Application manager manual
Introduction to Search and Apply

Helping you support young people as they progress through their learning and enabling them to achieve positive outcomes.

UCAS
Progress

APPLICATION MANAGER MANUAL

UCAS Progress works with education providers and local authorities to support young people aged 13 to 19 as they make choices about their learning pathways. UCAS Progress spans academic courses through to vocational courses and training opportunities. It is for all learners irrespective of destination.

There are two components – Search and Apply – available at **www.ucasprogress.com**.

Search. With Search young people can research learning opportunities irrespective of local boundaries. Search's localised start points offer searching and map views based on location and the distance the learner is willing to travel.

Apply. A single online application system, Apply enables young people to apply for learning opportunities, either within or outside their current provider. Teachers and advisers have a simple and efficient means of managing applications and admissions, plus reporting to support tracking, analysis and provision planning.

This manual is part of a series of role-based manuals and guides designed to help you get the most out of using UCAS Progress.

October 2013

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1.0 INTRODUCTION TO UCAS PROGRESS SEARCH AND APPLY

1.1 What is Search and Apply?
UCAS Progress Search and Apply provide learners with the opportunity to search for (locate) courses and then submit and manage applications online. UCAS Progress Search is an online course directory enabling learners to find courses and opportunities available to them in their area. UCAS Progress Apply enables young people to submit their applications to their chosen providers and manage their applications through to enrolment. Your local network of IAG advisers, your council representatives or your local authority promote this resource to learners.

1.2 What is an Application Manager?
An Application Manager has responsibility for managing applications received from learners. Depending on permission access this will be for an individual provider or group of providers.

As an Application Manager you can:

- view and acknowledge applications received
- track and manage applications of various statuses including offered and enrolled
- make conditional and unconditional offers to learners
- create alternative offers for learners
- send messages to learners through the system.

1.3 What is the purpose of the administration area?
The administration area provides tools to manage the applications received, providing a view of all applications and the ability to manage these from receiving an application through to enrolment. This manual will provide information on how to use the administration area and the individual functions that can be performed as part of this permission level.

1.4 How will I receive my account details?
All user accounts will be set up either by your Local Authority representative or by a dedicated user manager within your provider.

Your username will be set up as your e-mail address in the first instance and to verify your account you will receive a system generated verification e-mail from UCAS Progress.

Within the e-mail you will be requested to click the verification hyperlink and will be prompted to choose a password. Ensure that you choose a memorable password to allow successful access to your account.

To change your username or password see section 3.

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2.0 LOGGING IN AND OUT

2.1 Logging in
From the UCAS Progress homepage go to the top right-hand corner and enter your username and password. This will take you to your own individual administration site homepage.

2.2 Resetting your password
If you have forgotten your password there is a 'Forgotten your password?' link to the right of the log in boxes.

2.3 Logging out
When you are ready to finish your session you can log off by clicking the 'Log off' button at the top right-hand corner of the screen.

3.0 MANAGING YOUR ACCOUNT

3.1 Accessing your account details
Click 'Account' on the UCAS Progress administration homepage. From here you can edit your personal details, username and password.

3.2 Editing personal details
In this section you can change your first name, last name, email address and telephone number. When
you have finished making your updates click 'Save'.

3.3 Editing your username
In this section you can change your username to something more memorable. The username must be between six and 256 characters and may contain letters, numbers or a few select characters (@.-_). When you have finished the updates click 'Save'.

When you change your username you will be logged out of the site. You will need to log back in with your new username to continue using the site.

3.4 Editing your password.
To change your password select the 'Password' tab and enter your current password, then your new password, and then confirm your new password. Your password must be between six and 20 characters and contain at least one letter and one symbol or a number. When you have finished making your updates click 'Save'.
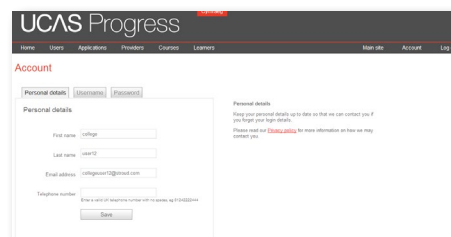
4.0 MANAGING YOUR DASHBOARD

From the dashboard you are able to link directly through to your received applications and are able to see key information about these on the dashboard. The dashboard is designed to show you key information about your applications and enables you to focus attention on those areas.

