.
- An applicant can also include this information in their personal statement, or send it directly to the university or college if they prefer.

What might this mean for my students' university applications?

Contextualised admissions can be used at different stages of the application process, as part of holistic assessment to:

- target students for widening participation activities
- inform a decision, including inviting them for interview, contextual offers, and 'near miss' applicants at Confirmation
- identify applicants who may need additional support
- help assess an applicant's eligibility for financial support

We've produced a factsheet in conjunction with the Fair Education Alliance (FEA) to explain what this might mean for your students' applications. You can download this at www.ucas.com/widening-participation.

Disabilities, special needs, and medical conditions

Universities and colleges welcome applications from people with disabilities, special needs, or medical conditions, and will meet their needs whenever possible.

For more information, visit the Disability Rights UK website at www.disabilityrightsuk.org.

It's a good idea for applicants to contact universities before they apply, to check what support is available. If they are likely to need support in their studies, accommodation, or daily living, the university will want to know:

- which course they're interested in
- the nature and extent of the disability, special need, or medical condition
- any arrangements they have needed, or found helpful, in the past

Universities and colleges will consider the application on the same academic criteria as any other, and any medical information will remain confidential. If they cannot meet the student's needs, they can ask us to substitute another choice.

It is especially important for international students with disabilities to contact universities in advance, as funding arrangements to support disability can be different from those available for UK students. Students may be able to bring disability support funding from their home country to study in the UK, and will need to arrange this with the university in the UK well in advance.

Visit www.ucas.com/individual-needs for more useful information to give to students with disabilities or special needs.

All applicants are asked to disclose if they have a disability/special need or not when they complete the personal details section of Apply. There are a number of options to choose from, including 'no disability'. If they are concerned about disclosing their disability, please encourage them not to be. Early disclosure will help support to be put in place in time for the start of the course.

Students who are care leavers or 'looked after' children

All applicants with a permanent home in the UK are asked if they have ever been in local authority care, including foster care, semi-independent living, or in a residential care home.

Disclosing they have been in care means the university or college may be able to help with:

- support for all-year-round accommodation, including during holidays
- sorting out their finances
- bursary entitlements
- support services such as counselling, childcare, disabilities, and careers guidance

Universities and colleges treat this information in confidence. They may contact a student to discuss if they need any extra resources or support during the course.

TIP: Visit the Who Cares? Trust website Propel at propel.org.uk for information about moving into higher education from care, and specific details about the support individual universities and colleges across the UK offer.

Find out more at www.ucas.com/widening-participation.

2.3 Next step – the adviser's sections

Checking applications

In Apply for advisers, you can check to see the progress your students are making with their applications (see fig. 7). Your permissions may restrict your access.

You can check the overall status of each student's application (all sections combined), and separately for each reference. Next to each student's name is an information button – click this for a summary of the application.

The screenshot shows the 'All applications' page in the UCAS Apply for advisers system. It features a search bar, a 'Log out' button, and a sidebar with navigation links. The main area displays a table of student applications with columns for 'applicant', 'payment', 'application', 'reference', and 'sent'. A 'Key' section at the bottom explains the status icons: a green checkmark for 'Completed', a red 'X' for 'Returned', a yellow '!' for 'In progress', and a grey 'X' for 'Not started'.

Fig. 7 – Check the status of your students' applications

If an application shows all sections are complete, but the application status itself is in progress, the student may have forgotten to send it to you for checking.

You can sort lists of students by name, by group, or by the status of their application. If you have a large number of students, listing by status is a convenient way of seeing who needs a reminder.

Applicants should enter all achieved qualifications into their application

A levels in England are currently being reformed, and this will be the second year applicants will hold reformed qualifications in some subjects. The main change is the AS has been decoupled from the A level, meaning the AS result will no longer contribute to the overall A level grade. Applicants who have undertaken a decoupled AS should enter this on their application. However, any contextual factors that could impact on the performance in this exam should be listed in the reference.

Phased GCSE reform in England will also have an impact on students resitting GCSEs in certain subjects, for the 2018 entry application process. The new GCSEs will be graded numerically (9-1, with 9 being the highest grade), rather than alphabetically (A*-G). GCSE grades in Wales are not changing. Northern Irish schools can choose to offer either alphabetically or numerically graded GCSEs.

Our qualification reform timeline gives details of subjects and qualifications which will be offered in England, Wales, Scotland, and Northern Ireland: www.ucas.com/qualification-reform-timeline.

- Once your students have registered, you can view individual applications at any stage – you do not have to wait until they are complete.
- When a student marks their application as complete and sends it to the referee, it is ready for you to check and to add their reference. At this point, the student will not be able to make any changes to their application. The main areas to be checked are their qualifications and choices.
- If a student has not entered any qualifications, you will see a warning message, and need to either confirm they have no qualifications, or return the application so they can add them.
- As applications and references are completed, approved, and sent to us, you can check the overall position for your centre. To help you monitor progress, the welcome screen shows the status of applications for which you have control (see fig.8).
- If a student decides to withdraw their application before you send it to UCAS, you can delete the record. If you need it reinstated, call the UCAS Schools Team (see inside front cover) who can do this for you.

The screenshot shows the 'Welcome' screen in the UCAS Apply for advisers system. It displays a summary of the status of all students in the adviser's control. A 'Key' section at the bottom explains the status icons: a green checkmark for 'Completed', a red 'X' for 'Returned', a yellow '!' for 'In progress', and a grey 'X' for 'Not started'.

Fig. 8 – Apply for advisers welcome screen showing the overall status of your centre's applications

Guidance for writing references

As an adviser, you may be asked to write references for your students.

Top tips

1. You can use up to 4,000 characters or 47 lines of text (including spaces and blank lines) – whichever comes first.
2. You can write the reference in advance, but you need to read what the student has written in their application before you finalise it. There's no need to repeat anything the student has already given, unless you want to comment on it to reinforce a point.
3. Your reference should support the student's intentions for progressing to higher education. If they've chosen a wide range of different courses, you may find this difficult and you'll need to explain this to them.
4. If a student has had a break in their education, it's helpful to explain the reason – please discuss this with them.

5. Each university or college listed on the application will see your reference. They will not, however, know where else the student has applied. If you referred to one of them in your reference, you effectively remove some of the 'invisibility' and could compromise the application.
6. For each student, choose their referee from the list. This name will appear on the reference, even if another member of staff actually writes it (see fig. 9). A different member of staff (not the referee) often approves the reference.
7. The reference doesn't have to be written by the head teacher or head of sixth form – it's more important that it's written by someone who knows the student well enough to comment on their academic abilities and personal qualities, and has several contributions from tutors. However, the named referee is also the person who predicts the grades.

