



UCAS CONSERVATOIRES ADMISSIONS GUIDE

For entry to UK conservatoires in 2021

CONTENTS

CALENDAR FOR ALL APPLICATIONS	3	SECTION 4 – INITIAL DECISIONS	21
GLOSSARY OF TERMS AND ABBREVIATIONS	5	4.1 General principles	
WHAT'S NEW FOR CONSERVATOIRES?	8	4.2 Decisions	
		4.3 False statements or omissions	
SECTION 1 – INTRODUCTION	9	4.4 Recording decisions	
1.1 General		4.5 Errors in transmitting decisions	
1.2 Application and Recruitment Policy		4.6 Decisions which lead to replies	
1.3 Application route		4.7 Decisions which lead to no offers	
1.4 Application fees			
1.5 Deferred entry		SECTION 5 – DECISION PROCESSING	26
1.6 Arrangements for international applicants		5.1 Introduction	
1.7 Record of Prior Acceptance (RPA)		5.2 Recommended practice	
1.8 Setting up conservatoire and course data in web-link and the collection tool		5.3 Initial decision processing	
1.9 The collection tool		5.4 How decisions are compiled	
1.10 web-link		5.5 Confirmation	
		5.6 Types of decisions used in Confirmation	
SECTION 2 – APPLICATIONS AND DATA	13	5.7 Elements of Confirmation decisions	
2.1 Application deadlines		SECTION 6 – APPLICANTS' REPLIES	33
2.2 Application method		6.1 How applicants reply	
2.3 Information from the application available to conservatoires		6.2 Deadlines for applicants' replies	
		6.3 Replies: action by UCAS Conservatoires	
SECTION 3 – RECEIPT OF APPLICATIONS AT CONSERVATOIRES	18	6.4 Cancellation of applications or choices	
3.1 Availability of applications to you		SECTION 7 – OUTSTANDING DECISIONS	36
3.2 Held applications		7.1 Deadlines and methods	
3.3 Application status		7.2 Outstanding decisions timetable	
3.4 Action by you on receipt of applications			
3.5 Data Protection Act			
3.6 Applicants with disabilities and special needs			
3.7 Fee status code			
3.8 Criminal convictions			
3.9 References			

SECTION 8 – CHANGES**38**

- 8.1 Introduction
- 8.2 Commitments by you
- 8.3 Confirmation
- 8.4 You want to offer a different course
- 8.5 The applicant wants a different course
- 8.6 You want to offer a different year or month of entry
- 8.7 The applicant wants a different year or month of entry, or both
- 8.8 You want to offer a different point of entry
- 8.9 The applicant wants a different point of entry
- 8.10 You want to offer a different practical study or study type
- 8.11 You want to change a decision
- 8.12 Summary of decisions
- 8.13 The applicant wants to change a choice
- 8.14 The applicant wants to add a choice or choices
- 8.15 The applicant wants to change replies
- 8.16 You are unable to run a course listed in the search tool
- 8.17 You have introduced a new course
- 8.18 The applicant wants to withdraw from a choice, or you want to withdraw an applicant from the choice at your conservatoire
- 8.19 The applicant wants to withdraw from all choices where decisions are outstanding
- 8.20 The applicant wants to withdraw completely from UCAS Conservatoires
- 8.21 The applicant wants to reverse a complete withdrawal
- 8.22 Major changes in conservatoires or responsibility for recruitment between conservatoires, or both

SECTION 9 – APPLICANT STATUS LIST**48****SECTION 10 – EXAMINATION RESULTS****50**

- 10.1 Summer examinations – 2019 session
- 10.2 Winter examinations
- 10.3 Summer examinations – 2020 session
- 10.4 Missing results and appeals

SECTION 11 – CONFIRMATION OF OFFERS**54**

- 11.1 Confirmation decisions: action by you
- 11.2 Confirmation decisions: action by applicants
- 11.3 Confirmation decisions: action by UCAS

SECTION 12 – RECORD OF PRIOR ACCEPTANCE (RPA)**57****APPENDICES****59**

- A Useful contacts and information
- B Communications sent to applicants
- C Residential category (compiled with the help of UKCISA)
- D The prevention and detection of fraud and similarity
- E UCAS Conservatoires declaration
- F Criminal convictions
- G Contact details in web-link
- H Professional development
- I Contextual data
- J Guidelines for conservatoires to minimise embargo breaches
- K Audition fee refunds



CALENDAR FOR ALL APPLICATIONS* FOR 2021 ENTRY

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

Deadline date	Action required
16 July 2020	<p>UCAS Conservatoires Apply service goes live.</p> <p>System open for processing of applications.</p> <p>Conservatoires can view their applications in web-link, xml-link, and odbc-link.</p> <p>Applicants can view their applications on Track.</p>
1 October 2020 (18:00 UK time)	<p>Closing date for music applications. Applicants applying for dance, drama, and musical theatre courses may have a different deadline – applicants should check conservatoires' websites for information.</p> <p>Applications received after this date will be classed as 'late' regardless of the course deadline. However, equal consideration should be given to applicants if they apply by the deadline stated on conservatoires' websites.</p>
3 December 2020	All outstanding Delayed Confirmation (DCF) decisions from the 2019 cycle will be rejected by default.
4 January 2021	Decisions due for applications received by 1 October.
15 January 2021	<p>Closing date for most undergraduate dance, drama, or musical theatre courses.</p> <p>Conservatoire websites must have clear information about their courses deadlines.</p>
1 February 2021	Outstanding applicants' replies declined by default where the last decision was received by 3 January.
16 March 2021	Decisions due for 'late' applications.
13 April 2021	Outstanding applicants' replies declined by default where the last decision was received by 16 March.
1 June 2021	Outstanding applicants' replies decline by default where the last decision was received by 15 May.
1 July 2021	Record of Prior Acceptance (RPA) facility available in web-link.
13 July 2021	<p>All outstanding decisions on applications received by 1 May will be rejected by default including Audition Pending (AP) transaction.</p> <p>Last date to amend decisions where no reply has been recorded against the offer.</p>

29 July 2021	Outstanding applicants' replies declined by default where the last decision was received by 13 July.
3 August 2021	All outstanding decisions on applications received by 1 June will be rejected by default, including Audition Pending (AP) transactions.
10 August 2021	Publication of SQA results.
19 August 2021	Publication of JCQ results.
28 August 2021 (18:00 UK time)	Closing date for the receipt of 'late' applications.
31 August 2021	Deadline for applicants to meet academic conditions of offers.
1 September 2021	Delayed Confirmation (DCF) decision facility available.
8 September 2021	Outstanding applicants' replies declined by default where the last decision was received by 4 August. Outstanding reserve decisions rejected by default (VC & VU → R).
17 September 2021	Last date for receipt of Record of Prior Acceptance (RPA). Delayed Confirmation (DCF) decision facility ends. All applications with DCF status will be excluded from the reject by default on 22 September.
22 September 2021	All outstanding decisions rejected by default (except DCF decisions). All outstanding replies declined by default.
1 October 2021	Close of 2020 entry file.
1 December 2021	All outstanding Delayed Confirmation (DCF) decisions from the 2020 cycle will be rejected by default.

GLOSSARY OF TERMS AND ABBREVIATIONS

ABL	Awarding Body Linkage. Awarding bodies have an agreement to let UCAS have exam results before their publication date. This allows providers that have signed and agreed to the exam results agreement, and completed the mandatory zero breach training module, to make Confirmation decisions for applicants with pending exam results in time for results day.
ABRSM AH	Associated Board of the Royal Schools of Music Advanced Higher (SQA).
AP	Audition Pending.
Applicant Status list	List showing the status of applications made to the conservatoire.
AQA	Assessment and Qualifications Alliance.
Area of Permanent Residence	Applicant's usual home: county or district for UK applicants/country for non-UK applicants.
ASL	Additional and Specialist Learning.
BTEC	Business and Technology Education Council (Pearson [Edexcel]).
C&G	City & Guilds
Changed Course Decision	Conservatoire offers the applicant a course different to that on the original application.
CNC	Applicant cancels one or more application choices.
CWD	Applicant completely withdraws from the scheme.
Collection tool	Online UCAS Conservatoires database used to add or amend courses, programmes, or conservatoire information.
DBD	Decline by default: we decline an outstanding offer on the applicant's behalf.
DBS	Disclosure and Barring Service (formerly Criminal Records Bureau [CRB]).
DCF	Delayed Confirmation decision – can be used by conservatoires if the conditions of a GC1 offer cannot be met by an applicant by the final RBD on 22 September 2020.
GCE	General Certificate of Education.
GCE A level	General Certificate of Education Advanced level.
GCE AS	General Certificate of Education Advanced Subsidiary level.
GCE A level Double Award	General Certificate of Education Advanced level Double Award.
GCE AS Double Award	General Certificate of Education Advanced Subsidiary Double Award.
GCSE	General Certificate of Secondary Education.
GC	Guaranteed conditional offer made to an applicant dependent on achieving specified grades in upcoming examinations, or meeting financial requirements.
GC1	Guaranteed conditional offer accepted by applicant as preference 1.
GC2	Guaranteed conditional offer accepted by applicant as preference 2.
GCD	Guaranteed conditional offer declined by applicant.

GU	Guaranteed unconditional offer made to applicant when the applicant has already met all entry requirements.
GU1	Guaranteed unconditional offer accepted by applicant as preference 1.
GU2	Guaranteed unconditional offer accepted by applicant as preference 2.
GUD	Guaranteed unconditional offer declined by applicant.
H	Higher grade (SQA).
HECoS	Higher Education Classification of Subjects.
IBO	International Baccalaureate Organisation.
IELTS	International English Language Testing System.
ILC	Irish Leaving Certificate.
JACS	Joint Academic Classification System.
JANET	Joint Academic Network.
JCQ	Joint Council for Qualifications. Represents the major awarding bodies that serve England, Wales, and Northern Ireland.
JIPS	JANET Internet Protocol Service.
KEY	Coding on application form: Key Skills.
LA transaction	Method by which conservatoires transmit an amended decision on an application to us.
Late	Music applications received by us between 18:00 on 1 October and 18:00 on 28 August.
LC transaction	Method by which conservatoires transmit a course code correction to us.
LD transaction	Method by which conservatoires transmit their first decision on an applicant to us.
MOVEit	A managed secure file transfer service.
NC	Non-committed applicant: an applicant who has not accepted any offers.
NICCEA	Northern Ireland Council for the Curriculum, Examinations, and Assessment (often abbreviated to CCEA).
NVQ	National Vocational Qualification.
OCR	Oxford, Cambridge, and RSA.
odbc-link	The technology service that is available to bulk send and receive data between providers and UCAS.
ODL	Outstanding Decisions List.
OEQ	Other educational qualifications.
P	Previous A level and AS examinations.
PLTS	Personal, Learning, and Thinking Skills.
Point of entry	Year of course to which applicant wishes to be admitted.
REJ	Reject decision on application.
RA transaction	Method by which conservatoires inform us of a change of year or course for GU1 applicants.
RBD	Reject by default: we record reject decisions when conservatoires do not provide decisions by our deadlines.

RD transaction	Method by which conservatoires confirm offers.
RW transaction	Method by which conservatoires inform UCAS of a GU1 applicant's withdrawal.
Results embargo	Period when providers have exam results prior to their publication for applicants.
School code	Unique five-digit number allocated by UCAS to schools, colleges, and careers offices.
Search tool	Web facility giving filterable course information, which applicants use to search for courses.
SEG	Southern Examining Group (no longer current).
SQA	Scottish Qualifications Authority.
SUJB	Southern Universities' Joint Board for School Examinations.
SWAP	Scottish Wider Access Programme.
TOEFL	Test of English as a Foreign Language.
Track	Facility for applicants to track the progress of their application online.
UCLES	University of Cambridge Local Examinations Syndicate.
ULN	Unique Learner Number.
VC	Reserve conditional offer made to applicant dependent on achieving specified grades in upcoming examinations.
VC1	Reserve conditional offer accepted by applicant as preference 1.
VC2	Reserve conditional offer accepted by applicant as preference 2.
VCD	Reserve conditional offer declined by applicant.
VU	Reserve unconditional offer made to applicant when the conservatoire is satisfied that the applicant has met all entry requirements.
VU1	Reserve unconditional offer accepted by applicant as preference 1.
VU2	Reserve unconditional offer accepted by applicant as preference 2.
VUD	Reserve unconditional offer declined by applicant.
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.
WJEC	Welsh Joint Education Committee.
xml-link	The technology service that is available to bulk send and receive data between providers and UCAS.

