

## **1. Why are we introducing new Terms of Service?**

We have developed updated and standard Terms of Service for UCAS Teacher Training (UTT) which align with all the admission services offered by UCAS.

## **2. What do I need to do with the Terms of Service?**

As current customers of our scheme, you are asked to read and understand the Terms of Service and in particular, your rights and obligations in the contractual relationship.

You do not need to do anything other than read and understand the Terms of Service and ensure your teams comply with the obligations therein. They will terminate and replace the existing terms and conditions after a period of 30 days, which is the notice period under the existing terms and conditions.

## **3. Why do the new Terms of Service not require a signature?**

UCAS wants the Terms of Service to be issued in such a way as to minimise disruption to training providers. Therefore there is no need to sign and return the Terms of Service. They will terminate and replace any existing contractual agreements from 27 September 2016. The Terms of Service are available to all training providers on [UCAS.com](http://UCAS.com).

## **4. How do the new Terms of Service differ from the current terms and conditions?**

The new Terms of Service are shorter and more succinct; reflective of a modern and standard set of terms and conditions of service, which cover legal responsibilities of both parties in the relationship. They include changes in technology and service delivery.

They will not have any impact on the service you will continue to receive from UCAS Teacher Training.

## **5. The Terms of Service refer to a notice period for changes to services. Under what circumstances would services change where this notice could not be given?**

UCAS Teacher Training will ensure it gives customers the appropriate notice prior to changing any products or services. Where a change is driven by external factors

outside the control of UCAS Teacher Training, e.g. by a regulator, it may not be possible to give prior or full notice, although UCAS Teacher Training will endeavour to provide as much notice as reasonably practicable in those limited circumstances.

**6. Clause 3 outlines Third Party Content. What types of content does this refer to?**

The content referred to in this clause is the same as the 'Content' definition referred to in the 'Definitions and Interpretation' section under clause 1.1. This includes information, data, articles and communications provided by third parties via the UCAS service.

**7. The Terms of Service appear to outline customers' obligations but not UCAS' obligations.**

UCAS Teacher Training is responsible and obliged to take all reasonable steps to make services available to all customers at all times.

**8. If I do not understand the new Terms of Service, or don't agree with them, what are the next steps?**

These Terms of Service are the first step to setting down uniform terms with all of our customers across the spectrum of UCAS services and products. The smooth running and integrity of the shared service and the mutual benefits to be derived therefrom will depend on our customers complying with their respective obligations under the Terms of Service.

If you are a HEP customer: Please contact your Relationship Manager to discuss which element(s) of the Terms of Service you need clarification on.

If you are a Lead School or SCITT: Please contact our HEP team to discuss which element(s) of the Terms of Service you need clarification on.

**9. When will the Terms of Service be rolled out?**

UCAS plans to issue all customers with new Terms of Service from July 2016.

## **10. Who will receive the new Terms of Service?**

The Terms of Service will be issued to the UCAS Teacher Training correspondent. They will also be made available on [ucas.com](http://ucas.com).

## **11. What do I get for my capitation fee?**

Training providers in the UCAS Teacher Training scheme have access to the following services:

- help and support with application and technical queries from the UCAS HEP and Schools Team
- use of the UTT search tool to display your programme and provider information in a comprehensive format; everything a potential trainee will need to make an informed choice about where to train;
- ongoing support with managing your provider and programme information listed on [ucas.com](http://ucas.com) from the Data Collection Team;
- use of Apply, UCAS's online admissions portal, providing comprehensive information on the people applying to your programmes; and
- a specialist verification service to identify fraud in applications and similarity in personal statements to aid your recruitment processes.

Additional paid-for services from UCAS Media:

- applicant marketing opportunities
- support through UCAS Media Account Managers

## **12. Is any further work planned by UCAS around the Terms of Service?**

The development of standard Terms of Service is the first step towards our ambition of developing and sharing our service objectives – levels of service which we aim to deliver for you.

### **13. How will UCAS handle non-compliance with the Terms of Service?**

We expect all Training Provider customers to adhere to our Terms of Service for the mutual benefit of all users of UCAS services. Should any customer intentionally and/or persistently breach any of its obligations, UCAS reserves the right to withdraw that customer's access to its services, or to review their suitability to continue to be a customer in accordance with UCAS' access criteria.