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Copies of this publication can be downloaded from www.ucas.com/providers/conservatoires/admissions-guide-and-resources.

For further information about the UCAS Conservatoires application process for CUK staff, go to www.ucas.com/providers/conservatoires.

If you need to contact the HEP Team, phone 0344 984 1111 or email hep_team@ucas.ac.uk.

Calls will be charged at your standard network rate.

If you have hearing difficulties, you can contact the HEP Team using the Text Relay service:

From the UK, phone 0344 984 1111.

From outside the UK, phone 0044 151 494 1260 (text phone) and ask the operator to dial 0344 984 1111.

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*Some conservatoires also accept applications for dance, drama, and musical theatre courses through the UCAS Undergraduate scheme. These applications run to separate timetables set by the conservatoires concerned.

<table>
<thead>
<tr>
<th>Deadline date</th>
<th>Action required</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 July 2017</td>
<td>UCAS Conservatoires Apply service goes live. System open for processing of applications. Conservatoires can view their applications in web-link, xml-link, and odbc-link. Applicants can view the progress of their application in Track.</td>
</tr>
<tr>
<td>2 October 2017 (18:00 UK time)</td>
<td>Closing date for music applications. Applicants applying for dance, drama, and musical theatre courses may have a different deadline – they should check conservatoires’ websites for information. Applications received after this date will be classed as 'late' regardless of the course deadline. However, equal consideration should be given to applicants if they apply by the deadline stated on conservatoires’ websites.</td>
</tr>
<tr>
<td>1 December 2017</td>
<td>All outstanding Delayed Confirmation (DCF) decisions from the 2017 cycle will be rejected by default.</td>
</tr>
<tr>
<td>6 January 2018</td>
<td>Decisions due for applications received by 2 October.</td>
</tr>
<tr>
<td>15 January 2018 (18:00 UK time)</td>
<td>Closing date for most undergraduate dance, drama, or musical theatre courses. Conservatoire websites must have clear information about their courses deadlines.</td>
</tr>
<tr>
<td>31 January 2018</td>
<td>Outstanding applicants’ replies declined by default where the last decision was received by 6 January (plus 14 day cooling off period).</td>
</tr>
<tr>
<td>3 March 2018</td>
<td>Decisions due for ‘late’ applications.</td>
</tr>
<tr>
<td>16 April 2018</td>
<td>Outstanding applicants’ replies declined by default where the last decision was received by 17 March (plus 14 day cooling off period).</td>
</tr>
<tr>
<td>1 July 2018</td>
<td>Record of Prior Acceptance (RPA) facility available in web-link.</td>
</tr>
<tr>
<td>16 July 2018</td>
<td>All outstanding decisions on applications received by 1 May will be rejected by default (including Audition Pending (AP) transactions). Last date to amend decisions where no reply has been recorded against the offer.</td>
</tr>
<tr>
<td>30 July 2018</td>
<td>Outstanding applicants’ replies declined by default where the last decision was received by 14 July (plus 14 day cooling off period).</td>
</tr>
<tr>
<td>7 August 2018</td>
<td>All outstanding decisions on applications received by 1 June will be rejected by default, including Audition Pending (AP) transactions. Early August 2018 (TBC)</td>
</tr>
<tr>
<td>16 August 2018</td>
<td>GCE, Diploma, and Pre-U results published.</td>
</tr>
<tr>
<td>29 August 2018 (18:00 UK time)</td>
<td>Closing date for the receipt of ‘late’ applications.</td>
</tr>
<tr>
<td>31 August 2018</td>
<td>Deadline for applicants to meet academic conditions of offers.</td>
</tr>
<tr>
<td>3 September 2018</td>
<td>Delayed Confirmation (DCF) decision facility available.</td>
</tr>
<tr>
<td>10 September 2018</td>
<td>Outstanding applicants’ replies declined by default where the last decision was received by 7 August (plus 14 day cooling off period). Outstanding reserve decisions rejected by default (VC and VU → R).</td>
</tr>
<tr>
<td>21 September 2018</td>
<td>Last date for receipt of Records of Prior Acceptance (RPA). Delayed Confirmation (DCF) decision facility ends. All applications with DCF status will be excluded from the reject by default on 25 September.</td>
</tr>
<tr>
<td>25 September 2018</td>
<td>All outstanding decisions rejected by default (except DCF decisions). All outstanding replies declined by default.</td>
</tr>
<tr>
<td>1 October 2018</td>
<td>Close of 2018 entry file.</td>
</tr>
<tr>
<td>3 December 2018</td>
<td>All outstanding Delayed Confirmation (DCF) decisions from the 2018 cycle will be rejected by default.</td>
</tr>
</tbody>
</table>
## Glossary of terms and abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABL</td>
<td>Awarding Body Linkage. Awarding bodies have an agreement to let UCAS have exam results before their publication date. This allows providers that have signed and agreed to the exam results agreement, and completed the mandatory zero breach training module, to make Confirmation decisions for applicants with pending exam results in time for results day.</td>
</tr>
<tr>
<td>ABRSM AH</td>
<td>Associated Board of the Royal Schools of Music Advanced Higher (SQA).</td>
</tr>
<tr>
<td>AP</td>
<td>Audition Pending.</td>
</tr>
<tr>
<td>Applicant Status list</td>
<td>List showing the status of applications made to the conservatoire.</td>
</tr>
<tr>
<td>AQA</td>
<td>Assessment and Qualifications Alliance.</td>
</tr>
<tr>
<td>Area of Permanent Residence</td>
<td>Applicant’s usual home: county or district for UK applicants/country for non-UK applicants.</td>
</tr>
<tr>
<td>ASL</td>
<td>Additional and Specialist Learning.</td>
</tr>
<tr>
<td>BTEC</td>
<td>Business and Technology Education Council (Pearson [Edexcel]).</td>
</tr>
<tr>
<td>C&amp;G</td>
<td>City &amp; Guilds</td>
</tr>
<tr>
<td>Changed Course Decision</td>
<td>Conservatoire offers the applicant a course different to that on the original application.</td>
</tr>
<tr>
<td>CNC</td>
<td>Applicant cancels one or more application choices.</td>
</tr>
<tr>
<td>Course Collect</td>
<td>Online UCAS Conservatoires database used to add or amend courses, programmes, or conservatoire information for the 2017 cycle and earlier.</td>
</tr>
<tr>
<td>CWD</td>
<td>Applicant completely withdraws from the scheme.</td>
</tr>
<tr>
<td>Collection tool</td>
<td>Online UCAS Conservatoires database used to add or amend courses, programmes, or conservatoire information for the 2018 cycle onwards.</td>
</tr>
<tr>
<td>DBD</td>
<td>Decline by default: we decline an outstanding offer on the applicant’s behalf.</td>
</tr>
<tr>
<td>DBS</td>
<td>Disclosure and Barring Service (formerly Criminal Records Bureau [CRB]).</td>
</tr>
<tr>
<td>DCF</td>
<td>Delayed Confirmation decision – can be used by conservatoires if the conditions of a GC1 offer cannot be met by an applicant by the final RBD on 25 September 2018.</td>
</tr>
<tr>
<td>GC</td>
<td>General Certificate of Education.</td>
</tr>
<tr>
<td>GC A level</td>
<td>General Certificate of Education Advanced level.</td>
</tr>
<tr>
<td>GC AS</td>
<td>General Certificate of Education Advanced Subsidiary level.</td>
</tr>
<tr>
<td>GC A level Double Award</td>
<td>General Certificate of Education Advanced level Double Award.</td>
</tr>
<tr>
<td>GC AS Double Award</td>
<td>General Certificate of Education Advanced Subsidiary Double Award.</td>
</tr>
<tr>
<td>GCSE</td>
<td>General Certificate of Secondary Education.</td>
</tr>
<tr>
<td>GC</td>
<td>Guaranteed conditional offer made to an applicant dependent on achieving specified grades in upcoming examinations, or meeting financial requirements.</td>
</tr>
<tr>
<td>GC1</td>
<td>Guaranteed conditional offer accepted by applicant as preference 1.</td>
</tr>
<tr>
<td>GC2</td>
<td>Guaranteed conditional offer accepted by applicant as preference 2.</td>
</tr>
<tr>
<td>GC3</td>
<td>Guaranteed conditional offer declined by applicant.</td>
</tr>
<tr>
<td>GU</td>
<td>Guaranteed unconditional offer made to applicant when the applicant has already met all entry requirements.</td>
</tr>
<tr>
<td>GU1</td>
<td>Guaranteed unconditional offer accepted by applicant as preference 1.</td>
</tr>
<tr>
<td>GU2</td>
<td>Guaranteed unconditional offer accepted by applicant as preference 2.</td>
</tr>
<tr>
<td>GUID</td>
<td>Guaranteed unconditional offer declined by applicant.</td>
</tr>
<tr>
<td>H</td>
<td>Higher grade (SQA).</td>
</tr>
<tr>
<td>IBO</td>
<td>International Baccalaureate Organisation.</td>
</tr>
<tr>
<td>IELTS</td>
<td>International English Language Testing System.</td>
</tr>
<tr>
<td>ILEC</td>
<td>Irish Leaving Certificate.</td>
</tr>
<tr>
<td>JACS</td>
<td>Joint Academic Classification System.</td>
</tr>
<tr>
<td>JANET</td>
<td>Joint Academic Network.</td>
</tr>
<tr>
<td>JCQ</td>
<td>Joint Council for Qualifications. Represents the major awarding bodies that serve England, Wales, and Northern Ireland.</td>
</tr>
<tr>
<td>JIPS</td>
<td>JANET Internet Protocol Service.</td>
</tr>
<tr>
<td>KEY</td>
<td>Coding an application forms Key Skills.</td>
</tr>
<tr>
<td>LA transaction</td>
<td>Method by which conservatoires transmit an amended decision on an application to us.</td>
</tr>
<tr>
<td>Late</td>
<td>Music applications received by us between 18:00 on 2 October and 18:00 on 29 August.</td>
</tr>
<tr>
<td>LC transaction</td>
<td>Method by which conservatoires transmit a course code correction to us.</td>
</tr>
<tr>
<td>LD transaction</td>
<td>Method by which conservatoires transmit their first decision on an applicant to us.</td>
</tr>
<tr>
<td>MDViet</td>
<td>A managed secure file transfer service.</td>
</tr>
<tr>
<td>NC</td>
<td>Non-committed applicant: an applicant who has not accepted any offers.</td>
</tr>
<tr>
<td>NICCEA</td>
<td>Northern Ireland Council for the Curriculum, Examinations, and Assessment (often abbreviated to CCEA).</td>
</tr>
<tr>
<td>NVQ</td>
<td>National Vocational Qualification.</td>
</tr>
<tr>
<td>OCR</td>
<td>Oxford, Cambridge, and RSA.</td>
</tr>
<tr>
<td>odbc-link</td>
<td>The technology service that is available to bulk send and receive data between providers and UCAS.</td>
</tr>
<tr>
<td>ODL</td>
<td>Outstanding Decisions List.</td>
</tr>
<tr>
<td>OEQ</td>
<td>Other educational qualifications.</td>
</tr>
<tr>
<td>P</td>
<td>Previous A level and AS examinations.</td>
</tr>
<tr>
<td>PLTS</td>
<td>Personal, Learning, and Thinking Skills.</td>
</tr>
<tr>
<td>Point of entry</td>
<td>Year of course to which applicant wishes to be admitted.</td>
</tr>
<tr>
<td>REJ</td>
<td>Reject decision on application.</td>
</tr>
<tr>
<td>RA transaction</td>
<td>Method by which conservatoires inform us of a change of year or course for GU1 applicants.</td>
</tr>
<tr>
<td>RBD</td>
<td>Reject by default: we record reject decisions when conservatoires do not provide decisions by our deadlines.</td>
</tr>
<tr>
<td>RD transaction</td>
<td>Method by which conservatoires confirm offers.</td>
</tr>
<tr>
<td>RW transaction</td>
<td>Method by which conservatoires inform UCAS of a GU1 applicant’s withdrawal.</td>
</tr>
<tr>
<td>Results embargo</td>
<td>Period when providers have exam results prior to their publication for applicants.</td>
</tr>
<tr>
<td>School code</td>
<td>Unique five-digit number allocated by UCAS to schools, colleges, and careers offices.</td>
</tr>
<tr>
<td>Search tool</td>
<td>Web facility giving fittable course information, which applicants use to search for courses.</td>
</tr>
<tr>
<td>SEG</td>
<td>Southern Examining Group (no longer current).</td>
</tr>
<tr>
<td>SQA</td>
<td>Scottish Qualifications Authority.</td>
</tr>
</tbody>
</table>
Changes for 2018

Application fee
UCAS Conservatoires application fee increases from £24 to £25.

There is no change to the capitation fee.

The collection tool
The collection tool is our new tool for managing course and provider data, which has replaced Course Collect for the 2018 undergraduate and conservatoires application cycle, and subsequent cycles. Courses will be added and maintained in the new tool, and providers can add and update their course-related contact, location, and other information required for courses to appear in our new search tool. The collection tool also captures postgraduate course data and will be rolled out to incorporate teacher training and post-16 courses.

The new collection tool is being developed in increments, so new data and functionality is being developed regularly. The Admissions Guide will be updated in line with these developments.

The shared service
For the 2018 application cycle onwards, all conservatoires using the UCAS Conservatoires scheme will be issued with the terms of service for the scheme, and must abide by these and the guidance in this Admissions Guide.
Section 1
Introduction

1.1 General
This guide is produced for use by admissions staff in conservatoires as part of the UCAS Conservatoires scheme, and is also for UCAS Conservatoires staff. It describes the procedures used in processing applications for courses included in the scheme, and contains additional information relevant to those procedures. Sections 1 – 12 follow the application cycle.

Online technical manuals and user guides are available for web-link, xml link, and sdo link at www.ucas.com/providers/system-guides.

We hope you find this guide useful. To help us improve the information provided, please email any comments or feedback to ucas.editors@ucas.ac.uk.

1.2 Application and Recruitment Policy
The UCAS Application and Recruitment Policy has been governed by the desire on the part of UCAS and providers, to ensure applications to courses at conservatoires in the scheme are handled fairly and consistently. This allows applicants to be confident that the rules governing applications to courses at these providers respect and apply consistently to all applicants.

All principles have been agreed before introduction, and continued relevance has been sought for continuance of these principles.

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.

The main principles of the scheme are to:
• provide a fair method of selecting from among a surplus of applicants
• provide central coordination and standardisation of application procedures, to avoid that instil fairness of treatment among applicants
• centralise the practice of making multiple applications, and respond to the practice of applicants applying independently to different providers
• address the uncertainty among selectors and applicants about their dealings with each other

Applicants must apply through UCAS Conservatoires for entry to any year of the courses listed in our search tool at digital.ucas.com/search.

Principles of admissions
The following statements support the underlying principles.
UCAS will provide a filter in the search tool which will enable prospective applicants to filter by Conservatoires UK (CUK) courses. UCAS has agreed that only conservatoires which are members of CUK may be listed under this filter, and will be permitted to join the UCAS Conservatoires scheme.

