

Following feedback from advisers and higher education providers, eligible applicants will now be able to add a Clearing choice in Track from 15:00 (UK time) on A level results day (18 August 2016). This is a change to the later time of 17:00 in previous cycles, and is a trial to improve the applicant experience.



Confirmation, Clearing^{and} Adjustment 2016

UCAS

UCAS Confirmation

Exam results

Confirmation of university and college places mostly happens following the release of summer examination results. All **Confirmation decisions and Confirmation letters (AS12) are shown in Track**, when their place is confirmed.

Students who receive a successful Confirmation decision cannot assume that they have achieved the examination results to meet the conditions of their offers. They may not have obtained the grades or Tariff points needed to meet the conditions, but the university or college has still been able to confirm their place. We strongly recommend that your students pick up their results from school or college. Please remind students that UCAS does not issue exam results and will not be able to tell them their exam results.

We will send the majority of applicants' results to the universities and colleges. It is therefore **essential that applicants have provided us with accurate and full exam information**. They should give us full details of any changes: for example, change of exam board, subject or level. Applicants also need to inform us if they have withdrawn from any exams. Providers may contact applicants direct for results if necessary. Any incorrect information on their application may cause a delay in passing results to the universities or colleges they have applied to. Applicants should inform us of any changes to their exam details by emailing qualsupport@ucas.ac.uk. They should also notify their chosen universities and colleges.

UCAS does not pass GCSE results to universities and colleges for applicants. If an applicant has **GCSE results as part of the conditions of their offers**, they should pass these on to the universities or colleges as soon as they receive them, so a Confirmation decision can be made on their application.

All conditions of offers must be met by 31 August, unless otherwise agreed by the university or college.

A full list of exam results we receive and process is available at www.ucas.com/sending-exam-results. Applicants with a conditional offer that is dependent on results not included in this list will need to contact their chosen universities or colleges directly as soon as they receive their results.

Scottish students

Scottish students taking SQA qualifications who have registered with the MySQA service will have their exam results sent out by text and/or email by 08:00 on Tuesday 9 August. On the same day all candidates will receive results by post.

Track during Confirmation

Applicants can view Confirmation decisions in Track, which is updated continuously except for the periods when we are processing results. Please see the 'Important dates' calendar on page 6 for availability details. Applicants can log into Track to read their Confirmation letter (AS12).

You can **view details of your students' applications, including Confirmation decisions, in Adviser Track**. If you haven't yet subscribed to this service please visit www.ucas.com/using-adviser-track.

Understanding the exam process at UCAS

Adviser info to help your students:

www.ucas.com/advisers/exam-results

What happens next?

Conditions of offer have been met

Applicants who have met the conditions of their firm (F) choice will be placed there. Track will display a Confirmation letter confirming their place. The letter will advise the applicant if they need to take any further action.

Applicants who are not confirmed at their firm (F) choice but meet the conditions of their insurance (I) choice will be placed at the latter.

For applicants taking SQA and GCE exams, Confirmation letters can be viewed online in Track from the day that results are published.

Conditions of offer have been met and exceeded

Applicants who meet **and** exceed the conditions of their conditional firm (CF) choice have the option to try to find an alternative place through **Adjustment**, while still holding their original confirmed offer. Those who originally applied for one choice and paid £12, need to make the additional payment of £11 if they wish to use Adjustment. This can be done in Track using a debit or credit card.

Conditions of offer have not been met

Applicants who have not met the conditions of their offer **may be given a change of course, date of entry or point of entry offer**, which will be shown in Track. They are not obliged to accept this. Track will display a Confirmation Change letter (AS12C) outlining the available options when all Confirmation decisions have been made. They must then accept or decline the change. **Applicants only have five calendar days to reply to a changed course offer.**

Unsuccessful applicants

Applicants who are unsuccessful and have paid the full application fee (£23) are eligible for **Clearing**. Those who originally applied for one choice, paid £12 and are not holding an offer, need to make the additional payment of £11, if they wish to enter Clearing. This can be done in Track using a debit or credit card.