Your dashboard enables you to have an overview of the role that you have and highlights areas you may want to have a look at. For example as an application manager you can see how many applications you have received and applications at each stage by clicking on the red hyperlinks.

Application manager

As an applications manager you have access to the applicants that you receive. You will be able to process applications from submission to enrolment.

Total applicants	4
Applications received this week	4
Applications at:	
Submitted	0
Acknowledged	2
Returned by provider	0
Conditional offer	2
Unconditional offer	0
Offer accepted	0
Enrolled	2

From here you can see a full count of all applicants and link through to a list of those applicants and also identify how many applications have been received this week.

This section highlights the number of applications at each stage of the process and enables you to link through to view the details of those applications.

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5.0 APPLICATION STATUSES

UCAS Progress Apply has been designed to allow you flexibility at each stage of the application process; there are therefore a number of actions that will be available to you at each stage of the process and these are listed below.

Submitted
When you first receive an application from a learner it will show as 'Submitted'. When viewing the application details the two options that you will have available are:

- Acknowledge
- Enrol.

Acknowledged
This is traditionally the second stage of the application process and once you have acknowledged the application you have the following options available:

- Return to applicant
- Make a conditional offer
- Make an unconditional offer
- Enrol applicant
- Mark application as unsuccessful.

Returned by provider
This status will occur if you chose to return the application to the learner using the 'Return to applicant' option above. If you have chosen this step, these are the options that will be available:

- Make a conditional offer
- Make an unconditional offer
- Enrol applicant
- Mark applicant as unsuccessful.

Conditional offer
Offers will normally be made once interviews have taken place. A conditional offer could be based on meeting entry requirements, undertaking some additional work experience or even attending an open day or welcome day. If you have chosen this step, this is the option that will be available to you:

- Enrol applicant.

Unconditional offer
Offers will normally occur once interviews have taken place. An unconditional offer could be offered to a learner based on what they have applied for. If you have chosen this step, this is the option that will be available to you:

- Enrol applicant.

6.0 FILTERING YOUR APPLICATIONS

You have the ability to filter your applications from the Applications page. To do this, please follow the steps below:

a. Select the 'Applications' link on your administration homepage.

b. You will be presented with the main applications page with a list of all learners who have made applications at your provider(s).

c. Underneath the search box there are 4 different ways you can filter the applications.
   3.1. Received this week
   3.2. With unread messages
   3.3. With new/updated references
   3.4. With updates contact details

d. Tick the filter that you would like to use and you will then be taken to a list of filtered applications.

7.0 MANAGING YOUR APPLICATIONS THROUGH THE APPLICATIONS LINK

7.1.1 Acknowledging individual applications

a. Select the 'Applications' link on your administration homepage.

b. You will then be presented with a list of all learners who have active applications at your provider(s). With the application received most recently at the top of the list.

c. Filter the list of learners by using the status option at the top left of the page and locate the application that you wish to acknowledge.

d. Click on the applicant name whose application you would like to acknowledge and you will be taken to a page displaying information about their application, what they have applied for and the date it was submitted. You will also be presented with the option to acknowledge or enrol the application and the ability to print the application.

e. Click the 'Acknowledge application' button to change the status of the application.

f. Once you have acknowledged an application you will get a message highlighting that the status of this application has changed and this will automatically update the learner's status in their area of UCAS Progress Apply.

g. Once an application has been acknowledged you will be presented with more options for the application:

- Conditional offer
- Unconditional offer
- Return to applicant
- Make application unsuccessful
- Enrol.
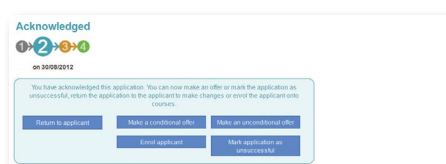
h. To acknowledge another applicant, repeat steps a – c.

