

# Confirmation and Clearing for advisers

For entry to universities and colleges in 2009

Including CUKAS  
Confirmation for advisers

For entry to conservatoires in 2009



PUBLISHED BY: UCAS ROSEHILL NEW BARN LANE CHELTENHAM GL52 3LZ

© UCAS 2009

ALL RIGHTS RESERVED.  
UCAS IS A REGISTERED TRADE MARK.

UCAS REGISTERED IN ENGLAND NUMBER: 2839815  
REGISTERED CHARITY NUMBER (ENGLAND AND WALES): 1024741  
REGISTERED CHARITY NUMBER (SCOTLAND): SC038598

UCAS REFERENCE NUMBER: UC013009  
PUBLICATION REFERENCE: 09\_072

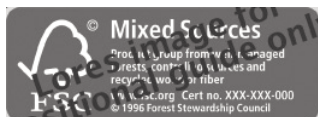
UCAS DOES NOT ENDORSE THE PRODUCTS AND SERVICES OF OTHER ORGANISATIONS THAT APPEAR IN THIS PUBLICATION.

WE HAVE MADE ALL REASONABLE EFFORTS TO ENSURE THAT THE INFORMATION IN THIS BOOKLET WAS CORRECT AT THE TIME OF PUBLICATION. WE WILL NOT, HOWEVER, ACCEPT ANY LIABILITY FOR ERRORS, OMISSIONS OR CHANGES TO INFORMATION SINCE PUBLICATION.

FURTHER COPIES AVAILABLE FROM UCAS MEDIA:  
UCAS MEDIA PO BOX 130 CHELTENHAM GL52 3ZF  
T: +44 (0)1242 544 610 F: +44 (0)1242 544 806

FURTHER INFORMATION ABOUT THE UCAS AND CUKAS APPLICATION PROCESS  
T: +44 (0)845 123 8001 F: +44 (0)1242 544 961

CALLS TO THE 0845 NUMBER QUOTED ABOVE FROM BT LAND LINES WITHIN THE UK WILL COST NO MORE THAN 4P PER MINUTE. CALLS FROM MOBILES AND OTHER NETWORKS MAY VARY.



## UCAS QUALITY AWARDS



ISO/IEC 27001:2005  
Certificate No. IS 01022



INVESTOR IN PEOPLE



South West  
National Training Awards 2007



CERTIFIED MEMBER

# UCAS

## Changes for 2009

This summer the Adjustment period and electronic Clearing are being introduced.

Each year some applicants pass their exams with better results than expected. And this may mean that some will have not only met the conditions of their firm choice but will have exceeded them. For these applicants, Adjustment is an opportunity to reconsider where and what to study.

The Clearing Passport has been replaced with electronic Clearing – which will be available to eligible applicants on Track.

Please see sections 2 and 3 for more details of these changes.

More information about Confirmation, Adjustment and Clearing is available at [www.ucas.com/resultsandnextsteps](http://www.ucas.com/resultsandnextsteps)

## Contents

	Page
<b>SECTION 1 CONFIRMATION</b>	<b>2</b>
Exam results	2
Offers	2
Commitments	2
Track	2
Contacting the universities and colleges	3
<b>SECTION 2 ADJUSTMENT</b>	<b>4</b>
Summary	4
Eligibility	4
Adjustment period	4
Before registering	5
After registering	5
Offer examples	6
<b>SECTION 3 CLEARING</b>	<b>7</b>
Eligibility	7
General tips	7
Clearing vacancy information	7
Keywords	8
<b>SECTION 4 INTERNATIONAL STUDENTS</b>	<b>8</b>
<b>SECTION 5 GENERAL ADVICE</b>	<b>8</b>
Changes of address	8
General tips	8
Advisers' helpline	8
<b>IMPORTANT DATES</b>	<b>10</b>
<b>UCAS HELPLINE</b>	<b>11</b>
<b>CLEARING VACANCIES AND NEWSPAPER FEATURES</b>	<b>12</b>
<b>EXAM RESULTS HELPLINE</b>	<b>13</b>
<b>FINANCIAL SUPPORT</b>	<b>13</b>
<b>SECTION 6 CUKAS CONFIRMATION</b>	<b>14</b>
Exam results	14
Offers	14
Commitments	14
Track	14
Contacting the conservatoires	14
International students	15
Changes of address	15
General tips	15
Advisers' helpline	15
Important dates	15
Financial support	15
CUKAS helpline	16
<b>WE WOULD LIKE YOUR COMMENTS</b>	<b>17</b>