1.3 Application route
Conservatoires simultaneously consider applications to all courses listed in their search tool.
• Applicants can apply to any course.
• Applicants who have not used all their six choices can add choices to their application using Track.
• Further choices cannot be added after 29 August 2018 at 18:00 (UK time).
• If a conservatoire wants to offer a place to an applicant who has not applied through UCAS Conservatoires by 29 August 2018 at 18:00 (UK time), the RPA procedure should be used.
• Courses appear only once in the search tool. This avoids a situation where an applicant might apply to a course under two entries, where only one course is being offered.
• When an applicant has been made an offer of a place outside the UCAS Conservatoires scheme, the conservatoire will enter the applicant’s details using an electronic Record of Prior Acceptance (RPA). This facility is available from 1 July to 21 September 2018.

1.4 Application fees
There is an application fee to be paid by an applicant applying to UCAS Conservatoires. For 2018 entry, the fee is £25. An applicant can apply for up to six choices on their initial application, and the application fee is the same however many choices they make.

1.5 Deferred entry
Applicants cannot apply during the application cycle for deferred entry in 2019. In the decision-making process, a conservatoire (in discussion with an applicant) can decide to offer a place for the next year of entry. The year of entry can be changed through the initial/amended decision transaction.

1.6 Arrangements for international applicants
UCAS Conservatoires is an electronic application system with secure web access anywhere in the world. For this reason, there are no special arrangements for applicants outside the UK to make applications or reply to offers. Applicants select the audition method at the point of application. They can either select an audition location or submit an audio or video recording. The latter option is only available to international applicants.

1.7 Record of Prior Acceptance (RPA)
The RPA is created electronically in web-link by entering applicant and course details directly into the RPA. Some fields are mandatory. Conservatoires can download a paper version for their records.

We will record the acceptance as Gl1 at choice one and make the data available to you through web-link.

1.8 Setting up conservatoire and course data in web-link and the collection tool
The collection tool and web-link are secure online databases provided by UCAS for conservatoires to set up and maintain their provider and course details. Access is password-protected. Individual conservatoires are responsible for making sure their details are correct.

1.9 The collection tool
Most provider information and all courses in the UCAS Conservatoires scheme are maintained in a central tool. Much of the data collected in the collection tool is displayed in the search tool for applicants. Data collected includes:
• provider details and location
• venues
• open days
• course vacancies
• entry requirements
• fees and financial support (including course fees, audition fees, and accommodation costs)

To access the collection tool, go to digital.ucas.com/search/dashboard. For the required data standards, go to www.ucas.com/corporate/about-us/our-service-providers-and-members.

It is important to ensure course fees, audition fees, and audition locations are up to date in good time before the cycle starts. We also communicate with collection tool users at each conservatoire regarding course and provider data in the collection tool.

1.10 web-link
Web-link is used to view applicant data and process applicants who have applied to your conservatoire. You can access web-link at www.ucas.com/sign-web-link. It is also used to maintain your provider contacts and requirements.

1.11 Supporting Professionalism in Admissions (SPA)
Supporting Professionalism in Admissions (SPA) is the independent and objective voice on UK higher education admissions. SPA promotes professionalism, fair admissions, and access to higher education by developing and leading on evidence-based good practice in the recruitment and selection of students.

SPA works closely with universities, colleges, and conservatoires to offer higher education on the development of our information and resources pertaining to fair admissions and good practice in admissions, student recruitment, and widening participation across the UK. SPA’s impartial expertise, information, and advice is a free resource that is well used and recognised across the HE sector.

For further information, please visit www.spa.ac.uk, or contact the SPA Team at enquiries@spa.ac.uk or on 01242 546 891.
Section 2
Applications and data

2.1 Application deadlines

Please note that this information refers to music applications. Applications for dance, drama, and musical theatre courses recruited for through UCAS Conservatoires use different deadlines.

The closing date for applications is 2 October 2017 (18:00 UK time) — applications received by this date must be given equal consideration. Applicants are encouraged to make their decisions clear in their entry requirements, prospectuses, and websites if they do not consider applications submitted to UCAS Conservatoires after 2 October 2017.

Applications received after 2 October 2017 (18:00 UK time) are considered late applications.

The closing date for late applications is 29 August 2018 (18:00 UK time).

Late applications

We continue to send you applications received between 18:00 on 2 October 2017 and 18:00 on 29 August 2018. These are classed as late applications. You will be able to identify late applications by the 'Application Processed' date in the list of applicants' details in web-link. You can consider post-2 October applications if you want to make more offers. If you do not want to consider such applications, please reject them.

There are exceptional cases where an application received before 2 October 2017 has been held on inquiry and released after 2 October. We urge you to consider these in the same light as those marked as reaching us by 2 October.

The timescales and conservatoire deadlines for held applications are those applicable to the date on which the application was released to you.

Applications cannot be submitted to UCAS Conservatoires after 29 August 2018 (18:00 UK time) for the 2018 cycle.

An RPA procedure (see page 9) is available between 1 July and 21 September 2018 for you to consider applicants at the end of the application cycle.

2.2 Application method

Applicants may apply to a course in UCAS Conservatoires by using the web-based Apply. This is an independent application service not based in education establishments such as schools, colleges, or careers offices.

Applying has extensive help facilities.

Applicants can only submit one application in any application year. Applicants have the right to cancel their application within 14 days of sending it to UCAS Conservatoires. In this case, they can submit another application during the same application year.

Applicants must complete all mandatory sections. Apply is responsive to types of applicant, such as UK, EU, and outside the EU, by asking the appropriate questions.

Extended character sets

UCAS Conservatoires applicants are able to enter some European characters that are not in the English alphabet (extended character sets) in certain fields of Apply. This has been introduced to support the Welsh Language Act (1993), and in doing so, it has further allowed applicants to enter other European characters. Information shown to applicants in Apply will refer to the extended characters as 'European characters'. Fields in Apply that will accept European characters are in the personal details, personal statement, referee details, and reference sections.

If applicants enter European characters, they will have to view and agree to the substituted characters version of each section before submitting their application. Characters that do not have a suitable ASCII English character version will be substituted with '#'.

A PDF list of character substitutions from the Unicode extended character to ASCII English character is available at www.ucas.com/providers/conservatoires/admissions-guide-and-resources.

Number of choices

Applicants can apply to a maximum of six choices.

Deferred entry

A conservatoire, following discussion with an applicant, can offer a place for the next year of entry. This is done in the decision-making process.

Corrections

We cannot check the validity of the details supplied by applicants. You should arrange your own checks on fee payer status and examination results provided by applicants if necessary. Guidelines are given in Appendix D on the procedure to be followed when fraudulent applications are detected or suspected.

Applicant identification, Personal ID, and Application Scheme Code

Applicants can be identified by their Personal ID. This is a unique ten digit number allocated when they first register for any of our services. Individual applications can be identified by the combination of an applicant’s Personal ID and an Application Scheme Code. The Personal ID and Application Scheme Code used together give a unique identification for an applicant and their application in our systems.

If an applicant applies to UCAS Conservatoires in more than one application cycle (for example, 2018 and 2019 entries), each application can be identified by an additional data field – Application Scheme Code.

In the above example, CU01 would represent the 2018 entry UCAS Conservatoires application, CU02 the 2019 entry application, and so on.

If an applicant applies through both UCAS Conservatoires and UCAS Undergraduate, the Application Scheme Codes will be CU01 and UC01 respectively, if it is the first time they have applied to either system.

Applicants who have deferred their entry from the previous year will be distinguished by the year of application field through one of our link products.

Application checking

An applicant cannot complete their application without agreeing to our terms and conditions. For details of our terms and conditions, go to www.ucas.com/corporate/about-us/terms-and-conditions/terms-and-conditions-use-apply.

Applications are automatically checked by software used in our Verification Unit. This scans applications using specified matching rules to identify possible fraudulent applications. Appendix D contains more information about our Verification Unit and the procedure for dealing with fraudulent applications.

We undertake checks to verify that the personal statement is the applicant’s own work. If the personal statement appears to have been copied from another source, we inform both the applicant and the conservatoires to which the applicant has applied. You can then take the action you consider appropriate. See Appendix D for more information.

Recording of applications

Details of the application are entered onto our system for each applicant. This record is indexed by the Personal ID. It is also indexed by name, as this is helpful to applicants and conservatoires. The progress of the application is monitored through this record.

Information submitted by the applicant relating to ethnic origin, national identity, occupational background, or parental education is not available to you until after the applicant has replied to their offers.

Welcome email

After the initial processing has been completed, we will email applicants with their login details.

The consumer protection regulations provide applicants with the 'right to cancel' their contract with UCAS Conservatoires. If the personal statement is not the applicant’s own work. If the personal statement appears to have been copied from another source, we inform both the applicant and the conservatoires to which the applicant has applied. You can then take the action you consider appropriate. See Appendix D for more information.

Confirmation

Conservatoires are expected to make decisions on (or confirm) conditional offers as soon as they have the necessary examination results or other information required to make a final decision (see section 11).

Withdrawal of full application

Applicants may withdraw completely from the scheme at any time, thus ending further dealings in the scheme for that application cycle.

Withdrawal from choices

Applicants may withdraw choices where decisions are still outstanding, so they can make reoffers to offers already received.
If an applicant contacts the conservatoire wanting to decline (D) or withdraw (W) their choice, we no longer need permission from the applicant if the conservatoire contacts us to make the reply/offer change.

Cancelled records
We will cancel an applicant’s record from the current year’s scheme in the following circumstances only:

• death of applicant
• fraudulent application
• duplicate application
• non-payment of application fee
• cancellation request received from the applicant within 14 days of the date on their welcome email

Conservatoires must not communicate under any circumstances with an applicant whose record has been cancelled. Our Customer Experience Centre will be able to provide reasons for the cancellation if required.

Death of an applicant
Under normal circumstances, we are informed of a death by either the family or the school/college attended by the applicant. We immediately cancel the record and write to all conservatoires to which the applicant applied. The cancellation generates a no letter to the applicant, and further distress to the family is therefore avoided. If you are informed of an applicant’s death, please inform our Customer Experience Centre immediately so the record can be cancelled. You do not need to take any further action.

2.3 Information from the application available to conservatoires
All the application information is available immediately to conservatoires that wish to use it. The data has been sourced from the education bodies to assist conservatoires in making their admissions decisions, and has been made available to conservatoires that wish to use it. The data is available to conservatoires that wish to use it. The wording of the declaration is in Appendix E of this publication.

In addition to the data provided by applicants and their referees, additional contextual data relevant to applicants is available to conservatoires that wish to use it. The data has been sourced from the education bodies to assist conservatoires in making their admissions decisions, and is available on specific terms, as an extension to the contextual data agreement that defines the purpose of its use by members. Without this signed agreement, UCAS will not permit the conservatoire to have access.

Residential category (compiled with the help of UCfCSSA)
Applicants are asked to self-assess their residential category.

The help text visible to applicants is found in Appendix C.

The fields collected and made available to conservatoires are:
- passport number
- passport issue date
- passport expiry date
- place passport issued

• nominated access – applicants can nominate someone who can act for them on occasions when they are not available. The name of this person (or persons) is also available to conservatoires

All applicants are asked to state whether they expect their highest level of qualification before they start their course to be:
- below honours degree level
- honours degree level or above
- no formal qualifications.

This question is mandatory for all applicants, including RPAs.

Please remember that the applicant provides the fee status code, residential category, area of permanent residence, country of birth, and nationality – we do not verify them. They are given to help you make an assessment of their fee status, but may not be enough in themselves. We do not change fee status code or residential category at any time.

These flags are also set for dance and drama applications, and conservatoires must validate applications individually according to deadlines set for each course.

Cancelled – we cancel an application if the applicant:
- dies
- has made a fraudulent application
- has failed to pay the application fee within 14 working days of submitting the application
- has already made an application in the same application cycle
- requests a cancellation within 14 days of the date on their welcome email

Withdrawn – shown for an application if the applicant has decided not to progress their application further, and does not want to be considered by any of their chosen conservatoires.

3.4 Action by you on receipt of applications
Conservatoires should send either an audition pending (AP) or decision transaction. Conservatoires may waive audition fees through the AP transaction.

Conservatoires should give details of the fee transaction for each application when they send the AP transaction.

Section 3
Receipt of applications at conservatoires

3.1 Availability of applications to you
Details of new applications are available to conservatoires as soon as the application is processed by UCAS.

Conservatoires can access applicant records either directly online using web-link, or by extracting records onto their own systems by using xml-link or odbc-link.

3.2 Held applications
An application will be held by UCAS if it is a potential duplicate or it fails our validation procedures.

3.3 Application status
The status of an application will be one of the following:

On time – indicates the application has been received at UCAS Conservatoires by the initial closing date.

Late – indicates the application has been received at UCAS Conservatoires after the initial ‘on time’ closing date and before the final closing date.

These flags are also set for dance and drama applications, and conservatoires must validate applications individually according to deadlines set for each course.

Cancelled – we cancel an application if the applicant:
- dies
- has made a fraudulent application
- has failed to pay the application fee within 14 working days of submitting the application
- has already made an application in the same application cycle
- requests a cancellation within 14 days of the date on their welcome email

Withdrawn – shown for an application if the applicant has decided not to progress their application further, and does not want to be considered by any of their chosen conservatoires.

Disabilities, special needs, and/or medical conditions categories 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 ADHD.
H You have a 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 applications from applicants with disabilities in the usual way. It is the conservatoires’ responsibility to identify potential needs and make any special arrangements prior to making any formal offer.

If a conservatoire cannot offer a place to an applicant solely because they cannot provide the facilities to cope with a particular disability, they should write to the applicant, informing the applicant of the reason for their decision.
with a copy of the letter sent to our Customer Experience Centre, and ask the applicant to inform us of his or her choice of alternative conservatoire. 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.

3.7 Fee status code

Most applicants living in the UK, Channel Islands, Isle of Man, and the EU are eligible for fee support assessment. Even if these applicants do not expect to receive any fee support, we advise them to use fee code 02 (Applying for student support assessment by Local Authority, Student Finance England, Student Finance Wales, Student Awards Agency for Scotland, Student Finance NI (Northern Ireland), Northern Ireland Education and Library Board, SLC EU Team, Channel Island, or Isle of Man agency).

We assist the Student Loans Company (SLC) by sending emails regarding tuition fee assessment for non-UK EU applicants who receive at least one offer through us from a conservatoire in England or Wales. We are not involved in arrangements where an offer is from the Royal Conservatoire of Scotland.

3.8 Criminal convictions

There are two questions referring to criminal convictions for applicants to answer when they complete their application. The first is for all applicants and asks them to declare if they have a relevant criminal conviction that is unspent. 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, sexual offences, or terrorism offences. A conviction is unspent if the rehabilitation period under the Rehabilitation of Offenders Act 1974 has not passed.

The second question refers to courses leading to professions or occupations such as (but not limited to) teaching 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. Conservatoires can use the collection tool 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 our search tool goes live for the new admissions cycle. The codes used will be:

<table>
<thead>
<tr>
<th>Code</th>
<th>Definition</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>Declared</td>
<td>Has declared a criminal conviction</td>
</tr>
<tr>
<td>U</td>
<td>Undeclared</td>
<td>Has not made a declaration</td>
</tr>
</tbody>
</table>

X Not presented: Choice added by either UCAS Conservatores or a conservatoire, or criminal convictions declaration not required for course.

