



2012

# Your UCAS Welcome Guide

For entry to university or college in 2012

**Write your Personal ID here** Have this ready when you contact us

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Please keep this guide. You will need to refer to it during the application cycle.

**UCAS**

at the heart of connecting people to higher education

# Read this first

Thank you for your application. Now that it has been received at UCAS you are on your UCAS applicant journey and completed **Step 1: Choosing courses**, and **Step 2: Applying**.

As the universities and colleges consider your application and make their decisions, you proceed to **Step 3: Offers**. This step is covered in sections 1 – 7 of this booklet, where we explain:

- what we do now
- what to do if you want to change your application
- what the universities and colleges do
- what you must do after receiving decisions, including what to do if you do not receive any offers.

**Step 4: Results** follows in section 8, where we explain:

- what happens when you receive your exam results, including what to do if the university or college does not confirm your place.

**Step 5: Next steps** follows in section 9, where we explain:

- Clearing and Adjustment

This booklet doesn't deal with **Step 6: Starting university or college**, but there is plenty of advice about this on our website and in books available from [www.ucasbooks.co.uk](http://www.ucasbooks.co.uk).

With this booklet, we sent your Welcome letter containing:

- your Track username
- your Personal ID
- your name and address as it appears on our records
- a list of the courses you are applying for, in random order.

Please check these details now and tell us **immediately** if anything is wrong. Our contact details are at the back of the booklet.

## Meaning of words

Please note that throughout this booklet, the following words have certain meanings:

- 'We', 'us' and 'our' refer to UCAS.
- 'You' and 'your' refer to you the applicant.



**On Twitter?** Use the hashtags throughout this booklet to find the latest information from us and other students.



**Got a smartphone?** Scan the QR codes throughout this booklet to find video guides and more advice.

#ucas

[www.ucas.com/contact](http://www.ucas.com/contact)



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

For further information about the UCAS application process go to [www.ucas.com](http://www.ucas.com).

If you need to contact us, details can be found at [www.ucas.com/about\\_us/contact\\_us/](http://www.ucas.com/about_us/contact_us/)



# 1 What happens at UCAS

## We send out your application

We check that your application is complete, the courses you have chosen are still available, and you have not made more than one application in this cycle, and contact you if there are any queries. We then send a copy of your application to each university or college that you have chosen. Each one receives only details of the course or courses that you have applied for at that particular university or college, provided that places are still available. They do not know your other choices until you have replied to your offers, much later in the application process. Universities and colleges must not ask you for details about your other choices.

If you chose more than one course at the same university or college, we send a copy of your application for each choice.

Each university and college that you have chosen receives your application at the same time.

We do not include the information you gave us about your occupational background, national identity or ethnic origin. Universities and colleges do not know this information when they select students.

## Fraud

We can cancel your application if we have reason to believe that you have provided false or misleading information in order to gain a place in higher education. Warnings against providing such information form part of the declaration you agreed to when you made your application to us.

## Similarity detection

We carry out checks to verify that your personal statement is your own work. If we have reason to believe that information on your application has been copied from another source, we inform you and all the universities and colleges to which you have applied. They can then take any action they consider appropriate. If you applied through a school, college or other UCAS-registered centre, we also inform them.

A warning about using copied information forms part of the declaration you agreed to when you made your application to us.

## Data Protection

You are entitled to see a copy of all the information we hold about you. We make an administrative charge of £10 for supplying copy data. Please send your request and cheque (payable to UCAS) to UCAS, Rosehill, New Barn Lane, Cheltenham GL52 3LZ for further details, giving your name, address and Personal ID.

## Receiving correspondence in Welsh

If, when you applied, you opted to receive correspondence in Welsh, any letter from UCAS will be in Welsh.

## 2 Track

### Logging into Track

You can check the progress of your application using Track at [www.ucas.com](http://www.ucas.com). To access Track you will need your username and password that you used to apply, and your Personal ID. Your username and Personal ID are shown on the Welcome letter received with this booklet. Make a note of your Personal ID in the boxes on the front of this booklet and keep it safe. You will need to quote this number if you contact us or your universities or colleges.

### Checking for offers

Log into Track and click on choices to see if you have received any offers.

Track is normally available 24 hours a day, seven days a week.

If you have previously applied through UCAS, you will need to use your Personal ID as given in your Welcome letter, not as given in Apply.

If you have already applied through GTTR or CUKAS for 2012 entry, your username to access Track for your other application(s) will change to the username at the top of the Welcome letter received with this booklet.

If you apply through GTTR or CUKAS later in the 2012 cycle, your username to access Track for your UCAS application will change to the username on the Welcome letter for your most recent application.