# Confirmation

## EXAM RESULTS

Confirmation of university and college places takes place following the release of summer examination results. Confirmation letters (AS12) are sent to applicants when institutions have received examination results and confirmed to UCAS that the results are acceptable. The receipt of results and sending of the letters will be dependent on the examinations taken. For SQA and GCE examinations, the letters will be sent from:

<b>SQA examinations</b>	<b>Tuesday 4 August</b>
<b>GCE A level and AS examinations</b>	<b>Wednesday 19 August</b>

You should reassure your students that non-receipt of a Confirmation letter on either 5 August or 20 August does not necessarily mean that they have been unsuccessful. The university or college may not have made their decision in time for us to send a letter, or the postal service may be slow.

Students who receive a Confirmation letter cannot assume that they have achieved the examination results to meet the conditions of their offers. In some instances, they may not have obtained the grades or Tariff points needed to meet the conditions, but the institution will still have been able to confirm their place.

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 examination information. They should give us full details of any changes: for example, change of examination board, subject or level. Applicants also need to inform us if they have withdrawn from any examinations. Institutions may contact applicants direct for results if necessary.

For 2009 entry, the period for applicants to obtain qualifications to satisfy conditional offers has been extended from 31 August to 2 September.

## CONDITIONS OF OFFER HAVE BEEN MET

Applicants who have met the conditions of their firm (F) choice will be placed there. We will send these applicants 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. We will send these applicants a Confirmation letter as explained above.

## CONDITIONS OF OFFER HAVE BEEN MET AND EXCEEDED

Each year some applicants pass their exams with better results than expected. And this may mean that some will have not only met the conditions of their firm choice but will have exceeded them. From this year, applicants who have met and exceeded the conditions of their conditional firm (CF) choice will have the option to try to find an alternative place, while still holding their original confirmed offer. The process is called Adjustment. The option to register for Adjustment will be displayed to applicants once their place has been confirmed (status has changed from conditional firm (CF) to unconditional firm (UF)). Please see page 4 for more information about Adjustment.

## CONDITIONS OF OFFER HAVE NOT BEEN MET

Applicants who have failed to meet the conditions may be made a changed course or year offer, which is indicated on Track by the symbol UCC. They are not obliged to accept this. We will send them a Confirmation Change letter (AS12C) outlining the options available to them when all Confirmation decisions have been made, and they must then accept or decline the change. The options are also shown on Track, giving the applicant the opportunity to respond to the change without waiting for the letter to arrive. **Please note, applicants only have five calendar days to reply to a changed course offer.**

## UNSUCCESSFUL APPLICANTS

Applicants who are unsuccessful will become eligible for Clearing.

## COMMITMENTS AT CONFIRMATION

Applicants are expected to honour their commitments at Confirmation. If they are placed at a university or college in the UCAS application system, unless they are eligible to use the Adjustment process, they must take up that place or withdraw completely from this year's application cycle. Applicants do not have the right to turn down the offer and deal with any other institution which recruits through UCAS.

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

## TRACK DURING CONFIRMATION

Applicants can access their records on Track. Track is updated continuously during the day so applicants can see changes to the status of their applications. Please see page 9 for restrictions to the Track service.

**CONTACTING THE UNIVERSITIES AND COLLEGES**

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

- Use Track wherever possible. It may prevent the need to telephone the university or college. Make sure they have their username and password available. Applicants who have forgotten their username and password can request these on Track.
- If they know they have met the conditions of the offer – there is no need to ring.
- If they have narrowly missed the conditions – ring the university or college but be prepared to be patient.
- If they have lodged an appeal against a result – ring the university or college immediately; do not wait for the outcome of the appeal.

# Want to help your students? Make sure they use Track

The quickest and easiest way for them to:

- check the conditions of their offers
- check if their place has been confirmed
- update address details
- find their UCAS Clearing Number


 The UCAS logo is displayed in white, bold, sans-serif capital letters against a red background. The logo is positioned in the bottom right corner of a large red graphic area that features a white abstract shape resembling a stylized 'U' or a curved arrow pointing upwards and to the right.

# Adjustment

Each year some applicants pass their exams with better results than expected. And this may mean that some will have not only met the conditions of their firm choice, but will also have exceeded them.

Adjustment has been introduced for these applicants – it provides an opportunity for them to reconsider where and what to study.