Full details of the help text are in Appendix F.

If an applicant is convicted of a relevant criminal offence after they have applied, they are advised they must tell UCAS Conservatores and the conservatores they have applied to, or may apply to later during the application cycle. In this case, the conservatores can ask the applicant for more details.

3.9 References


4.1 General principles

All decisions about applications must be transmitted through UCAS Conservatores. Any letter a conservatoire wants to send should make it clear that official decisions are sent through us and are made available in Track. There is no difference between the offer conditions you send to UCAS Conservatores and those contained in your letter. The applicant should expect to see all the offer conditions in your letter in Track.

Conservatores should ensure the dispatch of their own letters coincides with the time they transmit their offer to UCAS Conservatores. If you send offer letters to applicants and then delay sending your offers to UCAS Conservatores, applicants contact us (and you) to find out if something has gone wrong.

When we receive the last decision for an applicant, they are asked to reply to any offers they have received. For this reason, it is unfair to make an offer subject to a satisfactory interview or audition which may have been time-tabled for a date after the reply date.

Replies to offers are made through Track.

Conservatores must not ask for replies or any form of commitment in any letter sent to applicants. Neither should they offer incentives. Pressure should not be exerted on applicants to make replies in the form of, for example, guaranteeing accommodation if the applicant replies by a particular deadline other than those stipulated in the UCAS Conservatores calendar.

Applicants are advised that they are expected to meet the conditions. Unless the application and / or qualifications are subsequently shown to be fraudulent, a guaranteed unconditional offer is binding upon the conservatoire, if the applicant accepts it.

4.2 Decisions

The types of decision and decision codes available are:

<table>
<thead>
<tr>
<th>Decision</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audition pending</td>
<td>AP</td>
</tr>
<tr>
<td>Guaranteed unconditional offer</td>
<td>GU</td>
</tr>
<tr>
<td>Guaranteed conditional offer</td>
<td>GC</td>
</tr>
<tr>
<td>Reserve unconditional offer</td>
<td>VU</td>
</tr>
<tr>
<td>Reserve conditional offer</td>
<td>VC</td>
</tr>
<tr>
<td>Unsuccessful</td>
<td>REJ</td>
</tr>
<tr>
<td>Withdrawal</td>
<td>W</td>
</tr>
</tbody>
</table>
Reserve unconditional (VU) offer
This type of offer can be used when an applicant is offered a place on the conservatoire’s reserve list, and the conservatoire is satisfied, from the information given, that the applicant has already fulfilled the academic entry requirements. Non-academic conditions, such as health checks and payment of fees, can be included in unconditional offers. Conservatoires must be explicit in their offer about the deadline for fulfilment of 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) check must be obtained before the start of a placement.

To be considered for a guaranteed place (should one become available), the applicant needs to accept the reserve offer.

Reserve conditional (VC) offer
This type of offer can be used when an applicant is offered a place on the conservatoire’s reserve list when applicants are still to take examinations. These are academic conditions. Conditional offers can also include non-academic conditions, such as health checks and payment of fees. These can be on their own or with academic conditions.

To be considered for a guaranteed place (should one become available), the applicant needs to accept and meet the conditions of the offer.

Applicants are advised that they are expected to meet the academic conditions of conditional offers by 31 August 2018, unless the conservatoire sets an alternative deadline in its offer. For non-academic conditions, conservatoires must be explicit in their offer about the deadline for fulfilment of 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) check must be obtained before the start of a placement.

Unsuccessful (REJ)
This decision will be sent to an applicant if the conservatoire does not want to make them an offer of a place.

A conservatoire will be able to send an unsuccessful (REJ) decision, together with a reason for the rejection, either at the time of the initial decision, or later over the original REJ decision, provided the applicant has not replied to any offers.

The reason for rejection must be explicit in their offer about the deadline for fulfilment of 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) check must be obtained before the start of a placement.

To be considered for a guaranteed place (should one become available), the applicant needs to accept the reserve offer.

Withdrawal (W)
This decision is used when an applicant wants to withdraw their choice at the conservatoire. The applicant will either contact the relevant conservatoire who will send a W decision, or the applicant will contact us and we will record the W decision.

Example of a withdrawal decision:

Type of decision: Withdrawal (W)

Coding: W/1

Text shown in Track: Withdrawn at your request.

The abbreviation code ‘W’ generates the text ‘Withdrawn at your request’. The text is shown in Track.

Please note that there are only seven abbreviations that can be used for withdrawal decisions (see www.ucas.com/providers/conservatoires/making-decisions).

4.3 False statements or omissions
By agreeing to the terms and conditions of the declaration as part of their UCAS Conservatoires application, applicants are told that we or a conservatoire believe they or their referees have left out any information, or given false or misleading information, we may take steps to establish whether it is complete or accurate. We reserve the right to cancel the application without refunding the fee. The declaration text is in Appendix E.

This right is also reserved in cases where applicants, referees, or employers fail to provide satisfactory additional information by a specified date.

If, during the course of your consideration of an application, you discover that an applicant has omitted any information requested in the application, or has made any misrepresentation or given false information, the facts should be reported to our Verification Team. See Appendix A for contact details.

4.4 Recording decisions
Conservatoires must transmit their decision on an application to UCAS Conservatoires. Full details of the transactions available are provided in web-link and in the relevant odbc-link and xml-link manuals. Coding details are provided at www.ucas.com/providers/conservatoires/making-decisions.

Decisions received at UCAS Conservatoires at any time will update the applicant’s record in Track immediately.

If the decision is a conditional offer, a summary of the conditions (up to six alphanumeric characters) is also recorded. The text of offers can be viewed in web-link. If you are using xml-link or odbc-link, you can extract the data from your own systems for printing.

4.5 Errors in transmitting decisions
As this is a real time system, the applicant will be able to view any decisions immediately.

Occasionally, an incorrect decision may be sent to an applicant as a result of an academic or clerical error at the conservatoire. It is the responsibility of the conservatoire to contact the applicant directly to explain what has happened and to send the correct transaction to UCAS Conservatoires.

Rejections
If an incorrect unsuccessful decision has been sent, the conservatoire must amend the decision.

Offers
If the incorrect decision is an offer, the conservatoire is, in principle, committed to the terms of its offer.

You can amend an incorrect decision in the applicant’s favour. However, if the offer should not have been made, or the conditions should have been less favourable, it is essential that the conservatoire contacts the applicant immediately to explain the situation, and to advise them the offer will be amended.

In cases of dispute, please seek advice from our Customer Experience Centre.

4.6 Decisions which lead to replies
If an applicant has received offers, the final decision on their application generates an email to let them know there has been a change, and asks them to look at Track. Track displays the date by which the applicant should make their replies.

If the applicant has not provided a valid email address, we send a Reassigning to Offers letter CU6 (see www.ucas.com/providers/conservatoires/admissions-guide-and-resources for a sample letter). If the last decision is received on a Friday, the CU6 letter will be produced on the following Monday.

4.7 Decisions which lead to no offers
If an applicant has received decisions from all six choices, but has no offers, they cannot apply for any further courses during the 2018 application cycle. The applicant will need to reapply in the next application cycle for 2019 entry.

An applicant who has not used all six choices, and has not received any offers from any of their choices, can add further choices (up to the maximum of six) until 29 August 2018.
Section 5  
Decision processing

5.1 Introduction
The information in this section is intended for the use of staff involved in making decisions on applications to conservatoires in the UCAS Conservatoires scheme. The aim is to give practical help and guidance, together with various tips. It will be of most help to admissions practitioners who are involved in the day-to-day business of transmitting decisions to us, but it will also be of use to other admissions staff (for example, admissions tutors) wishing to gain more knowledge of the decision-making process.

All decisions must be sent to UCAS Conservatoires electronically. web-link is an interactive system accessed through the UCAS website (www.ucas.com/providers) using a standard web browser. It is also possible to use adbcw-link and xml-link to transfer data to in house systems. This simplifies the decision-making process and shields the user from many of the intricacies of the coding system. Users of xml-link can view the standard offer text provided by UCAS, or create their own to meet their specific requirements.

Offer abbreviation codes, the summary of the conditions generated, and the full text of the offer the applicant will see in Track can be found at www.ucas.com/providers/conservatoires/making-decisions.

Manuals and other technical information about using xml-link and xml-link are available at www.ucas.com/providers/system-guides.

All users should familiarise themselves with the earlier sections of the Admissions Guide which give a full description of the scheme and detail any important dates and deadlines in the application processing cycle.

The use of technical jargon has been avoided wherever possible, and great reliance is placed on the use of the examples on the UCAS website to demonstrate the capabilities of the system and the techniques involved.

While we hope this information will have covered every aspect of decision processing, it is inevitable that, due to the flexibility and complexity of the system, queries will arise.

If you have any questions about decision coding or problems in sending or receiving electronic communications, call our HEP Team on 0344 984 1111 or email hep_team@ucas.ac.uk.

5.2 Recommended practice

Code of practice

The code of practice has been drawn up for the benefit of the conservatoires in UCAS Conservatoires and the applicants who will receive decisions from them. It is in the best interest of all concerned to ensure the guidelines are followed. It is worth bearing in mind that an offer of a place to an applicant, whether conditional or unconditional, is a form of contract. The UCAS Conservatoires system can only check that decisions are syntactically correct. It is your responsibility to ensure that any decision sent to us is accurate.

Recommendations
• All offers should be clear.
• All offers should be unambiguous.
• The simplest form of words should be used.
• Applicants are advised that the conditions of any offer must be met by 31 August 2018, even if they are for deferred entry. Conservatoires should be explicit in their offers if they have an alternative deadline. It is good practice to advise applicants to send any examination results not processed by UCAS in Alli directly to the conservatoire.
• Avoid sending separate letters to applicants containing conditions of offers.
• Your system may have local facilities to check offers before they are sent. web-link also has an offer-checking facility.
• Avoid using holding offers without clear conditions.
• Do not make offers that are conditional on a satisfactory interview or audition, as this may place the applicant in an unfair position of being asked to reply before the interview or audition. Interviews and auditions are necessarily subjective and cannot form a quantifiable measure of achievement.
• Encourage replies.
• Check the decision-making deadlines shown at the start of this publication.

• You are advised to contact applicants before making a changed course, changed date of entry, or changed point of entry offer. This also applies when an amended decision is to be made. (For detailed advice, please see section 8.)
• Applicants are told that by agreeing to the terms and conditions of the declaration, they undertake to be bound by the terms and conditions in the prospectus or contract sent with, or before, the offer of a place.

5.3 Initial decision processing

Types of decisions used

The types of initial decisions and decision codes available are fully described in section 4. These decision types are used during the initial decision-making process prior to Confirmation.

The types of decisions used in Confirmation are fully described in section 11.

5.4 How decisions are compiled

General information

You send decisions to us via the LD (decision/offer) transaction. Decisions conform to a standard layout made up of Fields or elements. Unsuccessful and withdrawal decisions use only a restricted range of the elements, whereas conditional and unconditional offers may use most of them.

Using the coding system

The decision codes are as follows:

<table>
<thead>
<tr>
<th>Decision</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audition pending</td>
<td>AP</td>
</tr>
<tr>
<td>Guaranteed unconditional</td>
<td>GU</td>
</tr>
<tr>
<td>Guaranteed conditional</td>
<td>GC</td>
</tr>
<tr>
<td>Reserve unconditional</td>
<td>YU</td>
</tr>
<tr>
<td>Reserve conditional</td>
<td>VC</td>
</tr>
<tr>
<td>Unsuccessful</td>
<td>REJ</td>
</tr>
<tr>
<td>Withdrawal</td>
<td>W</td>
</tr>
</tbody>
</table>

Changed course

This field is used to notify a change of course code to be used at the same time as making the decision. It is normally used with conditional and unconditional offers. The change to the offer is highlighted in Track.

Changed courses may also be coded on reject and withdrawal decisions if required. Examples of all types of decisions showing the use of the changed course element can be found at www.ucas.com/providers/conservatoires/making-decisions.
Format/layout codes
Each abbreviation has an associated code which determines the layout or format of the offer. The meanings of the format codes are as follows:

Code Meaning
A No indentation, blank line before and after expansion.
B Start at column 3, blank line before and after.
C Start at column 5, blank line before and after.
D Start at column 5, no extra blank lines.
E Start at column 10, no extra blank lines.
F No indentation, no extra blank lines.
G Start at column 10, no extra blank lines.

Irrespective of the combination of format codes, no two consecutive blank lines are ever generated in the expansion. Format G items are never preceded by a blank line.

Own offer abbreviations
Additional abbreviations specific to a particular conservatoire may also be used. We allocate up to 99 abbreviations to each conservatoire. However, if you recruit through UCAS Undergraduate and UCAS Teacher Training as well as UCAS Conservatoires, the 99 must include any abbreviations required for those systems. It is in your responsibility to organise their use and also to use, for example, dates, addresses, and telephone numbers. Each abbreviation can contain up to 250 characters of text including punctuation. This facility is particularly useful where you wish to relay specific information about yourself to an applicant. Each abbreviation in this category is referenced by the numeric codes 01 to 99. The content of the abbreviation may be changed at any time in web-link. Abbreviations may be linked together if the limit of 250 characters is exceeded.

Grades and marks
Grades or marks in examinations or assessments may be specified. The system allows for:
- alphabetical grades A to E inclusive
- two-digit numeric mark (optionally followed by a %)
- three-digit mark
- P for a Pass
- Q for a Merit
- T for a Credit
- R for a Distinction
- G for a Pass GCSE Grade C
- X for a Pass SQA Standard Grade 3
- At for GCE
- S for BTEC D*

Grades and marks are used flexibly in conjunction with abbreviations and with subject elements, which are discussed more fully below. Please remember that, provided the result is sensible, abbreviations, grades, or marks and subjects can be used on a ‘mix and match’ basis.

Single subject elements
Single subject elements are used in conjunction with grades and marks, where you wish to stress that a particular subject is required. The subject codes must be valid and drawn from our standard subject codes, which are shown at www.ucas.com/providers/conservatoires/making-decisions. The separator @ is used between the grade and the subject code. Examples of the use of single subject elements are as follows:

<table>
<thead>
<tr>
<th>Code</th>
<th>Text produced</th>
</tr>
</thead>
<tbody>
<tr>
<td>B@CHEM</td>
<td>Grade B in chemistry</td>
</tr>
<tr>
<td>60%@PHYS</td>
<td>60 per cent in physics</td>
</tr>
<tr>
<td>PW@Biol</td>
<td>Pass in biology</td>
</tr>
<tr>
<td>Q@GEOG</td>
<td>Merit in geography</td>
</tr>
<tr>
<td>R@STATS</td>
<td>Distinction in statistics</td>
</tr>
<tr>
<td>G@FRENCH</td>
<td>GCSE Grade C in French</td>
</tr>
<tr>
<td>X@ENG</td>
<td>Pass SQA Standard Grade 3 English</td>
</tr>
</tbody>
</table>

Grouped subject elements
Grouped subject elements are used in conjunction with grades where you wish to quote all or a range of subjects. The subject codes must be valid and drawn from our standard subject codes, which are shown at www.ucas.com/providers/conservatoires/making-decisions.

