

UCAS advisers

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# Confirmation, Clearing, and Adjustment 2018

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UCAS

# UCAS Undergraduate Confirmation

## Latest news

Clearing vacancies will be available at [www.ucas.com/search](http://www.ucas.com/search) from 5 July 2018.

Eligible applicants can add a Clearing choice in Track:

- + on SQA results day (7 August) from 10:00 (UK time)
- + on A level results day (16 August) from 15:00 (UK time)

Our direct contact service is available again for eligible students who have signed up.

## Exam results

Confirmation of university and college places mostly happens following the release of summer examination results. **Confirmation decisions and letters** (AS12 for undergraduate applicants, CU12 for conservatoire applicants) are shown in Track.

Track and Adviser Track will be unavailable at certain times in August (see important dates), while we process Confirmation decisions.

We will email advisers on SQA and A level results days with a list of students who have not had their place confirmed at their chosen university or college. We will only be able to offer this to centres where applicants are taking qualifications with which UCAS has a formal Awarding Body Linkage (see [www.ucas.com/advisers/exam-results](http://www.ucas.com/advisers/exam-results)).

## Avoiding Confirmation delays

We receive exam results from many awarding bodies, match these to students' applications, and send them to the universities and colleges holding offers for them. To avoid any delays, it's important for your students to:

- + keep their contact information up-to-date in Track, including their home address, phone number, and email address. If details change, they need to update them in the 'Personal details' section of Track, and contact their chosen universities/colleges to update their records
- + let us know at [qualsupport@ucas.ac.uk](mailto:qualsupport@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](http://www.ucas.com/advisers/exam-results).

## Sending exam results

A full list of results we receive and send to universities/colleges is available at [www.ucas.com/sending-exam-results](http://www.ucas.com/sending-exam-results). Applicants with a conditional offer dependent on results that aren't included in this list, need to contact their chosen universities/colleges directly, as soon as they receive their results.

UCAS does not pass applicants' GCSE results to universities and colleges. If an applicant has GCSE results as part of their offer conditions, they should pass these on to the universities or colleges as soon as they receive them, so a Confirmation decision can be made on their application.

All conditions of offers must be met by 31 August, unless otherwise agreed by the university or college.

## Scottish students

Scottish students taking SQA qualifications, who have registered with the MySQA service, will have their exam results sent out by text and/or email by 09:00 on Tuesday 7 August. On the same day, all candidates will receive results by post.

## International Baccalaureate (IB) students

You need to make sure UCAS is listed in the IB Information System (IBIS) as a provider that has permission to access the students' results, due out on 5 July 2018. Please ensure you have submitted your requests through the 'Request for results service' option in IBIS. If you need any help with this, email [ibid@ibo.org](mailto:ibid@ibo.org), or phone +44 29 2054 7740.

If permission is not given, we won't receive the results due on 5 July 2018, which will delay Confirmation from the university or college.

Once results have been released, any further requests must be submitted by the applicant directly.

For further information, please see the section on 'Ordering additional transcripts' at [www.ibo.org](http://www.ibo.org).

## Pearson BTEC

If you have students who are taking unreformed Pearson BTEC qualifications, results will be issued on a rolling basis from July.

Results for reformed Pearson BTEC National qualifications will not be available until August. We will be collecting these results from Pearson, and making them available to universities and colleges under strict embargo arrangements.

## Track during Confirmation

Applicants can view Confirmation decisions in Track, which is updated continuously except for the periods when we are processing results – keep an eye on [ucas.com](https://ucas.com) alerts for details of when Track is available in the lead up to results day. Applicants can sign in to Track to read their Confirmation letter (AS12).

You can view details of your students' applications, including Confirmation decisions, in Adviser Track. If you haven't yet subscribed to this service, please visit [www.ucas.com/using-adviser-track](https://www.ucas.com/using-adviser-track).

## Understanding the exam process at UCAS

Adviser info to help your students:  
[www.ucas.com/advisers/exam-results](https://www.ucas.com/advisers/exam-results)

## What happens next?

### Conditions of offer have been met

Applicants who have met the conditions of their firm choice will be placed there (UF). Track will display a Confirmation letter confirming their place. The letter will advise the applicant if they need to take any further action.

Applicants who are placed at their insurance choice (UI) or firm choice (UF) are shown in Adviser Track under the 'Final Place Accepted' status. Use the 'Search for Applicant' feature, and choose this status to show you a list of those applicants.

For applicants taking SQA and GCE exams, Confirmation letters can be viewed online in Track from the day results are published.

### Conditions of offer have been met and exceeded

Applicants who meet and exceed the conditions of their conditional firm (CF) choice have the option to try to find an alternative place through Adjustment, while still holding their original confirmed offer. Those who originally applied for one choice and paid £13, need to make the additional payment of £11 if they wish to use Adjustment. This can be done in Track using a debit or credit card.

