

FAQs for our new service for Clearing

What is it?

This is an optional service that's designed to help you find a university or college place, should you require it if things don't go to plan. If you have signed up, universities and colleges can contact you from 13:00 (UK time) on 13 August 2015 until 4 September 2015, if they have places on courses that are relevant for you.

Who can use this?

If you were eligible to sign up, you will have received an invitation email from us.

Will I definitely be contacted by universities if I sign up to this service?

No – you will only be contacted by universities with places they believe you'd be suitable for, based on the information in your application. You may not be contacted at all. It's really important to contact universities in Clearing as normal, to maximise your chances of getting a place.

[Find out more about Clearing.](#)

Can I still use Clearing to find a place?

Yes – you should use Clearing as normal by checking the vacancies in our search tool. However, if you've signed up to this service, up to five universities or colleges may also call you at the same time to discuss your application. If you get an offer from more than one uni, you'll need to choose which is right for you.

How do I accept an offer?

If you get an offer for a course you'd like to accept, add it in Track as your Clearing choice from 17:00 (UK time) on 13 August 2015. The university or college should then confirm your place and you'll receive confirmation in Track. Find out [how to add a Clearing choice on ucas.com](#).

If I sign up to this service, what happens on results day?

If a university would like to contact you through this service to discuss available courses, they will get in touch on or after 13:00 (UK time) on 13 August 2015.

During your conversation with them, you can ask them for a code word so you can check they are authorised to speak to you. This is personalised and is on the most recent email we sent you. If you have lost this, you should ask for a contact name and call them back using the university's main Clearing number, which will be publicised on their website.

If a university or college then makes you an offer, you can choose whether or not you want to accept it – if you do, you can then add it in Track. We'd encourage you to use the normal Clearing process as well as waiting for calls from universities. Find out more about [how Clearing works](#).

When does this service open?

If you've signed up and don't have a place after you've got your results, you may receive phone calls from universities from 13:00 (UK time) on 13 August 2015. You may continue to be contacted until 4 September 2015, or until you have secured a place, or you contact us to tell us you don't want to use this service. Please be aware that because of the time it takes to process some information, some universities may contact you after you've secured a place. If this happens, please let them know you already have a place on a course.

What information will universities see?

Universities and colleges will be able to see key information from your UCAS application – this will help them to decide if their course is right for you.

The information they will have access to includes:

- your name and contact details
- some of your qualifications
- the subjects you've previously applied for
- your personal statement

How do I let you know if I don't want to use the service anymore?

If you have signed up to the service and no longer want to be part of it, please call us on 0371 468 0 468 and we will remove your details from the service.

Can I choose which universities will receive my application through the service?

It's not possible to choose which universities your application will be sent to, and not all of them will be using this service. Your application will be sent to up to five universities that are using the service, and we'll select these based on your application.