In the case of grouped subject elements, the separator / is used at the beginning and end of the group of subjects. Please note that more grades than subjects can be specified and vice versa, and the system will automatically produce the appropriate text. Examples of the use of grouped subject elements are as follows:

<table>
<thead>
<tr>
<th>Code</th>
<th>Text produced</th>
</tr>
</thead>
<tbody>
<tr>
<td>BC@ART, HIST/</td>
<td>Grades BC in any order in art, history</td>
</tr>
<tr>
<td>BCC/MATHS, PHYS, BIOL/</td>
<td>Grades BCC in any order in mathematics, physics, biology</td>
</tr>
<tr>
<td>DDE/FRENCH, SPAN/</td>
<td>Grades DDE in any order including French, Spanish</td>
</tr>
<tr>
<td>PQ/FRENCH/</td>
<td>1 Pass, 1 Merit including French</td>
</tr>
</tbody>
</table>

Group award offers
Group awards can be categorised as follows:
- integrated purpose-built awards, e.g. IB Diploma, Ebt, Pre-U Diploma
- a package of freestanding qualifications, e.g. Welsh Baccalaurate, Scottish Baccalaureate, AQA Bac
- Advanced and Progression Diplomas

The principle of making offers for group awards should be based on the whole award so as to preserve its integrity. Offers can include specific requirements for individual components of a group award, and should be requested in the context of the whole group award, rather than separate from it. For example, Grade B in Extended Project as part of an Advanced Diploma offer, or Distinction 2 in Principal Subject Music as part of a Pre-U offer.

Alternative conditions
Where you want to offer a conditional place based on two different sets of grades, you may use the alternative conditions facility. The alternative set of conditions is declared by use of the AC abbreviation, for example:

<table>
<thead>
<tr>
<th>Code</th>
<th>Text produced</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCED/Biol, Phys, CHEM/MATHS/, AC,ABB/Biol, Phys, MATHS/</td>
<td>This example has the conditions of grades BCED in any order in four subjects, and offers the conditions ABB in three subjects as an alternative</td>
</tr>
</tbody>
</table>

Summary of conditions
The conditions of offers made to applicants are held in summary form on our master file. The summary of conditions is sent to you with online records in web-link, and also presented to our staff through the internal enquiry system. It is a valuable aid when examining a particular applicant record. It is important to ensure offers are expressed correctly so the appropriate summary of conditions is generated. It can be seen by other conservatoires to which the applicant has applied, and a misleading or inaccurate summary creates a risk of misinterpretation.

Wherever possible, a summary of conditions character is generated automatically by the grade and mark elements and by the abbreviation elements. Please take great care when using personalised abbreviations or those abbreviations which do not generate a summary of conditions as, without such a summary, the transaction will return an error code and will not be accepted. You should code a summary of conditions if you are using free format text (see below), or a combination of abbreviations which do not automatically generate a summary. Coded summaries of conditions are preceded by a plus character (+) and contain up to six further characters, for example:

<table>
<thead>
<tr>
<th>Code</th>
<th>Text produced</th>
</tr>
</thead>
<tbody>
<tr>
<td>+BBC</td>
<td>Grades for GCE or Scottish Qualifications Authority Higher and Advanced Higher</td>
</tr>
<tr>
<td>+</td>
<td>Specific Advanced Subsidiary Three-Unit Award requirement</td>
</tr>
<tr>
<td>F</td>
<td>Foundation Access Course</td>
</tr>
<tr>
<td>G</td>
<td>Financial Guarantee</td>
</tr>
<tr>
<td>H</td>
<td>Alternative course HND offer</td>
</tr>
<tr>
<td>J</td>
<td>Edexcel Foundation BTEC / Scottish Qualifications Authority qualifications other than those covered by codes A to E above</td>
</tr>
<tr>
<td>K</td>
<td>Other Academic Condition (including Irish Leaving, etc.)</td>
</tr>
<tr>
<td>L</td>
<td>English Language Requirement</td>
</tr>
<tr>
<td>M</td>
<td>Matriculation</td>
</tr>
<tr>
<td>N</td>
<td>Non-academic Condition</td>
</tr>
<tr>
<td>T</td>
<td>Industrial Sponsorship</td>
</tr>
<tr>
<td>X</td>
<td>GCSE / SQA Standard Grade / O Level Requirement</td>
</tr>
</tbody>
</table>

The summary of conditions generated for each of the examples can be found at www.ucas.com/providers/conservatoires/making-decisions.
Free format offers
There are two forms of free format offers: ‘normal’ comment and ‘free format’ comment. Both allow offers to be expressed more fully – the ‘normal’ comment including any of the elements previously described, and the ‘free format’ comment including free text only.

The ‘normal’ comment is enclosed in apostrophes, and analyzed and spilt into words by our software. If a word forms a valid subject code, it is expanded accordingly, e.g. MATHS will be expanded to Mathematics. If a full stop is followed by two alphanumeric characters and a punctuation character, it is assumed to be an abbreviation and expanded, creating an error if not actually valid. An example is:

‘GCE A level grades BCC, 17 February 2018’, + BCC
which expands to:

GCE A level grades BCC
An open day will be held on 17 February 2018

In this example, a summary of conditions would be needed as our software would be unable to generate it. We do not split a single word at the end of our 60-character line, hence February 2018 appears on a second line. The ‘free format’ comment is enclosed in quotes. We do not alter its text in any way, and each element of the comment must fit on one line. It is envisaged as a complete alternative to coded offers. We do not generate a summary of conditions. An example is:

+ BCC, ‘GCE A level grades BCC, ‘An open day will be held on 17 February 2018’
which expands to:

GCE A level grades BCC
An open day will be held on 17 February 2018

In this case, the conservatoire itself has sent the summary of conditions element, + BCC.

Colleagues using ‘free format’ offers must be aware of the maximum 60-character length of each line and the use of upper and lowercase in the text generated by our codes. All offers are preceded by the text ‘This offer is subject to your obtaining’.

5.5 Confirmation
Confirmation is the process in which you confirm conditional offers. If you need to, you may change the course, date of entry, point of entry, instrument, study type, or any combination of these.

Confirmation accepts
This decision is used to confirm a previously made conditional offer. If you accept, a conditional offer for a change of course, date of entry, point of entry, instrument, study type or any combination of these.

Confirmation rejects
This decision is used to reject an applicant who has not fulfilled the conditions of the original offer. If the applicant has failed to meet the conditions for all offers (1 and 2), the applicant is not placed.

5.7 Elements of Confirmation decisions
General information
Confirmation decisions for all conservatoires are actioned within the RD transaction.

Confirmation decisions consist of two parts: the first part contains all the conditions of the original offer (if any) and all the conditions of the new offer (if any). The second part contains any additional conditions.

Decision codes
The decision codes are as follows:

A – Accept (confirm the offer)
B – Decline (offer not accepted)
R – Revert (provide additional condition)
C – Accept with a change of course

Valid replies to offers are:

1 First choice (you are firmly accepting the offer made)
2 Second choice (you are accepting the offer only as an insurance, in the event that your first choice of offer is not confirmed by the conservatoire)
D Decline the offer

An applicant can accept, at most, two offers. Any other offers must be declined.

A guaranteed conditional (GC) offer accepted as first choice means a commitment by the applicant to take up the place if the conditions are met. The same level of commitment applies to a second choice acceptance. If an applicant does not meet the conditions of a firmly accepted first choice offer, and the conservatoire does not confirm the offer, the applicant is committed to take up the place at their second choice if all the other conditions have been met.

An applicant who declines all their offers cannot make any additional choices during the 2018 application cycle. These applicants will need to reapply in the next application cycle for 2019 entry.

We supply matched electronic records containing results of GCE A level and AS, SQA Intermediate 2, Advanced Higher and Higher, International Baccalaureate, and Irish Leaving Certificate examinations through the Awarding Body Linkage (ABL) procedure. Results are produced for both winter and summer examinations.

Further detailed information on ABL and Confirmation is given in sections 10 and 11. We also send you up-to-date information regarding Confirmation at the appropriate time.

5.6 Types of decisions used in Confirmation

There are only two types of Confirmation decision: accept and reject. The accept decision allows for a change of course, date of entry, point of entry, instrument, study type, or any combination of these.

Confirmation accepts
This decision is used to confirm a previously made conditional offer. If you accept, a conditional offer for a change of course, date of entry, point of entry, instrument, study type or any combination of these.

Confirmation rejects
This decision is used to reject an applicant who has not fulfilled the conditions of the original offer. If the applicant has failed to meet the conditions for all offers (1 and 2), the applicant is not placed.

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D Decline the offer

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An applicant who declines all their offers cannot make any additional choices during the 2018 application cycle. These applicants will need to reapply in the next application cycle for 2019 entry.
6.2 Deadlines for applicants’ replies

Final decision from conservatoires by 6 January 2018
Applicants whose final decisions reach us by 6 January 2018
and who have not replied by 31 January 2018, will have their
offers declined by us.

Final decision from conservatoires by 17 March 2018
Applicants whose final decisions reach us by 17 March 2018
and who have not replied by 16 April 2018, will have their
offers declined by us.

Final decision from conservatoires by 7 August 2018
Applicants whose final decisions reach us by 7 August 2018
and who have not replied by 10 September 2018, will have
their offers declined by us.

Final decision from conservatoires after 7 August 2018
Applicants whose final decisions reach us after 7 August 2018
and who have not replied by 25 September 2018, will have
their offers declined by us.

6.3 Replies: action by UCAS Conservatoires

On receipt of replies, we update our records. This in turn
updates the information available to conservatoires via web-
link, xml-link, and odbc-link.

If an unconditional offer has been accepted as a first choice
(UCU), we send the applicant a guaranteed unconditional
place letter (CU12). The letter informs the applicant they
should email the conservatoire if they do not intend to take
up the place. However, if the applicant contacts us within 14
days of the date of the letter, we will change their replies.
After 14 days, we will do this only with the consent of the
conservatoires concerned.

Applicants accepting conditional offers have the opportunity
to change their replies once within 14 days of the day they
originally replied to their offers. This is explained in Track.

Applicants who decline all their offers cannot make any
additional choices during the 2018 application cycle. These
applicants will need to reapply in the next application cycle
for 2019 entry.

If an applicant does not reply to their offers by the deadline,
we will automatically decline all their offers. These applicants
cannot make any additional choices during the 2018
application cycle, even if they originally applied for fewer than
the maximum six choices.

Applicants who have declined their offers, or who have had
them declined by default by us, do have the opportunity to
accept offers. We will record acceptances if they contact
us within 14 days of when the decline was recorded.
After 14 days, we will only do this with the consent of the
conservatoires concerned.

Applicants are committed to the conservatoires held as their
first or second choice, unless they are subsequently rejected.
You must not approach applicants holding offers with a view
to recruitment, until you are satisfied the individuals are free
of any commitment. Please use web-link, xml-link, odbc-link, or
contact us to determine the applicant’s status.

6.4 Cancellation of applications or choices

Some applicants may be certain of the offers they want as
their first and second choices before all decisions on their
applications have been made.

Applicants can cancel their applications to all conservatoires
where decisions are outstanding by contacting our Customer
Experience Centre. As soon as they have done this, they can
reply to their offers.

If an applicant wants to withdraw from or cancel a choice at
a particular conservatoire while leaving other choices open,
or effectively withdraw, for example by not attending an
audition, you can send a withdrawal decision to us with the
appropriate reason.

Applicants are committed to the conservatoires held as their
first or second choice, unless they are subsequently rejected.
You must not approach applicants holding offers with a view
to recruitment, until you are satisfied the individuals are free
of any commitment. Please use web-link, xml-link, odbc-link, or
contact us to determine the applicant’s status.

7.1 Deadlines and methods

The deadlines for decisions to reach us are shown in the table
below. Any decisions not received by the relevant deadline will
be rejected by default. Applicants will see a message in Track
telling them no decision was received from the conservatoire.

There are no facilities for ‘stopping’ the recording of reject
by default decisions. In addition, we cannot amend an
application so it moves into a later timetable.

Scheduled Outstanding Decision Lists (ODLs) are available on
the dates shown to assist in a steady flow of decisions. It is in
your interest to action as much of this list as possible. Ad hoc
ODLs are available for you to download using web-link, xml-
link, and odbc-link.

You should send LD decisions to cover all applications on the
ODL at the latest by 18:00 on the dates shown.

7.2 Outstanding decisions timetable

<table>
<thead>
<tr>
<th>Applications</th>
<th>Reject by default (19:00)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitted to UCAS Conservatoires 19 July 2017</td>
<td>16 July 2017</td>
</tr>
<tr>
<td>– 1 May 2018</td>
<td></td>
</tr>
<tr>
<td>Submitted to UCAS Conservatoires 2 May 2018</td>
<td>7 August 2018</td>
</tr>
<tr>
<td>– 1 June 2018</td>
<td></td>
</tr>
<tr>
<td>All outstanding reserve decisions (VC and VU)</td>
<td>10 September 2018</td>
</tr>
<tr>
<td>All outstanding Confirmation decisions</td>
<td>25 September 2018</td>
</tr>
<tr>
<td>All outstanding DCF decisions</td>
<td>3 December 2018</td>
</tr>
</tbody>
</table>
Section 8

Changes

8.1 Introduction
As a general rule, you should be able to make all changes without contacting us, using the relevant online transactions, and following the guidelines in this section.

8.2 Commitments by you
If an applicant accepts a guaranteed unconditional (GU1) offer as a first choice, you are committed to accepting that applicant. No change may be made to a guaranteed unconditional offer without the applicant’s full agreement.

You are also committed to provide a place for applicants who have accepted a guaranteed unconditional offer as a second choice (GU2), and who do not obtain a place at their conditional or unconditional reserve list first choice (VU1 or VC1).

You are also committed to the terms of conditional offers accepted by applicants where these conditions have been met. This includes date of entry, course, and point of entry. You should not attempt to alter these unless requested by or agreed with the applicant.

Errors in decision-making are uncommon. However, if you discover an error before the applicant has replied, you should explain the situation to the applicant and inform us of the change online. If the applicant has replied, you must discuss the situation with the applicant and the HEP Team before asking us to change our records.

Once an applicant has replied, no changes are possible to reject or withdraw decisions, or to choices that have been cancelled (CNC).

8.3 Confirmation
Once applicants have made their replies, they are considered ready for Confirmation. This means, once assessment results or other necessary details have been received, applicants’ offers should be confirmed, or a final rejection made using the RD transaction. This might happen early in the year, e.g. if you must agree, you must reject the application.

8.4 You want to offer a different course
No decision has been made
You must obtain the applicant’s agreement. If the applicant does not agree to the alternative, the application must be rejected. An agreed change is made using the LA (decision) transaction.

A decision has been made, but no reply received
You can make a valid amended decisions until 16 July 2018 using the LA (amended decision) transaction. After this date, there is no time to allow applicants to reply.

