



# UCAS Admissions Guide

For entry to university or  
college in 2016

This booklet provides essential information for admissions staff involved in processing applications for courses included in the UCAS system. It describes the procedures used and lays out 'the rules' and timetable.

**UCAS**

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# Glossary of terms

ABL	Awarding Bodies Linkage
Adjustment	Eligible applicants can use Adjustment to look for an alternative place while remaining UF at their original place
Amended decision	Method by which you send us an amended decision on an applicant
APEL	Accreditation of Prior Experiential Learning
Apply	Facility for applicants to apply using our website
Area of Permanent Residence	Applicant's usual home: county or district for UK applicants/country for overseas
BMAT	BioMedical Admissions Test
C	Conditional offer made to applicant
Campus code	Single-character code, used to differentiate between provider sites, colleges, campuses, etc.
CATS	Credit Accumulation and Transfer Scheme
CD	Conditional offer, declined by applicant
CF	Conditional offer, accepted by applicant as first choice
Change at Confirmation	A provider can make an unconditional offer for an alternative course, date of entry or point of entry to an applicant who has not met the conditions of their offer. The applicant can either accept or decline the offer.
Changed course decision	Provider offers the applicant a course different to that on the original application
CI	Conditional offer, accepted by applicant as insurance choice
Clearing	Eligible applicants use vacancy information to gain a place
Clearing transaction	Method by which you notify us of a Clearing decision
Conditional offer	Offer made by provider dependent on meeting specified conditions which may include academic and /or non-academic conditions
Confirmation amendment	Method by which you inform us of a change of year or course for UF applicants
Confirmation decision	Method by which you confirm offers
Confirmation withdrawal	Method by which you inform us of a UF applicant's withdrawal
Course Collect	Database used to hold course information by UCAS
Course correction	Method by which you enquire about making any changes
CWD	Applicant completely withdraws from the scheme
DBD	Decline by default: we decline an outstanding offer on the applicant's behalf
DCF	Delayed Confirmation decision

Decision transaction	Method by which you send a first decision on an applicant to us
Discontinued course	Course which will not run in the year it appeared on the UCAS search tool
Establishment code	Five-digit number allocated by us to registered Apply centres as the 'last educational establishment'. It is listed in web-link on an applicant's overview page.
Extra	Gives applicants who have used all five choices, but are holding no offers, the opportunity of making further application(s) and receiving an offer
F	Full decision made against an application
HAT	History Aptitude Test
INV	Invitation made to an applicant to attend for interview, audition, or provide portfolio, essay or other piece of work.
IBO	International Baccalaureate Organisation
ILC	Irish Leaving Certificate
Invisibility	Principle where providers see only applications to themselves until after the applicant replies
JACS	Joint Academic Classification System (from 2002 year of entry)
JANET	Joint Academic Network
JCQ	Joint Council for Qualifications. Represents the major awarding bodies which serve England, Wales and Northern Ireland
JIPS	JANET Internet Protocol Service
Joint admissions entity	A provider that recruits through the scheme, although not a legal entity
Joint Course	A course with attendance at two different UCAS providers that have a formal agreement to share applicants' choice information for enrolment purposes
June list	List of applicants who have made their final decisions
July list	List of applicants who have made / changed their final decisions since the issue of the June list
LNAT	The National Admissions Test for Law
M	Coding on application: manual research by us for examinations
MML	Modern and Medieval Languages Test
MSAT	Medical School Admissions Test
Move IT	A managed secure file transfer service
NVQ	National Vocational Qualification
odbc-link	Method of transferring applicant data using odbc
ODL	Outstanding Decisions List (list of applicants for whom providers have made no decision)

OEQ	Other educational qualifications
OPF	Overseas Partnership Form
PA	Coding on application: Previous A level
PAS	Coding on application: Previous Advanced Subsidiary
POEQ	Coding on application: Previous other educational qualifications
Point of entry	Year of course to which applicant wishes to be admitted (Course Collect refers to it as 'entry point')
POST-15 Jan	Applications for courses received by us after 18:00 on 15 January and before 18:00 on 24 March inclusive
POST-24 March	Applications for courses received by us after 18:00 on 24 March and before 18:00 on 30 June inclusive
PRE-15 Jan	Applications for courses received by us up to and including 18:00 on 15 January
Provider	A provider is an admissions entity represented on the UCAS search tool
QCA	Qualifications and Curriculum Authority
REJ	Reject decision on application
*R records	Sometimes called Star R records: online files with the results of examinations added to the records of matched applicants
RBD	Reject by default: we reject outstanding provider decisions
Release into Clearing	Method by which you notify us of the release of an applicant into Clearing
Reply swaps	Applicants have 14 calendar days to change their mind about their replies to their offers
Results embargo	Period when providers have exam results prior to their publication for applicants
RPA	Record of Prior Acceptance
SFTP	Secure File Transfer Protocol
Sort code	Single character code signifying faculty, department, etc. and used as a sort mechanism (Called 'Faculty code' in Course Collect)
SPA	Supporting Professionalism in Admissions
SQA	Scottish Qualifications Authority
STAT	Special Tertiary Admissions Test
STEP	Sixth Term Examination Papers
Stops	Adding a 'Stop' to an application will prevent it from being rejected by default
Suspended course	Course that will not run in the year it appeared on the UCAS search tool, but may run in a later year
SWAP	Scottish Wider Access Programme

Track	Facility for applicants to track the progress of their applications using our website
TSA	Thinking Skills Assessment
U	Unconditional offer made to applicant
ucas-link	Collective name for web-link, odbc-link and xml-link which are the methods of transmitting applicant information to and from UCAS
UCAS search tool	Web facility giving filterable course information
UCC	Confirmation of an offer with a change to either the course, year or point of entry
UD	Unconditional offer, declined by applicant
UF	Unconditional offer, held by applicant as sole choice – applicant is firmly placed
UFE	Unconditional offer, held firmly by applicant, but not with you. An applicant shown as UFE with you is placed elsewhere as a UF
UI	Unconditional offer, held by applicant as insurance choice
UKCAT	UK Clinical Aptitude Test
UKPASS	UK Postgraduate Application and Statistical Service
ULN	Unique Learner Number
Unconditional offer	Offer made by provider when it is satisfied that the applicant has met specific conditions
VCE	Vocational Certificate of Education
VCE Double Award	Vocational Certificate of Education Double Award VOC Coding on application: vocational qualifications
W	Withdrawal decision on application
web-link	Interactive communication method for applicant data
xml-link	Method of transferring applicant data using web services



# UCAS calendar for all applications – 2016 entry

## 2015

- 27 May UCAS Apply live for 2016 entry.
- September Applications sent to providers.  
Providers can make decisions.
- 15 October 18:00 Application deadline for all courses to Oxford or Cambridge, and most courses in medicine, dentistry, veterinary medicine and veterinary science.
- 2 November Record of Prior Acceptance (non-EU) and Overseas Partnership Form live.

## 2016

- 15 January 18:00 Application deadline for all courses, except those with a 15 October 2015 and 24 March 2016 deadline.
- Late January Providers can close courses with 15 January application deadline.
- 1 February Record of Prior Acceptance (EU) live.
- 25 February Extra opens.
- 24 March 18:00 Application deadline for some art and design courses.
- Late 24 March Providers can close courses with 24 March application deadline.
- 31 March Change at Confirmation offers with no reply by 11 March are declined by default.

4 May

Pending applicant reply	Last decision received by 31 March 2016		
	EU postal address	Non-EU postal address	Extra
DBD	Yes	No	No

5 May\*

Pending decision	Applied by 15 January 2016
	Main scheme
RBD	Yes

8 June

Pending applicant reply	Last decision received by 5 May 2016	
	Main scheme	Extra
DBD	Yes	No

23 June

Pending applicant reply	Last decision received by 8 June 2016	
	Main scheme	Extra
DBD	Yes	No

\*Decisions should arrive at UCAS before the HEP Team closes. Providers will be notified of this time in bulletins prior to the RBD.

30 June 18:00 Main scheme closes – applications received after 30 June are in Clearing.

4 July Last day for existing applicants to add an Extra choice.

5 July International Baccalaureate results published.

Early July BTEC results start being sent to providers.  
Providers can make Clearing decisions.  
Change at Confirmation offers with no reply have five days to reply.

14 July*	Pending decision	Applied by 30 June 2016	
			Main scheme
	RBD	Yes	Yes

22 July	Pending applicant reply	Last decision received by 14 July 2016	
			Main scheme
	DBD	Yes	Yes

28 July Last day to make amended decisions.

Early August ABL files of SQA results scheduled to be made available to providers.

9 August SQA results published.  
Scottish Clearing vacancies published.

Early August ABL files of GCE, Diploma and Pre-U results scheduled to be made available to providers.

18 August GCE, Diploma and Pre-U results published.  
All Clearing vacancies published.  
Adjustment live for registrations.

Mid-August Irish Leaving Certificate results published.

31 August Nominal deadline for applicants to meet academic offer conditions.  
Last day for Adjustment Confirmation decisions.

1 September Stops can be added to prevent applications being rejected by default on 10 September 2016.  
Delayed Confirmation (DCF) decisions can be added.

10 September*	Pending decision	CF & CI	CF & CI with Stops
		Confirmation RBD	Yes

New stops cannot be added.

20 September 18:00 Last day for applications to be sent to UCAS.

30 September Published Clearing vacancies end.

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\*Decisions should arrive at UCAS before the HEP Team closes. Providers will be notified of this time in bulletins prior to the RBD.

20 October Last day to submit acceptances using Records of Prior Acceptance and Overseas Partnership Form.  
 Last day to contact HEP Team for amendments.  
 All referred Clearing applicants are rejected by default.  
 All outstanding Confirmation decisions are rejected by default.  
 Applications with Stops are rejected by default.  
 Delayed Confirmation (DCF) decision facility ends.

21 October	<b>Pending applicant reply</b>	<b>Outstanding Confirmation offers</b>	<b>Outstanding Change at Confirmation offers</b>
	DBD	Yes	Yes

23 October 2016 cycle closes

2 December*	<b>Pending decision</b>	<b>Outstanding Delayed Confirmation decision</b>
	RBD	Yes

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\*Decisions should arrive at UCAS before the HEP Team closes. Providers will be notified of this time in bulletins prior to the RBD.

# Changes for 2016 entry

The texts relating to these changes are shaded in grey.

## **Consumer law reforms**

There are changes to the application process and rules to ensure compliance with recent reforms to consumer protection legislation. Changes also take into account guidance published by the Competition and Markets Authority (CMA) in March 2015. As a result there is an increase from 7 to 14 days after an applicant has replied to their offers, during which they can change their replies once.

Applicants wishing to change their replies more than once or more than 14 days after replying will continue to require permission from all the providers affected.

In addition, applicants will still be able to cancel their entire UCAS application and receive a refund by contacting UCAS within 14 days of the date on their welcome email. This remains unchanged from previous years.

## **Capitation fee**

The capitation fee has been increased to £20 from £18, for each confirmed applicant. The minimum charge for providers that recruit less than 100 students has increased to £2,000 from £1,000; this applies to all providers in this situation, regardless of when they joined the scheme.

## **Commercial mailing opt in/out**

The commercial mailing opt in/out in both Apply and Track has been modified to meet the requirements of the Information Commissioner's Office.

# Section 1

## UCAS Application and Recruitment Policy

1. The UCAS Application and Recruitment Policy has been governed by the desire on the part of UCAS and providers to ensure that applications to courses at UCAS providers are handled fairly and consistently. This allows applicants to be confident that the rules governing applications to courses at these institutions are rules which providers respect and apply consistently to all applicants.
2. All principles have been agreed before introduction and continued relevance has been sought for continuance of these principles.
3. Adherence to the UCAS Application and Recruitment Policy is a condition of being a provider in the scheme, and is essential to ensure the accuracy of application statistics and to maintain the integrity of the admissions service provided by UCAS for the benefit of all its providers and applicants.
4. The main principles of the UCAS scheme remain today as they did in its origin and continue to form the basis of this policy and rules associated with it.
  - To provide a fair method of selecting from among a surplus of applicants.
  - To provide central co-ordination and standardisation of application procedures, with rules that instil fairness of treatment among applicants.
  - To centralise the practice of making multiple applications and respond to the practice of applicants applying independently to different providers.
  - To address the uncertainty among selectors and applicants about their dealings with each other.
3. Providers must consider all applications for each course on an equal basis if they are received before the relevant deadline (15 October, 15 January, and 24 March).
4. Application choices to other providers will remain invisible to you until the applicant's replies have been recorded. Providers should not ask applicants where else they have applied (see paragraphs 2.10 and 6.5).
5. The type of offer, full conditions, subsequent offer or decision amendments and Confirmation decisions must be transmitted to the applicant using UCAS Track in the first instance.
6. If providers wish to receive examination results early they must sign the results embargo agreement and there must be no disclosure, discussion or communication with applicants or other third parties before results are published. (see paragraph 7.1 and Appendix H).
7. Unless the course starts before 1 September, a provider cannot ask the applicant to reply before their reply date, regardless of when the offer was made.
8. Providers need to make decisions about applications by the relevant published reject by default date, otherwise UCAS will reject the applicant.
9. Applicants need to make their replies (firm / insurance / decline) by the relevant reply date, or their offers will be declined by default.
10. A provider must not approach an applicant who is holding a firm or an insurance place at a provider (other than their own).

### Principles of admissions

The following statements support the underlying principles.

1. A provider must recruit all its full-time undergraduate degree applicants through UCAS (whether individual application, RPA or OPF). Exemptions are listed in the Admissions Guide (see paragraphs 2.1 – 2.3).
2. All full-time undergraduate courses a provider offers should be listed on the UCAS search tool (including some or all of its post-qualification courses (e.g. LLB Conversion, MA/Dip in Social Work, PGDE).

11. A provider should not reject an applicant at Confirmation if they still have outstanding or missing examination results until the agreed date (currently 31 August), unless the applicant is unable to reach the terms of their offer based on the qualifications already received.

# Section 2

## Applications and data

### UCAS Undergraduate scheme courses and applicant categories

#### 2.1 Course categories for inclusion in the UCAS Undergraduate scheme

Undergraduate courses, for the purpose of being in the UCAS scheme, are defined as:

- at least one academic year's duration
- full-time
- 'first degree' courses including:
  - bachelor's level
  - master's level (e.g. extended or integrated programmes commonly leading to awards of MChem, MEng, MMaths, MPhys) where these awards are not themselves preceded by an honours level undergraduate qualification with a UK source of validation.

– 'other undergraduate levels' referring to qualifications validated in the UK as part of the national or Scottish qualification frameworks leading to certification currently at CertHE, DipHE, HNC, HND, foundation degree or other equivalent academic level.

- Admission with credit, (or 'Admission with advanced standing' in Scotland), refers to the admission of a suitably qualified applicant to year two of the course, or later.
- A 'provider', for the purpose of being in the UCAS scheme, is the single admissions entity represented by a provider entry on the UCAS search tool. It may include other academic partner organisations for academic and recruitment purposes
- Compact, partnership and articulation arrangements are agreements between a provider and students in local schools or colleges to provide them with opportunities to progress to higher education within their own region.

#### 2.2 Applicant categories that should apply through the UCAS Undergraduate scheme

The following individuals must apply using the UCAS Undergraduate application.

For this type of course	Full details
Full-time first degree and other full-time undergraduate level courses.	Anyone applying to a provider that uses the UCAS Undergraduate scheme to recruit for its full-time first degree and other full-time undergraduate level courses listed on the UCAS search tool.
Postgraduate degree in Social Work.	Anyone applying to a postgraduate degree in Social Work, which is listed on the UCAS search tool.
Year zero as an integral part of a course.	Anyone wanting to enter a course which has a year zero as an integral part of the course.
Any student who wants to pursue a 'top-up' award.	Any student who wants to pursue a 'top-up' award on the basis of previous study for which the original recruitment was through an admissions service other than the UCAS Undergraduate scheme.

From this background	Full details
Anyone from a school or college with a compact arrangement.	Anyone from a school or college with a compact arrangement, or any other form of guaranteed progression to a UCAS Undergraduate provider.
Any student studying an Access course or foundation year.	Any student studying an Access course or foundation year provided by a UCAS Undergraduate provider must apply through the UCAS Undergraduate scheme for an undergraduate (or equivalent) course offered by that provider.
Any student with advanced standing at any point of the course.	Any student who wants to enter a course at a provider in the UCAS Undergraduate scheme with advanced standing at any point of the course.
Any student progressing from a Level 3/SQA Level 6 course to a Level 4/SQA Level 7 course.	Any student progressing from a Level 3/SQA Level 6 course to a Level 4/SQA Level 7 course listed on the UCAS search tool at the same UCAS Undergraduate provider.
Any student completing only part of a course at a UCAS Undergraduate provider.	Any student completing only part of a course at a UCAS Undergraduate provider, and then transferring to another UCAS Undergraduate provider, or providers, for the same course or a different course.

From this background	Full details
Any part-time student at a UCAS Undergraduate provider.	Any part-time student at a UCAS Undergraduate provider (irrespective of the period of registration) who wants to apply for a full-time course at another UCAS Undergraduate provider.
Any student who has already applied through the UCAS Undergraduate scheme.	Any student who has already applied through the UCAS Undergraduate scheme, completed a course at one provider and who then wants to apply to another provider to start or otherwise enter with credit any other HE course listed on the UCAS search tool.
Any student wanting to progress from an HND or HNC award.	Any student wanting to progress from an HND or HNC award undertaken at an institution NOT in the UCAS Undergraduate scheme must apply through the UCAS Undergraduate scheme for courses in the UCAS Undergraduate scheme.
Any student who initially applied through the UCAS Undergraduate scheme and registered for a course at other than full-time first degree level	Any student who initially applied through the UCAS Undergraduate scheme and registered for a course at other than full-time first degree level, and who now wants to apply to one of a range of UCAS Undergraduate providers (one of which may be the original 'awarding' provider) using CATS or APEL arrangements, must make a further application through the UCAS Undergraduate scheme.

### 2.3 Applicant categories that are exempt from using UCAS Undergraduate scheme

The following individuals need not apply using the UCAS Undergraduate application.

From this background	Full details
Any student who started a course on a part-time basis.	Any student who started a course on a part-time basis for at least one academic year and who then wants to follow the same course on a full-time basis.
Any student studying an undergraduate course of less than a year.	Any student studying an undergraduate course (or equivalent) of less than a full academic year's duration.
Any student who has already started a degree course at one provider and then transfers to another degree course at the same provider.	Any student who changes course after a year of their degree course, or when they transfer from a Foundation degree to undergraduate degree, at the same university.  However, the UCAS Undergraduate provider may consider that the nature of the change needs a new UCAS Undergraduate application to be completed.
Any international student studying for an international qualification which is not validated by a UK awarding body.	Any international student studying for an international (non-EU) award or qualification which is not validated by a UK awarding body or provider, which requires part of the time to be spent at a UCAS Undergraduate provider.
Any student progressing from study at an international (non-EU) HE provider to a UCAS Undergraduate provider as part of a one-to-one or consortium arrangement.	Any student progressing from study at an international (non-EU) HE provider to a UCAS Undergraduate provider as part of a one-to-one or consortium arrangement (where a student's choice of providers is restricted to a member of the consortium).  However, the UCAS Undergraduate provider is required to complete an Overseas Partnership Form (OPF) (principle 1) in order to maintain the integrity of UCAS Undergraduate data and for compliance with the UCAS Undergraduate Application and Recruitment Policy and comply with principle 1.
Any student who has been given an unconditional acceptance by a provider but not completed a UCAS Undergraduate application.	Any student who has been given an unconditional acceptance (UF) by a provider and the provider has not required them to complete a UCAS Undergraduate application.  However, the provider is required to complete a Record of Prior Acceptance (RPA) in order to maintain the integrity of UCAS Undergraduate data and for compliance with the UCAS Undergraduate Application and Recruitment Policy and to comply with principle 1.

## Application process

### 2.4 Apply

- Apply is our web-based application system through which the vast majority of applicants apply, either as an individual or a through a UCAS registered school, college or centre.
- Registered apply centres can support applicants through the process of applying, through a suite of tools which enable them to manage student applications and attach references.
- All applicants have to accept our terms and conditions and agree to the declaration before submitting their application.
- Applicants can only submit one application record with up to five choices per application cycle (see Right of Cancellation for exceptions).

### 2.5 Applicant identification – Personal ID and application scheme code

- Applicants are identified by their Personal ID. This is a unique 10-digit number allocated when the applicant first registers for any of our services.
- If an applicant applies to UCAS in more than one cycle (e.g. 2015 and 2016 entries) each application can be identified by an additional data field – the Application Scheme Code. If UC01 represented 2015 entry UCAS application, UC02 would be the 2016 entry code and so on.

### 2.6 Deferred entry

- Applicants can apply for deferred entry by one year and are advised they can do this when they make their application. Providers have the right to consider deferred applicants in line with their own admissions policies and applicants are advised to ask you if you can consider deferred applications.

