
UCAS Undergraduate Admissions Guide

For entry to university
or college in 2019

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Glossary of terms

The glossary does not list any qualifications or awarding organisations. You can find details of all the exam results UCAS receives on the UCAS website: www.ucas.com/sending-exam-results.

ABL	Awarding Body Linkage. Awarding organisations have an agreement to let UCAS have exam results before their publication date. This allows providers that have signed and agreed to the results embargo agreement, to make Confirmation decisions for applicants with pending exam results in time for publication day.																																
Adjustment	The process for applicants who have met and exceeded the conditions of their conditional firm offer, to look for an alternative place while remaining UF at their original place.																																
Admissions tests *	<table> <tr> <th>Abbreviation</th><th>Full title</th></tr> <tr> <td>BMAT</td><td>Biomedical Admissions Test</td></tr> <tr> <td>CAT</td><td>Classics Admissions Test</td></tr> <tr> <td>ELAT</td><td>English Literature Admissions Test</td></tr> <tr> <td>GAMSAT</td><td>Graduate Medical School Admissions Test</td></tr> <tr> <td>HAT</td><td>History Admissions Test</td></tr> <tr> <td>HPAT</td><td>Health Professions Admissions Test</td></tr> <tr> <td>LNAT</td><td>Law National Aptitude Test</td></tr> <tr> <td>MAT</td><td>Mathematics Admissions Test</td></tr> <tr> <td>MLAT</td><td>Modern Languages Admissions Test</td></tr> <tr> <td>MML</td><td>Modern and Medieval Languages Admissions Assessment</td></tr> <tr> <td>OLAT</td><td>Oriental Language Aptitude Test</td></tr> <tr> <td>PAT</td><td>Physics Aptitude Test</td></tr> <tr> <td>STEP</td><td>Sixth Term Examination Paper</td></tr> <tr> <td>TSA</td><td>Thinking Skills Assessment</td></tr> <tr> <td>UKCAT</td><td>UK Clinical Aptitude Test</td></tr> </table> <p>*This is not an exhaustive list of admissions tests</p>	Abbreviation	Full title	BMAT	Biomedical Admissions Test	CAT	Classics Admissions Test	ELAT	English Literature Admissions Test	GAMSAT	Graduate Medical School Admissions Test	HAT	History Admissions Test	HPAT	Health Professions Admissions Test	LNAT	Law National Aptitude Test	MAT	Mathematics Admissions Test	MLAT	Modern Languages Admissions Test	MML	Modern and Medieval Languages Admissions Assessment	OLAT	Oriental Language Aptitude Test	PAT	Physics Aptitude Test	STEP	Sixth Term Examination Paper	TSA	Thinking Skills Assessment	UKCAT	UK Clinical Aptitude Test
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Amended decision	A change of decision, affecting the course, point of entry, year of entry, campus or conditions of entry, made after an initial decision has been processed.																																
APEL	Accreditation of Prior Experiential Learning.																																
Application code	<p>A four-digit alphanumeric application code for UCAS Undergraduate courses, chosen by the user subject to the following validation rules:</p> <ul style="list-style-type: none"> + It cannot have already been used in the collection tool by the provider and cannot contain the letter E. + This code cannot be changed once the course has been saved for the first time. 																																
Apply	Facility for applicants to apply online.																																
Archived course	A course that is not currently offered. The course must also be closed to applications and not published in the collection tool.																																

C	Conditional offer made to applicant.
CATS	Credit Accumulation and Transfer Scheme.
CD	Conditional offer, declined by applicant.
CF	Conditional offer, accepted by applicant as firm choice.
Change at Confirmation	Acceptance in Confirmation for an alternative course, campus, date of entry or point of entry. Used usually when an applicant has not met the conditions of their original offer, but can also be at the request of an applicant. The applicant can either accept or decline the offer.
Changed course offer	Provider offers the applicant a course different to that on the original application.
CI	Conditional offer, accepted by applicant as insurance choice.
Clearing	The process for applicants without an offer of a place, including those who apply after 30 June, to look for a place on a course with vacancies at any university or college.
Conditional offer	Offer made by provider dependent on meeting specified conditions which may include academic and /or non-academic conditions.
Confirmation decision	Providers make a Confirmation decision on CF and CI applications when all exam results and non-academic conditions are no longer outstanding, to either accept or reject the application.
Confirmation withdrawal	Withdrawing a UF applicant.
Collection tool	Online database used by providers to add or edit courses, course options, or university and college information.
CWD	Applicant completely withdraws from the scheme.
DBD	Decline by default: we decline an outstanding offer on the applicant's behalf if they have not replied by the relevant reply date.
DCF	Delayed Confirmation decision.
Direct contact service	A marketing service through which opted-in unplaced applicants' details are distributed to participating providers during Clearing (previously known as the precision marketing data service).
Equal consideration deadline	Providers must consider all applications for each course on an equal basis if they are received on, or before, the relevant deadline (15 October or 15 January.)
Establishment code	Five-digit number allocated by us to registered Apply centres as the 'last educational establishment'.
Extra	Gives applicants who have used all five choices, but are holding no offers, the opportunity of making further application(s), and receiving an offer, before Clearing opens.
F	Full decision made against an application if the course has been flagged as full by the provider.
HECoS	Higher Education Classification of Subjects – a new subject coding system which will replace JACS.
INV	Invitation made to an applicant to attend for interview, audition, or provide portfolio, essay or other piece of work.
Invisibility	Principle where providers see only applications to themselves until after the applicant replies.
JACS	Joint Academic Coding System, used to classify content of your course, in combination with a balance indicator.
Joint admissions entity	A joint admissions entity is created between or by existing providers to enable recruitment to courses offered by the entity and validated by the existing providers. An entity has a separate entry in the UCAS search tool.
Joint course	A course with attendance at two different UCAS providers that have a formal agreement to share applicants' choice information for enrolment purposes.
MOVEit	A managed secure file transfer service.
odbc-link	The technology service available to bulk send and receive data between provider and UCAS.

ODL	Outstanding Decisions List (list of applicants for whom providers have made no decision).
OPF	Overseas Partnership Form.
Point of entry	Year of course to which applicant wishes to be admitted (the collection tool refers to it as 'entry point').
POST-15 Jan	Applications for courses received by us after 18:00 on 15 January and before 18:00 on 30 June inclusive.
PRE-15 Jan	Applications for courses received by us up to and including 18:00 on 15 January.
Provider	A provider is an admissions entity represented in the UCAS search tool.
REJ	Reject decision on application.
RBD	Reject by default: UCAS rejects outstanding decisions, not made by the provider by the relevant deadline.
Release into Clearing	Releasing a UF applicant into Clearing.
Reply swaps	Applicants have 14 calendar days to change their mind once about their replies to their offers.
Results embargo	Period when providers are supplied with exam results prior to their publication for applicants.
RPA	Record of Prior Acceptance.
Search subjects	Providers can select Search subjects from a hierarchical list of terms, to help them classify the content of a course accurately.
SFTP	Secure File Transfer Protocol.
Stops	Adding a 'Stop' to an application will prevent a Confirmation reject by default. Only available during Confirmation.
TEF	Teaching Excellence and Student Outcomes Framework
Test and training environments	The environments allow providers to test the integration of UCAS products with their own systems.
Track	Facility for applicants to track the progress of their applications online.
U	Unconditional offer made to applicant.
ucas-link	Collective name for web-link, odbc-link and xml-link, which are the methods of transmitting applicant information to and from UCAS.
UCAS search tool	Online course search service.
UCC	Confirmation decision with a change to either the course, year or point of entry.
UD	Unconditional offer, declined by applicant.
UF	Unconditional offer firmly accepted – applicant is placed.
UFE	Unconditional offer, held firmly by applicant, but not with you. An applicant shown as UFE with you is placed elsewhere as a UF.
UI	Unconditional offer, held by applicant as insurance choice.
ULN	A Unique Learner Number (ULN) is a 10-digit reference number, used to access the Personal Learning Record of anyone over the age of 14 in UK education or training.
Unconditional offer	Offer made by provider when the applicant has met specified conditions, or has already met entry requirements when they applied.
W	Withdrawal decision on application.
web-link	Interactive web-based application management support tool that is available to send and receive individual applicant data between providers and UCAS. It is also used by smaller providers to manage decision processing.
xml-link	The technology service available to bulk send and receive data between provider and UCAS.

UCAS calendar for all applications – 2019 entry

Date	Time	Service												
2018														
22 May		UCAS Apply live for 2019 entry.												
5 September		Applications sent to providers. Providers can make decisions.												
15 October	18:00	Application deadline for all courses to Oxford or Cambridge, and most courses in medicine, dentistry, veterinary medicine, and veterinary science. Applications received by this deadline must be given equal academic consideration.												
2 November		Record of Prior Acceptance (both non-EU and EU) and Overseas Partnership Form live.												
2019														
15 January	18:00	Application deadline for all courses, except those with a 15 October 2018 deadline. Applications received by this deadline must be given equal academic consideration.												
Week ending 20 January		Providers can close courses with 15 January application deadline. Providers will be notified when they can close courses.												
25 February		Extra opens.												
31 March		Providers should aim to have processed all decisions on applications received at UCAS by 15 January 2019.												
1 May		<table><tr><th>Pending applicant reply</th><th colspan="3">Last decision received by 31 March 2019</th></tr><tr><td></td><td>UK and EU postal addresses</td><td>Non-EU postal addresses</td><td>Extra</td></tr><tr><td>DBD</td><td>Yes</td><td>No</td><td>No</td></tr></table>	Pending applicant reply	Last decision received by 31 March 2019				UK and EU postal addresses	Non-EU postal addresses	Extra	DBD	Yes	No	No
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DBD	Yes	No	No											
2 May	18:00	<table><tr><th>Pending decision</th><th colspan="3">Applied by 15 January 2019</th></tr><tr><td></td><td colspan="3">Main scheme</td></tr><tr><td>RBD</td><td colspan="3">Yes</td></tr></table>	Pending decision	Applied by 15 January 2019				Main scheme			RBD	Yes		
Pending decision	Applied by 15 January 2019													
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RBD	Yes													
6 June		<table><tr><th>Pending applicant reply</th><th colspan="3">Last decision received by 2 May 2019</th></tr><tr><td></td><td>Main scheme</td><td colspan="2">Extra</td></tr><tr><td>DBD</td><td>Yes</td><td colspan="2">No</td></tr></table>	Pending applicant reply	Last decision received by 2 May 2019				Main scheme	Extra		DBD	Yes	No	
Pending applicant reply	Last decision received by 2 May 2019													
	Main scheme	Extra												
DBD	Yes	No												

UCAS calendar for all applications – 2019 entry

Date	Time	Service		
20 June		Pending applicant reply	Last decision received by 6 June 2019	
			Main scheme	Extra
		DBD	Yes	No
30 June	18:00	Main scheme closes – applications received after 30 June are in Clearing.		
4 July		Last day for applicants to add an Extra choice.		
5 July		Clearing opens Clearing vacancies will be displayed. Providers can make Clearing decisions.		
5 July		International Baccalaureate results published.		
Mid-July		BTEC results start being sent to providers.		
11 July	18:00	Pending decision	Applied by 30 June 2019	
			Main scheme	Extra
		RBD	Yes	Yes
18 July		Pending applicant reply	Last decision received by 11 July 2019	
			Main scheme	Extra
		DBD	Yes	Yes
23 July		Last day to make amended decisions.		
TBC August		ABL files of SQA results scheduled to be made available to providers.		
TBC August		SQA results published.		
TBC August		ABL files of GCE results scheduled to be made available to providers.		
15 August		GCE results published. Adjustment live for registrations.		
Mid-August		Irish Leaving Certificate results published.		
31 August		Nominal deadline for applicants to meet academic offer conditions. Last day for Adjustment Confirmation decisions.		
2 September		Stops can be added to prevent applications being rejected by default on 12 September 2019. Delayed Confirmation (DCF) decisions can be added.		

Date	Time	Service		
12 September	18:00			
		Applicant status	CF & CI	CF & CI with Stops
		Confirmation RBD	Yes	No
		New Stops cannot be added.		
20 September	18:00	Last day for applications to be sent to UCAS.		
Late September		Published Clearing vacancies end.		
22 October		Last day to submit acceptances using Record of Prior Acceptance and Overseas Partnership Form. Last day to contact HEP Team for amendments. All referred Clearing applicants are rejected by default. All outstanding Confirmation decisions are rejected by default. Applications with Stops are rejected by default. Delayed Confirmation (DCF) decision facility ends.		
23 October		Pending applicant reply	Outstanding Confirmation offers	Outstanding Change at Confirmation offers
		DBD	Yes	Yes
25 October		2019 cycle closes.		
3 December	18:00	Pending decision	Outstanding Delayed Confirmation decision	
		RBD	Yes	

Changes for 2019 entry

Capitation fee

The capitation fee has increased to £25.75 (excluding VAT) from £25 (excluding VAT), for each confirmed applicant. The minimum charge for providers that recruit less than 100 students has increased to £2,575 from £2,500; this applies to all providers in this situation, regardless of when they joined the scheme.

Removal of 24 March deadline

The 24 March art and design deadline has been removed, so there are now two UCAS Undergraduate equal consideration deadlines:

- + **15 October** – for medicine, dentistry and veterinary medicine/science, and all courses at the universities of Oxford and Cambridge
- + **15 January** – for all other courses

Removal of criminal convictions question

From May 2018, applicants for courses starting in 2019 onwards are no longer required to declare whether they have any relevant unspent criminal convictions when making applications to higher education through UCAS.

Only applicants who apply for courses leading to certain professions or occupations exempt from the Rehabilitation of Offenders Act (1974) will be asked to declare if they have any criminal convictions, including spent convictions.

To support the sector with this change, UCAS has commissioned the production of good practice resources, following our seminar in June 2018. These resources will be available from ucas.com, along with a recording of the seminar.

Application fee

The application fee for single choice applications has increased to £18, from £13. The fee for applications with multiple choices will stay at £24.





Section 1

UCAS Application and Recruitment Policy

Section 1

UCAS 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 that applications to courses at UCAS providers are handled fairly and consistently. This allows applicants to be confident that the rules governing applications to courses at these institutions are rules which providers respect and apply consistently to all applicants.