7.1.2 Acknowledging applications in bulk

You can use this function to acknowledge a number of applications in bulk, follow the steps below to do this:

a. Select the 'Applications' link on your administration homepage.

b. You will be presented with a list of all learners with an active application at your provider. The applications received most recently will be displayed at the top of the list.

c. At the top right of the page there will be 2 blue buttons, 'Import/Export' and 'Bulk management'

d. Click on the 'Bulk management' button. You will then be presented with three more options, 'Acknowledge applications', 'Print Applications' and 'Bulk messaging'.

e. Click on 'Acknowledge applications', this will automatically acknowledge any application at Submitted status and present you with a summary page of the number of applications acknowledged.

7.1.3 Acknowledging Applications in bulk at multiple providers

You can use this function to acknowledge a number of applications in bulk, follow the steps below to do this:

a. Select the 'Providers' link on your administration homepage.

b. Locate the provider whose applications you want to acknowledge and click the 'Applications' link next to that provider.

c. You will be presented with a list of all learners with an active application at your provider. The applications received most recently will be displayed at the top of the list.

d. At the top right of the page there will be 2 blue buttons, 'Import/Export' and 'Bulk management'

e. Click on the 'Bulk management' button. You will then be presented with three more options, 'Acknowledge applications', 'Print Applications' and 'Bulk messaging'.

f. Click on 'Acknowledge applications', this will automatically acknowledge any application at Submitted status and present you with a summary page of the number of applications acknowledged.

7.2 Course Preferencing

To assist providers in planning and to understand what combination of courses a learner is most interested in, learners are now required to preference their course choices within each application before submitting.

Application managers are able to view and manage this information in 2 ways:
1. Through individual learner accounts:
   a. Click on the 'Applications' link on your administration homepage.

   b. You will be presented with a list of learners who have active applications at your provider(s), with the application received most recently at the top of the list.

c. To locate the learner that you wish to view, use the search box at the top left of the screen.

Please note: you can search for learners using either their first name or surname/family name.

d. Once you have located the learner account you would like to view, click on the learners name highlighted in red.

e. This will take you to a page displaying the learner's application form and will enable you to process the application further.

f. On the left hand side of the page the course choices will be listed in preference order, with a number next to each indicating which choice it is.

2. Through the applications report
   a. Click on the 'Reports' link at the top of your homepage.

   b. You will be presented with a list of reports that you have access to.

   c. Locate the applications report and click the 'Download' button.

   d. You will then be asked whether you wish to 'Open with' or 'Save file'

   e. Clicking 'Open with' will automatically open the file using WinZip and will enable you to access the excel file. If you choose to 'Save file', you will be asked to choose the location where you would like to store the file.

   f. If you choose to 'Open with', the file will open in an Excel format.

   g. On pages 1-4 of the spreadsheet, the information about all of your applicants will be listed. To find the courses and their preference information, locate the Course columns. At the beginning of each course applied for, the preference of this course will be listed and each course applied for will be listed in preference order.

7.3 Making a conditional offer

a. Select the 'Applications' link on your administration homepage.

b. You will then be presented with a list of all learners who have active applications at your provider(s). With the application received most recently at the top of the list.

c. To locate the learner that you wish to make an offer to use the search box at the top left of the screen.

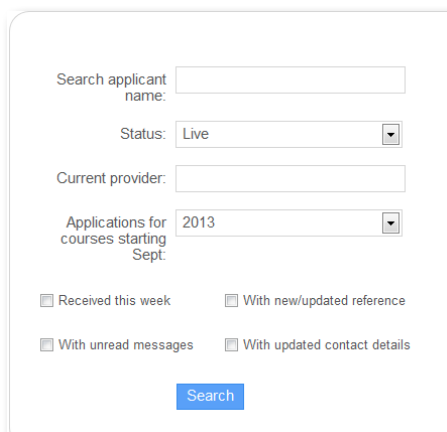*Please note: you can search for learners using either their first name or surname/family name.*

d. Once you have located the learner that you wish to make an offer to, click on the learner name highlighted in red. This will take you to a page displaying their application details; including what they have applied for and the preference of these courses, their profile details and the current status of their application.

e. At the top of the page there will be five blue buttons displaying the following options:

- Enrol
- Make a conditional offer
- Make an unconditional offer
- Mark application as unsuccessful
- Return to applicant.

f. Click on the 'Make a conditional offer' button to take you through to the offer page. From here you are able to make a conditional offer to an applicant in three different ways.

