

CONFIRMATION, CLEARING, AND ADJUSTMENT

2019





WHAT'S NEW?

NEW FOR 2019 – SELF-RELEASE INTO CLEARING

This year, we're giving applicants more control over their applications. Instead of having to contact their chosen university or college and wait to be released into Clearing, applicants can now do this themselves, saving valuable time. Self-release will be available in Track to all placed applicants, from 5 July 2019.

How will self-release into Clearing work?

The process is simple, but incorporates a number of warnings to make sure applicants fully understand what they are doing.

- > **The applicant signs in to Track, and clicks the 'Decline my place' button on their homepage.**
- > **They will be taken to a page which explains what they're about to do, and a drop-down question which they must complete, before confirming.**
- > **They will then receive an email to confirm they're in Clearing, and advising them to phone the university or college they declined if they've made a mistake.**

Later in the year, we'll be giving you further information and guidelines, so you can help your applicants make the most of this new feature – if needed.

Although this will be available to all placed applicants, we won't be actively promoting it to them.

UCAS UNDERGRADUATE CONFIRMATION

Latest news

A Confirmation and Clearing tile on www.ucas.com/advisers will signpost you to the PDF of this guide, and all the latest information and advice.

Clearing vacancies will be available in the UCAS search tool at www.ucas.com/search from 5 July 2019.

Eligible applicants can add a Clearing choice in Track:

- > on SQA results day (6 August)
from 10:00 (UK time)
- > on A level results day (15 August)
from 15:00 (UK time)

Exam results

Confirmation of university and college places mostly happens following the release of summer examination results. Confirmation decisions and letters (AS12 for UCAS Undergraduate applicants, CU12 for UCAS Conservatoires applicants) are shown in Track.

Track and Adviser Track will not be updated during the embargo periods in August (see important dates), while we process Confirmation decisions from universities and colleges.

To identify students who may need extra support, we will email Adviser Track subscribers on SQA and A level results days, with a list of applicants who have not yet had their place confirmed at their chosen university or college. We will only be able to offer this to centres where applicants are taking qualifications with which UCAS has a formal Awarding Body Linkage (see www.ucas.com/advisers/exam-results).

> Avoiding Confirmation delays

We receive exam results from many awarding bodies, match these to students' applications, and send them to the universities and colleges holding offers for them. To avoid any delays, it's important your students:

- > keep their contact information up-to-date in Track, including their home address, phone number, and email address. If details change, they need to update them in the 'Personal details' section of Track, and contact their chosen universities/colleges to update their records
- > let us know straightaway if any of their exam details change, by completing our online qualifications amendment form at www.ucas.com/amend-qualifications – they need to let the relevant universities and colleges know too. Types of changes include:
 - > dropping a qualification
 - > exam subjects
 - > modules or units
 - > awarding/examining bodies
 - > centre numbers

If we don't know about changes, and we expect to receive results for the exams listed in Apply, there will be a mismatch, and a possible delay in confirming their place. Further information can be found at www.ucas.com/advisers/exam-results.

> Sending exam results

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

We don't share applicants' GCSE results with universities and colleges. If this is part of their offer conditions, 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.

> Scottish students

Scottish students taking SQA qualifications, who have registered with the MySQA service by 17:00 on 16 July, will have their exam results sent out by text and/or email, from 08:00 on Tuesday 6 August. On the same day, all candidates will receive results by post.

> International Baccalaureate (IB) students

You need to make sure UCAS is listed in the IB Information System (IBIS), as a provider that has permission to access the students' results, due on 5 July 2019. Please ensure you have submitted your requests through the 'Request for results service' option in IBIS. If you need any help with this, email ibid@ibo.org, or phone +44 29 2054 7740.

If permission is not given, we won't receive the results due on 5 July 2019, which will delay Confirmation from the university or college. Once results have been released, any further requests must be submitted by the applicant directly. Students will be able to see their results on the candidate website from 6 July 2019.

For further information, please see the section on 'Ordering additional transcripts' at www.ibo.org/programmes/diploma-programme/assessment-and-exams/requesting-transcripts.

> Pearson BTEC

If you have students who are taking unreformed Pearson BTEC qualifications, results will be issued on a rolling basis from July.

Results for reformed Pearson BTEC National qualifications will not be available until August. We will be collecting these results from Pearson, and making them available to universities and colleges under strict embargo arrangements.

Track during Confirmation

Applicants can view Confirmation decisions in Track, which is updated continuously except for the periods when we are processing results – ucas.com alerts will give details of when Track is available in the lead up to results days. Applicants can sign in to Track to view their Confirmation letters (AS12/CU12).