If you did not apply online, phone our Customer Service Unit on 0871 468 0 468 to find out your Track password. When you call, please have your Personal ID ready.

### Other features of Track

You use Track to:

- update your personal contact details
- add and cancel choices (depending on your circumstances)
- ask us to send you emails whenever a university or college makes a decision
- view invitation notifications and reply to them
- reply to your offers
- send your application to a university or college for a course in Extra. See page 8 for more information
- register for Adjustment
- send your application to a university or college for a course in Clearing. See page 9 for more information.

## 3 Changing your application

### Email address, address or phone number

It is important that we have your up-to-date contact details. You must keep our record of your email address fully up to date, to ensure that you can receive emails that we send you throughout the application cycle. If you change your address, phone number or email address permanently, you should immediately log in to Track and change your details. We will pass on your new address to your chosen universities or colleges, but if you are expecting any

urgent letters from them, you may also want to tell them yourself. Don't forget to make arrangements to redirect your mail so that you receive any correspondence that has already been posted to you.

**If your contact details are not kept up to date, you will miss important correspondence.**

If you are at boarding school or studying away from home, make sure that you tell us your changed postal address at the end of the summer term.

### Choice of university or college

You can use Track to change your choices within seven days of the date on your Welcome letter. After seven days you cannot normally change your choices of university or college. But if there are exceptional reasons, such as a change in your family circumstances or any personal problems, you should ask your school or college (or your academic referee if you have already left school and are using an independent referee) to write to us, explaining the situation and recommending that you be allowed to change.

### Choice of course, year or point of entry

If you are happy with your choice of university or college but you want to change your choice of course, defer your application for a year or change the point of entry, you should write to the university or college direct, **not** to us. If the university or college agrees, they will tell us about the change. If you have already received an offer from the university or college for your original choice, we will cancel it and the new offer will show on Track.

### Passport details:

It is essential that you give your passport details if you are going to need a student visa to enter the UK as the institution where you are going to study has to give the details to the UK Border Agency before your visa application can be granted. See [www.ukvisas.gov.uk](http://www.ukvisas.gov.uk) for more information.

If you gave your nationality as outside the EU in Apply, you will have been given the opportunity to enter your passport details. If you were unable to do so (for instance if you did not yet have a valid passport) you will be asked to give these details in Track when you receive an offer from a university or college. The details you will be asked to give are:

- passport number
- date of passport issue
- date of passport expiry
- place of passport issue.

If you hold dual nationality, you must give the details of the passport issued by the country you gave as your first nationality in Apply, and you need to use this passport to enter the UK when you come to begin your course. If you hold more than one passport for your country of first nationality, give details of the passport you will be using to enter the UK to start your studies.

If you have dual nationality and have entered the wrong nationality as the first nationality you will need to write to UCAS to request that your nationalities are listed correctly. You must enclose a photocopy of your passport for your first nationality.

### Adding more choices

If you originally applied to fewer than five choices, you can add more in Track as long as you have not replied to your offers and places are still available. You must add any further choices by 30 June 2012.

If you made only one choice on your original application and paid the reduced fee of £11, you can add more choices (and if necessary, go through Extra or Clearing later) if you pay us an extra £11. You can make this additional payment in Track.

### Withdrawing individual choices

You can withdraw an individual choice if you have not received a decision from that choice, and you no longer want to be considered for that choice, by logging in to Track. Once you have withdrawn a choice you will no longer be considered by that choice, so you must be sure of your decision to withdraw from it. The withdrawn choice counts towards the maximum number of five choices. You may want to do this if you have already decided to accept an offer or offers made by other choices and you are not interested in waiting for a decision from the universities and colleges you haven't yet heard from.

If you do not hold any offers after withdrawing a choice and are not waiting for any decisions, you may be able to choose another course through Extra (see page 8) or Clearing (see page 9) or both.

### Discontinued courses

In exceptional circumstances, a university or college may have to discontinue a course. If this happens, they will contact you to explain your options. The university or college will do its best to offer you another course. We cannot accept liability for courses that are discontinued. A substitution can be made in these circumstances up until 30 June 2012.

### Changes in exam details

You must write to us immediately if there are changes to your exam subjects, modules or units, awarding or examining board, centre number or to any other exam details shown on your application. You must also tell the universities or colleges where you hold offers, and any others that are still considering your application.

Universities or colleges usually base their offers on your exam details. If these change, they may change their offers or decisions.