- *Make a conditional offer based on what the applicant has applied for.* This enables you to make an offer based on the choices that the young person has made. To offer based on their choices; ensure that all courses are ticked under the 'Learners applied for section'.

- *Make a conditional offer based on a combination of the applicant's choices and more suitable courses.* This enables you to make an offer based on both some of the choices that an applicant made and combine them with new choices based on your discussions with the young person. To offer based on this selection:

  i. 'Untick' the unsuitable course options and add additional courses using the 'courses to add to application' section
  ii. Start typing a course title and a list of relevant courses available as part of your listed provision on Search will appear
  iii. Click on the course you wish to add and this will be attached to the offer
  iv. To add another course repeat the last two steps.

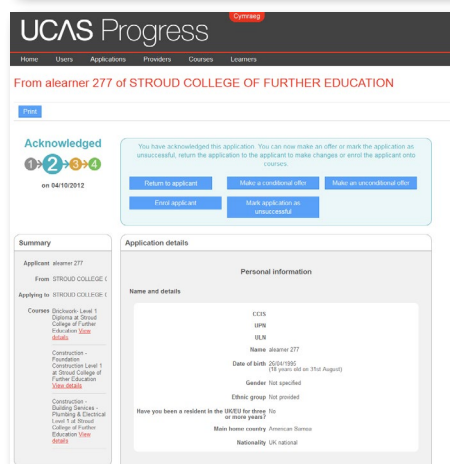- *Make a conditional offer based on new course choices.* This enables you to offer the young person a new combination of courses. To offer based on this option:

  i. 'Untick' the unsuitable course options and add additional courses using the 'courses to add to application' section
  ii. Start typing a course title and a list of relevant courses available as part of your listed provision on Search will appear
  iii. Click on the course you wish to add and this will be attached to the offer
  iv. To add another course repeat the last two steps.

g. If you wish to remove any courses you have added from this offer this needs to be done before making the offer. To remove a course, locate the course in the 'Courses to add to application' section and click the 'Remove' button, or untick the options from the 'Learner applied for' section. This will automatically remove this course from the offer.

h. Once you have made your offer choice then enter the conditions of the offer in the text box at the bottom of the screen, then click 'Make a conditional offer'.

i. An offer will be sent to the learner for them to review and respond.

7.4 Making an unconditional offer

a. Select the 'Applications' link on your administration homepage.

b. You will then be presented with a list of all learners who have active applications at your provider. The applications received most recently will be displayed at the top of the list.

c. To locate the learner that you wish to make an offer to use the search box at the top left of the screen.

   Please note: *you can search for learners using either the first name or surname/family name.*

d. Once you have located the learner that you wish to make an offer to, click on the learner name highlighted in red. This will take you to a page displaying their application details; including what they have applied for, the preference of those courses, their profile details and the current status of their application.

e. At the top of the page there will be five blue buttons displaying the following options:

- Enrol
- Make a conditional offer
- Make an unconditional offer
- Mark application as unsuccessful
- Return to applicant.

f. Click on the 'Make an unconditional offer' button to take you through to the offer page. From here you are able to make a conditional offer to an applicant in three different ways.

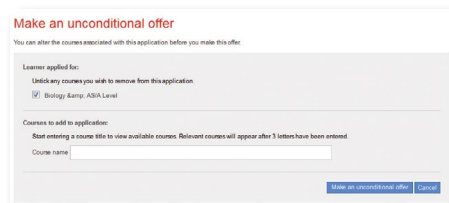- *Make an unconditional offer based on what the applicant has applied for.* This enable you to make an offer based on the choices that the young person has made. To offer based on their choices; ensure that all courses are ticked under the 'Learners applied for section'.

- *Make an unconditional offer based on a combination of the applicant's choices and more suitable courses.* This enables you to make an offer based on both some of the choices that an applicant made and combine them with new choices based on your discussions with the young person. To offer based on this selection:

    i.   'Untick' the unsuitable course options and add additional courses using the 'Courses to add to application' section
    ii. Start typing a course title and a list of relevant courses available as part of your listed provision on Search will appear
    iii. Click on the course you wish to add and this will be attached to the offer
    iv. To add another course repeat the last two steps.