### 2.7 Validated data

- Postcodes are validated, but an application can be processed even if applicants give a wrong postcode.
- Course codes entered by the applicant are checked for validity.

### 2.8 Verified data

- We cannot check the validity of the applicant's entries and cannot take responsibility for information provided by applicants and referees. This includes fee code, residential category, nationality or examination results.
- Registration numbers for BTEC, IELTS, TOEFL and National Insurance numbers are assumed to have been provided in good faith and are correct. You are advised to make independent checks if you wish to check these numbers are correct.

- UCAS does not change fee status or residential category at any time in the cycle.

See Appendix G on Fraudulent applications for further guidance on this.

### 2.9 Applicant information not passed on

- All information in an application record, with the exception of the information from the fields below, is available to the providers the applicant has applied to.
- The exceptions are :
  - Occupational background
  - Ethnic origin
  - National identity
  - Equality questions
  - Religion or belief
  - Sexual orientation
  - Gender identity
  - Box ticked if the applicant does not wish to receive related mailing
- You will receive this information only after the applicant has secured a place (i.e. become UF) or at the end of the application cycle (within \*J data) whichever is the sooner.

### 2.10 Visibility of all courses

- You will not be able to see where else an applicant has applied until the applicant has replied to all offers made to them. This ensures your consideration is made without bias and protects the applicant (principle 4).
- Once an applicant's record becomes visible, it will not be set back to invisible if further choices are added. Invisibility is not applied to the previous choices for applicants in Extra or Clearing.
- You must not request information about choices to other providers during interviews, visits or open days or written means.

### 2.11 Contextual data

- In addition to the data provided by applicants and referees, additional contextual data relevant to applicants is available to providers who wish to use it. The data has been sourced from the education bodies.
- Access to this data should be requested and separate specific terms agreed as an extension to our normal service. You should contact the HEP Team if you wish to access these.
- A list of the fields available can be found in Appendix F.



## 2.12 Residential category codes

- Applicants are asked to self-assess their residential categories but are told that you make the final decision about their category.
- The help text visible to applicants is found in Appendix D.

## 2.13 Applicants with disabilities

- Applicants are asked to state whether or not they have a disability or special need.
- Details of what they see and enter are found in Appendix E.

## 2.14 Application and capitation fees

- Providers are charged a capitation fee for each placed applicant who applies through UCAS.
- The details of the capitation fees and the application fees that applicants pay are detailed in Appendix I.

## Cancellation of application records

### 2.15 Cancellation rights of applicants

Under consumer protection legislation, applicants have the right to cancel their entire application record with UCAS and receive a full refund of their application fee. To do this, applicants must contact the UCAS Contact Centre or complete the UCAS Undergraduate cancellation form available on the UCAS website ([www.ucas.com/ucas/undergraduate/apply-and-track/track-your-application/making-changes](http://www.ucas.com/ucas/undergraduate/apply-and-track/track-your-application/making-changes)) within 14 days of the date on UCAS' official welcome email to applicants. Applicants who cancel within this timeframe can resubmit a new application with up to five choices in the same cycle.

### 2.16 Cancelled application records

We will cancel an application record (which includes all of the applicant's choices) from the current cycle in the following circumstances.

- Duplicate application – it has been discovered that an applicant has made two applications in the same cycle to the Undergraduate scheme.
- Death of an applicant (see below).
- Fraudulent application (see Appendix G).
- Where the applicant has chosen to cancel the application within 14 calendar days.

Applicants will not receive a refund in these circumstances, except where they choose to cancel their entire application within 14 calendar days (see above).

### 2.17 Death of an applicant

Under normal circumstances, we are informed of an applicant's death by the family or an adviser at the school

or college attended by the applicant. If you are informed of an applicant's death and you have not heard from us then please contact the HEP Team immediately.

We then immediately cancel the record and email the primary contact and admissions office at all of the providers the applicant applied to. We ask for confirmation that our correspondence has been received.

The cancellation generates no letter to the applicant to avoid further distress to the family.

The application record will be cancelled from your system and all details will be removed so that it will no longer be available to you.

### 2.18 Withdrawn application records

After the 14 day cancellation period, applicants can withdraw their entire application record on Track or by contacting the UCAS Contact Centre, but their application fee will not be refunded.

Applicants who are holding a deferred place for the current cycle, which they applied to in a previous cycle, will not be able to apply in the current cycle unless their previous application is completely withdrawn.

### 2.19 Choice withdrawals and substitutions

Applicants who withdraw some, but not all, of their choices on their application record within 14 days of the date on the welcome email will not receive any refund. For example, if an applicant withdraws one or more of their choices to reduce their application to a single choice, UCAS will not refund any of their application fee.

Applicants can substitute their choices within seven days of submitting their application. Substitutions outside of this time are only allowed in exceptional circumstances. Applicants should ask their referee to write to the Customer Contact Centre outlining the reasons why a substitution is being requested.

Applicants can withdraw their application to individual choices where decisions are still outstanding so that they can reply to offers already received.

## Application routes

Applications to UCAS Undergraduate can be made through the following routes.

- Main scheme
- Extra
- Adjustment
- Clearing
- RPA
- OPF

## 2.20 Main scheme application

To apply through the main scheme the applicant must either complete an online application or, in rare circumstances, we will accept a paper application form.

- The applicant applies for a maximum of up to five courses at one or more UCAS Undergraduate providers.
- Applicants are only allowed to apply to a maximum of four choices in each of the following subjects.
  - medicine
  - dentistry
  - veterinary science or veterinary medicine

If the applicant applies for a single course at one provider, they pay the reduced fee of £12. They can add additional courses later either in the standard main scheme or through Clearing if they pay the balance of the outstanding full application fee.

There are three on-time application deadlines for courses in the UCAS Undergraduate scheme.

Deadline	Relevant courses
15 October	Application deadline for most medicine, dentistry, veterinary medicine and veterinary science courses and for all courses at the universities of Oxford and Cambridge.
15 January	Application deadline for all courses, except those listed above with a 15 October deadline, and art and design courses with a 24 March deadline.
24 March	Application deadline for art and design courses, except those listed with a 15 January deadline.

Providers must give equal consideration to applications received by the relevant deadline (see Section 1, principle 3). This means that providers must not:

- reject an applicant without full consideration of their application
- tell applicants that a course is full before the application deadline has passed

Applications received after the relevant deadline can be considered at the provider's discretion. To prevent applicants wasting one of their choices, providers should make it clear on their website and in prospectuses and other brochures, whether they are willing to consider applications, particularly from international applicants, after the equal consideration deadline for the course.

## 2.21 Extra

Applicants who are unsuccessful in obtaining a place or decline all offers made to them in the main scheme may be eligible to apply through Extra, where they can apply to one further course at a time. (see Section 6).

## 2.22 Adjustment

Applicants who meet and exceed the conditions of their firm choice will be able to hold that place while attempting to secure a place elsewhere through Adjustment. (see Section 9).

## 2.23 Clearing

Applicants who do not accept offers, or who are unsuccessful in obtaining a place in the main scheme or Extra can try and find a place where there is a vacancy in Clearing. If applicants do not submit a main scheme application by 30 June 2016, they will still be able to submit an application to apply through Clearing. (see Section 10).

## 2.24 Record of Prior Acceptance (RPA)

There are two versions of the RPA; one is for home or other EU applicants and the other is for non-EU domiciled applicants. RPAs may be used when a provider agrees to accept an applicant who has met the entry requirements for the course. The applicant must understand that they will be made UF at that provider and cannot be considered by any other UCAS provider. (see paragraph 2.27 for full details of RPA).

## 2.25 Overseas Partnership Form (OPF)

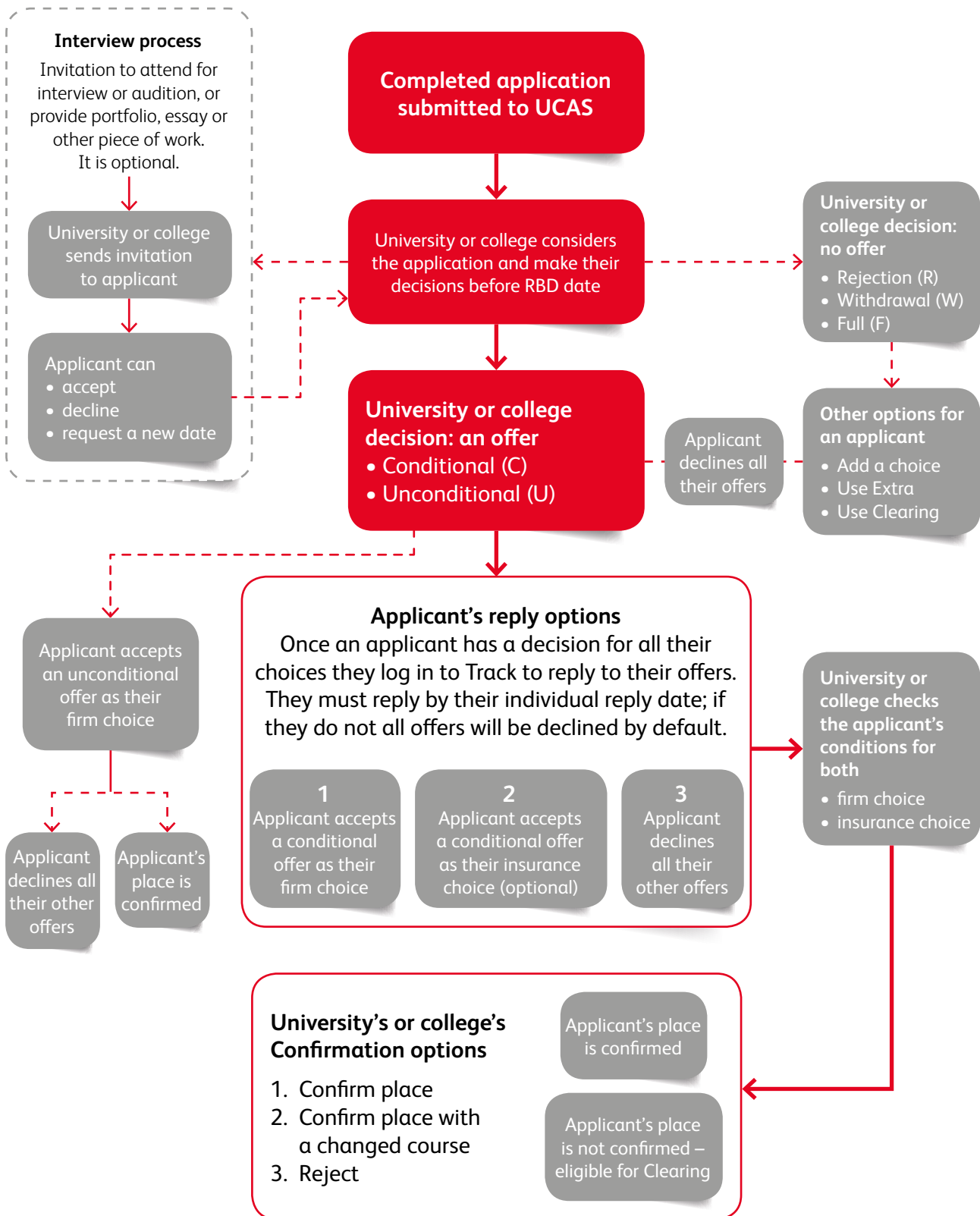
This can only be used when the UCAS provider has submitted an Overseas Partnership Notification Statement (OPNS) to UCAS for a specific course. It is used when a provider agrees to accept an applicant who has already met the entry requirements for a course listed on the OPNS and when the applicant understands that they cannot be considered by any other UCAS provider. (see paragraph 2.28 for full details of OPF).

## 2.26 Application flowchart

The flowchart outlines the typical processing that takes place throughout the application cycle and the options available to applicants who submit an application through Apply.

## UCAS Undergraduate application flowchart

This is for guidance only and should be read in conjunction with the rest of this guide.



## Record of Prior Acceptance (RPA) and Overseas Partnership Forms (OPF)

### 2.27 What is a Record of Prior Acceptance (RPA)?

All applicants should complete a UCAS application online as an individual or through a UCAS registered school, college or centre within the advised timeframe. It is, however, recognised that there may be certain circumstances that prevent applicants from doing so. The Record of Prior Acceptance was therefore introduced to:

1. capture as complete a record as possible of those accepted onto a higher education course
2. assist providers and schools with as complete a set of data as possible
3. assist in the avoidance of fraud

There is no application fee associated with RPAs.

Capitation fees will be applied to providers for these applicants.

### 2.29 RPA and OPF timetable

Date open	What available	Where to find the form*	Last date of submission
<b>2 November 2015</b>	Non-EU RPA (non-EU) and OPFs available	Available through web-link Management Information Screen	<b>20 October 2016</b>
<b>1 February 2016</b>	EU RPA	Available through web-link Management Information Screen	<b>20 October 2016</b>

\*PDF versions of the RPA and OPF are available to download on web-link. This will allow the user to collect the data (including the applicant's signature) and submit the information in web-link at a convenient time

### 2.30 Mandatory fields for data collection in web-link

Mandatory applicant information
Title
Forename
Surname
Gender
Date of birth
Address line 1
Postcode or country*
Fee payer
Area of Permanent Residence (APR)
Residential category
Disability
Country of birth
Nationality
Schools and colleges
Qualifications

\*as appropriate

### 2.28 What is an Overseas Partnership Form (OPF)?

It is recognised that some of our providers, either singly or as part of consortia, have partnership arrangements with overseas institutions, where, on completion of the overseas element of the programme, the student progresses either to a single UK provider, or one of the providers in a consortium.

You should notify UCAS of the details of these arrangements, using an Overseas Partnership Notification statement. You should contact the Scheme Delivery Team ([sdt@ucas.ac.uk](mailto:sdt@ucas.ac.uk)) if you would like to record such a statement.

Once a completed Overseas Partnership Notification statement has been processed by UCAS Undergraduate, the OPF facility becomes available to the provider.

There is no application fee associated with OPFs.

Capitation fees will be applied to providers for these applicants.

Mandatory course information
Course code
Campus code
Point of entry
Start date

Institution declaration
Name of member of staff at the provider who has presented the declaration to the applicant
Applicant declaration

### 2.31 How to submit an RPA and OPF

The process for completing an OPF and RPA is the same.

Before completing an RPA or OPF, you should carry out checks with us to reassure yourself that the applicant has not already made an application through us. This can be done using web-link and checking the status of the applicant.

It is not possible to submit an RPA for an applicant who has already submitted an application for 2016. If an application for the current cycle already exists, the applicant must be accepted through Extra or Clearing. If the applicant is holding a deferred place from a previous application cycle this application must be withdrawn before an RPA or OPF can be submitted.

RPAs should only be used to confirm the place of an applicant who already meets all the entry requirements of the course they wish to accept a place on.

The information requested in the RPA is the minimum required to complete a UCAS application and covers what is needed for the Higher Education Statistics Agency (HESA) returns.

Once processed the choice will appear as UF on line 1.

We will match through the ABL service, any pending qualifications if these are entered correctly on the form.

Once you have entered the information directly into web-link, you can print a copy for your records. Digital copy forms are not available.

### 2.32 Applicants accepted by RPA or OPF

Applicants are subject to the provider's own checking processes.

The applicant's consent to UCAS processing the information is gained by acceptance of the applicant declaration.

The applicant will not be able to log into Track and won't receive any correspondence from UCAS (this includes Confirmation letters). Acceptance onto a course must be confirmed by the provider.

## Transmission of applications and all operational information to providers

UCAS exchanges all operational information between us and yourselves by using link products

### 2.33 web-link

web-link is a web-based service used to manage data and institution requirements and contacts. It can be used stand-alone or with any of the other online data transfer services.

It must be used for updating applications data by providers who do not have any other online methods.

Copy forms can be downloaded from web-link if required.

web-link has an online user guide available [www.ucas.com/providers/system-guides](http://www.ucas.com/providers/system-guides).

### 2.34 odbc-link and xml-link

We make the full application data and all subsequent transaction available to you using odbc-link and xml-link. This allows you to capture the data in your own admissions and student systems.

Detailed information and instructions are available in the manuals for odbc-link and xml-link [www.ucas.com/providers/system-guides](http://www.ucas.com/providers/system-guides).

### 2.35 Management information menu in web-link

A list of all the transactions that are available on providers' systems and web-link is given for reference in Appendix K.

### 2.36 Course Collect

This is the interactive method of communication which enables you to maintain your courses and institution data.

More detailed information is published in Course Collect Manual [www.ucas.com/providers/course-collect](http://www.ucas.com/providers/course-collect).

There is also a timetable of when data needs to be amended in Appendix L.

## 2.37 Downloading copies of applications

You can print copies of applications for your courses. There are two ways of doing this in web-link.

1. In the applicant's Overview page there is an option to download and print a PDF of the application.
2. From the Main Menu select Institution Information and then Copy Form batch details to access daily batches of your copy forms. You can download and print a PDF of the whole batch of applications.

If an applicant has applied to a provider for more than one course, a PDF is available for each course.

Batches of copy forms are listed by their batch date and are available as individual PDFs and as a single PDF of all applications. Header sheets, summary report and programme report are also included as PDFs in each batch. Header sheets separate different types of applications; for example, new, Extra, Clearing and Adjustment applications.

Batches of new applications are processed each evening and made available to you early the next weekday morning.

It's important to remember that some applicants enter more information in some sections of their application than the space on the copy form can accommodate. For example, details of their qualifications in the education section. When this happens information will be missing and a tilde '~' will be displayed.

Institution code, course and campus code and year of entry are at the top of each digital copy form along with the phase of the application cycle.

Phase	Applications submitted
PRE-15 Jan	Applications for courses received by us up to and including 18:00 on 15 January
POST-15 Jan	Applications for courses received by us after 18:00 on 15 January and before 18:00 on 24 March
POST-24 Mar	Applications for courses received by us after 18:00 on 24 March and before 18:00 on 30 June

Copy forms are not available for applicants accepted using the RPA and OPF process.

# Section 3

## Decisions and replies

### Initial decisions

The official decision about an application is the one sent by UCAS and subsequently made available to the applicant in Track (see section 1, principle 6). Any communication sent by a provider must make this clear. Any changes to or additional conditions must also be communicated through UCAS.

We let an applicant know when we receive a decision from you. We send them an email alerting them to look at Track where they can see the full details of your decision. Every decision produces a separate email.

Decision processing codes, offer examples and a video on best practice in offer-making are available on the providers' section of the UCAS website: [www.ucas.com/providers/undergraduate/undergraduate-application-process/making-decisions](http://www.ucas.com/providers/undergraduate/undergraduate-application-process/making-decisions).

### 3.1 Outstanding decisions timetable

Applications reach UCAS	Decisions ideally at UCAS	Decisions must reach UCAS	Reject by default
1 September –15 January	31 March	5 May at 18:00	5 May evening
16 January –30 June		14 July at 18:00	14 July evening

### 3.2 When to make decisions

The date by which you have to make a decision about an application depends on when the applicant submitted it. The table above outlines when you need to make decisions by.

We produce Outstanding Decisions lists updated in real-time and on web-link, which give the details of applicants you need to enter decisions for.

If you do not make a decision by the relevant date, the applicant will be notified on Track that they have been rejected by default.

### 3.3 Applications rejected by default (RBD)

Providers should make decisions on applications by the relevant RBD dates. If you are unable to do so, you should inform the applicant of this and any alternative arrangements that you will put in place.

### 3.4 Decisions for courses with an early start date

Once applicants have received decisions from all of their choices they will be set a date by which to reply to any offers made to them. This date is visible in Track. If you are making an offer for a course with an early start date (before 1 September 2016) you are advised to tell the applicant that if they want to accept your offer they should confirm this by a specified date set by you. Applicants are advised that you may withdraw an offer with an early start date if they do not reply to it before your specified deadline.

### 3.5 Types of decisions

There are six types of decisions for providers to make after considering applications.