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.

Embargo periods

> Confidentiality of results

Each year, UCAS and universities and colleges are given early access to results under strict embargo arrangements with the Scottish Qualifications Authority (SQA) and the Joint Council for Qualifications (JCQ). An embargo period covers the defined period of time where early access to embargoed examination results is given.

This allows universities and colleges to prepare and make decisions by the official publication dates of exam results. It also gives you, as teachers, advisers, and exam centres, time to plan for the publication dates.

The embargo periods for 2019 are:

- > SQA results embargo period – 29 July at 18:00 until 6 August at 09:00
- > JCQ results embargo period – 9 August at 14:00 until 15 August at 06:00

During both embargo periods:

- > Track and Adviser Track will not be updated
- > universities and colleges cannot discuss any applicant's individual status with them, or with an adviser

For more information about the exam process, visit www.ucas.com/advisers/exam-results.

What happens next?

> Conditions of offer have been met

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

Applicants who are placed at their insurance choice (UI) or firm choice (UF) are shown in Adviser Track under the 'Final Place Accepted' status. Use the 'Search for Applicant' feature, and choose this status to show you a list of those applicants.

For applicants taking SQA and GCE exams, Confirmation letters can be viewed in Track from the day 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 £18, need to make the additional payment of £6 if they wish to use Adjustment. This can be done in Track using a debit or credit card. More information about adjustment can be found at www.ucas.com/adjustment.

> Conditions of offer have not been met

Applicants who have not met the conditions of their offer:

- > may still be accepted by the university or college, and may need to wait a few days for them to make a final decision. The university or college may be waiting for some information (confirmation of exam results, non-academic information, etc.) to make a final decision
- > may be given a change of course, date of entry, or point of entry offer, which will be shown in Track. Applicants 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 within five calendar days

> Unsuccessful applicants

Applicants who are unsuccessful and have paid the full application fee (£24) are eligible for Clearing. Those who originally applied for one choice, paid £18, and are not holding an offer, need to make the additional payment of £6 if they wish to enter Clearing. This can be done in Track using a debit or credit card.

> Commitments and Confirmation

Applicants are expected to honour their Confirmation commitments. However, should an applicant find they no longer wish to take up their confirmed place, they need to contact the university or college to either withdraw from the UCAS application system completely, or release themselves into Clearing using the 'Decline my place' button in Track. This self-release button is new for 2019 – the decision to use it must not be taken lightly, as they will lose the place they're holding.

Applicants should contact the university or college directly 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 5 July, and helps students without a confirmed place, and those who apply late, to find courses where there are still places available.

Applicants become eligible for Clearing at different times, and it is available for those who:

- > apply after 30 June 2019
- > haven't received any offers
- > declined any offers they received

How do applicants use Clearing?

From 5 July, if an applicant is eligible for Clearing, they can add a Clearing choice in 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.

On SQA results day (6 August), eligible applicants will be able to add choices from 10:00 (UK time). On A level results day (15 August), eligible applicants will be able to add choices from 15:00 (UK time).

Applicants who have conditional firm (CF) and conditional insurance (CI) choices aren't eligible for Clearing until both the CF and CI universities/colleges have confirmed 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 directly to discuss this.

Applicants need to find out which courses have vacancies (see 'Clearing vacancy information'), 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

Applicants 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 Clearing course vacancy information is only published by UCAS.

Clearing vacancies will be listed in our search tool at www.ucas.com/search from 5 July.

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

Universities and colleges are responsible for updating vacancy information in our search tool. 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.

For more information about Clearing, visit www.ucas.com/clearing.

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.

It allows universities and colleges to make direct contact with unplaced applicants, to speak to them about a place on a relevant course, once they've received their results.

While the aim is to help applicants consider places they might otherwise not have been aware of, the service is entirely optional. 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.

It is important to advise students who find themselves in Clearing to continue to research Clearing vacancies, even if they have signed up for this service.

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. If they fulfil their offer conditions and receive a confirmed place, their name will be removed from the service and they won't be contacted.

Find out more at www.ucas.com/advisers/direct-contact-service.



ADJUSTMENT

What is Adjustment?

Adjustment is an optional service for students who meet and exceed the conditions of their firm choice. It gives them an opportunity to reconsider where and what to study, without losing their secured place.

Adjustment is open from 08:00 on 15 August until 31 August. During this time, applicants can register for Adjustment in Track.

They then have five days to secure an alternative place. If they don't, they remain accepted at their original confirmed place.

For more information, check out www.ucas.com/adjustment.