- *Make an unconditional offer based on new course choices.* This enables you to offer the young person a new combination of courses. To offer based on this option:

    i.   'Untick' the unsuitable course options and add additional courses using the 'Courses to add to application' section
    ii. Start typing a course title and a list of relevant courses available as part of your listed provision on Search will appear
    iii. Click on the course you wish to add and this will be attached to the offer
    iv. To add another course repeat the last two steps.

g. If you wish to remove any courses you have added from this offer this needs to be done before sending the offer. To remove a course, locate the course in the 'Courses to add to application' section and click the 'Remove' button, or untick the options from the 'Learners applied for' section. This will automatically remove this course from the offer.

h. Once you have made your offer choice, then click 'Make an unconditional offer'.

i. An offer will be sent to the learner for them to review and respond.

7.5   Marking an application as unsuccessful

a. Select the 'Applications' link on your administration homepage.

b. You will then be presented with a list of all your applicants, with the most recently received applications at the top of the list.

c. To locate the learner that you wish to manage use the search box at the top left of the screen.

    Please note: *you can search for learners using either the first name or surname/family name.*

d. Once you have located the learner that you wish to mark as unsuccessful, click on the name highlighted in red. This will take you to a page displaying their application details, including what they have applied for, the preference of those courses, their profile details and the current status of their application.

    At the top of the page there will be five buttons displaying the following options:

    ▪ Enrol
    ▪ Make a conditional offer
    ▪ Make an unconditional offer
    ▪ Mark application as unsuccessful
    ▪ Return to applicant.

e. Click on the 'Mark application as unsuccessful' button.

f. You will then be presented with a page split into two sections:

Please select why the application was unsuccessful: this is a drop down list of options which include:

- Not met entry requirements
- Not enough information on application
- Did not respond
- Failed on reference
- Missed deadline
- Other.

Please enter some more information about why this application was unsuccessful: this is a free text box where you can enter information about why the application wasn't successful.

Please note that all this information will be visible to the learner.

g. Once you have completed both these sections then click 'Mark application as unsuccessful'. This will then update the learner area of UCAS Progress.

7.6 Responding to withdrawn application requests

When a learner wants to withdraw an application after they have submitted, they need to make a withdrawal request, they are unable to just delete it.

When a learner requests a withdrawal, they have to state why they want to withdraw the application and then as Application Manager you need to acknowledge this withdrawal.

a. Select the 'Applications' link on your administration homepage.

b. You will then see a list of all your applicants, with the most recently received applications at the top of the list.

c. To locate all the withdrawal requests use the filter options at the top left of the screen.

d. Click on the status drop down list and select 'Withdrawal requested', then press 'Search'.

e. The page will then refresh to show you a list of applications all with the status of 'Withdrawal requested'.

f. Click on the name of the applicant highlighted in red and this will display the application details, including what they applied for and their profile information. You will be able to see at the top of the page, the reason for the withdrawal request and the option to 'Confirm withdrawal'.

g. Click 'Confirm withdrawal'.

h. Once you have confirmed the withdrawal, you will get a confirmation message that this has been done and a date stamp of status change will be added to the application.

i. This action will automatically update the learner area of UCAS Progress Apply and this applicant will be removed from your view of applications. To locate this learner at a later stage use the 'Closed applications' filter. This will return unsuccessful, application withdrawn, enrolled and offer rejected applications.

7.7 Enrolling applicants

a. Select the 'Applications' link on your administration homepage.

b. You will then see a list of all your applicants, with the most recently received applications at the top of the list.

c. To locate the learner that you wish to manage use the search boxes at the top left of the screen or alternatively filter the list using the status filter option.