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.

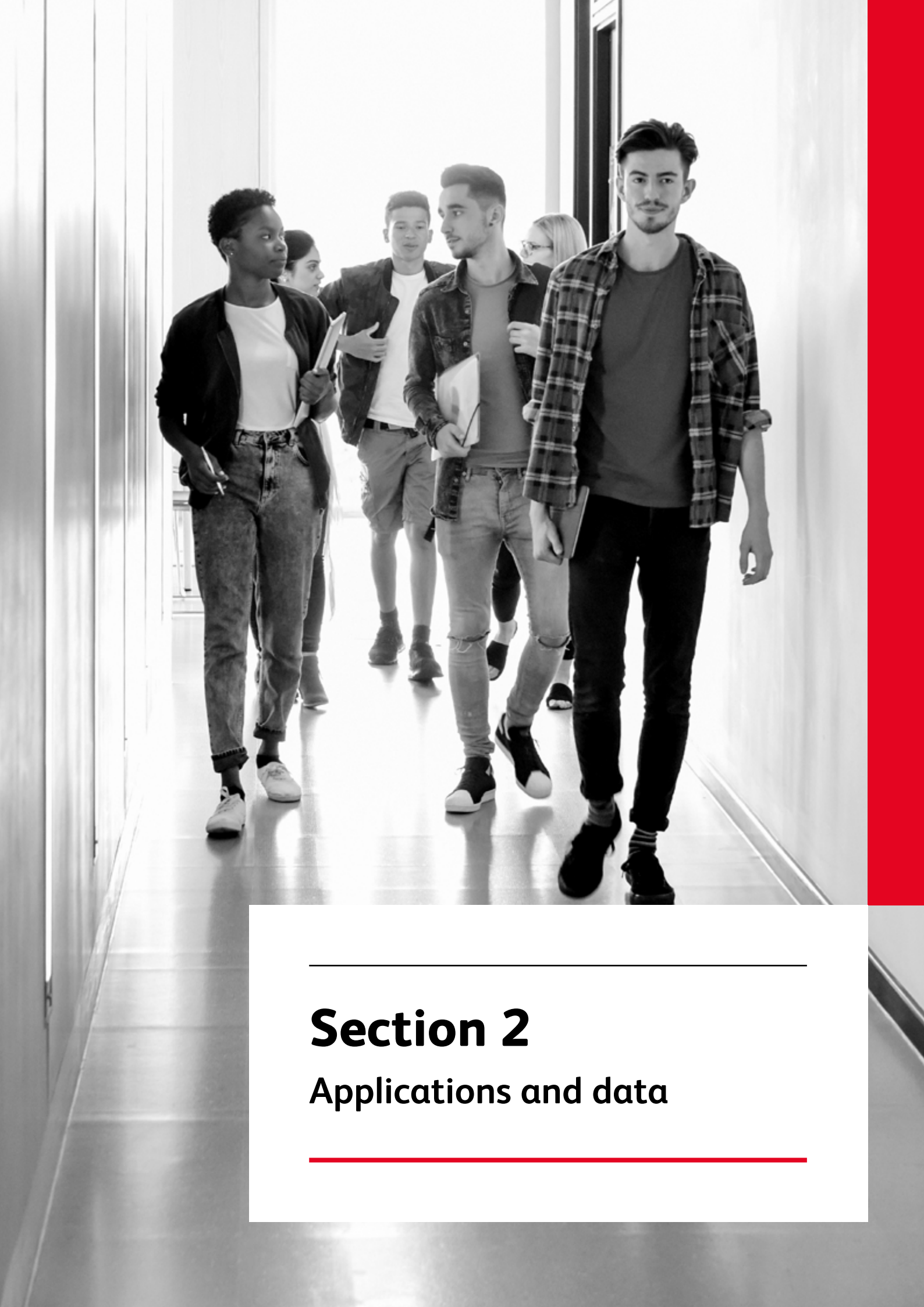
The main principles of the UCAS scheme remain today as they did in its origin and continue to form the basis of this policy and rules associated with it.

- + To provide a fair method of selecting from among a surplus of applicants.
- + To provide central coordination and standardisation of application procedures, with rules that instil fairness of treatment among applicants.
- + To centralise the practice of making multiple applications and respond to the practice of applicants applying independently to different providers.
- + To address the uncertainty among selectors and applicants about their dealings with each other.

Principles of admissions

The following statements support the underlying principles.

1. A provider must recruit all its full-time undergraduate applicants through UCAS (whether individual application, RPA or OPF). Exemptions are listed in the Admissions Guide (see paragraphs 2.1 – 2.3).
2. All full-time undergraduate courses a provider offers should be listed in the UCAS search tool (including some or all of its post-qualification courses (e.g. LLB Conversion, MA/Dip in Social Work, PGDE).
3. Providers must consider all applications for each course on an equal basis if they are received on or before the relevant deadline (15 October and 15 January).
4. Application choices to other providers will remain invisible to you until the applicant's replies have been recorded. Providers should not ask applicants where else they have applied (see paragraphs 2.10 and 6.5).
5. The type of offer, full conditions, subsequent offer or decision amendments, and Confirmation decisions must be transmitted to the applicant using Track in the first instance.
6. If providers wish to receive examination results early they must sign the results embargo agreement and there must be no disclosure, discussion or communication with applicants or other third parties before results are published. (see paragraph 7.1 and Appendix H).
7. Unless the course starts before 1 September, a provider cannot ask the applicant to reply before their reply date, regardless of when the offer was made.
8. Providers need to make decisions about applications by the relevant published reject by default date, otherwise UCAS will reject the applicant (RBD).
9. Applicants need to make their replies (firm/insurance/decline) by the relevant reply date, or their offers will be declined by default (DBD).
10. A provider must not approach an applicant who is holding a firm or an insurance place at a provider (other than their own).
11. A provider should not reject an applicant at Confirmation if they still have outstanding or missing examination results until the agreed date (currently 31 August), unless the applicant is unable to reach the terms of their offer based on the qualifications already received.



Section 2

Applications and data

Section 2

Applications and data

UCAS Undergraduate scheme courses and applicant categories

2.1 Course categories for inclusion in the UCAS Undergraduate scheme

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

- + at least one academic year's duration
- + full-time
- + 'first degree' courses including:
 - bachelor's level
 - master's level (e.g. extended or integrated programmes commonly leading to awards of MChem, MEng, MMaths, MPhys) where these awards are not themselves preceded by an honours level undergraduate qualification with a UK source of validation
 - 'other undergraduate levels' referring to qualifications validated in the UK as part of a national qualification framework leading to certification currently at CertHE, DipHE, HNC, HND, foundation degree or other equivalent academic level

Admission with credit, (or 'admission with advanced standing' in Scotland), refers to the admission of a suitably qualified applicant to year two of the course, or later.

A 'provider', for the purpose of being in the UCAS scheme, is the single admissions entity represented by a provider entry in the UCAS search tool. It may include other academic partner organisations for academic and recruitment purposes.

Compact, partnership and articulation arrangements are agreements between a provider and students in local schools or colleges, to provide them with opportunities to progress to higher education within their own region.

2.2 Applicant categories that apply through the UCAS Undergraduate scheme

The following individuals must apply using the UCAS Undergraduate application.

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

Applying from this background for a course in the UCAS Undergraduate scheme	Full details
Anyone applying from a school or college with a compact arrangement.	Anyone from a school or college with a compact arrangement, or any other form of guaranteed progression to a UCAS Undergraduate provider.
Any student studying any Level 3 course, including an Access course or foundation year.	Any student studying any Level 3 course, including an Access course or foundation year, provided by a UCAS Undergraduate provider must apply through the UCAS Undergraduate scheme for an undergraduate (or equivalent) course offered by that provider.
Any student with advanced standing or admission with credit, at any point of the course.	Any student who wants to enter a course at a provider in the UCAS Undergraduate scheme with advanced standing, or admission with credit, at any point of the course.
Any student progressing from a Level 3 / SQA Level 6 course to a Level 4 / SQA Level 7 course.	Any student progressing from a Level 3 / SQA Level 6 course to a Level 4 / SQA Level 7 course listed in the UCAS search tool at the same UCAS Undergraduate provider.
Any student completing only part of a course at a UCAS Undergraduate provider.	Any student completing only part of a course at a UCAS Undergraduate provider, and then transferring to another UCAS Undergraduate provider, or providers, for the same course or a different course.
Any part-time student at a UCAS Undergraduate provider.	Any part-time student at a UCAS Undergraduate provider (irrespective of the period of registration) who wants to apply for a full-time course at another UCAS Undergraduate provider.
Any student who has already applied through the UCAS Undergraduate scheme.	Any student who has already applied through the UCAS Undergraduate scheme, completed a course at one provider, and then wants to apply to another provider to start, or otherwise enter with credit any other HE course listed in the UCAS search tool.
Any student wanting to progress from an HND or HNC award.	Any student wanting to progress from an HND or HNC award undertaken at a provider in the UCAS Undergraduate scheme, must apply through the UCAS Undergraduate scheme for courses which are included in it.
Any student who initially applied through the UCAS Undergraduate scheme and registered for a course at other than full-time first degree level.	Any student who initially applied through the UCAS Undergraduate scheme and registered for a course at other than full-time first degree level, and who now wants to apply to one of a range of UCAS Undergraduate providers (one of which may be the original 'awarding' provider) using CATS or APEL arrangements, must make a further application through the UCAS Undergraduate scheme.
Any student progressing from study at an international (non-EU) HE provider to a UCAS Undergraduate provider as part of a one-to-one or consortium arrangement.	Any student progressing from study at an international (non-EU) HE provider to a UCAS Undergraduate provider as part of a one-to-one or consortium arrangement (where a student's choice of providers is restricted to a member of the consortium). The UCAS Undergraduate provider is required to complete an Overseas Partnership Form (OPF) (principle 1) in order to maintain the integrity of UCAS Undergraduate data, and for compliance with the UCAS Undergraduate Application and Recruitment Policy principle 1.
Any student who has been given an unconditional acceptance by a provider but not completed a UCAS Undergraduate application.	Any student who has been given an unconditional acceptance (UF) by a provider, and the provider has not required them to complete a UCAS Undergraduate application. The provider is required to complete a Record of Prior Acceptance (RPA) to maintain the integrity of UCAS Undergraduate data, and for compliance with the UCAS Undergraduate Application and Recruitment Policy principle 1.

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

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

Applying from this background for a course in the UCAS Undergraduate scheme	Full details
Any student who started a course on a part-time basis.	Any student who studies a course on a part-time basis for at least one academic year, and who then applies for the same course on a full-time basis at the same provider.
Any student studying an undergraduate course of less than a year.	Any student studying an undergraduate course (or equivalent) of less than a full academic year's duration.
Any student who has already started a degree course at one provider, and then transfers to another degree course at the same provider.	Any student who changes course after a year of their degree course, or progresses from a foundation degree to undergraduate degree, at the same provider.
Any international student studying for an international qualification which is not validated by a UK awarding organisation.	Any international student studying for an international (non-EU) award or qualification which is not validated by a UK awarding organisation or provider, which requires part of the time to be spent at a UCAS Undergraduate provider.

Application process

2.4 Apply

- + Apply is our web-based application system through which the vast majority of applicants apply, either as an individual or a through a UCAS registered school, college or centre.
- + Registered Apply centres can support applicants through the process of applying, through a suite of tools which enable them to manage student applications and attach references.
- + All applicants have to accept our terms and conditions and agree to the declaration before submitting their application.
- + Applicants can only submit one application per application cycle (see paragraph 2.16 for exceptions).

2.5 Applicant identification – Personal ID and application scheme code

- + Applicants are identified by their Personal ID. This is a unique 10-digit number allocated when the applicant first registers for any of our services.
- + If an applicant applies to UCAS in more than one cycle (e.g. 2018 and 2019 entries) each application can be identified by an additional data field – the Application Scheme Code. If UC01 represented 2018 entry UCAS application, UC02 would be the 2019 entry code, and so on.

2.6 Deferred entry

- + Applicants can apply for deferred entry by one year and are advised they can do this when they make their application. Providers have the right to consider deferred applicants in line with their own admissions policies, and applicants are advised to ask you if you can consider deferred applications.
- + Applicants holding a deferred entry place cannot reapply in the following cycle, unless the original application is completely withdrawn.

2.7 Validated data

- + Postcodes are validated, but an application can be processed even if applicants give an incorrect postcode, or do not give one.
- + UCAS application codes are validated during the application process.

2.8 Verified data

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

See Appendix G on the prevention and detection of fraud and similarity for further guidance.

2.9 Applicant information not passed on

- + All information in an application record, with the exception of the information from the fields below, is available to the providers the applicant has applied to.
- + The exceptions are :
 - occupational background
 - ethnic origin
 - national identity
 - religion or belief
 - sexual orientation
 - gender identity
- + You will receive this information only after the applicant has secured a place (i.e. become UF) or at the end of the application cycle, whichever is sooner. This information is available only for UK-domiciled applicants.

2.10 Visibility of all courses

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

2.11 Contextual data

Contextual information and data can be used by universities and colleges to assess an applicant's achievement and potential in light of their educational and socio-economic background. The aim is to form a more complete picture of an individual applicant's characteristics.

The UCAS contextual data service acts as one potential source of such data. This includes historic data, going back to 2008, about an applicant's school or college – supplied by education departments across the UK.

- + We've created a flyer to help you understand our contextual data service: www.ucas.com/cds.
- + We've also produced a factsheet, in conjunction with the Fair Education Alliance (FEA), to explain what contextualised admissions might mean for students' applications: www.ucas.com/ca.

Providers who want to access this service have to be a UCAS member, and must inform applicants if they are accessing the data, and how it is used within the admissions process. Providers need to register to use this free service. For more information and to register, please contact contextualdata@ucas.ac.uk.

2.12 Residential category codes

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

2.13 Disabled applicants

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

2.14 Application and capitation fees

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

2.15 Activities in preparation for HE in Apply

Many providers, and national, regional, and local schemes, offer activities to give students experience of university or college life.

UK applicants are asked if they've participated in the 'Activities in preparation for higher education' field of 'Additional information' in Apply. The 'Location' list in this section includes all providers, so you may wish to encourage applicants who participate in activities with you to use this field. If the applicant doesn't know the 'sponsor' (organiser), they can choose 'Don't know', and we've recently made a change, so if the organiser is the same provider, they can choose 'As location.'