If applicants want to use Adjustment, they will need to register on Track. The option to register will be displayed for all applicants whose place has been confirmed (status has changed from conditional firm (CF) to unconditional firm (UF)). However, **only those applicants who have met and exceeded their original CF offer are eligible**. It will be up to the universities and colleges to verify this. Please see the 'BEFORE REGISTERING FOR ADJUSTMENT' section on page 5 for examples of meeting and exceeding offers.

Track screen showing 'Register for Adjustment' button:

university / college	course	starting	decision	your reply	updated	preference
University of Derby campus: entry point: 1	X100	01-Sep-2009	Unsuccessful		29-Apr-2009	
The University of Bolton campus: entry point:	Q300	01-Sep-2009	Unconditional	Firm	29-Apr-2009	
Kingston University campus: entry point:	QW35	01-Sep-2009	Conditional	Insurance	29-Apr-2009	
The Manchester Metropolitan University campus: entry point:	CQ13	01-Sep-2009	Unsuccessful		29-Apr-2009	

Buttons: Add choice, Reply to offer, Print all, Register for Adjustment (circled in red)

application process: 25-Aug-2009 12:10:51 BST  
last log in: 29-Apr-2009

UCAS track  
main menu choices personal LOG OUT

> HELP choices > LOG OUT

**DON'T FORGET!**  
You may be eligible to use Adjustment, your Adjustment period will end on 25 Aug 2009 at 12:10:51 BST

## A BRIEF SUMMARY OF ADJUSTMENT

- It is optional.
- The Adjustment period
  - runs from 20 August
  - ends on 2 September.
- An applicant has five calendar days to use Adjustment, from the later of 20 August or the day they go CF to UF.
- 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 will remain accepted at their current university or college.
- Single entry applicants will need to pay an additional application fee of £10 to use Adjustment.

## ELIGIBILITY

Only those applicants who have met **and** exceeded their original CF offer are eligible to use Adjustment.

Applicants are **not eligible** to use Adjustment if:

- they are confirmed (UF) at their firm choice but did not exceed the conditions of the offer
- they have a confirmed place on a changed course offer
- their original offer was unconditional.

Applicants cannot adjust their insurance choice.

## THE ADJUSTMENT PERIOD

The Adjustment process is available from A level results day (20 August 2009) until 2 September 2009. An applicant's individual Adjustment period starts when their conditional firm (CF) choice changes to unconditional firm (UF). From this time they have five calendar days (five 24 hour periods) to register and secure an alternative course, if they decide this is what they want to do.

An applicant's Track 'choices' page shows when their Adjustment period ends. If they become eligible to use Adjustment less than five calendar days before 2 September, they have the remaining time before then to find an alternative place. For example, if they become UF on 31 August, they will have three days to use the process.

**BEFORE REGISTERING FOR ADJUSTMENT**

When supporting your students, we would ask that you remind them to bear in mind the following points:

- Adjustment is entirely optional, and not everyone will want to try to find an alternative place. Nothing really beats the careful research applicants did to find the right courses for them before making their UCAS applications.
- There is no guarantee there will be any vacancies on the courses applicants decide they want to be considered for, and it is very unlikely that the most competitive courses will have any places available. If they are in this situation, they may wish to re-apply for entry in 2010 in order to be considered for all courses. If other applicants decide to move places, the vacancy situation may change on a daily basis.
- Before deciding to use Adjustment, applicants must also consider non-academic arrangements such as accommodation and student finance. These may be difficult to secure or there may be delays if changes are made at short notice. Applicants should contact their UF choice if they are concerned about arrangements they have made with them. Their UF choice will be aware that they have registered for Adjustment.
- If applicants register to use Adjustment, the university or college will check that their results were higher than those they needed to meet the conditions of their firm choice. Please make sure your students understand exactly what this means. (See the examples on page 6.)
- Applicants may contact more than one university or college to discuss vacancies, but they will only receive one formal decision through Adjustment.

**AFTER REGISTERING FOR ADJUSTMENT**

- Applicants need to contact admissions offices at universities and colleges direct to discuss possible vacancies and their entry requirements. There are no Adjustment vacancy lists, but universities and colleges are encouraged to be open about potential vacancies on their websites.
- Course details and contact information for the universities and colleges can be found on the UCAS website through Course Search.
- When applicants contact a university or college they need to make it clear that they are applying through Adjustment, not Clearing. If a university or college wants to consider them, they will ask for the applicant's Personal ID so they can view their application. Please note, if applicants register to use Adjustment on 20 August, it may take a short time for their registration to be processed, and for universities and colleges to be able to view their application.
- If an applicant is offered an alternative place and accepts it, they will be giving up their original confirmed place. The new university or college will let us know, and the details will be displayed in their 'choices' section on Track. We will also send the applicant a new Confirmation letter.
- If an applicant doesn't find an alternative place before their Adjustment period ends, they will remain accepted at their original university or college.