   Please note: *you can search for learners using either the first name or surname/family name.*

d. Once you have located the learner that you wish to enrol, click on the name, highlighted in red. This will take you to a page displaying their application details, including what they have applied for; their profile details and the current status of their application.

e. Click the 'Enrol applicant' button which will take you to a page confirming what courses you are enrolling the learner for. At this point there are three choices:

- Enrol the learner for the course(s) they have been offered or applied for
- Enrol the learner on a combination of courses they have been offered or applied for and new course choices
- Enrol the learners on a set of new course choices.

f. Then click the 'Enrol applicant' button.

g. Your view will then change to show the application page and the status of the application will have changed to enrolled and the learner area of UCAS Progress Apply will update to show the change in status.

8.0   MANAGING UPDATES TO APPLICATIONS

To help providers manage communications and updates to applications, alerts have been placed on the Application manager dashboard and also on the Applications page as a filter. There are 3 things that you may be alerted to, these include: updated contact details, new updated reference and unread messages. You can also select to filter applications to only show these received this week, which will show you those received in the last 7 days.

8.1   Updated Contact Details

If a learner changes their e-mail address, home address or telephone number, as a receiving provider you will be alerted to these updates with an alert on the dashboard. Alternatively, as an Application manager you will be able to use the filters on the applications list page to show only those applications where learners have updated their contact details.

On applications where the contact details have been updated you would need to acknowledge this by accessing the learner's application. On the contact details section of the page there is an indicator as to when the details have been updated and the option to 'Mark as read'.

When you click the 'Mark as read' option, the alert will disappear and your user details will replace the alert along with a date and time stamp indicating when they were read.

The learner will now be removed from the alert on the dashboard and will not appear in the filtered list.

8.2   New/updated references

As an application can be sent without a reference, they can be sent retrospectively and will catch the application up. As a receiving provider you will be alerted to this on the dashboard. Alternatively, as an Application manager you will be able to use the filters on the applications list page to show only those applications where a reference has been added or updated.

On applications where the reference has been added or updated you would need to acknowledge this by accessing the learner's application. Within the Reference section of the page there is an indicator as to when the details have been updated and the option to 'Mark as read'.

When you click the 'Mark as read' option, the alert will disappear and your user details will replace the alert along with a date and time stamp indicating when they were read.

The learner will now be removed from the alert on the dashboard and will not appear in the filtered list.

8.3   Unread messages

Once a learner has submitted an application through UCAS Progress they may choose to communicate with you using the messaging facility. To help you manage these messages and ensure the learner is communicated with in a timely manner, as a receiving provider you will be alerted to any unread messages on the dashboard. Alternatively as an Application Manager you will be able to use the filters in the application list to show only those applications where there are unread messages.

On applications where there are unread messages you would need to acknowledge this by accessing the learner's application. On the right hand side of the page in the messaging section of the learners application you will be able to identify those messages that are awaiting action as they will be indicated as 'Mark as read'.

When you click the 'Mark as read' option, the alert will disappear and your user details will replace the alert along with a date and time stamp indicating when they were read.

The learner will now be removed from the alert on the dashboard and will not appear in the filtered list.
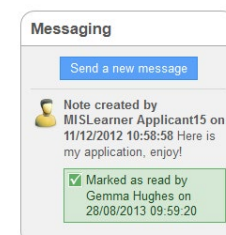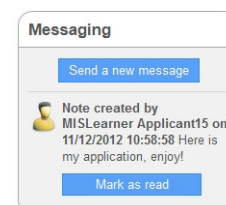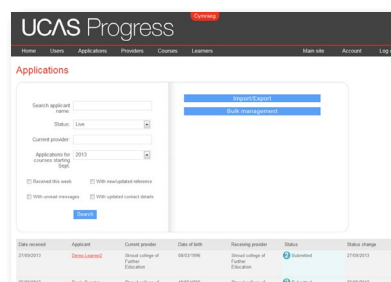
9.0   MESSAGING

Messages can be sent to and from a learner at any point in the application process as long as an application is still active. The details of the messages received and sent will be recorded alongside the application details.

9.1   Creating an individual message to an applicant

a.   Select the 'Applications' link on your administration homepage.

b.   You will then see a list of all the learners with applications, with the most recently received applications at the top of the list.

c.   To locate the learner that you wish to manage use the search boxes at the top left of the screen or alternatively filter the list using the status filter option.