Commitments at Confirmation

Applicants are expected to honour their Confirmation commitments. If they're placed at a university or college in the UCAS application system, unless they are eligible to pursue Adjustment, they must take up that place or withdraw completely from this year's application cycle.

Applicants should contact the university or college direct about a change of course, date of entry or point of entry. More information about Confirmation can be found at www.ucas.com/examresults.

Clearing

What is Clearing?

If your students don't get the exam grades they hoped for and their places are not confirmed, they can try to find another course through Clearing. The Clearing process runs from early July and helps students without confirmation of their firm or insurance choices, and those who apply late, to find courses where there are still places available.

Applicants become eligible for Clearing at different times for one of the following reasons:

- application was made after 30 June 2016
- no offers have been made
- place is not confirmed after exam results are published

How do applicants use Clearing?

From early July, if an applicant is eligible for Clearing they can apply for a course using Track.

- **Applicants do not need to contact us to request entry into Clearing.**
- **Applicants should wait until they have any pending exam results before contacting universities and colleges about possible vacancies.**
- **Applicants should regularly check the status of their application in Track to find out if they are eligible for Clearing.**

Applicants who have conditional firm (CF) and conditional insurance (CI) choices aren't eligible for Clearing until both the CF and CI providers have confirmed that they will not offer places. Applicants sometimes know informally that they have been unsuccessful before we receive the official decision. In these circumstances, they should allow a little time for the decision to be processed. If there's a significant delay, they should contact the universities or colleges direct to discuss this.

Applicants need to find out which courses have vacancies (see Clearing vacancy information), and then contact universities and colleges to discuss the possibility of gaining a place.

If a university or college provisionally offers an applicant a place in Clearing, they'll usually give them a date by which they must enter the course details in Track. Universities and colleges will not be able to formalise agreements to consider or admit applicants until:

- they know the applicant's Personal ID and Clearing Number (shown in Track)
- the applicant has entered the university or college and course details in Track

They must keep their email and postal contact details up-to-date, and if they are using a school address for post, this should be updated when they go home.

Applicants can contact different universities and colleges to discuss vacancies and may be informally offered several places. They will need to decide which offer to accept as they can only enter one choice in Track.

Clearing vacancy information

Official course vacancy information is only published by UCAS and The Telegraph.

Clearing vacancies will be listed on our search tool on www.ucas.com from 5 July.

Clearing vacancies are also planned to be listed in The Telegraph on Thursday:



(The information about The Telegraph was correct at the time of publication.)

Applicants are strongly advised to check their status in Track before enquiring about Clearing vacancies.

The universities and colleges are responsible for updating vacancy information on the UCAS website. Despite this, there can be a brief time lag and it's important to understand that the situation concerning Clearing vacancies can change quickly. Applicants can only apply to a course with vacancies on the UCAS website – we recommend they contact the university or college if a course is showing as closed after they have been advised to apply.

Direct contact service

This year we're once again offering our direct contact service to applicants – designed to help those who find themselves without a university or college place on 18 August.

It will allow universities and colleges to make direct contact with unplaced applicants, enabling them to speak to applicants and talk to them about a place on a relevant course; once results have been received.

Adjustment

While the aim is to help applicants consider places they might otherwise not have been aware of, the service is entirely optional. Students who sign up will still be able to go through Clearing in the same way as previous years – if they want to. It's important to remember they don't have to accept any offers they receive, and should consider all their options before committing to a place.

UCAS will ensure protocols and guidelines for contacting applicants are clear.

All current applicants from your centre will receive an email invitation with the option to sign up to this free service. In the event that they fulfil their offer conditions and receive a confirmed place, their name will be removed from the service and they won't be contacted.

There is more information in the Advisers' section of [ucas.com](http://www.ucas.com): www.ucas.com/advisers/c-and-c-toolkit.

Some general tips about Clearing

Deferred entry applicants: as Clearing is not primarily intended to be used for deferred entry, applicants should check with providers if they will consider them.

Results: applicants should be able to verify their results if a university or college asks for them.