We've also recently updated the Apply help text, and our advice to explain why we ask for this information: www.ucas.com/helptext.

Applicants can, of course, continue to use their personal statement to include more details about these activities.

Cancellation of application records

2.16 Cancellation rights of applicants

Under consumer protection legislation, applicants have the right to cancel their entire application record with UCAS and receive a full refund of their application fee.

To do this, applicants must contact the UCAS Customer Experience Centre or complete the UCAS Undergraduate cancellation form available at www.ucas.com/makingchanges within 14 days of the date of UCAS' official welcome email. Applicants who cancel within this timeframe can resubmit a new application with up to five choices in the same cycle.

2.17 Cancelled application records

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

- + Duplicate application – it has been discovered that an applicant has made two applications in the same cycle to the UCAS Undergraduate scheme.
- + Death of an applicant (see paragraph 2.18).
- + Fraudulent application (see Appendix G).
- + The applicant has chosen to cancel their application within 14 calendar days.

Applicants will not receive a refund in these circumstances, except where they choose to cancel their entire application within 14 calendar days (see paragraph 2.16).

2.18 Death of an applicant

Under normal circumstances, we are informed of an applicant's death by the family or an adviser at the applicant's school or college. If you are informed of an applicant's death and you have not heard from us, please contact the HEP Team immediately.

We then immediately cancel the record, and email the Primary Correspondent at all the providers the applicant applied to. We ask for confirmation that our correspondence has been received. The application record will be cancelled, so it is no longer available to you. The cancellation ensures no letters are generated to the applicant, to avoid further distress to the family.

2.19 Withdrawn application records

After the 14-day cancellation period, applicants can withdraw their entire application in Track or by contacting the UCAS Customer Experience Centre, but their application fee will not be refunded.

Once an applicant has completely withdrawn from an admissions cycle, they will not be able to reapply in that cycle, but can apply in future cycles. In addition, they cannot be accepted using an RPA in that cycle.

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

2.20 Choice withdrawals and substitutions

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

Applicants can substitute their choices within 14 days of submitting their application. Substitutions outside of this time are only allowed in exceptional circumstances. Applicants should ask their referee to write to the Customer Experience Centre outlining the reasons why a substitution is being requested.

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

Application routes

UCAS Undergraduate applications can be made through the following routes:

- + main scheme
- + Extra
- + Clearing
- + Adjustment
- + RPA
- + OPF

2.21 Main scheme application

To apply through the main scheme, the applicant must complete an online application.

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

If the applicant applies for a single course at one provider, they pay the reduced fee of £18. They can add additional courses later, either in the standard main scheme, or through Clearing if they pay the balance of the outstanding full application fee.

There are two equal consideration application deadlines for courses in the UCAS Undergraduate scheme.

Deadline	Relevant courses
15 October	Equal consideration application deadline for courses which have professional dentistry, medicine, or veterinary medicine/science outcome qualifications, or any courses at the universities of Oxford or Cambridge.
15 January	Equal consideration application deadline for all courses, except those which meet the criteria for the 15 October.

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

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

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

2.22 Extra

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

2.23 Adjustment

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

2.24 Clearing

Applicants who are unplaced in the main scheme and Extra, either because they have declined offers or were unsuccessful, can use Clearing to find a place where there are vacancies.

Those who apply after 30 June will be automatically entered in Clearing (see section 10).

2.25 Record of Prior Acceptance (RPA)

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

- + capture as complete a record as possible of those accepted onto a higher education course
- + assist providers and schools with as complete a set of data as possible (see paragraph 2.28 for full details of the RPA).

2.26 Overseas Partnership Form (OPF)

It is recognised that some of our providers, either singly or as part of consortia, have partnership arrangements with overseas institutions, where, on completion of the overseas element of the programme, the student progresses either to a single UK provider, or one of the providers in a consortium (see paragraph 2.28 for full details of the OPF).

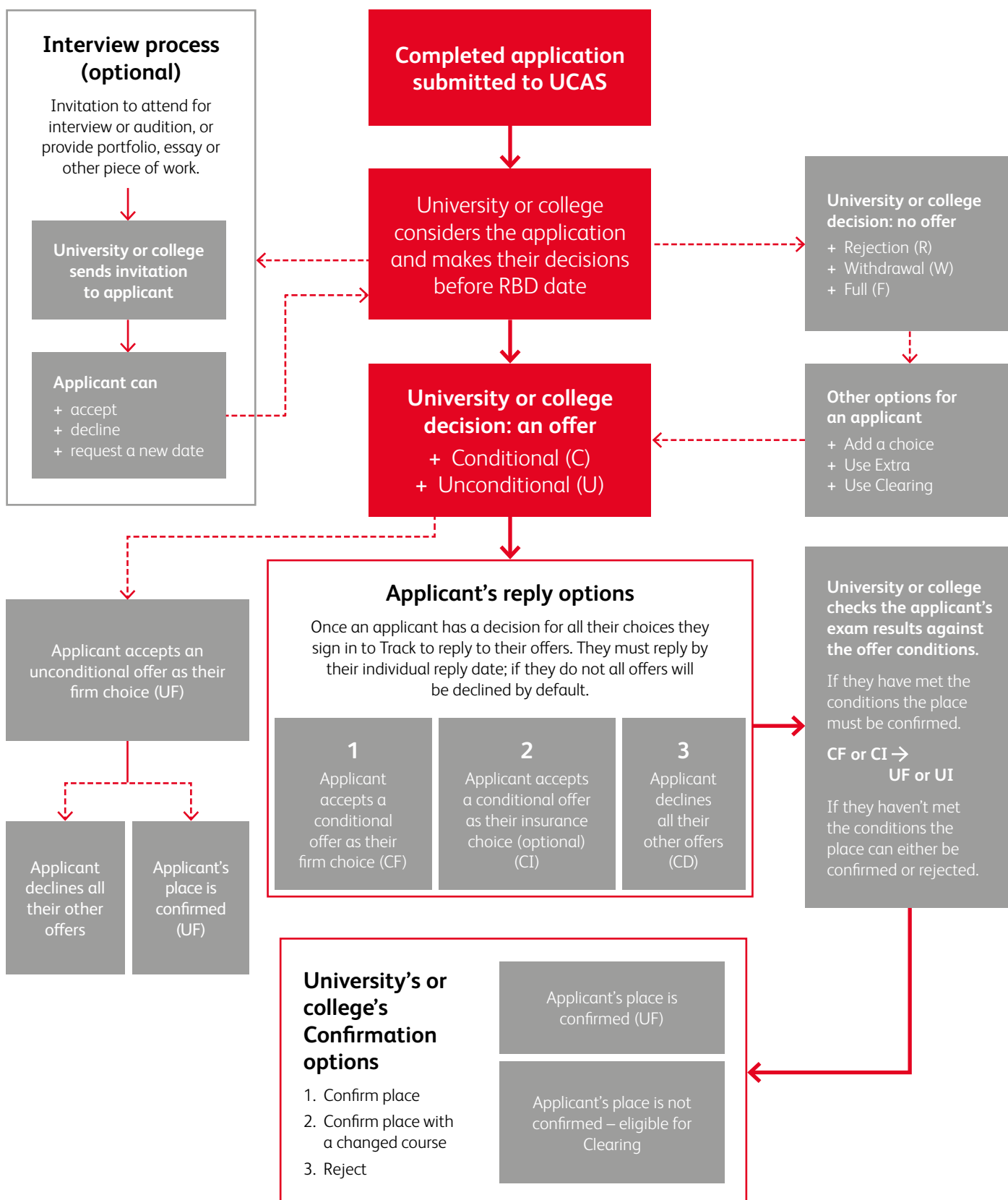
2.27 Application flowchart

This flowchart outlines a typical UCAS undergraduate admissions application process. Further details can be found throughout this guide.



UCAS Undergraduate application flowchart

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



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

2.28 The Record of Prior Acceptance (RPA) admissions process

There are two versions of the RPA:

- + one for home or other EU applicants
- + the other for non-EU domiciled applicants

The applicant:

- + must have met the requirements for entry to the course
- + must not already be in the UCAS system
- + does not pay an application fee
- + can only apply for a single choice. As there is no fee for the RPA, Clearing is not an option if the applicant changes their mind

The applicant must understand, that once accepted, they will be made UF at that provider and cannot be considered by any other UCAS provider.

Capitation fees will be applied to providers for applicants placed through this process.

Find out more about RPAs at www.ucas.com/rpa.

2.29 The Overseas Partnership Form (OPF) process

The OPF can only be used after a UCAS provider has submitted an Overseas Partnership Notification Statement (OPNS) to UCAS for a specific course.

It is used when a provider agrees to accept an applicant who has already met the entry requirements for a course listed on the OPNS, and the applicant understands they cannot be considered by any other UCAS provider.

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

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

- + There is no application fee associated with OPFs.
- + Capitation fees will be applied to providers for applicants placed through this process.

2.30 RPA and OPF timetable

Date open	What available	Where to find the form*	Last date of submission
2 November 2018	EU and non-EU RPA and OPFs available	Available through web-link Management Information Screen	22 October 2019

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

2.31 Mandatory fields for data collection in web-link

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

*as appropriate

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

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

2.32 How to submit an RPA and OPF

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

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

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

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

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

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

Digital copy forms are not available for RPA and OPF applicants.

2.33 Applicants accepted by RPA or OPF

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

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

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

Transmission of applications and all operational information to providers

All operational information is exchanged between us and yourselves using the link products.

2.34 web-link

web-link is an online interface used to manage data and institution requirements and contacts.

It must be used for updating applications data by providers who do not use xml-link or odbc-link.

Copies of applications can be downloaded from web-link if required. See paragraph 2.38 for details.

web-link has an online user guide available at www.ucas.com/system-guides.

2.35 odbc-link and xml-link

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

Detailed information and instructions are available in the manuals for odbc-link and xml-link at www.ucas.com/system-guides.

2.36 Management information menu in web-link

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

2.37 Collection tool

The collection tool is used for managing UCAS Undergraduate course and provider data.

Courses are added and maintained in the tool, and providers can add and update their course-related contact, location, and other details required for courses to appear in our search tool. The collection tool also captures postgraduate course data, and will be rolled out to incorporate teacher training and post-16 courses.

2.38 Downloading copies of applications

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

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

Important note: To download copy form batch details you will need to:

- ensure the copy form option is selected and a faculty code added in the Application information section of a course in the collection tool
- and also set the overall copy form preference to **Yes** in web-link.

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

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

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

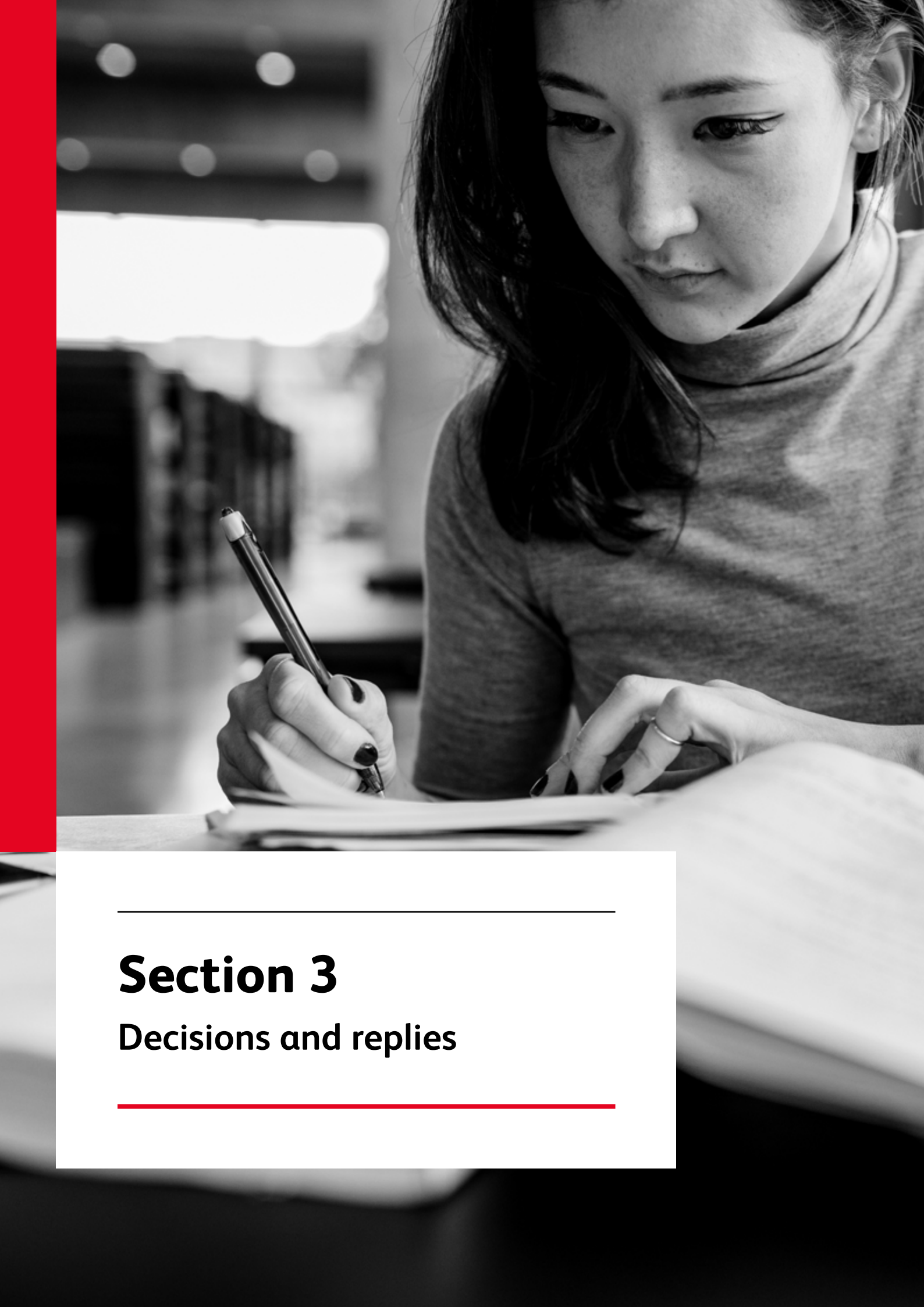
It's important to remember that some applicants enter more information in some sections of their application than the space on the copy form can accommodate. For example, details of their qualifications in the education section. When this happens information will be missing and a tilde '~' will be displayed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

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



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

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



Section 3

Decisions and replies

Section 3

Decisions and replies

Initial decisions

The official decision about an application is the one sent by UCAS and subsequently made available to the applicant in Track (see section 1, principle 5). Any communication sent by a provider must make this clear. Any changes to, or additional conditions, must also be communicated through UCAS.