WHAT'S NEW FOR CONSERVATOIRES?

An additional DBD has been added and will take place on 1 June, this is for applicants who have received all of their decisions by 15 May.

Online referencing, applicants can now send a reference request from the application, once the referee has completed the request it will become part of the application, this will be available to you in weblink.

The applicants term address will be on the main application screen when you have found their application in web-link. Selecting the header "Supp Info" will display their home address if they have entered one, as well as their emergency contact details.





SECTION 1: INTRODUCTION

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1.1 General

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

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

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

1.2 Application and Recruitment Policy

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

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

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



Principles of admissions

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

1. A conservatoire must recruit all its full-time and part-time undergraduate and postgraduate applicants through UCAS (whether individual application or RPA).
2. All full and part-time undergraduate and postgraduate courses a conservatoire offers should be listed in the UCAS search tool.

Course categories for inclusion in the UCAS Conservatoires scheme are defined as:

- > both full and part-time undergraduate level
 - > both full and part-time postgraduate level, including certificate and diploma
 - > courses with no award
3. Conservatoires must consider all applications for each course on an equal basis if they are received on or before the relevant deadline (1 October or 15 January).
 4. The type of offer, full conditions, subsequent offer or decision, amendments, and Confirmation decisions must be transmitted to the applicant for them to view in Track.
 5. If conservatoires 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.
 6. Unless the course starts before 1 September, a conservatoire cannot ask the applicant to reply before their reply date, regardless of when the offer was made.
 7. Conservatoires need to make decisions about applications by the relevant published reject by default (RBD) date, otherwise UCAS will reject the applicant.
 8. Applicants need to make their replies (firm/decline) by the relevant reply date, or their offers will be declined by default (DBD).
 9. A conservatoire must not approach an applicant who is holding an offer at another conservatoire (other than their own).
 10. A conservatoire 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.

Applicants who have studied an undergraduate course who then apply to a postgraduate course at the same conservatoire, must apply through UCAS Conservatoires again.

Applicants who are studying at a conservatoire and then apply to study a course at any level at another conservatoire, must apply through UCAS Conservatoires.

Second or third year entry must apply through UCAS Conservatoires.

Students who have completed at least one academic year of a part-time course with credit, who are transferring to a full-time course leading to the same award at the same conservatoire, do not need to apply through UCAS Conservatoires.

1.3 Application route

Conservatoires simultaneously consider applications to all courses listed in the search tool.

- > Applicants can apply to any course.
- > Applicants who have not used all their six choices can add choices to their application using Track.
- > Further choices cannot be added after 28 August 2021 at 18:00 (UK time).
- > If a conservatoire wants to offer a place to an applicant who has not applied through UCAS Conservatoires by 28 August 2021 at 18:00 (UK time), the RPA procedure should be used.
- > Courses appear only once in the search tool. This avoids a situation where an applicant might apply to a course under two entries, where only one course is being offered.
- > When an applicant has been made an offer of a place outside the UCAS Conservatoires scheme, the conservatoire will enter the applicant's details using an electronic Record of Prior Acceptance (RPA). This facility is available from 1 July to 17 September 2021.

1.4 Application fees

There is an application fee to be paid by an applicant applying to UCAS Conservatoires. For 2021 entry, the fee is £25. An applicant can apply for up to six choices on their initial application, and the application fee is the same however many choices they make.

1.5 Deferred entry

Applicants cannot apply during the 2021 application cycle for deferred entry in 2022. In the decision-making process, a conservatoire (in discussion with an applicant) can decide to offer a place for the next year of entry. The year of entry can be changed through the initial/amended decision transaction.

1.6 Arrangements for international applicants

UCAS Conservatoires is an electronic application system with secure web access anywhere in the world. For this reason, there are no special arrangements for applicants outside the UK to make applications or reply to offers.

Applicants select the audition method at the point of application. They can either select an audition location or submit an audio or video recording. The latter option is only available to international applicants.

1.7 Record of Prior Acceptance (RPA)

The RPA can be used for applicants from the UK, EU, and elsewhere in the world (see section 12).

Applicants who require only a single choice and who are already qualified, may be accepted unconditionally between 1 July and 17 September 2021 by using the RPA procedure. No application fee is required, although the capitation fee is still charged.

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

We will record the acceptance as GU1 at choice one, and make the data available to you through web-link.

1.8 Setting up conservatoire and course

data in web-link and the collection tool

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

1.9 The collection tool

Most provider information, and all courses in the UCAS Conservatoires scheme, are maintained in the collection tool. Much of the data collected in the collection tool is displayed in the search tool for applicants. Data collected includes:

- > provider details and location
- > venues
- > open days
- > course vacancies
- > entry requirements
- > fees and financial support (including course fees, audition fees, and accommodation costs)

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

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

1.10 web-link

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





SECTION 2: **APPLICATIONS AND DATA**

SECTION 2: APPLICATIONS AND DATA

2.1 Application deadlines

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

The closing date for applications is 1 October 2020 (18:00 UK time) – applications received by this date must be given equal consideration. Conservatoires are encouraged to make it clear in their entry requirements, prospectuses, and websites if they do not consider applications submitted to UCAS Conservatoires after 1 October 2020.

Applications received after 1 October 2020 (18:00 UK time) are considered late applications.

The closing date for late applications is 28 August 2021 (18:00 UK time).

Late applications

We continue to send you applications received between 18:00 on 1 October 2020 and 18:00 on 28 August 2021. These are classed as late applications. You will be able to identify late applications by the 'Application Processed' date in the list of applicants' details in web-link. You can consider post-1 October applications if you want to make more offers. If you do not want to consider such applications, please reject them.

There are exceptional cases where an application received before 1 October has been held on enquiry and released after 1 October. We urge you to consider these in the same light as those marked as reaching us by 1 October.

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

Applications cannot be submitted to UCAS Conservatoires after 28 August 2021 (18:00 UK time) for the 2021 cycle.

An RPA procedure (see page 10) is available between 1 July and 17 September 2021 for you to consider applicants at the end of the application cycle.

2.2 Application method

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

Apply has extensive help facilities.

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

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

Extended character sets

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

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

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

Number of choices

Applicants can apply to a maximum of six choices.

Deferred entry

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

Corrections

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

Applicant identification, Personal ID, and Application Scheme Code

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

If an applicant applies to UCAS Conservatoires in more than one application cycle (for example, 2020 and 2021 entries), each application can be identified by an additional data field – Application Scheme Code.

In the above example, CU01 would represent the 2020 entry UCAS Conservatoires application, CU02 the 2021 entry application, and so on.

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

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

Applicants placed in two schemes will be contacted by post to ask which place they would like to take up. They must withdraw one of the applications.

Application checking

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

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

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

Recording of applications

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

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

Welcome email

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

Consumer protection regulations provide applicants with the 'right to cancel' their contract with UCAS Conservatoires. Under the terms of the regulations, applicants have 14 days to contact us if they have changed their minds about the initial choices made on their application, and about replies made to offers.

Applicants who cancel within 14 days are entitled to a full refund of their application and assessment fee submitted to UCAS Conservatoires. Cancelled applications cannot be reinstated. Applicants who cancel their application and then decide later that they want to reapply, must complete a new application.

Applicants who completely withdraw their application after 14 days will not be entitled to a refund of their assessment fee. They are advised to contact conservatoires directly for a refund of the audition fees, which UCAS Conservatoires collects on their behalf. Applicants who completely withdraw their application are not permitted to make a second application in the same cycle – they will have to wait until the following cycle.

Applicants can change their choices within 14 days of the date on their welcome email.

Conservatoires' decisions

The selection and recruitment of students are the responsibility of the conservatoires, and processes may vary. However, decisions on all applications must be notified to us for onward transmission to the applicant (see section 4). Similarly, an applicant's replies are sent to us for forwarding to conservatoires.

Once they have received conservatoires' decisions on all their choices, or have indicated they do not wish to receive further decisions, applicants are sent an email to let them know there has been a change to their application, and to ask them to look at Track. If the applicant has not provided a valid email address, they are sent a Replying to Offers letter (CU6). This sets out the decisions and explains the options available. The applicant must reply to the offers by a given date, using Track.

When all conservatoires' decisions and applicants' replies have been made, they can only be amended in exceptional circumstances.

Visibility of all choices

The data available from UCAS Conservatoires allows a conservatoire to see the other choices of conservatoire an applicant has made. This allows arrangements for auditions to be made that will not clash. Conservatoires are expected to make independent decisions about applications, and should not use this information during the decision-making process.

Confirmation

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

Withdrawal of full application

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

Withdrawal from choices

Applicants may withdraw choices where decisions are still outstanding, so they can make replies to offers already received.

If an applicant contacts the conservatoire wanting to decline (D) or withdraw (W) their choice, we no longer need permission from the applicant if the conservatoire contacts us to make the reply/offer change.

Cancelled records

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

- > death of applicant
- > fraudulent application
- > duplicate application
- > non-payment of application fee – is not received in 21 days, the application will be cancelled
- > cancellation request received from the applicant within 14 days of the date on their welcome email

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

Death of an applicant

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

2.3 Information from the application

available to conservatoires

All the application information is available immediately through web-link, xml-link, and odbc-link, with the exception of occupational background, ethnic origin, religion or belief, sexual orientation, gender identity, national identity, and parental occupation. You will receive this information after the applicant has secured a place, or at the end of the application cycle, whichever is sooner. Information about examination results for statistical purposes (HESA) becomes available later in the application cycle.

You will also receive information about:

- > an applicant's declaration whether they have a criminal conviction or minor offence. This will be asked only when they apply for a course that is exempt from the Rehabilitation of Offenders Act, and the conservatoire has used the collection tool to flag a requirement for a declaration before the search tool goes live (see paragraph 3.8)
- > an applicant's passport details, if they are likely to need a visa to study in the UK. The details are collected either when the applicant makes their application, or through Track later in the application process

The fields collected and made available to conservatoires are:

- passport number
- passport issue date
- passport expiry date
- place passport issued
- > nominated access – applicants can nominate someone who can act for them on occasions when they are not available. The name of this person (or persons) is also available to conservatoires

All applicants are asked to state whether they expect their highest level of qualification before they start their course to be:

- > below honours degree level
- > honours degree level or above
- > no formal qualifications

This question is mandatory for all applicants, including RPAs.

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

Those dealing with applications must be aware the data has been collected only for the purposes shown in the declaration, to which the applicant has agreed, and may only be used for those purposes. The wording of the declaration is in Appendix E of this publication.

In addition to the data provided by applicants and their referees, additional contextual data relevant to applicants is available to conservatoires that wish to use it. The data has been sourced from the education bodies to assist conservatoires in making their admissions decisions, and is made available on specific terms, as an extension to the service provided as a member of the UCAS Conservatoires scheme. See Appendix I for more information.

To access the contextual data, conservatoires must sign the contextual data agreement that defines the purpose of its use by members. Without this signed agreement, UCAS will not permit the conservatoire to have access.

Residential category (compiled with the help of UKCISA)

Applicants are asked to self-assess their residential category.

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





SECTION 3: **RECEIPT OF APPLICATIONS AT CONSERVATOIRES**

SECTION 3: RECEIPT OF APPLICATIONS AT CONSERVATOIRES

3.1 Availability of applications to you

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

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

3.2 Held applications

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

3.3 Application status

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

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

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

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

Cancelled – we cancel an application if the applicant:

- > dies
- > has made a fraudulent application
- > has failed to pay the application fee within 21 working days of submitting the application
- > has already made an application in the same application cycle
- > requests a cancellation within 14 days of the date on their welcome email

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

3.4 Action by you on receipt of applications

Conservatoires should send either an audition pending (AP) or decision transaction. Conservatoires may waive assessment fees through the AP transaction.