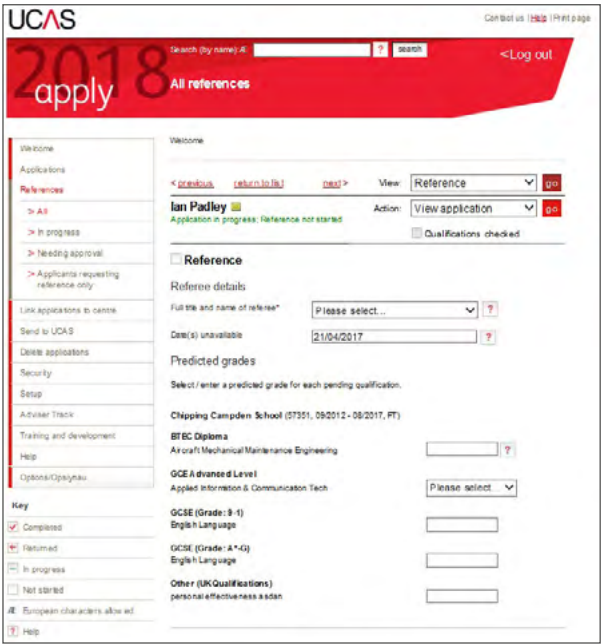


Fig. 9 – Reference section in Apply for advisers

8. References should be written in a word-processed document first, then copied and pasted into the application. We recommend you do not type text directly into the space provided in the reference section of Apply. If you do, it's important to save it regularly. Any interruption to the internet connection would result in all unsaved text being lost. Incomplete references can be saved in Apply and finished later. Once finished, they can be marked as complete, which means they are ready for the final check by an approver.
9. Whatever method you use, always remember to save the reference before leaving the reference section in Apply.
10. With the correct permissions, a reference can be changed after it has been marked as complete or approved. It cannot be changed once it has been sent to UCAS.

Read more about writing references at www.ucas.com/writingreferences.

What to include in your reference

Universities and colleges find it useful to have information about the centre where the student has studied, as well as your assessment of their suitability for the course they've chosen. Please try to include these in your reference.

Your centre's curriculum policy

Give information about the curriculum offered to the applicant at your school or college, including the awarding bodies offering the courses, and the choice and number of subjects they have to select from. This is particularly important given the significant changes that have happened to both academic and vocational qualifications in recent years.

- For students taking GCE qualifications, provide a brief statement on the school or college's curriculum policy, including reference to:
 - the range of opportunities available to all students
 - the typical numbers of AS and A level subjects taken by each GCE student
 - policies for certification of GCE AS
 - opportunities to take vocationally-related qualifications, such as Applied A levels, and of mixing these with academic GCE qualifications

- For students taking Scottish qualifications, you should comment on the programme of teaching offered at your school during the Senior Phase (S4 – S6) of Curriculum for Excellence.
- For students studying in a country where English is not their first language, include information about any teaching done in English.
- If the individual student's situation differs in some way from the normal policy, give details.

Did you know? If you want to give more information about qualifications available at your school or college, you can include the web page URL in your reference.

We've produced a number of resources about qualification reform, which you'll find at www.ucas.com/qualsreform and www.ucas.com/applying-with-reformed-quals. These include:

- university and college statements explaining how they'll accommodate qualification reform
- a link to SQA's university statements on Curriculum for Excellence
- SPA's National Expert Think Tank guidance for schools and colleges on what to say about qualifications in the applicant's reference

About the applicant

Give an assessment of the student's suitability for the courses they've chosen. Where possible, include the following:

- existing achievement, particularly for subjects relating to the courses they've applied for
- motivation and commitment towards their chosen courses
- relevant skills achievement, certificated or not
- potential (other than predicted grades)
- powers of analysis and independent thought
- relevant curriculum enrichment and other activities
- relevant work experience, such as placements or voluntary work
- proposed career plan
- suitability for training for a particular profession (if relevant)
- any factors, such as personal circumstances, that may have affected, or might affect their performance, for example bereavement.
- information about any special needs and other requirements, but do not give information about a student's health or disability without their agreement
- information you might want to add about performance in individual units of qualifications, that the student has not already given
- for UK students, how the school or college is involved in widening participation, Gifted and Talented initiatives, and so on. If students have mentioned any of these activities in their personal statement, comments on their involvement may also be helpful
- any personal circumstances which may mean the student requires support while in higher education
- any commitments (for example, exams) which might prevent the student from going to an interview on a particular day

For GCE students who have certificated an AS subject, but are intending to resit one or more units to maximise their A level grade, it's useful to mention this in your reference.

Predicted grades

Predicted grades are one piece of information used by universities as part of their assessment of an application, to help them understand an applicant's potential.

Predicted grades are part of the reference and it is expected that the person who is a named referee also predicts the grades. Where this is not the case, the reference section should highlight who is predicting the grades.

What you need to do

If the student is still studying or waiting for results, give a predicted overall achievement in the predicted grades box.

Under the heading 'Predicted grades', you'll see all the qualifications the applicant has listed as pending on their application. Please select your predicted grade or result from the drop-down list (see fig. 10).

If there is no drop-down list, please enter the title of the course or qualification and the predicted grades, results, or performance outcome you expect the applicant to achieve.

There's space to comment on their performance in any units they have taken so far. It's helpful to explain if the student has yet to decide on their final qualification (for example, maths or applied maths, A level or AS).

Please be aware that from 2017 award, A levels in biology, chemistry, and physics in England will have an additional grade based on a learner's practical skills. Guidance on how to issue predicted grades for the science practical can be found on our website.

Additional comments and considerations

With the recent and ongoing curriculum and qualification reforms, you may want to consider:

- including a statement about the applicant's overall progress based on relevant information from subject teachers about their performance
- commenting on any circumstances that have affected a student's performance, including factors from the applicant's perspective
- mentioning any school-based circumstances that could have impacted a student, such as staff changes
- checking the relevant university or college's qualification reform statement for specific or relevant information and advice about predicted grades and references – links to these are available on www.ucas.com/qualsreform
- creating a web page detailing your qualification provision and rationale behind this. The URL for this can be placed in the reference. www.spa.ac.uk/sites/default/files/Guidance-school-college-references-qualification-reform.pdf. The SPA NETT guidance in this area provides insight into the sort of information HE providers would like to know
- including a statement about the school or college's approach/methodology for predicting grades
- mentioning any obstacles the applicant has had to face, and their potential and motivation to reach higher grades, so course providers have more than just grades to take into account. For example, if an applicant has a care responsibility, a mental health issue, or is estranged from their parents or guardian, a university or college would like to know this so they can offer reasonable support. See 'Contextual admissions' for more information
- if applicable, any particular need for clarity, such as reasons for underperformance in a subject/qualification, to avoid confusion over a predicted or achieved low grade, combined with a very positive reference

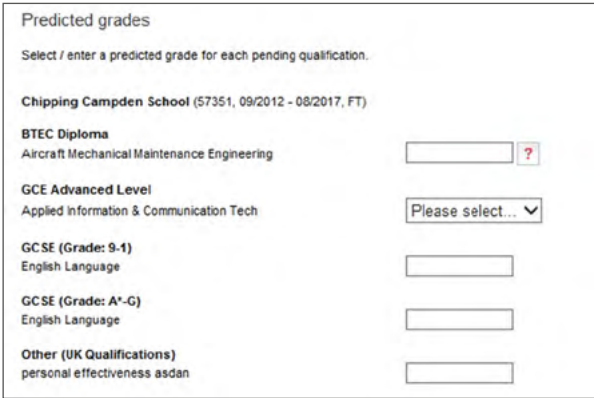


Fig. 10 – Predicted grades in reference section

One-year courses

If the student is on an Access, international foundation, or other one-year course, you may not have known them long enough to write a full reference. Explain this and say you’re providing a temporary reference, with details of how the course is assessed and the number of credits awarded. Confirm you will send a more detailed reference direct to the universities and colleges later.