Similar advice will be available to applicants on Track and on the UCAS website.

**Examples of meeting and exceeding an offer, applicant is eligible to use Adjustment:**

Offer	Actual grades
A level AAB	A level AAA
A level CCD (C in Chemistry)	A level ACD (A in Chemistry)
A level ABB (B in History)	A level ABB (A in History)
SQA Higher BCC	SQA Higher ABC
SQA Higher BBC (C in Chemistry)	SQA Higher ABC (B in Chemistry)
SQA Adv Higher D in Italian	SQA Adv Higher B in Italian
BTEC National Diploma Distinction, Merit, Merit in Art and Design	BTEC National Diploma Distinction, Distinction, Merit in Art and Design
International Baccalaureate total 30 points including 5 in Mathematics and 5 in Chemistry	International Baccalaureate total 30 points including 6 in Mathematics and 5 in Chemistry
Irish Leaving Certificate (Higher level) grade B in Mathematics and grades BCC	Irish Leaving Certificate (Higher level) grade B in Mathematics and grades ABC

**Examples of not exceeding an offer, applicant is not eligible to use Adjustment:**

Offer	Actual grades
A level CCD (C in Chemistry)	A level BCD (D in Chemistry)
SQA Higher CCC	SQA Higher BCD
240 Tariff points overall including C in French	280 Tariff points overall including D in French
BTEC National Diploma MMM	BTEC National Diploma MMP
International Baccalaureate total 30 points including 5 in Mathematics and 5 in Chemistry	International Baccalaureate total 32 points including 4 in Mathematics and 5 in Chemistry
Irish Leaving Certificate (Higher level) grade B in Mathematics and grades BCC	Irish Leaving Certificate (Higher level) grade C in Mathematics and grades ACC

# Clearing

## ELIGIBILITY

Applicants become eligible for Clearing at different times depending on the status of their application as follows:

- Application was made after 30 June 2009 (11 June for Route B art & design courses)
- No offers have been made
- Place is not confirmed after the publication of exam results.

## ELECTRONIC CLEARING

From this year, we have replaced the paper Clearing Passport with electronic Clearing – available to applicants on Track. From mid-July, if an applicant is eligible for Clearing an 'Add Clearing choice' button will appear on their Track 'choices' screen which they can use to apply for a course. Applicants do not need to contact us to request entry into Clearing.

Applicants who are awaiting SQA or GCE A level and AS examination results and who either applied after 30 June (11 June for Route B art & design), or do not have any offers, or both, will have an 'Add Clearing choice' button available on Track in mid-July. They should wait until they have their exam results before contacting the universities and colleges about possible vacancies.

Applicants who have conditional firm (CF) and conditional insurance (CI) choices will not become eligible for Clearing until both the CF and CI institutions have confirmed that they will not offer places. Applicants often know informally that they have been unsuccessful before we receive the official decision. In such circumstances, they may ring institutions direct. Universities and colleges will not be able to formalise agreements to consider or admit applicants until:

- they know the applicant's Clearing Number (shown on Track); and
- the applicant has entered the institution and course details on Track.

Track screen showing 'Add Clearing choice' button:

university / college	course	starting	decision	your reply	updated	preference
<b>Extra Choices:</b>						
The University of Aberdeen (campus: entry point: 1)	A123	22-Sep-2009	Unconditional	Declined	16-Mar-2009	
University of Leeds (campus: entry point: 1)	B720	29-Sep-2009	Unsuccessful		06-Mar-2009	
The University of York (campus: entry point: 1)	B720	01-Oct-2009	Unsuccessful		06-Mar-2009	
University of Southampton (campus: entry point: 1)	B720	28-Sep-2009	Unsuccessful		06-Mar-2009	
University of Surrey (campus: entry point: 1)	B711	01-Sep-2009	Unsuccessful		06-Mar-2009	
The University of Nottingham (campus: entry point: 1)	B721	21-Sep-2009	Unsuccessful		06-Mar-2009	

[Add clearing choice](#)
[Reply to offers](#)
[Printed](#)

application processed by UCAS | 07-Nov-2009  
last log in | 30-Apr-2009

**We will not send a letter to inform applicants that they are eligible for Clearing. Applicants should regularly check the status of their application on Track to find out if they are in Clearing. They must keep their email and postal contact details up-to-date, and if they are using a school address, 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 on Track.

