

Be prepared for
the year ahead...



... roots of a great future

are developed in the classroom



Help your budding talent bloom

About this guide

We want to help you support your students throughout the year ahead, so they can make informed decisions about their future.

This guide is an overview of key resources, and will point you towards what you need to be doing at each stage of the application cycle.

Throughout the year we'll be keeping you up-to-date with a new service planned for launch in May 2019.

The adviser and agent portal will replace Apply for advisers and Adviser Track, and change how you manage your students' applications.

Follow www.ucas.com/adviser-news for the latest developments.



Adviser checklist

✓	Download the Adviser Guide 2019 from www.ucas.com/adviserguide , and make sure you're aware of the key changes in Apply 2019.
✓	Sign in to Apply for advisers 2019 , and set up using the username and password we sent you earlier this year.
✓	Add your staff , so they can also access Apply for advisers.
✓	Create a simple qualifications shortlist – add the qualifications taught at your centre, making it easy for your students to find and enter their qualifications in Apply.
✓	Create your centre's buzzword , which you'll give to your students so they can link their applications to your centre.
✓	Understand your role in the reference process – how to write, edit, and attach a reference, including how to add predicted grades. Find out more at www.ucas.com/advisers/references .
✓	Add the key dates and deadlines to your diary – you may want to set your own internal deadlines for students ahead of time.
✓	Familiarise yourself with the Tariff points system, so you can advise your students www.ucas.com/advisers/tariff .

Next steps

✓	Find out how Adviser Track can help you Accessed through Apply for advisers, Adviser Track enables you to keep up-to-date with your students' applications, once they've been submitted to us. You can track university decisions, and make sure your students don't miss their reply deadlines. Find out more at www.ucas.com/using-adviser-track .
✓	Check out all the guides and resources available to you at www.ucas.com/advisers , including how to set up Apply for advisers, and a video step-by-step guide to using it.
✓	Sign up for the latest news – your colleagues, students, and their parents can sign up for UCAS updates at www.ucas.com/sign-up . As a UCAS correspondent, you will automatically receive operational updates throughout the cycle.
✓	Keep your contact details up-to-date – if your centre's UCAS correspondent details change, please email adviserhelp@ucas.ac.uk to let us know, so we can ensure the correct person receives key operational information from us.
✓	Make the most of our training and conferences for advisers – information on the different development opportunities we offer can be found at www.ucas.com/training .
✓	Add the UCAS widget to your school's website or VLE , to link your students and their parents to important information about higher education and the UCAS application process – find out more at www.ucas.com/widget .
✓	Get parents onboard – share all the resources available at www.ucas.com/parents .



September 2018

| Key date: 5 September

Applicants can pay for and submit their applications for courses starting in 2019.

Preparing your students

You may want to set your own deadlines for students to complete applications, to allow time for adding references and final checks. Use our pre-application toolkit to help and support them – it contains a wide range of resources, as well as materials to share with teachers and parents.

www.ucas.com/advisers/toolkits/pre-application-toolkit

Find a UCAS exhibition in 2019 near you!

Our exhibitions help students explore a wide range of academic and career opportunities, and discover a future that's right for them. From degree courses to apprenticeships, and gap year adventures, get your students inspired with UCAS.

98% of teachers said visiting an exhibition meant their students were better informed to make choices about their future.

Register your interest now at www.ucas.com/exhibitions.

NEW Our Professional Development Team will be on hand to show you the new adviser and agent portal launching in May 2019.

Supporting parents

The Parent Guide is available as a downloadable PDF for you to share – designed to give guidance to anyone supporting a young person applying to study at a university or college in 2019.

Parents can sign up to receive our emails, download the guide, and get top tips at www.ucas.com/parents.



Changes in Apply 2019

There are several changes to UCAS Undergraduate Apply 2019 you need to know about as an adviser supporting a student through their application. Here are the biggest changes you need to know about:

- Before submitting their application, **students now need to opt in to share the progress of their application** with their school/adviser, on the 'Declaration' page. This enables you to see your students in Adviser Track and your Applicant Status Reports.
- **For courses starting in 2019, the application fee is £18** for a single choice, and £24 for more than one choice.
- Following sector consultation, **there will no longer be a 24 March deadline** for art and design courses. This means there will only be two UCAS Undergraduate equal consideration deadlines for 2019 entry:
 - 15 October at 18:00 (UK time) – courses in medicine, dentistry, and veterinary medicine/science, and all courses at the universities of Oxford and Cambridge
 - 15 January at 18:00 (UK time) – all other undergraduate courses
- **We've removed the criminal convictions questions** we ask all students for 2019 entry – we'll only ask students who apply for certain courses.
- **We've removed the questions in the student finance section of Apply.** However, we will still provide applicants with important information about student finance, and how to apply for it.
- In line with the new General Data Protection Regulation (GDPR), **the process for UCAS to provide a copy of an application (which includes the reference) is changing**, which may mean more applicants request this, due to us no longer charging for this service.