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

3.5 Data Protection Act

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

3.6 Applicants with disabilities and special needs

All applicants are asked to enter their appropriate disability from a drop-down menu. A code other than A means the applicant has indicated some form of disability, and special arrangements or facilities may be needed. Applicants can also give details of any special needs.

Disabilities, special needs, and/or medical conditions categories are as follows:

- 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 a physical impairment or mobility issues, such as difficulty using your arms, or using a wheelchair or crutches.
- I** You have a disability, impairment, or medical condition that is not listed above.
- J** You have two or more impairments and/or disabling medical conditions.

We process applications from applicants with disabilities in the usual way. It is the conservatoires' responsibility to identify potential needs and make any special arrangements prior to making any formal offer.

If a conservatoire cannot offer a place to an applicant solely because they cannot provide the facilities to cope with a particular disability, they should write to the applicant, with a copy of the letter sent to our Customer Experience Centre, and ask the applicant to inform us of his or her choice of alternative conservatoire. As substitutions become more difficult to arrange the later in the application cycle they arise, it is particularly important that applications from those with disabilities are processed as quickly as possible.

3.7 Fee status code

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

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

3.8 Criminal convictions

There is a question referring to criminal convictions for applicants to answer when they complete their application.

This question refers to courses leading to professions or occupations such as (but not limited to) teaching and those involving work with children or vulnerable adults, including the elderly or sick people. These professions or occupations are exempt from the Rehabilitation of Offenders Act (1974). Conservatoires can use the collection tool to flag individual courses if they require applicants who apply for these courses to declare that they have spent or unspent convictions. Courses must be flagged before our search tool goes live for the new admissions cycle. The codes used will be:

Code	Definition	Explanation
D	Declared	Has declared a criminal conviction.
U	Undeclared	Has not made a declaration.
X	Not presented	Choice added by either UCAS Conservatoires or a conservatoire, or criminal convictions declaration not required for course.

Full details of the help text are in Appendix F.

3.9 References

Copies of the academic and practical reference forms can be found at www.ucas.com/ucas/conservatoires/apply-and-track/references-conservatoires. Guidance for referees is given in the advisers' section of the website at www.ucas.com/advisers/references/how-write-ucas-conservatoires-references.





SECTION 4: **INITIAL DECISIONS**

SECTION 4: INITIAL DECISIONS

4.1 General principles

All decisions about applications must be transmitted through UCAS Conservatoires.

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

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

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

Replies to offers are made through Track.

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

Applicants are told that by agreeing to the declaration, they undertake to be bound by the terms and conditions in the prospectus or contract sent with or before the offer of a place.

4.2 Decisions

The types of decision and decision codes available are as follows:

Decision	Code
Audition pending	AP
Guaranteed unconditional offer	GU
Guaranteed conditional offer	GC
Reserve unconditional offer	VU
Reserve conditional offer	VC
Unsuccessful	REJ
Withdrawal	W

Audition pending (AP)

This type of decision is sent when an applicant is invited to audition. The audition pending transaction includes details of the audition (date and time) and status of payment. More than one date can be entered for applicants applying for more than one practical study.

Guaranteed unconditional (GU) offer

This type of offer can be used when a conservatoire is satisfied, from the information given, that the applicant has already fulfilled the academic entry requirements. Non-academic conditions, such as health checks and payment of fees, can be included in unconditional offers. Conservatoires must be explicit in their offer about the deadline for fulfilment of non-academic conditions. For example, tuition fees must be paid before the start of the course, or the result from the Disclosure and Barring Service (DBS) check must be obtained before the start of a placement.

Unless the application and/or qualifications are subsequently shown to be fraudulent, a guaranteed unconditional offer is binding upon the conservatoire, if the applicant accepts it.

Guaranteed conditional (GC) offer

This type of offer can be used when applicants are still to take examinations. These are academic conditions. Conditional offers can also include non-academic conditions, such as health checks and payment of fees. These can be on their own or with academic conditions.

Unless the application and/or qualifications are subsequently shown to be fraudulent, the offer is binding upon the conservatoire, provided the applicant accepts the offer and meets the conditions.

Applicants are advised that they are expected to meet the academic conditions of conditional offers by 31 August 2020, unless the conservatoire sets an earlier deadline in its offer. Conservatoires must be explicit in their offer about the deadline for fulfilment of non-academic conditions. For example, tuition fees must be paid before the start of the course, or the result from the Disclosure and Barring Service (DBS) check must be obtained before the start of a placement.

Reserve unconditional (VU)

This type of offer can be used when an applicant is offered a place on the conservatoire's reserve list, and the conservatoire is satisfied, from the information given, that the applicant has already fulfilled the academic entry requirements. Non-academic conditions, such as health checks and payment of fees, can be included in unconditional offers. Conservatoires must be explicit in their offer about the deadline for fulfilment of non-academic conditions. For example, tuition fees must be paid before the start of the course, or the result from the Disclosure and Barring Service (DBS) check must be obtained before the start of a placement.

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

Reserve conditional (VC)

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

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

Applicants are advised that they are expected to meet the academic conditions of conditional offers by 31 August 2020, unless the conservatoire sets an alternative deadline in its offer. For non-academic conditions, conservatoires must be explicit in their offer about the deadline for fulfilment of non-academic conditions. For example, tuition fees must be paid before the start of the course, or the result from the Disclosure and Barring Service (DBS) check must be obtained before the start of a placement.

Unsuccessful (REJ)

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

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

The reason for rejection can be sent as either:

- a) a conservatoire's own offer abbreviation code
- b) free format text

The reason for rejection text will be available for applicants to view in Track. If the applicant has already replied to their offers, they will have to contact the conservatoire to discuss the reason for rejection.

Withdrawal (W)

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

Example of a withdrawal decision:

Type of decision	Select withdraw choice (W) in web-link, xml-link, or odbc-link
Coding	W.W1
Text shown in Track	Withdrawn at your request

The abbreviation code .W1 generates the text 'Withdrawn at your request'. The text is shown in Track.

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



4.3 False statements or omissions

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

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

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

4.4 Recording decisions

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

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

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

4.5 Errors in transmitting decisions

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

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

Rejections

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

Offers

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

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

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

4.6 Decisions which lead to replies

If an applicant has received offers, the final decision on their application generates an email to let them know there has been a change, and asks them to look at Track. Track displays the date by which the applicant should make their replies. If the applicant has not provided a valid email address, we send a Replying to Offers letter (CU6) – see www.ucas.com/providers/conservatoires/admissions-guide-and-resources for a sample letter. If the last decision is received on a Friday, the CU6 letter will be produced on the following Monday.

4.7 Decisions which lead to no offers

If an applicant has received decisions from all six choices but has no offers, they cannot apply for any further courses during the 2021 application cycle. The applicant will need to reapply in the next application cycle for 2022 entry.

An applicant who has not used all six choices, and has not received any offers from any of their choices, can add further choices (up to the maximum of six) until 28 August 2021.





SECTION 5: **DECISION PROCESSING**

SECTION 5: DECISION PROCESSING

5.1 Introduction

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

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

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

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

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

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

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

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

5.2 Recommended practice

Code of practice

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

Recommendations

- > All offers should be clear.
- > All offers should be unambiguous.
- > The simplest form of words should be used.
- > Applicants are advised that the conditions of any offer must be met by 31 August 2021, even if they are for deferred entry. Conservatoires should be explicit in their offers if they have an alternative deadline. It is good practice to advise applicants to send any examination results not processed by UCAS in ABL directly to the conservatoire.
- > Avoid sending separate letters to applicants containing conditions of offers.
- > Your system may have local facilities to check offers before they are sent. web-link also has an offer-checking facility.
- > Avoid using holding offers without clear conditions.
- > Do not make offers that are conditional on a satisfactory interview or audition, as this may place the applicant in the unfair position of being asked to reply before the interview or audition. Interviews and auditions are necessarily subjective and cannot form a quantifiable measure of achievement.
- > Ensure a satisfactory summary of conditions is generated for conditional offers.
- > Do not contact applicants after making offers to encourage replies.
- > Check the decision-making deadlines shown at the start of this publication.
- > You are advised to contact applicants before making a changed course, changed date of entry, or changed point of entry offer. This also applies when an amended decision is to be made. (For detailed advice, please see section 8.)
- > Applicants are told that by agreeing to the terms and conditions of the declaration, they undertake to be bound by the terms and conditions in the prospectus or contract sent with, or before, the offer of a place.

5.3 Initial decision processing

Types of decisions used

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

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

5.4 How decisions are compiled

General information

You send decisions to us via the LD (decision/offer) transaction.

Decisions conform to a standard layout made up of fields or elements. Unsuccessful and withdrawal decisions use only a restricted range of the elements, whereas conditional and unconditional offers may use most of them.

Using the coding system

The decision codes are as follows:

Decision	Code
Audition pending	AP
Guaranteed unconditional	GU
Guaranteed conditional	GC
Reserve unconditional	VU
Reserve conditional	VC
Unsuccessful	REJ
Withdrawal	W

Changed course

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

Changed courses may also be coded on reject and withdrawal decisions if required. Examples of all types of decisions showing the use of the changed course element can be found at www.ucas.com/providers/conservatoires/making-decisions.

Changed date of entry

This element is used to notify a change of entry date to be implemented at the same time as making the decision. Normally, this is used with conditional and unconditional offers. The change to the offer is highlighted in Track. To indicate a changed date of entry, the year and month should be included, preceded by a colon, for example, :21NOV. The year only may be changed by including the year digits alone, for example, :21, and in these cases, the original month remains unaltered. The month only may also be changed by including the month letters alone, for example, :NOV. In these cases, the original year remains unchanged. Change of date of entry may also be coded on reject and withdrawal decisions if required.

Changed point of entry

This element is used to notify a change of point of entry to be used at the same time as making the decision. Normally, this is used with conditional or unconditional offers. The change to the offer is highlighted in Track. The changed point of entry is indicated by including the entry point being offered, preceded by an exclamation mark, for example, !1 when the applicant has originally applied for entry into year two or three of the course. Valid points of entry are 0 to 4 inclusive. Change of point of entry may also be coded on reject and withdrawal decisions.

Abbreviations

Our decision-making system provides an extensive range of abbreviations, which enable you to generate text on the applicant's Track record by using two characters preceded by a full stop. Abbreviations exist for:

- > qualifications, e.g. .GC produces the text 'GCE A level', .PU produces the text 'Pre-U Diploma', .DP produces the text 'Advanced Diploma (Diploma)'
- > non-academic conditions, e.g. .P1 produces the text 'Satisfactory police check will be required'
- > expressions to link sections of a decision, e.g. .IN produces the word 'including'
- > items of additional information, e.g. .AP produces the text 'Please note this course is still subject to approval'

Although abbreviations may be used for both conditional and unconditional offers, the range of abbreviations available for unconditional offers is limited. Withdrawal decisions use a restricted range of abbreviations. A full list of abbreviations can be accessed at www.ucas.com/providers/conservatoires/making-decisions. The generated text appears as upper and lower case characters. The letters we use accommodate up to 60 characters on any one line. The length of the text generated by an abbreviation is therefore limited.

Format/layout codes

Each abbreviation has an associated code which determines the layout or format of the offer. The meanings of the format codes are as follows:

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

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

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

Code	Text produced
.1	Accommodation for first year students on this course is
.2	guaranteed – please contact Jim Davis on 020 7444 5555

Use of this combination of personalised abbreviations is accomplished by coding .01,.02 in the offer sent to us.

When you request personalised abbreviations, please take account of the effect of format codes as described above.

In general, if a personalised abbreviation is being used on its own, format code A should be used. If personalised abbreviations are linked, format code F should be used.