More information about Clearing is available at www.ucas.com/clearing and a video guide to Clearing is available at www.ucas.com/connect/videos.

What is Adjustment?

Each year some applicants pass their exams with better results than expected, meaning they've exceeded the conditions of their firm choice. Adjustment provides an opportunity for applicants in this position to reconsider where and what to study.

How do applicants use Adjustment?

Applicants register for Adjustment in Track. **Although the option to register is visible for all applicants whose conditional firm (CF) place has been confirmed, only those who have met and exceeded their original CF offer are eligible.** It's up to the universities and colleges to verify whether the applicant has 'met and exceeded' their conditional firm offer. For examples of meeting and exceeding offers, please go to www.ucas.com/adjustment.

A brief summary of Adjustment

- It is optional.
- Adjustment allows applicants to seek an alternative offering without losing their secured place.
- The Adjustment process runs from 18 – 31 August.
- An applicant has five calendar days to use Adjustment, from 18 August or the day their status changes from CF to UF.
- If an applicant registers for Adjustment in error, please advise them not to worry and not to take any further action. When the five day period is over, their original place will remain unchanged.
- There are no Adjustment vacancy lists. It is the applicant's responsibility to contact a university or college to discuss an Adjustment place.
- To secure an Adjustment place, the applicant must have received an alternative offer through UCAS before the five day period ends.
- If an applicant does not receive an alternative place they remain accepted at their current university or college.
- Single entry applicants need to pay an additional application fee of £11 to use Adjustment.

Find more information about Adjustment at www.ucas.com/adjustment.



UCAS Conservatoires Confirmation

What is UCAS Conservatoires?

UCAS Conservatoires is the application service for performance-based music, dance, drama, screen and production courses at conservatoires in the UK – at both undergraduate and postgraduate level. Visit the conservatoires' section of www.ucas.com at www.ucas.com/conservatoires for more information.

Exam results

Conservatoire music, dance and drama places are confirmed after summer exam results are published. **All Confirmation decisions are shown in Track, and Confirmation letters (CU12) are sent to accepted applicants.** Track is updated continuously – except for the periods when we are processing results.

The general information given under the 'Exam results' heading (page 6) for UCAS Confirmation also applies to UCAS Conservatoires applicants.

What happens next?

Conditions of offer have been met

UCAS Conservatoires applicants who have **met the conditions of their guaranteed conditional first (GC1) choice**, will be placed there and the offer will update to guaranteed unconditional (GU1). We send these applicants a Confirmation letter. If the applicant was holding a second offer, this will no longer exist when the GC1 offer becomes a GU1 offer.

Reserve offers (VU or VC)

Conservatoires will only confirm a place for a reserve unconditional (VU) or reserve conditional (VC) offer if they have a vacancy for a guaranteed place. If there is no vacancy, then the applicant becomes unsuccessful for that choice. Applicants who have accepted reserve offers will know by 22 August if a reserve place has become a guaranteed offer, or if the choice has been unsuccessful.

Conditions of offers have not been met

UCAS Conservatoires applicants who **do not meet the conditions of their offers will either be told that they have been unsuccessful, or may be made an offer for a different course or year of entry.** The conservatoire will contact the applicant to discuss any changes, and if the offer is accepted, a Confirmation letter will be sent.

Unsuccessful applicants

UCAS Conservatoires applicants who are **unsuccessful cannot apply to any other conservatoires in the 2016 entry** application cycle.

Commitments at Confirmation

Applicants are expected to **honour their commitments at Confirmation.** If they are placed at a conservatoire in the UCAS Conservatoires application system, they must take up that place or withdraw completely from this year's application cycle. Applicants don't have the right to turn down the offer and deal with any other conservatoire which recruits through UCAS Conservatoires.