**If a university or college cannot confirm your exam results because they do not have enough information, they may have to turn down your application. Remember to tell us and the college or university immediately if anything changes.**

### Circumstances affecting your exams

If you suffer an accident, illness or a personal problem that could affect your results, you should write to each university or college that is considering your application and ask them to treat you sympathetically. You can find the contact details for the universities and colleges on our website at

[www.ucas.com/instit/](http://www.ucas.com/instit/). You should send a supporting letter from your school or other authority and, in medical cases, from your doctor. You should send the details as soon as possible after the problem has happened. Do not wait until your exam results arrive.

If you cannot take your exams, for example, because of illness, you will need to reapply for courses starting in 2013. You must contact the universities or colleges that you have applied to and let them know.

### Reference

Neither you nor your referee can make changes to your reference. If your referee wants to add more information, they should write to each of your chosen universities and colleges direct, quoting your full name and Personal ID.

### Cancelling your whole application

You can cancel your whole application by phoning our Customer Service Unit. If we receive your instruction to cancel within seven days of the date shown on your Welcome letter, we will refund your application fee. Do not use Track to withdraw your application within seven days of receiving your Welcome letter if you wish to receive a refund.

If you cancel your application within seven days you can submit a new application in this cycle.

After seven days from the date on your Welcome letter you can withdraw your application by logging onto Track. No refund will be given, and you will not be allowed to apply again or use Clearing in this cycle.

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## 4 Selection procedures

### Invitation to interview and providing a portfolio

Selection procedures vary: some admissions tutors interview most applicants, some will only interview applicants whose predicted grades do not quite match those needed for the course, and others may

not interview at all. Course Search (Entry Profile) will have given you information about the university's or college's policy on invitation to interviews and providing portfolios for your chosen course. Remember that practice will vary and if you do not

receive an invitation, it does not mean that the admissions tutor is not considering your application.

If a university or college wants to invite you to interview or see your portfolio or other designated piece of work, they may contact you direct or through UCAS. If your invitation comes through UCAS you will receive an email advising you to look in Track, where you will see details of your invitation, including a date. You must respond by accepting or declining or requesting a different date. Exact arrangements should be discussed with the university or college.

If you are invited for interview but cannot attend on the specified date, you must tell the university or college as soon as possible. You should try your best to attend the interview on the date given because they might not be able to offer an alternative.

### Admissions tests

Some universities and colleges require you to pass an admissions test as well as standard qualifications if you are applying for courses in certain subjects. Some of the more common tests are listed on the following page. Further details are given on [www.ucas.com](http://www.ucas.com) in Step 1 of the applicant journey and in Course Search.

Test title	Subject	Further information
BMAT	Medicine	<a href="http://www.admissionstests.cambridgeassessment.org.uk/adt/bmat">www.admissionstests.cambridgeassessment.org.uk/adt/bmat</a>
ELAT	English	<a href="http://www.admissionstests.cambridgeassessment.org.uk/adt/elat">www.admissionstests.cambridgeassessment.org.uk/adt/elat</a>
GAMSAT	Graduate entry medicine	<a href="http://www.gamsatuk.org">www.gamsatuk.org</a>
HAT	History	<a href="http://www.history.ox.ac.uk/prosundergrad/applying/hat_arrangements.htm">www.history.ox.ac.uk/prosundergrad/applying/hat_arrangements.htm</a>
HPAT	Health	<a href="http://www.hpat.org.uk">www.hpat.org.uk</a>
LNAT	Law	<a href="http://www.lnat.ac.uk">www.lnat.ac.uk</a>
MML	Languages	<a href="http://www.cam.ac.uk/admissions/undergraduate/courses/mml/tests.html">www.cam.ac.uk/admissions/undergraduate/courses/mml/tests.html</a>
STEP	Mathematics	<a href="http://www.admissionstests.cambridgeassessment.org.uk/adt/step">www.admissionstests.cambridgeassessment.org.uk/adt/step</a>
TSA Cambridge	Computer science, engineering, mathematics	<a href="http://www.admissionstests.cambridgeassessment.org.uk/adt/tsacambridge">www.admissionstests.cambridgeassessment.org.uk/adt/tsacambridge</a>
TSA Oxford	Philosophy, Politics & Economics (PPE) and Economics & Management (E&M)	<a href="http://www.tsa.cambridgeassessment.org.uk">www.tsa.cambridgeassessment.org.uk</a>
TSA UCL	European Social and Political Studies	<a href="http://www.tsa.cambridgeassessment.org.uk">www.tsa.cambridgeassessment.org.uk</a>
UKCAT	Medicine	<a href="http://www.ukcat.ac.uk">www.ukcat.ac.uk</a>

## 5 Decisions

Each university or college decides for itself whether or not to make you an offer. The admissions tutor for your chosen course makes this decision, not UCAS.