Grades and marks

Grades or marks in examinations or assessments may be specified. The system allows for:

- > alphabetical grades A to E inclusive
- > two-digit numeric mark (optionally followed by a %)
- > three-digit mark
- > P for a Pass
- > Q for a Merit
- > T for a Credit
- > R for a Distinction
- > G for a Pass GCSE Grade C
- > X for a Pass SQA Standard Grade 3
- > A* for GCE
- > S for BTEC D*

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

Single subject elements

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

Code	Text produced
B@CHEM	Grade B in chemistry
60%@PHYS	60 per cent in physics
P@BIOL	Pass in biology
Q@GEOG	Merit in geography
R@STATS	Distinction in statistics
G@FRENCH	GCSE Grade C in French
X@ENG	Pass SQA Standard Grade 3 English

Grouped subject elements

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

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

Code	Text produced
BC / ART, HIST /	Grades BC in any order in art, history
BCC / MATHS, PHYS, BIOL /	Grades BCC in any order in mathematics, physics, biology
DDE / FRENCH, SPAN /	Grades DDE in any order including French, Spanish
PQ / FRENCH /	1 Pass, 1 Merit including French

Group award offers

Group awards can be categorised as follows:

- > integrated purpose-built awards, e.g. IB Diploma, EB, Pre-U Diploma
- > a package of freestanding qualifications, e.g. Welsh Baccalaureate, Scottish Baccalaureate, AQA Baccalaureate
- > Advanced and Progression Diplomas

The principle of making offers for group awards should be based on the whole award so as to preserve its integrity.

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

Alternative conditions

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

Code
BCCD / BIOL, PHYS, CHEM, MATHS / ,AC, ABB / BIOL, PHYS, MATHS /

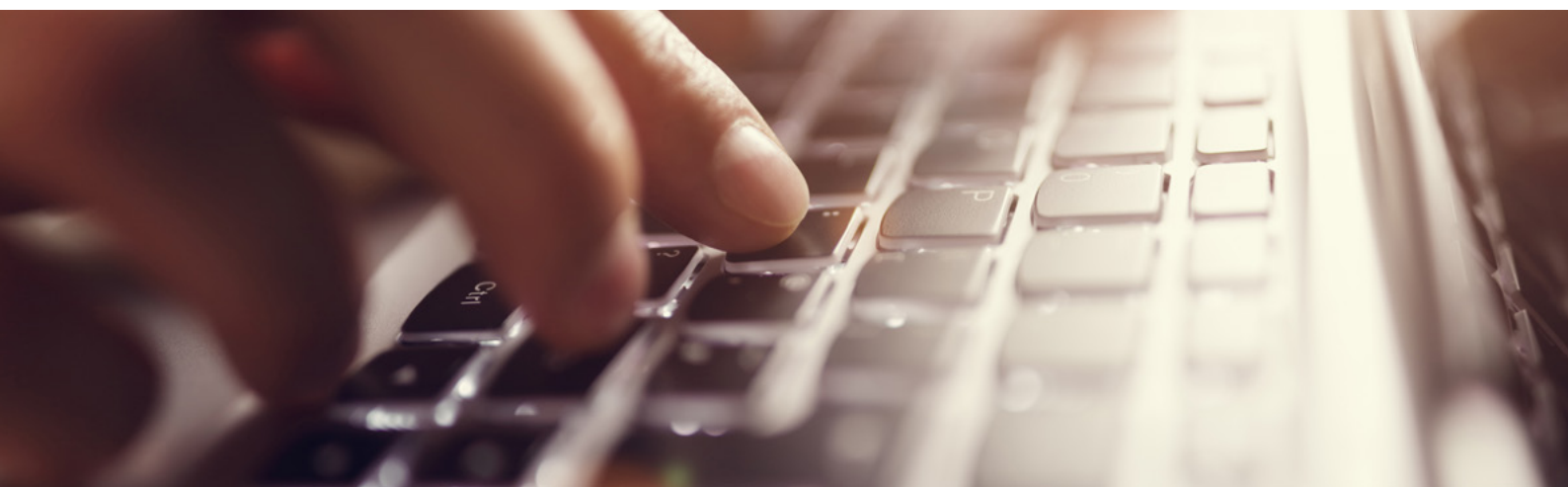
This example has the conditions of grades BCCD in any order in four subjects, and offers the conditions ABB in three subjects as an alternative.

Summary of conditions

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

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

Code
+BBC
+JM



The characters used in the automatic generation of the summary of conditions element are as follows:

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

The summary of conditions generated for each of the examples can be found at www.ucas.com/providers/conservatoires/making-decisions.

Free format offers

There are two forms of free format offers: 'normal' comment and 'free format' comment. Both allow offers to be expressed more fully – the 'normal' comment including any of the elements previously described, and the 'free format' comment including free text only.

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

'GCE A level grades BCC .OD, 17 February 2020', + BCC

which expands to:

**GCE A level grades BCC
An open day will be held on 17 February 2020**

In this example, a summary of conditions would be needed as our software would be unable to generate it. We do not split a single word at the end of our 60-character line, hence 'An open day will be held on 17 February 2020' appears on a second line. The 'free format' comment is enclosed in quotes. We do not alter its text in any way, and each element of the comment must fit on one line. It is envisaged as a complete alternative to coded offers. We do not generate a summary of conditions. An example is:

**+ BCC, 'GCE A level grades BCC',
'An open day will be held on 17 February 2020'**

which expands to:

**GCE A level grades BCC
An open day will be held on 17 February 2020**

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

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



5.5 Confirmation

Confirmation is the process in which you confirm conditional offers made earlier in the application cycle. Confirmation of offers may take place at any time in the cycle, provided the applicant has replied to offers and you have received notification of the results of examinations being taken by the applicant. Most of Confirmation is carried out during August and September, following the publication of summer examination results, but applicants who receive results earlier (for instance, winter A levels) may be confirmed as soon as you know the results.

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

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

5.6 Types of decisions used in Confirmation

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

Confirmation accepts

This decision is used to confirm a previously made conditional offer. If you need to, you may change the course, date of entry, point of entry, instrument, or study type in the same way as that used for the initial decision. A CU12 Confirmation letter will be produced if the confirmed choice changes to GU1.

Please remember that applicants use Track to view the status of their application. Consequently, they will be aware of any Confirmation decisions made by you before they receive the formal letter.

Confirmation rejects

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

5.7 Elements of Confirmation decisions

General information

Confirmation decisions for all conservatoires are actioned using the RD transaction.

Confirmation decisions conform to a standard layout made up of fields or elements. The range of elements used in Confirmation is limited. A full description of each element is given below.

Decision codes

The decision codes are one letter:

- A** – Accept (confirm the conditional offer)
- R** – Reject (applicant has not achieved the necessary requirements)
- C** – Accept with a change of course, date of entry, or point of entry



SECTION 6: APPLICANTS' REPLIES

SECTION 6: APPLICANTS' REPLIES

5.5 Confirmation

6.1 How applicants reply

Once all decisions have been made by conservatoires, or the applicant chooses to reply on the basis of offers already received (which cancels all outstanding referrals), an email is sent to the applicant to let them know there has been a change to their application, and asks them to check Track. If the applicant has not provided a valid email address, a Replying to Offers (CU6) letter is sent to the applicant (see www.ucas.com/providers/conservatoires/admissions-guide-and-resources for a sample letter). This gives the date by which the applicant must reply. This date is also shown in Track.

The applicant must reply to their offers using Track.

Track help text has guidance on the options for replying to offers.

Valid replies to offers are:

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

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

An applicant can accept a guaranteed unconditional (GU) offer or a guaranteed conditional (GC) offer as their first choice. In this case, all other offers must be declined. They cannot have a second choice.

An applicant can accept both a guaranteed (GU or GC) offer and a reserve (VU or VC) offer. In this case, the reserve offer must be their first choice.

Valid combinations of offers and replies are:

Applicant replies ↓	Conservatoire offers →	
1 (first choice)	GU or GC	VU or VC
2 (second choice)	none	GU, GC, VU, or VC

An applicant does not have to make a second choice.

The following reply scenarios illustrate the options available:

Scenario one			
	Conservatoire	Decision	Reply
Choice 1	A	GU	D
Choice 2	B	GC	2
Choice 3	C	GC	D
Choice 4	D	VC	D
Choice 5	E	VU	1
Choice 6	F	R	X

Scenario two			
	Conservatoire	Decision	Reply
Choice 1	A	GU	1
Choice 2	B	GC	D
Choice 3	C	GC	D
Choice 4	D	VC	D
Choice 5	E	VU	D
Choice 6	F	R	X

Applicants who decline all their offers cannot make any additional choices during the 2021 application cycle. These applicants will need to reapply in the next application cycle for 2022 entry.

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

An applicant has a confirmed place if they accept a guaranteed unconditional (GU) offer as their first choice.

A guaranteed unconditional offer firmly accepted as a first choice is binding on both the conservatoire and the applicant.

Early informal replies to offers

Conservatoires must not ask for replies or indications of applicants' intentions in any letter sent to them, or offer incentives, nor must they press for replies or any form of commitment. It is not permitted to ask applicants for a deposit if they accept an offer for a fully-funded course.

6.2 Deadlines for applicants' replies

Final decision from conservatoires by 4 January 2021

Applicants whose final decisions reach us by 4 January 2021 and who have not replied by 1 February 2021, will have their offers declined by us.

Final decision from conservatoires by 16 March 2021

Applicants whose final decisions reach us by 16 March 2021 and who have not replied by 14 April 2021, will have their offers declined by us.

Final decision from conservatoires by 15 May 2021

Applicants whose final decisions reach us by 15 May 2021 and who have not replied by 1 June 2021, will have their offers declined by us.

Final decision from conservatoires by 3 August 2021

Applicants whose final decisions reach us by 3 August 2021 and who have not replied by 8 September 2021, will have their offers declined by us.

Final decision from conservatoires after 3 August 2021

Applicants whose final decisions reach us after 3 August 2021 and who have not replied by 22 September 2021, will have their offers declined by us.

6.3 Replies: action by UCAS Conservatoires

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

If an unconditional offer has been accepted as a first choice (GU1), we send the applicant a guaranteed unconditional place letter (CU12). The letter informs the applicant they should email the conservatoire if they do not intend to take up the place. However, if the applicant contacts us within 14 days of the date of the letter, we will change their replies. After 14 days, we will do this only with the consent of the conservatoires concerned.

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

Applicants who decline all their offers cannot make any additional choices during the 2021 application cycle. These applicants will need to reapply in the next application cycle for 2022 entry.

If an applicant does not reply to their offers by the deadline, we will automatically decline all their offers. These applicants cannot make any additional choices during the 2021 application cycle, even if they originally applied for fewer than the maximum six choices.

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

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

6.4 Cancellation of applications or choices

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

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

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



SECTION 7: **OUTSTANDING DECISIONS**



SECTION 7: OUTSTANDING DECISIONS

7.1 Deadlines and methods

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

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

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

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

7.2 Outstanding decisions timetable

Applications	Reject by default (19:00)
Submitted to UCAS Conservatoires 18 July 2020–1 May 2021	13 July 2021
Submitted to UCAS Conservatoires 2 May 2021 –1 June 2021	3 August 2021
All outstanding reserve decisions (VC and VU)	8 September 2021
All outstanding Confirmation decisions	22 September 2021
All outstanding DCF decisions	1 December 2021



SECTION 8: **CHANGES**

SECTION 8: CHANGES

7.1 Deadlines and methods

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

8.2 Commitments by you

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

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

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

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

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

8.3 Confirmation

Once applicants have made their replies, they are considered ready for Confirmation. This means, once assessment results or other necessary details have been received, applicants' offers should be confirmed, or a final rejection made using the RD transaction. This might happen early in the year, e.g. when the results of winter assessments are received. Please see section 11 for full details of the Confirmation process.

8.4 You want to offer a different course

No decision has been made

You must obtain the applicant's agreement. If the applicant does not agree to the alternative, the application must be rejected. An agreed change is made using the LD (decision) transaction.