Former students

Former students can request to be part of your centre, or ask you purely for a reference. If a former student asks you to write a reference, you can do this without adding them to your current cohort.

They’ll see a link in the ‘Options’ section of their application to ‘ask a registered school, college or organisation to write your reference only’. While you’re writing it, the student will see their reference section is in progress . When you have completed it, they will see a tick . They cannot view their reference in Apply, but we let them know once it’s complete. They can then send their whole application to us with their payment.

If you want to support them after submission/have the application linked to your school for progression purposes, give the student your buzzword. They’ll see the link in the ‘options’ section in Apply.

Don’t forget to look in the ‘Link applications to centre’ section to ensure you pick up these applications. We recommend that you create and name a group ‘former students’ to easily identify them from your current students.

Copy references and the Data Protection Act

Under the Data Protection Act, students can obtain a copy of the reference from us, along with any other personal information we have about them.

Students from outside the UK

The reference must be submitted in English. If you cannot write in English, it should be translated by someone other than the applicant or their family. If the student’s first language is not English, it’s helpful to comment on their ability to write and speak in English, and say which, if any, of their studies were taught in English.

It’s important that a teacher or other staff member who knows the student well provides the reference, as they can comment on the student’s suitability for the selected course.

If the person who can provide the most suitable reference does not speak English, it can be good practice to provide comments to the student’s English teacher, school guidance counsellor, or other staff member, who can write the reference on his or her behalf. In such cases, make it clear that another teacher has provided comments in support of the application.

Detecting fraud

Please make sure your students are aware of the following information about the UCAS Verification Team and its work to identify fraudulent applications.

False or misleading information

If we, or a university or college, believe an applicant or referee has left out any relevant information, or given false or misleading information, we may take necessary steps to check whether the information given is complete and accurate. If you have any reason to believe information we have about the applicant is not complete or accurate, you must tell us. We reserve the right to cancel an application without refunding the application fee.

Provide more information

We, and the universities and colleges, may at any time ask the applicant, their referee, or their employer to provide more information about the application (for example, proof of identity, status, qualifications, education, or employment history). If we do not receive that information by a set date, or if the information is not satisfactory, we reserve the right to cancel the application without refunding the application fee.

Personal statement

Along with other verification checks for identity and academic qualifications, we carry out checks to verify personal statements are the applicants’ own work. If we have cause to question an application, we will contact the applicant, and at the same time inform all the universities and colleges to which the applicant has applied, who will then take any action they consider appropriate.

Reference

It’s important that your reference is a realistic summary of the applicant’s likely achievements in future exams, and their suitability for the courses for which they’ve applied. If an application, including the reference, has any relevant information missing (which might influence the decision of a university or college whether – and on what terms – to offer a place), or any false or misleading information (such as over-inflation of predicted grades), this could have a negative influence.

In such circumstances, UCAS and the universities and colleges retain the right to cancel the application and withdraw any offers without refunding the application fee.

Section 3 Post-submission

3.1 At UCAS

What happens when we receive an application?

The built-in checks in Apply make sure most errors are dealt with before you send the application to us. Occasionally, we may need to query something with the applicant – if this happens, there may be a delay in sending the application to the universities and colleges.

Once an application has been processed through our databases, it’s usually with the universities and colleges within two working days of being sent to us. At this stage they can’t see the applicant’s other choices of university and college.

3.2 At the universities and colleges

What happens at the universities and colleges when they receive an application?

The universities and colleges begin their decision-making process. This differs between them, and even for different courses at the same university or college.


Applicants will hear about each of their choices at different times – sometimes they’re contacted very quickly, or it may be several months before they hear anything.

The universities and colleges have a deadline by which they have to make a decision on an application – this date depends on when the application was submitted to UCAS.

Application received at UCAS on or before	University or college must make a decision on or before
15 January 2018	3 May 2018
30 June 2018	12 July 2018

If we don’t receive a decision from the university or college by their deadlines, we automatically make the application unsuccessful. This is explained to the applicant in Track, and if you subscribe to Adviser Track you will see ‘RBD’ – our abbreviation for reject by default.

The digital Qualification Information Profiles (QIPs) provide objective, comparable information which universities and colleges can use to inform decisions about the admission of students. They help to provide information in a clear and consistent format across different qualifications, and include a range of information such as size, grading, assessment, structure, and content. Please see qips.ucas.com for more information.

**TIP:** Work with your exam officer to ensure candidates’ registered names, dates of birth, and qualifications match those in Apply.

3.3 What applicants need to know

Track

Applicants follow the progress of their application online using Track. When a university or college makes a decision about one of their choices, we email to tell them to look at the change in Track (see fig. 11).

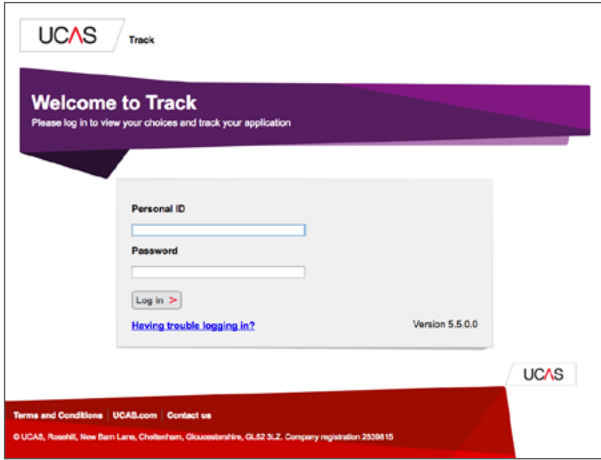


Fig. 11 – Track sign in page

Contact details

Applicants can change their contact details in Track – it’s important they keep these up-to-date.

If you’re in a boarding school, please remind all your students to change their postal address to their home address (or an alternative address where they can receive mail) at the end of the summer term.

Changes to exam details in Apply

Let us know at quasupport@ucas.ac.uk straightaway if any exam details change. Please let the relevant universities and colleges know too.

Types of changes include:

- dropping a qualification
- exam subjects
- modules or units
- awarding/examining bodies
- centre numbers


We receive results for many examinations. If you do not let us know about changes, and we expect to receive results for the exams listed in Apply, there will be a mismatch and possible delay in confirming a place. Further information can be found at www.ucas.com/advisers/exam-results.