For full details of the changes, visit www.ucas.com/advisers/changes-apply-2019.



October 2018

| Key date: 1 October – closing date for music applications

Conservatoires

Students who are looking to pursue a career in the performing arts can find out what conservatoires are like, and how they differ from a university or college, at www.ucas.com/conservatoires.

| Key date: 15 October – deadline

Applications for courses at the universities of Oxford and Cambridge, and most courses in medicine, dentistry, and veterinary medicine/science, should arrive at UCAS by 18:00 (UK time). The reference needs to be completed before the application can be sent to us.

| Key date: 20 October – Adviser Track opens for 2019 entry

What is Adviser Track?

Before an applicant sends their application to you, we ask them if they're happy for you to view their application after it has been submitted to us.

If they agree, you can use Adviser Track to follow their progress, once you have sent their application to UCAS.

Adviser Track is available in Apply for advisers on subscription, and keeps you up-to-date with your students' applications, so you can offer appropriate advice. You can track your students' decisions from universities and colleges, and see when they make their firm and insurance choices.

To find out more about Adviser Track and the reporting available, visit www.ucas.com/using-adviser-track.

Know someone interested in a creative future?

Create your future 2018 is our exciting flagship event for young people interested in a career in the creative arts. The events are taking place on the following dates:

- London, 15 – 16 October
- Manchester, 27 – 28 November

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



November 2018

Help students get a flavour of what uni's really like

Choosing a university or college is just as important as finding the right subject. An open day is the best way for your students to get a real taste of campus life.

Here are three things they need to do:

1. Check available open day dates, and sign up to attend as soon as they can – places fill up quickly.
2. Tell unis about any disability or specific learning difficulty they have, so they can put all the necessary arrangements in place for them. Unis will encourage students to do this to make sure they have the best possible experience.
3. Tours and talks – each uni will have planned an itinerary of activities that will run throughout the day, such as tours, talks, meet and greet sessions, and more. It's worth students checking in advance to see if they have a planned timetable of activities.

Top tip

Plan ahead – it's also good to have their own agenda in mind when visiting a uni or college. Students should consider what they'd like to find out more about, and prepare questions to take along. Here are some topics to get them started:

- entry requirements, applications, and interviews
- support for disabled students onsite
- study support, and any assistive technology
- accessibility of buildings
- accommodation and leisure facilities
- course content and assessments
- the students' union, clubs, and societies

Students can search for open days at ucas.com/opendays.



December 2018

Writing a UCAS reference

As a referee, you're aiming to give universities and colleges an informed academic assessment of an applicant's suitability for further study. You must complete the reference before the application can be sent to us.

What to include:

- Academic performance – existing performance and overall potential.
- Suitability, motivation, or commitment towards the chosen course or profession.
- Relevant skills and qualities.
- Current or past achievements in particular subject areas.
- Relevant work experience or enrichment activities.
- Any contextual information which might warrant special consideration.
- Any mitigating factors which might affect their performance.
- Avoid repeating any of the information they've given in their application (unless you want to comment on it), and avoid mentioning any particular university or college.

Don't forget...

For any applicants currently studying or awaiting results, you'll need to add their predicted grades (if there are any), in the 'References' section.

For more information, visit www.ucas.com/advisers/references.

Approving applications

After an application has been completed by the applicant and sent to your centre, it can be approved.

- This confirms the applicant has provided all necessary information (for example, all their qualifications), meaning the application is ready for universities and colleges to consider.
- You can approve the reference once it's been written and attached to the application.
- Find out how to check and approve applications at www.ucas.com/approving-applications.
- Use the application toolkit with your students, to make sure they've included all the information you need, before reviewing and submitting their applications – www.ucas.com/advisers/toolkits/application-toolkit.



January 2019

| Key date: 15 January – application deadline

Applications for the majority of undergraduate courses should arrive at UCAS by 18:00 (UK time) on this day.

