



# Confirmation and Clearing for advisers

For entry to university or college in 2011

Including CUKAS  
Confirmation for advisers

For entry to conservatoires in 2011

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## UCAS QUALITY AWARDS



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# 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>Wednesday 3 August</b>
<b>GCE A level and AS examinations</b>	<b>Wednesday 17 August</b>

You should reassure your students that non-receipt of a Confirmation letter on either 4 August or 18 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 Applicants also need to inform us if they have withdrawn from any examinations.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.

If an applicant has GCSE results as part of the conditions of their offers, they should pass these on to the institutions 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 is available at [www.ucas.com/students/results/examresults](http://www.ucas.com/students/results/examresults).

## 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. Applicants who have met and exceeded the conditions of their conditional firm (CF) choice 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 in 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 in 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 and have paid the full application fee (£21) 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.

More information about Confirmation can be found at [www.ucas.com/advisers/sixsteps/results](http://www.ucas.com/advisers/sixsteps/results).

#### TRACK DURING CONFIRMATION

Applicants can access their records in Track. Track is updated continuously during the day so applicants can see changes to the status of their applications. Please see page 10 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 Personal ID,

username and password available. Applicants who have forgotten their Personal ID, username or password can request these using the login reminder service.

- 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.

#### SCOTTISH STUDENTS

Scottish candidates who have registered with the MySQA service will be sent their exam results by text and/or email between 8am - 9am on Thursday 4 August. On the same day all candidates will receive results on their certificates by post.

# 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



# 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 was 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 in 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 page 6 for examples of meeting and exceeding offers.

## A BRIEF SUMMARY OF ADJUSTMENT

- It is optional.
- The Adjustment process
  - runs from 18 August
  - ends on 31 August.
- An applicant has five calendar days to use Adjustment, from the later of 18 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 (18 August 2011) until 31 August 2011. 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 31 August, they have the remaining time before then to find an alternative place. For example, if they become UF on 29 August, they will have three days to use the process.

More information about Adjustment is available at [www.ucas.com/advisers/sixsteps/nextsteps/adjustment](http://www.ucas.com/advisers/sixsteps/nextsteps/adjustment) and a UCAStv video guide to Adjustment can be viewed at [www.ucas.tv](http://www.ucas.tv).

## 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 2012 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.
- 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 in 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 in Track and is on the UCAS website.

#### HOW APPLICANTS USE ADJUSTMENT

- Applicants register in Track by clicking on 'Register for Adjustment' on their 'choices' screen.

The screenshot shows the UCAS Track interface. At the top, there are navigation links for 'main menu', 'choices', and 'personal', along with a 'track' logo and a 'LOG OUT' link. Below this, there's a 'HELP' link and a 'choices' section. A table lists several university choices with columns for 'university / college', 'course', 'starting', 'decision', 'your reply', and 'updated'. The table includes entries for ALRA (The Academy of Live and Recorded Arts), University of Dundee, and The University of Gloucestershire. A 'DON'T FORGET...' box on the left states: 'You may be eligible to use Adjustment, your Adjustment period will end on 24-Aug-2011 at 00:00 BST'. At the bottom, there are buttons for 'Add choice', 'Reply to offers', 'Payment', and 'Register for Adjustment'. The 'Register for Adjustment' button is circled in red.

- They contact a university or college to find another place.

The screenshot shows the UCAS Track interface after clicking 'Register for Adjustment'. It displays a confirmation message: 'You have successfully registered for Adjustment. You should now go and speak to the universities and colleges that you are interested in. Your Adjustment period will end on 24-Aug-2011 at 00:00 BST'. There is a 'return to choices' button. A 'DON'T FORGET...' box on the left states: 'You have registered for Adjustment, your Adjustment period will end on 24-Aug-2011 at 00:00 BST'.