Checking for decisions about choices

When the universities and colleges have considered a student’s application, they send us their decision and we update Track. We email the applicant to let them know something has changed, so it’s vital they regularly check their emails.

Sometimes applicants are invited to undertake an assessment before the university or college can decide whether or not to make an offer. They may need to sit an admissions test or attend an interview, perhaps both, depending on the subject and popularity of the course. Art and design students, in particular, usually need to present a portfolio of their work.

Invitations to submit a portfolio or attend an interview or audition may be received in Track, or direct from the university or college. Please remind your students they must respond to invitations to interview as soon as possible. They can accept, decline, or request a new time or date – if they want to change the date, they must contact the university.



TIP: All decisions are made by the universities and colleges. UCAS does not have any involvement in deciding whether or not an applicant receives an offer.

Offers

An offer will be either conditional or unconditional. It will show the year and month the course starts, and the point of entry (for example, the second year of the course rather than the first). Offers can be viewed in Track (see fig. 12)

UCAS Tariff points

Some universities and colleges use Tariff points in their entry requirements. Applicants may receive an offer of a place that is conditional on achieving a certain number of UCAS Tariff points.

It's important to make sure your students understand they cannot 'double count' exams in the same subject. Points for GCE AS qualifications or SQA Highers cannot be included if an applicant has been assessed in the same subject at A level or Advanced Higher.

International students: a small number of international/ non-UK qualifications are included in the Tariff for 2018 entry. At the time of publication, these are as follows:

- Hong Kong Diploma of Secondary Education
- International Baccalaureate
- Irish leaving certificate
- University of Cambridge ESOL Examinations
- US and Canadian Advanced Placement Programme
- Atestāts par vispārējo vidējo izglītību (Latvia)
- Baccalauréat Général (France)
- Gaokao (China)

Please check www.ucas.com/tariff for the most up-to-date list of qualifications included in the Tariff.

If an international student's qualifications are not included in the Tariff, universities and colleges can make an offer based on exam grades. Contact universities to check their entry requirements for international qualifications.

Here is an example of how an applicant would add up their Tariff points. Only the points shown in bold can be included in the total.

Subject	Level	Grade	Tariff points
History	GCE AS	C	12
English language	GCE AS	B	16
French	GCE AS	B	16
Health & social care	GCE A	C	32
English language	GCE A	B	40
French	GCE A	C	32
Total Tariff points			116

New Tariff points for some popular qualifications

Scottish Higher qualification and grade	Scottish Advanced Higher grade	Welsh Baccalaureate Advanced Skills Challenge Certificate	Extended Project Qualification	AS level	A level	BTEC Extended Diploma	New Tariff points	BTEC Diploma	BTEC Subsidiary Diploma	BTEC Certificate	IB Diploma Higher	IB Diploma Standard	IB Diploma Extended Essay / Theory of Knowledge
						D*D*D*	168						
						D*D*D	160						
						D*DD	152						
						DDD	144						
						DDM	128						
						DMM	112	D*D*					
							104	D*D					
						MMM	96	DD					
						MMP	80	DM					
						MPP	64	MM					
	A	A*			A*		56		D*		H7		
	B	A			A	PPP	48	MP	D		H6		
	C	B			B		40						
A							33						
	D	C			C		32	PP	M		H5		
			A*				28			D*		S7	
B							27						
		D	A		D		24			D	H4	S6	
C							21						
			B	A			20						
		E	C	B	E		16		P	M	S5	S5	
D							15						
			D	C			12				H3	S4	A
				D			10						B
			E				8			P			C
				E			6					S3	D
							4						E

Conditional offer – means the offer has conditions. For example, the applicant has to achieve certain exam results. Unless a different date is specified, the conditions must be met by 31 August 2018 (even if entry is deferred to 2019). The conditions may include achievement of specific grades, possibly in named subjects, or a certain number of UCAS Tariff points.

The University of Nottingham

(N84)

Medicine (A 100)

Start from
Foundation year

Start date
September 2017

Are you planning to live at home while studying?
No, I need more information about accommodation

Need to check course details or contact information?
View full details about this course on the UCAS search tool

Last updated 27 Jan 2017

The university or college has offered you a place subject to conditions.

Conditions of offer
This offer is subject to you obtaining GCE A level 200 points

Fig. 12 – Conditional offer viewed in Track

Unconditional offer – usually means the applicant has already met all the university or college's entry requirements for the course. They might still have to meet other requirements, such as financial or medical conditions.

Sometimes universities and colleges make unconditional offers against predicted grades. Please make sure your students understand the implications of accepting an unconditional offer. This blog post gives helpful advice:

www.ucas.com/connect/blogs/accepting-unconditional-offer-0.

Offers may also be for an alternative course. This option can be used, for example, if the applicant has changed the subjects they are studying, or if the university wants to make an offer for its HND rather than degree. The university or college should discuss an offer for a different course with the applicant before formally making its offer.

There are two other decisions a university can make.

Unsuccessful – the university or colleges has not offered the applicant a place on the course.

Withdrawal – the application to the course has been withdrawn because:

- the applicant asked to withdraw
- the applicant did not attend for interview, test, or audition
- the applicant did not reply to letters from the university or college
- the course has been withdrawn and the applicant has not chosen an alternative

Replying to offers

When an applicant has decisions from all their choices, they need to decide which one(s) they want to accept. The date they must reply to their offers is shown in Track (see fig. 13).

Choosing the right course and university or college is a very important decision – the student will be investing a lot of time, money, and effort, and it can be difficult to change if they're not satisfied. To help applicants make an informed decision about where to apply, what to study, and whether to accept an offer, the university or college is required to make information available under consumer protection legislation.

You should encourage the applicant to read and understand this information before making a decision. If they have not received this information, or they're unclear about anything, they should contact the university or college to ask for further advice.

You can find out more about consumer rights at www.ucas.com/your-consumer-rights.

Your status
You've received a decision from all of your choices.

Next steps
You must now reply to your offers (by 4 May 2017) – if you don't reply on time you'll lose them.

Reply to your offers >

Fig. 13 – Reply date viewed in Track

- They can accept one offer as their firm choice.
- If that's a conditional offer, if they want they can also accept a second offer as an insurance choice – in case they don't meet the conditions of their firm choice.
- Any other offers must be declined.

Applicants reply to their offers in Track (see fig. 14).

Reply to offers

Today's date: 9 Mar 2017

Firm choice

Confirm

You still have 56 days to reply to your offer(s). Think carefully about your decision. You must submit your reply by 4 May 2017.

Please select your firm choice

!

Note: You are making a commitment when you choose a firm choice. If the offer is conditional, you are agreeing to take up the place if you meet the conditions of the offer. If the offer is unconditional, you are agreeing that you will attend the course at that university or college.

The University of Nottingham N84

Medicine A100

Start date: 25 Sep 2017

Start from: Foundation year

The university or college has offered you a place subject to conditions.