Some universities and colleges make decisions more quickly than others, depending on their workload and how many applicants they want to interview. A decision could also take longer if you applied late.

#ucasdecisions  
[www.ucas.com/decisions](http://www.ucas.com/decisions)



If we received your application by 15 January 2012, you can expect decisions by 10 May 2012.

If we received your application between 16 January and 30 June 2012, you can expect decisions by 19 July 2012.

If you have a question about the time it has taken for a university or college to make a decision, or about a

decision itself, **you should contact them direct**. We are not involved in selecting students; we cannot comment on decisions or how they are made.

If your application has been unsuccessful, the university or college may provide a reason at the time of their initial decision or, if you request it, at a later date.

The reason will be shown on Track. However, if you have already replied to offers or no reason is shown on Track, you can contact the university or college to discuss the reason why you were unsuccessful.

Occasionally, a university or college may write to you with more information or to invite you to an open day. You should read carefully all information and letters you receive from universities and colleges. The formal decisions however will always come to you from UCAS.

Whenever we receive a decision from a university or college, Track is updated. Log in to Track to see whether the university or college is offering you a place, and if so, what conditions apply.

We do our best to process applications and tell you the decisions efficiently and accurately. We will not be liable for any mistakes, delays or changes to offers made by universities and colleges.

### Types of offer

An offer may be either unconditional or conditional, and will include the year and month that your course starts, and the point of entry (for example, joining the second year rather than the first).

### Unconditional offer (U)

This means that you have met all the academic requirements and the university or college has accepted you on the course. The university or college will contact you if they need proof of your qualifications. However, the offer may have certain non-academic conditions, such as financial or medical conditions or a satisfactory criminal record check, that you must meet before you can join the course.

### Conditional offer (C)

This means that the university or college has made you an offer that depends on your meeting their conditions; for example, you might need to achieve certain exam results.

You must meet all the conditions of your offer by 31 August 2012, even if your offer is for deferred entry in 2013 unless the university or college gives you a different deadline.

If you are taking a winter exam, the offer may ask you to meet the conditions by an earlier date.

You may be asked to achieve specific grades, possibly in named subjects (for example, B in chemistry, C in physics), or a certain number of UCAS Tariff points. For details of the UCAS Tariff, visit [www.ucas.com/students/ucas\\_tariff](http://www.ucas.com/students/ucas_tariff). If you are taking qualifications outside the UCAS Tariff, the offer will tell you what you need.

### Joint offer

Admissions tutors may make conditional offers for two courses or offer one alternative in one offer letter. Usually, the first course is the one you applied for, and the second is a different course, which the university or college has chosen. For example, you might have applied for a degree course and they might make an offer on an HND or Diploma course. It is likely that these courses will have different conditions, which will be explained to you.

### Changed course, changed year or point of entry

Admissions tutors may offer you:

- a place on a different course
- entry deferred to 2013
- a changed point of entry.

They may tell you before they do this.

## 6 Replying to offers

### Replying to offers

When you have received decisions from all your choices you will be able to reply to any offers in Track. The deadline by when you have to reply will also be displayed. If you haven't provided us with a valid email address we will send you a Replying to Offers letter. If you do not want to wait until you have received all your decisions before you reply, see below.

Make sure that both the course and the university or college are right for you, because you might be spending the next three or four years there. We recommend that you attend open days or visit the university or college before you make your reply.

If you have received some offers and you know which ones you want to accept, you do not have to wait for the decisions from all your other choices. Log in to Track and cancel all the choices that you are still waiting to hear from. You must be certain about which offers you wish to accept, as once you have made your replies you will not be able to reverse any cancellations.

### How to reply

You reply to your offers in Track. Click on 'Choices' and then 'Reply to offers', and select one of the following three reply options for each offer.

#### ■ Firm acceptance (F)

You firmly accept one offer that is your first choice out of all the offers you receive. If you **firmly accept an Unconditional offer (UF)**, you cannot accept another offer as an insurance. You are committed to take up the place on that course at that university or college, unless you withdraw completely from the UCAS application system for 2012 entry.

If you **firmly accept a Conditional offer (CF)**, you are committed to take up that place if you meet the conditions of the offer.

#ucasreplies  
www.ucas.com/replies



#### ■ Insurance acceptance (I)

You may accept another offer as a back-up to your firmly accepted conditional offer. If you are not accepted on to your firmly accepted course, but you have met the conditions of your insurance offer, you are committed to take up your insurance place.

#### **You do not have to make an insurance reply.**

You should only accept an offer as an insurance if you definitely intend to take up this place in the event that you are not confirmed onto your firmly accepted course.