A decision has been made, but no reply received

You can make valid amended decisions until 13 July 2021 using the LA (amended decision) transaction. After this date, there is no time to allow applicants to reply.

If you make the change before we receive the final decision, the applicant's record in Track will be updated.

Guaranteed and reserve unconditional offers

You must explain the necessity of the change to the applicant before advising us.

Guaranteed and reserve conditional offers

If the applicant's position changes significantly, e.g. change of examination arrangements, you may change the course. You should always explain the necessity of the change to the applicant.

Decision and reply have both been made

Guaranteed and reserve unconditional first choice (GU1 and VU1)

You must obtain the applicant's agreement. Once agreed, please use the RA transaction.

Guaranteed and reserve unconditional second choice (GU2 and VU2)

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

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

The applicant must agree to the change. Once agreement is obtained, please use the LA transaction, up to 13 July 2021. The applicant's record in Track will be updated to allow new replies to be made.

After 13 July 2021, all changes must be actioned as part of Confirmation decisions (see section 11).

8.5 The applicant wants a different course

No decision has been made

If you agree, please include the change in the LD transaction. If you cannot agree, you must reject the application.

A decision has been made, but no reply received

If you agree, you can make the change until 13 July 2021 using the LA transaction. After this date, there is no time to allow applicants to reply.

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

Decision and reply have both been made

Guaranteed and reserve unconditional first choice (GU1 and VU1)

If you agree, you should use the RA transaction.

Guaranteed and reserve unconditional second choice (GU2 and VU2)

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

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

If you agree, please use the LA transaction, until 13 July 2021. The applicant's record in Track will be updated.

After 13 July 2021, all changes must be actioned as part of Confirmation decisions (see section 11).

8.6 You want to offer a different year

or month of entry

No decision has been made

You must obtain the applicant's agreement. If the applicant does not agree to the alternative, the application must be rejected. An agreed change is included in the LD transaction.

A decision has been made, but no reply received

You can make valid amended decisions until 13 July 2021 using the LA transaction. After this date, there is no time to allow applicants to reply.

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

Guaranteed and reserve unconditional first choice (GU1 and VU1)

You must explain the necessity of the change to the applicant before advising us.

Guaranteed and reserve conditional offers

You should explain the necessity of the change to the applicant.

Decision and reply have both been made

Guaranteed and reserve unconditional first choice (GU1 and VU1)

You must obtain the applicant's agreement. Once agreed, please use the RA transaction.

Guaranteed and reserve unconditional second choice (GU2 and VU2)

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

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

The applicant must agree to the change. Once agreement is obtained, please use the LA transaction, up to 13 July 2021. The applicant's record in Track will be updated to allow new replies to be made.

After 13 July 2021, all changes must be actioned as part of Confirmation decisions (see section 11).

8.7 The applicant wants a different

year or month of entry, or both

No decision has been made

If you agree, please include the change in the LD transaction. If you cannot agree, the application must be rejected. If the request is for consideration for the following year, you may want to consider the applicant for deferred entry.

A decision has been made, but no reply received

If you agree, you can make the change until 13 July 2021 using the LA transaction. After this date, there is no time to allow applicants to reply.

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

Guaranteed and reserve unconditional first choice (GU1 and VU1)

If you agree, please use the RA transaction.

Guaranteed and reserve unconditional second choice (GU2 and VU2)

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

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

If you agree, please use the LA transaction up to 13 July 2021. The applicant's record in Track will be updated to allow new replies to be made.

After 13 July 2021, all changes must be actioned as part of Confirmation decisions (see section 11).

8.8 You want to offer a different point of entry

No decision has been made

You must obtain the applicant's agreement. If the applicant does not agree, the application must be rejected. An agreed change is included in the LD transaction.

A decision has been made, but no reply received

You can make valid amended decisions until 13 July 2021 using the LA transaction. After this date, there is no time to allow applicants to reply.

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

Guaranteed and reserve unconditional (GU and VU)

You must explain the necessity of the change to the applicant before advising us.

Guaranteed and reserve conditional offers

You should explain the necessity of the change to the applicant.

Decision and reply have both been made

Guaranteed and reserve unconditional first choice (GU1 and VU1)

You must obtain the applicant's agreement. Once agreed, please use the RA transaction to make the change.

Guaranteed and reserve unconditional second choice (GU2 and VU2)

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

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

The applicant must agree to the change. Once agreement is obtained, please make the change using the LA transaction, up to 13 July 2021. The applicant's record in Track will be updated to allow new replies to be made.

8.9 The applicant wants a different point of entry

No decision has been made

If you agree, please include the change in the LD transaction. If you cannot agree, the application must be rejected.

A decision has been made, but no reply received

If you agree, you can make the change until 13 July 2021 using the LA transaction. After this date, there is no time to allow applicants to reply.

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

Decision and reply have both been made

Guaranteed and reserve unconditional first choice (GU1 and VU1)

If you agree to the change, please record it using the RA transaction.

Guaranteed and reserve unconditional second choice (GU2 and VU2)

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

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

If you agree to the change, please record it using the LA transaction up to 13 July 2021. The applicant's record in Track will be updated to allow new replies to be made.

After 13 July 2021, all changes must be actioned as part of Confirmation decisions (see section 11).

8.10 You want to offer a different

practical study or study type

No decision has been made

You must obtain the applicant's agreement. If the applicant does not agree, the application must be rejected. An agreed change can be made using the Course Correction decision, or can be made when using the LD decision.

A decision has been made, but no reply received

You can make amended decisions until 13 July 2021 using the LA (amended decision) transaction. After this date, changes can only be made at Confirmation.

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

Guaranteed or reserve unconditional offers

You must explain the necessity of the change to the applicant before advising us.

Guaranteed and reserve conditional offers

You must explain the necessity of the change to the applicant before advising us.

Decision and reply have both been made

Guaranteed or reserve unconditional first choice (GU1 or VU1)

You must obtain the applicant's agreement. Once agreed, you can use the RA transaction.

Guaranteed or reserve unconditional second choice (GU2 or VU2)

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

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

The applicant must agree to the change. Once agreed, you may use the LA amend transaction until 13 July 2021. The applicant's record in Track will be updated to allow new replies to be made.

After 13 July 2021, all changes must be actioned as part of Confirmation decisions (see section 11).

8.11 You want to change a decision

The applicant has not replied

Rejection decision

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

Withdrawal decision

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

Guaranteed or reserve conditional decision

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

Guaranteed or reserve unconditional decision

You must advise the applicant before any change is made.

The applicant has replied

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

Guaranteed and reserve unconditional first choice (GU1 and VU1)

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

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

Guaranteed and reserve unconditional second choice (GU2 and VU2)

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

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

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

However, you can change a decision, including an offer to a rejection, until 13 July 2021 using the LA transaction. Unless the change is the result of a significant change in the applicant's position, e.g. receipt of assessment results, you must explain the necessity of it to the applicant.

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

If the change is from VC1 to GC1, this will cause any second choice to be withdrawn automatically by the system, and .W8 will be given as the reason for the withdrawal. Applicants holding GC1 are not entitled to hold a second choice. This must be explained to the applicant and their agreement obtained before this change is made.

You should also use the LA transaction until 13 July 2021 to notify us of a withdrawal from a GC1 or VC1 offer, if the applicant states an intention not to attend the course and you are willing to release them from the commitment. If the applicant is holding a second choice, this will become the first choice offer. If you are not willing to withdraw the applicant, please advise them to reapply the following year.

You can use an LA transaction to release an applicant from a GC2 or VC2 only, leaving the first accepted offer in place. If a previous GC2 or VC2 has now become the GC1 or VC1, use of an LA transaction to release the applicant will leave this applicant unplaced. The applicant will then need to reapply in the next application cycle to obtain a place for 2022 entry.

If an applicant wishes to swap their first and second choice accepted offers, both conservatoires should contact us.

We will note the first request on the applicant's record, and if the second conservatoire agrees, change the replies around. We will not contact conservatoires on an applicant's behalf.

However, if an applicant holds VC1 and GC2, or VC1 and GU2, after the swap, they will hold only GC1 or GU1, as holding either of these precludes holding a second offer.

This loss of their second offer must be explained to the applicant, and their agreement obtained before such a swap is requested.

8.9 The applicant wants a different point of entry

Changes allowed to decisions **before** replies have been made are summarised in the grid below.

Applicant initial state	Possible changes						
	R	W	AP	VU	VC	GU	GC
REF	Y	Y	Y	Y	Y	Y	Y
AP	Y	Y	Y	Y	Y	Y	Y
REJ	Y	X	X*	Y	Y	Y	Y
VC	Y	Y	X	Y	Y	Y	Y
VU	Y	Y	X	Y	X	Y	X
GC	Y	Y	X	X	X	Y	Y
GU	X	Y	X	X	X	Y	X

Key: Y Change allowed.
 X Change not allowed.
 * This change can be allowed through the HEP Team if an applicant requests to reinstate an application.

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

Applicant current choice status	Possible changes									
	REJ	W	VU1 or VU2	VC1 or VC2 + change	VU1 or VU2 + change	GU1	GU2	GC1 or GC2 + change	GU1 or GU2 + change	DCF Delayed Confirmation
VC1	(a)*	(b)	X	(c)	(h)	(a)**	(a)**	(j)	(d)	X
VC2	(a)*	(b)	X	(c)	(h)	(a)**	(a)**	(j)	(d)	X
VCD	X	X	X	X	X	X	X	X	X	X
VU1	(g)	(e)	X	X	(f)	(a)	(a)	X	(f)	X
VU2	X	X	X	X	X	(a)	(a)	X	(f)	X
GC1	(a)	(b)	X	X	X	(a)	(a)	(c)	(d)	(i)
GC2	(a)	(b)	X	X	X	(a)	(a)	(c)	(d)	(i)
GCD	X	X	X	X	X	X	X	X	X	X
GU1	X	(e)	X	X	X	X	X	X	(f)	X
GU2	X	X	X	X	X	X	X	X	(f)	X
REJ	X	X	X	X	X	X	X	X	X	X
W	X	X	X	X	X	X	X	X	X	X
DCF	(a)	(b)	X	X	X	(a)	X	X	X	X

Key: X Change not allowed.
 (a) You have received information showing the fulfilment **or not** of conditions, or applicant has agreed.
 (b) The applicant has stated an intention not to attend the course.
 (c) Prior agreement or information received from the applicant only.
 (d) With applicant's agreement or at applicant's request, only as an amendment before 13 July 2021 deadline.
 (e) Applicant withdrawn completely from the scheme.
 (f) With applicant's agreement or at applicant's request, as a Confirmation decision after 13 July 2021 deadline.
 (g) No reserve place is available.
 (h) Allowed with applicant's agreement. However, dependent on the rules of combination, an applicant may have one of their choices automatically withdrawn by the system, as they can only hold one guaranteed offer.
 (i) The applicant has outstanding conditions to fulfil beyond the Confirmation RBD.
 * Applicant can be rejected if no reserve place is available.
 ** In these circumstances where an applicant becomes guaranteed unconditional (GU1), they will lose their insurance (second) choice, indicated by a reply of 2.
 (j) If a guaranteed place becomes available and the applicant agrees to the change, the change can be submitted.

8.13 The applicant wants to change a choice

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

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

The last date for substitutions is 28 August 2021.

8.14 The applicant wants to add a choice or choices

Last date for additional choices

The last date for additions is 28 August 2021.

Applicants who make one to five choices

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

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

8.15 The applicant wants to change replies

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

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

If an applicant holding GC1 and VC1, or GC2 and VC2 offers makes it clear that they have no intention of attending the course, you should use the LA transaction with a withdraw decision, reason W5, up to 13 July 2021.

8.16 You are unable to run a course

listed in the search tool

A course that will not be offered, whether displayed in the search tool or not, should be archived in the collection tool.

If a course has changed substantially, a new course with a new application code should be set up.

If you need advice about archiving courses, changing existing course details, or adding new courses in the collection tool, you should contact the Data Collection Team on 01242 544 864 or at coursesdata@ucas.ac.uk.