(Conditional offer)

Show details of offer

Make this my firm choice

You may also decline all offers

You may then be able to add an Extra choice or try to secure a place through Clearing

Decline all offers

Back

Continue

Fig. 14 – Replying to an offer viewed in Track

If an applicant firmly accepts an unconditional offer, they are committing themselves to take up that place and cannot hold an insurance choice.

Applicants need to think very carefully and make sure they do not accept an offer from any university or college if they would not be prepared to study there.

Did you know?

Applicants don't have to hold an insurance choice. If they're not sure any of their other offers are right for them, it might be better to wait and see what's available in Clearing. This way they won't have to negotiate their way out of an offer they don't want.

It's important that an applicant replies by the date we give them. We call it their reply date, and they'll see it in Track. The date depends on when they receive the last decision from their universities and colleges.

Last decision from university or college received on or before	Applicants must reply on or before
31 March 2018	2 May 2018 (unless they have a postal address outside the EU, or are using Extra to find a place)
3 May 2018	7 June 2018 (unless they are using Extra to find a place)
7 June 2018	21 June 2018 (unless they are using Extra to find a place)
12 July 2018	19 July 2018 (including Extra choices)

Your students need to understand their dates could be different from their friends' deadlines – there is no single date for all applicants.

TIP: An important message for students:

if you don't reply to your offers in Track on or before your reply date, UCAS will decline them on your behalf. This means you will lose all your offers.

The UCAS application process complies with consumer law and the Competition and Markets Authority's advice. This means applicants have 14 days to change their mind after they accept an offer, which constitutes a contractual decision.

Extra – a chance to apply to more universities and colleges

All is not lost if your students are not offered a place at any of their five choices, or they decline all their offers. You can encourage them to use Extra to apply to other universities and colleges that still have vacancies. It's a free service that gives applicants an opportunity to look for a place earlier, instead of waiting for Clearing. They can apply for several courses in Extra, but only one course at a time. There are four steps to using Extra.

1. Search for courses with Extra vacancies in the UCAS search tool.
2. Think about related and different subjects.
3. Get in touch with the university or college to check they can consider them. If they want to apply for a course different from their initial choices, they can explain they've changed their mind and offer to send a revised personal statement to support their application. However, they cannot change their original personal statement.
4. Add the course details in Track.

The Extra process operates from 25 February until 4 July 2018. Fig. 15 shows a conditional offer firmly accepted in Extra.

Your status

You have replied to your offer (s) and are holding at least one conditional place.

Next steps

If you meet the conditions of your offer(s), the university or college will confirm your place. You may need to send them details of your results if they ask for them.

Take a survey

Latest update

9 March 2017, 11:12

The University of Aberdeen has offered you a place for Medicine, subject to conditions. Please view the choice to see these.

View all updates

Your choices

Your firm choice

Extra choice

The University of Aberdeen A20

Medicine A100

Start date: 1 Sep 2018

Start from: Foundation year

Your place will be confirmed at this university or college if you meet the conditions of this offer.

(Conditional offer (firmly accepted))

Last updated

9 Mar 2017

View

Fig. 15 – A conditional offer firmly accepted in Extra, viewed in Track

Direct contact service

Our direct contact service is available from the end of February, right through until mid-September.

It's designed to help those who find themselves without a university or college place, by allowing universities and colleges to make direct contact with unplaced applicants, and talk to them about a place on a course they think might be suitable.

Eligible applicants are sent an email asking them to sign up to the service. If they fulfil their offer conditions and receive a confirmed place, their name will be removed from the service and they won't be contacted.

Exam results and Confirmation

UCAS receives exam results from many awarding bodies and sends them to the universities and colleges that are holding offers for your students. Check which exam results these are at www.ucas.com/sending-exam-results.

If your students are taking any other qualifications, in particular non-UK qualifications, they must send their results to the universities and colleges themselves as soon as they receive them.

Universities and colleges will want proof of all qualifications entered in Apply (e.g. GCSEs).

International and EU students may have to send proof of their results to the universities in certificates or transcripts. Different universities and colleges have different policies for how they want to receive them. Some might ask for them as soon as they receive the application – others might do their initial assessment of the application before asking to see proof of results.

When universities and colleges receive applicants' exam results, they decide whether or not the applicants have met the conditions of their offer. If they have, the university or college will confirm the place and the applicant is placed. This is called Confirmation. It can be viewed in Track (see fig. 16).

International Baccalaureate (IB) – you need to make sure UCAS is listed in the IB information system as a provider that has permission to access the student's results. If permission is not given, we won't receive the results, which will delay confirmation from the university or college. Where permission has not been given, the applicant needs to send their results to the university or college, not to UCAS.

Your status

Congratulations! Your place at The University of Nottingham N84 for Medicine A100 has been confirmed.

Next steps

Check your confirmation letter carefully. You should receive details from the university or college about what to do next. Adjustment is available for applicants who've met and exceeded the conditions of their offers, and may wish to look for places on an alternative course.

Take a survey

Latest update

9 March 2017, 08:52

Your application for Medicine at The University of Nottingham has been changed. Please view the choice to check the change.

View all updates

Your choices

Your confirmed place

The University of Nottingham N84

Medicine A100

Start date: 25 Sep 2017

Start from: Foundation year

Congratulations! Your place at The University of Nottingham to study Medicine is confirmed.

(Unconditional offer (firmly accepted))

Last updated

9 Mar 2017

View

Fig. 16 – Confirmed place viewed in Track

TIP: It's a bit of an urban myth that we update Track at midnight on A level results day – we don't, your students need to wait until the morning to see if they're accepted.

UCAS

24

UCAS Adviser Guide 2018

25

- If a university or college confirms a ‘firmly accepted’ offer, the applicant is committed to taking up that place. The insurance choice, if any, becomes redundant.
- If a university or college does not confirm a ‘firmly accepted’ offer, the applicant may meet the conditions of their insurance choice, in which case they are committed to take up that place.

If applicants choose an insurance choice, they must be willing to take up the place. If they end up committed to their insurance place and do not want it, they will have to withdraw their application altogether, or negotiate with the university or college to be entered into Clearing. The university is not obliged to agree to release the applicant from their commitment with them – if they do agree, they may not action this very quickly.

If a student doesn’t meet the conditions of either their firm or insurance choice, they may still have their place confirmed. This is at the discretion of the university or college and depends on a number of factors: how far off their results are from their offer, other students’ exam results, and the popularity of the course. Once the results have been published, if no decision has been made, it’s often worth the applicant calling the university or college to talk to them about their application.

If a student doesn’t have either their firm or insurance place confirmed, they will automatically be able to use Clearing, unless they are offered an alternative course. See Change of course below to see how this works, and page 27 for information about Clearing.