A brief summary of Adjustment

- > It is optional.
- > Adjustment allows applicants to seek an alternative course without losing their secured place.
- > The Adjustment process runs from 08:00 on 15 August until 31 August.
- > An applicant has five calendar days to use Adjustment, from 15 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 £6 to use Adjustment.
- > Applicants who are in Adjustment should make it clear when contacting universities or colleges whether they are enquiring or agreeing to accept an offer, as if the applicant is claimed in Adjustment, they will not be able to retain their previous UF choice.

Find more 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, and musical theatre at conservatoires in the UK, at both undergraduate and postgraduate level. Visit www.ucas.com/conservatoires for more information.

Exam results

Conservatoire music, dance, and drama places are confirmed after 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're processing results.

The general information given under the 'Exam results' heading for UCAS Undergraduate 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, the applicant becomes unsuccessful for that choice. Applicants who have accepted reserve offers will know by 9 September if a reserve place has become a guaranteed offer, or if the choice has been unsuccessful.

- > **Conditions of offer have not been met**
UCAS Conservatoires applicants who do not meet the conditions of their offers, will either be told 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 2019 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 scheme, 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 directly about a **change of course, date of entry, or point of entry.**





GENERAL ADVICE

The summer editions of our monthly newsletters will focus on Confirmation and Clearing. If you're the UCAS correspondent for your centre, make sure we have your correct email address, so you receive these updates. If you're not a UCAS correspondent, but would still like to receive these updates, visit www.ucas.com/adviserupdates to sign up.

- > The online Confirmation and Clearing toolkit also provides information about this part of the application cycle, lesson exercises, checklists, and a parent communication. Access 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 applicants email updates with practical and useful information, plus advice on results days.
- > Applicants should not be on holiday when results are published.

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 a university, college, or conservatoire.
- > Make sure they have their Track sign in 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 their 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, college, or conservatoire, but be prepared to be patient.
- > If they have lodged an appeal against a result, contact the university, college, or conservatoire immediately.
- > **Do not contact universities, colleges, or conservatoires, to discuss results before the embargo ends.**

Important dates

30 June	UCAS Undergraduate applications received after this date will go into Clearing.
5 July onwards	<ul style="list-style-type: none"> > Clearing starts, and vacancies are displayed in our search tool. > Clearing numbers automatically show in Track for eligible applicants. > Applicants holding a place can release themselves into Clearing, using the 'Decline my place' button in Track. > Publication of International Baccalaureate results.
15 July	Unreformed Pearson BTEC results available from 15 July.
29 July at 18:00 (UK time) – 6 August at 09:00	<ul style="list-style-type: none"> > Results embargo. > Track and Adviser Track will not be updated during this period.
6 August	<ul style="list-style-type: none"> > Publication of SQA results. > 09:00 – Adviser Track live. > 09:00 – Track for applicants live. > 10:00 – Eligible applicants can add a Clearing choice.
9 August at 14:00 (UK time) – 15 August at 06:00	<ul style="list-style-type: none"> > Results embargo.
9 August at 14:00 (UK time) – 15 August at 07:00	<ul style="list-style-type: none"> > Track and Adviser Track will not be updated during this period.
14 August	<ul style="list-style-type: none"> > Publication of BTEC results.
15 August	<ul style="list-style-type: none"> > Publication of GCE AS and A level results. > 07:00 – Adviser Track live. > 08:00 – Adjustment opens for registration. > 08:00 – Track for applicants live. > 15:00 – Eligible applicants can add a Clearing choice.
28 August	Last date for receipt of 2019 entry UCAS Conservatoires applications.
31 August	Adjustment closes.
20 September	Last date for receipt of 2019 entry UCAS Undergraduate applications.
30 September	Clearing vacancy information closes.

More detailed information can be found at www.ucas.com/advisers.

HOW APPLICANTS CAN CONTACT US

Online

- > To check the status of their application, applicants should sign in to Track at track.ucas.com.
- > Facebook and Twitter give applicants a chance to ask questions and get important reminders. Applicants can follow us on Twitter at www.twitter.com/ucas_online, and on Facebook at www.facebook.com/ucasonline.
- > There are also lots of video guides, blogs, and case studies to help applicants with their next stages – check out www.ucas.com/videos.

By phone

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

HOW YOU CAN CONTACT US

Online

- > Visit www.ucas.com/advisers for the latest news and guidance.
- > You and your colleagues can 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.

Our Schools Team and Customer Experience Centre will be working extended opening hours across the Confirmation and Clearing period – check [ucas.com](https://www.ucas.com) for details.

*Calls will be charged at your standard network rate.