Type of decision	Code	Explanation
Unconditional offer	U	<ul style="list-style-type: none"> <li>• An unconditional offer is usually given if a provider is satisfied that an applicant has fulfilled the academic entry requirements.</li> <li>• It is also possible to make, at the provider's discretion, an unconditional offer to applicants who have not yet achieved their examinations, although the implications of this should be carefully considered.</li> <li>• Non-academic conditions, such as health checks and fee payment, can be included in unconditional offers.</li> <li>• Providers should be explicit in their offer about when the applicant needs to fulfil all non-academic conditions. For example, tuition fees must be paid before the start of the course or the result from the Disclosure and Barring Service (DBS) or Disclosure Scotland check must be obtained before the start of a placement.</li> <li>• If an applicant accepts an unconditional offer their place is confirmed. This then becomes binding on both the provider and the applicant.</li> </ul>
Conditional offer	C	<ul style="list-style-type: none"> <li>• A provider can make a conditional offer to an applicant who is taking examinations, or other type of assessment, before the end of the application cycle and so does not yet have their results.</li> <li>• They should be used to set the academic conditions of the offer.</li> <li>• Non-academic conditions such as health checks and payment of fees can also be included. They can be on their own or combined with academic conditions.</li> <li>• An applicant is expected to meet academic conditions of their conditional offer by 31 August, unless the provider sets a different deadline in their offer. A deadline should leave sufficient time after examination results are published.</li> <li>• Providers should be explicit in their offer about when the applicant needs to fulfil all non-academic conditions. For example, tuition fees must be paid before the start of the course or the result from the Disclosure and Barring Service (DBS) or Disclosure Scotland check must be obtained before the start of a placement.</li> <li>• A joint conditional offer can be used to make an offer for two courses, that depends on the outcome of exam results. For example, <ul style="list-style-type: none"> <li>– a degree and HND / HNC course</li> <li>– a degree and degree course including a foundation year</li> <li>– a degree and foundation degree.</li> <li>– a degree course including a foundation year or a foundation degree.</li> <li>– an alternative point of entry</li> </ul> </li> </ul> <p>Different parts of the offer will usually have different conditions. An applicant must either accept or decline the joint conditional offer as a whole.</p>
Reject	REJ	<ul style="list-style-type: none"> <li>• When a provider decides not to offer an applicant a place they should use an unsuccessful Reject decision.</li> <li>• Providers are encouraged to provide feedback to unsuccessful applicants.</li> <li>• All the link products can be used to send a Reject decision with a reason for the rejection.</li> <li>• The reason for a rejection can be made when the initial decision is made, or later provided the applicant has not already replied to their offers.</li> </ul>



Type of decision	Code	Explanation
Withdrawal	W	<ul style="list-style-type: none"> <li>• When a provider believes that an applicant has withdrawn from the choice, they should use one of the withdrawal decisions.</li> <li>• A provider should select the most appropriate reason for withdrawal. The explanatory text for each code is what the applicant will see in Track. <ul style="list-style-type: none"> <li>– W1 Withdrawn at your request</li> <li>– W2 You did not attend an interview, test or audition</li> <li>– W3 You did not reply to their correspondence</li> <li>– W4 Course withdrawn and no alternative requested</li> <li>– W5 You wish to enter Extra</li> <li>– W6 Failed to attend interview or did not reply to letter</li> <li>– W7 The course is full</li> </ul> </li> </ul>
Full	F	<ul style="list-style-type: none"> <li>• A provider can use a Full decision after the application deadline for that course has passed (15 October, 15 January or 24 March) and the course has been closed in Course Collect.</li> </ul>
Invitation	INV	<ul style="list-style-type: none"> <li>• A provider can use an invitation decision to invite an applicant to interview or audition, or provide a portfolio of work, an essay or other piece of work.</li> <li>• An invitation decision can be for any main scheme or Extra choice. It cannot be used for Clearing and Adjustment applications.</li> <li>• An applicant responds to their invitation in Track; they can accept it, decline it or request an alternative time or date. If they cannot attend they are advised to contact the university or college to arrange an alternative time.</li> <li>• When a new time has been agreed, a provider should update the invitation details so an applicant can respond to the new invitation.</li> <li>• An invitation decision must include the date; the time is optional. Free text information can also be included. The date should be before the RBD date and give reasonable time for an applicant to prepare and attend.</li> <li>• An invitation decision will not prevent a choice being rejected by default; the provider should make their decision before the appropriate RBD deadline.</li> <li>• A provider cannot use an invitation decision if the choice has been withdrawn (W) or rejected (REJ). A provider should contact the applicant to make the arrangements.</li> <li>• Providers do not have to use the invitation facility; they can contact the applicant using their own systems.</li> </ul>

## Replies to offers

Once applicants have received decisions from all of their choices they will be set a date by which to reply to any offers made to them. This date is visible in Track. Refer to the previous information (paragraph 3.2) given about replying to offers with an early start date.

### 3.6 Offer and reply combinations

<b>Unconditional firm (UF)</b>	The applicant cannot hold any other offer
<b>Conditional firm (CF)</b>	An applicant can hold a CF choice with no insurance if they wish
<b>Conditional firm (CF) and conditional insurance (CI)</b>	If conditions are met at firm choice then the applicant will be placed on that course. If not, but has met the conditions of the insurance, then they will be placed at their insurance choice.
<b>Conditional firm (CF) and unconditional insurance (UI)</b>	If an applicant meets the conditions of the firm choice they will be placed on that course. If not they will be placed at their insurance.

- An applicant can only hold a maximum of two offers, so all other offers have to be declined. Alternatively, they can choose to decline all offers and enter Extra or Clearing.
- An acceptance of an offer means a commitment by the applicant to take up the place, if you confirm their offer and they become UF with you. This commitment stands regardless of whether they accepted you as firm or insurance.

### 3.7 Applicant reply dates

If we do not receive an applicant's replies by the date we have informed them, their offers will be declined by default. See section 5 for further information on changing replies.

### 3.8 DBD and RBD calendar

<b>Application Submitted by:</b>	<b>Last HEP decision received by</b>	<b>Applicants with EU postal addresses must reply by</b>	<b>Applicants with non-EU postal addresses must reply by</b>
1 September 2015 – 15 January 2016	31 March*	4 May DBD	8 June DBD
	5 May RBD	8 June DBD	8 June DBD
16 January 2016 – 30 June 2016**	8 June*	23 June DBD	23 June DBD
	14 July RBD	22 July DBD	22 July DBD
Applicants applying through Extra	14 July RBD	22 July DBD	22 July DBD

\*Note this date is not an RBD date.

\*\* This will include applicants who applied by 15 January but who added or substituted choices or received an amended decision from a provider after 15 January.

### 3.9 Errors in decisions

- The real-time system at UCAS enables decisions to be processed and made available for applicants to see immediately on Track. Advisers who have subscribed to Adviser Track can also see decisions.
- If you reject an applicant in error and they have not made their replies, you can enter an amended decision up until 28 July. If the applicant has made their replies you must contact the HEP Team for advice before approaching the applicant.
- If an offer has been made in error you are, in principle, committed to the terms of the offer. It is essential that you contact the HEP Team straight away, regardless of when the error was noticed or whether or not the applicant has made their replies.
- It may be possible to rectify mistakes, but each case would be considered on an individual basis and the outcome would be dependent upon status of the application, the time of year and the unique circumstances of each situation.

# Section 4

## Changes and amendments

### 4.1 Amendments

You are able to make most changes using relevant online transactions without having to contact us. However, there are restrictions as to what changes can be made against applications once decisions and replies have been made. This is to ensure fairness to both applicants and providers is maintained and that integrity of the rules that govern the scheme are not compromised. See paragraphs 4.5 and 4.6 for a summary of possible changes.

### 4.2 Before you have made an initial decision

Who is requesting the change	Type of change	Actions
Provider	You wish to offer a different course, point of entry or year of entry.	<p>It is good practice to contact the applicant to advise why the change is being made, but their agreement is not necessary.</p> <p>The change(s) should be included in your decision.</p> <p>It should be made by the relevant RBD date.</p>
Applicant	The applicant has requested that you consider them for a different course, point of entry or year of entry.	<p>If you agree, the relevant changes can be made in your decision.</p> <p>It should be made by the relevant RBD date.</p> <p>If you do not agree, you can either make an offer for the original course, point of entry or year of entry the applicant applied to or, with the applicant's agreement, withdraw the application entering the withdrawal code .w1 'Withdrawn at your request'.</p>
	The applicant no longer wants to be considered by you and instead wants to apply to a different provider.	<p>The applicant can substitute their choices on Track within seven calendar days of the application being submitted. (No contracts have been formed between applicants and providers at this stage, so the 14 days rule does not apply)</p> <p>Substitutions outside of this time are only allowed in exceptional circumstances. You should withdraw the applicant who must then ask their referee to write to the Customer Contact Centre at UCAS outlining the reasons as to why a substitution is being requested. The decision will be fed back to the applicant.</p> <p>The last date a choice can be substituted is 30 June 2016.</p>

### 4.3 After you have entered a decision, but before replies have been made

Who is requesting the change	Type of change	Actions
Provider	The applicant is holding an unconditional offer and you wish to amend the course, year of entry or point of entry.	You must contact the applicant and obtain their agreement. You can then alter the course, point of entry or year of entry with an amended decision.
	The applicant is holding a conditional offer and you wish to amend the course, year of entry or point of entry.	You should aim to make the changes before the relevant RBD or DBD date if the applicant has no outstanding decisions.
	The applicant is holding a conditional offer and you wish to amend the conditions of the offer.	<p>This type of change should rarely need to be made. If you require guidance on what would be considered a valid reason for such a change, please contact the HEP Team.</p> <p>You should always explain the necessity for the change to the applicant.</p> <p>You can alter the course, point of entry or year of entry with an amended decision transaction.</p> <p>You should aim to make the changes before the relevant RBD or DBD date if the applicant has no outstanding decisions.</p>
	The applicant is holding an unconditional offer and you wish to now include conditions.	These types of changes should rarely need to be made. If you require guidance on what would be considered valid reasons for such changes, please contact the HEP Team.
	The applicant is holding an unconditional or conditional offer and you now wish to reject them.	<p>You should always explain the necessity for the change to the applicant.</p> <p>It is only possible to make this change by contacting the HEP Team.</p> <p>You should aim to make the changes before the relevant RBD or DBD date if the applicant has no outstanding decisions.</p>
	You rejected the applicant but you now wish to make them an offer.	<p>You can make a conditional or unconditional offer with an amended decision.</p> <p>This should be done before the applicants DBD date. Depending on when the decision is amended, the applicants DBD date may change so they have longer to reply.</p>

After you have entered a decision, but before replies have been made (continued)

Who is requesting the change	Type of change	Actions
Applicant	The applicant is holding an unconditional offer and wishes to be considered for a different course, year of entry or point of entry.	If you agree, you can alter the course, point of entry or year of entry with an amended decision.
	The applicant is holding a conditional offer with you and wishes to be considered for a different course, year of entry or point of entry.	You should aim to make the changes before the relevant RBD or DBD date if the applicant has no outstanding decisions.
	The applicant withdrew but now wishes to be considered again, either for the same or different course, year of entry or point of entry.	<p>If you wish to make an offer, you can make a conditional or unconditional offer with an amended decision.</p> <p>This should be done before the applicant's DBD date. Depending on when the decision is amended, the applicant's DBD date may change so they have longer to reply.</p>
	The applicant no longer wants to be considered by you and instead wants to apply to a different provider.	<p>The applicant can substitute their choices within seven calendar days of the application being submitted. (No contracts have been formed between applicants and providers at this stage, so the 14 days rule does not apply)</p> <p>If decisions have already been entered, they will need to call our contact centre as it will not be possible to substitute their choice on Track.</p> <p>Substitutions outside of this time are only allowed in exceptional circumstances. You should withdraw the applicant who must then ask their referee to write to the Customer Contact Centre at UCAS outlining the reasons as to why a substitution is being requested. The decision will be fed back to the applicant.</p> <p>If they applied to a discontinued course, the applicant will be able to substitute the course (See section 5).</p> <p>The last date a choice can be substituted is 30 June 2016.</p>

#### 4.4 After the applicant has made their replies

Who is requesting the change	Type of change	Actions
Provider	The applicant is unconditional firm with you and you wish to amend the course, year of entry or point of entry.	This type of change should only be made in exceptional circumstances for valid reasons. If you require guidance on what is considered a valid reason, please contact the HEP Team.
	The applicant is unconditional insurance with you and you wish to amend the course, year of entry or point of entry.	You must obtain the applicant's agreement. Once obtained use a Confirmation amendment.
	The applicant is holding a conditional firm or conditional insurance place with you and you wish to amend the course, year of entry or point of entry.	You must obtain the applicant's agreement. Once obtained use an amended decision up to 28 July 2016. After this date all changes must be actioned as part of Confirmation decisions.
	The applicant is holding an unconditional offer and you wish to now include conditions.	This type of change should only be made in exceptional circumstances for valid reasons. If you require guidance on what is considered a valid reason, please contact the HEP Team.  You should always explain the necessity for the change to the applicant.
	The applicant is holding an unconditional or conditional offer and you now wish to reject them.	It is only possible to make this change by contacting the HEP Team.  You should aim to make the changes by 28 July 2016. After this date all changes must be actioned as part of Confirmation decisions (Release into Clearing).

**After the applicant has made their replies (continued)**

Who is requesting the change	Type of change	Actions
Applicant	The applicant is unconditional firm with you and wishes to amend the course, year of entry or point of entry.	If you agree, use a Confirmation amendment.
	The applicant is unconditional insurance with you and wishes to amend the course, year of entry or point of entry.	
	The applicant is holding a conditional firm or conditional insurance place with you and you wish to amend the course, year of entry or point of entry.	Use an amended decision up to 28 July 2016. After this date all changes must be actioned as part of Confirmation decisions. (Change at Confirmation offer).
	The applicant is holding an unconditional or conditional offer and no longer wishes to accept the place.	Refer to the information about changing replies to offers in paragraph 4.8.
	The applicant no longer wants to join you and instead wants to apply to a different provider.	<p>The applicant can substitute their choices within seven calendar days of the application being submitted. If decisions and replies have already been entered, they will need to call our contact centre as it will not be possible to substitute their choice on Track.</p> <p>Substitutions outside of this time are only allowed in exceptional circumstances. You should withdraw the applicant who must then ask their referee to write to the Customer Contact Centre at UCAS outlining the reasons as to why a substitution is being requested. The decision will be fed back to the applicant.</p> <p>If they have accepted a discontinued course, the applicant will be able to substitute the course (see section 5).</p> <p>The last date a choice can be substituted is 30 June 2016.</p> <p>If the applicant wishes to accept a different offer made to them in the main scheme refer to changing replies to offers in paragraph 4.8.</p>

## 4.5 Summary of possible changes before an applicant has replied

Status can be changed by provider to:								
Applicant's status at provider	REJ (Rejection)	W (Withdraw)	C (Offer conditions amended)	U (Offer)	C + Changed date, course, point or year of entry	U + Changed date, course, point or year of entry	F (Full)	INV (Invitation)
INV	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes <sup>a</sup>
C	Yes <sup>b</sup>	No	Yes <sup>c</sup>	Yes <sup>d</sup>	Yes <sup>c</sup>	Yes <sup>c</sup>	No	No
U	No <sup>e</sup>	No	No <sup>e</sup>	Yes <sup>g</sup>	No <sup>e</sup>	Yes <sup>c</sup>	No	No
F	No	No	Yes	Yes	Yes	Yes	N/A	Yes
REJ	Yes <sup>f</sup>	No	Yes <sup>d</sup>	Yes <sup>d</sup>	Yes <sup>d</sup>	Yes <sup>d</sup>	No	Yes
W	No	N/A	Yes <sup>d</sup>	Yes <sup>d</sup>	Yes <sup>d</sup>	Yes <sup>d</sup>	No	No

### Key:

- |   |   |
|---|---|
| <p>a You can amend the details of an invitation. Amended decision</p> <p>b If the applicant's situation has changed significantly, for example, their exam results are different. You must advise the applicant of the change first. Amended decision</p> <p>c At the applicants request or if a change is necessary. You must advise the applicant of the change first. Amended decision</p> | <p>d You do not have to contact the applicant; they will automatically be notified of the change. Amended decision</p> <p>e If the applicant's situation has changed significantly, contact the HEP Team for advice.</p> <p>f Reason for Reject. Optional. Amended decision</p> <p>g To add non-academic conditions</p> |
|---|---|

## 4.6 Summary of possible changes after an applicant has replied

Status can be changed by provider to:									
Applicant's status at provider	REJ (Rejection)	W (Withdraw)	C (Offer conditions amended)	U (Offer)	C + Changed date, course, point or year of entry	U + Changed date, course, point or year of entry	F (Full)	INV (Invitation)	DCF (Delayed Confirmation)
CF	Yes <sup>a</sup>	No	Yes <sup>b</sup>	Yes <sup>c</sup>	Yes <sup>b</sup>	Yes <sup>d</sup>	No	No	Yes <sup>i</sup>
CI	Yes <sup>a</sup>	No	Yes <sup>b</sup>	Yes <sup>c</sup>	Yes <sup>b</sup>	Yes <sup>d</sup>	No	No	No
CD	No	No	No	No	No	No	No	No	No
UF	No <sup>e</sup>	Yes <sup>f</sup>	No <sup>e</sup>	No	No	Yes <sup>g</sup>	No	No	No
UI	No	No	No	No	No	Yes	No	No	No
UD	No	No	No	No	No	No	No	No	No
F	No	No	No	No	No	No	No	No	No
REJ	Yes <sup>h</sup>	No	No	No	No	No	No	No	No
W	No	No	No	No	No	No	No	No	No
DCF	Yes <sup>a</sup>	No	No	Yes <sup>c</sup>	No	Yes <sup>d</sup>	No	No	No

### Key:

- |   |   |
|---|---|
| <p>a Provider has received information showing non-fulfilment of conditions. <b>Confirmation decision</b></p> <p>b With applicant's agreement or at the applicant's request. Amended decision</p> <p>c You have received information showing fulfilment of conditions. <b>Confirmation decision</b></p> <p>d The applicant has not met the conditions of the offer and provider wants to offer an alternative course, campus or point, year of entry.</p> | <p>e The applicant's situation has changed significantly. Contact the HEP Team for advice.</p> <p>f The applicant wants to withdraw completely from the scheme. UF withdrawal</p> <p>g With the applicant's agreement or at the applicant's request. Confirmation amendment</p> <p>h Reason for rejection. Optional</p> <p>i The applicant has outstanding conditions to fulfil beyond the Confirmation RBD</p> |
|---|---|



#### 4.7 Adding further choices

As long as they have not replied to offers, applicants who initially applied to less than five choices can add up to a maximum of five in total. Single entry applicants who applied with only one choice and paid the reduced fee of £12 would need to pay the additional £11 application fee before they can add the further choices.

Applicants with less than five choices can remove their replies to add further choices, up to a maximum of five. Single entry applicants would need to pay the additional £11 application fee before removing their reply and adding the further choices.

The deadline to add choices is 30 June 2016.

#### 4.8 Changing replies to offers

From the 2016 cycle, due to recent consumer law reforms, there is an increase from seven to 14 days after an applicant has replied to their offers, during which they can change their replies once.

If 14 calendar days have elapsed since an applicant's initial or subsequent reply changes were recorded, they need to contact the providers they want to move from and to, to ask for permission to change their replies. They should also contact the UCAS Contact Centre to advise them of their intention. You need to contact the HEP Team so that your agreement (permission) to change the reply can be recorded. Changes to replies will only be made once the HEP Team has received permissions from all affected providers.

If an applicant holding a conditional firm offer makes it clear that they have no intention of attending the course you should not reject them before exam results are known. The rejection may force the applicant to unexpectedly become firm with their insurance choice who may not be willing or able to accommodate them. You should wait for their results and either Reject them if they haven't met the conditions, or confirm the place if they have, and then release them into Clearing.

UCAS will not be able to change any replies, even if providers give permission, after 28 July as processing of examination results has begun and places may have been confirmed. The text of the online AS9 and AS9D letters is changed to reflect this.

#### 4.9 Withdrawing an application

Applicants can completely withdraw their whole application from the scheme at any time using Track or by calling the Contact Centre. It may be possible to reinstate a completely withdrawn application depending on their status. The tables in paragraphs 4.5 and 4.6 outline the process.

#### 4.10 Deferred applicants

Applicants holding a deferred place from an application submitted in a previous cycle will be advised that they need the provider's permission to withdraw the application. The Confirmation withdrawal should be used to withdraw these applicants. They will need to submit a new application in the current cycle if they want to apply elsewhere as deferred applicants are unable to apply through Clearing. Take care not to release these applicants into Clearing as this does not allow them to continue with a new application.

#### 4.11 Withdrawn applicants who wish to be reinstated

The applicant's status at the time of the Complete Withdrawal (CWD) request?				
Holding no offers (REF / INV / REJ / W at all choices)	Received some offers but no replies made	All offers have been declined	Replies made to initial decisions (UF, CF / CI, CF / UI)	UF as a result of a Confirmation decision
<p>UCAS Contact Centre can reinstate the application. Provider permission is <b>not</b> required.</p> <p>Any INV decisions will be set back to REF.</p> <p>If reinstated after 30 June, any choices that are REF or INV will be withdrawn.</p> <p>The applicant should contact the provider(s) to let them know their application has been reinstated.</p> <p>Applicants who have not used all five choices can add new ones until 30 June.</p>	<p>UCAS Contact Centre can reinstate the application. Provider permission is <b>not</b> required.</p> <p>Any unconditional or conditional offers will be withdrawn straightaway. The applicant will need to contact the provider to discuss if they will reconsider them. The provider is not obliged to give the applicant an offer.</p> <p>Applicants who have not used all five choices can add new ones until 30 June.</p>	<p>UCAS Contact Centre can reinstate the application. Provider permission is <b>not</b> required.</p> <p>If the applicant wants to change their replies, remove replies to add a choice, or use Extra or Clearing, they must obtain the relevant provider's permission.</p>	<p>UCAS Contact Centre can reinstate the application, but provider <b>permission is required</b> from the firm choice and, if applicable, the insurance choice.</p> <p>The application will be reinstated once all permissions have been received from the provider(s) and recorded by the HEP Team.</p> <p>If the applicant wants to change their replies, remove replies to add a choice, or use Extra or Clearing, they must obtain the relevant provider's permission.</p>	<p>UCAS Contact Centre can reinstate the application, but <b>permission is required</b> from the provider.</p> <p>If the applicant wants to apply elsewhere, they will need to discuss this with the provider who can Release them into Clearing. They will not be able to add choices or use Extra.</p>

# Section 5

## Changes to course provision during the cycle

### 5.1 Suspended and discontinued courses

A suspended course is one which will not run in the year it appeared on the UCAS search tool, but which it's hoped will run the following year. A course can be flagged as suspended on Course Collect for one year only, after which it is considered to be discontinued.