- The institution will check that the applicant has met and exceeded the conditions of their original unconditional firm (UF) choice.
- The institution will tell the applicant if they can offer them a place, and the applicant tells them if they want to accept it.
- If the applicant is accepted through Adjustment, their Track screen will be updated with the new choice and we will send them a Confirmation letter.

The screenshot shows the UCAS Track interface with the 'choices' section. A table lists university choices. The entry for 'University of the West of England, Bristol' is circled in red and labeled 'Adjustment Choice'. The table includes columns for 'university / college', 'course', 'starting', 'decision', 'your reply', and 'updated'. Other entries include ALRA (The Academy of Live and Recorded Arts), University of Dundee, and The University of Gloucestershire. A 'DON'T FORGET...' box on the left states: 'You have registered for Adjustment, your Adjustment period will end on 24-Aug-2011 at 00:00 BST'. At the bottom, there are buttons for 'Add choice', 'Reply to offers', and 'Payment'. The text 'application processed by UCAS : 01-Nov-2010 last log in : 20-Aug-2011' is visible at the bottom right.

**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)
A level AA	A level AAA
A level BBC	A level BBCC
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 2011.
- No offers have been made.
- Place is not confirmed after the publication of exam results.

## ELECTRONIC CLEARING

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 examination results and who either applied after 30 June, or do not have any offers, or both, will have an 'Add Clearing choice' button available in 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 in Track); and
- the applicant has entered the institution and course details in Track.

**We will not send a letter to inform applicants that they are eligible for Clearing. Applicants should regularly check the status of their application in 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 in 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 in 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.**

On SQA and GCE publication days the 'Add Clearing choice' button will not be available until late afternoon in order to give applicants time to collect results and carry out research before entering a Clearing choice.

## Track screen showing Clearing Number and 'Add Clearing choice' button

The screenshot shows the UCAS Track interface. At the top, there are navigation links: 'main menu', 'choices', 'personal', and 'track'. A 'HELP' link is on the left, and a 'LOG OUT' link is on the right. The main content area is titled ': choices'. A red circle highlights a message: 'You are in Clearing Your Clearing Number for correspondence with the institutions is 000033'. Below this is a table of course offers:

university / college	course	starting	decision	your reply	updated
The College of Agriculture, Food and Rural Enterprise campus: G; entry point: 1	0040	01-Sep-2011	Unsuccessful		11-Nov-2010
The University of Gloucestershire campus: entry point:	M400	01-Sep-2011	Unsuccessful		11-Nov-2010
University of Bristol campus: entry point:	V100	01-Oct-2011	Unsuccessful		11-Nov-2010
University of the West of England, Bristol campus: entry point:	N100	01-Sep-2011	Unconditional	Declined	11-Nov-2010

At the bottom of the table, there are two buttons: 'Add Clearing choice' (highlighted with a red circle) and 'Reply to offers'. To the right, there is a 'Payment' section with the text: 'application processed by UCAS : 10-Nov-2010 last log in : 09-Feb-2011'.

**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.** The following warning message is displayed to applicants.

## Track screen showing warning message

The screenshot shows the UCAS Track interface. At the top, there are navigation links: 'main menu', 'choices', 'personal', and 'track'. A 'HELP' link is on the left, and a 'LOG OUT' link is on the right. The main content area is titled ': clearing choice'. Below this is a 'Stop' button. A warning message is displayed: 'Before you refer your application, please ensure that you have contacted the university or college and they have offered you a place on the course. Once you send your application, you will not be able to change it until the institution has either accepted or declined you. If accepted, you will be firmly committed to that course. Click 'yes' if you have spoken to the university or college and they have verbally offered you a place or 'no' to cancel the choice.' At the bottom, there are two buttons: 'yes' and 'no'.