Top five tips for the 15 January deadline to save you time:

1. Check your students' progress

Click the 'Send to UCAS' link in Apply for advisers to check for any incomplete applications.

2. Create, edit, and approve references

You'll need to complete a reference for each application before sending it to us. If you're struggling with adding references to your students' applications, take a look at our guidance for referees.

3. Make sure the application is complete

Check that each student completes every section of their UCAS application, and that all the necessary information is included before you send their application to us. If you submit an application then realise something's missing, you'll need to inform the relevant universities or colleges directly.

4. Submit applications in small batches

If you're sending us a large number of applications (over 100), please submit them to us in small batches. This prevents our system from slowing down, and enables us to process applications faster.

5. Keep your students informed

Many students think clicking 'Pay/Send' in Apply sends their application to us. To avoid confusion, keep them informed and let them know when you've sent us their application.

Don't forget...

If any of your students missed the deadline, applications can still be sent for courses with a 15 January deadline, although students need to be aware that unis and colleges don't have to consider their applications if they've already filled their courses.

If some of your students are applying late, get them to check whether their choices have vacancies before sending their applications.



February 2019

| Key date: 4 – 5 February – The Annual Conference for Teachers and Advisers

Book now at www.ucas.com/teachers-conference.

| Key date: 25 February – Extra opens

Applicants who have used all five choices, and do not receive any offers, or decide to decline any offers they do receive, can use our Extra service from 25 February to add another choice. Your students can find out more at www.ucas.com/extra.

Use the Extra toolkit with your students, which includes FAQs, class exercises, and mythbusters – www.ucas.com/advisers/toolkits/extra-toolkit.

How can you help?

- Once an applicant has sent their application and received a welcome email, they can check its progress by signing in to Track.
- Encourage your students to keep their details up-to-date in Track, to avoid delays. This includes contact information, exam details, and any changes to qualifications they're taking.
- In case things don't go to plan, make sure your students sign up to our direct contact service. This free service will allow universities and colleges to contact applicants who find themselves unplaced and eligible for Clearing, and talk to them about places on similar courses they have available. Applicants will receive an email inviting them to sign up, with a personalised link. Visit www.ucas.com/direct-contact-service to find out more.

Student finance

Are your students unsure how they'll pay for uni, or how they'll cope during their studies? There's a wealth of information and guidance available at www.ucas.com/money, where they can find out what financial support they're eligible for.



March 2019

| Coming soon: Look out for more information on National Apprenticeship week in March 2019

Exploring all the options available

Did you know we've expanded our website content to provide information and advice on alternative options for your students? Those unsure about their next steps can now find out about alternatives to uni, like gap years, apprenticeships, and volunteer opportunities.

For all this information and more, get your students to visit www.ucas.com/what-are-my-options.

Help them make informed decisions

Get your students signed up for all the information they need at www.ucas.com/sign-up. They'll find out about:

- shortlisting options
- what it's like to study the subject they're interested in
- options available for the subject they're interested in
- jobs related to the subject they're interested in
- what they'll need to do and when

Ensure your students have the full picture

Whether your students are busy with research, attending exhibitions and open day visits, applying, or are in Clearing, direct access to all their options is critical.

UCAS Media works with:

- unis and colleges that want to promote their courses to prospective students
- employers that need to recruit students onto apprenticeships
- organisations that have products and services specifically for those considering their next steps

That direct relationship between ourselves, third parties, and each student is key. For students who have already opted in to receive emails, SMS, or direct mail, the additional information they receive from UCAS Media's clients, and by using UCAS' channels, has a real impact.

As an example, 2.6% of students who receive course promotion from a university or college choose to apply there as a result – it's invaluable extra support at a crucial time in their lives.

Make sure your students know they just need to tick the opt in box (and use their own email address) when registering for an exhibition, or making an application.



April 2019

Supporting your students through the exam results process

Five ways you can help your students in the lead up to results day.

1. Make sure you're aware of decision and reply dates

The majority of decisions have been made, or will be made, over the coming weeks, so please make sure none of your students miss their reply deadline.

2. Get students to reply to any invitations they're sent

These will appear in Track as a request to either attend an interview or audition, or provide a piece of work or portfolio. Applicants must respond by accepting, declining, or requesting a new interview date. If requesting a new date, they should arrange this directly with the university.

If they choose to decline an interview, the university may assume they have no interest in the course. If the interview has been declined for another reason, advise the applicant to contact the university to explain.