### Conditions of offer have not been met

Applicants who have not met the conditions of their offer:

- + may still be accepted by the university or college, and may need to wait a few days for them to make a final decision. The university or college may be waiting for some information (confirmation of exam results, non-academic information, etc.) to make a final decision
- + may be given a change of course, date of entry, or point of entry offer, which will be shown in Track. Applicants are not obliged to accept this. Track will display a Confirmation Change letter (AS12C) outlining the available options when all Confirmation decisions are made. They must then accept or decline the change. Applicants only have five calendar days to reply to a course change offer

### Unsuccessful applicants

Applicants who are unsuccessful and have paid the full application fee (£24) are eligible for Clearing. Those who originally applied for one choice, paid £13, and are not holding an offer, need to make the additional payment of £11 if they wish to enter Clearing. This can be done in Track using a debit or credit card.

### Commitments and Confirmation

Applicants are expected to honour their Confirmation commitments. However, should an applicant find they no longer wish to take up their confirmed place, they need to contact the university to either withdraw from the UCAS application system completely, or request to be released into Clearing. This decision must not be taken lightly, as they will lose their place. Applicants should contact the university or college directly about a change of course, date of entry, or point of entry. More information about Confirmation can be found at [www.ucas.com/examresults](https://www.ucas.com/examresults).



# Clearing

## What is Clearing?

If your students don't get the exam grades they hoped for and their places are not confirmed, they can try to find another course through Clearing. The Clearing process runs from early July, and helps students without a confirmed place, and those who apply late, to find courses where there are still places available.

Applicants become eligible for Clearing at different times, and it is available for students who:

- + apply after 30 June 2018
- + haven't received any offers
- + declined any offers they have received

## How do applicants use Clearing?

From early July, if an applicant is eligible for Clearing, they can add a Clearing choice in Track.

- + **Applicants do not need to contact us to request entry into Clearing.**
- + **Applicants should wait until they have any pending exam results before contacting universities and colleges about possible vacancies.**
- + **Applicants should regularly check the status of their application in Track to find out if they are eligible for Clearing.**  
On SQA results day (7 August), eligible students will be able to add choices from 10:00 (UK time). On A level results day (16 August), eligible students will be able to add choices from 15:00 (UK time).

Applicants who have conditional firm (CF) and conditional insurance (CI) choices aren't eligible for Clearing until both the CF and CI providers have confirmed they will not offer places. Applicants sometimes know informally that they have been unsuccessful before we receive the official decision. In these circumstances, they should allow a little time for the decision to be processed. If there's a significant delay, they should contact the universities or colleges directly to discuss this.

Applicants need to find out which courses have vacancies (see 'Clearing vacancy information'), then contact universities and colleges to discuss the possibility of gaining a place.

If a university or college provisionally offers an applicant a place in Clearing, they'll usually give them a date by which they must enter the course details in Track. Universities and colleges will not be able to formalise agreements to consider or admit applicants until:

- + they know the applicant's Personal ID and Clearing number (shown in Track)
- + the applicant has entered the university or college and course details in Track

Applicants must keep their email and postal contact details up-to-date, and if they are using a school address for post, this should be updated when they go home.

Applicants can contact different universities and colleges to discuss vacancies, and may be informally offered several places. They will need to decide which offer to accept, as they can only enter one choice in Track.

## Clearing vacancy information

Official Clearing course vacancy information is only published by UCAS.

Clearing vacancies will be listed on our search tool at [www.ucas.com/search](http://www.ucas.com/search) from 5 July.

Applicants are strongly advised to check their status in Track before enquiring about Clearing vacancies.

Universities and colleges are responsible for updating vacancy information in UCAS' search tool. Despite this, there can be a brief time lag, and it's important to understand that the situation concerning Clearing vacancies can change quickly. Applicants can only apply to a course with vacancies on the UCAS website – we recommend they contact the university or college if a course is showing as 'closed' after they have been advised to apply.

## Direct contact service

This year, we're once again offering our direct contact service to applicants – designed to help those who find themselves without a university or college place.

It allows universities and colleges to make direct contact with unplaced applicants, enabling them to speak to applicants about a place on a relevant course once results have been received.

While the aim is to help applicants consider places they might otherwise not have been aware of, the service is entirely optional. It's important to remember they don't have to accept any offers they receive, and should consider all their options before committing to a place.

It is important to advise students who find themselves in Clearing to continue to research Clearing vacancies, even if they have signed up for this service.

UCAS will ensure protocols and guidelines for contacting applicants are clear.

All current applicants from your centre will receive an email invitation with the option to sign up to this free service. In the event that they fulfil their offer conditions and receive a confirmed place, their name will be removed from the service and they won't be contacted.