Your **insurance acceptance can be an Unconditional offer (UI) or a Conditional offer (CI)**. You should normally accept a conditional insurance offer with conditions that are easier to meet than those for your firmly accepted offer.

#### ■ Decline (D)

When you have decided which offer or offers you want to accept firmly (if any), **you must decline all others.**

After making all your replies, you must check that they are correct before clicking 'submit replies'. Track will show the replies you have just made on the choices screen.

#### **You can accept offers in the following combinations.**

<b>CF</b>	Conditional offer <b>F</b> rmly accepted
<b>CF + CI</b>	Conditional offer <b>F</b> rmly accepted, plus a <b>C</b> onditional offer accepted as an <b>I</b> nsurance
<b>CF + UI</b>	Conditional offer <b>F</b> rmly accepted, plus an <b>U</b> nconditional offer accepted as an <b>I</b> nsurance
<b>UF</b>	<b>U</b> nconditional offer <b>F</b> rmly accepted. You cannot have an <b>I</b> nsurance choice.

### Important

Your replies are recorded immediately after submitting them on Track. A Status Check letter is sent to confirm your replies. Owing to possible delays in postal services it is important that you do not wait to receive your Status Check letter to raise any queries.

### When to reply

You should send your reply to us as soon as possible after you have received a decision for all your choices. We must receive your reply at the very latest by the date shown on Track. **If you do not reply by that date, your offers will be declined on your behalf.** The date on Track is your individual reply date. It may be different from other people's reply dates.

If you make any mistakes in your replies you can amend them once by contacting us within seven days of making your initial replies.

### What to do if you have no offers

If you do not have any offers, or have declined all the offers you have received, you can still apply to other courses. How you do this will depend on your circumstances.

Until the beginning of July 2012, you might be able to use Extra – see below.

From mid-July 2012, you can only progress through Clearing – see opposite.

## 7 Extra

Extra allows you to make more choices online, depending on your circumstances.

If you are not made any offers or decline all your offers, and you have used all five choices, you may be able to use Extra. It allows you to apply to other courses before Clearing starts. It operates from 24 February to the beginning of July 2012. Courses that have vacancies in Extra are listed at [www.ucas.com](http://www.ucas.com).

If you become eligible for Extra, a link to 'Add Extra choice' becomes available in Track.

#ucasextra  
[www.ucas.com/extra](http://www.ucas.com/extra)



Course Search will indicate which courses have vacancies in Extra. It's a good idea to contact the university or college to make sure they will consider your application.

You can apply for one course at a time in Extra. If you do not receive a decision from your Extra choice within 21 days, or you are unsuccessful, the 'add Extra choice' link will be reactivated in Track so that you can replace your Extra choice and apply elsewhere. See [www.ucas.com/students/offers/extra](http://www.ucas.com/students/offers/extra).

## 8 Confirmation of your place

When the university or college receives your exam results, they will check whether your grades match the conditions of your offer. If you have got the required grades and you have met the conditions of your offer, the university or college will confirm your place to us. We will then send you an official confirmation letter.

The university or college may decide to confirm your place even if you do not meet some of the conditions,

particularly if you only narrowly fail to achieve the right grades.

For applicants awaiting results, we match the qualifications you have listed on your application with the results received from the exam boards which set and mark your papers. This allows us to send your results automatically to the universities and colleges where you are holding offers of a place. Go to [www.ucas.com/students/results/examresults](http://www.ucas.com/students/results/examresults) to

see the list of qualification results which we pass to universities and colleges.

If any of your results are still awaited after results are published, the university or college must wait until 31 August before confirming whether or not you have a place. This gives time for you and your school to investigate what has caused the delay. If all your results are received, the university or college can make its decision even if you decide to appeal your result. Therefore it is essential that you tell the university or college if you decide to appeal. They are however not obliged to wait for the results of the appeal beyond 31 August before making their final decision.

**If you are taking exams not listed in the link on page 8, you must send your results, as soon as you receive them, to any universities or colleges you have accepted offers from.**

### Adjustment

If you firmly accepted a conditional offer and you meet and exceed the conditions, you will be given

five days (starting in August) to look for an alternative course that has places available, whilst still holding your original choice. This is known as Adjustment. See [www.ucas.com/students/nextsteps/adjustment/](http://www.ucas.com/students/nextsteps/adjustment/).

### Deferred entry

If you do not meet the conditions of a deferred entry offer, we will write to tell you that your application has not been successful. If you want to be considered again for courses starting in 2013, you will have to submit a new application in the next application cycle.