## Track screen showing how applicants add a Clearing choice

The screenshot shows the UCAS Track interface. At the top, there are navigation links: 'main menu', 'choices', 'personal', and 'track'. A 'HELP' link is on the left, and a 'LOG OUT' link is on the right. The main content area is titled ': add clearing choice'. Below this is a warning message: 'Please read the help text before adding a clearing choice, then check that you have entered all information correctly before confirming your choice. It is important that you have discussed the choice with the university or college before adding it to avoid any unnecessary delay. Compulsory fields are marked with an asterisk (\*). Click 'next' to confirm your choice.' Below the warning message is a form with the following fields: 'university / college \*' (with a 'Select institution' button), 'course code\*' (with a 'Select course' button), 'campus\*' (with a 'Select campus' button), 'course start date\*' (with a 'Select start date' button), 'entry point\*' (with a dropdown menu), 'live at home' (with a 'No' button), and 'further details' (with a text input field).

We will let the university or college know that the applicant has entered their details in 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.

## Track screen showing Clearing acceptance

university / college	course	starting	decision	your reply	updated
<b>Clearing Choice:</b> University of the West of England, Bristol entry point: campus:	H421	01-Sep-2011	Clearing Accept		22-Aug-2011
The College of Agriculture, Food and Rural Enterprise campus: G entry point: 1	004D	01-Sep-2011	Unsuccessful		11-Nov-2010
The University of Gloucestershire campus: entry point:	N400	01-Sep-2011	Unsuccessful		11-Nov-2010
University of Bristol campus: entry point:	V100	01-Oct-2011	Unsuccessful		11-Nov-2010
University of the West of England, Bristol campus: entry point:	N100	01-Sep-2011	Unconditional	Declined	11-Nov-2010

[Add Clearing choice](#)   [Reply to offers](#)   [Payment](#)  
application processed by UCAS : 10-Nov-2010  
last log in : 20-Aug-2011

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.

More information about Clearing is available at [www.ucas.com/advisers/sixsteps/nextsteps/clearing](http://www.ucas.com/advisers/sixsteps/nextsteps/clearing) and a UCAS tv video guide to Clearing is available at [www.ucas.tv](http://www.ucas.tv)

## 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 and *The Telegraph*.

As last year, we will be publishing the official list of vacancies on 18 August – A level results publication day. Official lists will also be published in Scotland on 4 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 in 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 POSTAL AND EMAIL ADDRESS

Applicants must keep their contact details up-to-date and should change their postal and email addresses immediately in Track if they change. 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 applicant's Personal ID available so that we can access our records quickly.

## Other options

If your students haven't found the places they were hoping for, there are other options that may be open to them. From July until September there's a part-time course search, for courses at the universities and colleges who recruit for their full-time courses through us, at [www.ucas.com](http://www.ucas.com).

Full- or part-time foundation degrees may be another option. Full-time courses are listed in Course Search at [www.ucas.com](http://www.ucas.com); other study modes can be found in the foundation degree course search at [fd.ucas.com/CourseSearch/](http://fd.ucas.com/CourseSearch/).

We've also provided details of some other possible options at [www.ucas.com/students/nextsteps/advice](http://www.ucas.com/students/nextsteps/advice).

## Important dates

<b>30 June</b>	last date for receipt of UCAS applications: those received after this date will go into Clearing
<b>Mid-July onwards</b>	Clearing starts. Clearing numbers will automatically show in Track for eligible applicants. Publication of BTEC results
<b>4 August</b>	publication of SQA results. Scottish Clearing vacancies published on the UCAS website
<b>18 August</b>	publication of GCE AS and A level and Advanced Diploma results. English, Northern Irish and Welsh Clearing vacancies published on the UCAS website. Adjustment opens for registration
<b>31 August</b>	Adjustment closes
<b>20 September</b>	last date for receipt of applications at UCAS for 2011 entry
<b>End of September</b>	Clearing vacancy information closed

While we process examination results, the information in Track and Adviser Track will not be updated. This will happen for:

- the week before 4 August, while we process Scottish results, and
- the week before 18 August, when we will be processing GCE and other results.

During this time if a change needs to be made to an application, applicants should contact the UCAS helpline.