Find out more at [www.ucas.com/advisers/direct-contact-service](http://www.ucas.com/advisers/direct-contact-service).

## Some general tips about Clearing

**Deferred entry applicants** – as Clearing is not primarily intended to be used for deferred entry, applicants should check with providers if they will consider them.

**Results** – applicants should be able to verify their results if a university or college asks for them.

More information about Clearing is available at [www.ucas.com/clearing](http://www.ucas.com/clearing), and a video guide to Clearing is available at [www.ucas.com/videos](http://www.ucas.com/videos).

# Adjustment

## What is Adjustment?

Adjustment is an optional service for students who meet and exceed the conditions of their firm choice. It gives them an opportunity to reconsider where and what to study, without losing their secured place.

Adjustment is open from 09:00 on 16 August until 31 August.

During this time, students can register for Adjustment in Track.

They then have five days to secure an alternative place. If they don't, they remain accepted at their original confirmed place. For more information, check out [www.ucas.com/adjustment](http://www.ucas.com/adjustment).

## A brief summary of Adjustment

- + It is optional.
- + Adjustment allows applicants to seek an alternative course without losing their secured place.
- + The Adjustment process runs from 09:00 on 16 August until 31 August.
- + An applicant has five calendar days to use Adjustment, from 16 August or the day their status changes from CF to UF.
- + If an applicant registers for Adjustment in error, please advise 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. It is the applicant's responsibility to contact a university or college to discuss an Adjustment place.
- + To secure an Adjustment place, the applicant must have received 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.
- + Single entry applicants need to pay an additional application fee of £11 to use Adjustment.
- + Applicants who are in Adjustment should make it clear when contacting providers whether they are enquiring or agreeing to accept an offer, as if the applicant is claimed in Clearing, they will not be able to retain their previous UF choice.

Find more about Adjustment at [www.ucas.com/adjustment](http://www.ucas.com/adjustment).





# UCAS Conservatoires Confirmation

## What is UCAS Conservatoires?

UCAS Conservatoires is the application service for performance-based music, dance, drama, and musical theatre at conservatoires in the UK, at both undergraduate and post-graduate level. Visit [www.ucas.com/conservatoires](http://www.ucas.com/conservatoires) for more information.

## Exam results

Conservatoire music, dance, and drama places are confirmed after summer exam results are published. **All Confirmation decisions are shown in Track, and Confirmation letters (CU12) are sent to accepted applicants.** Track is updated continuously, except for the periods when we are processing results.

The general information given under the 'Exam results' heading for UCAS Undergraduate Confirmation also applies to UCAS Conservatoires applicants.

## What happens next?

### Conditions of offer have been met

UCAS Conservatoires applicants who have **met the conditions of their guaranteed conditional first (GC1) choice** will be placed there, and the offer will update to guaranteed unconditional (GU1). We send these applicants a Confirmation letter. If the applicant was holding a second offer, this will no longer exist when the GC1 offer becomes a GU1 offer.

### Reserve offers (VU or VC)

**Conservatoires will only confirm a place for a reserve unconditional (VU) or reserve conditional (VC) offer if they have a vacancy for a guaranteed place.** If there is no vacancy, the applicant becomes unsuccessful for that choice. Applicants who have accepted reserve offers will know by 9 September if a reserve place has become a guaranteed offer, or if the choice has been unsuccessful.

### Conditions of offer have not been met

UCAS Conservatoires applicants who **do not meet the conditions of their offers, will either be told they have been unsuccessful, or may be made an offer for a different course or year of entry.** The conservatoire will contact the applicant to discuss any changes, and if the offer is accepted, a Confirmation letter will be sent.

### Unsuccessful applicants

UCAS Conservatoires applicants who are **unsuccessful cannot apply to any other conservatoires in the 2018 entry** application cycle.

### Commitments at Confirmation

Applicants are expected to **honour their commitments at Confirmation.** If they are placed at a conservatoire in the UCAS Conservatoires application scheme, they must take up that place or withdraw completely from this year's application cycle. Applicants don't have the right to turn down the offer and deal with any other conservatoire which recruits through UCAS Conservatoires.

Applicants should contact the conservatoire directly about a **change of course, date of entry, or point of entry.**



# General advice

The summer editions of our monthly newsletters will focus on Confirmation and Clearing. Make sure we have your email address so you receive these updates. If you don't get these emails, visit [www.ucas.com/adviserupdates](http://www.ucas.com/adviserupdates) to be added to our database.