### Conditions of acceptance

If you join a course at a university or college, they should provide the educational services described in their prospectus, on their website and in other promotional material. However, universities and colleges cannot always guarantee to provide those services to you. If this happens, the university or college will take all reasonable steps to make sure that your education is affected as little as possible.

## 9 Clearing

If you do not have a confirmed place, there is a possibility you could find another course through Clearing.

Clearing runs from the middle of July for those who are eligible and helps students who have not got the required grades (or who have applied late) to find courses where there are still places available. Courses with vacancies in Clearing are listed at [www.ucas.com](http://www.ucas.com). This list is updated daily from mid-August.

**You need to be available in person to deal with admissions tutors and make decisions. You should plan your summer holiday early, so that you are at home when your exam results come out.**

In Clearing, you can apply for any course that has places left. You do not have to keep to the same subjects that you first applied for.

#ucasclearing

[www.ucas.com/clearing](http://www.ucas.com/clearing)



If you only made one choice and paid the reduced fee of £11, you can go through Clearing if you pay an extra £11. You can make this additional payment by logging on to Track.

You will be able to use Clearing if:

- you hold no offers and you have not withdrawn from the UCAS scheme; **or**
- you do not have a place because you have not met the offer conditions; **or**
- because you have not met the conditions you are made an alternative offer which you decline.

**You will see on Track whether or not you are eligible for Clearing. You can also find out your Clearing number on Track.**

Lists of courses with vacancies in Clearing (including their entry requirements where given) will be available from the middle of August until late September and published in some national newspapers.

You should look for courses that interest you and then contact the university or college to ask if they will accept you. You should do this yourself as the admissions tutor will want to speak to you in person, not through a parent or teacher.

If a university or college says it will consider your application you must log in to Track to add the details of this Clearing choice. The university or college will then consider you and send their decision to us. This will be confirmed on Track.

Once you have accepted a place, we will send you an official confirmation letter.

If your Clearing choice does not make you an offer, you can then apply for another course up to the end of Clearing.

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## 10 Notifications from UCAS

As you go through the application cycle, you will receive standard letters from UCAS depending on the status of your choices, decisions and replies.

**AS2 Welcome letter** – sent to you when you apply through UCAS along with a copy of the Applicant Welcome Guide.

**AS3 Offer letter** – available on Track when a university or colleges makes you an offer.

**AS3A Invitation** – sent to you when a choice offers you an interview or wants to see a portfolio etc.

**AS4 Unsuccessful letter** – available on Track when your application to a university or college has been unsuccessful.

**AS6 Replying to Offers letter** – sent to you only after you have received decisions from all your choices and have received at least one offer and you

have not verified that your email address is correct. It asks you to reply to your offer(s) by a given date.

**AS9 Status Check letter** – sent to confirm that we have recorded your replies correctly.

**AS12 Confirmation letter** – sent to you when exam results are published and if your place has been confirmed by your university or college. These letters may need a response.

**AS13 New Options letter** – sent to you with information about Clearing if your place has not been confirmed.

You may also receive other correspondence. If you are applying for a course which indicates you may need to attend an interview or submit a portfolio or other work, you must respond as soon as you can to any invitation you receive in Track, or you may lose your chance of a place.

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## 11 Student finance

**NB. The information in this section was up-to-date when this booklet was published. You should visit the websites mentioned in the section for the very latest information.**

### The cost of studying in the UK

As a student, you will usually have to pay for two things: tuition fees for your course, and living costs

such as rent, food, books, transport and entertainment. Fees charged vary between courses, as well as between universities and colleges, so it's important to check these before you apply. The UCAS Course Search at [www.ucas.com/students/coursesearch](http://www.ucas.com/students/coursesearch) includes fee information where

available for each course, or you can contact the universities and colleges direct.

If you're studying in Scotland and already live there, check the Student Awards Agency for Scotland (SAAS) website [www.saas.gov.uk](http://www.saas.gov.uk) for further information.

### Student loans

The purpose of student loans from the Government is to help cover the costs of your tuition fees and basic living costs (rent, bills, food and so on). Two types are available: loans to cover the tuition charges and loans to cover living costs. Both types of student loan are available to all students who meet the basic eligibility requirements. Interest will be charged on a varying rate up to inflation (RPI) plus 3%. In addition, many other commercial loans are available to students studying at university or college but the interest rate can vary considerably.