If a university or college provisionally offers an applicant a place in Clearing, they will give them a date by which they must enter the course details on Track. **If the applicant wants to be formally considered for the place**, they need to click on their 'Add Clearing choice' button and enter the institution and course details. They **can only enter details for one choice**. Applicants should not enter institution and course details unless they have been provisionally offered a place and want to accept it, as this could delay their application.

We will let the university or college know that the applicant has entered their details on Track. If the university or college accepts them, the details will be displayed in the 'choices' section of Track and we will send a letter to the applicant to let them know their place is confirmed. If the university or college declines them, the 'Add Clearing choice' button in Track will be re-activated so the applicant can apply to another choice in Clearing.

## SOME GENERAL TIPS ABOUT CLEARING

Clearing is not primarily intended to be used for deferred entry, and some institutions will not consider such applications. It is, therefore, in the interests of deferred entry applicants to obtain an assurance from institutions that they would be prepared to consider them.

Applicants should be able to verify their results if an institution asks them.

A video guide to Clearing will be available on the UCAS website later in the summer.

## CLEARING VACANCY INFORMATION

We will send an advisory letter to every UCAS applicant in July which will provide a comprehensive guide to sources of vacancy information.

Please note that official course vacancy information is only published by UCAS, *The Independent* and *The Belfast Telegraph*.

As last year, we will be publishing the official list of vacancies on 20 August – A level results publication day. Official lists will also be published in Scotland on 5 August. We appreciate that many applicants will contact institutions on these days. Many applicants will not have received their UCAS letters informing them whether or not their place has been confirmed. Such applicants are strongly advised to check their status on Track before contacting institutions about possible vacancies in Clearing.

Sources of information about official UCAS Clearing vacancies can be found on page 12.

#### KEYWORDS FOR OBTAINING VACANCY INFORMATION

A list of subject names (keywords) which can be selected when searching for vacancies will be available on the UCAS website in the summer.

**All services will list universities and colleges which still have vacancies.** The universities and colleges are responsible for updating their vacancy information on the UCAS website promptly. Despite this, there is inevitably a brief time lag and it is important to understand that the situation concerning Clearing vacancies can be very fluid.

## International students

The Confirmation procedures outlined in this leaflet apply equally to international students.

A complete vacancy listing, updated daily, will be available on the UCAS website. The website will indicate whether vacancies are open to all applicants, or only international applicants.

If their UCAS application has been unsuccessful and they need to use Clearing to find a place, applicants should contact the universities and colleges direct by phone, email or fax if possible, rather than by traditional postal services, to discuss possible vacancies.

## General advice

#### CHANGES OF ADDRESS

Applicants must inform us of address changes immediately. Applicants should change their address on Track or call our Customer Service Unit on 0871 468 0 468. This is particularly important for applicants returning home from boarding schools in the summer.

#### SOME GENERAL TIPS

Applicants should not be away on holiday when the results are issued. They should be available in person to handle whatever situation may arise.

Please tell applicants what advice facilities are available during August and September. We hope that schools and colleges will provide support for their applicants during this period. Please also make them aware of the services offered by careers offices.

## THE HELPLINE FOR STAFF OF SCHOOLS, COLLEGES AND CAREERS OFFICES IS 0845 123 8001.

**This number must not be given to applicants as it is a priority number for you only. If you have problems during Confirmation and Clearing please ring us.**

Our helplines will be busy, but applicants can ring us if necessary – our opening hours are shown on page 11. We are not, however, able to provide a vacancy information service.

**Important:** When you call, please have the correct Personal ID available so that we can access our records quickly.

Want to help your students?

Need to know the facts?

Not sure where to find lists  
of UCAS Clearing vacancies?

Help is available at  
[www.ucas.com](http://www.ucas.com)

A large, stylized white graphic element resembling a thick, curved arrow or a stylized letter 'U' is positioned in the bottom left corner of the red background.