If you make the change before we receive the final decision, the applicant’s record in Track will be updated. If you make the change after the final decision has been received, we will send an email to the applicant to let them know there has been a change to their application, and ask them to check Track. If the applicant has not provided a valid email address, we will send a new Receiving to Offers (CU6) letter.

Decision and reply have both been made
Guaranteed and reserve unconditional first choice (GU1 and VU1)
If you agree, you should use the RA transaction.

Guaranteed and reserve unconditional second choice (GU2 and VU2)
You must not change this unless the applicant becomes GU1 with you.

Guaranteed and reserve conditional first choice (GC1 and VC1) or guaranteed and reserve conditional second choice (GC2 and VC2)
If you agree, please use the LA transaction. After 16 July 2018, the applicant’s record in Track will be updated.

8.5 The applicant wants a different course
No decision has been made
If you agree, please include the change in the LA transaction. If you cannot agree, you must reject the application.

A decision has been made, but no reply received
If you agree, you can make the change until 16 July 2018 using the LA transaction. After this date, there is no time to allow applicants to reply.

If you make the change before we receive the final decision, the applicant’s record in Track will be updated. If you make the change after the final decision has been received, we will send an email to the applicant to let them know there has been a change to their application, and ask them to check Track. If the applicant has not provided a valid email address, we will send a new Receiving to Offers (CU6) letter.

No decision has been made
You must explain the necessity of the change to the applicant before advising us.

Guaranteed and reserve conditional first choice (GU1 and VU1)
You must obtain the applicant’s agreement. Once agreed, please use the RA transaction.

Guaranteed and reserve conditional second choice (GU2 and VU2)
You must not change this unless the applicant becomes GU1 with you.

Guaranteed and reserve conditional first choice (GC1 and VC1) or guaranteed and reserve conditional second choice (GC2 and VC2)
If you agree, please use the LA transaction. After 16 July 2018, the applicant’s record in Track will be updated.

8.7 The applicant wants a different year or month of entry, or both
No decision has been made
If you agree, please include the change in the LA transaction. If you cannot agree, the application must be rejected. If the request is for consideration for the following year, you may want to consider the applicant for deferred entry.

A decision has been made, but no reply received
If you agree, you can make the change until 16 July 2018 using the LA transaction. After this date, there is no time to allow applicants to reply.

If you make the change before we receive the final decision, the applicant’s record in Track will be updated. If you make the change after the final decision has been received, we will send an email to the applicant to let them know there has been a change to their application, and ask them to check Track. If the applicant has not provided a valid email address, we will send a new Receiving to Offers (CU6) letter.

Guaranteed and reserve unconditional first choice (GU1 and VU1)
You must explain the necessity of the change to the applicant before advising us.

Guaranteed and reserve conditional first choice (GU1 and VU1)
You must obtain the applicant’s agreement. Once agreed, please use the RA transaction.

Guaranteed and reserve unconditional second choice (GU2 and VU2)
You must not change this unless the applicant becomes GU1 with you.

Guaranteed and reserve conditional second choice (GC2 and VC2)
If you agree, please use the LA transaction. After 16 July 2018, the applicant’s record in Track will be updated.

Decision and reply have both been made
Guaranteed and reserve unconditional first choice (GU1 and VU1)
If you agree, you should use the RA transaction.

Guaranteed and reserve unconditional second choice (GU2 and VU2)
You must not change this unless the applicant becomes GU1 with you.

Guaranteed and reserve conditional first choice (GC1 and VC1) or guaranteed and reserve conditional second choice (GC2 and VC2)
If you agree, please use the LA transaction. After 16 July 2018, the applicant’s record in Track will be updated.

8.8 You want to offer a different course
No decision has been made
If you agree, please include the change in the LA transaction. If you cannot agree, you must reject the application.

A decision has been made, but no reply received
If you agree, you can make the change until 16 July 2018 using the LA transaction. After this date, there is no time to allow applicants to reply.

If you make the change before we receive the final decision, the applicant’s record in Track will be updated. If you make the change after the final decision has been received, we will send an email to the applicant to let them know there has been a change to their application, and ask them to check Track. If the applicant has not provided a valid email address, we will send a new Receiving to Offers (CU6) letter.
Decision and reply have both been made

Guaranteed and reserve unconditional first choice (GU1 and VU1)
You must obtain the applicant’s agreement. Once agreed, please use the RA transaction to make the change.

Guaranteed and reserve unconditional second choice (GU2 and VU2)
You must not change this unless the applicant becomes GU1 with you.

Guaranteed and reserve conditional first choice (GC1 and VC1) or guaranteed and reserve conditional second choice (GC2 and VC2)
If you agree, please use the LA transaction up to 16 July 2018. The applicant’s record in Track will be updated to allow new replies to be made.

After 16 July 2018, all changes must be acted on as part of Confirmation decisions (see section 11).

8.8 You want to offer a different point of entry

No decision has been made
You must obtain the applicant’s agreement. If the applicant does not agree, the application must be rejected. An agreed change is included in the LD transaction.

A decision has been made, but no reply received
You can make valid amended decisions until 16 July 2018 using the LA transaction. After this date, there is no time to allow applicants to reply.

If you make the change before we receive the final decision, the applicant’s record in Track will be updated. If you make the change after the final decision has been received, we will send an email to the applicant to let them know there has been a change to their application, and ask them to check Track. If the applicant has not provided a valid email address, we will send a new Requiring to Offers (CU6) letter.

Guaranteed and reserve unconditional (GU and VU)
You must explain the necessity of the change to the applicant before advising us.

Guaranteed and reserve conditional offers
You should explain the necessity of the change to the applicant.

Decision and reply have both been made

Guaranteed and reserve unconditional first choice (GU1 and VU1)
You must obtain the applicant’s agreement. Once agreed, please use the RA transaction to make the change.

Guaranteed and reserve unconditional second choice (GU2 and VU2)
You must not change this unless the applicant becomes GU1 with you.

Guaranteed and reserve conditional first choice (GC1 and VC1) or guaranteed and reserve conditional second choice (GC2 and VC2)
The applicant must agree to the change. Once agreement is obtained, please make the change using the LA transaction, up to 16 July 2018. The applicant’s record in Track will be updated to allow new replies to be made.

8.9 The applicant wants a different point of entry

No decision has been made
If you agree, please include the change in the LD transaction. If you cannot agree, the application must be rejected.

A decision has been made, but no reply received
If you agree, you can make the change until 16 July 2018 using the LA transaction. After this date, there is no time to allow applicants to reply.

If you make the change before we receive the final decision, the applicant’s record in Track will be updated. If you make the change after the final decision has been received, we will send an email to the applicant to let them know there has been a change to their application, and ask them to check Track. If the applicant has not provided a valid email address, we will send a new Requiring to Offers (CU6) letter.

Decision and reply have both been made

Guaranteed and reserve unconditional first choice (GU1 and VU1)
If you agree to the change, please record it using the RA transaction.

Guaranteed and reserve unconditional second choice (GU2 and VU2)
You must not change this unless the applicant becomes GU1 with you.

Guaranteed and reserve conditional first choice (GC1 and VC1) or guaranteed and reserve conditional second choice (GC2 and VC2)
If you agree to the change, please record it using the LA transaction up to 16 July 2018. The applicant’s record in Track will be updated to allow new replies to be made.

After 16 July 2018, all changes must be acted on as part of Confirmation decisions (see section 11).

8.10 You want to offer a different practical study or study type

No decision has been made
You must obtain the applicant’s agreement. If the applicant does not agree, the application must be rejected. An agreed change can be made using the Course Correction decision, or can be made when using the LD decision.

A decision has been made, but no reply received
You can make amended decisions until 16 July 2018 using the LA (amended decision) transaction. After this date, changes can only be made at Confirmation.

If you make the change before we receive the final decision, the applicant’s record in Track will be updated. If you make the change after the final decision has been received, we will send an email to the applicant to let them know there has been a change to their application, and ask them to check Track. If the applicant has not provided a valid email address, we will send a new Requiring to Offers (CU6) letter.

Guaranteed or reserve unconditional offers
You must explain the necessity of the change to the applicant before advising us.

Guaranteed and reserve conditional offers
You must explain the necessity of the change to the applicant before advising us.

Decision and reply have both been made

Guaranteed or reserve unconditional first choice (GU1 or VU1)
You must obtain the applicant’s agreement. Once agreed, you can use the RA transaction.

Guaranteed or reserve unconditional second choice (GU2 or VU2)
You must not change this unless the applicant becomes GU1 with you.

Guaranteed or reserve conditional first choice (GC1 or VC1) or guaranteed or reserve conditional second choice (GC2 or VC2)
The applicant must agree to the change. Once agreement is obtained, please make the change using the LA transaction, up to 16 July 2018. The applicant’s record in Track will be updated to allow new replies to be made.

After 16 July 2018, all changes must be acted on as part of Confirmation decisions (see section 11).

8.11 You want to change a decision

The applicant has not replied

Rejection decision
You may change this to a guaranteed or reserve conditional (GC or VC), or guaranteed or reserve unconditional (GU or VU) offer by using the LA transaction.

Withdrawal decision
You may change this to a guaranteed or reserve conditional (GC or VC), or guaranteed or reserve unconditional (GU or VU) offer by using the LA transaction.

Guaranteed or reserve conditional decision
You may change this to a guaranteed or reserve unconditional (GU or VU) decision. If there is a significant change to the applicant’s position, e.g. receipt of assessment results, or change of examination arrangements, it may be changed to a rejection decision. In other circumstances, you must explain the need for the change to the applicant, and that you will ask us to change the conditions.

Guaranteed or reserve unconditional decision
You must advise the applicant before any change is made.
The applicant has replied

Once an applicant has replied, no changes can be made to previously rejected or withdrawn decisions, or to choices that have been cancelled.

Guaranteed and reserve unconditional first choice (GU1 and VU1)

You may change the course, date of entry, or point of entry, with the applicant’s agreement or at the applicant’s request. Once agreed, please use the RA transaction.

You can notify a withdrawn using the RW transaction. The applicant has then withdrawn completely from the scheme.

Guaranteed and reserve unconditional second choice (GU2 and VU2)

You must not change this unless the applicant becomes GU1 with you.

Guaranteed and reserve conditional first choice (GC1 and VC1) or guaranteed and reserve conditional second choice (GC2 and VC2)

Once applicants have made their replies to conditional offers, they are considered ready for Confirmation. This means that once you have received assessment results and other necessary information, you should confirm the offer or make a final rejection. Confirming an offer means making it guaranteed unconditional, with or without changes to course, date of entry, or point of entry. Please use the RD transaction. This might happen early in the year, e.g. when winter assessment results are received. Please see section 11 for a full description of Confirmation procedures.

However, you can change a decision, including an offer to a rejection, until 16 July 2018 using the LA transaction. Unless the change is the result of a significant change in the applicant’s position, e.g. receipt of assessment results, you must explain the necessity of it to the applicant.

You should not vary conditions unless there is a valid reason, such as a change in examination arrangements. The applicant’s record in Track will be updated to allow new replies to be made.

If the change is from VC1 to GC1, this will cause any second choice to be withdrawn automatically by the system, and W6 will be given as the reason for the withdrawal. Applicants holding GC1 are not entitled to hold a second offer. This loss of their second offer must be explained to the applicant and their agreement obtained before such a swap is requested.

You may change the course, date of entry, or point of entry, with the applicant’s agreement or at the applicant’s request. Once agreed, please use the RA transaction.

You can notify a withdrawn using the RW transaction. The applicant has then withdrawn completely from the scheme.

Guaranteed and reserve unconditional second choice (GU1 and VU1)

Guaranteed and reserve unconditional first choice (GU1)

* Applicant can be rejected if no reserve place is available.
* This change can be allowed through the HEP Team if an applicant requests to reinstate an application.

Changes allowed to decisions after replies have been made are summarised in the grid below. Once applicants have replied, their applications are ready for Confirmation.

### Changes allowed to decisions after replies have been made are summarised in the grid below. Once applicants have replied, their applications are ready for Confirmation.

<table>
<thead>
<tr>
<th>Applicant current choice status</th>
<th>Possible changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>REJ</td>
<td>W</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>VC1</td>
<td>(a)*</td>
</tr>
<tr>
<td>VC2</td>
<td>(a)*</td>
</tr>
<tr>
<td>VCD</td>
<td>X</td>
</tr>
<tr>
<td>VU1</td>
<td>(g)</td>
</tr>
<tr>
<td>VU2</td>
<td>X</td>
</tr>
<tr>
<td>GC1</td>
<td>(a)</td>
</tr>
<tr>
<td>GC2</td>
<td>(a)</td>
</tr>
<tr>
<td>GCD</td>
<td>X</td>
</tr>
<tr>
<td>GU1</td>
<td>(e)</td>
</tr>
<tr>
<td>GU2</td>
<td>X</td>
</tr>
<tr>
<td>REJ</td>
<td>X</td>
</tr>
<tr>
<td>W</td>
<td>X</td>
</tr>
<tr>
<td>DCF</td>
<td>(a)</td>
</tr>
</tbody>
</table>

Key:  
X : Change not allowed.
Y : Change allowed.

### Changes allowed to decisions after replies have been made are summarised in the grid below. Once applicants have replied, their applications are ready for Confirmation.

<table>
<thead>
<tr>
<th>Applicant current choice status</th>
<th>Possible changes</th>
</tr>
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<tbody>
<tr>
<td>REJ</td>
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<td>VCD</td>
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<tr>
<td>VU1</td>
<td>(g)</td>
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<tr>
<td>VU2</td>
<td>X</td>
</tr>
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<td>GC2</td>
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<td>GU1</td>
<td>(e)</td>
</tr>
<tr>
<td>GU2</td>
<td>X</td>
</tr>
<tr>
<td>REJ</td>
<td>X</td>
</tr>
<tr>
<td>W</td>
<td>X</td>
</tr>
<tr>
<td>DCF</td>
<td>(a)</td>
</tr>
</tbody>
</table>

Key:  
X : Change not allowed.
Y : Change allowed.

---

Insurance:  
- For a second choice, indicated by a reply of 2.
- If an applicant requests to reinstate an application.

Confirmation:  
- The applicant has replied.
- They have been cancelled.
- They have been made.
8.13 The applicant wants to change a choice

Known as substitution, this is allowed in some circumstances, for example, an archived course (see paragraph 8.16), when a course offered subject to approval is not approved, changes to sponsorship arrangements, hardship, or major changes to the content or location of a course.

Please note that requests for a substitution on hardship grounds, or because the applicant wishes to include a new course, must be supported by a letter from one of the applicant’s referees. We will make the decision whether or not to allow the change.

The last date for substitutions is 29 August 2018.

8.14 The applicant wants to add a choice or choices

Last date for additional choices

The last date for additions is 29 August 2018.

Applicants who make one to five choices

Applicants who make one to five choices, and are rejected by all, may add choices to the maximum of six.

Applicants who make one to five choices, and have not replied to decisions, may add choices to the maximum of six. They may also remove replies for up to 14 days from the decision date shown in Track and add choices.

8.15 The applicant wants to change replies

Applicants are able to change their first, second, and decline replies for up to 14 days from the decision date shown in Track. After 14 days, this will be possible only with the consent of all conservatoires involved.