## Connecting with UCAS - save a phone call

Applicants can follow us on Twitter at [twitter.com/ucas\\_online](https://twitter.com/ucas_online), and we'll also have a dedicated Clearing feed at [twitter.com/ucasclearing](https://twitter.com/ucasclearing), which will offer advice on applying through Clearing, video responses to common questions and real-time updates on statistics, news stories and what's happening at UCAS. Applicants can ask us a question or see what others are asking on Facebook at [www.facebook.com/ucasonline](https://www.facebook.com/ucasonline), and watch videos of UCAS advisers answering frequently asked questions on YouTube at [www.youtube.com/ucasonline](https://www.youtube.com/ucasonline).

There are many video guides to help applicants with the next stages: *Next steps after results*, *How to use Clearing*, *How to use Adjustment*, and *Starting at university or college*. These can all be viewed at [www.ucas.tv](http://www.ucas.tv) or in the relevant section of [www.ucas.com](http://www.ucas.com).



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

If applicants can't find the information they need online and want 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:

Thursday 4 August	08:30 – 18:00
Friday 5 August	08:30 – 18:00
Monday 15 August – Tuesday 16 August	08:30 – 18:00
Wednesday 17 August	08.30 – 17.00
Thursday 18 August	07:00 – 19:00
Friday 19 August	08:00 – 19:00
Saturday 20 August	08:30 – 17:00
Sunday 21 August	10.00 – 16.00
Monday 22 August – Friday 26 August	08:30 – 18:00
Monday 29 August (Bank holiday)	11.00 – 16.00
Tuesday 30 August onwards	08:30 – 18:00

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

## Clearing vacancy listings

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

Thursday 4 August	Scottish vacancies only
Thursday 18 August – end of September	All vacancies

Clearing vacancies are also planned to be listed in *The Telegraph* on the following dates:

Thursday 18 August
Friday 19 August
Saturday 20 August
Thursday 1 September
Thursday 8 September

The information about *The Telegraph* was correct at the time this guide was published.

## 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.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)

## 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>Wednesday 3 August</b>
<b>GCE A level and AS examinations</b>	<b>Wednesday 17 August</b>

You should reassure your students that non-receipt of a Confirmation letter on either 4 August or 18 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. Conservatoires may contact applicants direct for results if necessary.

If an applicant has GCSE results as part of the conditions of their offers, they should pass these on to the institutions 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 conservatoire.

A full list of exam results we receive is available at [www.cukas.ac.uk/students/results/resultswereceive](http://www.cukas.ac.uk/students/results/resultswereceive)

### 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 26 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 2011 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 in 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 do the following:

- Use Track wherever possible. It may prevent the need to telephone the conservatoire. Make sure they have their Personal ID, username and password available. Applicants who have forgotten their Personal ID, username or password can request these using the login reminder service.
- 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 POSTAL AND EMAIL ADDRESS

Applicants must keep their contact details up-to-date and change their postal and email addresses immediately in Track if they change.

**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 applicant's Personal ID available so that we can access our records quickly.

## CUKAS important dates

<b>Mid-July onwards</b>	publication of BTEC results
<b>4 August</b>	publication of SQA results
<b>18 August</b>	publication of GCE AS and A level and Advanced Diploma results
<b>31 August</b>	last date for receipt of applications at CUKAS for 2011 entry

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- the week before 4 August, while we process Scottish results and
- the week before 18 August, when we will be processing GCE and other results.

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## 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:

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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)**

## 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

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Monday 29 August (Bank holiday)	11:00 – 16:00
Tuesday 30 August onwards	08:30 – 18:00

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?

Do you think this booklet 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, Marketing, Rosehill, New Barn Lane, Cheltenham, Glos, GL52 3LZ,  
or email [UCAS.Editors@ucas.ac.uk](mailto:UCAS.Editors@ucas.ac.uk)



2011



This booklet contains information about UCAS Confirmation and Clearing, and CUKAS Confirmation for 2011. 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.

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