UCAS

## Important dates

<b>11 June</b>	last date for receipt of Route B art & design applications: those received after this date will be held for Clearing
<b>30 June</b>	last date for receipt of all other UCAS applications: those received after this date will go into Clearing
<b>Mid-July onwards</b>	Clearing starts. Clearing numbers will automatically show on Track for eligible applicants. Publication of BTEC results
<b>28 July – 5 August am</b>	Track and Adviser Track frozen*
<b>5 August</b>	publication of SQA results. Scottish Clearing vacancies published
<b>12 August – 20 August</b>	Track and Adviser Track frozen*
<b>20 August</b>	publication of GCE AS and A level results. English, Northern Irish and Welsh Clearing vacancies published on the UCAS home page
<b>21 September</b>	Clearing vacancy information closed
<b>21 September</b>	last date for receipt of applications at UCAS

\* Track records are not updated. Applicants should contact the Customer Service Unit to make any outstanding replies.

## Our helpline

Applicants should use Track on the UCAS website – [www.ucas.com](http://www.ucas.com) – to check the status of their application.

If they need to phone us, they should have their Personal ID ready.

**UCAS HELPLINE**  
**0871 468 0 468**

The UCAS helpline will be available at the following times:

Wednesday 5 August	8am – 7pm
Thursday 6 August	8.30am – 6.30pm
Friday 7 August	8.30am – 6.30pm
Monday 10 August – Friday 14 August	8.30am – 6.30pm
Monday 17 August – Wednesday 19 August	8.30am – 6.30pm
Thursday 20 August	7am – 7pm
Friday 21 August	8am – 7pm
Saturday 22 August	9am – 5pm
Monday 24 August – Friday 28 August	8.30am – 6.30pm
Monday 31 August (Bank holiday)	9am – 5pm
Tuesday 1 September onwards	8.30am – 6pm

UK BT landline calls will cost no more than 9p per minute. Calls from mobiles and other networks may vary.

## Clearing vacancies and newspaper features

The Clearing course vacancy service will be available on the UCAS website [www.ucas.com](http://www.ucas.com) from:

Wednesday 5 August	Scottish vacancies only
Thursday 20 August – Monday 21 September	All vacancies

Clearing vacancies will also be listed in *The Independent* and *The Independent on Sunday* on the following dates:

Wednesday 5 August	Scottish listings – Scotland only
Thursday 20 August	
Friday 21 August	
Saturday 22 August	
Sunday 23 August	
Monday 24 August	
Tuesday 25 August	
Wednesday 26 August	
Thursday 27 August	
Friday 28 August	
Thursday 3 September	
Thursday 10 September	

The lists of vacancies published on Monday 24, Tuesday 25 and Wednesday 26 August will be in two parts: one focusing on humanities and arts, and one on science and engineering.

*The Belfast Telegraph:*

Friday 21 August	Regional Clearing listings
------------------	----------------------------

**NEWSPAPER FEATURES IN *THE INDEPENDENT* AND *THE INDEPENDENT ON SUNDAY***

Thursday 23 July	Study Wales
Thursday 30 July	Study Scotland
Sunday 16 August	Parents' Guide
Monday 17 August	Gap Year Guide
Tuesday 18 August	Clearing Guide
Wednesday 19 August	Student Finance Guide

**WHICH WAY MAGAZINE**

This magazine is published by *The Independent* in association with UCAS. All UK applicants will receive a copy by 20 August. It contains useful features on life at university and college as well as essential information about UCAS Confirmation and Clearing.

## Free examination results helpline – 0808 100 8000

### FREE EXAMINATION RESULTS HELPLINE – 0808 100 8000

For Clearing 2009, the Department for Children, Schools and Families (DCSF) will be providing a free national telephone helpline for students, parents, and advisers; offering expert independent information and advice on applying for university or college, taking time out, or choosing to enter employment. All calls are dealt with in confidence by specially trained advisers who have access to an online database, provided by UCAS, which will provide them with up-to-the-minute information on course availability.

Lines will be available from:

- Wednesday 5 August in Scotland
- Thursday 20 August for England, Wales and Northern Ireland.

More information will be made available shortly at [bbc.co.uk/surgery](http://bbc.co.uk/surgery).