Once an applicant has replied, no changes are possible to reject or withdraw decisions, nor to choices which have been cancelled (CNC).

If an applicant holding GC1 and VC1, or GC2 and VC2 offers makes it clear that they have no intention of attending the course, must be supported by a letter from one of the applicant’s referees. We will make the decision whether or not to allow the change.

A new course that is ‘subject to validation’ can be listed in the search tool. They are included at your discretion. We very strongly recommend that you only include courses which are likely to gain approval and be offered. There is an entry field in the collection tool to complete in the case of a course that is subject to approval, and our search tool will show this.

If a course is subject to approval when an offer is made, the applicant should be warned in your offer (abbreviation API). If approval is not gained, the applicant should be offered another choice as they would be for an archived course.

Including a new course at application

Applicants may include new courses among their application choices, after you have added these to our database in the collection tool.

The applicant has not replied

If the applicant has already made six choices, but now wants to include a new course at a conservatoire already named on their application, the change should be dealt with as a changed course if the conservatoire makes an offer. If the conservatoire offering the new course is not among those on the application, the applicant should contact our Customer Experience Centre to request a substitution. If the applicant has used fewer than six choices, our Customer Experience Centre will add the new course to the existing list.

The applicant has replied

Conservatoires offering a new course must not approach applicants holding offers elsewhere. If the applicant has replied to offers, they should be advised to contact our Customer Experience Centre to ask for a substitution. We will remove all replies when the substitution is made. The applicant will therefore be able to make replies again for all choices where they have offers when the decision is received for the new (substituted) course.

You are not obliged to stand by a commitment to an applicant who has withdrawn but who later wants to be reinstated. At the time of reinstatement, decisions that were outstanding when the applicant withdrew will be treated as withdrawn from those choices. Outstanding replies will be declined. These decisions and replies will not be reinstated unless the conservatoire(s) agrees.

Consumer law for distance contracts

Under regulations governing distance contracts, an applicant has the right to cancel his or her contract with UCAS Conservatoires within 14 days of applying through us. We notify you of the cancellation, but you should note that the applicant may later reapply. In this case, the applicant may apply to your conservatoire again in their second application.

8.17 You have introduced a new course

You must use the collection tool to add the course to our database. Staff in the Data Collection Team will undertake a small amount of post-publication review of course information, but published courses will appear in the search tool without approval.

A new course that is ‘subject to validation’ can be listed in the search tool. They are included at your discretion. We very strongly recommend that you only include courses which are likely to gain approval and be offered. There is an entry field in the collection tool to complete in the case of a course that is subject to approval, and our search tool will show this.

If a course is subject to approval when an offer is made, the applicant should be warned in your offer (abbreviation API). If approval is not gained, the applicant should be offered another choice as they would be for an archived course.

8.18 The applicant wants to withdraw from a choice, or you want to withdraw an applicant from the choice at your conservatoire

If an applicant wants to withdraw from one or more choices, but not from all those where decisions are outstanding, they should contact you. You should then send a W decision to us using the LD transaction. Alternatively, applicants may withdraw from a choice in Track.

You should use the W decision to withdraw those who effectively withdraw themselves by, for example, failing to attend auditions without giving reasons. A reason code is required with a W decision.

If an applicant contacts us and has replied to their offers but no longer wants to accept their place, we will decline their choices rather than withdraw them.
Section 9

Applicant Status list

The Applicant Status list is available throughout the cycle in the Management Information section in web-link.

It shows the position of applicants holding an offer with you and their position (if any) elsewhere.

It shows those applicants who applied to you but who are holding no offers in the scheme (non-committed or NC applicants). You can approach these applicants again informally, but any offers of a place must be formalised through UCAS Conservatoires.

It also shows applicants who have declined your offer.

Section 10

Examination results

10.1 Summer examinations – 2017 session

We make the results of AS and A levels certificated the previous summer available during March, May, and July.

10.2 Winter examinations

CIE winter results are available by May. AQA, OCR, WJEC, CCEA, and Edexcel (Pearson) results are usually available during May. You should make use of them as soon as you receive them to confirm guaranteed or reserve conditional offers, or to reject those applicants who have not met the conditions of offers dependent on winter examinations (see section 11).

10.3 Summer examinations – 2018 session

Results handled via Awarding Body Linkage (ABL)

So conservatoires can make Confirmation decisions, the awarding bodies let us have examination results before the publication date. Please see www.ucas.com/ucas/conservatoires/apply-and-track/results/sending-exam-results for a full list of the results we send you.

Details of arrangements for each year are circulated to conservatoires during the spring.

Results embargo agreement

All conservatoires in the UCAS Conservatoires scheme must sign up to the results embargo agreement before UCAS will allow access to their applicants’ examination results, where they are made available to us before the publication date. When conservatoires have access to results until publication day, there is an embargo on the disclosure or discussion of the results with applicants or any other third party.

So conservatoires do not inadvertently break the results embargo agreement, they must turn off all automatic services used to communicate with applicants, including online login services and automatically generated letters and emails. The outcome of Confirmation decisions must not be made available to an applicant or third party (except UCAS) until publication day.

GCE results

Conservatoires must sign the results embargo agreement and send a copy to awardingbodylinkage@ucas.ac.uk. UCAS will not send any exam results to a conservatoire that does not sign and return their results embargo agreement.

The awarding bodies, subject to adherence to the results embargo agreement, provide us with results enabling us to issue them to each conservatoire for its own applicants. The results are provided to you as data for input into your own databases, or access via web-link.

Details of exam results processed through ABL and the awarding bodies involved are available at www.ucas.com/ucas/conservatoires/apply-and-track/results/sending-exam-results.

There are two main stages to the ABL procedure. Firstly, the files of candidates supplied by the awarding bodies are electronically matched with applicants through us.

Secondly, as the results of the examinations become available from the awarding bodies in August, they are added to the records of matched applicants and are available through web-link, odbc-link, and xml-link.

Conditions applying to the issue of ABL results for GCE examinations

The full text of the results embargo agreement is on the Awarding Body Linkage page at www.ucas.com/providers/conservatoires/abl, but can be summarised briefly as follows:

UCAS will undertake not to make Confirmation decisions available to any applicants before the SQA or A level results days, on condition that the awarding bodies will agree to allow us to dispatch results covered by the agreement to conservatoires as soon as they are available on electronic file, but only to those conservatoires which undertake:

- to give guarantees as to confidentiality in a form acceptable to the awarding bodies
- not to communicate with applicants before the SQA or A level results days in any way which might tell them, directly or indirectly, whether they have been placed at Confirmation as a result of summer examinations.
Confidentiality of results

The results are provided on the understanding that we and you have agreed they are seen and used only by those members of your staff who require them for admissions purposes, and they are divulged neither to applicants nor to any third party.

It is imperative that you adhere strictly to the ABL agreement, which applies to both home and international applicants. The awarding bodies are sensitive to their responsibilities and any failure of confidentiality could prejudice the continuing existence of the agreement. If the agreement is breached in any way, you must immediately contact your relationship manager and the Awarding Body Linkage Team at UCAS to provide full details of the actions taken (see Appendices A and 3).

Even after publication, you should not disclose results to applicants or parents. If an applicant has not received results through the normal channels, they 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 – awarding bodies will not give results over the telephone.

You should be aware of the following conditions agreed by the awarding bodies:

- 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 on results day and obviously knows his or her results, you may discuss the situation. The awarding bodies have agreed that applicants can have access to the outcome of their application in Track from early on results day morning. The exact timings will be made available nearer the time.
- You should ensure all staff involved in the ABL procedure are aware of the conditions, and that the results received through us are provisional. The definitive results are those issued to applicants directly by the awarding bodies or via schools.

31 August

It should be remembered that offers stand or fall on results available at 31 August 2018. Conservatoires are encouraged to chase any outstanding results from applicants to ensure they have them before the advisory deadline of 31 August. Any amended results supplied to UCAS by the awarding bodies will be provided to you within 24 hours of receipt. If not all results have been provided, then no Confirmation decision should be made until after 31 August, unless the applicant cannot meet the conditions with the missing results, or you wish to confirm the place based on the received results.

Post-results reviews of marking (GCE and AEA qualifications, Advanced and Progression Diplomas)

The Joint Council for Qualifications (JCQ) has a Priority Service 2 post-results review of marking for those applicants whose place depends on the outcome of their Level 3 qualification results (GCE, AEA, and Level 3 Principal Learning). This service provides a quick response to candidates holding an offer through UCAS Conservatoires. To qualify for this service, requests for Priority Service 2 post-results reviews of marking must be received by an awarding organisation no later than eight days after the publication of Level 3 qualifications. The awarding organisation will report the outcome of the review of marking within 18 calendar days of receiving the request. Although we cannot force you to keep offers open after 31 August, we do ask you to be aware of applicants in this position and of the likely speed at which appeals are resolved (please see 10.4 and 11.1). We will advise applicants who contact us to immediately get in touch with conservatoires that are holding offers to explain their situation. As the Confirmation reject by default on 25 September falls after the 18 day target set by the awarding bodies to consider appeals, we hope you will take these circumstances into consideration when making Confirmation decisions.

Amended results

We send these to you as soon as possible after receipt from the awarding bodies. They are available as ‘R records and through web-link. Results which are amended may be known, correctly, by the applicant before they can be issued by us.

SQA results

We and SQA have signed a Memorandum of Understanding governing the supply of results from SQA to us. This includes the record formats to be used and the testing regime pursued by both parties. The results are available before publication to the conservatoires, as with the GCE results.

Irish Leaving Certificate results

These results are available through ABL by arrangement with the Irish Central Admissions Office. They are usually available later than A level and AS examination results and are sent separately online.

BTEC results (National Award, Certificate and Diploma, Higher National Certificate and Diploma, National Certificate and Diploma in Early Years, and Diploma in Foundation Studies (Art and Design))

UCAS Conservatoires expect to receive and transmit BTEC results electronically and not using transcripts.

International Baccalaureate results

We provide International Baccalaureate results for applicants who have agreed to this. The results include all individual subject scores and the overall points score. The results are available as ‘R records (Board code B).

Results we receive

A full list of all the qualifications we receive results for is available at www.ucas.com/ucas/conservatoires/apply-and-track/results/sending-exam-results. These will be made available as soon as we have processed them. Further details will be circulated in early summer.

Advanced International Certificate of Education

We also provide results for the Advanced International Certificate of Education (AICE) examinations. Further details will be circulated in early summer.

Welsh Baccalaureate

Results for the Welsh Baccalaureate are provided as part of the ABL weekend.

Matching UCAS Conservatoires applicants against awarding bodies’ records

We will match applicants against records provided by the awarding bodies and write to unmatched applicants requesting their registration and centre numbers. We then attempt to match them.

Examination results not supplied by ABL

You must obtain the results for other examinations not covered by ABL directly from applicants. We ask them to send their results to you as soon as they receive them.

10.4 Missing results and appeals

BTEC notes are provided when we process the summer results and pass the details on to conservatoires. It is important to read this information prior to confirming applicants’ places.

Conservatoires must keep places for applicants with missing results until 31 August 2018. However, you do not have to keep places for applicants who are appealing to their awarding body until 31 August.
Section 11

Confirmation of offers

11.1 Confirmation decisions: action by you

Once an applicant has replied to their guaranteed or reserve offers, or both (see section 6), they are ready for Confirmation, i.e. for the final decision to be made on the application, and conservatoires will be able to see the conditions of applicants’ offers. Confirmation decisions based on winter examination results, or any other examinations for which results are available during the cycle, should be made as soon as you have all the necessary information.

You must make an RD transaction to transmit the Confirmation decision via web-link, odbc-link, or xml-link.

If the results sent to you by UCAS show there are outstanding results for an applicant, or if the applicant does not yet have their results, you must not make a Confirmation decision until you have the results, or until 31 August, whichever is earlier.

If an applicant is appealing to their awarding body against their results, you do not have to wait until the results of the appeal before making your Confirmation decision. It is at your discretion to keep their place open.

Types of decisions

If an applicant has met the conditions of the offer, you are committed to accepting that applicant if they are holding a GC1 offer for that course, entry date, and point of entry. You are also committed to accepting an applicant who is holding a VC1 (or VC2 upgraded to VC1) offer if they have met the conditions of the offer and if you have a vacancy.

If an applicant has not met the conditions, you may still accept the applicant if you want to, or you may reject the applicant.

You may want to offer an alternative course to an applicant who has not quite met the conditions for the course originally offered. In this case, you should first obtain agreement from the applicant and then make the applicant GU1 for the new course. If the applicant does not agree to the change, you must reject them.

An applicant holding a GC1, VC1, or VC2 offer may contact you to ask for consideration for a different course, date of entry, or point of entry. If you agree to this, please incorporate the changes in the decision you send.

Changed course, date of entry, and point of entry decisions should be agreed with the applicant in advance.

The types of decisions used in Confirmation are:

- accept
- accept changed course
- accept changed date of entry
- accept changed point of entry
- accept with any combination of changed course, date of entry, or point of entry
- reject

Deadlines for Confirmation of GC decisions

The deadline for conservatoires to make RD transactions on applications that are GC is 18:00 on 25 September 2018.

Confirmation reject by default

If you do not provide Confirmation decisions for applicants who have accepted guaranteed conditional offers (GC1 or GC2) by 25 September 2018, we will record a reject decision.

Delayed Confirmation (DCF) decision

Some applicants take examinations with results that are published after the final RBD on 25 September 2018. The results of Access courses or tests in English language proficiency, for example, are frequently after this date. In such cases, conservatoires will be able to use a Delayed Confirmation (DCF) decision to delay confirming a place if there are outstanding conditions. This decision will be available from 3 until 21 September 2018. An RBD process will run on 3 December 2018 to reject any DCF applicants who have not yet had their place confirmed.

DCF can only be used for applicants who are GC1. Conservatoires can confirm (GU1) or reject (REJ) a DCF application using the link products. A management list in web-link shows all applicants for whom the conservatoire has made a DCF decision. All outstanding DCF decisions will be rejected by default on 3 December 2018.

UCAS will include applications with a DCF decision when it calculates the conservatoire’s capitation fee. In the event of a reject decision being made, UCAS will reimburse the conservatoire in the following admissions cycle.

Conservatoires must contact applicants to advise them their place cannot be confirmed as there are outstanding conditions, and it will be held for the applicant until 3 December, or an earlier date if stipulated by the conservatoire. The applicant’s online Track record will show Delayed Confirmation.

Errors in Confirmation

The greatest care must be taken to avoid errors in Confirmation but if one is made, you must contact our HEP Team for advice. The applicant must always be given an explanation of the error and the action being taken to correct it.