If a course will not run in the year it appeared in the UCAS search tool and will not run again in the next cycle it is a discontinued course. This includes courses where essential component elements are discontinued.

### 5.2 What to do if a course is suspended or discontinued

#### Course Collect

You should use Course Collect to either suspend or discontinue a course.

In cases where there are large numbers of courses discontinued it is helpful to contact your Relationship Manager. It is very useful for us to have as early a warning of discontinued courses as possible so that we can handle any publicity surrounding this.

A reversal decision on a discontinued course can only be made in exceptional cases. You should contact the Data Collection Team to inform them that you are putting the course back on Course Collect. They will contact you to discuss the situation before approving the reinstatement.

#### Liability

There may be legal consequences of discontinuing courses and your terms and conditions should be reviewed carefully. Therefore we recommend that you take your own independent legal advice before deciding to suspend or discontinue a course.

Please note that although we provide a procedure for discontinuing courses, we are not liable for any consequences of your doing so.

#### Providing advice and assistance

As changes in course provision affect applicants, you should always make the decision to discontinue course(s) as early as possible. The later you leave the decision, the more difficult it will be for the applicant to secure an alternative offer.

You should always consider if it is possible to offer an applicant another course at your institution.

You should help applicants to obtain a place elsewhere if they do not want to accept an alternative place at your institution. At any time during the cycle a duty of care is placed on you to help applicants in any way possible. You should be willing to phone other providers the applicant wishes to be considered at to explain the situation on their behalf. You should keep the applicant informed. It is expected that you advise the applicant of the options open to them and note their intentions.

### 5.3 How applicants can change to another course

#### The applicant has not replied

If the applicant wishes to be considered for another course with you and you agree to this then you should make an amended decision to offer an alternative course.

If the applicant wants to choose a course at another provider then they are allowed to substitute the choice up until 30 June 2016 and should call the Contact Centre to do this.

#### The applicant has replied

Applicants who have accepted a firm or insurance offer should, if possible, be offered a suitable alternative course with you. You can amend the offer with an amended decision.

If the applicant does not want to accept the offer of an alternative course with you they may be able to accept an offer at another provider that they previously declined. They can do this without provider permission if they change their replies within 14 days of their initial replies. Outside of this time, applicants will only be able to amend their replies to accept a previously declined offer with the provider's permission. You should contact providers on behalf of the applicant to explain the situation and support them in their request to be reconsidered. Please advise the applicant to contact us so that we can record their intentions. We will then change the replies once we have received permissions for all providers involved.

Alternatively, if the applicant does not want to accept an offer of an alternative course with yourself or accept an offer that they previously declined, they can substitute the discontinued course up until 30 June 2016. They will need to call our Contact Centre to do this.

It is necessary to remove the replies to any offers previously made in order to refer the application to a new choice. This can be done without provider permission

within 14 days of their initial replies being made. Outside of this time, the providers who previously made an offer may no longer have the offer of a place available. In these cases, we will remove replies and withdraw any offers the applicant does not want. If there are any previously declined choices that the applicant may wish to accept in the future (once they have the decision from their substituted choice) we will require the provider's permission to leave the offer remaining on the application without a reply.

#### 5.4 You have introduced a new course during the cycle

If a course is subject to approval when an offer is made, the applicant should be alerted to this fact in the offer details. If approval is subsequently not gained, the applicant should be offered an alternative course in the same way as for a discontinued course.

Once approval has been obtained, you must update the 'Subject to approval' radial button to 'No' in Course Collect and ensure that the status is set to 'Running'. The Data Collection Team reviews the details you enter and may contact you if anything has been omitted or is unclear.

#### 5.5 Adding newly approved courses to an existing application

##### The applicant has not replied

If the applicant has already made five choices, but now wants to be considered at a course approved after they submitted their application, the change should be dealt with as an amended decision if the applicant already has a choice with the provider. If the provider offering the new course is not among those on the application and the applicant has used fewer than five choices, the new course can be added. The additional application fee would be required from a single-entry applicant.

If the applicant has used all five choices the applicant should call the Contact Centre to request a substitution. They must provide details of the course they wish to apply for.

##### The applicant has replied

Providers offering a new course should not directly approach committed applicants.

If applicants have replied to offers, they should be advised to call the Contact Centre to ask for a substitution. This is possible until 30 June 2016. It is necessary to remove the replies to any offers previously made in order to refer the application to the new course. This can be done without provider permission within 14 days of their initial replies being made. Outside this time, the providers who previously made an offer may no longer have the offer of a place available. In these cases, we will remove replies and withdraw any offers the applicant does not want. If there are any previously declined choices that the applicant may wish to accept in the future (once

they have the decision from their substituted choice) we will require the provider's permission to leave the offer remaining on the application without a reply.

#### 5.6 Major changes in provider or responsibility for recruitment between providers

##### Mergers between providers

It is vital that you contact your Relationship Manager as soon as you think a merger is likely so that we can discuss with you the effects on publications and application processing, and whether we can offer any advice or help.

##### Changes in responsibility for recruitment between providers

Recruitment responsibility may pass from one of our providers to another. For example, responsibility for an associate college's provision or the responsibility for all the provision offered by a provider may move to another provider.

Where this happens you must inform your Relationship Manager so that the courses database can be amended.

If a provider's total course provision is removed that means that the provider can no longer continue as one of our customers. In this situation a senior manager within the institution should write to your Relationship Manager to inform them of the decision.

If such changes take place during the cycle, it will probably be necessary to redirect applications to the provider now responsible. You should contact the HEP Team to discuss the process for changing applicants' record. They will take the appropriate action to adjust the records where possible. This may not be possible until the end of the cycle.

You should also write to applicants giving a further explanation. We are happy to advise on the content of such communications.

If the change has led to a modification of the course itself, such as to content, length or location of the course, you should be prepared to offer the applicants the choice of that course, a different course with the provider, or if nothing suitable is available, a choice at another provider (substitution). You should also seek independent legal advice as these changes may result in a breach by the provider of the terms and conditions agreed with applicants.

You should be able to deal with changes to applicant records within your own institution with a combination of course correction, decision, amended decision and Confirmation transactions once you have informed the applicants and, where necessary, obtained their agreement.

# Section 6

## Extra

### 6.1 What is Extra?

Extra operates from 25 February until early July. It provides applicants who are eligible the possibility of obtaining an offer before exam results are published and Clearing starts.

### 6.2 Eligible applicants

To use Extra applicants must have used all five choices and not be holding any offers as they have either:

1. withdrawn
2. been unsuccessful  
or
3. declined any offers made to them at all of their choices

### 6.3 Adding an Extra choice

Providers need to declare whether courses have vacancies on Course Collect.

Applicants can search for courses with vacancies in Extra on the search tool and add an Extra choice in Track. Eligible applicants can apply to one Extra choice at a time. The last date for applicants to refer themselves through Extra is 4 July.

### 6.4 Considering applicants in Extra

Applicants are locked into an Extra choice for 21 days (unless the application is withdrawn or made unsuccessful by the provider). After 21 days the applicant can continue to await a decision from the provider currently considering them, or withdraw from them on Track and add another Extra choice.

### 6.5 Generation of records and digital copy form

Digital copy forms for applicants in Extra are available in the daily batch in web-link. They appear after the header sheet annotated #7 at the top of the page.

The body of the form shows all original five choices; invisibility no longer applies.

### 6.6 Extra choices in web-link, odbc-link and xml-link

An Extra choice is always transmitted as Choice 7; whether or not it is the first Extra choice made by the applicant. We hold a complete history of all Extra choices and outcomes.

If the applicant has previously applied to you, only the Extra choice record (\*C) will be made available.

Acknowledgements of decisions, \*C transactions and views will be available in the usual way.

### 6.7 Provider decisions

You should aim to make a decision within the 21 days of the application being referred to you. You can make conditional or unconditional offers or enter an unsuccessful decision for unsuitable applicants. You may receive applicant requests to withdraw their application within the 21 days. This decision must be effected using web-link.

Extra applicants will be included in the ODL.

Outstanding decisions for Extra applications will be rejected by default on the 14 July.

### 6.8 Applicant replies

Applicants may firmly accept unconditional or conditional offers or decline them.

All outstanding replies from applicants will be declined by default on 22 July making the applicant eligible for Clearing. If you still wish to give the applicant a place, they must be accepted in Clearing once they have met any conditions.

### 6.9 Extra and medicine, dentistry, veterinary medicine and veterinary science.

Applicants with only four choices in the above subjects will only be able to enter Extra when choice 5 has been used.

If you are prepared to consider the applicant for one of these subjects you should contact the HEP Team. We will refer the application to a course of your choosing at your institution, record a cancellation for this fifth choice, then add the relevant Extra Choice in line 7. This procedure is necessary to ensure consecutive choices are recorded by us and by you.

## 25 February 2016

First applications for courses in Extra can be made by applicants.

Providers can make decisions (unconditional, conditional, reject) on applications referred to them.

After 21 days an applicant can replace the course with another.

## 4 July 2016

Last date for applicants to refer themselves for a course in Extra

## 14 July 2016

All outstanding decisions for applications to courses in Extra are rejected by default.

## 22 July 2016

All outstanding replies to offers for courses in Extra are declined by default.

# Section 7

## Examination results

### Release of examination results

#### 7.1 Confidentiality of results

Each year we provide you with results information (referred to as results data) prior to its publication, so you can make Confirmation decisions ahead of results days. We obtain the results data from awarding organisations under strict contractual obligations, so that all the information remains confidential and under embargo conditions during agreed embargo periods. Details on the conditions of the contract with the awarding organisations is found in Appendix H.

The embargo period not only covers the disclosure of result information, but also an indication of the outcome of their application following their results.

It is as stressful and confusing to applicants to hear an indication of the outcome of their application, without the support network around them, as it is to hear of the actual results before publication day(s).

We do experience breaches during the embargo periods every year. The most common breaches of the embargo are a result of automated systems and notifications regarding accommodation, reading materials or alternative options. It is the provider's responsibility for ensuring it takes all necessary steps to protect the embargoed information.

To support you in protecting this information we have built some guidance notes based on providers' experience and best practice. These can be found in Appendix H.

Please note that even after publication, you should not disclose results to applicants or parents. If an applicant has not received results through the normal channels, he or she should contact the centre at which the examinations were taken. Private candidates who have not had their results should be asked to go to the awarding body's office; the awarding bodies will not give results over the telephone.

#### 7.2 Results embargo agreement

It is imperative that you adhere strictly to the result embargo agreement.

Each year we ask that each provider signs a copy of this agreement. The text of this is included in Appendix H.

If a signed agreement is not received in time, we will be unable to send you results data through the Awarding Body Linkage.

#### What to do in the event of an embargo breach

If the agreement is breached in any way you must immediately contact the Scheme Delivery Manager and your Relationship Manager at UCAS to provide full details of the actions taken. For full details of the information we require when reporting a possible breach please refer to Appendix H.

#### 7.3 Awards Body Linkage (ABL)

So that providers can make Confirmation decisions, the awarding bodies allow us to have examination results before publication date, with strict conditions attached (see embargo paragraph above). Details of arrangements for each year are circulated in provider bulletins during the spring.

A full list of the qualifications available through this linkage is available at [www.ucas.com/sending-exam-results](http://www.ucas.com/sending-exam-results).

#### 7.4 Information about individual qualifications

##### SQA qualifications

SQA results are sent automatically to all providers for SQA ABL day. All providers will receive them again following A level ABL.

##### Welsh Baccalaureate

Results for Welsh Baccalaureate are provided as part of the ABL weekend but may not be at the same time as the main English awarding bodies GCE results.

##### Irish Leaving Certificate

These are part of ABL but publication dates change and will not be part of the GCE ABL weekend.

##### BTEC, Higher National Certificate (HNC) and Higher National Diploma (HND), Access Diploma, Diploma in Foundation Studies (Art & Design) qualifications.

These are transmitted throughout July to providers as soon as possible after UCAS receives the results.



BTEC results are produced on a weekly basis throughout July and up until the end of September.

### **International Baccalaureate Diploma**

Applicants must agree to let International Baccalaureate Organisation provide their exam results to UCAS, so not all IB results will be reported by UCAS.

If they do not provide this authority then providers must obtain the results directly from the applicant.

The results will include all individual subject scores and the overall points score.

### **Key Skills results**

Key Skills results received by the time of processing A level and AS results are made available. Not all Key Skills results are processed through ABL.

### **Amended results**

We aim to process and send amended results to providers as soon possible after receipt by the awarding bodies. You must remember that results which are amended may be known, correctly, by the applicants before they can be issued by us.

### **7.5 Re-marks and appeals**

Applicants who use the re-mark and appeals services have no guarantee that their offers will remain open after 31 August. Providers are not obliged to wait for the result of the appeal as a reject decision will already have been recorded. However, providers should make their best endeavours to accept these students if at all possible. Providers should make it clear to applicants what the chance of a place this cycle would be if a successful appeal comes through.

Each awarding body has its own appeals procedure and timetable for re-marks and you should consult their websites for details of timings and procedures.

### **7.6 Reject Confirmation decisions**

A provider cannot reject an applicant at Confirmation who still outstanding or missing examination results until 31 August (business rule 12).

If not all results have been received by that date it is at the discretion of the providers as to whether or not to reject these applicants. Providers should have made every effort to let applicants know the consequences of not notifying the provider of exam results

### **7.7 Missing results**

Once examination results have been processed the following codes will be displayed against each record if results are missing:

- U = unclassified
- Q = query
- X = no grade awarded / absent / declined grade
- P/# = absence indicator
- Blank (nothing present) = either the awarding body has supplied a blank result but may be supplied in an amendment file, or an entry record with no result included as they did not sit the qualification.

You should take care not to reject applicants with missing results before 31 August. It is at your discretion to keep a place available after 31 August.

We match applicants against records provided by the awarding bodies and write to unmatched applicants requesting the registration and centre numbers. We then attempt to match them, but this is not always possible.

### **7.8 Results not supplied by ABL**

GCSE, National 5s, SQA HN graded unit results are NOT included in ABL and providers should ask applicants to send these to them direct.

For other qualifications not in the ABL list providers should contact applicants to ask them to send their results to them as soon as they receive them, and indicate any dates to which they must comply.

You should not reject applicants before 31 August unless you know the results of these examinations have been published and you have contacted these applicants giving clear instructions and dates for return.



## 7.9 Previous results

Awarding bodies that send their results via the ABL (apart from IBO) normally also send us results for qualifications taken in the previous year to application. This is so that providers can validate the grades entered by the applicant in their application.

### Timetable of previous results

<b>December</b>	We receive previous results but we do not process them until after the 15 January deadline so as to include as many applicants as possible.
<b>March</b>	We process English and Welsh awarding bodies' results and make them available to the provider. We process SQA results in a separate file.
<b>April-May</b>	We reload results again to include any late applications and make them available to the providers at the beginning of May.

This timetable can vary depending on when results are received.

Notification of when the results are available is communicated through the provider bulletins. There will be a date and time stamp indicated for those providers who receive their results by odbc-link and xml-link.

web-link users with fewer than 1,000 applicants can access the results from the 'Exam results' screen for each applicant.

## 7.10 Winter examinations

We make these results available usually in early May. You should make use of them as soon as you received them to confirm or reject conditional offers for applicants whose conditions are dependent on winter examinations.

If the qualification is not on the list of qualifications available through ABL, we will not receive results for the applicant. Applicants are asked to send the results to you as soon as they receive them but it is strongly recommended you also contact them giving a deadline to provide the results.

# Section 8

## Confirmation

### 8.1 What is Confirmation?

Confirmation is the final decision you need to make against a conditional offer. When the applicant has made their replies to the initial offers made to them, providers will be able to see the conditions of any other offers made by other providers through web-link.

### 8.2 Confirmation decisions

The following Confirmation decisions can be entered:

- **Unconditional** – confirms that the applicant has been accepted with no changes to their offer
- **Change at Confirmation** – the offer of a place with changes to the course, date of entry or point of entry. To accept the place the applicant must firmly accept the new offer

- **Reject** – the applicant has been unsuccessful

In addition to the above, providers can request more time to consider the applicants by entering:

- **Stops** – these can be recorded from 1 September to prevent applicants who will not receive results until after 10 September, but before 20 October, to prevent their Conditional offer being Rejected by Default on 10 September.
- **Delayed Confirmation decision** – these can be recorded against applicants who will not receive their exam results by the RBD on 20 October.

### 8.3 Confirmation timetable

<b>Early September 2015 onwards</b>	Providers can confirm conditional firm places for applicants who have met or exceeded the conditions of their offers.
<b>31 March 2016</b>	All Change at Confirmation offers received before 11 March are declined by default. Applicants who are made Change at Confirmation offers from 11 March until mid-July have 21 days to reply to their offers.
<b>Mid-July 2016</b>	The number of days that applicants have to reply to Change at Confirmation offers will start to be reduced from 21 to five days.
<b>Early August 2016</b>	ABL files of SQA results scheduled to be made available to providers.
<b>9 August 2016</b>	Publication of SQA results.
<b>Early August 2016</b>	ABL files of GCE, Diploma and Pre-U results scheduled to be made available to providers.
<b>18 August 2016</b>	Publication of results for GCE, Diploma and Pre-U. Adjustment open for registrations.
<b>Mid-August 2016</b>	Confirmation ODLs will be produced to list all applicants with outstanding Confirmation decisions. Reminder circulars will be sent to providers.
<b>31 August 2016</b>	Deadline for applicants to meet academic conditions of offers. After this date providers need only accept applicants who meet academic conditions at their discretion (see principle 11). Final day for receipt of Adjustment decisions.
<b>1 September 2016</b>	Providers can use web-link to apply individual Stops where applicants expect to receive their results after 10 September, but before 20 October 2016.
<b>10 September 2016</b>	Outstanding Confirmation decisions rejected by default, except where Stops have been recorded. New Stops are no longer permitted.
<b>20 October 2016</b>	All outstanding Confirmation decisions rejected by default, including applicants where Stops have been applied. Delayed Confirmation decision facility ends.
<b>21 October 2016</b>	All outstanding replies from applicants declined by default, including Change at Confirmation offers.
<b>2 December 2016</b>	All outstanding Delayed Confirmation decisions (DCF) rejected by default.

## Confirmation options and process

### 8.4 Applicants with conditional firm offers

Applicant's current situation	Provider's Confirmation options	Decision and reply	What happens next?
Met, or met and exceeded, the conditions of their offer	You are committed to confirming the applicant's place on the course with the year of entry and point of entry they accepted.	Unconditional firm (UF)	The applicant will see their Confirmation letter on Track (once it is available after the embargo period). Applicants who are required to confirm their intention to attend the course will have 14 days to respond.
Not met the conditions of their offer	If you wish, you can confirm the applicant's place on the course with the same year of entry and point of entry they accepted.	Unconditional firm (UF)	If the applicant has exceeded the conditions of their offer they may register for Adjustment (this opens on A level results day) to apply for a place elsewhere whilst still holding their unconditional place with you (refer to section 9).
	You can make the applicant an unconditional offer with a change to the course, year of entry or point of entry, or combination of these.	Change at Confirmation offer (UCC)	The applicant will be notified of the changes to the offer on Track. They must confirm whether they wish to accept or decline the place. If they accept the place their status will change to UCCF and they will see their Confirmation letter on Track. See paragraph 8.7.
	You can reject the applicant.	Unsuccessful (R)	The applicant will be advised that they have been unsuccessful and will either <ul style="list-style-type: none"> <li>• await their decision at their insurance choice if they have one</li> <li>or</li> <li>• apply elsewhere through Clearing.</li> </ul>
Awaiting exam results published after 20 October	You can enter a Delayed Confirmation decision from 1 September to 20 October to prevent the applicant being rejected by default.	Delayed Confirmation decision (DCF)	The applicant will be notified of this on Track. Applicants will be Rejected by Default on 2 December 2016 if you do not enter a Confirmation accept or reject by this time.