## Financial support

Applicants should already have applied for financial help towards tuition fees and living costs. If not, they should do so now. If, after applying for financial help, they will be attending a different course, institution or both, to those in their application, they must contact the relevant authority urgently. More information can be found on the following websites:

If their family lives in England

[www.direct.gov.uk/studentfinance](http://www.direct.gov.uk/studentfinance)

If their family lives in Northern Ireland

[www.studentfinancenir.co.uk](http://www.studentfinancenir.co.uk)

If their family lives in Scotland

[www.saas.gov.uk](http://www.saas.gov.uk)

If their family lives in Wales

[www.studentfinancewales.co.uk](http://www.studentfinancewales.co.uk)

or

[www.cyllidmyfyrwryrcymru.co.uk](http://www.cyllidmyfyrwryrcymru.co.uk)

If their family lives in Guernsey, Jersey or the Isle of Man

[www.gov.gg](http://www.gov.gg)

[www.gov.je](http://www.gov.je)

[www.gov.im](http://www.gov.im)

If their family lives elsewhere in the European Union or Switzerland

[www.direct.gov.uk/studentfinance-eu](http://www.direct.gov.uk/studentfinance-eu)

# CUKAS Confirmation

## Exam results

Confirmation of conservatoire places takes place following the release of summer examination results. Confirmation letters (CU12) are sent to applicants when conservatoires have received examination results and confirmed to CUKAS that the results are acceptable. The receipt of results and sending of the letters will be dependent on the examinations taken. For SQA and GCE examinations, the letters will be sent from:

<b>SQA examinations</b>	<b>Tuesday 4 August</b>
<b>GCE A level and AS examinations</b>	<b>Wednesday 19 August</b>

You should reassure your students that non-receipt of a Confirmation letter on either 5 August or 20 August does not necessarily mean that they have been unsuccessful. The conservatoire may not have made their decision in time for us to send a letter, or the postal service may be slow.

Students who receive a Confirmation letter cannot assume that they have achieved the examination results to meet the conditions of their offers. In some instances, they may not have obtained the grades or Tariff points needed to meet the conditions, but the conservatoire will still have been able to confirm their place.

We will send the majority of applicants' results to the conservatoires. It is, therefore, essential that applicants have provided us with accurate and full examination information. Applicants should give us full details of any changes: for example, change of examination board, subject or level. Institutions may contact applicants direct for results if necessary.

## Conditions of offer have been met

CUKAS applicants who have met the conditions of their Guaranteed Conditional First (GC1) choice, will be placed there. We will send these applicants a Confirmation letter confirming their place. The letter includes an email address for the applicant to use to confirm if they **do not** intend to take up the place.

## CUKAS 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 will become unsuccessful for that choice. Applicants who have accepted reserve offers will know by 28 August whether their reserve choice has been confirmed or unsuccessful.

## Conditions of offer have not been met

CUKAS applicants who have failed to meet the conditions may be made a changed course or year offer. The conservatoire will contact them directly to discuss this. If the applicant accepts this change they will be sent a Confirmation letter as explained previously.

## Unsuccessful applicants

CUKAS applicants who are unsuccessful cannot apply to any other conservatoires in the 2009 entry application cycle.

## Commitments at Confirmation

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

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

## Track during Confirmation

Applicants can access their records on Track. Track is updated continuously during the day so applicants can see changes to the status of their applications. Please see the table of important dates for restrictions to the Track service.

## Contacting the conservatoires

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

- Use Track wherever possible. It may prevent the need to telephone the conservatoire. Make sure they have their username and password available. Applicants who have forgotten their username and password can request these on Track.
- If they know they have met the conditions of the offer – there is no need to ring.
- If they have narrowly missed the conditions – ring the conservatoire but be prepared to be patient.
- If they have lodged an appeal against a result – ring the conservatoire immediately; do not wait for the outcome of the appeal.

## International students

The Confirmation procedures outlined in this guide apply equally to international students. International applicants are encouraged to use Track as much as possible.

## Advice for applicants

### Changes of address

Applicants must inform us of address changes immediately. Applicants should change their address on Track or call our Customer Service Unit on 0871 468 0 470. This is particularly important for applicants returning home from boarding schools in the summer.

### Some general tips

Applicants should not be away on holiday when the results are issued. They should be available in person to handle whatever situation may arise.

Please tell applicants what advice facilities are available during August and September. We hope that schools and colleges will provide support for their applicants during this period. Please also make them aware of the services offered by careers offices.

## THE HELPLINE FOR STAFF OF SCHOOLS, COLLEGES AND CAREERS OFFICES IS 0845 123 8001.

**This number must not be given to applicants as it is a priority number for you only. If you have problems during Confirmation please ring us.**

Our helplines will be busy, but applicants can ring us if necessary - our opening hours are shown in this guide.