Find out more information from the relevant sites below:

**England:** Student Finance England - [www.direct.gov.uk/studentfinance](http://www.direct.gov.uk/studentfinance)

**Northern Ireland:** Student Finance Northern Ireland - [www.studentfinancenir.co.uk](http://www.studentfinancenir.co.uk)

**Scotland:** Student Awards Agency for Scotland - [www.saas.gov.uk](http://www.saas.gov.uk)

**Wales:** Student Finance Wales - [www.studentfinancewales.co.uk](http://www.studentfinancewales.co.uk)

### Information for overseas applicants

Please check our website for guidance about the cost of studying and financial support. See

[www.ucas.com/students/wheretostart/nonukstudents/money](http://www.ucas.com/students/wheretostart/nonukstudents/money)

### Important information for students entering English universities and colleges from 1 September 2012

At the time of writing, the Department for Business, Innovation and Skills (BIS) has announced changes to student finance, subject to parliamentary approval:

- Any university or college will be able to charge a graduate contribution of up to £6,000 a year. In exceptional cases, universities will be able to charge up to £9,000, subject to meeting much tougher conditions on widening participation and fair access.
- As is the case now, students in England will not have to pay up-front for their tuition, as Government loans will be available to most students. Students only start to repay these loans once they are earning over £21,000 per year.
- A new £150m National Scholarships Programme will be targeted at bright potential students from poor backgrounds. Visit [www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/DG\\_194804](http://www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/DG_194804) for further information.
- Students from families with incomes of up to £25,000 will be entitled to a non-repayable grant of £3,250 to help with living costs and those from families with incomes up to £42,600 will be entitled to a partial non-repayable grant.
- Loans to help with living costs will be available for all eligible students, irrespective of family income.
- Many universities and colleges will also offer non-repayable scholarships and bursaries to help students cover tuition and living costs whilst studying.
- All eligible part-time undergraduates who study for at least 25% of their time will be able to apply for a loan to cover the costs of their tuition, which means they no longer have to pay up front. They will not be eligible for maintenance support.

There will be extra support for disabled students and students with child or adult dependants.

For more information on the proposed changes in England please visit [www.direct.gov.uk/studentfinance](http://www.direct.gov.uk/studentfinance).

## 12 How to contact us

### Contact us

We hope that this booklet, together with universities' and colleges' websites and prospectuses, provides the information you require. If you have any questions visit [www.ucas.com](http://www.ucas.com) or ask your school or college for advice.

If you still need help, or you need to tell us about any changes, you should contact us. If you do so, we need to know your:

- full name
- Personal ID
- address.

If you write to a university or college, you should give the above details and also the title and code of the course which you have applied for. You can find a contact address and phone number for each university or college at [www.ucas.com/instit/](http://www.ucas.com/instit/).

### By post

Our address is: **UCAS, PO Box 28, Cheltenham, Gloucestershire GL52 3LZ.**

### By phone

You can phone our Customer Service Unit on 0871 468 0 468 (or 0044 871 468 0 468 or 0044 330 333 0230 from outside the UK) between 08:30 and 18:00 (UK time) on Monday to Friday. Calls from BT land lines within the UK will cost no more than nine pence per minute. The cost of calls from mobiles and other networks may vary. **Please have your Personal ID ready, so we can find your records quickly.** If our lines are busy, your call will be put in a queue, and a message service will ask you if you would like to hold or call back later.

If you have hearing difficulties, you can use the Text Relay service on 18001 0871 468 0 468 (or if calling from outside the UK call 0044 151 494 1260 for a text phone service you will need to ask the operator to dial 0871 468 0 468).

### By fax

You can fax us on 01242 544 961 (or 0044 1242 544 961 from outside the UK). **Please remember to give your Personal ID.**

### Customer complaints

Whilst we aim to deliver excellent standards of service to all our customers, we also realise that at times you may be dissatisfied when something for which we are responsible has not gone well. We welcome the opportunity to be able to address this and to investigate the matter for you.

Whenever we receive a complaint, we do our best to sort out the problem as quickly and helpfully as we can, and to improve our service by learning from the episode.

If you wish to make a complaint about our service, you can call our Customer Service Unit, send an email to [complaints@ucas.ac.uk](mailto:complaints@ucas.ac.uk) or write to UCAS, Rosehill, New Barn Lane, Cheltenham GL52 3LZ. Please give us your Personal ID from the top of your Welcome letter in your correspondence or when you call.

If you phone, the Customer Service Adviser who answers your call may be able to deal with your complaint. If you are not satisfied with their response, you can ask to speak to or write to a supervisor or manager. The Customer Service Adviser will be able to give you the correct name and address or telephone number.

If you are not satisfied with our initial response to your complaint, you can write direct to the Chief Executive (Complaints), UCAS, Rosehill, New Barn Lane, Cheltenham GL52 3LZ.