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

Decision processing codes, offer examples and a video on best practice in offer-making are available in the providers' section of the UCAS website: www.ucas.com/making-decisions.

3.1 Outstanding decisions timetable

Applications reach UCAS	Decisions ideally at UCAS	Decisions must reach UCAS	Reject by default
5 September – 15 January inc.	31 March	2 May at 18:00	2 May evening
16 January – 30 June inc.		11 July at 18:00	11 July evening

3.2 When to make decisions

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

We produce Outstanding Decisions Lists updated in web-link, which give the details of applicants you need to enter decisions for.

3.3 Applications rejected by default (RBD)

One of the obligations of UCAS providers (www.ucas.com/obligations) is that they adhere to the requirements in the Admissions Guide for the applicable year of entry. This includes meeting decision-making (reject by default) deadlines.

The reject by default (RBD) deadlines exist to give structure to the admissions cycle, to help admissions staff manage the volume of applications, and to ensure applicants receive decisions on their applications within a given timeframe.

If you do not make a decision by the relevant date, the applicant will be notified in Track that they have been rejected by default. We advise against this, as it may give the applicant the impression that their application has not been properly considered.

In exceptional circumstances, where you are unable to make a decision before the deadline, you should inform the applicant of this. Contact the HEP Team for advice on options if you want to consider the applicant.

3.4 Decisions for courses with an early start date

Once applicants have received decisions from all of their choices, they will be set a date by which to reply to any offers.

This date is visible in Track. If you are making an offer for a course with an early start date (before 1 September 2019) you are advised to tell the applicant that if they want to accept your offer, they should confirm this by a specified date set by you.

Applicants are advised that you may withdraw an offer with an early start date if they do not reply to it before your specified deadline.

3.5 Types of decisions

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

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

Type of decision	Code	Explanation
Withdrawal	W	<ul style="list-style-type: none"> + When a provider believes that an applicant has withdrawn from the choice, they should use one of the withdrawal decisions. + A provider should select the most appropriate reason for withdrawal. The explanatory text for each code is what the applicant will see in Track. <ul style="list-style-type: none"> – W1 Withdrawn at your request – W2 You did not attend an interview, test or audition – W3 You did not reply to their correspondence – W4 Course withdrawn and no alternative requested – W5 You wish to enter Extra (do not use – for UCAS use only) – W6 Failed to attend interview or did not reply to letter – W7 The course is full
Full	F	<ul style="list-style-type: none"> + A provider can only use a Full decision after the application deadline for that course has passed (only 15 October or 15 January), and the course has been closed in the collection tool.
Invitation	INV	<ul style="list-style-type: none"> + A provider can use an invitation decision to invite an applicant to interview or audition, or provide a portfolio of work, an essay or other piece of work. + An invitation decision can be for any main scheme or Extra choice. It cannot be used for Clearing and Adjustment applications. + An invitation decision must include the date; the time is optional. Free text information can also be included. The date should be before the RBD date, and give reasonable time for an applicant to prepare and attend. + An applicant responds to their invitation in Track; they can accept it, decline it or request an alternative time or date. If they cannot attend they are advised to contact the university or college to arrange an alternative time. + When a new time has been agreed, a provider should update the invitation details so an applicant can respond to the new invitation. + An invitation decision will not prevent a choice being rejected by default; the provider should make their decision before the appropriate RBD deadline. + A provider cannot use an invitation decision if the choice has been withdrawn (W) or rejected (REJ). A provider should contact the applicant to make the arrangements, (see section 4). + Providers do not have to use the invitation decision; they can contact the applicant using their own systems.



Replies to offers

Once applicants have received decisions from all of their choices, they will be set a date by which to reply to any offers made to them. This date is visible in Track. Refer to paragraph 3.4 for information about replying to offers with an early start date.

3.6 Offer and reply combinations

Unconditional firm (UF)	The applicant is placed and cannot hold any other offer.
Conditional firm (CF)	An applicant can hold a CF choice with no insurance.
Conditional firm (CF) and conditional insurance (CI)	The CI is held as an insurance choice, and the applicant declines all other offers.
Conditional firm (CF) and unconditional insurance (UI)	The UI is held as an insurance choice, and the applicant declines all other offers.

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

3.7 Applicant reply dates

If we do not receive an applicant's replies by the date we have informed them, their offers will be declined by default. See section 4 for further information on changing replies.

3.8 DBD and RBD calendar

Application Submitted	Last HEP decision received by	Applicants with UK and EU postal addresses must reply by	Applicants with non-EU postal addresses must reply by
5 September 2018 – 15 January 2019	31 March*	1 May DBD	6 June DBD
	2 May RBD	6 June DBD	6 June DBD
16 January 2019 – 30 June 2019**	6 June*	20 June DBD	20 June DBD
	11 July RBD	18 July DBD	18 July DBD
Applicants applying through Extra	11 July RBD	18 July DBD	18 July DBD

*Note this date is not an RBD date.

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

3.9 Errors in decisions

- + The real-time system at UCAS enables decisions to be processed and made available for applicants to see immediately in Track. Advisers who have subscribed to Adviser Track can also see decisions.
- + If you reject an applicant in error and they have not made their replies, you can enter an amended decision until 23 July. If the applicant has replied, you must contact the HEP Team for advice before contacting the applicant.
- + If an offer has been made in error you are, in principle, committed to the terms of the offer. It is essential that you contact the HEP Team straightaway, regardless of when the error was noticed or whether or not the applicant has made their replies.
- + It may be possible to rectify mistakes, but each case would be considered on an individual basis and the outcome would be dependent upon status of the application, the time of year, and the unique circumstances of each situation.



Section 4

Changes and amendments

Section 4

Changes and amendments

4.1 Amendments

You are able to make most changes using relevant online transactions without having to contact us. However, there are restrictions as to what changes can be made against applications

once decisions and replies have been made. This is to ensure fairness to both applicants and providers is maintained and that integrity of the rules that govern the scheme are not compromised. See paragraphs 4.5 and 4.6 for a summary of possible changes.

4.2 Before you have made an initial decision

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

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

Who is requesting the change	Type of change	Actions
Provider	The applicant is holding an unconditional offer and you wish to amend the course, year of entry or point of entry.	<p>You must contact the applicant and obtain their agreement. You can then alter the course, point of entry or year of entry with an amended decision.</p> <p>You should aim to make the changes before the relevant RBD or DBD date if the applicant has no outstanding decisions.</p>
	The applicant is holding a conditional offer and you wish to amend the course, year of entry or point of entry.	
	The applicant is holding a conditional offer and you wish to amend the conditions of the offer.	<p>If you are reducing or removing a condition (i.e. if the applicant has met part of the offer conditions) – this amendment can be processed without permission from the applicant.</p> <p>If you are increasing or adding offer conditions – this type of change should rarely need to be made, and can only be made with the applicant's permission.</p> <p>Changes must be made through the HEP Team.</p> <p>You can alter the course, point of entry or year of entry with an amended decision transaction.</p> <p>You should aim to make the changes before the relevant RBD or DBD date if the applicant has no outstanding decisions.</p>
	The applicant is holding an unconditional offer and you wish to now include conditions.	<p>These types of changes should rarely need to be made, and can only be processed with the applicant's permission.</p> <p>It is only possible to make this change by contacting the HEP Team.</p> <p>You should aim to make the changes before the relevant RBD or DBD date if the applicant has no outstanding decisions.</p>
	The applicant is holding an unconditional or conditional offer and you now wish to reject them.	
	You rejected the applicant but you now wish to make them an offer.	<p>You can make a conditional or unconditional offer with an amended decision.</p> <p>This should be done before the applicant's DBD date. Depending on when the decision is amended, the applicant's DBD date may change so they have longer to reply.</p>

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

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

4.4 After the applicant has submitted their replies

Who is requesting the change	Type of change	Actions
Provider	The applicant is unconditional firm with you and you wish to amend the course, year of entry or point of entry.	<p>This type of change should only be made in exceptional circumstances for valid reasons. If you require guidance on what is considered a valid reason, please contact the HEP Team.</p> <p>You must obtain the applicant's agreement. Once obtained use a Confirmation amendment.</p>
	The applicant is unconditional insurance with you and you wish to amend the course, year of entry or point of entry.	<p>This type of change should usually only be made at the applicant's request, and only if the applicant is not placed at their firm choice (in which case the insurance choice will become their firm).</p> <p>The change can only be made with the applicant's permission, and processed only once the applicant is UF.</p>
	The applicant is holding a conditional firm or conditional insurance place with you and you wish to amend the course, year of entry or point of entry.	<p>You must obtain the applicant's agreement. Once obtained use an amended decision up to 23 July 2019. After this date all changes must be actioned as part of Confirmation decisions.</p>
	The applicant is holding an unconditional, firm, or insurance offer and you wish to now include conditions.	<p>This type of change should only be made in exceptional circumstances. Contact the HEP Team in this instance, the change can only be made with the applicant's permission.</p> <p>If the applicant is UI, the change can only be processed if they are not placed at their firm choice, and the UI becomes UF.</p>
	The applicant is holding an unconditional or conditional offer and you now wish to reject them.	<p>If the applicant is holding an unconditional offer and you now wish to reject them, contact our HEP Team for advice. Changes should only be made with the applicant's permission.</p> <p>If the application is holding a conditional offer and you wish to reject them for a reason not connected to the conditions of their offer, contact our HEP Team. Changes should only be made with the applicant's permission.</p> <p>You should aim to make the changes by 23 July 2019. After this date all changes must be actioned as part of Confirmation decisions.</p>

After the applicant has submitted their replies (continued)

Who is requesting the change	Type of change	Actions
Applicant	The applicant is unconditional firm with you and wishes to amend the course, year of entry or point of entry.	If you agree, use a Confirmation amendment.
	The applicant is unconditional insurance with you and wishes to amend the course, year of entry or point of entry.	If you agree, a change can only be processed if the applicant is not placed at their firm choice. A Confirmation amendment can be processed once the applicant is UF.
	The applicant is holding a conditional firm or conditional insurance place with you and you wish to amend the course, year of entry or point of entry.	Use an amended decision up to 23 July 2019. After this date all changes must be actioned as part of Confirmation decisions. (Change at Confirmation.)
	The applicant has accepted an unconditional or conditional offer, and no longer wishes to accept the place.	Refer to the information about changing replies to offers in paragraph 4.8.
	The applicant no longer wants to join you and instead wants to apply to a different provider.	The applicant can substitute their choices within 14 calendar days of the application being submitted. Substitutions outside of this time are only allowed in exceptional circumstances. You should withdraw the applicant who must then ask their referee to write to the Customer Experience Centre at UCAS outlining the reasons as to why a substitution is being requested. The decision will be fed back to the applicant. The last date a choice can be substituted is 30 June 2019. If the applicant wishes to accept a different offer made to them in the main scheme refer to changing replies to offers in paragraph 4.8.

4.5 Summary of possible changes before an applicant has replied

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

Key:

- a If an applicant requests, they can decline, but can be withdrawn (e.g. if they don't want to wait for other choices). The provider might withdraw an offer if an applicant has been found to have omitted key information or provided fraudulent information.
- b If the applicant's situation has changed significantly, for example, their exam results are different. You must advise the applicant of the change first. Amended decision.
- c At the applicant's request or if a change is necessary. You must advise the applicant of the change first. Amended decision.
- d You do not have to contact the applicant; they will automatically be notified of the change. Amended decision.
- e If the applicant's situation has changed significantly, contact the HEP Team for advice.
- f Reason for rejection. Optional. Amended decision.
- g To add non-academic conditions.

4.6 Summary of possible changes after an applicant has replied

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

Key:

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

4.7 Adding further choices

As long as they have not replied to offers, applicants who initially applied to fewer than five choices can add up to a maximum of five in total. Single entry applicants who applied with only one choice and paid the reduced fee of £18, would need to pay the additional £6 application fee before they can add further choices.

Applicants with fewer than five choices can remove their replies to add further choices, up to a maximum of five. Single entry applicants would need to pay the additional £6 application fee before removing their reply and adding the further choices.

The deadline to add choices is 30 June.

4.8 Changing replies to offers

For reasons related to consumer law, applicants have the chance to change their replies once during the 14 day period after they have replied to their offers.

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

Remember – you must call or email the HEP Team with your permission; do not record a reject or withdrawal decision as this will prevent the applicant making a reply swap or from using Extra. If you need further guidance contact the HEP Team.

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

UCAS will not be able to change any replies, even if providers give permission, after 23 July as processing of examination results has begun and places may have been confirmed. The text of the online AS9 and AS9D letters is changed to reflect this.

4.9 Withdrawing an application

Applicants can completely withdraw their whole application from the scheme at any time using Track or by calling the Customer Experience Centre. It may be possible to reinstate a completely withdrawn application depending on their status. The table in paragraph 4.11 outlines the process.

4.10 Deferred applicants

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



4.11 Withdrawn applicants who wish to be reinstated

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



Section 5

**Changes to course
provisions during the cycle**

Section 5

Changes to course provisions during the cycle

5.1 Archived courses

If a course is no longer being offered, the course should be closed to applications, not published, and archived in the collection tool. You can unarchive a course, if required.

5.2 What to do if a course is archived or discontinued

Collection tool

All updates to a course's status should be made in the collection tool.

Liability

There may be legal consequences of discontinuing courses and your terms and conditions should be reviewed carefully. You should consider taking your own independent legal advice before deciding to archive or discontinue a course.

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

Providing advice and assistance

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

You should inform applicants as soon as possible if a course is no longer running or if there are major changes to the course provision (e.g. length of course, change of location, or substantial changes to its content). Always consider if it is possible to offer an applicant an alternative course at the same campus, or the same course at one of your other campuses (if possible).