Change of course

If a student doesn’t meet the conditions of their offer, a university or college may offer an alternative to their original choice, such as:

- a different course
- deferred entry (2019 instead of 2018)
- a different point of entry (a ‘year zero’ foundation year instead of year one of a degree course)

If this happens, they have five days to decide if they want to accept it. All their options are explained in Track.

Delayed or late exam results

Universities will wait until 31 August to receive exam results, unless they specify a different date. If the results are not available until after this date, they are not obliged to hold the place open. If you know of any results likely to be subject to delay, it’s important the university is notified in good time.

Re-marks and appeals

Students who use the re-mark and appeal services have no guarantee their offers will remain open. It is imperative to notify universities of a possible change of grade as soon as a Priority Service 2 application is lodged with the awarding body. Although universities and colleges are under no obligation to agree to wait for the re-mark or appeal, students should ask them if they are able to hold the offer open.

Results are better than expected – think about Adjustment

If an applicant both meets and exceeds the conditions of their firm choice offer, they have up to five calendar days from the time their place was confirmed, or A level results day – whichever is the later – to reconsider where and what to study. This process is known as Adjustment.

Applicants register for Adjustment in Track. Although the option to register is visible for all applicants whose conditional firm (CF) place has been confirmed, only those who have met and exceeded their original CF offer are eligible. It’s up to the universities and colleges to verify whether the applicant has ‘met and exceeded’ their conditional firm offer. For examples of meeting and exceeding offers, please go to www.ucas.com/adjustment.

A summary of Adjustment

- It is optional.
- Applicants use Adjustment to look for an alternative course without losing their secured place.
- The Adjustment process runs from 16 (A level results day) – 31 August 2018.
- An applicant has five calendar days to use Adjustment, from 16 August, or the day their application status changes from CF to UF.
- If an applicant registers for Adjustment by mistake, please tell them not to worry and not to take any further action. When the five day period is over, their original place will remain unchanged.
- There are no Adjustment vacancy lists. The applicant needs to contact a university or college to discuss the availability of an Adjustment place.
- To secure an Adjustment place, the applicant must receive an alternative offer through UCAS before the five day period ends.
- If an applicant does not receive an alternative place, they remain accepted at their current university or college.

If an applicant has only made one choice on their original application and paid the reduced fee of £13, they can go through Adjustment if they pay us an extra £11.

Results not as good as expected – think about Clearing

What is Clearing?

If your students don’t get the exam grades they hoped for and their places are not confirmed, they could find another course by using Clearing. The Clearing process runs from 5 July 2018.

Who can use Clearing?

Applicants become eligible for Clearing at different times, for one of the following reasons:

- place is not confirmed after their exam results are published
- no offers received
- they declined or have not replied to a confirmed offer of a changed course and, as a result, hold no offers
- application was made after 30 June 2018

If they only made one choice on their original application and paid the reduced fee of £13, applicants can go through Clearing if they pay us an extra £11.

How do applicants use Clearing?

- From 5 July, if an applicant is eligible for Clearing, they can apply for a course in Track.
- Lists of courses with vacancies in Clearing are published from 5 July until late September in the search tool on ucas.com, and in some national newspapers.
- Your students should check the lists for suitable courses, then contact universities and colleges to find out more about the course and see if they will offer them a place. **They must do this themselves – admissions tutors want to speak to them, not their parents or teachers.**
- Applicants can apply for any course that has places left. They don’t have to keep to the same subjects they first applied for.
- The applicant must have permission from a university or college before they add a Clearing choice in Track. If they don’t, their application may be delayed.
- Once a Clearing choice has been added, the applicant cannot change it until the university or college has made a decision. If they’re accepted, they are firmly committed to that course. If the applicant is unsuccessful, they can repeat the process.

Add a choice

Today's date: 9 Mar 2017

Verbal confirmation

Enter course details

Confirm choice

To add a Clearing choice you must have permission from the university or college to do so.

Before you add a Clearing choice, please ensure that you have contacted the university or college and they have told you to add their course as a Clearing choice in Track. If you don't do this, your application may be delayed.

Once you've added your Clearing choice, you will not be able to change it until the university or college has made a decision. If you are accepted, you will be firmly committed to that course.

I don't have permission yet

I have permission

You shouldn't add a Clearing choice if you don't have permission.

Fig.17 – Permission to add Clearing course from university or college

Add a choice

Today's date: 9 Mar 2017

Verbal confirmation

Enter course details

Confirm choice

To add a choice, please enter the choice details below

* Required

University or college *

Start typing University name or code...

Course *

Start typing course name or code...

Campus *

Are you planning to live at home while studying? *

Please Select

Which year do you wish to start from? *

Please Select

Course start date *

Further details

Not sure about the choice details?

Look up courses in the UCAS search tool

Please select where you want to study. For campus information please check with the university or college

If you are applying to start your course in a Foundation year, or after Year 1 please check that the university or college is willing to consider you

If you want to defer your application you must meet all the conditions of your offer by 31 August, unless otherwise agreed by the university or college.

You only need to enter something here if asked to by the university or college, or if specified in the course search tool.

Cancel

Next

Fig. 18 – Enter Clearing course details

Find out more at www.ucas.com/clearing.

UCAS

26

3.4 Keep up-to-date with your students' applications

Once you've sent an application to UCAS, you will need to purchase Adviser Track to see offers and decisions from the universities and colleges on your students' applications.

Adviser Track

You'll want to keep up-to-date with your students' applications so you can give them appropriate and timely advice. Adviser Track helps you do this – when you're subscribed, it's accessed through Apply for advisers (see fig.19). Find out more, including how to order at: www.ucas.com/using-adviser-track.

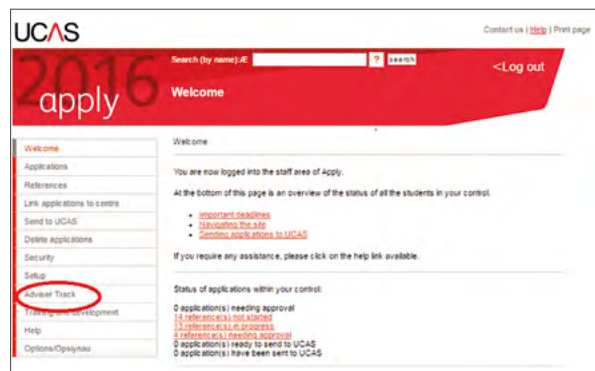


Fig. 19 – Adviser Track link

Adviser Track is updated every 24 hours

You can choose to display all applicants registered with your centre, or search for applicants by status. Please select your preference from the drop-down list.

Your students can opt in or out of allowing their details to be viewed by your centre – this can be done as part of the declaration in Apply, or in the personal details section in Track. If they opt in, their details can be viewed in this section. If they opt out, or if they have not yet agreed, they will not be displayed.

From the Adviser Track homepage, you can select from the following statuses.