Please note: *you can search for learners using either the first name or surname/family name.*

d.   Once you have located the learner that you wish to send a message to, you click on the name, highlighted in red. This will take you to a page displaying their application details, including what they have applied for, their profile details and highlights the status of their application.

e.   Scroll down to the left hand side of the page to the messages section.

f.   Click on 'Send a new message'.

g.   You will be presented with a screen displaying a free text box to enter the message. If you have a standard template that you wish to use, then copy and paste it into this section.

h.   Once you have entered the message click 'Send this message'. Your view will then return to the applicant page and a copy of the message will be recorded in the message history with most recent messages first displayed at the top of the list.

i.   This message will then be sent through to the learner area of UCAS Progress Apply.
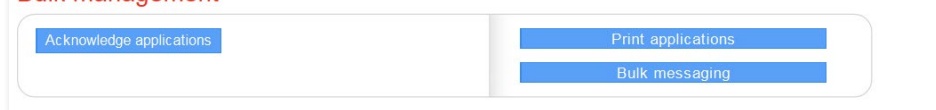
9.2 Bulk Messaging

The bulk messaging tool can be used to send messages to all your applicants or to a group of selected learners at the same time. The bulk message function allows you to have up to 10 templates available at any one time. To create and send a bulk message, follow the steps below:
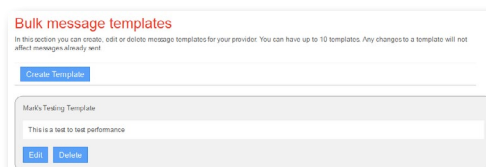
Creating a bulk message template

a. Select the 'Applications' link on your administration homepage.

b. A list of learners with an active application at your provider will be displayed. With the applications received most recently at the top of the list.

c. At the top right of the page there will be 2 blue buttons, 'Import/Export' and 'Bulk management'

d. Click on the 'Bulk management' button, to display three bulk options, 'Acknowledge applications', 'Print applications' and 'Bulk Messaging'
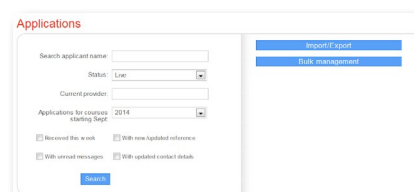
e. Click on 'Bulk messaging'. This will take you to a page where you can 'Manage Templates', this includes creating messages you may want to send and edit those already created. On this page, you will also see a list of templates already created with the option to edit and delete.

f. To start click 'Create template' and then add the title and text you want to attach to the message.

g. You can either click save or cancel at the end of the template. If you click save this will put the message into the template list. If you click cancel the message will be deleted. Once a template is created you can edit the template at any time. If you choose to save the template, you will be asked to confirm that you want to save the template.

Sending a Bulk message

a) To send a message to a group of learners select a template by following steps a-e above. On this page you will then be presented with all of the templates that you have created. Select which template you would like to send by clicking the radio button next to the title. Then click the blue button 'Confirm selection' at the top of the page.

b) You will then be presented with a page titled 'Select Learners' where a list of all your applicants will be displayed.

c) You can select up to 100 learners to bulk message by checking the box next to the learner or alternatively you can select to send messages to the four groups highlighted in the search box at the top left. These are: Received this week, with new/updated reference, and with updated contact details. You can also send messages to those at specific application statuses for e.g. Live, acknowledged etc
Please note: You cannot re-select learners who have already received the selected message template.

d) Once you have selected the learners you want to send the message to select 'Confirm selection' at the bottom of the page to proceed.

e) You are then asked to confirm the message that you want to send and it also highlights the number of learners that the message is being sent to. Select 'Confirm' if you are happy to proceed or 'Cancel' if not. By clicking 'Cancel' you are taken back to the list of learners to make amendments.