At any time during the cycle it's your responsibility to help applicants. If an applicant does not wish to accept an alternative place with you, you should help them obtain a place elsewhere by contacting other providers the applicant wishes to be considered at to explain the situation on their behalf. You should also keep the applicant informed and advise them of the options open to them, and note their intentions. You should contact UCAS to update the application.

5.3 How applicants can change to another course

The applicant has not replied

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

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

The applicant has replied

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

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

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

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

5.4 Courses that are subject to validation

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

If a course is subject to validation when an offer is made, the applicant should be alerted to this fact in the offer details. If the course is not subsequently validated, the applicant should be offered an alternative course.

Once validated, you must update the subject to validation field to 'No' in the collection tool and ensure the status is set to 'open for application'.

5.5 Adding newly approved courses to an existing application

The applicant has not replied

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

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

The applicant has replied

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

If applicants have replied to offers, they should be advised to call the Customer Experience Centre to ask for a substitution. This is possible until 30 June. It is necessary to remove the replies to any offers previously made in order to refer the application to the new course. This can be done without provider permission within 14 days of their initial replies being made.

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

5.6 Major changes in provider or responsibility for recruitment between providers

Mergers between providers

It is vital to contact your relationship manager as soon as you think a merger is likely, so we can discuss the effects on publications and application processing, and what help and advice we can offer. See Appendix A for contact details.

Changes in responsibility for recruitment between providers

Recruitment responsibility may pass from one of our providers to another. For example, responsibility for an associate college's provision or the responsibility for all the provision offered by a provider may move to another provider. Where this happens you must inform your relationship manager.

If a provider's total course provision is removed, the provider can no longer continue as one of our customers. In this situation a senior manager within the provider should write to your relationship manager to inform them of the decision as soon as possible.

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

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

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

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



Section 6

Extra

Section 6

Extra

6.1 What is Extra?

Extra operates from 25 February until 4 July. It provides eligible applicants with the possibility of obtaining an offer before exam results are published and Clearing starts.

6.2 Eligible applicants

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

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

6.3 Adding an Extra choice

Providers need to declare whether courses have vacancies in the collection tool. We will remind providers in our weekly bulletin.

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

6.4 Considering applicants in Extra

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

6.5 Copies of applications

Copies of applications for applicants in Extra are available in the daily batch in web-link. They appear after the header sheet annotated #7 at the top of the page. See paragraph 2.38 for details of downloading copies of applications.

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

In the collection tool, for each course, the field 'copy forms required' must be set to 'Yes'.

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

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

If the applicant has previously applied to you, only the Extra choice record will be made available.

6.7 Provider decisions

You should aim to make a decision within 21 days of the application being referred to you. You can make conditional or unconditional offers, or enter an unsuccessful decision for unsuitable applicants. You may receive applicant requests to withdraw their application within the 21 days.

Extra applicants will be included in the ODL.

Outstanding decisions for Extra applications will be rejected by default on 11 July.

6.8 Applicant replies

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

All outstanding replies from applicants will be declined by default on 18 July making the applicant eligible for Clearing. If you still wish to give the applicant a place, they must be accepted in Clearing once they have met any conditions.

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

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

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

Extra timetable

**Extra vacancies can be set
in the collection tool from
late January 2019.**



25 February 2019

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

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

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



4 July 2019

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



11 July 2019

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



18 July 2019

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



Section 7

Examination results

Section 7

Examination results

Release of examination results

7.1 Confidentiality of results

Each year we provide you with results data prior to its publication, so you can make Confirmation decisions ahead of results days. We obtain results data from awarding organisations under strict contractual obligations, so that all the information remains confidential and under embargo conditions during agreed embargo periods. Details of the conditions of the UCAS contract with awarding organisations can be found at www.ucas.com/results-embargo.

The embargo periods not only cover the disclosure of results information, but also an indication of the outcome of an application following results.

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

The most common breaches of the results embargo are due to a change in an applicant's status triggering an action in an automated provider system, such as an email notification to an applicant, or unrestricted access to a provider portal, e.g. a pre-enrolment portal.

It is your responsibility to ensure that all necessary steps are put in place to protect embargoed results information.

If there is an embargo breach, however caused, it is of critical importance to contact your relationship manager quickly to make UCAS aware of the breach, including details of affected applicants.

We have a web page dedicated to help you prevent breaches of the UCAS embargo. There are case studies of previous breaches, examples of processes, and advice and guidance at www.ucas.com/results-embargo.

The embargo periods are communicated to you each year. Even once the embargo period is lifted, we ask you not to disclose results to applicants or parents unless they have received and confirmed their results already. If an applicant has not received results from their exam centre, he or she should contact the centre where they took the examinations.

7.2 Results embargo agreement

It is imperative that you adhere strictly to the terms and conditions of the results embargo agreement. Each year we ask you to sign the results embargo agreement – a copy can be found at www.ucas.com/results-embargo.

If we do not receive a yearly signed embargo agreement in time, we will be unable to send you results until all embargo periods are lifted.

7.3 Exams we collect

A full list of qualifications available through the exam results service is available at www.ucas.com/sending-exam-results.

It is important to note that not every qualification is under the results embargo. A summary document is published each year. This covers the dates we receive results from the awarding organisations, and the results embargo period they're included in.

7.4 Exam results

UCAS collects examination results that are subject to embargo rules and regulations, and results from awarding organisations that are not included in the embargo, as applicants will have already received their results.

Awarding organisations aim to send at least 98% of results to UCAS, but this is not guaranteed. Results may be sent to you after the main file of results has been made available to you – these are known as amendment files.

Amended results

We aim to process and send amended results to you as soon as possible after receipt from the awarding organisations. You must remember that results which are amended may be known, correctly, by the applicants before they can be issued by us. Amended results contain results which have not been received before, and amendments to original grades or marks, which can be improved or reduced from the original result.

7.5 Missing results

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

- + U = unclassified
- + Q = query
- + X = no grade awarded / absent / declined grade
- + # = partial absence indicator
- + Blank (nothing present) = the awarding organisation has not supplied a result. However, this may be supplied in an amendment file

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

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

7.6 Review and appeals

Applicants who use the review and appeals services have no guarantee their offers will remain open after 31 August. Providers are not obliged to wait for the result of the review and/or appeal, as a reject decision will already have been recorded. However, every effort should be made to accept these students if possible.

Providers should make it clear to applicants what the chance of a place this cycle would be, if a successful review or appeal comes through.

Each awarding organisation has its own procedure and timetable for reviews and appeals – visit their websites for details.

7.7 Results not supplied by ABL

GCSE and National 5 results are **not** included in ABL – providers should ask applicants to send these to them direct.

For other qualifications not in the list of results we receive at www.ucas.com/sending-exam-results – contact applicants to ask them to send their results to you as soon as they receive them, and indicate any dates by which they must comply. This can be included in your offer details.

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

7.8 Reject Confirmation decisions

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

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

7.9 Previous results

Awarding organisations that send their results also send us results for qualifications taken in the previous year. This is so providers can validate the grades entered by the applicant in their application.

We collect previous results from AQA, CIE, CCEA, OCR, Pearson, WJEC, and WJEC Eduqas.

Timetable of previous results

December	We receive previous results but we do not process them until after the 15 January deadline, to include as many applicants as possible.
March	We process previous results and make them available to you. We process SQA results in a separate file.
April – May	We reload results again to include any late applications and make them available to you at the beginning of May.

This timetable can vary depending on results.

Notification of when results are available is communicated through the provider bulletins, and in the latest news section of the Awarding Body Linkage page at www.ucas.com/abl. There will be a date and time stamp indicated for those providers who receive their results by odb-link and xml-link. web-link users with fewer than 1,000 applicants can access the results from the 'Exam results' screen for each applicant.

7.10 Winter examinations

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

If the qualification is not on the list of qualifications available through ABL, we will not receive results for the applicant. Applicants are asked to send the results to you as soon as they receive them, but we strongly recommended you also include this as part of your offer.



Section 8

Confirmation

Section 8

Confirmation

8.1 What is Confirmation?

Once applicants have made their replies to conditional offers, and are holding a conditional firm (CF) or insurance (CI) choice, they are waiting for Confirmation.

Confirmation is the process of considering the application once examination results are received and making a final decision to accept or reject the applicant.

8.2 Confirmation decisions

The following Confirmation decisions can be entered:

- + **Unconditional** – confirms that the applicant has been accepted with no changes to their offer

- + **Change at Confirmation** – the offer of a place with changes to the course, date of entry or point of entry. To accept the place the applicant must firmly accept the new offer

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

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

- + **Stops** – these can be recorded from 2 September to prevent applicants who will not receive results until after 12 September, but before 22 October, to prevent their conditional offer being rejected by default on 12 September

- + **Delayed Confirmation decisions** – these can be recorded against applicants who will not receive their exam results by the RBD on 22 October

8.3 Confirmation timetable

5 September 2018 onwards	Providers can confirm conditional firm places for applicants who have met or exceeded the conditions of their offers. If an applicant meets and exceeds the conditions of their firm offer they will be eligible to use Adjustment during summer 2019.
31 March 2019	All Change at Confirmation offers received before 11 March are declined by default. Applicants who are made Change at Confirmation offers from 11 March until mid-July have 21 days to reply to their offers.
Mid-July 2019	The number of days that applicants have to reply to Change at Confirmation offers will start to be reduced from 21 to five days.
Early August 2019	ABL files of SQA results scheduled to be made available to providers.
Early August 2019	Publication of SQA results.
Early August 2019	ABL files of GCE results scheduled to be made available to providers.
15 August 2019	Publication of GCE results. Adjustment open for registrations.
Mid-August 2019	Confirmation ODLs will be produced to list all applicants with outstanding Confirmation decisions. Reminder circulars will be sent to providers.
31 August 2019	Deadline for applicants to meet academic conditions of offers. Final day for receipt of Adjustment decisions.
2 September 2019	Providers can use web-link to apply individual Stops where applicants expect to receive their results after 12 September, but before 22 October 2019.
12 September 2019	Outstanding Confirmation decisions rejected by default, except where Stops have been recorded. New Stops are no longer permitted.
22 October 2019	All outstanding Confirmation decisions rejected by default, including applicants where Stops have been applied. Delayed Confirmation decision facility ends.
23 October 2019	All outstanding replies from applicants declined by default, including Change at Confirmation offers.
3 December 2019	All outstanding Delayed Confirmation (DCF) decisions rejected by default.

Confirmation options and process

8.4 Applicants with conditional firm offers

Applicant's current situation	Provider's Confirmation options	Decision and reply	What happens next?
Met, or met and exceeded, the conditions of their offer	You are committed to confirming the applicant's place on the course with the year of entry and point of entry they accepted.	Unconditional firm (UF)	The applicant will see their Confirmation letter in Track (once it is available after the embargo period). Applicants who are required to confirm their intention to attend the course will have 14 days to respond. If the applicant has met and exceeded the conditions of their offer they may register for Adjustment (this opens on A level results day) to apply for a place elsewhere whilst still holding their unconditional place with you (refer to section 9).
Not met the conditions of their offer	If you wish, you can confirm the applicant's place on the course with the same year of entry and point of entry they accepted.	Unconditional firm (UF)	The applicant will see their Confirmation letter in Track (once it is available after the embargo period). Applicants who are required to confirm their intention to attend the course will have 14 days to respond.
	You can make the applicant an unconditional offer with a change to the course, year of entry or point of entry, or a combination of these.	Change at Confirmation offer (UCC)	The applicant will be notified of the changes to the offer in Track. They have five days to confirm whether they wish to accept or decline the place. If they accept the place their status will change to UCCF and they will see their Confirmation letter in Track. See paragraph 8.7.
	You can reject the applicant.	Unsuccessful (R)	The applicant will be advised they have been unsuccessful and will either: + await their decision at their insurance choice if they have one or + apply elsewhere through Clearing
Awaiting exam results published after 22 October	You can enter a Delayed Confirmation decision from 2 September to 22 October to prevent the applicant being rejected by default.	Delayed Confirmation (DCF) decision	The applicant will be notified of this in Track. Applicants will be rejected by default on 3 December 2019 if you do not enter a Confirmation accept or reject by this time.

8.5 Applicants with conditional insurance offers

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

8.6 Applicants with unconditional insurance offers

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

8.7 Replying to Change at Confirmation offers (UCC)

The date applicants have to reply to Change at Confirmation offers is set once they have received all outstanding Confirmation decisions. If an applicant receives a Change at Confirmation offer they have 21 days to reply to the changed offer.

This time period is reduced throughout Confirmation and Clearing to five days. Individual applicant's reply dates will be displayed in web-link.

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

Offers applicant holds before Confirmation	Confirmation decisions		Applicants reply options
	From	To	
Conditional firm offer with no insurance offer	CF	UCC	Accept UCC and go UF, or decline UCC and go into Clearing.
Conditional firm offer with an unconditional insurance	CF UI	UCC UI	Accept UCC and go UF, or decline UCC to go UF at insurance choice.
Conditional firm with a conditional insurance	CF CI	UCC UCC	Choose which UCC offer to accept, or decline both offers to go into Clearing.
Conditional firm with a conditional insurance	CF CI	UF UCC	Placed at firm choice so UCC offer at insurance choice is no longer available.
Conditional firm offer with an unconditional insurance	CF UI	UF UCC	Awaiting Confirmation decision from firm choice. Applicant must wait for CF choice to update – if CF goes to UF, applicant will be placed there and UCC offer is no longer available.

8.8 Errors in transactions made during Confirmation

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

It is your responsibility to contact:

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

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

8.9 CF choice rejected but applicant has met or exceeded conditions

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

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

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

8.10 CI choice rejected in error

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

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

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

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

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

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

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

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

If the applicant has not been confirmed as unconditional at their firm choice the above rules in paragraph 8.9 apply as the applicant will have become unconditional firm with you.

8.13 Confirmation withdrawals

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

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





Section 9

Adjustment



Section 9

Adjustment

9.1 What is Adjustment?

Adjustment is an opportunity for an applicant, who has met and exceeded the terms of their original conditional firm offer, to seek and secure a place at an alternative provider while keeping their original confirmed place. The applicant has a maximum of five 24 hour periods to look for and secure an alternative place.