**Important:** When you call, please have the correct Personal ID available so that we can access our records quickly.

## CUKAS important dates

Mid-July onwards	publication of BTEC results
28 July – 5 August am	Track frozen*
5 August	publication of SQA results
12 – 20 August am	Track frozen**
20 August	publication of GCE AS and A level results
31 August	last date for receipt of applications at CUKAS

\* Track records are not updated. Applicants are not able to reply to offers until 5 August. Applicants should contact the CUKAS Customer Service Unit to make any outstanding replies.

\*\* Track records are not updated. Applicants are not able to reply to offers until 20 August. Applicants should contact the CUKAS Customer Service Unit to make any outstanding replies.

## Financial support

Applicants should already have applied for financial help towards tuition fees and living costs. If not, they should do so now. More information can be found on the following websites:

If their family lives in England  
[www.directgov.gov.uk/studentfinance](http://www.directgov.gov.uk/studentfinance)

If their family lives in Northern Ireland  
[www.studentfinanceneni.co.uk](http://www.studentfinanceneni.co.uk)

If their family lives in Scotland  
[www.saas.gov.uk](http://www.saas.gov.uk)

If their family lives in Wales  
[www.studentfinancewales.co.uk](http://www.studentfinancewales.co.uk)  
 or  
[www.cyllidmyfyrwrcymru.co.uk](http://www.cyllidmyfyrwrcymru.co.uk)

If their family lives in Guernsey, Jersey or the Isle of Man  
[www.gov.gg](http://www.gov.gg)  
[www.gov.je](http://www.gov.je)  
[www.gov.im](http://www.gov.im)

If their family lives elsewhere in the European Union or Switzerland  
[www.direct.gov.uk/studentfinance-eu](http://www.direct.gov.uk/studentfinance-eu)

## Our helpline

Applicants should use Track on the CUKAS website – [www.cukas.ac.uk](http://www.cukas.ac.uk) – to check the status of their application.

If they need to phone us, they should have their Personal ID ready.

### CUKAS HELPLINE 0871 468 0 470

UK BT landline calls will cost no more than 9p per minute.  
Calls from mobiles and other networks may vary.

The CUKAS helpline services will be available at the following times:

Wednesday 5 August	8am – 7pm
Thursday 6 August	8.30am – 6.30pm
Friday 7 August	8.30am – 6.30pm
Monday 10 August – Friday 14 August	8.30am – 6.30pm
Monday 17 August – Wednesday 19 August	8.30am – 6.30pm
Thursday 20 August	7am – 7pm
Friday 21 August	8am – 7pm
Saturday 22 August	9am – 5pm
Monday 24 August – Friday 28 August	8.30am – 6.30pm
Monday 31 August (Bank holiday)	9am – 5pm
Tuesday 1 September onwards	8.30am – 6pm

Conservatoires **UK**  
ADMISSIONS SERVICE

## Want to help your students?

## Make sure they use Track

The quickest and easiest way  
for them to:

- check the conditions of their offers
- check if their place has been confirmed
- update address details

[www.cukas.ac.uk](http://www.cukas.ac.uk)

## We would like your comments

### **We would like to know what you think...**

Does this booklet provide the information you need about Confirmation and Clearing?

Do you think there is any other information we should have included?

Would you prefer to view this information online?

This booklet has been sent to you a month earlier than in previous years. Do you think it has been sent at the right time?

Do you have any other comments on the presentation or content of this booklet?

Please send your comment slip to: UCAS, Publishing Team, Policy & Communications, Rosehill, New Barn Lane, Cheltenham, Glos, GL52 3LZ,  
or email [PCEditors@ucas.ac.uk](mailto:PCEditors@ucas.ac.uk)



# UCAS

This booklet contains information about UCAS Confirmation and Clearing, and CUKAS Confirmation for 2009. It explains Confirmation and Clearing procedures and where to find advice, guidance and UCAS Clearing vacancy listings. You will also find calendars of important dates for UCAS and CUKAS, and our helpline number and opening hours over the Confirmation and Clearing period.

[www.Ucas.com](http://www.Ucas.com)

[www.cukas.ac.uk](http://www.cukas.ac.uk)



UCAS is the organisation responsible for managing applications to higher education courses in the UK.

Choosing what and where to study are very important decisions. Every year we help over 500,000 applicants apply to university or college in the UK.

**Conservatoires UK**  
ADMISSIONS SERVICE UK

UC013009