Liability

Although we provide a procedure for archiving courses, we are not liable for any consequences of you doing so. There may be legal consequences of archiving courses. You must therefore ensure that such action is in accordance with your own terms and conditions. We recommend you seek your own legal advice before deciding to cancel a course.

Courses archived up to 28 August 2021

You must contact applicants about archived courses as soon as the decision has been taken and explain the situation, so each applicant is able to make a decision on the best course of action. Please remember that late withdrawal of a course will leave applicants with little or no hope of securing an alternative offer.

A duty of care is placed on you to assist the applicants in any way possible, if necessary by contacting other conservatoires that may be able to offer a suitable place. The applicant must be kept fully informed of the situation. Where you can offer an alternative course, it must be discussed with the applicant before you ask us to change any records.

The situation will be difficult for applicants who have a confirmed place (GU1) for an archived course, and for those who had deferred entry from the previous cycle. We will not insist on reapplication if another conservatoire is prepared to allow the applicant GU1 status.

The applicant has not replied

The applicant may ask you to consider their application for another course with you. In this case, you should include the new course in your decision.

The applicant has replied

Applicants who have accepted an offer for a course as their first or second choice should, if possible, be offered a suitable alternative course with you. If this is not possible, or the applicant does not want to accept the alternative, the applicant should ask us to make a substitution.

In these cases, we will remove all replies to give the applicant as full a set of options as possible. We will inform the conservatoires affected by this using online data transfer, so they are aware the applicant may want to accept an offer which they had previously declined.

Courses archived after 28 August 2021

If at all possible, the decision to archive a course should be made earlier in the application cycle. The later the decision is left, the more difficult it will be for the applicant to obtain a suitable alternative offer.

Where a course has been archived after 28 August 2021, a duty of care is placed on you to assist applicants in any way possible, if necessary to contact other conservatoires that may be able to offer a suitable place. The applicant must be kept fully informed of the situation. Where you can offer an alternative course, it must be discussed with the applicant before you ask us to change any records.

The situation may be even more difficult for applicants who have become GU1 for an archived course, and for those who had deferred entry from the previous cycle. We will not insist on reapplication if another conservatoire is prepared to allow the applicant GU1 status.

8.17 You have introduced a new course

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

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

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

New courses need to be added before they are locked down in June. If a course is added after this date it will not flow through to apply without intermission from UCAS. This can hold up your courses being displayed in the search tool and opening the courses for applications.

Including a new course at application

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

The applicant has not replied

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

The applicant has replied

Conservatoires offering a new course must not approach applicants holding offers elsewhere.

If the applicant has replied to offers, they should be advised to contact our Customer Experience Centre to ask for a substitution. We will remove all replies when the substitution is made. The applicant will therefore be able to make replies again for all choices where they have offers when the decision is received for the new (substituted) course. We will inform conservatoires of the new replies using online data transfer.

8.18 The applicant wants to withdraw from

a choice, or you want to withdraw an applicant

from the choice at your conservatoire

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

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

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

8.19 The applicant wants to withdraw from

all choices where decisions are outstanding

The applicant should contact our Customer Experience Centre to withdraw themselves from outstanding decisions.

8.20 The applicant wants to withdraw completely

from UCAS Conservatoires

An applicant can withdraw completely from the scheme at any time via Track, or by contacting us or the conservatoires they have applied to. By doing so, the applicant becomes ineligible for any further dealings with conservatoires in the scheme in that application cycle. Track will show they have withdrawn from the UCAS Conservatoires scheme.

8.21 The applicant wants to reverse

a complete withdrawal

This procedure, known as reinstatement, is carried out at the applicant's request.

You are not obliged to stand by a commitment to an applicant who has withdrawn but who later wants to be reinstated.

At the time of reinstatement, decisions that were outstanding when the applicant withdrew will be treated as withdrawal from those choices. Outstanding replies will be declined. These decisions and replies will not be reinstated unless the conservatoire(s) agree(s).

Consumer law for distance contracts

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

8.22 Major changes in conservatoires

or responsibility for recruitment

between conservatoires, or both

Mergers between conservatoires

Mergers are unlikely to take place at a time convenient to our publications or application timetable. It is therefore vital that you contact us as soon as you think a merger is likely, so we can discuss the effects on published information and application processing, and whether you can offer any advice or help. Please contact our HEP Team in the first instance. See Appendix A for contact details.

Other major changes to recruitment provision

Please contact our HEP Team in the first instance – see Appendix A for contact details.





SECTION 9: **APPLICANT STATUS LIST**



SECTION 9: APPLICANT STATUS LIST

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

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

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

It also shows applicants who have declined your offer.



SECTION 10: EXAMINATION RESULTS

SECTION 10: EXAMINATION RESULTS

10.1 Summer examinations – 2020 session

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

10.2 Winter examinations

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

10.3 Summer examinations – 2021 session

Results handled via Awarding Body Linkage (ABL)

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

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

Results embargo agreement

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

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

GCE results

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

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

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

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

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

Conditions applying to the issue of ABL results for GCE examinations

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

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

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

You must not send letters or emails which will arrive during the results embargo period, and we would urge extreme caution on posting your own material before the results embargo period. Nor must you contact applicants before results day to discuss their position. If applicants are contacted in error, or are mistakenly given information relating to Confirmation decisions before results day, you must contact UCAS immediately following the instructions in the results embargo agreement. If an applicant telephones on results day and obviously knows his or her results, you may discuss the situation. The awarding bodies have agreed that applicants can have access to the outcome of their application in Track from early on results day morning. The exact timings will be made available nearer the time.

Confidentiality of results

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

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

Even after publication, you should not disclose results to applicants or parents. If an applicant has not received results through the normal channels, they should contact the centre at which the examinations were taken. Private candidates who have not had their results should be asked to go to the awarding body's office – awarding bodies will not give results over the telephone.

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

- > Our records and operating procedures will be open for inspection at any time by an authorised representative of the awarding body.
- > We will not proceed with this operation if at any time we have doubts about our ability to maintain accuracy of reproduction.
- > If it has such doubts, the awarding body may veto the publication of results through us at any time before issue.
- > We distribute details of the amendments issued by the awarding bodies to all conservatoires receiving those results through us.
- > UCAS Conservatoires correspondents at all conservatoires are made aware that the awarding bodies cannot accept responsibility for the outcome of any decision based on incorrect information supplied by us.
- > Conservatoires are made aware that the information is issued for the purpose of confirming places only, and the bodies retain the copyright. Permission must be obtained from the originating body if any additional use is to be made of the data, for example, research, articles, or letters in the press.

You should ensure all staff involved in the ABL procedure are aware of the conditions, and that the results received through us are provisional. The definitive results are those issued to applicants directly by the awarding bodies or via schools.

31 August

It should be remembered that offers stand or fall on results available at 31 August 2021. Conservatoires are encouraged to chase any outstanding results from applicants to ensure they have them before the advisory deadline of 31 August. Any amended results supplied to UCAS by the awarding bodies will be provided to you within 24 hours of receipt. If not all results have been provided, then no Confirmation decision should be made until after 31 August, unless the applicant cannot meet the conditions with the missing results, or you wish to confirm the place based on the received results.

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

The Joint Council for Qualifications (JCQ) has a Priority Service 2 post-results review of marking for those applicants whose place depends on the outcome of their Level 3 qualification results (GCE, AEA, and Level 3 Principal Learning). This service provides a quick response to candidates holding an offer through UCAS Conservatoires. To qualify for this service, requests for Priority Service 2 post-results reviews of marking must be received by an awarding organisation no later than eight days after the publication of Level 3 qualifications. The awarding organisation will report the outcome of the review of marking within 18 calendar days of receiving the request.

Although we cannot force you to keep offers open after 31 August, we do ask you to be aware of applicants in this position, and of the likely speed at which appeals are resolved (see 10.4 and 11.1). We will advise applicants who contact us to immediately get in touch with conservatoires that are holding offers to explain their situation. As the Confirmation reject by default on 22 September falls after the 18 day target set by the awarding bodies to consider appeals, we hope you will take these circumstances into consideration when making Confirmation decisions.

Amended results

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

SQA results

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

Irish Leaving Certificate results

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

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

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

International Baccalaureate results

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

Results we receive

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

Advanced International Certificate of Education

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

Welsh Baccalaureate

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

Matching UCAS Conservatoires applicants against awarding bodies' records

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

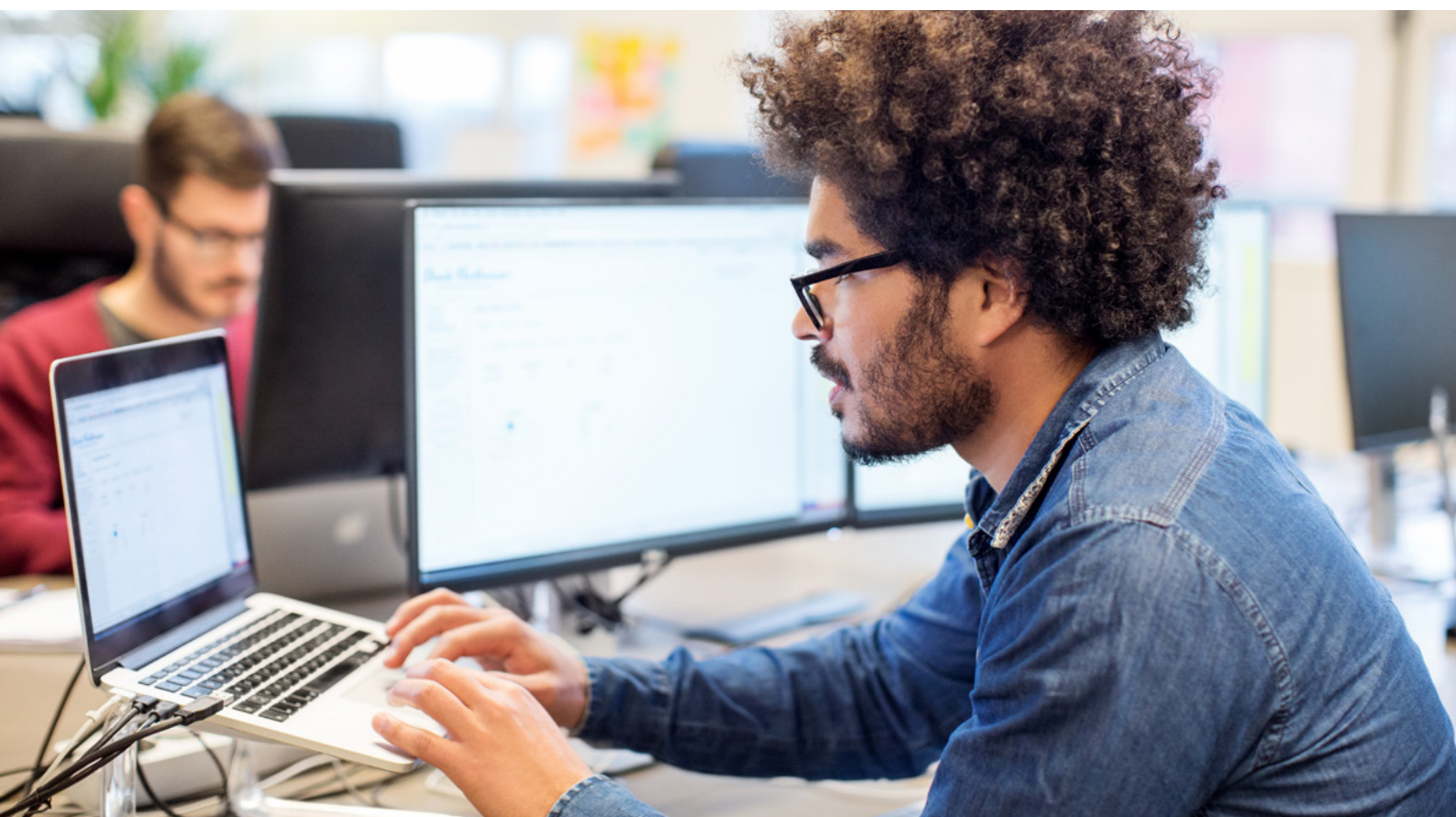
Examination results not supplied by ABL

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

10.4 Missing results and appeals

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

Conservatoires must keep places for applicants with missing results until 31 August 2021. However, you do not have to keep places for applicants who are appealing to their awarding body until 31 August.