9.2 Eligibility

Applicants are eligible to use Adjustment if they:

- + are confirmed (UF) at their firm choice and have met and exceeded the conditions of their original CF offer
- + have paid the full application fee

Single application applicants must pay the additional £6 to enter Adjustment.

Applicants are not eligible to use Adjustment if:

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

9.3 Timescale

Adjustment is available from A level results day. The option to register for Adjustment becomes available in Track for individual applicants whose status changes from CF to UF by A level results day, or later if Confirmation takes place later.

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

Time place is confirmed	Adjustment period ends
During or before the A level results embargo period – the applicant's Adjustment period starts on 15 August when Track opens	20 August
18:27 on 23 August	18:27 on 28 August
11:15 on 28 August (less than five continuous 24 hour periods before 31 August)	23:59 on 31 August, as this is the end of Adjustment

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

9.4 Adjustment process

Register for Adjustment in Track

- + Applicants can register for Adjustment from 15 August or when they become UF, whichever is the later.
- + Registration allows providers to access applications in web-link that have been registered for Adjustment.



Applicant contacts providers to discuss alternative courses

- + Applicants can contact more than one provider.
- + Provider gives advice about any implications of changing their choice at this stage of the cycle. For example, accommodation availability.



Provider checks the applicant's eligibility for Adjustment

- + Has the applicant met and exceeded the conditions of their conditional firm choice?
- + Conditions of the CF offer and the applicant's exam results for qualifications processed by UCAS in ABL are available in web-link.
- + If the applicant is not eligible they should not be considered for an Adjustment place. If you want to consider them the applicant needs to ask their UF provider to release them into Clearing.



Provider offers the applicant a place

- + Provider gives a deadline for the applicant to let them know if they want to accept the offer of a place.
- + The applicant may have more than one offer.



Applicant accepts an offer at one provider

- + The applicant decides which offer to accept.
- + They contact the provider to let them know they want to accept the place.



Provider accepts the applicant

- + Provider enters an Adjustment Acceptance in web-link or their own system.
- + Applicant views acceptance for new place in Track.
- + Losing provider is notified that the applicant's reply has been changed to unconditional decline (UD).
- + Adjustment management information lists are updated to reflect the change.

9.5 web-link Adjustment lists

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

The three lists are:

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



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

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

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

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

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

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

Conditions of CF offer	Actual grades	Conditions met Yes/No	Why?
112 Tariff points overall, including B in French	120 points overall including C in French	No	Although achieved more Tariff points, did not get the B in French
128 Tariff points overall, including 40 points in Physics	128 Tariff points overall, including 48 points in Physics	Yes	Achieved exact points but exceeded in Physics points requested



Section 10

Clearing

Section 10

Clearing

10.1 What is Clearing?

Clearing is the final opportunity for applicants not holding a place, to be considered by providers who still have courses available. Clearing runs from 5 July until 22 October. Additional information about Clearing is provided in separate communications.

10.2 Timescale

May	Clearing course vacancies can be set in the collection tool.
1 July and 20 September	New applications received at UCAS between these dates are in Clearing.
5 July	Clearing course vacancies published in the search tool.
Late September	Clearing course vacancies no longer available in the search tool.
22 October	All referred Clearing applications rejected by default.

10.3 Eligible applicants

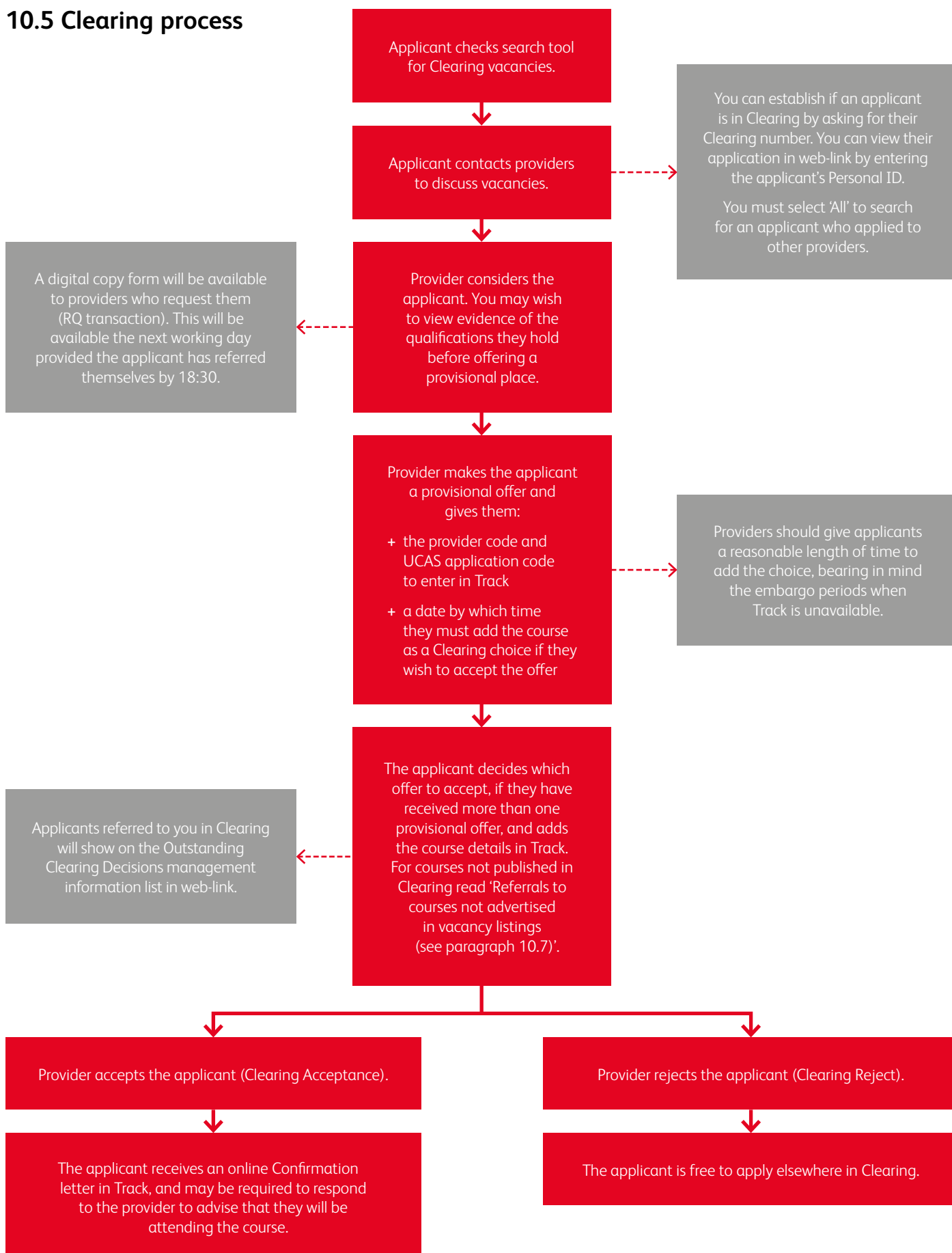
Eligible applicants:

- + are not holding any offers after consideration of initial applications, including any through Extra
- + made their application after 30 June
- + are not holding a place after Confirmation decisions have been made
- + have paid the full application fee of £24

10.4 Clearing offers

- + If you wish to give an applicant an offer, you should ensure they have these details:
 - university or college name
 - university or college code
 - course code
 - campus
 - start date
 - start year
- + You may want to give them a deadline to refer themselves in Track, after which the place is not available; although you should not put undue pressure on to the applicant to accept.
- + Before you submit an acceptance you should check the applicant's eligibility by checking their Clearing number in web-link. You can also access their application in web-link. You can use a Clearing Form Request (RQ) to receive a digital copy form if required.
- + Once an applicant has referred themselves to you, their record will appear on the Outstanding Clearing Decision list in web-link.

10.5 Clearing process



10.6 Clearing vacancy information

Details of this process for 2019 entry are not yet available. When we have this information, we will update the guide, and communicate this to you in the UCAS Correspondents' bulletin.

10.7 Referrals to courses not advertised in vacancy listings

Details of this process for 2019 entry are not yet available. When we have this information, we will update the guide, and communicate this to you in the UCAS Correspondents' bulletin.

10.8 Release into Clearing

- + A number of applicants, despite holding an unconditional firm (UF) place or being accepted through Clearing and therefore being committed to a provider, will express a wish to seek or take up a place at another provider. We recognise there may be circumstances that could justify an applicant taking up a place elsewhere without following the accepted procedure of withdrawing from the scheme and reapplying the following year.
- + The release procedure can only be used for applicants who are UF.
- + Providers should not use a Confirmation Reject decision, as this will update the insurance choice to UF. Even if the applicant wants to go to their insurance choice, the release procedure should be followed.

How to release an applicant into Clearing

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

Release into Clearing reasons

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

10.9 Changes to applicant status after UF / Clearing Accept

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





Appendices

Appendix A

Useful contacts and information

UCAS contacts for providers

Data Collection Team

We provide regional first points of contact to support customers using the collection tool to maintain course listings. We also perform quality checks:

- + to assist in ensuring appropriate and accurate data is collected for the UCAS search tool and Apply
- + for the supply of course data to partnership organisations in the sector, connecting students with HE

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 through our ServiceNow portal: www.ucas.com/servicenow-portal.

Relationship managers

- + We manage the strategic partnerships with higher education providers and national partners.
- + Our aim is to help UCAS gain an in-depth understanding of the impact of policy changes and other issues on the wider sector. This information feeds into product and services development and informs UCAS' strategy.
- + Find your relationship manager's details at www.ucas.com/providers-contact-us.

Scheme Delivery Team

- + We are accountable for the end-to-end service delivery of all operational undergraduate services and related activities, including process management, product and service configuration and quality assurance.
- + The Undergraduate Scheme Owner represents undergraduate services as a subject matter expert throughout UCAS, by acting as an escalation point for all UCAS customer-facing teams, undergraduate providers, and other external organisations.

Your Scheme Owner is Gavin Bradley.

Email: sdt@ucas.ac.uk

Technology relationship managers

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

You can find details of your relationship manager at www.ucas.com/providers-contact-us.

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)

Finance Team

We manage all invoicing, payment receipts, and finance-related queries for providers. Please contact us if you have any questions regarding the fees you're being charged.

Tel: 01242 544 923

Email: receivables@ucas.ac.uk

Other contact numbers

Other contact details for various teams at UCAS can be found at www.ucas.com/providers-contact-us.

Customer Experience Centre

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

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

Resources available

Technical manuals

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

web-link manual

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

Decision processing manual

Full details on decision processing, including examples, are in the manual at www.ucas.com/making-decisions.

Compliments and complaints

Compliment

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

Further information can be found on www.ucas.com/our-service-customers.

Simply let us know:

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

Complaints

Contact your relationship manager in the first instance. If you need to know who your relationship manager is, please check at www.ucas.com/providers-contact-us. 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 provider name
- + a description of your concern
- + what you'd like us to do to put things right
- + your contact details and the best time to contact you

We've adopted the principle to treat the Welsh and English languages with a basis of equality in the conduct of our public business in Wales. 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, p.evans@ucas.ac.uk.

Disclaimer

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

Any information and advice that we provide to applicants who may wish to change their application will be given on the basis of the information held in UCAS' systems.



Appendix B

Applicant statements, including declaration

Applicant statements, including declaration

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

- + I have read and agree to be bound by the declaration
- + I confirm that the information on this application is true, complete and accurate and no information requested or other material information has been omitted.
- + I understand that the personal data within my application will be used in the ways explained in the declaration and [privacy policy](#).
- + I accept that, if I do not fully comply with these requirements, UCAS shall have the right to cancel my application and I shall have no claim against UCAS or any higher education institution or college in relation thereto.

Applicant declaration

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

Declaration

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

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

a. How we verify the information you provide

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

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

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

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

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

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

b. Your personal statement

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

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

c. Misuse of credit or debit card

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

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

d. If we need more information about you

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

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

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

e. How many places can you have?

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

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

f. Your contract

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

g. If we make a mistake

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

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

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

The university or college should also provide you with information about their terms, rules and regulations relating to student conduct, which explain your rights and obligations to the university or college and, likewise their obligations to you, as a student at their institution.

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

i. If the course cannot be offered

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

j. Cancelling your application

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

To do this, please contact our Customer Experience Centre. If you cancel some, but not all, of your choices within 14 days of the date on your welcome email, we will not make any refund. For example, if you cancel choices to reduce your application to a single choice, we will not refund £6 of your £24 application fee. However, you can cancel your application within 14 days and resubmit a new application with a single choice for the lower fee if you wish.

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

Your right to appeal if we cancel your application

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

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

k. How we may use your personal information

When you agree to this declaration, by ticking a box to submit your application, you will be confirming that you understand and agree to how your personal information will be used, as explained in these terms and our [privacy policy](#).

We limit access to the personal information contained within your application to educational establishments who participate in UCAS' admissions schemes, certain organisations who have statutory or regulatory responsibilities and to trusted, non-commercial organisations to enable research about higher education.

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 universities and colleges 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 universities and colleges 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.
- + We will, if appropriate, share information with relevant professional and regulatory bodies in connection with enquiries relating to your fitness to practise.
- + Where you apply or link your application through your school, college or UCAS registered centre, they will be able to access the content of your application, including information on your acceptance to a university or college, or if you are ultimately unplaced. This will allow your school or college to support you in submitting your application and to hold information on its outcome. They will not be able to amend your application or see any information you provide about your sexual orientation, gender identity or religious belief. You can also allow your school, college or UCAS registered centre to keep up-to-date with the progress of your application after it has been submitted.
- + 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.
- + Where available, we will also share performance information about your UK school or college with the universities and colleges to which you apply; they may use this information when they consider your application.

Reporting to organisations with responsibilities for higher education

- + Personal information may be provided to organisations that 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 and enabling analysis and research about the higher education sector

- + We will retain a copy of your application and use it, sometimes in combination with other information we hold 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.
- + We share personal information with the University of Essex for use through the secure Administrative Data Research Network (ADRN) to enable research about higher education where there is potential public benefit. Data is only available to accredited researchers for non-commercial purposes and information which could identify individuals is removed. Further information explaining how the ADRN protects personal information can be found [here](#).