- **Ready to send to university/college** – applications that have been processed by UCAS but not yet sent to the universities or colleges listed.
- **Waiting for university/college to respond** – applications that have been sent to the universities and colleges, but decisions have not been received from all choices.
- **Waiting for applicant's reply** – applicants who have received decisions from their choices and are now required to reply to their offers.
- **Eligible for Extra/Clearing/new choice(s)** – applicants who are not holding any offers and can apply for further choices through Extra, Clearing, or by adding a new choice to their application. Applicants will be displayed in one of the following categories depending on their status and the time of year:
 - **Waiting for Extra** – Extra has not yet started. Applicant applied to five choices and either received no offers or declined any offers received.

- **Eligible for Extra** – Extra is open. Applicant applied to five choices and either received no offers or declined any offers received.
- **Waiting for Clearing** – Clearing has not yet started. Applicant applied to fewer than five choices and declined any offers received.
- **Eligible for Clearing** – Clearing is open. Applicant has either been unsuccessful or declined any offers received.
- **No offers, other options available** – applicant applied to fewer than five choices and has been unsuccessful with all choices. They are eligible to apply for new choices (up to the maximum of five), or if the applicant has only applied to one choice and paid the single entry fee, they need to pay the full fee before adding choices or entering Clearing.

- **Has accepted offer(s)** – applicants who have accepted one of their offers (as their firm choice) or two of their offers (as their firm and insurance choices). Their firm choice will be conditional, for example, CF. Applicants with an unconditional firm offer (UF) are listed under 'Final place accepted'.
- **In Clearing** – applicants who applied after 30 June and are eligible to apply through Clearing.
- **University/college to make final decision** – applicants who are waiting for their university or college to confirm their conditional offer. The decision will be based on whether they meet the offer conditions.
- **Applicant to reply to revised offer** – applicants who have received a changed course offer from their chosen university or college, e.g. a change of course, entry year, or campus. These applicants need to reply to the revised offer in Track.
- **Final place accepted** – applicants who have firmly accepted an unconditional offer, received an unconditional offer after meeting their conditional offer requirements, or been given a place in Clearing, for example, UF. Applicants who choose to use Adjustment will be displayed in one of the categories below:
 - **Registered for Adjustment** – applicants who have registered in Track to use Adjustment.
 - **Placed through Adjustment** – applicants who have been accepted for an alternative place through Adjustment.

- **Application cancelled** – there are several reasons why an application may be cancelled. It is usually because the applicant has chosen to cancel the application within 14 days of it being processed. If this is the case, the application fee is refunded and applicants can submit another application in the same year.
- **Withdrawn from this year's cycle** – applications that have been completely withdrawn from UCAS for the current academic year, either by the applicant or by the university or college the applicant accepted as their unconditional firm choice. Applicants are not able to submit another application in the same year.

Subscription to Adviser Track allows you to:

- track the offers your students have received from universities and colleges, using the 'search for applicants' feature, which is refreshed daily
- see the conditions of the offers they need to meet
- see the replies your students make to their offers

Adviser Track is available from November each year. Remember to set permissions for staff.

As part of an Adviser Track subscription, you also receive Applicant Status Reports (ASRs) and Final Destination Reports (FDRs)

- **Applicant Status Reports (ASRs)** are updated every Saturday and give a snapshot of your students' applications to date. Don't forget you can access a daily update through the 'Search for applicants' feature in Adviser Track.
- **Final Destination Reports** replace the ASRs towards the end of the cycle, due to the high number of changes of applicant destinations at this time.

Applicant Status Reports macro: you can now use this Excel file (.xls) to reformat, filter, and sort your weekly report in Adviser Track. Find out more at www.ucas.com/adviser-reports.

Reports for schools

These reports are designed to help you with reporting, IAG planning, and progression monitoring.

- **Progression and Offers Report:** a report that not only shows which universities and subjects your students have progressed to, but also the offers they received. This combined report also provides you with historical data.
- **Competitor Report:** compare your school against a group of five or more competitors. It is entirely up to you to pick your own competitor group. You can order two competitor reports if you want to see a variation in where you sit between two groups (e.g. local rankings against national rankings).

There are annual subscriptions for each report, together with savings if more than one report and Adviser Track are purchased at the same time. More details and an order form can be found at www.ucas.com/using-adviser-track.

If you have any queries on the reports for schools, please get in touch with the UCAS Media Schools Team at ucasmediaschoolsteam@ucas.ac.uk.

Section 4: Training and conferences for advisers

There are a number of dedicated events, conferences, and professional development sessions for teachers and advisers right across the year – everything needed to help you help your students.

One-day training sessions for new advisers are held at UCAS' Cheltenham HQ. We also offer a number of different options to schools and colleges seeking on-site training for their staff.

They're excellent ways to get in-depth information about the UK higher education application process. Full details can be found at www.ucas.com/training.

The adviser international training sessions provide you with the knowledge and resources you need to work confidently as a new adviser with international and EU applicants. This course is held at City of Westminster College in London to allow easy access for those travelling from outside the UK. Find out more at www.ucas.com/training-international-advisers.

“I've made some wonderful contacts, connected with colleagues, shared notes and experiences – just in the last week.”

Online training

We understand getting time to go out to training sessions can be difficult. Try our free online training – available whenever and wherever suits you best. In addition, we also provide webinars and web chats at key times. Look out for information in our monthly newsletters.

Our new professional development portal for advisers gives you access to a series of short digital training modules, designed to expand your understanding of the UCAS admissions service.

Modules include:

- managing applications in Apply
- completing the UCAS application
- personal statements
- Extra
- student finance

Visit www.pdp.ucas.com for the most up-to-date information.

Conferences

Our popular UCAS conferences for advisers run throughout the year, and provide a unique opportunity to:

- speak face-to-face with representatives from UK universities and other relevant organisations, to gain first-hand insight and advice on how you can help your students
- hear from the education sector's leading experts – including admissions and student recruitment specialists
- learn about upcoming changes to the education landscape, and the impact on students applying to university
- discover how to best prepare your students for their next steps

“The organisation and content exceeded my expectations.”

Visit www.ucas.com/ucas/events-conferences for more information.



Section 5: UCAS terms explained

Adjustment: an opportunity for applicants who have met and exceeded the conditions of their firm offer to research alternative courses, while remaining accepted at their original confirmed university or college place.

Admissions test: some universities and colleges require applicants to sit an admissions test for certain courses, in addition to making a UCAS application.

Adviser Track: subscribing centres can track the progress of their students' applications once they have been sent to UCAS.

Applicant: a person who has submitted an application to UCAS.

Apply: the UCAS online application system for applying for higher education courses.

Buzzword: a word or phrase, chosen by a school or college, which links its students to them when they register in Apply.

Cancellation: an applicant, university, or college cancels a choice before a decision has been made.

Centre: an organisation advising students applying to HE (in addition to schools and colleges, this includes the British Council and careers offices).

Changed course offer: applicants might get one of these if they haven't met their offer conditions, or if the university or college has made changes to the courses they run. It might involve a different start date or point of entry, or a different course altogether.

Clearing: the service used towards the end of the application cycle. If your students have not yet secured a place, they can apply for course vacancies.

