

UCAS AGENT PORTAL PROVIDER WEBINAR – 7 JUNE 2019

UCAS

SUMMARY OF QUESTIONS AND ANSWERS FROM THE WEBINAR

CLARIFICATION OF HOW THE AGENT PORTAL WORKS

Can a student link to multiple agents for different applications?

Yes, depending on how the different UCAS schemes work. Currently, the agent portal can only be used to manage UCAS Postgraduate applications. A student can link to different agents for different UCAS Postgraduate applications, but cannot link to multiple agents at the same time for the same application.

When the agent portal is also used for managing UCAS Undergraduate applications, a student will only be able to make one undergraduate application through UCAS. This application consists of up to five choices. A student will not be able to use different agents for different choices within their application.

What happens if a student decides to change agents, or drop the agent they're using?

A student can revoke permission for an agent to work on their behalf at any time. They can then manage their own application or link to another agent, or link again to the original agent.

Is there somewhere on the portal that shows student consent? Especially where agents are replying to offers on their behalf?

An agent can see if a student has given or revoked consent. Without consent from a student, an agent cannot submit applications. Each application will have an activity history which will indicate who did what with the application, and when they did it.

What happens if the agent wants to add an existing applicant, but they are already linked to another agent?

The applicant will have to revoke consent from the first agent. The second agent can then 'link to an existing applicant' and the applicant will be required to give consent again to this new agent. If this happens after the first agent submitted an application for that student, both agents will be visible in the activity history.

I can see that the agent portal lists a 'UCAS agent number'. Will these numbers be shared with providers, so we can code map against our agent records and systems, so we recognise when applications come in?

As providers use different approaches to code agents, we haven't set up the portal to use the 'UCAS agent number' as the key data for flagging an agent supported application. Agents can enter an 'agent code' as part of the application, with help text explaining this is a code the provider has agreed with them.

For UCAS Postgraduate applications, agents will enter one 'agent code' depending on which provider they are applying to. For UCAS Undergraduate applications, agents will be able to enter a different code for each choice.

We'll continue to listen to feedback on how this part of the process works.

Will an agent be alerted if their access to an application has been revoked?

The agent will be able to see the change in status on the applicant list. An icon appears next to the applicant's name when there is a change to consent status (and different icons indicate changes to application status).

How will the agent data come through to a provider from UCAS?

We have included agent data in the provider API that will accompany the launch of our new application service next year. We're exploring how we can support providers regarding agent data – sign up for the next agent webinar on 11 September 2019 from 10:00 to 11:00 for more information: [Register here](#).

Does the agent portal application replace or run parallel to any application a student makes?

For UCAS Postgraduate, a student can make an application without linking it to an agent they may be linked to for a different application. For UCAS Undergraduate, a student will only be able to have one application per cycle, for which they may wish to link to an agent.

If agents have multiple offices in different countries and cities, will providers know which office applications are linked to? And will agents be encouraged to have only one account for their company or accounts by countries?

As with the current UCAS Undergraduate registered centre offer, agents can choose which works best for them. Providers can advise their agents to enter the provider-specific agent code they have set for them at global, country, or branch level.

Can an agent link to an applicant at any point during the application process (with their permission) – for example when the applicant is conditional firm (CF) or unconditional firm (UF)?

Yes, an agent can create a profile and application for new students or link to existing applicants at any point in the application cycle. Any activity involving agents after an application has been submitted will be captured in the activity history.

CLARIFICATION OF ROLES AND RESPONSIBILITIES BETWEEN UCAS AND PROVIDERS

Who will manage any technical or training queries from agents?

UCAS will use resources and teams who already support adviser customers, to support agents with training and technical support. We have a dedicated Schools Team who already support agents among a wider set of registered centres. Information and briefing collateral will also be available for providers' international recruitment and admissions teams.

Where universities employ in-country staff members, would you expect them to register as an agent, as they may be processing and supporting applications in a similar way?

Before May 2020, we will be identifying various sub-categories of student adviser organisations or individuals, to see which of UCAS' services are most appropriate, and we will consult with the sector as part of this exercise.

Does the agent have to be in partnership with both UCAS and the provider being applied to?

UCAS will carry out checks as part of an onboarding process for agents. An agent using the portal will be able to apply to courses at any university or college using UCAS Postgraduate, or manage UCAS Undergraduate admissions with UCAS, irrespective of any agreement between the agent and the provider.

We'll reflect in messaging to agents that any commission arrangement or other business relationship is between the provider and the agent, and applying through the agent portal will not entitle the agent to any claim for commission in the absence of such an agreement.

OTHER

What about student satisfaction? Will students complete a question about agent service and support they received? This would add valuable information to a report for providers to download about our agents and their students, and support us in managing our agents and their performance.

We will focus on reporting as part of our continuous improvements to the agent portal.

Can we exclude agents – or example, if we have an exclusive agreement in one country and do not accept applications from other agents in that market?

We're not currently planning functionality that would allow a provider to exclude specific agents.

If you have any further questions or feedback, please contact Mark Wilson, Strategy Manager at UCAS m.wilson@ucas.ac.uk.