Confirmation processing and changes to applicant status

<table>
<thead>
<tr>
<th>Initial status after applicant’s reply</th>
<th>Possible changes to initial status</th>
<th>Type of decision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guaranteed conditional (GC)</td>
<td>Guaranteed unconditional (GU)2</td>
<td>Confirmation</td>
</tr>
<tr>
<td>Unsuccessful (RE)3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reserve conditional (VC)</td>
<td>Reserve unconditional (GU)2</td>
<td>Ordinary decision</td>
</tr>
<tr>
<td></td>
<td>Unsuccessful (RE)3</td>
<td>Confirmation</td>
</tr>
<tr>
<td>Reserve unconditional (VU)</td>
<td>Guaranteed unconditional (GU)2</td>
<td>Confirmation</td>
</tr>
<tr>
<td></td>
<td>Unsuccessful (RE)3</td>
<td></td>
</tr>
</tbody>
</table>

Notes

1. When an applicant accepts a guaranteed unconditional offer at their first preference choice, they are ‘placed’. They will be sent a guaranteed unconditional place letter (CU12) to confirm their place. When the first preference choice becomes a guaranteed unconditional offer, the second preference choice is automatically rejected.

2. When the first preference choice is rejected, the second preference choice is automatically upgraded to the first preference choice.

11.2 Confirmation decisions: action by applicants

CU12 Confirmation letter

The CU12 letter, which is sent to all applicants who are GU1, advises them to email the conservatoire to confirm if they do not intend to take up the place. If they decide not to take up the place, they have withdrawn themselves from the 2018 entry cycle.

The applicant must email the conservatoire within seven days from the date of the letter if they do not intend to take up the place. If they do not, you are entitled to assume the applicant will take up the place. However, conservatoires are reminded that letters to addresses outside the UK may take longer to arrive. If the applicant declines the place and is therefore withdrawing from the scheme, you should inform us by using the RW transaction.

11.3 Confirmation decisions: action by UCAS

The following principle underlies Confirmation:

If an applicant receives a decision from a conservatoire, the applicant’s only alternative to taking up that place is withdrawal from the UCAS Conservatoires scheme.

We record all Confirmation decisions and send a guaranteed unconditional place letter (CU12) to applicants whose final decision means they are now GU1, including those who have agreed to accept a changed course, entry date, or entry point offer.

The various possible stages, depending on the state of the application, are shown in the table in 11.1.
Applicants are encouraged to apply within the published timetables. We accept applications until 29 August 2018. However, we recognise that a number of applicants may not do so, and so to keep as complete a record as possible of those applying to and accepted into higher education, and to assist conservatoires in compiling their databases, the RPA process is available. The RPA process should be used in exceptional cases only. Before completing an RPA, you should carry out checks to reassure yourself the applicant has not already made an application through us. This can be done by telephoning the HEP Team or by using web-link. RPA’s should only be completed for applicants to whom you are offering a place they want to accept. They should not be used for speculative enquiries.

If you make an applicant an offer of a place outside the UCAS Conservatoires scheme, the applicant’s details must be entered via the RPA system. This captures the summary details of the applicant and the course and principal/secondary areas of study.

You can access the RPA through web-link. The information requested is the minimum required to complete an application through UCAS Conservatoires, and what you need for your Higher Education Statistics Agency (HESA) return. Some fields are optional, but completion of them will ensure you receive the data electronically for your records.

You should complete the RPA online and send it to us. To help you collect information about the applicant, you can download a PDF of the RPA, as well as instructions for its completion. If you have entered the information into web-link, you can print a copy for your records.

The application details will be recorded in the UCAS Conservatoires system as a placed applicant with the decision field of ‘GU’ and a reply field of ‘1’. A guaranteed unconditional place letter (CU12) will be sent to the applicant confirming their place at the designated conservatoire and course.

There is no application fee for an RPA but the capitation fee is charged. The RPA process starts on 1 July 2018 and closes on 21 September 2018.

## Record of Prior Acceptance (RPA)

### Appendix A

#### Useful contacts and information

**UCAS contacts for conservatoires**

**Data Collection Team**

We provide a support service to all providers on the use of UCAS’ systems (including the collection tool) to maintain course listings, approve changes, and assist in ensuring appropriate and accurate data is collected for operational and contractual purposes.

Tel: 01242 544 864

Email: coursesdata@ucas.ac.uk

**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: 0344 984 1111

Email: hep_team@ucas.ac.uk

For technical queries, raise a ticket in our ServiceNow portal.

**Relationship managers**

Janet Warne is your dedicated relationship manager for all conservatoires in the UCAS Conservatoires scheme. Email her cj_warne@ucas.ac.uk

She is responsible for the overall relationship with individual conservatoires and Conservatoires UK.

Her aim is to help UCAS gain an in-depth understanding of the impact of policy changes and other issues affecting conservatoires. This information feeds into the development of UCAS’ strategy, products, and services.

**Scheme Delivery Team**

- We are accountable for the end-to-end service delivery of all operational UCAS Conservatoires services and related activities, including process management, product and service configuration, and quality assurance.

- The UCAS Conservatoires Scheme Owner represents this service as a subject matter expert throughout UCAS by acting as an escalation point for all UCAS customer-facing teams, conservatoires, and other external organisations.

- Your Scheme Owner is Claire Cakebread.

**Technology 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 establish and maintain a positive relationship between UCAS and our customers.

**Verification Team**

We are responsible for the prevention and detection of fraud in applications and similarity in personal statements. Please contact us if you require advice or have any concerns.

Tel: 01242 545 494

Fax: 01242 544 952

Email: verification@ucas.ac.uk (fraud) and s.hei@ucas.ac.uk (similarity)

**Other contact details**

Further contact details of various teams at UCAS can be found at www.ucas.com/providers/services/contact-us.

**Customer Experience Centre**

Tel: 0371 468 0 470 or +44 330 3330 232 from outside the UK (international call rates apply).

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

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**Section 12**

**Record of Prior Acceptance (RPA)**
Resources available

Technical manuals
More detailed information is published in the technical manuals for odbc-link and xml-link at www.ucas.com/providers/system-guides.

web-link manual
Information about web-link is available as online help text and in a technical manual at www.ucas.com/providers/system-guides.

Compliments and complaints

Compliment
If you have received exceptional service from someone at UCAS and want to acknowledge it, we would like to hear from you. Please email your comments to employeeexcellenceawards@ucas.ac.uk.

Simply let us know:
- the employee’s name
- what they did
- why they deserve recognition

Complaints
Contact your relationship manager in the first instance. 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 conservatoire’s 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. If 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 at p.evans@ucas.ac.uk.

Data Protection Act
Under the terms of the Data Protection Act, an applicant can request a copy of their application, including their reference, and any other personal information held by us.

Disclaimer
UCAS cannot accept any liability for the consequences of any error by a conservatoire which arises from the making of decisions, changes in offers, or offers made by mistake. In giving information and advice to applicants, UCAS will play its part in ensuring applicants understand and can exercise their consumer rights. Any information and advice 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
Communications sent to applicants

UCAS Conservatoires sends the following communications to applicants.

<table>
<thead>
<tr>
<th>Stage of application/event</th>
<th>Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application received by us</td>
<td>CU2 Welcome (email)</td>
</tr>
<tr>
<td>Last decision made and applicant has at least one offer</td>
<td>CU6 Replying to Offers (posted letter)</td>
</tr>
<tr>
<td>Applicant has confirmed they want to accept their guaranteed unconditional place</td>
<td>CU12 Guaranteed unconditional place (posted letter)</td>
</tr>
<tr>
<td>Acknowledgement of information received when an applicant notifies us of their new address</td>
<td>AP20 Change of address (email)</td>
</tr>
<tr>
<td>Applicant has been placed through UCAS Conservatoires and another application system (UCAS Undergraduate or UCAS Teacher Training)</td>
<td>AP40 Two places accepted (posted letter)</td>
</tr>
</tbody>
</table>

Examples of letters sent to applicants can be viewed at www.ucas.com/providers/conservatoires/admissions-guide-and-resources.
Appendix C
Residential category (compiled with the help of UKCISA)

The following text appears in Apply to help applicants. The residential category codes (which applicants do not see) are given in brackets next to each category below.

- Along with other information on your application, the conservatoires establish your status for the payment of tuition fees. You should not confuse your residential category with your ethnic origin.
- The brief explanations below should establish your provisional status. You can also scroll down and answer the questions listed below to help you determine your status. The conservatores to which 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:

(1) 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.

(2) British citizen – UK
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 United Kingdom or 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 United Kingdom 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.

(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) Settlement 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, 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.)

(7) Other
Based on the answers to the questions below, you fit into the ‘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 citizen 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, EEA, Switzerland or OT?
YES go to question 8
NO go to question 10

Q3 Are you an EU national or the direct descendant (child or grandchild) or the spouse or civil partner of an EU national (non-UK citizen)?
YES go to question 9
NO code: EU national (non-UK citizen)

Q4 Prior to that three year period, did you live in the EEA, Switzerland or OT?
YES go to question 10
NO go to question 12

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 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)

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 go to question 8
NO go to question 10

Q10 Are you an EEA or Swiss national working in the UK or the child of the spouse or civil partner of such a person or the direct descendant (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 go to question 10
NO code: EEA or Swiss national

Q12 Are you the 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 consist of the following 14 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 Gough 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 Barthelemy (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 conservatoires 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.ukcis.org.uk) or the ‘Study visas’ page on the UK Visas and Immigration website (www.gov.uk/browse/visas-immigration/study-visas).

UCAS operates a dedicated Verification Team tasked with the prevention and detection of fraud in applications and more recently, similarity in personal statements. We have a responsibility to our applicants, members, and stakeholders to screen applications for false, missing, and/or misleading information and personal statements for patterns of similarity and to report our findings. Our aim is to avoid anyone gaining from an unfair advantage and securing a place by deception.

The prevention and detection of fraud in applications

The submission of fraudulent applications continues to give cause for concern. These fall into three main categories: applications from those intent on securing (i) a place by deception, (ii) awards, bursaries, grants, and loans by deception, and (iii) a student visa for the purpose of entering the UK by deception. We consider the vast majority of fraud continues to be perpetrated by mature, independent, late, and direct applicants, to whom particular attention should be paid.

The process

The Hunter fraud detection database, through which all UCAS Conservatoires applications are screened, holds details of thousands of applications from previous cycles, many of which have been flagged for false, missing, and/or misleading information. Hunter employs a series of sophisticated user-definable match rules and validation rules to compare each new record to every other record in the database, alerting us to subsequent matches. We interpret the matches and either flag as cleared or referred. The situation is monitored on a daily basis. Suspicious applications are also brought to our attention through our internal and external systems, our Customer Experience Centre, conservatoires, outside bodies, and anonymous communications.

When an applicant is referred for investigation, the Verification Team will write to the applicant and/or the referee seeking to establish the veracity of the application, particularly in relation to identity, qualifications, education, employment, personal statement, and reference. 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 altogether, their application will be cancelled and they will be notified in writing. During the course of an investigation, copies of all correspondence (conducted entirely by email) are sent to the conservatoires listed in the application. The addresses will be the Fraud Correspondent for that conservatoire, so it is essential that conservatoire contact details are kept up-to-date.

Applications cancelled (and those subsequently reinstated) by the Verification Team are brought to the attention of conservatoires by means of a monthly cumulative list known as Hunter Alert. This is compiled by the Verification Team from data held on Hunter and published on our website on the last working day of each month. We advise conservatoires to download these files to ensure those listed do not gain entry in that particular application cycle. The files can be found at www.ucas.com/Fraud-and-similarity.

Applicants have the right to appeal against the cancellation of their application. 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 application cycle. All appeals will be considered by the Head of Service Delivery within 28 days. The final decision will be notified to them in writing and correspondence copied to the conservatoires named in their application.

We advise conservatoires that, 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 for through UCAS Conservatoires, and this is particularly important during Confirmation when appropriate admission procedures should be followed at all times. Conservatoires should, of course, undertake their own verification checks (identity, qualifications, references, etc.) before applicants are allowed to enrol.

Appendix D
The prevention and detection of fraud and similarity

- The process
- The prevent and detection of fraud in applications
- The submission of fraudulent applications continues to give cause for concern. These fall into three main categories: applications from those intent on securing (i) a place by deception, (ii) awards, bursaries, grants, and loans by deception, and (iii) a student visa for the purpose of entering the UK by deception. We consider the vast majority of fraud continues to be perpetrated by mature, independent, late, and direct applicants, to whom particular attention should be paid.
- The process
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The prevention and detection of similarity in personal statements

The subject of plagiarised personal statements was first raised in 2006 over concerns that applicants were purchasing their personal statements (in whole or in part) over the internet. In response, UCAS investigated the availability of anti-plagiarism software and the feasibility of incorporating it into the applications processing system. A pilot study was commissioned in 2007 using 50,000 personal statements from live applicants. The results showed that 5% had either ‘borrowed, bought, colluded, or copied’ material. That figure is now below 3%, with flagged applicants below 1%.

The process

The Copycatch similarity detection database, through which all UCAS Conservatoires personal statements are screened, holds thousands of personal statements from previous cycles, many of which have been flagged for similarity. Copycatch employs a series of sophisticated algorithms to compare each new personal statement to every other personal statement in our source library, including those from paper publications and the internet, alerting us to subsequent matches. We will interpret the matches and either flag as cleared or similar. The situation is monitored on a daily basis.

For those personal statements considered to contain a sufficient degree of similarity to the matched source(s), automatic emails are generated to (i) the applicant referring them to Track where they will be able to view a copy of the colour-coded transcript of their personal statement, and (ii) the applicant’s choice(s) with a link to the same colour-coded transcript. All matches are manually checked by us to ensure that no personal statement has matched with a previous personal statement from the same applicant.

Personal statements flagged by the Verification Team are brought to the attention of conservatoires by means of a monthly cumulative list known as Copycatch Alert which is compiled by the Verification Team from data held on Copycatch and published on our website on the last working day of each month. We advise conservatoires to download these files in order to ensure that those listed do not gain an unfair advantage by subsequently applying to a conservatoire not in receipt of the original alert. The files can be found at www.ucas.com/fraud-and-similarity.

Applicants have no right of appeal once their personal statement has been flagged. UCAS involvement is limited to screening personal statements for similarity and reporting its findings. It takes no part in the decision-making process.

Alerts present conservatoires with additional information for consideration, and it is the conservatoire that makes the final decision in accordance with its own policies and procedures.

For the Verification Team contact details, see Appendix A. For further information on fraud and similarity, go to www.ucas.com/fraud-and-similarity.

Appendix E

UCAS Conservatoires declaration

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

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 and agree to 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, and/or a conservatoire, have any reason to believe that you and/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; and/or
- given false or misleading information

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

We have a 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, or 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 the conservatoires 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 conservatoires, 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 immigration status
- your qualifications
- your employment history

If we do not receive the requested information after a reasonable period of time and by a set date, or if the information you provide 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.

You can apply once in each UCAS Conservatoires application cycle. Please don’t apply more than once as further applications will be cancelled and you won’t receive a refund of your application fee.

f. Your contract

Your application is a contract between you and us, and when you accept an offer from a conservatoire, 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 a mistake is made

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 conservatoires, or which are otherwise outside of our reasonable control.
b. What can you expect from a conservatoire when you receive an offer

When you receive an offer of a place from a conservatoire, 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 content 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 conservatoire, and their complaints handling process, including your right to cancel your contract should you change your mind. The conservatoire should also provide you with information about their terms, rules and regulations relating to student conduct, which explains your rights and obligations to the conservatoire 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 conservatoire if you subsequently enroll 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 conservatoire directly to ask for further advice.

i. If a course cannot be offered

If you become a student, under your contract with the conservatoire, they must do all they can to provide the educational services in accordance with the contract that you have with them. If the conservatoire 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 letter, we will refund your application fee. To do this, please contact us.