3. Check Apply for advisers regularly

Make sure no applications are waiting to be sent. We can accept an application with choices until 30 June 2019 – after this date, applications will go straight into Clearing.

4. Remind your students to keep their details up-to-date in Track

This includes contact information, exam details, and any changes to qualifications they're taking. This will avoid delays and ensure their application progresses as smoothly as possible.

5. Match qualifications

In June, we contact applicants whose qualifications do not match what they entered on their application for GCE qualifications. If you're an adviser at a UCAS registered centre, we'll send you a list of these students. Remind your students to reply if we contact them.

You can see an overview of the exam results process, along with guidance on matching qualifications, at www.ucas.com/advisers/exam-results.



Contextualised admissions – how it works in practice

The use of contextual information and data in university and college admissions is now widespread, but the way it's used, and the benefits to applicants, vary enormously. As a teacher or adviser, it's important to be aware of this practice, so you can give the best advice to your students.

We asked four higher education providers how contextualised admissions works in practice.

Doug Jennings, UK Student Recruitment Manager, University of Bristol

'Applicants who are eligible for a contextual offer are flagged in our student records management system automatically, using information taken from their UCAS form (school code, postcode, and time spent in care), or flagged on our system by a member of the widening participation team, if they have taken part in an outreach programme. If they are made an offer, it is automatically at the contextual level, and a bespoke set of communications are triggered.'

The University of West of Scotland (UWS) prides itself on its diverse student population, and has widened its approach to contextualised admissions.

Kirsty Knox, Admissions Manager at UWS

'For many applicants, the progression to university can be extremely daunting, especially when they may be the first family member to go into higher education – they may have been in care, or they may not have the financial means to go to university. Should academic entry determine whether someone will be successful at university? I don't believe it should. We take into consideration a range of factors to ensure we are an inclusive organisation, leading the way across Scotland in widening participation.'

The University of Warwick runs a wide range of events and activities for young people aged between nine and 19, targeted at state school educated students, students who would be the first in their family to attend university, students from low socioeconomic backgrounds, and students who come from neighbourhoods where there is low progression to higher education.

Kim Eccleston, Head of Admissions at the University of Warwick

'Using the information available to us through the application process, allows us to contact applicants and students with information about our specific services available to them at Warwick.'

Goldsmiths, University of London, has a portfolio of funding options based on contextual data.

Jennifer Geary, Head of Admissions at Goldsmiths

'We provide a number of support services for students from underrepresented groups, which include fee waivers for students from the local London boroughs, bursaries to cover travel costs for students from low income backgrounds, and scholarships for disabled students, mature students, care leavers, and applicants coming from Access to HE programmes.'

'There are well-established channels for students to access support while they are on their programmes, and a process for assessing and supporting specific needs.'

Evidence shows that students from disadvantaged backgrounds do at least as well – and sometimes better – in degree attainment than comparable groups of more advantaged students.

With additional services available to relevant students – from help with finance, to study skills and accommodation – many universities provide support throughout the applicant experience. It is so important that students are aware of all the support they're entitled to.

Find out more and download our factsheet at www.ucas.com/contextualised-admissions.



May 2019

- Our search tool goes live for courses starting in 2020 – the official place to find Clearing vacancies.
- Adviser and agent portal 2020 opens. Follow www.ucas.com/adviser-news for the latest developments.
- UCAS Undergraduate Apply 2020 opens.

Searching for courses

Students can find and shortlist courses at www.ucas.com/search.

We're constantly improving our search tool and value your feedback. Got any suggestions? Use the feedback button at the bottom-right of any page in the search tool.

NEW Filter by entry requirements

Students enter their predicted or achieved grades using Tariff points, then course results are returned in an equal range on both sides of that value. The Tariff calculator is available as a pop-up, and the filter can be used alongside subject, location, and provider filters. We've provided help text to give students the information they need to use the filter effectively.

Five Tariff facts to share with your students

1. The UCAS Tariff was introduced in 2001, when lots of alternative qualifications to A levels started to appear. Its purpose was to help universities and colleges understand the wide range of different qualifications available to students.
2. We updated the Tariff in 2017 to ensure more vocational and non-traditional qualifications could attract UCAS Tariff points, to support fair access to higher education.
3. The Tariff uses a set of numbers, which some course providers use to describe qualifications and grades in their entry requirements. Only one third of university courses use the Tariff in their entry requirements – most use qualifications and grades.
4. Just because a qualification is on the Tariff, doesn't mean a course provider will accept it. Remember, lots of course providers do not use Tariff points. Therefore, it's really important to check the entry requirements for the course you're interested in – don't just rely on your number of points.
5. There's only a certain number of qualifications on the Tariff. A uni, college, or conservatoire may accept a qualification even if it isn't on the Tariff, so it's best to check with them to see if they will accept your qualification.