## 8.5 Applicants with conditional insurance offers

Applicant's current situation	Provider's Confirmation options	Decision and reply	What happens next?
Met or met and exceeded the conditions of their offer	You are committed to confirming the applicants place on the course with the year of entry and point of entry they accepted.	Unconditional insurance (UI)	The applicant will become unconditional firm with you if their original firm choice enters an unsuccessful decision or offers them a Change at Confirmation offer which the applicant declines.  Applicants will only see their Confirmation letter on Track (once it is available after the embargo period) if they become unconditional firm. Applicants who are required to confirm their intention to attend the course will have 14 days to respond.
Not met the conditions of their offer	If you wish, you can confirm the applicants place on the course with the same year of entry and point of entry they accepted.	Unconditional insurance (UI)	Applicants who become unconditional firm at their insurance choice are not eligible to register for Adjustment.
	You can make the applicant an unconditional offer with a change to the course, year of entry or point of entry.	Change at Confirmation offer (UCC)	The applicant will only be able to accept this offer if they are rejected or decline a Change at Confirmation offer at their firm choice. See paragraph 8.7.
	You can reject the applicant.	Unsuccessful	If the applicant is rejected or declines a Change at Confirmation offer at their original firm choice, they will be eligible for Clearing.

## 8.6 Applicants with unconditional insurance offers

Provider's Confirmation options	Decision and reply	What happens next?
You are committed to providing the applicant a place if they are rejected or decline a Change at Confirmation offer at their firm choice.	No transaction is required.	The applicant will become unconditional firm with you if their firm choice enters an unsuccessful decision or offers them a Change at Confirmation offer which the applicant declines.  Applicants will only see their Confirmation letter on Track (once it is available after the embargo period) if they become unconditional firm. Applicants who are required to confirm their intention to attend the course will have 14 days to respond.  Applicants who become unconditional firm at their insurance choice are not eligible to register for Adjustment.

## 8.7 Replying to Change at Confirmation offers (UCC)

The date applicants have to reply to Change at Confirmation offers is set once they have received all outstanding Confirmation decisions. If an applicant receives a Change at Confirmation offer they have 21 days to reply to the changed offer. This time period is reduced throughout Confirmation and Clearing to five days. Individual applicant's reply dates will be displayed on web-link.

Information is sent out in July in provider bulletins to inform providers of the timescale for replying to UCC Change at Confirmation, as extra days are given for offers made during the embargo periods when Track is suspended for updates.

Offers applicant holds before Confirmation	Confirmation decisions		Applicants reply options
	From	To	
Conditional firm offer with no insurance offer	CF	UCC	Accept UCC or decline UCC and go into Clearing
Conditional firm offer with an unconditional insurance	CF UI	UCC UI	Accept UCC or decline UCC to go UF at insurance
Conditional firm with a conditional insurance	CF CI	UCC UCC	Choose which UCC offer to accept or decline both offers to go into Clearing
Conditional firm with a conditional insurance	CF CI	UF UCC	Placed at firm choice so UCC offer at insurance choice is void

## 8.8 Errors in transactions made during Confirmation

The greatest of care must be taken to avoid making errors when sending Confirmation decisions to UCAS. The provider that has made the error is responsible for taking action to correct the error. During the embargo period UCAS will not change the decision; this is to ensure that the information on Track and the online Confirmation letter are consistent.

It is your responsibility to contact:

- the HEP Team to explain the error that has been made
- the insurance provider, if there is one, to advise of your error
- the applicant to provide an explanation of the error and the action being taken to correct it. However, they must not be contacted until after results day and you must be certain that they have received their results

Once all of the above have been informed you must contact the HEP Team again to explain the action agreed between yourself, the applicant and the insurance choice (if applicable).

## 8.9 CF choice rejected but applicant has met or exceeded conditions

You should accept the applicant. After you have contacted the applicant and the insurance provider, UCAS can change the choice back to conditional firm so that you can confirm the place as unconditional.

The insurance provider is not obliged to accept the applicant. If the applicant agrees not to take up the place with yourselves, you must contact the HEP Team to either:

- enter the applicant into Clearing if there is no insurance choice or the insurance provider is unable to accept them
- accept the applicant on an alternative course.

## 8.10 CI choice rejected in error

If the applicant has not been confirmed as unconditional at their firm choice, either because they have been unsuccessful or received a Change at Confirmation offer, you should confirm their place. After you have contacted the applicant, UCAS can change the choice back to conditional so that you can confirm the place as unconditional.

If the applicant agrees not to take up the place, you must contact the HEP Team to either:

- enter the applicant into Clearing
- accept the applicant on an alternative course.

## 8.11 CF choice accepted in error during either of the embargo periods

Although you should honour the place if the applicant insists, UCAS is unable to advise the provider about their obligation to the applicant. It is for the provider to resolve the situation with the applicant.

If the applicant agrees that the offer can be corrected, you must contact the HEP Team to change the choice back to conditional firm to allow you to confirm that they have been unsuccessful.

In this circumstance, even if the conditions of the insurance choice have been met or exceeded, they do not have to accept the applicant. This is because the place may have already been given to another applicant based on the place being confirmed at the firm choice.

### **8.12 CI choice accepted in error during either of the embargo periods**

If the applicant has not been confirmed as unconditional at their firm choice the above rules in paragraph 8.5 apply as the applicant will have become unconditional firm with you.

### **8.13 Confirmation withdrawals**

Once an applicant is holding a confirmed place, they can no longer completely withdraw their application on Track. Providers can use the Confirmation withdrawal to withdraw the entire application for any applicant who has let you know that they no longer wish to attend the course, register for Adjustment or continue through Clearing to obtain a place elsewhere. We will send a letter (AS5A) to the applicant to confirm the withdrawal.

If you are unsure if the applicant wants to completely withdraw or continue through Clearing you should use the Release into Clearing transaction.

# Section 9

## Adjustment

### 9.1 What is Adjustment?

Adjustment allows applicants who have met and exceeded the terms of their conditional firm offer to seek and find a place at another provider but still keep their place at their original firm choice provider. They have five continuous 24 hour periods to look for and secure an alternative place.

### 9.2 Eligibility

Applicants are eligible to use Adjustment if

- they have met and exceeded the conditions of their original CF offer
- they hold a UF place
- they have paid the full application fee

Single application applicants must pay the additional £11 to enter Adjustment.

Applicants are not eligible to use Adjustment if

- they are confirmed (UF) at their firm choice but did not exceed the conditions of the offer
- they have a confirmed place for a Change at Confirmation offer
- their original offer was unconditional
- the course they wish to adjust was their original insurance choice

### 9.3 Timescale

Adjustment is available from 18 August – 31 August 2016.

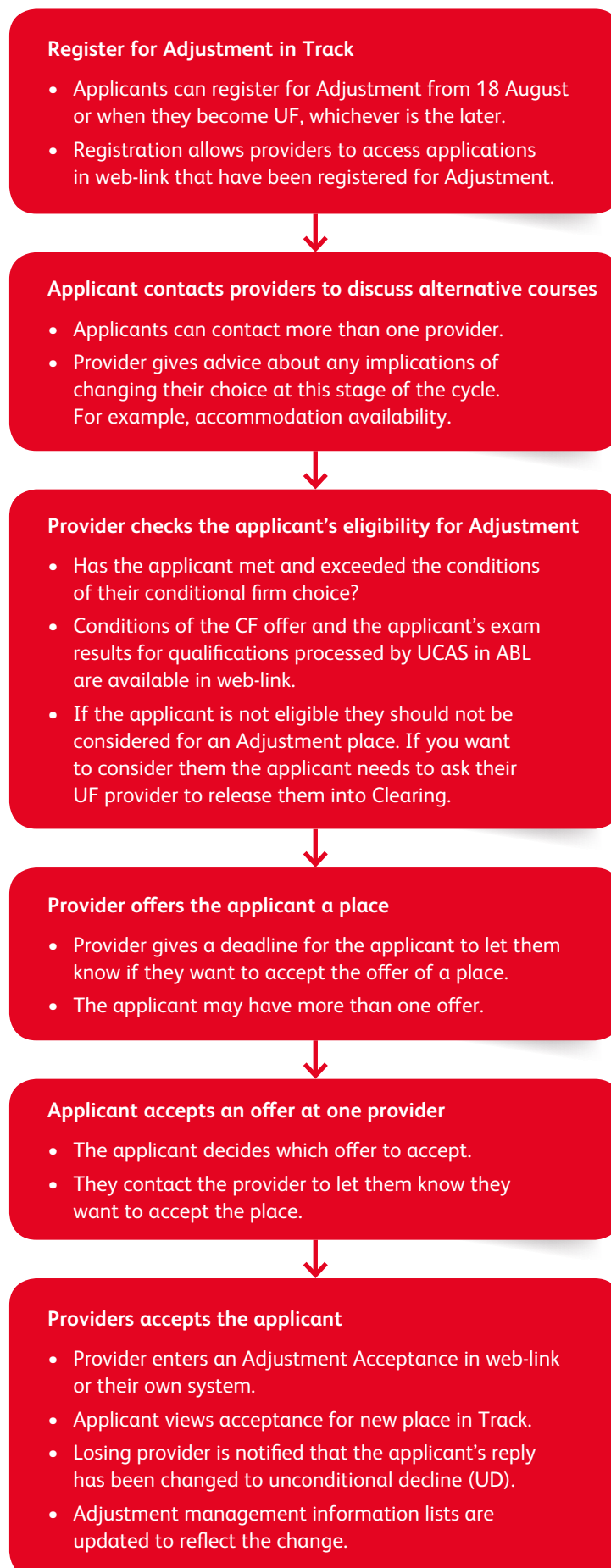
The option to register for Adjustment is available in Track from 18 August. It becomes available to individual CF to UF applicants on 18 August, or once an applicant's conditional firm place changes to unconditional firm, whichever is the later.

Once the registration button is available, they have five continuous 24 hour periods to secure an alternative place. For example:

Time place is confirmed	Adjustment period ends
During or before the A level results embargo period – the applicant's Adjustment period starts on 18 August when Track opens	23 August
18:27:00 on 23 August	18:27:00 on 28 August
11:15:00 on 28 August (less than five continuous 24 hour periods before 31 August)	23:59:00 on 31 August as this is the end of Adjustment.

The Adjustment management information lists in web-link show an applicant's individual Adjustment expiry time. The lists also give the time the applicant registered for Adjustment; this is not the start of their five continuous 24 hour Adjustment period.

## 9.4 Adjustment process





## 9.5 web-link Adjustment lists

You are able to see if your applicants are registered or placed through Adjustment on Adjustment management lists in web-link

The three lists are:

Adjustment status	Action
UF registered for Adjustment	Applicants may move
Placed elsewhere in Adjustment	Applicants have moved
Acquired through Adjustment	Applicants have moved to you

## 9.6 Examples of applicants who are and are not eligible for Adjustment

Conditions of CF offer	Actual grades	Conditions met Yes/No	Why?
A level CCD (C in Chemistry)	A level BCD (D in Chemistry)	No	Although better grades achieved, did not get a C in Chemistry
A level BBCC	A level AAC	No	Although better grades, had been asked for four A levels but only got three A levels
A level AAB	A level AAB	No	Although has met the conditions asked for, they have not exceeded them
A level BBB	A level ABB	Yes	Exceeded by one grade
A level CCD (C in Chemistry)	A level ACC (A in Chemistry)	Yes	Exceeded by getting better chemistry grade and overall grades
A level ABB (B in History)	A level ABB (A in History)	Yes	Achieved the exact grades requested and exceeded in the subject requested

Conditions of CF offer	Actual grades	Conditions met Yes/No	Why?
SQA Higher BBBB	SQA Higher ABBC	No	Although achieved the equivalent grades, they did not get the exact grades requested
SQA Higher BBCC (B in Maths)	SQA Higher ABC (A in Maths)	No	Although exceeded the grade in specific subject, did not get four subjects
SQA Higher BBC (C in Chemistry)	SQA Higher ABC (C in Chemistry)	Yes	Exceeded in achieving better grades and also achieved grade requested in Chemistry
SQA Advanced Higher, CCC including Italian	SQA Advanced Higher, BCC including B in Italian	Yes	Exceeded grades requested, and the grade for Italian requested

Conditions of CF offer	Actual grades	Conditions met Yes/No	Why?
BTEC National Diploma D*DD	BTEC National Diploma DDD	No	Although achieved DDD, did not get the D* as requested
BTEC National Diploma MMM	BTEC National Diploma DMM	Yes	Exceeded the grade requested

Conditions of CF offer	Actual grades	Conditions met Yes/No	Why?
International Baccalaureate 30 points overall, including 5 in HL Maths and 5 in HL Chemistry	International Baccalaureate 32 points overall, (6 in HL Maths and 4 in HL Chemistry)	No	Although exceeded the total points, and exceeded the points in Maths, did not get the points requested in Chemistry
International Baccalaureate 28 points overall, including 5 in HL History and 5 in HL Geography	International Baccalaureate 28 points overall, including 6 in HL History and 5 in HL Geography	Yes	Got exact points, but exceeded in specific subject points requested

Conditions of CF offer	Actual grades	Conditions met Yes/No	Why?
Irish Leaving Certificate (Higher Level), grades BBBB including English	Irish Leaving Certificate (Higher Level), grades BBBBC (C in English)	No	Although exceeded the number of subjects requested, they did not achieve the B in English
Irish Leaving Certificate (Higher Level), grades BCC including C in Art	Irish Leaving Certificate (Higher Level), grades ABC including C in Art	Yes	Got better grades, and got the subject grade requested

Conditions of CF offer	Actual grades	Conditions met Yes/No	Why?
240 Tariff points overall, including C in French	280 points overall including D in French	No	Although achieved more Tariff points, did not get the C in French
280 Tariff points overall, including 80 points in Physics	280 Tariff points overall, including 100 points in Physics	Yes	Achieved exact points but exceeded in Physics requested

# Section 10

## Clearing

### 10.1 What is Clearing?

Providers can use Clearing to fill any unfilled places on their courses.

### 10.2 Timescale

<b>1 July and 20 September</b>	New applications received at UCAS between these dates are in Clearing.
<b>Early July</b>	Clearing course vacancies published on the search tool
<b>Mid-July</b>	Clearing course vacancies taken off the search tool during the embargo periods
<b>Early August</b>	Clearing course vacancies published when embargo periods ends
<b>30 September</b>	Clearing course vacancies on the search tool no longer available
<b>20 October</b>	All referred Clearing applications rejected by default

### 10.3 Eligible applicants

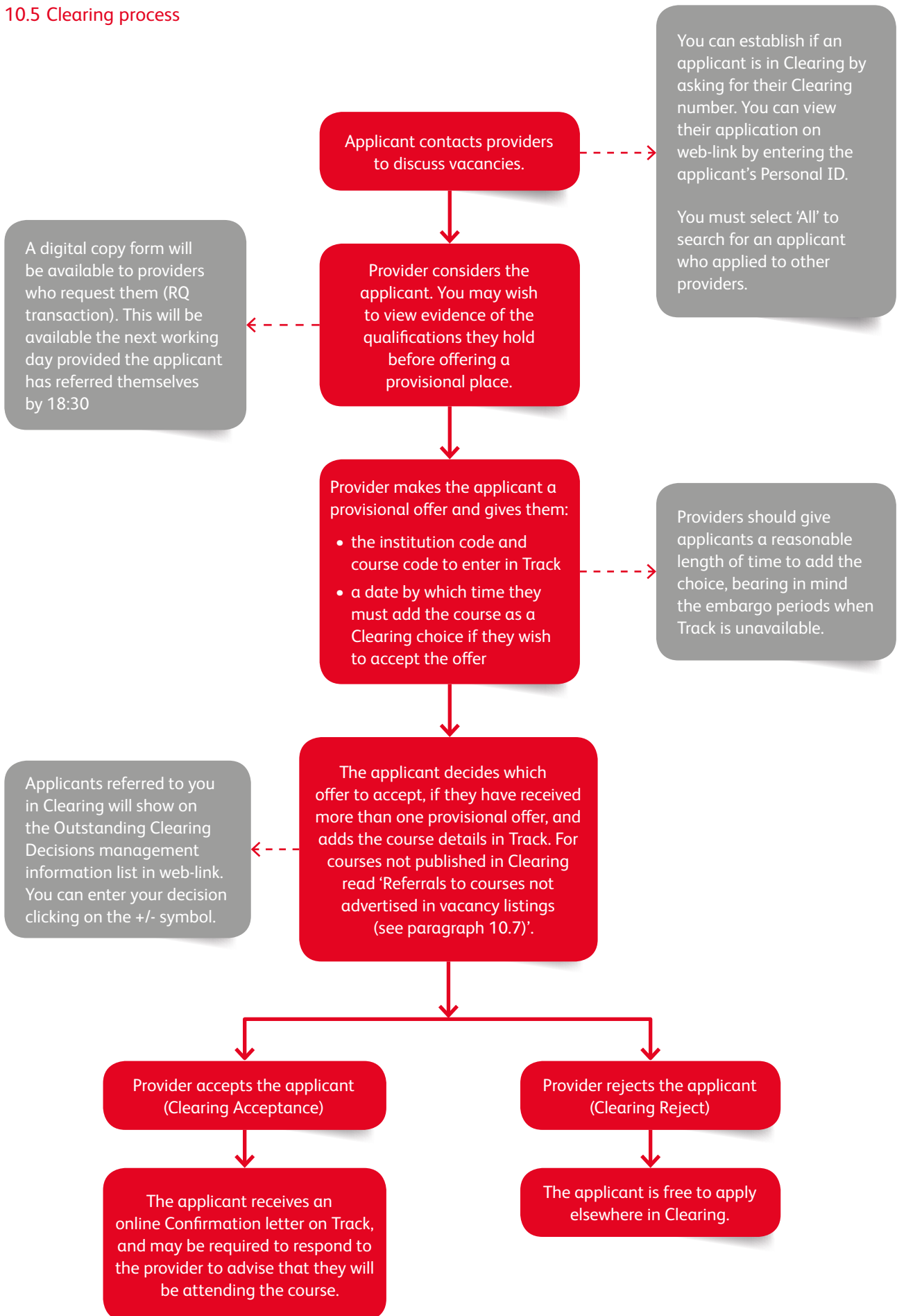
Eligible applicants:

- are not holding any offers after consideration of initial applications, including any through Extra
- made their application after 30 June
- are not holding a place after Confirmation decisions have been made
- have paid the full application fee of £23

### 10.4 Clearing offers

- If you wish to give an applicant an offer, you should ensure they have these details.
  - University or college name
  - University or college code
  - Course code
  - Campus
  - Start date
  - Start year
- You may want to give them a validity deadline for them to refer themselves into Track; although you should not put undue pressure on to the applicant to accept.
- Before you submit an acceptance you should check the applicant's eligibility by getting their Clearing number through web-link. You can also access their application on web-link. You can use a Clearing Form Request (RQ) to receive a digital copy form if required.
- Once an applicant has referred themselves it will appear on the Outstanding Clearing Decision list in web-link. By clicking on the +/- sign you can make either a Clearing accept or Clearing reject decision.

## 10.5 Clearing process



## 10.6 Clearing vacancy information

- We send details in the provider bulletin in June to inform you what action you need to take to set your course vacancies. This is done through Course Collect. (See the course data collection timetable in Appendix L)
- Clearing vacancies will be published in the search tool from July. Exact dates of opening will be sent in a provider bulletin. Clearing vacancies are removed from the search tool and will not be published in any vacancy listing during the embargo period.

## 10.7 Referrals to courses not advertised in vacancy listings

- Applicants cannot select a course in Track if its Clearing vacancy status is 'closed' (i.e. not advertised as having vacancies). However, we recognise that some providers may have one or two places they can still offer.
- If you wish to consider an applicant for a 'closed' course, you must:
  - check the vacancy status as 'None' in the vacancy section of Course Collect
  - mark the course 'not for publication'
  - wait for the course to disappear from our search tool (up to an hour), if applicable
  - set vacancy to appropriate status in Course Collect
- Marking the course in this way ensures the course will not be displayed in the Clearing vacancy listings or as a selectable option in Track. You must therefore advise the applicant to type the name and code of your university or college and also course code into the relevant fields in Track when adding the choice.
- This option should be used only if you have a course with one or two vacancies, and you would receive a high number of referrals if it was visible in the Clearing vacancy listings – for example, medicine courses – to enable you to manage your allocation of places and accept applicants in Clearing. You should be mindful of the principals of fair admissions when using this procedure.

## 10.8 Release into Clearing

- A number of applicants, despite holding an unconditional firm (UF) place or being accepted through Clearing and therefore being committed to a provider, will express a wish to seek or take up a place at another provider. We recognise that there may be circumstances that could justify an applicant taking up a place elsewhere without following the accepted procedure of withdrawing from the scheme and re-applying the following year.

- The release procedure can only be used for applicants that are UF.
- Providers should not use a Confirmation Reject decision as this will update the insurance choice to UF, even if the applicant wants to go to their insurance choice. The release procedure should be followed.