SECTION 11: **CONFIRMATION OF OFFERS**

SECTION 11: EXAMINATION RESULTS

11.1 Confirmation decisions: action by you

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

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

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

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

Types of decisions

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

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

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

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

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

The types of decisions used in Confirmation are:

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

Deadlines for Confirmation of GC decisions

The deadline for conservatoires to make RD transactions on applications that are GC is 18:00 on 22 September 2021.

Confirmation reject by default

If you do not provide Confirmation decisions for applicants who have accepted guaranteed conditional offers (GC1 or GC2) by 22 September 2021, we will record a reject decision.

Delayed Confirmation (DCF) decision

Some applicants take examinations with results that are published after the final RBD on 22 September 2021.

The results of Access courses or tests in English language proficiency, for example, are frequently after this date. In such cases, conservatoires will be able to use a Delayed Confirmation (DCF) decision to delay confirming a place if there are outstanding conditions. This decision will be available from 1 until 18 September 2021. An RBD process will run on 1 December 2021 to reject any DCF applicants who have not yet had their place confirmed.

DCF can only be used for applicants who are GC1. Conservatoires can confirm (GU1) or reject (REJ) a DCF application using the link products. A management list in web-link shows all applicants for whom the conservatoire has made a DCF decision. All outstanding DCF decisions will be rejected by default on 1 December 2021.

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

Conservatoires must contact applicants to advise them their place cannot be confirmed as there are outstanding conditions, and it will be held for the applicant until 1 December, or an earlier date if stipulated by the conservatoire. The applicant's online Track record will show Delayed Confirmation.

Errors in Confirmation

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

Confirmation processing and changes to applicant status

Initial status after applicant's reply	Possible changes to initial status	Type of decision
Guaranteed conditional (GC)	Guaranteed unconditional (GU) ¹ Unsuccessful (REJ) ²	Confirmation Confirmation
Reserve conditional (VC)	Reserve unconditional (VU) Guaranteed unconditional (GU) ¹ Unsuccessful (REJ) ²	Ordinary decision Confirmation Confirmation
Reserve unconditional (VU)	Guaranteed unconditional (GU) ¹ Unsuccessful (REJ) ²	Confirmation Confirmation

Notes

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

11.2 Confirmation decisions: action by applicants

CU12 Confirmation letter

The CU12 letter, which is sent to all applicants who are GU1, advises them to email the conservatoire to confirm if they do not intend to take up the place. If they decide not to take up the place, they have withdrawn themselves from the 2021 entry cycle.

The applicant must email the conservatoire within seven days from the date of the letter if they do not intend to take up the place. If they do not, you are entitled to assume the applicant will take up the place. However, conservatoires are reminded that letters to addresses outside the UK may take longer to arrive.

If the applicant declines the place and is therefore withdrawing from the scheme, you should inform us by using the RW transaction.

11.3 Confirmation decisions: action by UCAS

The following principle underlies Confirmation:

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

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

The various possible stages, depending on the state of the application, are shown in the table in 11.1.



SECTION 12: RECORD OF PRIOR ACCEPTANCE (RPA)



SECTION 12: RECORD OF PRIOR ACCEPTANCE (RPA)

Applicants are encouraged to apply within the published timetables. We accept applications until 28 August 2021. However, we recognise that a number of applicants may not do so, and so to keep as complete a record as possible of those applying to and accepted into higher education, and to assist conservatoires in compiling their databases, the RPA process is available. The RPA process is also effective in the avoidance of fraud.

The RPA process should be used in exceptional cases only.

Before completing an RPA, you should carry out checks to reassure yourself the applicant has not already made an application through us. This can be done by telephoning the HEP Team or by using web-link. RPAs should only be completed for applicants to whom you are offering a place they want to accept. They should not be used for speculative enquirers.

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

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

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

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

There is no application fee for an RPA, but the capitation fee is charged.

The RPA process starts on 1 July 2021, and closes on 17 September 2021.



APPENDICES

APPENDIX A: USEFUL CONTACTS AND INFORMATION

UCAS contacts for conservatoires

Data Collection Team

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

Tel: 01242 544 864

Email: coursesdata@ucas.ac.uk

HEP (higher education provider) Team

Your first point of contact for operational queries and requests.

- > We support you in all areas relating to our application processes and operational policy.
- > We offer information and advice on changes, new systems, and processes.
- > We are also responsible for any technical support relating to any of the UCAS products. We work closely with our IT partners, Infosys, to provide the correct solution for you.

Tel: 0344 984 1111

Email: hep_team@ucas.ac.uk. For technical queries, raise a ticket in our ServiceNow portal.

Relationship managers

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

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

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

Service Delivery Team (operations)

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

Technology relationship managers

There are several members of this team who each manage their own regions.

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

Verification Team

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

Tel: 01242 545 494

Fax: 01242 544 952

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

Other contact details

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

Customer Experience Centre

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

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

Resources available

Technical manuals

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

web-link manual

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

Compliments and complaints

Compliment

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

Simply let us know:

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

Complaints

Contact your relationship manager in the first instance. Once you've contacted us, we'll do our best to resolve any complaints within five working days. If we need more time to complete our investigations, we'll keep you regularly updated with our progress. To help us resolve your complaint, we'll need:

- > your name
- > your conservatoire's name
- > a description of your concern
- > what you'd like us to do to put things right
- > your contact details and the best time to contact you

We've adopted the principle to treat the Welsh and English languages with a basis of equality in the conduct of our public business in Wales. If you'd like to enquire about the scheme, suggest improvements, or complain about services provided by the scheme, please get in touch with Peter Evans at p.evans@ucas.ac.uk.

Data Protection Act

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

Disclaimer

UCAS cannot accept any liability for the consequences of any error by a conservatoire which arises from the making of decisions, changes in offers, or offers made by mistake. In giving information and advice to applicants, UCAS will play its part in ensuring applicants understand and can exercise their consumer rights. Any information and advice we provide to applicants who may wish to change their application, will be given on the basis of the information held in UCAS' systems.





APPENDIX B: COMMUNICATIONS SENT TO APPLICANTS

UCAS Conservatoires sends the following communications to applicants.

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

Examples of letters sent to applicants can be viewed at www.ucas.com/providers/conservatoires/admissions-guide-and-resources.

APPENDIX C: RESIDENTIAL CATEGORY (compiled with the help of UKCISA)

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

- Along with other information on your application, this helps conservatoires establish your status for the payment of tuition fees. You should not confuse your residential category with your ethnic origin.
- The brief explanations below should establish your provisional status. You can also scroll down and answer the questions listed below to help you determine your status. The conservatoires to which you are applying will make the final decision on your category, and so all queries should be addressed to them. The different categories are as follows:

(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 (OT) 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.

(W) 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, 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 for three years 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, an employee of an international organisation, or the family or staff member of such a person – if this is your situation, your residential category is Other.)

(7) Other

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

Questions to determine your provisional status

- Q1** Are you a UK citizen or the direct descendant (child or grandchild) or the spouse or civil partner of a UK 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 the child of a Swiss national and for three years or more prior to the start of your course, have you lived in the EEA, Switzerland or OT?

YES go to question 13
NO go to question 15

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

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

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

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

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

YES go to question 16
NO go to question 17

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

YES code: Child of a Turkish worker

NO go to question 17

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

YES code: Refugee

NO go to question 18

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

YES code: Humanitarian Protection or similar

NO go to question 19

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

YES code: Other

NO code: Settled in the UK

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

Notes

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

British Overseas Territories consist of the following 14 territories: Anguilla, Bermuda, British Antarctic Territory, British Indian Ocean Territory, British Virgin Islands, Cayman Islands, Falkland Islands, Gibraltar, Montserrat, Pitcairn Islands (i.e. Pitcairn, Henderson, Ducie and 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 conservatoires you have chosen. For example, if either of your parents is granted UK or EU citizenship, or if either of your parents is granted refugee status.

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

APPENDIX D:

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

When an applicant is referred for investigation, the Verification Team will write to the applicant and/or the referee seeking to establish the veracity of the application, particularly in relation to identity, qualifications, education, employment, personal statement, and reference. If they respond and provide the documents and/or information requested and these details support the details declared in their application, we will allow their application to proceed as normal and they will be notified in writing.

If they respond but fail to provide the requested documents and/or information within the time specified, or provide documents and/or information that fail to support the details declared in their application, or provide forged documents and/or false information, their application will be cancelled and they will be notified in writing. If they fail to respond altogether, their application will be cancelled and they will be notified in writing. During the course of an investigation, copies of all correspondence (conducted entirely by email) are sent to the conservatoires listed in the application. The addressee will be the Fraud Correspondent for that conservatoire, so it is essential that conservatoire 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, 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 within 28 days. The final decision will be notified to them in writing and correspondence copied to the conservatoires named in their application.

We advise conservatoires that, as in the past, August onwards is particularly favoured by fraudsters. Our rules state that no individual should be accepted by direct means for courses recruited for through UCAS Conservatoires, and this is particularly important during Confirmation when appropriate admission procedures should be followed at all times. Conservatoires should, of course, undertake their own verification checks (identity, qualifications, references, etc.) before applicants are allowed to enrol.

The prevention and detection of similarity in personal statements

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

The process

The Copycatch similarity detection database, through which all UCAS Conservatoires personal statements are screened, holds thousands of personal statements from previous cycles, many of which have been flagged for similarity. Copycatch employs a series of sophisticated algorithms to compare each new personal statement to every other personal statement in our source library, including those from paper publications and the internet, alerting us to subsequent matches. We 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 conservatoires with additional information for consideration, and it is the conservatoire that makes the final decision in accordance with its own policies and procedures.

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



APPENDIX E: UCAS CONSERVATOIRES DECLARATION

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

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

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

a. How we verify the information you provide

If we, and/or a conservatoire, have any reason to believe that you and/or your referee have:

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

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

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

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

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

b. Your personal statement

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

If your personal statement includes material that appears to have been copied from another source, we may notify the conservatoires to which you have applied, whose decision it will be to take what action they consider appropriate.

c. Misuse of credit or debit card

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

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

d. If we need more information about you

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

- > your identity
- > your immigration status
- > your qualifications
- > your employment history

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

e. How many places can you have?

If you make an application through more than one of our application schemes, you may find yourself with more than one confirmed place. If this happens we will ask you to accept one and withdraw from any others.

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

f. Your contract

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

g. If a mistake is made

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

h. What you can expect from a conservatoire when you receive an offer

When you receive an offer of a place from a conservatoire, they should also provide you with or make available to you the 'pre-contract' information which is required under consumer protection legislation. This information should include, amongst other things, relevant information about course 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 conservatoire and their complaints handling process, including your right to cancel your contract should you change your mind. The conservatoire should also provide you with information about their terms, rules and regulations relating to student conduct, which explain your rights and obligations to the conservatoire and, likewise their obligations to you, as a student at their institution.

You should read and understand this information before making a decision about an offer, as this is likely to form the terms and conditions of the contract between yourself and the conservatoire if you subsequently 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 conservatoire directly to ask for further advice.

i. If a course cannot be offered

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

j. Cancelling your application

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

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

Your right to appeal if we cancel your application

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

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

k. How we may use your personal information

By ticking a box to submit your application, you will be confirming 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 and certain organisations who have statutory or regulatory responsibilities.

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

Managing your application to higher education

- > We share personal information in your application with the conservatoires that you have applied to, so that they can consider and process your application. This will also include sharing your results from the examination and awarding bodies with the conservatoires where you hold offers.
- > We may correspond with your examination board or awarding organisation about your results and we may undertake surveys they may commission on their behalf.
- > If you are an international applicant, we may share personal information with UK Visas and Immigration (UKVI) in connection with verification procedures for your entry into the United Kingdom for study purposes.