To access all our guides and resources on the Tariff, visit www.ucas.com/advisers/tariff.



June 2019

| **Key date: 30 June**

If an application is sent to us by 18:00 (UK time) on this day, we'll send it to the chosen universities or colleges. Applications received after this will automatically be entered into Clearing.

Preparing for Confirmation and Clearing

Important reminders

- **Make sure you're aware of the key dates** for when your students need to reply to their offers.
- **Get your students to reply to any invitations they're sent.** These will either appear in Track as a request, or be sent directly to the student, inviting them to attend an interview or audition, or provide a piece of work or portfolio.
- **Encourage students to apply before 18:00 (UK time) on 30 June** – applications received after this time are entered into Clearing when it opens on 5 July. All Clearing vacancies will be available in our search tool.
- **Let us know if students' exam details change** – email qualsupport@ucas.ac.uk immediately if any of your students' exam details change, and let their chosen unis/colleges know too. If their results can't be confirmed, your students might not get their places.



July 2019

| Key date: 4 July

Last date for applicants to add an Extra choice.

| Key date: 5 July

International Baccalaureate (IB) results day.
Clearing is available.

Before your students leave for the holidays, please remind them to:

- make sure they know their Personal ID, and password for Track
- update their contact details in Track if anything changes – otherwise, they may miss vital updates
- regularly check Track – this could avoid the need to call us, or their chosen university or college
- not be on holiday when their results are published

How to support students in Clearing

Applicants in Clearing will see their Clearing number on the welcome page of Track, and in the 'Your choices' section.

Three steps a student needs to take if they are in Clearing:

1. Research their options. Clearing course vacancies will be listed in our search tool.
2. Contact the uni to discuss whether they will accept them.
3. If the university has agreed to offer them a place, and they wish to accept it, they need to click 'Add Clearing choice' in Track, when it becomes available.

When a student calls the university, they should have:

- their Clearing number, so the university can confirm they are in Clearing
- their Personal ID, so the university can find their application
- the course code for the vacancy they are interested in
- details of the subjects they have studied, their results, and a clear understanding of why they want to study that course at that university or college



August 2019

| **6 August – SQA results day**

| **15 August – A level results day**

| **31 August – Deadline for any remaining conditions to be met**

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 applicants. 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.

Please adhere to the results embargo you have with awarding bodies. Universities and colleges cannot discuss the status of individual applicants before examination results are released to them.

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, 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.

Reviews and appeals

Students who use the reviews and appeals 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 review is logged 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.

Find out how to help your students understand the results process at www.ucas.com/advisers/exam-results.

Key links for your students

Students can find out about results day on www.ucas.com. Here are some quick links to get them started:

www.ucas.com/results

www.ucas.com/clearing

www.ucas.com/adjustment



UCAS' resources are here to help

At ucas.com/advisers, you'll find all the latest news, events, and advice about managing applications and writing references, and guides and resources to help you throughout the whole cycle.

Looking to develop in your role as an adviser?