### How to release an applicant into Clearing

- If you agree to release an applicant you should send a Release into Clearing transaction. A reason for release should be included.
- On receipt of the Release into Clearing transaction, we will set the applicant's record to UD (Unconditional offer, declined) to enable the Clearing number to be produced. Electronic data confirming the release will be made available to the releasing provider.

### Release into Clearing reasons

R1	financial hardship
R2	personal (for example, death of a relative or other strong personal reason)
R3	significant changes to the course at the UF provider (for example, discontinued or changed in content)
R4	sponsorship or scholarship award
R5	other
R6	change of level of qualification
R7	change of subject area to be studied
R8	wish to defer
R9	transfer to another provider

## 10.9 Changes to applicant status after UF / Clearing Accept

If you change the course, date of entry, point of entry after an applicant is UF or been placed in Clearing then you should inform us by the use of a Confirmation amendment. An online amended letter is then produced for the applicant to confirm the new position.

# Appendix A – Useful contacts and information

## Technical manuals

More detailed information is published in the technical manuals for odbc-link and xml-link [www.ucas.com/providers/system-guides](http://www.ucas.com/providers/system-guides).

## web-link manual

Information about web-link is available as online help text and as an online user guide [www.ucas.com/providers/system-guides](http://www.ucas.com/providers/system-guides).

## Decision Processing Manual

Full details on decision processing including examples are on the secure providers' section of the website [www.ucas.com/providers/undergraduate/making-decisions](http://www.ucas.com/providers/undergraduate/making-decisions).

## Contact numbers

Further contact details of various teams within UCAS can be found on website [www.ucas.com/providers/services/contact-us](http://www.ucas.com/providers/services/contact-us).

## Relationship Managers

A team of six who are based in and manage their own region. You can find their contact details on the UCAS website [www.ucas.com/providers/services/contact-us](http://www.ucas.com/providers/services/contact-us).

- We manage the strategic partnerships with higher education providers and national partners
- Our aim is to help UCAS gain an in-depth understanding of the impact of policy changes and other issues affecting the wider sector. This information feeds into the development of UCAS strategy, products and services

## Technical Relationship Managers

There are several members of this team who each manage their own regions.

- We manage the IT relationships with higher education providers and third-party vendors (Tribal, Capita, Oracle etc.)
- We help to establish and maintain a positive relationship between UCAS and our customers

## HEP (higher education provider) Team

Your first point of contact for operational queries and requests.

- We support you in all areas relating to our application processes and operational policy.
- We offer information and advice on changes, new systems and processes.
- We are also responsible for any technical support relating to any of the UCAS products. We work closely with our IT partners Infosys to provide the correct solution for you.

Tel: 01242 545 734

Email: [hep\\_team@ucas.ac.uk](mailto:hep_team@ucas.ac.uk). For technical queries [hepservicedesk@ucas.ac.uk](mailto:hepservicedesk@ucas.ac.uk).

## Data Collection Team

We provide a telephone and email support service to all providers on the use of UCAS' systems to maintain course listings (including Course Collect)

Tel: 01242 544 864

Email: [coursesdata@ucas.ac.uk](mailto:coursesdata@ucas.ac.uk)

## Contact Centre

Tel: 0371 468 0 468 (or +44 330 333 0230 from outside the UK (international call rates apply) and choose option 1 )

This is the helpline number for applicants to phone with any queries over their application throughout the year. Applicants should not be given the HEP Team number

## Compliments and complaints

### Compliment

If you have received exceptional service from someone at UCAS and want to acknowledge it, then we would like to hear from you. Please email your comments to [employeeexcellenceawards@ucas.ac.uk](mailto:employeeexcellenceawards@ucas.ac.uk). Further information can be found on our website [www.ucas.com](http://www.ucas.com).

Simply let us know:

- the employee's name
- what they did
- why they deserve recognition

## Complaints

Contact your Relationship Manager in the first instance. If you need to know who your Relationship Manager is, then please check on the above web address.

Once you've contacted us, we'll do our best to resolve any complaints within five working days. If we need more time to complete our investigations, we'll keep you regularly updated with our progress.

To help us resolve your complaint, we'll need:

- your name
- your higher education provider name
- a description of your concern
- what you'd like us to do to put things right
- your contact details and the best time to contact you

We've adopted the principle to treat the Welsh and English languages with a basis of equality in the conduct of our public business in Wales you'd like to enquire about the scheme, suggest improvements, or complain about services provided by the scheme, please get in touch with Peter Evans, [p.evans@ucas.ac.uk](mailto:p.evans@ucas.ac.uk).

## Data Protection Act

Under the terms of the Data Protection Act, the applicant can request a copy of their application, including their reference, and any other personal information held by us. We shall supply this at a charge of £10.

## Disclaimer

UCAS cannot accept any liability for the consequences of any error by a provider which arises from the making of decisions, changes in offers or offers made my mistake.

In giving information and advice to applicants, UCAS will play its part in ensuring that applicants understand and can exercise their consumer rights. Any information and advice that we provide to applicants who may wish to change their application will be given on the basis of the information held in UCAS' systems.

# Appendix B – Applicant statements, including declaration

## Applicant statements, including declaration

Before an application can be sent to us an applicant must tick boxes to confirm that they comply with the following statements:

- I have read and agree to be bound by the declaration
- I confirm that the information on this application is true, complete and accurate and no information requested or other material information has been omitted.
- I agree to my personal data being processed by UCAS and passed to my chosen educational establishments, and understand how my data will be processed.
- I accept that, if I do not fully comply with these requirements, UCAS shall have the right to cancel my application and I shall have no claim against UCAS or any higher education institution or college in relation thereto.

## Applicant declaration

The following shaded text is the declaration in Apply that applicants agree to when they complete their application.

### Declaration

It is important that you read this declaration carefully so that you are happy you understand its content.

We will ask you to confirm your agreement by ticking a box in the Pay / Send section of your application. By ticking this box, we will consider that you accept the terms of the declaration set out below and the use of the UCAS website and privacy policy; we cannot process your application unless you do so.

#### a. How we verify the information you provide

If we, or a university or college, have any reason to believe that you or your referee have:

- left out any relevant information, including qualifications you have completed, qualifications with an unsuccessful grade or qualifications for which you are still awaiting results
- given false or misleading information

we may take any necessary steps to check with you and other parties, including universities, colleges and examination and awarding bodies whether the information you have provided is accurate or complete.

We have the right to cancel your application without refunding your application fee if we determine (having carried out any necessary checks) or have reasonable belief that your application contains false information.

If you have any reason to believe that information we hold about you is not true, complete and accurate, you must tell us.

If we need to verify your identity, we may use details in your application by making checks using any official, publicly available or commercially available identity checking services. If any adverse information is revealed about you we will let you know so that you have an opportunity to respond.

#### b. Your personal statement

Your personal statement must be completed by you and we do undertake checks to verify that it is your own work.

If your personal statement includes material that appears to have been copied from another source, we may notify your current school, college or other UCAS-registered centre (where you have given permission for UCAS to share such information) and the universities and colleges to which you have applied, whose decision it will be to take what action they consider appropriate.

#### c. Misuse of credit or debit card

If you pay your application fee using a credit or debit card that you do not have permission to use, we will cancel your application.

We may also cancel your application if your payment is not honoured i.e. a bank or credit card provider refuses to pay us.

#### d. If we need more information about you

We, and the universities and colleges, may, at any time, ask you, your referee or your employer to provide more information about your application. For example, we may need to see proof of:

- your identity
- your status
- your qualifications
- your employment history

If we do not receive that information after a reasonable period of time and by a set date, or if the information is not satisfactory, we can cancel your application without giving you your application fee back. If your application is cancelled, you will not be able to submit another application for entry in the same admissions cycle.



#### **e. How many places can you have?**

If you make an application through more than one of our application schemes, you may find yourself with more than one confirmed place.

If this happens we will ask you to accept one and withdraw from any others.

#### **f. Your contract**

Your application is a contract between you and us, and when you accept an offer from a university or college, there will be a separate contract between you and them. No one else can enforce any part of these respective contracts under the terms of the Contracts (Rights of Third Parties) Act 1999 or any other legislation.

#### **g. If we make a mistake**

We try to process applications and decisions efficiently and accurately. However, we are not responsible for any mistakes or delays, or any loss or damage suffered by you as a result of any mistakes or delays, which are due to the acts or omissions of universities or colleges or which are otherwise outside of our reasonable control.

#### **h. What you can expect from the university or college when you receive an offer**

When you receive an offer of a place from a university or college, they should also provide you with or make available to you the 'pre-contract' information which is required under consumer protection legislation. This information should include, amongst other things, relevant information about course information and costs, such as tuition fees and any other relevant costs such as for field trips or specialist equipment required for the course, arrangements for making payments to the university or college and their complaints handling process, including your right to cancel your contract should you change your mind. The university or college should also provide you with information about their terms, rules and regulations relating to student conduct, which explain your rights and obligations to the university or college and, likewise their obligations to you, as a student at their institution.

You should read and understand this information before making a decision about an offer, as this is likely to form the terms and conditions of the contract between yourself and the university or college if you subsequently enrol there. If you do not receive the required information, or you wish to make a complaint, or if you are not clear about anything relating to your offer and the information provided, you should contact the university or college directly to ask for further advice.

#### **i. If the course cannot be offered**

If you become a student, under your contract with the university or college, they must do all they can to provide

the educational services in accordance with the contract that you have with them. If the university or college is unable to provide these services for any reason, they should do all they can to keep the disruption to your education to a minimum, for example, by offering you a place on a suitable alternative course or providing assistance to help you find a suitable alternative place elsewhere.

#### **j. Cancelling your application**

You have the right to cancel your whole application. If you let us know within 14 days of the date on our official welcome email to you, we will refund your application fee.

To do this, please contact our Customer Contact Centre. If you cancel some, but not all, of your choices within 14 days of the date on your welcome email, we will not make any refund. For example, if you cancel choices to reduce your application to a single choice, we will not refund £11 of your £23 application fee. However, you can cancel your application within 14 days and resubmit a new application with a single choice for the lower fee if you wish.

If you want to cancel your application after 14 days, you can use Track at [www.ucas.com](http://www.ucas.com) or call our Customer Contact Centre. Your application fee will not be refunded. View our 'contact us' page on our website.

#### **Your right to appeal if we cancel your application**

If we cancel your application you have the right to appeal. Further information on how to appeal is given at the time of cancellation. All appeals will be considered within a reasonable time by an independent and senior member of staff not involved in the initial decision to cancel. An appeal may be either upheld in which case your application will be reinstated, or dismissed in which case your application will remain cancelled. We will let you know the outcome of your appeal as soon as possible.

The appeal process relates only to applicants whose application has been cancelled by us. If you are not happy with some other aspect of our service, please follow the separate complaints procedure.

#### **k. How we may use your personal information**

When submitting your application, you confirm that the information you have given is complete and accurate. When you agree, by ticking a box in the Pay/Send section of your application, to the terms of this declaration, you will be providing your consent to the processing of your personal information as defined by the Data Protection Act 1998 by UCAS and its related companies which include UCAS Media Limited and other organisations as set out in our privacy policy and the terms detailed in this declaration. This includes the uses described in the Sensitive personal information section of this declaration.

UCAS is committed to protecting your privacy by making sure that your personal information is held securely and limiting access to the personal information contained within your application to educational establishments who participate in UCAS' admissions schemes and certain organisations with statutory or regulatory responsibilities in the higher education sector, such as funding bodies. Additional sharing of your personal information may occur, depending on the circumstances of your application or if you provide us with your permission.

UCAS uses your personal information for the following purposes.

### **Managing your application to higher education**

- To provide the necessary information to universities and colleges so that they can consider and process your application. This means that we share the personal information in your application at any point during the application cycle with the universities and colleges that you have applied to. This will also include sharing your results from the examination and awarding bodies with the universities and colleges where you hold offers.
- We will correspond with your examination board or awarding organisation about your results and we may undertake any surveys they may commission on their behalf.
- We will, if appropriate, share information with relevant professional and regulatory bodies in connection with enquiries relating to your fitness to practise.
- Where you apply or link your application through your school, college or UCAS-registered centre, they will be able to access the content of your application, including information on your acceptance to a university or college, or if you are ultimately unplaced. This will allow your school or college to support you in submitting your application and to hold information on its outcome. They will not be able to amend your application or see any information you provide about your sexual orientation, gender identity or religious belief.
- Additionally, if you give consent in your application, we will allow your school, college or UCAS-registered centre to keep up-to-date with the progress of your application after it has been submitted. This will allow them to continue to support you throughout the application process.
- Where available, we will also share performance information about your UK school or college with the universities and colleges to which you apply; they may use this information when they consider your application.

### **Helping you access student finance**

- If you provide consent in your application, we may share relevant details of your application with the Student Loans Company (SLC) as long as your normal residence is in England, Wales or Northern Ireland or the Student Awards Agency for Scotland (SAAS) as long as your normal residence is in Scotland. This information will be used by the SLC or SAAS in connection with any application for a loan which you may choose to make in the future. They will process your personal information in accordance with their own privacy policies.
- We may also, with your consent, remind you by text or email about the deadline for submitting your application for a student loan.

### **Reporting to organisations with responsibilities for higher education**

- Personal information may be provided to government organisations, who either develop and monitor the effectiveness of government policies for higher education, have responsibilities for ensuring the effective operation of the higher education sector or have statutory responsibilities for learners. We will only supply personal information that identifies you for these purposes if the provision of statistical analysis is not suitable, the disclosure will not have a direct impact on your application and the uses of personal information provided are agreed under contractual terms. Further detail about these uses can be found in our privacy policy.

### **Providing statistical analysis to the higher education sector**

- We will retain a copy of your application and use it, sometimes in combination with other information we hold, for as long as is necessary for the purpose of producing statistical analysis and research in respect of the admissions schemes managed by UCAS. Any statistical analysis reports published will not allow any individual to be identified.

### **Confirming your status as a UCAS applicant for purposes not directly related to higher education**

- We may satisfy requests to provide confirmation of your status as a UCAS applicant or accepted applicant from banks or other commercial organisations, for example;
  - a. if you have applied for a student bank account or your bank wishes to notify you of the opportunity to upgrade to a student account, or
  - b. if you have applied for products and services that are only available to students or graduates.

Where a request is made, UCAS may provide information relating to your course of study, such as the university or college, commencement date and duration of your study, provided the bank or other commercial organisation has obtained the relevant permission from you for UCAS to satisfy the request.

### Other uses of personal information

- **Prevention and detection of crime** – to prevent and detect crimes of any nature, we may share personal information we hold with relevant bodies, such as, government departments, local authorities, the NHS, law enforcement agencies, student finance bodies, examination and awarding bodies, professional bodies and other international admissions organisations.
- **Verification of international applicants** – if you are an international applicant, we may share personal information with UK Visas and Immigration (UKVI) in connection with verification procedures for your entry into the United Kingdom for study purposes.
- **Surveys** – we may send you surveys to ask for your opinions or to inform you about the development of UCAS' admissions schemes. Your responses will not be disclosed by UCAS to anyone else in a manner that identifies you.
- **Commercial mailings** – we may draw your attention to other products and services offered by third parties that may be of interest to you. We will not share your personal information with the commercial third parties who wish to offer these services and will only send these mailings to you when you have provided your consent to receive them by ticking the relevant box in the section of your application entitled. Keeping you informed about other products and services.
- **Uses required or permitted by law** – we may also share personal information we hold where we are required or permitted to do so by law.

### Retention of personal information

UCAS will retain a copy of your application to allow the universities and colleges to whom you apply to consider your application. We also retain the information you provide in your application for the purposes of preventing and detecting fraud and crimes of any nature and to undertake analysis and research. Further details about the retention of personal information is set out in our privacy policy.

### Sensitive personal information

To support the application process, 'sensitive personal data', as defined in the Data Protection Act 1998, may be collected and shared with the universities and colleges to whom you apply.

- To assist universities and colleges in monitoring their compliance with the Equality Act 2010, we collect

details of your ethnicity and give you the option to tell us your sexual orientation, gender identity and religious belief. This information is provided to your chosen university or college after you have secured a place or at the end of the application cycle.

- For the purposes of making sure that your chosen college or university can meet any specific needs that you may have, we ask you to provide information about whether you have a disability, special needs or a medical condition and whether you have been in care.
- We ask you to declare if you have any relevant unspent criminal convictions or punishments. Also, if you are applying for a course leading to certain professions or occupations, such as nursing or teaching, that are exempt from the Rehabilitation of Offenders Act 1974, we will ask you to declare any spent or unspent convictions or punishments that would appear on a criminal records check. Some courses involve an integral work placement and you may not be able to undertake the placement and complete your studies if you have criminal convictions or punishments. In addition, while you may be permitted to train for these professions or occupations, you may not be able to register and practise upon completion of your course. Further information on what we mean by 'relevant', 'unspent' and 'conviction' can be found in the help text in the application which you should read carefully before answering these questions.

Confirming that you have a relevant criminal conviction or punishment will not exclude you from the application process and is collected to help the universities and colleges consider the suitability of applicants for the courses to which they have applied and to reduce the risk of harm or injury to students and staff caused by the criminal behaviour of other students. You may find further details about how a criminal conviction declaration is handled by a university or college on their website (including your right to appeal any decision they make).

### Further information

Please refer to our privacy policy available on the UCAS website which tells you more information about how we treat your personal information when you use our website. It also provides information about:

- how to request a copy of your personal information
- how to request us to change, delete or stop using the personal information we hold about you
- the ways you can contact us about your personal information

## Appendix C – Criminal convictions

There are two questions referring to criminal convictions for applicants to answer when they complete their application.

### Question 1 – for all applicants.

All applicants are asked to declare that they have a relevant unspent criminal conviction, if they have one.

**Relevant** is defined in Apply help text as criminal offences involving any kind of violence, offences concerning the intention to harm or resulting in actual bodily harm, the unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking, offences involving firearms, arson or those listed in the Sexual Offences Act 2003 or the Terrorism Act 2006.

The full text advising on the completion of this question is as follows:

#### Criminal convictions

To help the universities and colleges reduce the risk of harm or injury to their students and staff caused by the criminal behaviour of other students, they must know about any relevant criminal convictions that an applicant has. Please read the following carefully.

**If you have a relevant criminal conviction that is not spent, please tick the box; otherwise leave it blank.**

**If you tick the box you will not be automatically excluded from the application process.**

Please note that you do not need to include convictions, cautions, warnings or reprimands which are deemed 'protected' under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website.

Further information on filtering can be found at: [www.gov.uk/government/collections/dbs-filtering-guidance](http://www.gov.uk/government/collections/dbs-filtering-guidance).

#### What does 'spent' mean?

If a person does not re-offend during their rehabilitation period, their conviction becomes 'spent' (as defined by The Rehabilitation of Offenders Act 1974). Convictions that are spent are not considered to be relevant and you should not reveal them. You should note that certain offences are never spent.

Also, for certain courses, you are required to declare all convictions whether spent or unspent. These do not have to be declared in answer to this question which relates only to relevant, unspent criminal convictions but you must reveal them if a course has been denoted as requiring a criminal records check. You will be asked this question when you choose a relevant course. Please see the entry requirements for your course choices to see if this requirement applies to you.

For more information on offences and rehabilitation periods, click on [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/286421/rehabilitation-of-offenders-guidance.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/286421/rehabilitation-of-offenders-guidance.pdf).

#### What is the Rehabilitation of Offenders Act 1974?

The Rehabilitation of Offenders Act 1974 aims to help people who have been convicted of certain criminal offences and have not re-offended since being convicted. People with few or minor convictions will therefore be able to 'put their past behind them' and be treated as everyone else with regard to employment and equal opportunity.

#### What is a relevant criminal conviction?

Relevant criminal offences include convictions, cautions, admonitions, reprimands, final warnings, bind over orders or similar involving one or more of the following:

- Any kind of violence including (but not limited to) threatening behaviour, offences concerning the intention to harm or offences which resulted in actual bodily harm.
- Offences listed in the Sex Offences Act 2003.
- The unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking.
- Offences involving firearms.
- Offences involving arson.
- Offences listed in the Terrorism Act 2006.

If your conviction involved an offence similar to those set out above, but was made by a court outside of Great Britain, and that conviction would not be considered as spent under the Rehabilitation of Offenders Act 1974, you should tick the box.

Warnings, penalty notices for disorder (PNDs), anti-social behaviour orders (ASBOs) or violent offender orders (VOOs) are not classed as convictions for the purpose of this section, unless you have contested a PND or breached the terms of an ASBO or VOO and this has resulted in a criminal conviction.

### How will the university or college handle my application if I declare a relevant criminal conviction?

If you tick the box you will not be automatically excluded from the application process.

The information concerning criminal convictions will be passed to appointed persons at the university or college. In line with best admissions practice, they will consider your application separately from your academic and achievement merits. During this consideration, they may ask you to provide further information about your conviction. If they are satisfied, your application will proceed in the normal way although they may add certain conditions to any offer they may make. Otherwise they will notify you of their decision.