Reporting to organisations with responsibilities for higher education

- > Personal information may be provided to organisations who have either statutory or regulatory responsibilities for ensuring the effective operation of the higher education sector or monitoring the effectiveness of government policies for higher education. We will only supply personal information that identifies you for these purposes if the provision of statistical analysis is not suitable, the disclosure will not have a direct impact on your application and the uses of personal information provided are agreed under contractual terms. .

Providing statistical analysis to the higher education sector

- > We will retain a copy of your application and use it, sometimes in combination with other information we hold, for as long as is necessary for the purpose of producing statistical analysis and research in respect of the admissions schemes managed by UCAS. Any statistical analysis reports published will not allow any individual to be identified.

Other uses of personal information

- > **Prevention and detection of crime** – to prevent and detect crimes of any nature, we may share personal information we hold with relevant bodies, such as government departments, local authorities, the NHS, law enforcement agencies, student finance bodies, examination and awarding bodies, professional bodies and other international admissions organisations.
- > **Surveys** – we may send you surveys to ask for your opinions or to inform you about the development of UCAS' admissions services and admissions to higher education. Your responses will not be disclosed by UCAS to anyone else in a manner that identifies you.

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 F: CRIMINAL CONVICTIONS

The criminal convictions question is relevant for applicants who apply for courses leading to professions or occupations that are exempt from the Rehabilitation of Offenders Act (1974), or those involving work with children or vulnerable adults, including the elderly or sick people.

The question refers to applications for courses leading to professions or occupations such as (but not limited to) teaching, medicine, dentistry, law, accountancy, actuarial, insolvency, healthcare, social work, veterinary medicine, veterinary science, pharmacy, osteopathy, chiropractic, optometry, and those involving work with children or vulnerable adults, including the elderly or sick people.

These professions or occupations are exempt from the Rehabilitation of Offenders Act (1974) or involve regulated activities. Providers can use the collection tool to flag individual courses if they require applicants who apply for these courses to declare they have spent or unspent convictions.

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

Before flagging a course, you must ensure you are legally entitled to request this sensitive personal data. If you are in any doubt, seek independent legal advice as flagging inappropriate courses may have legal consequences.

Applicants are asked to declare if they have a criminal conviction; they are not asked to declare if they do not have a criminal conviction. Applicants who are found to have criminal convictions which they have not declared should be considered in line with Appendix D. The codes used are:

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 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.

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).

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.

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 be aware that in respect of these courses:

1. The conservatoire 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 conservatoire 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 conservatoire 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.
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 conservatoire (but not UCAS) as part of the check.
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 conservatoire 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 conservatoires to identify any individual who is barred from working with children and vulnerable adults, including elderly or sick people.

How will the conservatoire handle my application if I declare a criminal conviction?

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

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

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

All information concerning criminal convictions must be treated sensitively, confidentially and managed in accordance with the Data Protection Act 2018.

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

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

Region	Agency	Website address
England and 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 G: CONTACT DETAILS IN WEB-LINK

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

The different 'groups' relevant to conservatoires are:

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

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

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

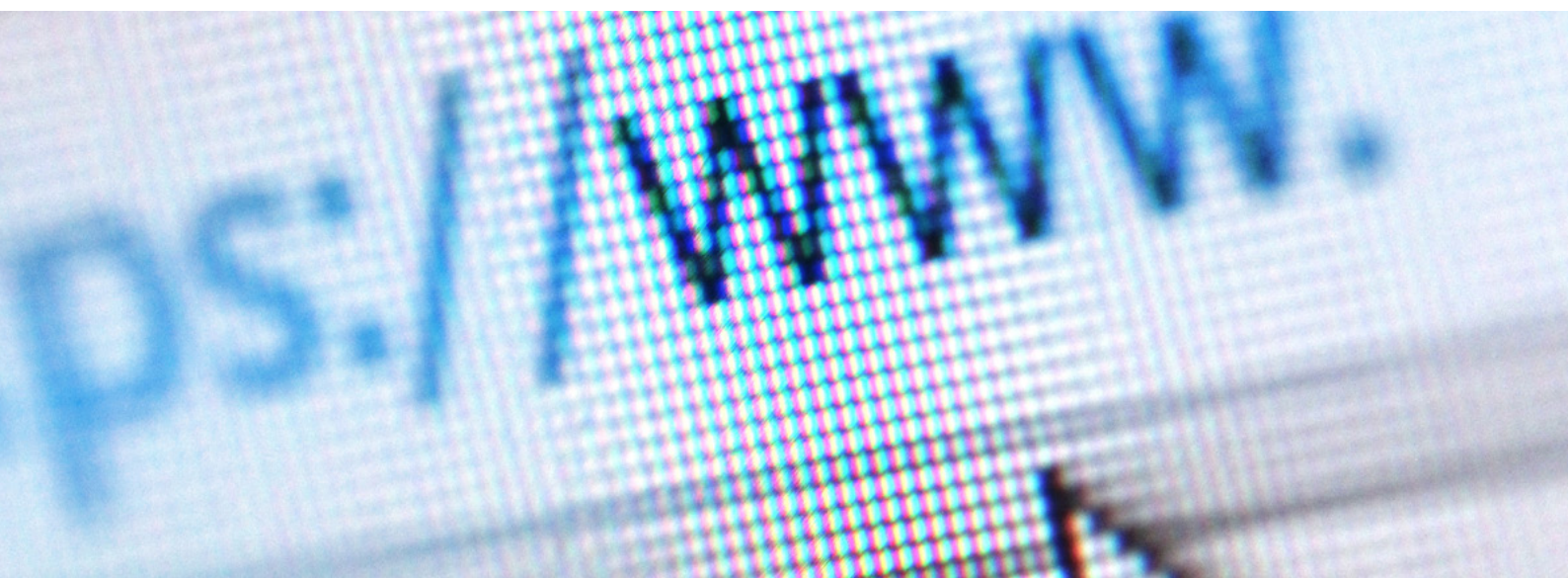
Email addressee for CU12 replies

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

CUKAS Correspondent/UCAS Conservatoires Correspondent

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

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



APPENDIX G: PROFESSIONAL DEVELOPMENT

Professional Development Team

UCAS recognises the challenges faced by conservatoire staff working in recruitment, admissions, and marketing. We also know that even if the expertise can be found in the team to deliver your own training and development, finding the time to ensure the material is up-to-date and then structuring the training can stretch a very busy, experienced team.

The Professional Development Team, based at UCAS in Cheltenham, offers an exciting suite of well researched, up-to-date workshops specifically designed to meet the needs of staff new to their role, or those who want to refresh their knowledge in this ever-changing professional environment.

The team also has the advantage of visiting providers the length and breadth of the UK, so can pass on good practice in the sector. For more information, call 01242 545 712 to talk through your team's requirements.



APPENDIX I: 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.
POLAR 4	The most recent version of the POLAR classification is POLAR4. This is based on the combined participation rates of those who entered higher education between the academic years 2009-10 and 2013-14 if they entered aged 18, or between 2010-11 and 2014-15 if they entered aged 19.
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, POLAR4, and the Scottish Index of Multiple Deprivation (SIMD).

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.

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.

APPENDIX J:

GUIDELINES FOR CONSERVATOIRES TO MINIMISE EMBARGO BREACHES

We have set up a web page at www.ucas.com/providers/conservatoires/results-embargo, 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 both SQA and A level results days.

Key tips

- > Include all interested parties in communications and decision-making.
- > Be clear on responsibilities and accountabilities during the results embargo period.
- > Identify interrelated systems and procedures, and ensure information and data exchange loops are closed down for the duration of the embargo.
- > Communicate key dates and actions to all stakeholders.
- > Ensure training for new and temporary staff is thorough and timely.
- > Set up daily stand ups – five or ten minutes – for everyone.

Clarify roles and responsibilities

- > Assign an owner (possibly the head of admissions) to manage the process and authorise who has access to admissions-related data, and at what level.
- > Limit access to admissions/CRM systems at this time of year. Identify who else, other than admissions decision-makers, needs access to admissions decisions during the UCAS embargo periods. This will help ensure that applicants or other staff cannot access confidential information.
- > Conduct regular checks to monitor who has access, and delete accounts/amend permission levels as staff leave or move into other roles.
- > The results embargo process owner (cross-checked by other admissions staff) should be responsible for setting a trigger within admissions systems, at which point no data should flow out of admissions.

Plan ahead

- > Include embargo planning in your normal Confirmation preparations, and confirm the dates. Enter dates in electronic or other calendars for those responsible for turning off the results section of your applicant portal, and for the admissions manager who maintains overall responsibility for ensuring the embargo is adhered to.

- > Make sure you understand the data/IT systems at your conservatoire and how they are connected, so you can be reassured the information security arrangements you have in place are sufficient to safeguard the embargo.
- > Don't forget your temporary staff as they play a key role in this process, and need to know what they can and can't do or say.
- > Test your IT systems and set up alerts for key emails that are automatically generated. Don't forget each group of students, including applicants that become GC1 or GU1 with you if they have been declined by their first choice.
- > Are your IT teams ready and available?

Switch off automated systems

- > Make sure you have a 'block' (to halt data flow) with alerts that work within your IT systems, so you can stop data flow at the appropriate times during the embargo period(s).
- > Data systems are often linked to other departments such as accommodation offices and student records – it is vital you understand the specific linkages in your own conservatoire.
- > Conduct tests ahead of the embargo period, to check your assumptions.
- > As embargos are not for long periods, consider a freeze on postal communications from admissions and from the accommodation office, at least for full-time undergraduate applicants.
- > Take control of the data information security issue during the embargo period, and work with other departments in your conservatoire who might be temporarily 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 the results embargo, when it is in place, and what it means.
- > Integrate the message into a schedule of IT support over the Confirmation period.
- > Ensure IT colleagues have clear instructions and nothing is assumed. Work with them to test information security protocols.

Other tips

- > Include the results embargo in any Confirmation training for academic, administrative, and temporary staff.
- > Make sure a reference to the embargo is included in any shared communications with schools/faculties and departments ahead of Confirmation. **Information required when reporting potential embargo breaches**

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

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

Conditions of UCAS' contract with awarding bodies

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

- > Our records and operating procedures will be open for inspection at any time by an authorised representative of the awarding body.
- > We will not proceed with this operation if at any time we have doubts about our ability to maintain accuracy of reproduction.
- > If it has such doubts, the awarding body may veto the publication of results through us at any time before issue.
- > We distribute details of the amendments issued by the awarding bodies to all conservatoires receiving those results through us.
- > Correspondents at all our conservatoires are made aware that the bodies cannot accept responsibility for the outcome of any decision based on incorrect information supplied by us.
- > Conservatoires are made aware that the information is issued for selection purposes only, and the bodies retain the copyright. Permission must be obtained from the originating body if any additional use is to be made of the data, for example, research, articles, or letters in the press.



APPENDIX K: AUDITION FEE REFUNDS

Payment of audition fees to the conservatoires

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

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

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

Refunds – when the conservatoires have received the audition fees

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

Refunds – when the conservatoires have not received the audition fees

All refunds are returned back to the original card used for payment, or by bank transfer (BACS) if the card refund is not possible, by UCAS. There is no deduction from the next payment to conservatoires, as no audition fee has been transferred to them.





KEEP YOUR INFORMATION UP-TO-DATE ON UCAS.COM

Check your applicants' details through web-link

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

Update your conservatoire contact details through web-link

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

If you need to change the name or contact details of a conservatoires correspondent please contact Janet Warne, Relationship Manager, at j.warne@ucas.ac.uk.

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Copies of this publication can be downloaded from [www.ucas.com/providers/conservatoires admissions-guide-and-resources](http://www.ucas.com/providers/conservatoires/admissions-guide-and-resources).

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

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

Calls will be charged at your standard network rate.

If you have hearing difficulties, you can contact the HEP Team using the Text Relay service:
From the UK, phone 0344 984 1111.

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

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