The Chief Executive will investigate your complaint and then advise you of the outcome. However, if you are still not satisfied, and in exceptional cases, you can ask for your case to be referred to the Complaint Review Panel. The Review Panel consists of UCAS

Board Members under an independent chair and will provide a final independent assessment in cases where people feel that they have not been dealt with fairly. If you want to take this action, please write to the Business Process Manager outlining your complaint and for advice on how to present your case and where to send it. Write to the Business Process Manager, UCAS, Rosehill, New Barn Lane, Cheltenham GL52 3LZ.

We aim to respond to all written complaints, including those we receive by email, within five working days. If

we cannot give a full reply within this time, we will write to you to tell you when you can expect one.

### What do you think?

We aim to provide a quality customer service and welcome your help. If you would like to make any positive comments or offer suggestions as to how we could improve our services, please email [feedback@ucas.ac.uk](mailto:feedback@ucas.ac.uk) or write to UCAS, Rosehill, New Barn Lane, Cheltenham GL52 3LZ. The above email address is for feedback only; you will not receive a response.

## 13 UCAS terms – where to find out information

**Adjustment** – page 9,  
[www.ucas.ac.uk/students/nextsteps/adjustment/](http://www.ucas.ac.uk/students/nextsteps/adjustment/)

**Admissions tests** – page 5,  
[www.ucas.com/students/choosingcourses/admissions/](http://www.ucas.com/students/choosingcourses/admissions/)

**C or Conditional offer** – page 6,  
[www.ucas.ac.uk/students/offers/offertypes](http://www.ucas.ac.uk/students/offers/offertypes)

**CF** – page 7,  
[www.ucas.ac.uk/students/offers/replyingtoyouroffers](http://www.ucas.ac.uk/students/offers/replyingtoyouroffers)

**CI** – page 7,  
[www.ucas.ac.uk/students/offers/replyingtoyouroffers](http://www.ucas.ac.uk/students/offers/replyingtoyouroffers)

**Clearing** – section 9,  
[www.ucas.ac.uk/students/nextsteps/clearing/](http://www.ucas.ac.uk/students/nextsteps/clearing/)

**Confirmation** – section 8,  
[www.ucas.com/students/results/whatnext](http://www.ucas.com/students/results/whatnext)

**D or Decline** – pages 7, 8,  
[www.ucas.com/students/offers/replyingtoyouroffers](http://www.ucas.com/students/offers/replyingtoyouroffers)

**Deferred entry** – pages 6, 9,  
[www.ucas.com/students/applying/whentoapply](http://www.ucas.com/students/applying/whentoapply)

**Extra** – section 7,  
[www.ucas.com/students/offers/extra](http://www.ucas.com/students/offers/extra)

**F or Firm acceptance** – page 7,  
[www.ucas.com/students/offers/replyingtoyouroffers](http://www.ucas.com/students/offers/replyingtoyouroffers)

**I or Insurance acceptance** – page 7,  
[www.ucas.com/students/offers/replyingtoyouroffers](http://www.ucas.com/students/offers/replyingtoyouroffers)

**Invitation notification** – page 4,  
[www.ucas.com/students/offers/offertypes](http://www.ucas.com/students/offers/offertypes)

**Offers** – section 5,  
[www.ucas.com/students/offers/](http://www.ucas.com/students/offers/)

**Replies** – section 6,  
[www.ucas.com/students/offers/replyingtoyouroffers](http://www.ucas.com/students/offers/replyingtoyouroffers)

**Similarity detection** – page 1,  
[www.ucas.com/students/applying/howtoapply/personalstatement/similaritydetection](http://www.ucas.com/students/applying/howtoapply/personalstatement/similaritydetection)

**Track** – section 2,  
[www.ucas.com/students/offers/trackprogress](http://www.ucas.com/students/offers/trackprogress)

**U or Unconditional offer** – page 6,  
[www.ucas.com/students/offers/offertypes](http://www.ucas.com/students/offers/offertypes)

**UF** – page 7,  
[www.ucas.com/students/offers/replyingtoyouroffers](http://www.ucas.com/students/offers/replyingtoyouroffers)

**UI** – page 7,  
[www.ucas.com/students/offers/replyingtoyouroffers](http://www.ucas.com/students/offers/replyingtoyouroffers)

**Withdraw** – pages 3, 4,  
[www.ucas.com/students/ucasterms](http://www.ucas.com/students/ucasterms)

2012

UCAS is the organisation responsible for managing applications to higher education courses in the UK.

Choosing what and where to study are very important decisions. Every year we help over 600,000 applicants apply to university or college in the UK.

This booklet explains what happens at UCAS when we receive your application, what happens at universities and colleges, and what action you can take. It also tells you where to find information about student finance.

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