Failure to declare a relevant criminal conviction may result in expulsion from your university or college.

All information concerning criminal convictions must be treated sensitively, confidentially and managed in accordance with the Data Protection Act 1998.

You may find further details about how a criminal conviction declaration is handled (including the right to appeal a decision) at the university or college website.

### What if I receive a relevant criminal conviction after I have applied?

If you are convicted of a relevant criminal offence after you have applied, you must tell us and any university or college that you have applied to, or may apply to, during the application cycle. Do not send details of the offence; simply tell us and the universities and colleges that you now have a relevant criminal conviction. The universities and colleges may then ask you for more details.

### Question 2 – for applicants who apply for courses leading to professions or occupations that are exempt from the Rehabilitation of Offenders Act (1974) or those involving work with children or vulnerable adults, including the elderly or sick people.

The **second question refers to applications for courses** leading to professions or occupations such as (but not limited to) teaching, medicine, dentistry, law, accountancy, actuarial, insolvency, healthcare, social work, veterinary medicine, veterinary science, pharmacy, osteopathy, chiropractic, optometry and those involving work with children or vulnerable adults, including the elderly or sick people. These professions or occupations are exempt from the Rehabilitation of Offenders Act (1974). Providers can use Course Collect to flag individual courses if they require applicants, who apply for these courses, to declare that they have spent or unspent

convictions. Courses must be flagged before the UCAS search tool goes live for the new admissions cycle.

Before flagging a course, you must ensure that you are legally entitled to request this sensitive personal data. If you are in any doubt seek independent legal advice as flagging inappropriate courses may have legal consequences.

Applicants are asked to declare if they have a criminal conviction; they are not asked to declare if they do not have a criminal conviction. Applicants that are found to have criminal convictions which they have not declared should be considered in line with Appendix G. The codes used are:

Code	Definition	Explanation
D	Declared	Has declared a criminal conviction
U	Undeclared	Has not made a declaration
X	Not presented	Course added by either UCAS or provider, or applicant used a paper application form

The full text advising on the completion of this question is as follows:

#### Screen text for courses that are exempt from the Rehabilitation of Offenders Act.

##### Criminal conviction declaration

This course has entry requirements which may require you to disclose further information regarding any spent or unspent convictions or any past criminal activities, and may also require a criminal records check.

Further checks may also be required under the Disclosure and Barring Service.

If you have spent or unspent convictions from a court outside Great Britain, additional checks may be carried out depending on the records available in respect of the applicable country.

A criminal records check may show all spent and unspent criminal convictions including (but not limited to) cautions, reprimands, final warnings, bind over orders or similar and, to the extent relevant to this course, may also show details of any minor offences, fixed penalty notices, penalty notices for disorder, ASBOs or VOOs.

Please tick if you have any spent or unspent convictions or other punishments that would show up on a criminal records check. [ ]

If you tick the box you will not be automatically excluded from the application process.



Finally, it is recommended that you read the [click for help text] accompanying this question and if these issues are in any way relevant to you, you should obtain further advice from appropriate bodies. UCAS will not be able to assist you in this respect.

You will be asked this question each time you add a course that requires a criminal conviction declaration.

### **Help text for courses that are exempt from the Rehabilitation of Offenders Act.**

#### **Criminal conviction declaration**

Certain professions or occupations such as (but not limited to) teaching, medicine, dentistry, law, accountancy, actuarial, insolvency, healthcare, social work, veterinary medicine, veterinary science, pharmacy, osteopathy, chiropractic, optometry and professions or occupations involving work with children or vulnerable adults, including the elderly or sick people, are exempt from the Rehabilitation of Offenders Act (1974).

Different rules apply to such professions or occupations with regard to disclosure of information about criminal convictions. You may be required to disclose information regarding any convictions even if they are spent.

Some courses in respect of such professions or occupations involve an integral work placement and you may not be able to undertake such placement and complete your studies if you have criminal convictions.

Further, while you may be permitted to study for one of the above professions or occupations, you may not be able to register and practice upon completion of your course.

You should be aware that in respect of these courses:

The university or college may ask you to provide further information regarding any convictions (including spent convictions), and/or may ask you to agree to a Disclosure and Barring Service (DBS) check. If they do so, you must comply with their request.

Where required, the university or college will send you instructions regarding how to provide the information they require. They may send you documents to fill in. Where such documents come from will depend on the location of the college or university that you are applying to. Please see the table below for further information.

Depending on the type of check, different levels of information will be revealed. The information revealed may include unspent convictions and spent convictions (including cautions, reprimands and final warnings or similar). Information about minor offences, penalty notices for disorder (PNDs), anti-social behaviour orders

(ASBOs) or violent offender orders (VOOs) and other locally held police information may be revealed where it is appropriate to the course for a particular occupation or profession. The information will be disclosed irrespective of when it occurred.

This means that if you have a criminal conviction (spent or unspent) or, in certain circumstances, any minor offence, this information may be made known to the university or college (but not UCAS) as part of the check.

If the check reveals that you have had a conviction, (including any caution, reprimand, final warning, bind over order or similar) or any other relevant information including (in certain circumstances) any minor offence, PND, ASBO or VOO, the university or college will need to assess your fitness to practise in the profession or occupation to which your course relates. Applicants to medicine, for instance, should be aware that the General Medical Council will not permit students deemed unfit to practice to be entered on the medical register and so they will not be able to practice as doctors. Similar restrictions may be imposed by other professional bodies including (but not limited to) those connected with law, teaching, accountancy, social work, healthcare, veterinary services, pharmacy, financial and insurance services and the armed forces.

You may also be subject to further checks (before and/or after you complete your course) by prospective employers who will make their own assessments regarding your fitness to practise in the relevant profession or undertake the relevant occupation.

If these issues are in any way relevant to you, you should obtain further advice from appropriate bodies. UCAS will not be able to assist you in this respect.

In England and Wales you may also be required to complete documentation and maintain a registration with the Disclosure and Barring Service (DBS). The DBS scheme is designed to allow universities and colleges to identify any individual that is barred from working with children and vulnerable adults, including elderly or sick people.

#### **How will the university or college handle my application if I declare a criminal conviction?**

If you tick the box you will not be automatically excluded from the application process.

The information concerning criminal convictions will be passed to appointed persons at the university or college. In line with best admissions practice, they will consider your application separately from your academic and achievement merits. During this consideration, they may ask you to provide further information about your conviction. If they are satisfied, your application will proceed in the normal way although they may add

certain conditions to any offer they may make. Otherwise they will notify you of their decision.

Failure to declare a criminal conviction may result in expulsion from your university or college.

All information concerning criminal convictions must be treated sensitively, confidentially and managed in accordance with the Data Protection Act 1998.

You may find further details about how a criminal conviction declaration is handled (including the right to appeal a decision) at the university or college website.

In addition, you may also find the details below useful.

<b>Region</b>	<b>Agency</b>	<b>Website address</b>
England & Wales	Disclosure and Barring Service (DBS)	<a href="http://www.gov.uk/disclosure-barring-service-check/contact-disclosure-and-barring-service">www.gov.uk/disclosure-barring-service-check/contact-disclosure-and-barring-service</a>
Scotland	Disclosure Scotland	<a href="http://www.disclosurescotland.co.uk">www.disclosurescotland.co.uk</a>
Northern Ireland	Access Northern Ireland	<a href="http://www.accessni.gov.uk">www.accessni.gov.uk</a>

You will be asked this question each time you add a course that requires a criminal conviction declaration.

# Appendix D – Residential category (compiled with the help of UKCISA)

The following text appears as help text in Apply.

## Residential category

Along with other information in your application, this helps universities and colleges to establish your status for the payment of tuition fees. Although we cannot tell you which category to select, the brief explanations set out below should establish your provisional status. The universities and colleges to whom you are applying will make the final decision on your category, and so all queries should be addressed to them. The different categories are as follows:

### Residential category codes

#### **P UK citizen – England**

You are a UK citizen, or are the child or grandchild, or the spouse or civil partner of a UK citizen, and have lived in England for the past three years, but not just for full-time education. If you have been living in England for three years partly for full-time education, you also lived in England prior to that three year period.

#### **Q UK citizen – Scotland**

You are a UK citizen, or are the child or grandchild, or the spouse or civil partner of a UK citizen, and have lived in Scotland for the past three years, but not just for full-time education. If you have been living in Scotland for three years partly for full-time education, you also lived in Scotland prior to that three year period.

#### **R UK citizen – Wales**

You are a UK citizen, or are the child or grandchild, or the spouse or civil partner of a UK citizen, and have lived in Wales for the past three years, but not just for full-time education. If you have been living in Wales for three years partly for full-time education, you also lived in Wales prior to that three year period.

#### **S UK citizen – Northern Ireland**

You are a UK citizen, or are the child or grandchild, or the spouse or civil partner of a UK citizen, and have lived in Northern Ireland for the past three years, but not just for full-time education. If you have been living in Northern Ireland for three years partly for full-time education, you also lived in Northern Ireland prior to that three year period.

#### **T British citizen – Channel Islands and Isle of Man**

You are a British citizen, or are the child or grandchild, or the spouse or civil partner of a British citizen, and have lived in the Channel Islands or Isle of Man for the past three years, but not just for full-time education. If you have been living in the Channel Islands or Isle of Man for

three years partly for full-time education, you also lived in the Channel Islands or Isle of Man prior to that three year period.

#### **U British citizen – British Overseas Territories**

You are a British citizen, or are the child or grandchild, or the spouse or civil partner of a British citizen, and have lived in the British Overseas Territories for the past three years, but not just for full-time education. If you have been living in the British Overseas Territories for three years partly for full-time education, you also lived in the British Overseas Territories prior to that three year period.

#### **V EU national (non-UK citizen)**

You are an EU national but not a UK citizen, or are the child or grandchild, or the spouse or civil partner of an EU national (but not a UK citizen), and have lived in the

European Economic Area (EEA) or Switzerland or OT for the past three years, but not just for full-time education. If you have been living in the EEA or Switzerland or OT for three years partly for full-time education, you also lived in the EEA or Switzerland or OT prior to that three year period.

#### **2 EEA or Swiss national:**

Either: You are an EEA or Swiss national working in the UK, or you are the child, spouse or civil partner of such a person or you are the parent or grandparent of an EEA national working in the UK. You have lived in the EEA or Switzerland or OT for the past three years, but not just for full-time education. If you have been living in the EEA, Switzerland or OT for three years partly for full-time education, you also lived in the EEA, Switzerland or OT prior to that three year period.

Or: You are the child of a Swiss national and have lived in the EEA, Switzerland or OT for the past three years, but not just for full-time education. If you have been living in the EEA, Switzerland or OT prior to that three year period partly for full-time education, you also lived in the EEA, Switzerland or OT prior to that three year period.

#### **3 Child of a Turkish worker**

You are the child of a Turkish national who has lawfully worked in the UK, and you have lived in the EEA, Switzerland or Turkey for the past three years.

#### **4 Refugee:**

You have been recognised as a refugee by the British government or you are the spouse, civil partner or child under 18 of such a person at the time of the asylum application.

#### **5 Humanitarian Protection or similar:**

You have been granted Exceptional Leave to Enter or Remain, Humanitarian Protection or Discretionary Leave or you are the spouse, civil partner or child under 18 of such a person at the time of the asylum application.



## 6 Settled in the UK:

You have Indefinite Leave to Enter or Remain in the UK or have the Right of Abode in the UK and have lived in the UK, the Channel Islands or the Isle of Man (or more than one of these) for three years, but not just for full-time education. (However, this does not apply if you are exempt from immigration control, for example, as a diplomat, a member of visiting armed forces or an employee of an international organisation or the family or staff member of such a person: if this is your situation your residential category is Other).

## 9 Other:

Based on the answers to the questions below, you fit into 'Other' category.

Questions to determine your provisional status

- Q1** Are you a UK citizen or the direct descendant (child or grandchild) or the spouse or civil partner of a UK or EU national?  
**YES go to question 2**  
**NO go to question 6**
- Q2** For three years or more prior to the start of your course, have you lived in the UK including British Overseas Territories, Channel Islands and Isle of Man?  
**YES go to question 3**  
**NO go to question 10**
- Q3** For any of that three year period, have you only been living in the UK, including British Overseas Territories, Channel Islands and Isle of Man to receive full-time education?  
**YES go to question 4**  
**NO go to question 5**
- Q4** Prior to that three year period, did you live in the UK, including British Overseas Territories, Channel Islands and Isle of Man?  
**YES go to question 5**  
**NO go to question 10**
- Q5** You are likely to fit into one of the following categories:  
**UK citizen – England UK citizen – Scotland UK citizen – Wales**  
**UK citizen – Northern Ireland**  
**British citizen – Channel Islands and Isle of Man**  
**British citizen – British Overseas Territories**

Please select the appropriate country/area you have lived in for the past three years. You must not have lived there just for full-time education. If you have lived in that country/area for three years partly for full-time

education, you must have also lived in that country/area prior to that period of study.

- Q6** Are you an EU national or the direct descendant (child or grandchild) or the spouse or civil partner of a UK or EU national?  
**YES go to question 7**  
**NO go to question 8**
- Q7** For three years or more prior to the start of your course, have you lived in the EU, EEA, Switzerland or OT?  
**YES go to question 8**  
**NO go to question 10**
- Q8** For any of that three year period, have you only been living in the EU, EEA, Switzerland or OT to receive full-time education?  
**YES go to question 9**  
**NO code: EU national (non-UK citizen)**
- Q9** Prior to that three year period, did you live in the EU, EEA, Switzerland or OT?  
**YES code: EU national (non-UK citizen)**  
**NO go to question 10**
- Q10** Are you an EEA or Swiss national working in the UK or the child or the spouse or civil partner of such a person or the direct ascendant (parent or grandparent) of an EEA national working in the UK?  
**YES go to question 11**  
**NO go to question 12**
- Q11** For three years or more prior to the start of your course, have you lived in the EEA, Switzerland or OT?  
**YES code: EEA or Swiss national**  
**NO go to question 12**
- Q12** Are you a child of a Swiss national and for three years or more prior to the start of your course, have you lived in the EEA, Switzerland or OT?  
**YES go to question 13**  
**NO go to question 15**
- Q13** For any of that three year period, have you only been living in the EEA, Switzerland or OT to receive full-time education?  
**YES go to question 14**  
**NO code: EEA or Swiss national**
- Q14** Prior to that three year period, did you live in the EEA, Switzerland or OT?  
**YES code: EEA or Swiss national**  
**NO go to question 15**

**Q15** Are you the child of a Turkish national and is your parent living (and has lawfully worked) in the UK?

**YES** go to question 16

**NO** go to question 17

**Q16** For three years or more prior to the start of your course, have you lived in the EEA, Switzerland, OT or Turkey?

**YES** code: **Child of a Turkish worker**

**NO** go to question 17

**Q17** Are you a refugee recognised by the UK government or were you the spouse, civil partner or child under 18 (of either the refugee or their spouse or civil partner) at the time of the asylum application?

**YES** code: **Refugee**

**NO** go to question 18

**Q18** Have you been granted Humanitarian Protection or any other form of immigration permission to stay in the UK as the result of having applied for refugee status or were you the spouse, civil partner or child under 18 (of either the refugee or their spouse or civil partner) at the time of the asylum application?

**YES** code: **Humanitarian Protection or similar**

**NO** go to question 19

**Q19** Does your permission to stay in the UK have any actual or implied time limit attached to it, for example a specific date or when your parent's posting to the UK will end?

**YES** code: **Other**

**NO** code: **Settled in the UK**

**In all other cases, please put 'other' as your residential category.**

### Notes

Channel Islands and Isle of Man – are Crown dependencies. The Channel Islands and Isle of Man are not part of the EU or the United Kingdom. The Crown dependencies, together with the United Kingdom, are collectively known as the British Islands. Since the British Nationality Act 1981 came into effect, they have been treated as part of the United Kingdom for British nationality law purposes.

British Overseas Territories consists of the following 15 territories: Anguilla, Bermuda, British Antarctic Territory, British Indian Ocean Territory, British Virgin Islands, Cayman Islands, Falkland Islands, Gibraltar, Montserrat, Pitcairn Islands (i.e. Pitcairn, Henderson, Ducie and

Oeno Islands), St Helena, Ascension Island and Tristan da Cunha, South Georgia and South Sandwich Islands, Sovereign Base Areas of Akrotiri and Dhekelia on Cyprus, and Turks and Caicos Islands.

The European Union (EU) includes the following 28 countries: Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus (but not the Turkish Republic of Northern Cyprus), Czech Republic, Denmark, Estonia, Finland (including the Aland Islands), France (including the French Overseas Departments of Guadeloupe, Martinique, French Guyana, Reunion and Saint-Martin), Germany (including Heligoland), Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal (including Madeira and the Azores), Romania, Slovakia, Slovenia, Spain (including the Balearic Islands, the Canary Islands, Ceuta and Melilla), Sweden, and the United Kingdom (including Gibraltar).

The European Economic Area (EEA) consists of the countries of the EU plus Iceland, Liechtenstein and Norway (including Svalbard). For the purposes of residence, this includes the whole of the island of Cyprus.

The Overseas Territories (OT) are: Aruba, Faroe Islands, French Polynesia, French Southern and Antarctic Territories, Greenland, Mayotte, Netherlands Antilles (Bonaire, Curaçao, Saba, Sint Eustatius and Sint Maarten), the Territory of New Caledonia and Dependencies, St Barthélemy (St Barth), St Pierre et Miquelon and Wallis and Futuna Islands.

The Home Office will have sent you a letter confirming your status if you are officially recognised as a refugee or if you have been granted Exceptional Leave to Enter or Remain, Humanitarian Protection or Discretionary Leave in the UK.

If your circumstances change leading to different answers to these questions, you should immediately tell the training providers you have chosen. For example, if either of your parents is granted UK or EU citizenship or if either of your parents is granted refugee status.

For further information, visit the 'Advice for International Students' page on the UK Council for International Student Affairs website ([www.ukcisa.org.uk](http://www.ukcisa.org.uk)) or the 'Study visas' page on the UK Visas and Immigration website ([www.gov.uk/browse/visas-immigration/study-visas](http://www.gov.uk/browse/visas-immigration/study-visas)).

## Appendix E – Applicants with disabilities

All applicants are asked to state whether they have disability or special need. They select the appropriate option from a list and can provide more details to support their needs in a free text box. The response is sent to providers as a code; the applicant does not know the code for their response. A code other than A means the applicant has indicated some form of disability and special arrangements or facilities may be needed.

The codes for disabilities, special needs and medical conditions are:

- A No disability
- B You have a social / communication impairment such as Asperger's syndrome / other autistic spectrum disorder
- C You are blind or have a serious visual impairment uncorrected by glasses
- D You are deaf or have a serious hearing impairment
- E You have a long standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
- F You have a mental health condition, such as depression, schizophrenia or anxiety disorder
- G You have a specific learning difficulty such as dyslexia, dyspraxia or AD(H)D
- H You have physical impairment or mobility issues, such as difficulty using your arms or using a wheelchair or crutches
- I You have a disability, impairment or medical condition that is not listed above
- J You have two or more impairments and / or disabling medical conditions

We process all applications in the same way irrespectively of any disability. It is your responsibility to identify potential needs and make any special arrangements prior to making any formal offer.

Applicants are advised that if they do not want to give this information, they should leave the box blank, but must write to the providers immediately quoting their Personal ID.

Providers are advised to check the details of an applicant's disability on the digital copy form and on the online link-product so that no details are overlooked. Not all details are available on the digital copy form due to its limited space.

If a provider cannot offer a place to an applicant solely because it cannot provide the facilities to cope with a particular disability, it should write to the applicant, with a copy to our Customer Contact Centre, and ask the applicant to inform us of his or her choice of alternative provider.

As substitutions become more difficult to arrange the later in the application cycle they arise, it is particularly important that applications from those with disabilities are processed as quickly as possible.

## Appendix F – Contextual data

Providers may find it helpful to use contextual data when they consider their applications. The information, which is publicly available, provides performance data for the schools and colleges in the UK that applicants have attended as well as the participation in higher education in their area. The following table is a summary of what is available.

The percentage of students at the school achieving:	Five or more A*–C GCSE including English or Welsh and mathematics, or equivalent, in England, Wales and Northern Ireland.
	Five or more SCQF Level 4 Scottish Standard grade including English and mathematics, or equivalent, in Scotland.
The school's performance relating to the:	Average QCA points for the best eight GCSEs in England and Wales.
	Average UCAS Tariff points for the best eight SCQF Level 4 qualifications, including Standard grades, in Scotland.
The school's performance relating to the:	Average QCA points per A level entry (or equivalent) in England and Wales.
	Average UCAS Tariff points per Scottish Higher entry in Scotland.
The school's performance relating to the:	Average QCA points per A level student (or equivalent) in England and Wales.
	Average UCAS Tariff points per Scottish Higher student in Scotland.
The percentage of students at the school:	Entitled to free school meals England, Wales and Northern Ireland.
	Registered for free school meals in Scotland.
The percentage of students at the school:	Entitled to educational maintenance allowance (EMA) in Wales and Northern Ireland.
POLAR2	Based on the 2000 census data, this reports on the progression to higher education from 2000 to 2004 of applicants living in the UK, using the postcode of their postal address entered in Apply.
POLAR3	Based on the 2010 census data, this reports on the progression to higher education from 2005 to 2009 of applicants living in the UK, using the postcode of their postal address entered in Apply.
The Scottish Index of Multiple Deprivation (SIMD) shows the:	Change in demand for higher education from 18 year olds living in the most deprived areas of Scotland since 2006. The data is provided by the Scottish Funding Council, using the postcode of their postal address entered in Apply.