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.

Further information

Please see our [privacy policy](#) for a more detailed explanation about our uses of personal information, including the following:

- + Our uses of personal information considered sensitive under Data Protection legislation, such as ethnicity and criminal convictions.
- + Your rights in respect of your personal information, such as how to access a copy of the personal information we hold about you.
- + How to manage your privacy and restrict uses of your personal information.
- + Our legal basis for using your personal information.
- + How long we retain your personal information.
- + Who to contact if you have a concern or question about our uses of personal information.

I. Agents

This section only applies to an individual or organisation ('agent') submitting an application on behalf of someone else.

Before submitting an application on behalf of someone else, an agent must:

- + have all necessary authority to complete and submit the application on behalf of the applicant
- + ensure the applicant has sufficient time to read and understand the applicant declaration, our website terms and conditions, and our privacy policy.

We have the right to cancel an application if we determine (having carried out any necessary checks), or have reason to believe, that an agent has not fully complied with these requirements.



Appendix C

Criminal convictions

Applications for courses leading to professions or occupations

From May 2018, applicants for courses starting in 2019 onwards are no longer required to declare whether they have any relevant unspent criminal convictions when making applications to higher education through UCAS. Only applicants who apply for courses leading to certain professions or occupations exempt from the Rehabilitation of Offenders Act (1974) may be asked to declare if they have any criminal convictions, including spent convictions.

These include (but are 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.

Providers can use the collection tool to flag whether individual courses require applicants to declare whether they have spent or unspent relevant convictions. These courses must be flagged before the UCAS 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.

To support the sector with the change to this question in the 2019 cycle, UCAS has commissioned the production of good practice resources, following our seminar in June 2018. These resources will be available on ucas.com, along with a recording of the seminar. For more information, please contact b.jordan@ucas.ac.uk.

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 G. The codes used are:

Code	Definition	Explanation
D	Declared	Has declared a criminal conviction
U	Undeclared	Has not made a declaration
X	Not presented	Course added by either UCAS or provider.

The full text advising applicants on the completion of this question in UCAS Undergraduate Apply 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 VOOs.

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

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

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

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

Help text for applicants applying for courses that a provider flags are exempt from the Rehabilitation of Offenders Act, or involve regulated activities:

Criminal conviction declaration

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

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

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

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

You should 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.

You should be aware that in respect of these courses:

1. The university or college may ask you to provide further information regarding any convictions (including spent convictions), and / or may ask you to agree to a Disclosure and Barring Service (DBS) check.
2. Where required, the university or college will send you instructions regarding how to provide the information they require. They may send you documents to fill in. Where such documents come from will depend on the location of the college or university that you are applying to. Please see the table below for further information.
3. Depending on the type of check, different levels of information will be revealed. The information revealed may include unspent convictions and spent convictions (including cautions, reprimands and final warnings or similar). Information about minor offences, penalty notices for disorder (PNDs), anti-social behaviour orders (ASBOs) or violent offender orders (VOOs) and other locally held police information may be revealed where it is appropriate to the course for a particular occupation or profession. The information may be disclosed irrespective of when it occurred (unless it is filtered).
4. This means that if you have a criminal conviction (spent or unspent) or, in certain circumstances, any minor offence, this information may be made known to the university or college (but not UCAS) as part of the check (unless it is filtered).
5. If the check reveals that you have had a conviction, (including any caution, reprimand, final warning, bind over order or similar) or any other relevant information including (in certain circumstances) any minor offence, PND, ASBO or VOO, the university or college will need to assess your fitness to practise in the profession or occupation to which your course relates. Applicants to medicine, for instance, should be aware that the General Medical Council will not permit students deemed unfit to practice to be entered on the medical register and so they will not be able to practice as doctors. Similar restrictions may be imposed by other professional bodies including (but not limited to) those connected with law, teaching, accountancy, social work, healthcare, veterinary services, pharmacy, financial and insurance services and the armed forces.
6. You may also be subject to further checks (before and / or after you complete your course) by prospective employers who will make their own assessments regarding your fitness to practise in the relevant profession or undertake the relevant occupation.
7. If these issues are in any way relevant to you, you should obtain further advice from appropriate bodies.
8. In England and Wales you may also be required to complete documentation and maintain a registration with the Disclosure and Barring Service (DBS). The DBS scheme is designed to allow universities and colleges to identify any individual that is barred from working with children and vulnerable adults, including elderly or sick people.

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

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

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

It is important to note that a failure to declare a criminal conviction is taken very seriously, and could result in expulsion from your university or college. 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 General Data Protection Regulation (GDPR).

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

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

Region	Agency	Website address
England & Wales	Disclosure and Barring Service (DBS)	www.gov.uk/disclosure-barring-service-check/contact-disclosure-and-barring-service
Scotland	Disclosure Scotland	www.disclosurescotland.co.uk
Northern Ireland	Access Northern Ireland	www.accessni.gov.uk

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



Appendix D

Residential category

(compiled with the help of UKCISA)

The following appears as help text in Apply.

Residential category

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

Residential category codes

P UK citizen – England

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

Q UK citizen – Scotland

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

R UK citizen – Wales

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

S UK citizen – Northern Ireland

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

T British citizen – Channel Islands and Isle of Man

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

U British citizen – British Overseas Territories

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

V EU national (non-UK citizen)

You are an EU national but not a UK citizen, or are the child or grandchild, or the spouse or civil partner of an EU national (but not a UK citizen), and have lived in the European Economic Area (EEA) or Switzerland or OT for the past three years, but not just for full-time education. If you have been living in the EEA or Switzerland or OT for three years partly for full-time education, you also lived in the EEA or Switzerland or OT prior to that three year period.

2 EEA or Swiss national:

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

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

3 Child of a Turkish worker

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

4 Refugee:

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



5 Humanitarian Protection or similar:

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

6 Settled in the UK:

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

9 Other:

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

Questions to determine your provisional status

- Q1** Are you a UK citizen or the direct descendant (child or grandchild) or the spouse or civil partner of a UK or EU national?

YES go to question 2
NO go to question 6

- Q2** For three years or more prior to the start of your course, have you lived in the UK including British Overseas Territories, Channel Islands and Isle of Man?

YES go to question 3
NO go to question 10

- Q3** For any of that three year period, have you only been living in the UK, including British Overseas Territories, Channel Islands and Isle of Man to receive full-time education?

YES go to question 4
NO go to question 5

- Q4** Prior to that three year period, did you live in the UK, including British Overseas Territories, Channel Islands and Isle of Man?

YES go to question 5
NO go to question 10

- Q5** You are likely to fit into one of the following categories:

UK citizen – England UK citizen – Scotland UK citizen – Wales

UK citizen – Northern Ireland

British citizen – Channel Islands and Isle of Man

British citizen – British Overseas Territories

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

- Q6** Are you an EU national or the direct descendant (child or grandchild) or the spouse or civil partner of a UK or EU national?

YES go to question 7
NO go to question 8

- Q7** For three years or more prior to the start of your course, have you lived in the EU, EEA, Switzerland or OT?

YES go to question 8
NO go to question 10

- Q8** For any of that three year period, have you only been living in the EU, EEA, Switzerland or OT to receive full-time education?

YES go to question 9
NO code: EU national (non-UK citizen)

- Q9** Prior to that three year period, did you live in the EU, EEA, Switzerland or OT?

YES code: EU national (non-UK citizen)
NO go to question 10

- Q10** Are you an EEA or Swiss national working in the UK or the child or the spouse or civil partner of such a person or the direct ascendant (parent or grandparent) of an EEA national working in the UK?

YES go to question 11
NO go to question 12

- Q11** For three years or more prior to the start of your course, have you lived in the EEA, Switzerland or OT?

YES code: EEA or Swiss national
NO go to question 12

- Q12** Are you a child of a Swiss national and for three years or more prior to the start of your course, have you lived in the EEA, Switzerland or OT?

YES go to question 13
NO go to question 15

- Q13** For any of that three year period, have you only been living in the EEA, Switzerland or OT to receive full-time education?

YES go to question 14
NO code: EEA or Swiss national

- Q14** Prior to that three year period, did you live in the EEA, Switzerland or OT?

YES code: EEA or Swiss national
NO go to question 15

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

YES go to question 16

NO go to question 17

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

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

NO go to question 17

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

YES code: **Refugee**

NO go to question 18

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

YES code: **Humanitarian Protection or similar**

NO go to question 19

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

YES code: **Other**

NO code: **Settled in the UK**

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

Notes

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

British Overseas Territories consists of the following 15 territories: Anguilla, Bermuda, British Antarctic Territory, British Indian Ocean Territory, British Virgin Islands, Cayman Islands, Falkland Islands, Gibraltar, Montserrat, Pitcairn Islands (i.e. Pitcairn, Henderson, Ducie and Oeno Islands), St Helena, Ascension Island and Tristan da Cunha, South Georgia and South Sandwich Islands, Sovereign Base Areas of Akrotiri and Dhekelia on Cyprus, and Turks and Caicos Islands.

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

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

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

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

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

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

Appendix E

Disabled applicants

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

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

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

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

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

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

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

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



Appendix F

Contextual data

Providers may find it helpful to use contextual data when they consider their applications. The information, which is publicly available, provides performance data for the schools and colleges

in the UK that applicants have attended as well as the participation in higher education in their area. The following table is a summary of what is available.

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) 16	The Scottish Index of Multiple Deprivation (SIMD) is the Scottish Government's official tool to identify small area concentrations of multiple deprivation (called data zones) in Scotland. People using SIMD often focus on the data zones below a certain rank – for example, the 5%, 10%, 15%, or 20% most deprived data zones. The latest SIMD – SIMD16 – was published on 31 August 2016. The data is provided by the Scottish Government, and uses the postcode from the applicant's postal address entered in Apply.

The service provides local area data in the form of POLAR2, POLAR3, and the Scottish Index of Multiple Deprivation (SIMD). We're currently exploring if we can supply POLAR4 data, but this will not be available for the 2019 cycle.

Measure	England	Wales	Scotland	NI
Average attainment 8 score per student	Yes*			
Average Qualification and Curriculum Authority (QCA) points per A level entry (or equivalent)	Yes	Yes		
Average QCA points per A level student (or equivalent)		Yes		
Average QCA points score for best eight GCSEs		Yes		
% of students achieving five A* – C GCSEs, including English/Welsh and maths (or equivalent)		Yes		Yes
% of students entitled to free school meals (FSM)	Yes	Yes		Yes
% of students entitled to Education Maintenance Allowance (EMA)		Yes		Yes
Average UCAS points for Highers per student			Yes*	
Average UCAS points score for Highers per entry			Yes*	
% of students registered for FSM			Yes	
% of pupils receiving EMA			Yes	

*Only available in web-link.

In response to qualification reform and policy changes, school performance measures – which form a significant part of this service – are undergoing change in [England \(www.ucas.com/dfe-performance-measures\)](http://www.ucas.com/dfe-performance-measures) and [Wales \(dera.ioe.ac.uk/27204/1/160721-key-stage-4-performance-measures-changes-comparability-en.pdf\)](http://dera.ioe.ac.uk/27204/1/160721-key-stage-4-performance-measures-changes-comparability-en.pdf). Similarly, Curriculum for Excellence in Scotland has resulted in changes to the way the data is reported.

This means, care must be taken when making comparisons with past years of data. For example, for attainment 8, the Department for Education (DfE) in England will be transitioning to a new points system different to 2016, due to the introduction of the new 9 – 1 graded GCSEs. You can read more in Annex A of the DfE's 'Secondary accountability measures' guide at assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/696998/Secondary_accountability-measures.pdf.

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

UCAS is currently reviewing how it can better support providers with contextualised admissions. We will update you in the weekly bulletin, and through other communication channels.

Appendix G

The prevention and detection of fraud and similarity

UCAS operates a dedicated Verification Team tasked with the prevention and detection of fraud in applications and 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 Undergraduate 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 Customer Experience Centre, our providers, 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 providers listed in the application. The addressee will be the Fraud Correspondent for that provider so it is essential that provider contact details are kept up-to-date.

Applicants have the right to appeal against the cancellation of their application. For an appeal to be considered it must be submitted in writing and accompanied by any outstanding documents and/or information and received in the relevant application cycle. All appeals will be considered by the Senior Service Delivery Manager (Admissions Delivery) within twenty eight days. The final decision will be notified to them in writing and correspondence copied to the providers named in their application.

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

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 Undergraduate 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 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.

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 providers with additional information for consideration and it is the provider 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 H

Guidelines for providers to prevent embargo breaches

Our web page at www.ucas.com/results-embargo, is dedicated to help you prevent breaches of the UCAS embargo. We tell you about critical actions and preventions you should put in place each year, to protect your privileged access to early results, which allows applicants to receive Confirmation decisions on SQA and A level results days.

Each provider has a nominated embargo contact at executive level, who has responsibility appropriate for ensuring compliance across the functions needed, to deliver the zero breach target.

Key tips

- + Plan ahead.
- + Include all key stakeholders in communications and decision-making.
- + Be clear on responsibilities and accountabilities during each results embargo period.
- + Identify inter-related systems and procedures and ensure information and data exchange loops are closed down for the duration of each 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

- + We have collected details of executive staff at each provider who holds responsibility for managing the process and authorising who has access to admissions-related data, and at what level.
- + We recommend you limit access to admissions / CRM systems at this time of year. Identify who else, other than admissions decision makers, needs access to admissions decisions during the UCAS embargo periods. This will help to ensure that applicants or other staff cannot access confidential information.
- + You should 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 nominated contact is 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 and Clearing preparations, and confirm the dates. Enter dates in electronic or other calendars for those responsible for turning off the results section of your applicant portal, and for the Head of Admissions who maintains overall responsibility for ensuring the embargo is adhered to.
- + Make sure you understand the data / IT systems at your university or college and how they are connected, so that you can be reassured the information security arrangements you have in place are sufficient to safeguard each embargo.
- + Don't forget your temporary staff. 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 CF or UF 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 works within your IT systems, so you can stop data flow at the appropriate times during the embargo period(s).
- + Data systems are often linked to other departments, such as accommodation offices and student records – it is vital that you understand the specific linkages in your own university or college.
- + Conduct tests ahead of each embargo period, to check your assumptions.
- + As embargo periods are short, 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 each embargo period, and work with other departments in your university or college who might be temporarily inconvenienced.