Conditional offer: an offer made by a university or college, subject to certain conditions – usually related to exam results.

Confirmation: the outcome of a conditional offer which has been accepted by an applicant. If the applicant meets the conditions, the place will be confirmed – if not, the applicant may not be accepted.

Deferral: holding an offer to start in the following year.

Direct contact service: allows universities and colleges to make direct contact with unplaced applicants, and talk to them about a place on a course they think might be suitable.

Entry requirements: what the university or college recommends you need to do/have to get on the course – from qualifications and specific subjects or grades, to interviews, admissions tests, and medical requirements.

Extra: the opportunity to apply for another course, if an applicant has used all five choices and is not holding any offers. It runs from 25 February until the beginning of July.

FE: further education

Firm offer: the offer the applicant has accepted as their first choice.

Fraud: provision of false, incomplete, or misleading information by an applicant.

HE: higher education.

IAG: information, advice, and guidance offered by advisers about progression to higher education.

Insurance offer: the offer the applicant has accepted as their second choice (in case they don't meet the conditions of their firm offer).

Invitation: an invitation (shown in Track) from a university or college to attend for interview, audition, or to provide a portfolio, essay, or other piece of work.

Nominated access: applicants can supply details of a third party (usually a parent, guardian, or teacher) to act on their behalf in contacting UCAS in their absence.

Open days search tool: an online search tool at www.ucas.com/open-days to find university and college open days.

Personal ID: a ten-digit individual number assigned to an applicant when they register to use Apply. Applicants will be asked to provide this number if they contact our Customer Experience Centre.

Personal statement: a piece of text applicants write to show why they're applying and why they'd be a great student for a university or college to accept.

Point of entry: year of entry to the course – for example, '2' means they would start in the second year of the course.

Reports for schools: a range of UCAS reports designed to help advisers with reporting, IAG planning, and progression monitoring.

Search tool: our online search for undergraduate courses at universities, colleges, conservatoires, and other HE course providers.

Similarity detection software: used by UCAS on all applications to identify personal statements containing plagiarised sentences or paragraphs.

Status code: every undergraduate applicant is assigned a status code. They can be used to quickly open a student bank account with a bank or building society. Find out more at: www.ucas.com/student-banking.

Tariff points: the UCAS Tariff is the system for allocating points to some qualifications used for entry to undergraduate higher education. Not all qualifications are included on the Tariff.

Track: our online tracking system where applicants can see how their application is progressing. They can view university and college decisions, reply to offers, and change some details, such as email address, postal address, and telephone number.

Unconditional offer: an offer given to an applicant who has met all the academic requirements for the course – the place is theirs if they want it. The university or college might have other requirements, like financial or medical conditions, which need to be met.

Unsuccessful: the university or college has not offered the applicant a place on the course.

Withdrawal: before the decision has been made to make an offer or not, the applicant, or the university or college, can withdraw a choice.

Troubleshooting

Common issues	Why is it important?	What you can do
Applications are approved but not sent to UCAS.	If you don't click the 'Send to UCAS' button, the application is not submitted and you could miss a deadline.	There are two ways to check the status of your applications: <ul style="list-style-type: none">on the welcome page of Apply for advisers under 'Status of applications'in the applications section of Apply for advisers, under 'Applications ready to send' Regularly check the status of your applications, especially around the deadline dates.
Forgetting an application has been returned to an applicant.	You could miss an important deadline.	Ensure you regularly check the 'Status of your applicants' when you sign in to Apply for advisers. In this section, we will also list applicants 'Approaching 15 January deadline'.
Applicants being held in the 'default group'.	When applicants register in Apply, they are asked to choose a group. If they select 'don't know', they are assigned to a default group. Some advisers then miss these applicants.	To check your default group: <ul style="list-style-type: none">sign in to Apply for advisersclick 'Applications'click 'All'view your default group – you can move applicants to other groups if you need to
Applicants enter the wrong qualifications in Apply/ applicants change the qualifications they are taking after they apply.	Universities' and colleges' offers are based on the information supplied in the application.	<ol style="list-style-type: none">Set up a shortlist of qualifications in Apply for advisers – see page 7.Double check the qualifications and use the 'Qualifications checked' tick box when you have done this.If you have submitted an application with wrong information, or there is a change, contact the Schools Team immediately, and inform the universities and colleges listed on the application.

UCAS information and advice

To help your students consider all their post-18 options and the different pathways open to them, UCAS has developed a range of information and advice about apprenticeships, taking a gap year, and going into employment, as well as resources to support students exploring and applying to higher education.

We're aware that many teachers and advisers are also keen to refresh their own knowledge of these options, so they can advise and support their students as they approach their post-18 choices. Here is a quick guide to the information, advice, and resources on [ucas.com](https://www.ucas.com).

Higher education

- Thinking about higher education
- Exploring university
- Open days and events
- Choosing what to study
- Explore subjects
- Choosing where to study
- Entry requirements
- Personal statement
- Search for courses
- International students
- Disabled students
- Applying
- Interviews and auditions
- Student fees and finance
- Accommodation
- Preparing to start your studies

Apprenticeships

- Apprenticeships in the UK
- Degree apprenticeships
- Higher apprenticeships
- How to find and apply for apprenticeships
- Choosing the right apprenticeship for you
- Application, recruitment, and selection – tips
- Apprenticeships in Wales
- Apprenticeships in Scotland
- Apprenticeships in Northern Ireland
- Apprenticeships in England

Gap years

- Gap years
- Pros and cons
- Get inspiration
- Videos about gap years

Going to work

- How to get into work
- What are employers looking for?
- Tips on finding career ideas
- Take the UCAS buzz quiz
- Explore jobs and careers
- Tips: make the right choice for you
- Is work experience important?
- Applying for jobs – tips
- How to write a CV
- Working for yourself - self-employment and starting a business
- How you get paid at work

UCAS video wall

UCAS

Over 1,000 videos
on applying, careers,
finance, and fun stuff
www.ucas.com/videos





Published by:
UCAS Rosehill
New Barn Lane
Cheltenham
GL52 3LZ
© UCAS 2017

All rights reserved.
UCAS is a registered trade mark.

UCAS, a company limited by guarantee, is registered in England and Wales number: 2839815
Registered charity number: 1024741 (England and Wales) and SC038598 (Scotland)

We have made all reasonable efforts to ensure that the information in this publication was correct at time of publication. We will not, however, accept any liability for errors, omissions, or changes to information since publication. Wherever possible any changes will be updated on the UCAS website (www.ucas.com).

Copies of this publication can be downloaded from www.ucas.com/adviserresources.
For further information about the UCAS application process for advisers, go to www.ucas.com/advisers.

Terms and conditions for registered centres can be found at www.ucas.com/terms-and-conditions-registered-centres.

Data protection guidance for advisers is available at www.ucas.com/data-protection-guidance-advisers.

For further information about the UCAS application process for advisers, go to www.ucas.com/advisers.