- + The online Confirmation and Clearing toolkit also provides information about this part of the application cycle, lesson exercises, checklists, and a parent communication. Access your free toolkit at [www.ucas.com/advisers/guides-and-resources](http://www.ucas.com/advisers/guides-and-resources).
- + The procedures in this guide also apply to international applicants.
- + Applicants must keep their contact details up-to-date in Track. This is particularly important for those who have recently changed address, or are returning home from boarding school. We send applicants monthly email updates with practical and useful information, plus advice on results days.
- + Applicants should not be on holiday when results are issued.

## Contacting universities and colleges

Staff in admissions offices work extremely hard to process a vast number of Confirmation decisions quickly. Please encourage your students to do the following:

- + Use Track wherever possible. It may prevent the need to contact a university, college, or conservatoire.
- + Make sure they have their Track login details. Applicants who have forgotten their details can request them using the 'Trouble logging in?' service.
- + If they know they have met the conditions of their offer, there's no need to panic. If Track hasn't updated yet, it should do shortly.
- + If they have narrowly missed the conditions and not received a Confirmation decision, contact the university or conservatoire, but be prepared to be patient.
- + If they have lodged an appeal against a result, contact the university, college, or conservatoire immediately.

**Do not contact universities and colleges before the embargo ends to discuss results.**

## Important dates

<b>30 June</b>	UCAS Undergraduate applications received after this date will go into Clearing.
<b>5 July onwards</b>	<ul style="list-style-type: none"> <li>+ Clearing starts, and vacancies are displayed in the search tool.</li> <li>+ Clearing numbers automatically show in Track for eligible applicants.</li> <li>+ Publication of International Baccalaureate results.</li> </ul>
<b>15 July</b>	Unreformed Pearson BTEC results available from 15 July.
<b>31 July at 18:00 (UK time) – 8 August</b>	<ul style="list-style-type: none"> <li>+ Processing of SQA examination results.</li> <li>+ Track and Adviser Track will not be updated during this period.</li> </ul>
<b>8 August</b>	+ Publication of SQA results.
<b>8 August at 14:00 (UK time) – 17 August</b>	<ul style="list-style-type: none"> <li>+ Processing of GCE and other examination results.</li> <li>+ Track and Adviser Track will not be updated during this period.</li> </ul>
<b>16 August</b>	<ul style="list-style-type: none"> <li>+ Publication of GCE AS, BTEC, and A level results.</li> <li>+ Adjustment opens for registration.</li> </ul>
<b>29 August</b>	Last date for receipt of 2018 entry UCAS Conservatoires applications.
<b>31 August</b>	Adjustment closes.
<b>20 September</b>	Last date for receipt of 2018 entry UCAS Undergraduate applications.
<b>30 September</b>	Clearing vacancy information closes.

More detailed information can be found at [www.ucas.com/advisers](http://www.ucas.com/advisers).

## How you can contact us

### Online

- + Visit [www.ucas.com/advisers](http://www.ucas.com/advisers) for the latest news and guidance.
- + Follow our **Twitter** feed at [www.twitter.com/ucas\\_advisers](http://www.twitter.com/ucas_advisers).
- + You and your colleagues can sign up now to receive the latest updates from UCAS on the things you want to hear about, at [www.ucas.com/adviserupdates](http://www.ucas.com/adviserupdates).

### By phone

- + **0345 123 8001\*\***
- + Please have the applicant's Personal ID ready.
- + This is a priority line for advisers. **Please do not give the number to applicants.**

## How applicants can contact us

### Online

- + To check the status of their application, applicants should use **Track** at [track.ucas.com](http://track.ucas.com).
- + **Facebook** and **Twitter** give applicants a chance to ask questions and see what others are asking. Applicants can follow us on Twitter at [www.twitter.com/ucas\\_online](http://www.twitter.com/ucas_online), and on Facebook at [www.facebook.com/ucasonline](http://www.facebook.com/ucasonline).
- + There are also many video guides, blogs, and case studies to help applicants with their next stages – check out [www.ucas.com/videos](http://www.ucas.com/videos).

### By phone

- + 0371 468 0 468 (UCAS Conservatoires applicants should call 0371 468 0 470)\*\*
- + Applicants should have their Personal ID ready.

Our Customer Experience Centre for applicant queries has the following extended opening hours for the Confirmation and Clearing period.

## Customer Experience Centre Opening times for August 2018

UCAS – 0371 468 0 468 (UK), +44 330 3330 230 (international)

### Normal opening times during August

Monday – Friday	08:30 – 18:00
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### Extended opening times during August

Tuesday 7 August	08:00 – 18:00
Thursday 16 August	07:30 – 19:00
Friday 17 August	08:00 – 18:00
Saturday 18 August	09:00 – 14:00
Sunday 19 August	10:00 – 14:00

Note: These details were correct at the time of publication. Check [www.ucas.com/contact-us](http://www.ucas.com/contact-us) for current details.

\*\*Calls will be charged at your standard network rate.

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