Ensure there is clear communication with colleagues

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

Other tips

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

Information required when reporting potential embargo breaches

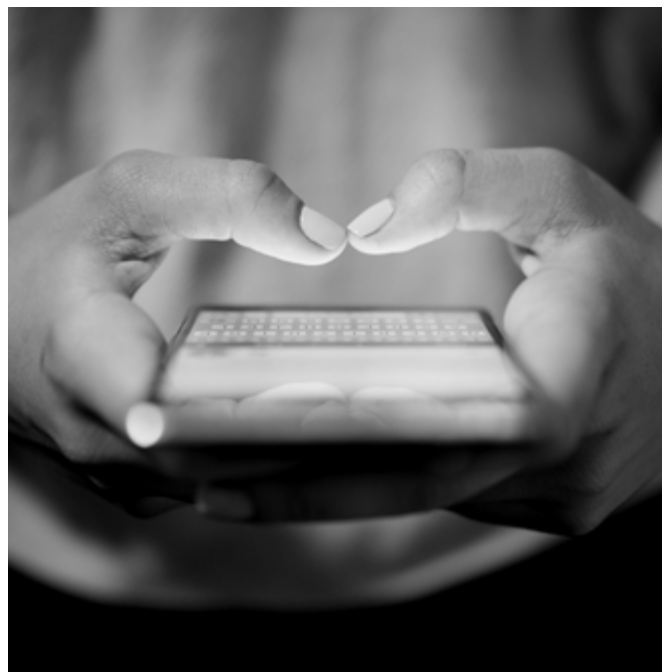
You should call our dedicated team straightaway, on 01242 545 718, to discuss the breach. When you report it you should have the information below to help us understand the situation:

- + your provider name and code
- + your name, contact number and email
- + details of when the breach occurred, including date and time
- + details of how the breach occurred
- + the number of applicants affected
- + full breach description
- + actions taken by yourselves
- + confirm VC awareness
- + details of actions taken or to be taken

Conditions of UCAS contract with awarding organisations

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

- + Our records and operating procedures will be open for inspection at any time by an authorised representative of the awarding organisation.
- + 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 organisation may veto the publication of results through us at any time before issue.
- + We distribute details of the amendments issued by the awarding organisations to all providers receiving those results through us.
- + Correspondents at all our providers are made aware that the organisations cannot accept responsibility for the outcome of any decision based on incorrect information supplied by us.
- + Providers are made aware that the information is issued for selection purposes only and that the organisations retain the copyright. Permission must be obtained from the originating organisation if any additional use is to be made of the data, for example, research, articles or letters in the press.
- + We shall immediately notify the relevant awarding organisation if we become aware of any breach of the contract by us or any provider.



Appendix I

Capitation and application fees

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

Provider capitation fee

For providers, there is an annual fee based on the number of confirmed applicants they have at the end of the cycle.

The capitation fee is charged in two parts:

- + The first charge in August is estimated as 60% of the confirmed applicants from the prior cycle, charged at the current year's rate (e.g. 2,000 applicants in prior year $\times 0.6 = 1,200$ applicants \times £25.75).
- + The second charge is raised in February, and calculated as current year applicants \times £25.75 minus August charge. This charge will include accepted applicants who have deferred their entry.

A minimum charge of £2,575 is made where a provider has fewer than 100 confirmed applicants. New providers will also be charged this minimum fee.

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



Applicant fee

Applicants pay an application fee based on the number of choices they make. For one choice the fee is £18; for two to five choices the fee is £24.

An applicant with one choice (referred to elsewhere as a single entry applicant) can add further choices after submitting their application, up to a maximum of five, or enter Clearing or Adjustment, providing they pay the balance of the full application fee, £6.

Applicants who apply after the 30 June deadline pay the full application fee of £24.

Appendix J

Communications sent to applicants by UCAS

The full text of all communications can be found in the providers' section of the UCAS website www.ucas.com/providers/undergraduate/admissions-guide-and-resources/applicant-letters.

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

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

Appendix K

Management information menu in web-link

Possible transactions available to providers	Decision (DEC) recorded on providers' system and web-link	Reply recorded on providers' systems and web-link
Invited to interview	INV	
Declined interview request	INV	D
Awaiting response to interview request	INV	
Requesting alternative interview date	INV	
Unconditional offer, no reply	U	
Unconditional offer, firm reply	U	F
Unconditional offer, firm reply (RPA) ¹	U	F
Unconditional offer, insurance reply	U	I
Unconditional offer, declined	U	D
Conditional offer, no reply	C	
Conditional offer, firm reply	C	F
Conditional offer, insurance reply	C	I
Conditional offer, declined	C	D
Delayed Confirmation decision ²	DCF	F or I
Full decision ³	F	
Reject	REJ	
Withdrawal ⁴	W	
Declined	U or C	D
Cancelled applications ⁵	REF, C, U or REJ	
Completely withdrawn ⁶	REF, C, U, W or REJ	D, DBD, F
Movement List	The last column shows the date of last change	
RBD Stop List	C	F or I
Adjustment		
UF registered for Adjustment	U	F
Placed elsewhere in Adjustment	U	D
Acquired through Adjustment	U	F
Clearing		
Clearing accept	CLA	
Outstanding Clearing decisions	REF	
Search by country		
By Country (APR)	Select the country from the drop-down list	
RBD List	RBD	
DBD List	C or U	DBD

Export data – applicant data only available to providers who process large volumes of data	Select the format you want the data files to be in.
1 General applicant data	csv, pipe, u-csv or u-pipe
2 Applicant background data	csv or pipe
3 HESA Student Return details (available after the end of cycle)	csv, pipe, u-csv or u-pipe
4 Applicant coded information	csv, pipe, u-csv or u-pipe
5 Applicant choices information	csv or pipe
6 Applicant qualifications and additional test information	csv or pipe
7 Applicant activities	csv or pipe
8 ABL match details	csv or pipe
9 ABL results	csv or pipe
10 Clearing details on previous applicants	csv or pipe
11 Cancelled and substituted applicants	csv or pipe

Key:

1. RPA unconditional firm choices are always recorded as choice 1.
2. Delayed Confirmation decision – used when examination results are only published after 1 September and before 4 December.
3. Full decision – used when the course is full after the application deadline has passed and the course has been closed in the collection tool.
4. Withdrawal – used when an applicant has asked to withdraw from the course, or the provider chooses to withdraw an applicant due to the lack of response to their correspondence.
5. Cancelled applications – used when UCAS cancels applications (see paragraphs 2.16 – 2.18).
6. Completely withdrawn – used when an applicant asks to completely withdraw their entire application record from the UCAS Undergraduate scheme for the current cycle.

A provider should select the most appropriate reason for withdrawal. The explanatory text for each code is what the applicant will see in Track.

W1 Withdrawn at your request

W2 You did not attend an interview, test or audition

W3 You did not reply to their correspondence

W4 Course withdrawn and no alternative requested

W5 You wish to enter Extra

(Do not use – for UCAS use only)

W6 Failed to attend interview or did not reply to letter

W7 The course is full

If a withdrawal decision is recorded after the place has been confirmed (UF), then the applicant will be completely withdrawn from the UCAS scheme for that cycle and applicants cannot enter Clearing. It is recommended that a Release into Clearing is used on these occasions.

Appendix L

Data protection and information security

Data protection legislation requires us to ensure that personal information used to support the admissions process is only accessed by authorised persons. You can help achieve this by adhering to the following good practice when creating and managing web-link accounts.

Account management

- + Make sure you have a process to delete web-link accounts when employees leave the organisation, or change roles and no longer require an account.
- + Review web-link accounts regularly to monitor this process, and delete any missed accounts.
- + Create individual user accounts – avoid using generic accounts.
- + Consider suspending web-link accounts if employees are under investigation, or subject to disciplinary proceedings.

web-link users – passwords

- + When creating a web-link account, use a 'strong' password – ideally 14 characters or more. Use non-dictionary words that cannot be easily guessed.
- + Make sure your password includes a mixture of numbers, upper and lower case letters, and at least one special character (e.g. !, £, *).
- + Don't use passwords that can be easily linked to an individual, or set the password as your provider name or department.
- + Do not write passwords down.
- + Use password strength checkers to test how strong your password is – **The Open University's password checker** is a good source.

Additional security features

web-link also provides optional features which can be used to improve security, including:

- + low and high IP addresses may be used to restrict which computers have access to the system
- + start and end times can be entered for new users, together with whether you permit weekend access

Your provider's IT systems administrators should be able to advise further on this functionality.

Information sharing

The personal data stored in the system should not be shared with other organisations. An individual's choice of where to apply should be confidential to them. The system should be used to discuss this.

The personal data is gathered for the application process and should not be used for any other purpose without the consent of the individual.

Hard copies

Please do not print personal data unless there is no other option. If you need to print any personal data from the system, you need to ensure the handling of this data is secure. For example:

- + Do not leave the data in any open areas where it may be seen by third parties.
- + Do not take the data out of your centre if at all possible. This will ensure there are no issues of loss in transit.
- + Do not leave hard copy data in vehicles or have it on view on public transport, if you do have to take it outside of the centre. Please use a secure method of transportation, such as a locked briefcase.
- + Do store hard copy data securely. If this data is to be kept in hard copy form, it should be securely stored. We would advise a 'double lock' approach, whereby it is kept in a locked drawer in a locked room.
- + Do not keep hard copy data for longer than it is needed. Please refer to your centre's retention policy and ensure this is enforced.
- + Do ensure that it is confidentially destroyed when you have finished using it.
- + Do not allow others to see this data if they would not be able to access it via the system.

Inappropriate use of the system

Accessing personal data, where you do not have a legitimate reason to do so, is a breach of the data protection legislation.

Please do not look at students' details that you are not supporting. This includes students you are related to or know in a non-professional capacity.

Applicant access requests

If an applicant requests access to any of their personal data, you should action this in line with your own data protection policy and processes.

Appendix M

Course vacancies

Each course in the collection tool should be assigned a vacancy status, so it is available to applicants when they research their choices using the UCAS search tool. It is important to use the collection tool to keep your course vacancies up-to-date throughout the application cycle, so they are correct for all applications.

Setting vacancies

Vacancies can be set by selecting one of the following statuses:

- + Vacancies
- + No vacancies

Once the equal consideration deadline has passed, domiciles can be set to having no vacancies. The status of 'no vacancies' will be shown to students in the search tool, and in Apply if they make an application. Applicants will only be prevented from applying for a course if all domiciles are marked as having no vacancies.

Vacancy status

The domicile vacancy options available to providers are shown below.

Providers in England and Wales:

- + UK/EU
- + International

Providers in Scotland:

- + Scotland/EU
- + Rest of UK
- + International

Providers in Northern Ireland:

- + Northern Ireland/EU
- + Rest of UK
- + International

Those categories where a specific area vacancy option is available will only be displayed to providers located within that area, i.e. those based in Scotland will be able to set 'Scotland/EU' but will not see 'Northern Ireland/EU', and vice versa.

Note: if one or more of the vacancy statuses has not been set to 'No vacancies' then there will be no impact on an applicant's ability to apply from any domicile. The course will remain open for all applications, but with domicile specific warnings.

Restricted eligibility

It is possible to highlight that a course has restricted eligibility – for example, if a course is only open to applicants domiciled within a certain area. This detail will alert applicants of the restriction via a warning, but will not prevent them from applying.

It is also possible to flag a course as not accepting applications from international applicants. This will not restrict applications, but will provide a warning.

These actions can be set at any time, and are not dependent on the equal consideration deadline.

Closing courses

- + Courses can be closed by changing all the vacancy status options to 'No vacancies'. Once a course has been set to 'No vacancies' for all categories in the collection tool, applications will no longer be possible for that course.
- + Courses held at multiple venues, or with multiple start dates, can be amended independently, at venue level or start date.
- + There can be a slight delay in being able to amend the vacancy status following the 15 January deadline – this is so we can process applications received 'on time'.

Appendix N

Provider processing arrangements

Joint admissions entities

Arrangements have been made in a small number of cases for a provider to recruit through the scheme, although that provider is not a legal entity and therefore not a member of the company. These providers, defined as 'joint admissions entities', have been created between or by existing providers to enable recruitment to courses offered by the entity and validated by the existing provider(s). An entity has a separate entry in the UCAS search tool.

In all cases, the UCAS providers are responsible for the entity's adherence to our procedures and policies.

Following the debate at the UCAS review meeting in November 2001, the UCAS Board decided at its meeting in December 2001 that joint admissions entities and their contracting partner provider(s) should be able to offer applicants a change to a suitable course at any provider within the partnership in accordance with a structure agreed with us in advance.

Such an offer may be made during the decision processing phase or at Confirmation if the applicant has failed to meet the conditions required by the partner to which the original application was made. Applicants are able to decline such offers in the usual way.

To enable such changed course offers to be made, electronic records of applicants to joint admissions entities are sent to all partners when we first process them. We also send amended records to all parties. Once a changed course offer has been made by one partner provider, the application ceases to be 'live' at other partner(s). The offer must be made by the provider which the applicant will now attend.

Once the applicant has replied, and the other providers to which the applicant applied have access to the records, any changes in provider will also be sent, flagged in a similar way to changes carried out by us, for example, substitution.

It is important that providers keep UCAS informed each year of the continuation of the arrangement for the next cycle.

Joint courses

Joint courses have been introduced for providers that have an agreement to share applicants' choice information for enrolment purposes. The data sharing involves the joint course provider receiving a copy of the choice details into their provider's record system so that an enrolment record can be created. The joint course provider **cannot** make any decisions on the application; these **must** be made by the provider that the applicant originally applied to.

Any course that is to operate as a joint course **must** be set up at the start of the application cycle. A joint course cannot be introduced during the application cycle.

Note: We are not setting up any new joint admissions entities or joint course arrangements.



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

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

For further information about the UCAS Undergraduate application process for providers go to www.ucas.com/providers/undergraduate.

If you need to contact the HEP Team: phone 0344 984 1111 or email hep_team@ucas.ac.uk
If you have hearing difficulties, you can use the text relay service:

From the UK phone 18001 0344 984 1111.

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

Calls will be charged at your normal network rate.

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