Applicants should contact the conservatoire direct about a **change of course, date of entry or point of entry.**



General advice

- Our monthly e-newsletters continue throughout the year. The summer editions focus on Confirmation and Clearing. Make sure we have your email details so that you receive these updates. Visit www.ucas.com/adviserupdates to be added to our database.
- The online Confirmation and Clearing toolkit also provides information about this part of the application cycle, lesson exercises, checklists and a parent communication. Download your free toolkit at www.ucas.com/advisers/guides-and-resources.
- The procedures in this guide also apply to international applicants.
- Applicants must keep their contact details up-to-date in Track. This is particularly important for those who have recently changed address or are returning home from boarding school. We send monthly email updates with practical and useful information, plus advice on results publication days.
- Applicants should not be on holiday when results are issued.

Contacting universities and colleges

Staff in admissions offices work extremely hard to process a vast number of Confirmation decisions quickly. Please encourage your students to do the following.

- Use Track wherever possible. It may prevent the need to contact the university or conservatoire.
- Make sure they have their Track login details. Applicants who have forgotten their details can request them using the 'trouble logging in' service.
- If they know they have met the conditions of the offer, there's no need to panic. If Track hasn't updated yet, it should do shortly.
- If they have narrowly missed the conditions, and not received a Confirmation decision – contact the university or conservatoire, but be prepared to be patient.
- If they have lodged an appeal against a result – contact the university or conservatoire immediately, don't wait for the outcome of the appeal.

Important dates

30 June	UCAS applications received after this date will go into Clearing.
5 July onwards	<ul style="list-style-type: none">• Clearing starts, and vacancies displayed in search tool.• Clearing Numbers automatically show in Track for eligible applicants.• Publication of BTEC results.
1 August at 18:00 (UK time) – 9 August	<ul style="list-style-type: none">• Processing of Scottish examination results.• UCAS Track and Adviser Track will not be updated during this period.
9 August	<ul style="list-style-type: none">• Publication of SQA results.
12 August at 14:00 (UK time) – 18 August	<ul style="list-style-type: none">• Processing of GCE and other examination results.• Track and Adviser Track will not be updated during this period.
18 August	<ul style="list-style-type: none">• Publication of GCE AS and A level results.• Adjustment opens for registration.• Direct contact service starts.
31 August	Adjustment closes.
26 August	Last date for receipt of 2016 entry UCAS Conservatoires applications.
20 September	Last date for receipt of 2016 entry UCAS applications.
30 September	Clearing vacancy information closed.

How you can contact us

Online

- Visit www.ucas.com/advisers for the latest news and guidance.
- Follow our **Twitter** feed at www.twitter.com/ucas_advisers.
- You and your colleagues can now sign up to receive the latest updates from UCAS on the things you want to hear about at www.ucas.com/adviserupdates.

By phone

- **0345 123 8001****
- Please have the applicant's Personal ID ready.
- This is a priority line for advisers. **Please do not give the number to applicants.**

How applicants can contact us

Online

- To check the status of their application, applicants should use **Track** at <https://track.ucas.com>.
- **Facebook** and **Twitter** give applicants a chance to ask questions and see what others are asking. Applicants can follow us on Twitter at www.twitter.com/ucas_online and on Facebook at www.facebook.com/ucasonline.
- There are also many video guides, blogs and case studies to help applicants with next stages – check out www.ucas.com/connect.

By phone

- 0371 468 0 468 (UCAS Conservatoires applicants should call 0371 468 0 470)**
- Applicants should have their Personal ID ready.

**Calls will be charged at your standard network rate.

Our Customer Experience Centre has the following extended opening hours for the Confirmation and Clearing period.

Tuesday 9 August	08:00 – 18:00
Wednesday 10 August	Normal opening times resume: 08:30 – 18:00 weekdays
Thursday 18 August	07:30 – 20:00
Friday 19 August	08:00 – 18:00
Saturday 20 August	09:00 – 14:00
Sunday 21 August	10:00 – 14:00
Monday 22 August	Normal opening times resume: 08:30 – 18:00 weekdays

Note: These details were correct at the time of publication. Check www.ucas.com/corporate/about-us/contact-us for current details.

You can follow us on:



www.twitter.com/ucas_advisers



www.facebook.com/ucasonline



www.youtube.com/ucasonline

UCAS