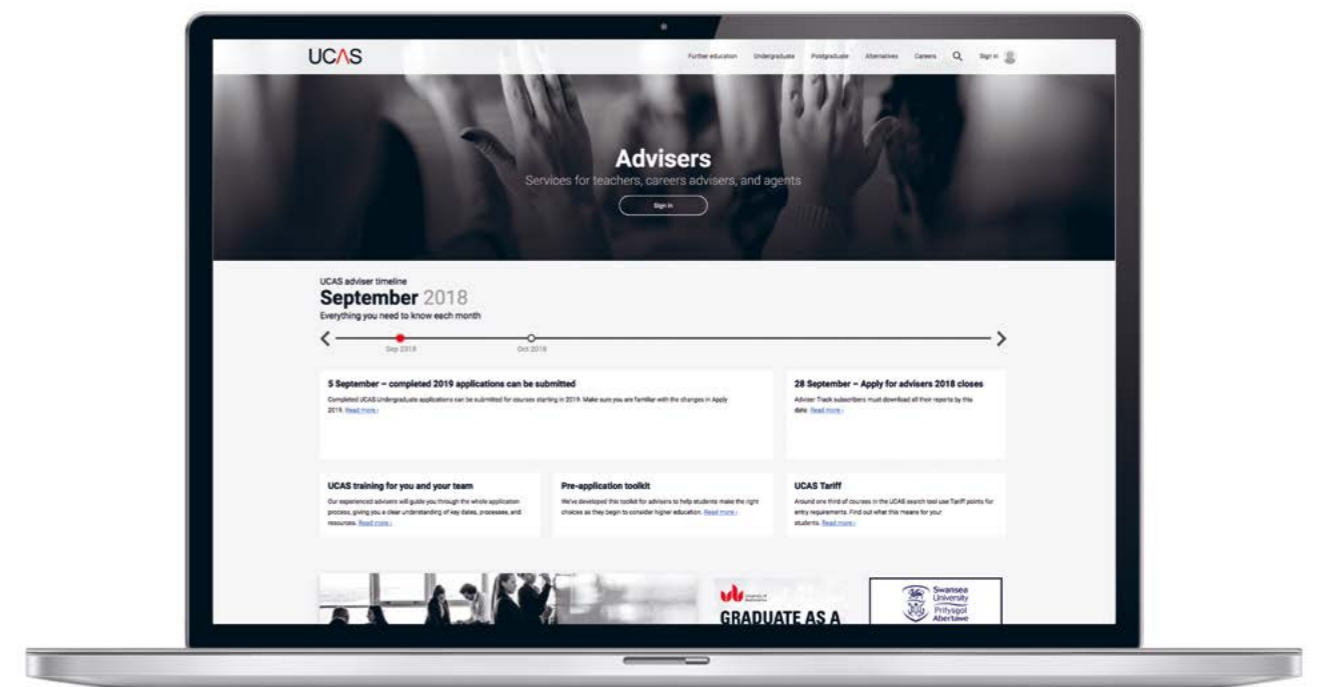
We offer a number of professional development sessions for teachers and advisers throughout the year, covering everything needed to help you help your students.

Full details can be found at www.ucas.com/training.

How you can contact us

Our dedicated Schools Team provides a priority service for advisers, with experts available to discuss any aspect of the application process.

- **Phone from the UK: 0345 123 8001**
- **Phone from outside the UK: +44 330 333 0239**
(international call rates apply)
- **Email: adviserhelp@ucas.ac.uk**



How the application process works

What you'll see

Apply for advisers opens in May.

- **Check your centre's contact details** are correct. If you need to update them, send the correct details to adviserhelp@ucas.ac.uk.

You may want to **set your own deadlines** for students to complete applications, to allow time for adding references and final checks.

- **Check students' progress** and any incomplete applications.
- **Create, edit, and approve references.** You'll need to complete a reference for each application before sending it to us.
- **Make sure the student completes every section of their application.**
- **Keep your students informed.** Remind your students that clicking 'Pay/Send' is not the end of the process, and you still have work to do.

Exam results
We receive exam results from many awarding bodies. This is called Awarding Body Linkage (ABL). We match the results to your students' qualifications listed in Apply, and send them to the universities and colleges that are holding offers for them. Find out more at www.ucas.com/advisers/exam-results.

Appeals
Applicants may need your support if they appeal a result or request a re-mark. It is important to let the universities and colleges know an appeal is taking place, and if a grade changes (if applicable).

What your students will see

UCAS Undergraduate Apply opens one week after Apply for advisers.

Students can register, start their research, and search for courses. They need to check entry requirements and application deadlines.

Universities and colleges will decide whether to make the applicant an offer. It'll be:

- unconditional if they've already met the entry requirements
- conditional if the offer's based on exam results

If the applicant has used all five choices and doesn't receive any offers, or declines the offers they do receive, they can use **Extra** to apply for more choices, one at a time.

UCAS sends exam results to universities and colleges. Applicants must send certification of exam results for any we don't forward to their chosen university/college – see www.ucas.com/sending-exam-results.

Applicants can see their status in **Track** and check if their place is confirmed.

- If the firm choice is unconditional, the place is theirs.
- If the place is conditional, the university or college will update their status when they have their results.
- If the applicant is unsuccessful, they can use **Clearing** to apply for more courses.

If an applicant does better than expected, and meets and exceeds the conditions of their firm choice, they can look for an alternative course using **Adjustment**.

Apply opens

Preparing pre-applicants

Completion of application

Submitting application

Post-submission

Confirmation and Clearing