Access to contextual data can only be given when a representative from the provider, such as the Head of Admissions, has signed a legal agreement outlining how the information can be used. Providers wanting to use contextual data should email the HEP Team, [hep\\_team@ucas.ac.uk](mailto:hep_team@ucas.ac.uk), to request access. When the signed agreement has been returned you will be given access to the data.

## Appendix G – Fraudulent applications and similarity detection

The submission of fraudulent applications through UCAS continues to give cause for concern. Three main categories of fraud are:

- applications from those intent on securing a place by deception
- applications from those intent on securing bursaries, grants and loans by deception
- applications from those intent on securing a student visa for the purpose of entering the UK by deception

The UCAS Verification Team exists to raise awareness of fraud with its providers and to continually improve measures to combat fraud in the applications process. At the centre of its operation is the fraud detection database through which all applications are processed. The database holds records of all applications previously referred for investigation.

Each new applicant record is compared to each of the applicant records already held on the database and the user is alerted where matches are identified. Where there are sufficient grounds for suspicion, the applicant record is flagged at UCAS and an investigation initiated. The situation is monitored on a daily basis. Hunter Alert is the name given to the cumulative list of cancelled applicants in the current applications cycle. The list is published on the last working day of each month and is available at [www.ucas.com/fraud-and-similarity](http://www.ucas.com/fraud-and-similarity).

Where an applicant is referred for investigation, the UCAS Verification Team will write to the applicant and / or the referee seeking to establish the veracity of the application. If they respond and provide the documents and/or information requested and these details support the details declared in their application, we will allow their application to proceed as normal and they will be notified in writing. If they respond but fail to provide the requested documents and / or information within the time specified or provide documents and / or information that fail to support the details declared in their application or provide forged documents and / or false information, their application will be cancelled and they will be notified in writing. If they fail to respond, their application will be cancelled and they will be notified in writing.

Applicants who have paid their application fee using a credit or debit card without the knowledge or permission of the card holder will receive a letter from the Verification

Team advising that their application has been cancelled without notice.

If, for whatever reason, their application is cancelled, they have the right to appeal. In order for an appeal to be considered, it must be submitted in writing, accompanied by any outstanding documents and / or information and received in the relevant admissions cycle. All appeals will be considered by the Director of Operations within 28 calendar days from the date of the postmark. The applicant may make a further appeal to the Chief Executive. The final decision will be notified to the applicant in writing and letters copied to the relevant providers.

During the course of an enquiry, copies of all correspondence to the applicant will be sent to each of their choices. The addressee will be the Fraud Correspondent for the relevant provider. It is important that the contact details for the Fraud Correspondent are kept up-to-date and that information they receive is disseminated appropriately at your institution.

We expect that you will maintain records of the details of applicants whose applications have been cancelled as fraudulent. By so doing, you will be able to set up a means of detecting an approach made by suspect applicants and take appropriate steps to ensure that we are informed. Therefore, a positive response to alerts by us is recommended and you should contact us if you have any information that can substantiate initial concerns or indeed can disprove them. In no circumstances should consideration on academic grounds be given to anyone notified as suspect before appropriate checks on the veracity of their application have been carried out.

You are reminded that whilst in the past the majority of fraud has been perpetrated against those HEPs located in and around London, this is no longer the case. Ample evidence has been collected proving beyond doubt that fraudsters will target any provider they consider vulnerable. We consider that the vast majority of fraud continues to be perpetrated by mature, independent, late and direct applicants, to whom particular attention should be paid.

As in the past, August onwards is particularly favoured by fraudsters. Our rules state that no individual should be accepted by direct means for courses recruited through UCAS and this is particularly important during the Confirmation and Clearing period when appropriate application procedures should be followed at all times. HEPs should of course undertake their own verification checks (identity, qualifications, references etc.) before applicants are allowed to enrol.

For further information, please contact the Verification Team on T: 01242 545 494, F: 01242 544 952 or E: [verification@ucas.ac.uk](mailto:verification@ucas.ac.uk).

### **Similarity detection**

The Similarity Detection Service provides admissions staff and decision makers with additional information for consideration when making decisions about applicants.

All personal statements processed through UCAS are checked with a specially developed version of the similarity detection system, Copycatch. Each incoming personal statement is compared against a library of personal statements already held by UCAS, and a library of sample statements collected from a variety of websites and other sources, including paper publications.

Any statements with a potential similarity level of at least 10% are reviewed by the UCAS Similarity Detection Service. Applicants who have used their personal statement from a previous year's application will not be matched with their own statement and so will not be detected as similar. However, if the personal statement from the previous cycle was copied, the current statement may be detected as similar to another source. Providers may be notified, by an email to the Fraud Correspondent, of any cases considered to be of interest. This would normally be daily, except during periods leading up to a deadline or personal statement as having similarities to other personal statements already received. The decision about what action to take, if any, about cases notified to you rests with individual providers in accordance with your own policies and procedures.

### **What is checked?**

We have a library of personal statements to compare new applications against. This library is continually augmented with new personal statements as they are received. We also have a library of example personal statements from a variety of websites.

### **How the checking is done**

Copycatch analyses personal statements sentence by sentence. Complete copying of statements is rare, but copying part or all of a sentence is more common. Copied sentences are often modified but Copycatch is able to identify sentences where this might have taken place and indicates this on the highlighted report for consideration at the provider.

### **Filter settings**

The program uses a set of filters to ensure that the sentences identified are the closest match to those in the applicant's personal statement. The process then checks that there is sufficient inherent similarity in these sentences for them to be identified as potentially copied. Finally, it checks that there are a significant number of

potentially copied sentences in the incoming statement. More details of the matching process can be found on the secure area of our website [www.ucas.com/fraud-and-similarity](http://www.ucas.com/fraud-and-similarity).

### **Viewing matched personal statements**

You can access the individual marked up personal statements through the link provided in your notification email.

# Appendix H – Guidelines for providers to minimise embargo breaches

## Key tips

- Plan ahead.
- Include all interested parties in communications and decision-making.
- Be clear on responsibilities and accountabilities during the results embargo period.
- Identify inter-related systems and procedures and ensure information and data exchange loops are closed down for the duration of the embargo.
- Communicate key dates and actions to all stakeholders.
- Ensure training for new and temporary staff is thorough and timely.

## Clarify roles and responsibilities

- Assign an owner (possibly the Head of Admissions) to manage the process and authorise who has access to admissions-related data, and at what level.
- Limit access to admissions/CRM systems at this time of year. Identify who else, other than admissions decision makers, needs access to admissions decisions during the UCAS embargo periods. This will help to ensure that applicants or other staff cannot access confidential information.
- Conduct regular checks to monitor who has access and delete accounts/amend permission levels as staff leave or move into other roles.

The results embargo process owner (cross-checked by other admissions staff) should be responsible for setting a trigger within admissions systems, at which point no data should flow out of admission.

## Plan ahead

- Include embargo planning in your normal Confirmation and Clearing preparations, and confirm the dates. Enter dates in electronic or other calendars for those responsible for turning off the results section of your applicant portal, and for the Admissions Manager who maintains overall responsibility for ensuring the embargo is adhered to.

- Make sure you understand the data/IT systems at your university or college and how they are connected, so that you can be reassured the information security arrangements you have in place are sufficient to safeguard the embargo.

## Switch off automated systems

- Make sure you have a 'block' (to halt data flow) with alerts that work within your IT systems, so that you can stop data flow at the appropriate times during the embargo period(s).
- Data systems are often linked to other departments such as accommodation offices and student records – it is vital that you understand the specific linkages in your own university or college.
- Conduct tests ahead of the embargo period, to check your assumptions.
- As embargos are not for long periods, consider a freeze on postal communications from admissions and from the accommodation office, at least for full-time undergraduate applicants.
- Take control of the data information security issue during the embargo period and work with other departments in your university or college who might be temporarily inconvenienced.

## Ensure there is clear communication with colleagues

- Make sure your colleagues – particularly those working in admissions in academic departments / schools / faculties, the accommodation office, registry, marketing, student services, IT, etc. – know about the results embargo, when it is in place, and what it means.
- Integrate the message into a schedule of IT support over the Confirmation and Clearing period.
- Ensure that IT colleagues have clear instructions and nothing is assumed. Work with them to test information security protocols.

## Other tips

- Include the results embargo in any Confirmation and Clearing training for academic, administrative, and temporary staff.
- Make sure a reference to the embargo is included in any shared communications with schools / faculties and departments ahead of Confirmation and Clearing.

## Information required when reporting potential embargo breaches

You should contact your Relationship Manager in the first instance and also Scheme Delivery Team to discuss the issue. When you report it you should have the information below to help us understand the situation.

- Institution name and code
- Your name, contact number and email
- How did applicants hear of their place?
- Were they told their actual grade or results?
- How many applicants have been affected?
- Possible impact (reputation, press and social media)
- Full breach description
- Actions taken by yourselves

## Conditions of UCAS contract with awarding organisations

Our contract with the awarding organisations is subject to the following conditions;

- Our records and operating procedures will be open for inspection at any time by an authorised representative of the awarding body.
- We will not proceed with this operation if at any time we have doubts about our ability to maintain accuracy of reproduction.
- If it has such doubts, the awarding body may veto the publication of results through us at any time before issue.
- We distribute details of the amendments issued by the awarding bodies to all providers receiving those results through us.
- Correspondents at all our providers are made aware that the bodies cannot accept responsibility for the outcome of any decision based on incorrect information supplied by us.
- Providers are made aware that the information is issued for selection purposes only and that the bodies retain the copyright. Permission must be obtained from the originating body if any additional use is to be made of the data, for example, research, articles or letters in the press.



# 2015 results embargo agreement (subject to change for 2016 entry)

This is a summary of the main obligations under the terms of service you have entered into with UCAS, in order for UCAS to share results with you prior to publication day (p-day). The terms of service with UCAS set out the strict contractual obligations in relation to the embargo period and results which you must comply with.

The definitions referred to throughout this agreement are taken from the terms of service, namely:

- results
- p-day
- applicant

In accordance with the terms of service UCAS has agreed to share results under strict contractual obligations that you:

1. Use the results for the sole purpose of facilitating the Confirmation processes.
2. Do not share the results either intentionally or inadvertently nor respond to any communications from any third party, including the applicant or their advisers, or any journalist prior to p-day.
3. Implement and maintain operational, organisational and technical measures to safeguard against unauthorised access, loss, destruction, theft or inadvertent disclosure of the results prior to p-day.
4. Ensure the appropriate level of security in your IT solutions, and operating procedures implemented by you are sufficiently robust to safeguard against the serious damage that may be suffered by an applicant and UCAS as a result of a disclosure breach.

In the event that you, your employees or third party agents or contractors unintentionally or inadvertently leak such information prior to p-day, UCAS reserves the right to withdraw your access to results during the embargo period ahead of p-day.

Please acknowledge the terms of this agreement by signing and returning one copy of it to the address below by Friday 19 June 2015, or emailing a scanned copy to [sdt@ucas.ac.uk](mailto:sdt@ucas.ac.uk). You should retain a signed copy of this agreement to remind you of your obligations.

I acknowledge and agree to the terms contained in this agreement.

**Signed by:**

---

**Name and position:**

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**Provider and code:**

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Please return to: Scheme Delivery Team, UCAS, Rosehill, Cheltenham, GL52 3LZ

## Appendix I – Capitation and application fees

Both providers and applicants pay a fee to UCAS to use the UCAS Undergraduate application scheme.

### **Provider capitation fee**

For providers there is an annual capitation fee based on the number of confirmed applicants they have at the end of the cycle. The capitation fee is charged retrospectively, in August and February, at £20 per confirmed applicant; however a minimum charge of £2,000 is made in cases where a provider has fewer than 100 confirmed applicants.

Confirmed applicants include those recruited using a Record of Prior Acceptance (RPA) or Overseas Partnership Form (OPF), as well as the main scheme, Clearing and Adjustment.

### **Applicant fee**

Applicants pay an application fee based on the number of choices they make. For one choice the fee is £12; for two to five choices the fee is £23.

An applicant with one choice (referred to elsewhere as a single-entry applicant) can add further choices after submitting their application, up to a maximum of five, or to enter Clearing or Adjustment, providing they pay the balance of the full application fee, £11.

Applicants who apply after the 30 June deadline pay the full application fee of £23.

## Appendix J – Communications sent to applicants by UCAS

The full text of all communications can be found in the providers' section of the UCAS website [www.ucas.com/providers/undergraduate/applicant-letters](http://www.ucas.com/providers/undergraduate/applicant-letters).

Applicants have the option to receive communications from us in Welsh.

Letter	Description	Format
AS2	Welcome email	Email
AS2A	Changed choices	Email
AS3	Offer letter	Only in Track
AS3A	Invitation	Only in Track
AS4	Unsuccessful	Only in Track
AS5	Withdrawn (by applicant)	Email
AS5A	Withdrawn (by HEP)	Letter
AS6	Replying to offers	Only in Track
AS9	Status check	Only in Track
AS9D	Status check decline	Only in Track
AS12	Confirmation letter (no action required)	Only in Track
AS12B	Confirmation letter (inform HEP if whether coming or not)	Only in Track
AS12C	Confirmation change letter	Only in Track
AS12N	Confirmation letter (inform HEP only if not coming)	Only in Track
AS13	Confirming change	Only in Track
AP20	Change of address	Email
AP40	Placed accepted through multiple schemes	Letter

## Appendix K – Management information menu in web-link

Possible transactions available to providers	Decision (DEC) recorded on providers' system and web-link	Reply recorded on providers' systems and web-link
Invited to interview	INV	
Declined interview request	INV	D
Awaiting response to interview request	INV	
Requesting alternative interview date	INV	
Unconditional offer, no reply	U	
Unconditional offer, firm reply	U	F
Unconditional offer, firm reply (RPA) <sup>1</sup>	U	F
Unconditional offer, insurance reply	U	I
Unconditional offer, declined	U	D
Conditional offer, no reply	C	
Conditional offer, firm reply	C	F
Conditional offer, insurance reply	C	I
Conditional offer, declined	C	D
Delayed Confirmation Decisions <sup>2</sup>	DCF	F or I
Full Decision <sup>3</sup>	F	
Reject	REJ	
Withdrawal <sup>4</sup>	W	
Declined	U or C	D
Cancelled Applications <sup>5</sup>	REF, C, U or REJ	
Completely Withdrawn <sup>6</sup>	REF, C, U, W or REJ	D, DBD, F
Movement List	The last column shows the date of last change	
RBD Stop List	C	F or I
<b>Adjustment</b>		
UF registered for Adjustment	U	F
Placed elsewhere in Adjustment	U	D
Acquired through Adjustment	U	F
<b>Clearing</b>		
Clearing accept	CLA	
Outstanding Clearing Decisions	REF	
<b>Search by country</b>		
By Country (APR)	Select the country from the drop-down list	
RBD List	RBD	
DBD List	C or U	DBD
Export Data – applicant data only available to providers who process large volumes of data	Select the format you want the data files to be.	
1 General applicant data	csv, pipe, u-csv or u-pipe	
2 Applicant background data	csv or pipe	

Possible transactions available to providers	Decision (DEC) recorded on providers' system and web-link	Reply recorded on providers' systems and web-link
3 HESA Student Return details (available after the end of cycle)	csv, pipe, u-csv or u-pipe	
4 Applicant coded information	csv, pipe, u-csv or u-pipe	
5 Applicant choices information	csv or pipe	
6 Applicant qualifications and additional test information	csv or pipe	
7 Applicant activities	csv or pipe	
8 ABL match details	csv or pipe	
9 ABL results	csv or pipe	
10 Clearing details on previous applicants	csv or pipe	
11 Cancelled and substituted applicants	csv or pipe	

**Key:**

- 1 RPA unconditional firm choices are always recorded as choice 1.
- 2 Delayed Confirmation decisions – used when examination results are only published after 10 September and before 2 December.
- 3 Full decision – used when the course is full after the application deadline has passed and the course has been closed in Course Collect.
- 4 Withdrawal – used when an applicant has asked to withdraw from the course, or the provider chooses to withdraw an applicant due to the lack of response to their correspondence.  
  
If a withdrawal decision is recorded after the place has been confirmed (UF), then the applicant will be completely withdrawn from the UCAS scheme for that cycle and applicants cannot enter Clearing. It is recommended that a Release into Clearing is used on these occasions.
- 5 Cancelled applications – used when UCAS cancels applications (see paragraphs 2.15 – 2.17).
- 6 Completely withdrawn – used when an applicant asks to completely withdraw their entire application record from the UCAS Undergraduate scheme for the current cycle.

## Appendix L – Course data collection timetable

Communications about specific dates are provided in providers' bulletins. Dates may vary each year.

Collection	Start date	End date	Notes
Course data roll over from previous cycle to following cycle		October / November	
Course collection	Post rollover	October	<p>Confirmation sought to ensure course details are correct and any courses that are no longer running can be discontinued. We actively encourage providers to maintain their course listings from rollover throughout the cycle.</p> <p>The 2015 courses will be archived at the end of the cycle and 2016 courses will be available to update in Course Collect.</p> <p>In October / November, all 2016 courses will be rolled over into the 2017 intake. To allow us time to process changes to 2016 cycle courses for inclusion in the rollover, the Data Collection Team will give providers a deadline a few days before the rollover.</p> <p>No changes can be made to the criminal conviction section of courses after 31 May for the 2017 intake.</p>
Extra	Feb	July	You will be able to set vacancies for 'Extra' in Course Collect.
UCAS part-time course collection	April	September	Part-time search tool is available from July to September and course information is sourced from the Data Collection System (not Course Collect).
UCAS Clearing collection	June	September	<p>Clearing vacancies can be managed in Course Collect in preparation for the search tool becoming live.</p> <p>Clearing contact details should also be updated.</p>
Vice-Chancellor's contacts collection	Ad hoc		e.g. For UCAS CEO to mail out invitations to annual conferences

If you have any queries about the input of course data on Course Collect you should contact the Data Collection Team

Tel: 01242 544 864

Email: [coursesdata@ucas.ac.uk](mailto:coursesdata@ucas.ac.uk)

# Appendix M – Supporting Professionalism in Admissions Programme – SPA



Supporting Professionalism  
in Admissions

SPA promotes fair admissions and access to higher education in the UK by developing and leading on good practice in the recruitment and selection of students.

SPA staff have previously worked mostly in HE admissions and draw upon their own expertise and research undertaken across the HE sector to support HE staff and senior managers in developing their admissions policies and practice. SPA's core funding is from UCAS with additional support from HEFCW, with objectives and priorities shaped by an independent Steering Group of HE and pre-HE sector representatives.

## The services we offer the HE sector

- Good practice statements to support professionalism in HE admissions, currently covering:

SPA's work promotes the principles of fair admissions outlined in the 2004 Schwartz Report, Fair Admissions to Higher Education: Recommendations for Good Practice:

1. be transparent
2. enable institutions to select students who are able to complete the course, as judged by their achievements and their potential
3. strive to use assessment methods that are reliable and valid
4. seek to minimise barriers to applicants
5. be professional in every respect and underpinned by appropriate institutional structures and processes

Overarching good practice		Specific good practice		
Strategy	Infrastructure			
Principles of fair admissions	Admissions policies	Complaints and appeals	Criminal convictions	Feedback
		Refugees and asylum seekers	Timing of disability considerations	Supporting care leavers
	Planning and managing admissions	Admissions tests	Competence standards	Contextualised admissions
Interviews		Native language qualifications	Vocational qualifications	
Applicant experience strategy	Effective admissions operation	Centralising admissions	College HE admissions	Equality impact assessments
		Paperless processing	Part-time admissions	Consumer protection and competition law

- Other resources, including research, briefings, presentations and tools for developing admissions policy and practice (e.g. checklists, congruence surveys, RAG analyses) – these and all SPA's good practice statements are available at [www.spa.ac.uk](http://www.spa.ac.uk).
- Events – think tanks, conferences, seminars, communities of practice.
- Confidential, objective advice and guidance – both formal and informal – for HEPs and other stakeholders in response to direct queries by phone or email.

For further information please visit the SPA website ([www.spa.ac.uk](http://www.spa.ac.uk)) or contact the SPA Team directly ([enquiries@spa.ac.uk](mailto:enquiries@spa.ac.uk)/01242 544891).

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