If you want to cancel your application after 14 days, you can use Track at www.ucas.com or contact us. Your application fee will not be refunded.

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

UCAS is committed to protecting your privacy by making sure that your personal information is held securely. We limit access to the personal information contained within your application to educational establishments who participate in UCAS’ admissions schemes and certain organisations who have statutory or regulatory responsibilities.

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 uses of your personal information, as defined by the Data Protection Act 1998, by UCAS and UCAS Media and other organisations as set out in this declaration and UCAS’ privacy policy.

When you submit an application, UCAS may use your personal information for the following purposes:

Managing your application to higher education

- We share personal information in your application with the conservatoires that you have applied to, so that they can consider and process your application. This will also include sharing your results from the examination and awarding bodies with the conservatoires where you hold offers.
- We may correspond with your examination board or awarding organisation about your results and we may undertake surveys they may commission on their behalf.
- 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.

Reporting to organisations with responsibilities for higher education

- Personal information may be provided to organisations who have either statutory or regulatory responsibilities for ensuring the effective operation of the higher education sector or monitoring the effectiveness of government policies for higher education. 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.

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.

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.
- Surveys – we may send you surveys to ask for your opinions or to inform you about the development of UCAS’ admissions services and admissions to higher education. Your responses will not be disclosed by UCAS to anyone else in a manner that identifies you.
- 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.

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 conservatoires to which you apply.

- To assist conservatoires 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 conservatoire after you have secured a place or at the end of the application cycle.
- For the purposes of making sure that your chosen conservatoire 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. Confirming that you have a relevant criminal conviction or punishment will not exclude you from the application process and is collected to help the conservatoires 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 conservatoire on their website (including your right to appeal any decision they make).

Further information

Please refer to UCAS’ privacy policy for a more detailed explanation as to how we use 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
- how long we retain your personal information
Appendix F

Criminal convictions

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

The first question is asked for all applicants; the second question is only asked for applicants applying to certain courses that require enhanced disclosure.

Question 1 – for all applicants

All applicants are asked the following question:

If you have a relevant criminal conviction that is unspent, please tick the box; otherwise leave it blank.

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

The full help text advising applicants on how to answer this question is as follows:

Criminal convictions

This question requires you to disclose whether you have a criminal conviction which is deemed both relevant and unspent.

Conservatoires need this information to help them reduce the risk of harm or injury to their students and staff. Please read the following carefully to help you in answering this question.

Do I need to tick the box?

There are two elements to the question we ask; if you answer ‘yes’ to both these elements, you will need to tick the box.

1. Is the conviction for a ‘relevant’ offence?

2. Is the conviction unspent?

No decision will be made on the basis of a ticked box at this stage. This information will be held securely and shared only with those institutions that you apply to.

Is the conviction for a ‘relevant’ offence?

This is the first element to the question we ask. Relevant offences include one or more of the following:

- Any kind of violence including (but not limited to) threatening, abusive, or insulting behaviour or words which resulted in actual bodily harm or fear of such harm.

- Sexual offences, including those listed in the Sexual Offences Act 2003.

- The unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking (drug offences only involving possession are not relevant offences).

- Offences involving firearms.

- Offences involving arson.

- Offences involving terrorism.

If you were convicted outside the United Kingdom for an offence listed above, this is also considered a relevant offence.

For the purposes of this question, cautions, reprimands and final warnings are considered as convictions. Penalty notices for disorder (PNDs), anti-social behaviour orders (ASBOs), or other orders are not convictions, unless you have contested a PND or breached the terms of an ASBO or other order and this has resulted in a criminal conviction.

If your answer is ‘no’ to this question, because you don’t have a relevant conviction, then you should not tick the box.

You don’t need to consider whether your conviction is unspent because it is not relevant and should not be disclosed in answer to this question.

If your answer is ‘yes’ to this question, because you have a relevant conviction, you must then go on to consider whether the conviction is unspent (see below).

Is the conviction ‘unspent’?

You should only consider this question if you have a relevant conviction (see above), ie answered ‘yes’ to the previous question.

A criminal conviction can become ‘spent’ after a period of time. The length of time it takes to become spent is defined by the Rehabilitation of Offenders Act 1974 and depends on the sentence or disposal made by the court following the conviction. Until that period has passed, the conviction is considered ‘unspent’ and you must tick the box.

Further convictions can impact when other convictions become spent. Sentences of over four years in prison cannot become spent.

Most cautions, reprimands and final warnings became spent immediately, so will not normally be ‘unspent’.


You can work out whether your conviction is spent by using an online tool – visit www.disclosurecalculator.org.uk. This only covers convictions made in England and Wales and is maintained by the charity, Unlock. UCAS and Unlock cannot guarantee the tool’s accuracy or completeness. Neither charity assumes responsibility or accepts liability for any damage or loss which may arise as a result of your reliance on it.

If you were convicted outside the United Kingdom, you will need to follow the same process above. If your conviction would be considered unspent under the Rehabilitation of Offenders Act 1974, you must tick the box.

Convictions that are spent do not need to be disclosed, it’s only when you have one or more unspent convictions that you must tick the box.

How will the conservatoire handle my application if I tick the box?

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 conservatoire. In line with good admissions practice (such as that created by Supporting Professionalism in Admissions (SPA)), they will consider your criminal conviction separately from the rest of your application. 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 you may make. Otherwise they will notify you of their decision.

It is important to note that a failure to disclose a relevant unspent criminal conviction is taken very seriously, and could result in expulsion from your conservatoire. You should therefore seek advice before answering this question if you are unsure how to answer it.

All information concerning criminal convictions will 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 conservatoire’s 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 conservatoire 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 conservatoires that you now have a relevant criminal conviction. The conservatores may then ask you for more details.

When might I need to disclose a spent conviction or caution?

If you apply for certain courses, you will be required to disclose whether you have any spent convictions, in addition to this question about relevant unspent convictions. If this applies, you will be asked an additional question each time you choose a relevant course. Please see the entry requirements for your course choices to see if this requirement applies to you.

Please note that, in this situation, you should not declare convictions, cautions, warnings, or reprimands which are deemed ‘protected’ under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). A conviction or caution can become ‘protected’ as a result of a filtering process. Guidance and criteria on the filtering of convictions and cautions can be found on the DBS website.

Further information on filtering can be found at www.gov.uk/government/collections/dbs-filtering-guidance.

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 or involve regulated activities. Providers can use the collection tool to flag individual courses if they require applicants who apply for these courses to declare they have spent or unspent convictions.

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

Before flagging a course, you must ensure 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 who are found to have criminal convictions which they have not declared should be considered in line with Appendix D. The codes used are:

<table>
<thead>
<tr>
<th>Code</th>
<th>Definition</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>Declared</td>
<td>Has declared a criminal conviction.</td>
</tr>
<tr>
<td>U</td>
<td>Undeclared</td>
<td>Has not made a declaration.</td>
</tr>
<tr>
<td>X</td>
<td>Not presented</td>
<td>Course added by either UCAS or provider.</td>
</tr>
</tbody>
</table>
The full text advising applicants on the completion of this question is as follows:

### 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 VDOs.

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 applicants applying for courses that a provider flags 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, insurance, 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.

Finally, it is recommended that you read the [Click for help text] concerning criminal convictions will be provided to appointed persons at the conservatoire. 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.

It is important to note that a failure to declare a criminal conviction is taken very seriously, and could result in expulsion from your conservatoire. You should therefore seek advice before answering this question if you are unsure how to answer it.

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 conservatoire website.

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

### How will the conservatoire 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 conservatoire. 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.

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

In addition, you may also find the details below useful.
Appendix G
Contact details in web-link

Contact details are held in web-link. These are your own contacts for communication between your conservatoire and UCAS Conservatoires. They are for internal use and are not shown on our website. You can update your current details, add a new contact, or delete an existing one using web-link.

The different ‘groups’ relevant to conservatoires are:

- CUKAS Correspondent
- Registrar/Secretary
- Online Correspondent
- ABL Correspondent
- Data Processing Officer
- VCs, principals, and heads of institution
- Fraud Correspondent
- Marketing Officer
- International Correspondent
- web-link
- odbc-link
- Disability Officer
- Head of Admissions
- Head of Widening Participation
- Weekly Statistical Report
- Monthly Statistical Report
- General Institution Address
- Email Addressee for CU12 replies
- xml-link
- Software houses

The same person may be recorded as the correspondent for all groups which affect the conservatoire, but in most cases different people will appear, e.g. Mr Smith, Admissions Officer, as the UCAS Conservatoires Correspondent, and Mr Jones, Admissions Assistant, as the ABL Correspondent.

If changes are required to any of these addresses, you must update them in web-link.

Email addressee for CU12 replies

You must make sure you have entered the email address of the addressee for CU12 replies. You must also make sure you have only one. Not having one, and also having more than one, causes difficulties when we print Confirmation letters (CU12).

CUKAS Correspondent/UCAS Conservatoires Correspondent

The CUKAS Correspondent field contains the name(s) and address(es) of those with whom we correspond over matters relating to applications. They will also be referred to as the UCAS Conservatoires Correspondent.

It is the responsibility of the UCAS Conservatoires Correspondent to ensure that all communications sent to them are disseminated appropriately at the conservatoire, and all contact details are regularly reviewed and updated accordingly.

Appendix H
Professional development

Professional Development Team

UCAS recognises the challenges faced by conservatoire staff working in recruitment, admissions, and marketing. We also know that even if the expertise can be found in the team to deliver your own training and development, finding the time to ensure the material is up-to-date and then structuring the training can stretch a very busy, experienced team. The Professional Development Team, based at UCAS in Cheltenham, offers an existing suite of well-researched, up-to-date workshops specifically designed to meet the needs of staff new to their role, or those who want to refresh their knowledge in this ever-changing professional environment.

The team also has the advantage of visiting providers the length and breadth of the UK, so can pass on good practice in the sector. For more information, visit www.ucas.com/training-providers, or telephone 01242 545 712 to talk through your team’s requirements.
Appendix I
Contextual data

Conservatoires may find it helpful to use contextual data when considering 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: |五 or more A*-C GCSEs including English or Welsh and mathematics, or equivalent, in England, Wales and Northern Ireland. |
| The school’s performance relating to the: | average QCA points for the best eight GCSEs in England and Wales. |
| The school’s performance relating to the: | average UCAS Tariff points for the best eight GCSE 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. |
| The school’s performance relating to the: | average UCAS Tariff points per Scottish Higher entry in Scotland. |
| The percentage of students at the school: | entitled to free school meals in England, Wales, and Northern Ireland. |
| 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 16 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 conservatoire, 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 at hep_team@ucas.ac.uk to request access. When the signed agreement has been returned, you will be given access to the data.

UCAS is continuously enhancing the contextual data service it offers, and is currently undertaking a broader review of the service for conservatoires. We will update conservatoires about any service changes.

Appendix J
Guidelines for conservatoires 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.
- Set up daily stand ups – five or ten minutes – for everyone.

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 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 admissions.

Plan ahead
- Include embargo planning in your normal Confirmation 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 conservatoire and how they are connected, so you can be reassured the information security arrangements you have in place are sufficient to safeguard the embargo.

Other tips
- Don’t forget your temporary staff as they play a key role in this process and need to know what they can and can’t do or say.
- Test your IT systems and set up alerts for key emails that are automatically generated. Don’t forget each group of students including applicants that become GC1 or GU1 with you if they have been declined by their first choice.
- Are your IT teams ready and available?

Switch off automated systems
- Make sure you have a ‘block’ (to halt data flow) with alerts that work within your IT systems, so you can stop data flow at the appropriate times during the embargo periods.
- Data systems are often linked to other departments such as accommodation offices and student records – it’s vital you understand the specific linkages in your own conservatoire.
- 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 conservatoire who might be temporarily inaccessioned.

Ensure there is clear communication with colleagues
- Make sure your colleagues – particularly those working in admissions in academic departments / schools / faculties, 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 period.
- Ensure IT colleagues have clear instructions and nothing is assumed. Work with them to test information security protocols.

UCAS is continuously enhancing the contextual data service it offers, and is currently undertaking a broader review of the service for conservatoires. We will update conservatoires about any service changes.
Information required when reporting potential embargo breaches

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

- your conservatoire name and code
- your name, contact number, and email
- how the applicants heard of their place
- if they were told their actual grades or results
- the number of applicants affected
- possible impact (reputation, press, and social media)
- full breach description
- actions taken by yourselves

Conditions of UCAS’ contract with awarding bodies

Our contract with the awarding bodies 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 conservatoires receiving those results through us.
- Correspondents at all our conservatoires are made aware that the bodies cannot accept responsibility for the outcome of any decision based on incorrect information supplied by us.
- Conservatoires are made aware that the information is issued for selection purposes only and 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.

2017 results embargo agreement (subject to change for 2018 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. 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
- publication day
- applicant

In accordance with the terms of service, UCAS has agreed to share results under the conditions 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 publication 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 publication 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 leak such information prior to publication day, whether internationally or not, UCAS reserves the right to withdraw your access to results during the embargo period ahead of publication day.

You must notify us immediately if a breach has occurred. Contact your UCAS Conservatoires relationship manager, and email awardingbodylinkage@ucas.ac.uk with details of the breach.

Please acknowledge the terms of this agreement by signing and returning one copy of it to the address below by Friday 23 June 2017, or emailing a signed and scanned copy to awardingbodylinkage@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:

Provider and code:

Please return to: Scheme Delivery Team, UCAS, Rosehill, New Barn Lane, Cheltenham, GL52 3LZ.

A copy of the embargo agreement is available in the providers’ section ofucas.com.
Appendix K
Audition fee refunds

Payment of audition fees to the conservatoires
Payment is normally made at the end of the following month after the audition fee payment has been made by the applicant.

Underpayments are paid pro-rata to all conservatoires listed on the application, based on the audition fee value. Future audition fee payments are classed as balance payments until the full amount has been paid to the conservatoire(s).

Additional choices are treated on a separate basis, and the intentions of the applicant are taken into consideration based on the audition fees received.

Refunds – when the conservatoires have received the audition fees
All refunds are returned back to the original card used for payment, or by bank transfer (BACS) if the card refund is not possible, by UCAS. The refund will be deducted from the next available payment to the relevant conservatoires.

Refunds – when the conservatoires have not received the audition fees
All refunds are returned back to the original card used for payment, or by bank transfer (BACS) if the card refund is not possible, by UCAS. There is no deduction from the next payment to conservatoires, as no audition fee has been transferred to them.
Keep your information up-to-date on

www.ucas.com

Check your applicants’ details through web-link

- Application processing
- Access RPAs
- Download Star reports, including data for HESA

Update your conservatoire contact details through web-link

- Keep your contact details between UCAS and your conservatoire correct
- Set up your requirements to receive applicant data

Update your course information through the collection tool

- Add, amend, and remove courses
- Check your audition fee information
- Add new entry requirements
- Enter fees, bursaries, and financial information for online publication