10.0 BULK PRINTING

The bulk printing tool can be used to print up to 10 applications at one time. To do this, follow the steps below:

a) Select the 'Applications' link on your administration homepage.

b) You will be presented with a list of all learners with an active application at your provider. The applications received most recently will be displayed at the top of the list.

c) At the top right of the page there will be 2 blue buttons, 'Import/Export' and 'Bulk management'

d) Click on the 'Bulk management' button. You will then be presented with two more options, 'Acknowledge applications' and 'Print applications'.

e) Click on 'Print applications', this will take you to a page where you can select the applications that you wish to print.


f) Scroll down the page, using the tick box to the left of each applicant to indicate which applications you would like to print.
Please note: *only choose up to 10 applications from page 1. Once applications have been printed then move onto page 2.*

g) Once you have made your selection, click 'Confirm selection'. This will take you to a page where you are able to view the applications selected for printing.

h) If you are happy with this selection, click the 'Print applications' button in the top left of the page.

If you need to print applications on additional pages, follow the steps above.
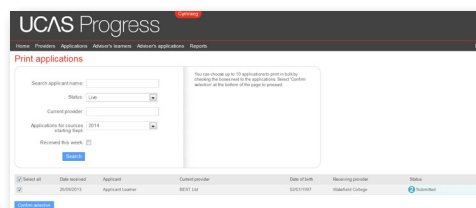
11.0 REPORTS

As an Application Manager you will have access to the Application Report. This report enables you to view all applications received into you as a provider in a report. From this report you will be able to identify the number of learners at each of application status and will also be able to get an indicator of the number of learners who have applied for each of your listed course.

Reports are published on a weekly basis, and every Monday will they are updated with any changes that have been made in the previous week.
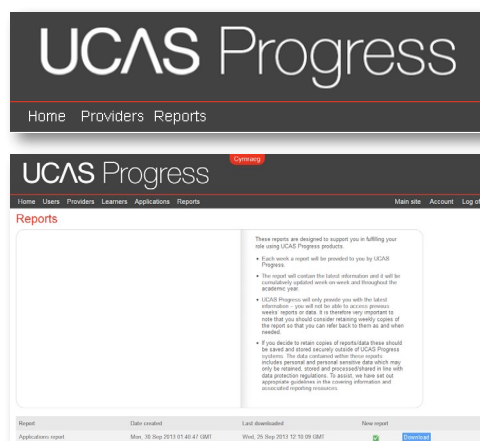
To locate and export the courses follow the steps below:

a. Click on the 'Reports' link at the top of your homepage.

b. You will be presented with a list of reports that you have access to view and download based on your permission roles.

c. Locate the applications report and click the 'Download' button.

d. You will then be asked whether you wish to 'Open with' or 'Save file'

e. Clicking 'Open with' will automatically open the file using WinZip and will enable you to access the excel file. If you choose to 'Save file', you will be asked to choose the location where you would like to store the file.

f. If you choose to 'Open with', the file will open in an Excel format.

g. The report will include:
   a. Information Sheet – which will provide an overview of how the report can be used and the information included.
   b. Data Protection Information – this provides an overview of how to secure the data, how it is stored and used
   c. Pages 1 -4 – this contains the application information for all applications received and will include; what they have applied for, the preference of their application, and the status of the application.

	A	B	C	D	E	F	G	H	I
1	New/Updated	Application ID	CCIS Number	UPN	ULN	Personal In	Personal Inf	Personal Infor	Current Provider
2		102587				Learner1	Smith	20/05/1997	UCAS School
3		102987				Learner2	Smith	04/07/1997	UCAS School
4		201478				Learner3	Smith	04/07/1997	UCAS School
5		214587				Learner4	Smith	01/01/1997	UCAS School
6		214547				Learner5	Smith	03/08/1997	UCAS School
7									

12.0 LINKING TO THE MAIN SITE

Along the top bar there is a 'Main Site' link, this takes you back to the UCAS Progres

UCAS Progress Support Team
The Support Team is available to support clients with technical enquiries and system requests relating to existing UCAS Progress products and services.

The Support Team can be contacted on 08714 682 568 Option 1 or at ucasprogresssupport@ucas.ac.uk.

UCAS Progress Training and Implementation Team
The Training and Implementation Team is on-hand to support clients and users with product implementation and training, either by telephone or in face-to-face sessions. In addition to our core programmes, they can devise and deliver programmes to meet your specific requirements.

The Training and Implementation Team can be contacted on 08714 682 568 Option 2 or at ucasprogresstraining@ucas.ac.uk.

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ucasprogress@ucas.ac.uk