

ADVISER FAQs

General

1. Can my student switch from applying independently to applying through our centre?

A student can request that their application be linked to your school or college when they are signed in to Apply. They should go to the Options section, and click on 'link your application to your school/college/centre'. They will be prompted to enter your centre's buzzword and a request will be sent for you to accept in the adviser portal under 'Link applications to centre'.

Students have the option to link their entire application to you, or link to you for a reference only. Please be clear which link you want them to use.

Alternatively, you can call the Schools Team at UCAS on 0345 123 8001 (from within the UK) or +44 330 333 0239 (from outside the UK) with your school's ID and the student's Personal ID, and ask for the application to be linked.

2. Can my student substitute a choice?

A student can substitute a choice in Track once within 14 days of applying.

If a course is discontinued, the university or college will let your student know and they should do their best to consider them for an appropriate alternative course. If this is not possible or if your student would prefer to apply to a different university, they should contact us on 0371 468 0 468 with the UCAS codes for the new university and course. One of our advisers will then make the change. Please note, your student should not cancel their choice.

3. We have deleted a student's application and then they changed their mind and do want to apply. What should we do?

You can reinstate applications in the adviser portal. There is a quick link in 'applications management called 'deleted applications'. Click the link and the student's name and undelete under the 'action' button.

Qualifications

4. How do my students give details of their qualifications?

In the education section of Apply, students add details of all the schools, colleges, and universities they have attended. They then click the 'Add qualification' link below each one and enter the qualifications they have completed, or are currently taking, at that centre. If students cannot find their qualifications in the list, they should search for the qualification title not the subject – for example, 'A level' and not the subject 'chemistry'. Or they can choose their qualification title from the list. Please note, the search facility does not have a spellchecker so check your students have spelt it correctly. If they still can't find it, enter 'Other' in the search box and then select the relevant option from the list.

You can also add a shortlist of the qualifications your centre offers in the adviser portal. This is displayed to your students in Apply to help them choose the right qualifications.

If students are resitting a qualification, they need to enter it twice: once as a completed qualification with the grade they achieved and again as a qualification with the result 'Pending'.

All qualifications have to be entered – transcripts cannot be attached.

5. What do I need to do in the predicted grades section?

Under the heading 'References and predicted grades' you will see any qualifications the applicant has listed as pending. Please select your prediction of the grade or result from the drop-down list, or type your prediction in the box provided.

6. Can we add the predicted grades after sending the application to UCAS?

You cannot add or change predicted grades or references once they have been submitted to UCAS. If you want to change a predicted grade or amend a reference, you need to discuss this with the universities and colleges the student has applied to.

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Adviser portal

7. How do I get my username and password for Apply?

If your centre has never registered with UCAS, please visit www.ucas.com/becomeacentre for guidance. It's free and means you can manage your students' applications through UCAS' adviser portal.

You and your staff need to register an account with UCAS when using the adviser portal for the first time. Once you've registered, created a password, and verified your email, you can access the adviser portal with the email, username, and password you created when registering.

8. How do I set up my school for Apply?

If you are a registered centre, you can set up the adviser portal for the new cycle each May. Your staff, their permissions, groups, and shortlist of qualifications will all be rolled over from the previous year. However, you will need to set up your new buzzword and choose a payment method for the application fee. Once completed, you can give the buzzword to your students to link them to your centre.

The adviser portal **user guide** will help you understand its features and functions.

References

8. What should I include in a reference?

The **adviser guide** gives you advice on the admissions process, including what to include in the reference.

Give an assessment of the student's suitability for the courses they are applying for. Remember that even though universities and colleges cannot see where else a student is applying, they will all see the same personal statement and reference. It is important not to mention specific universities and colleges or course titles.