

Confirmation and Clearing toolkit

Communication to parents

Top tips

To ensure the application process runs smoothly we suggest your son or daughter:

- does plenty of research - There is a lot of information and useful links on www.ucas.com. Doing that all-important preparation could make that well-considered decision the right one.
- keeps on top of their application and ensures they respond to offers as soon as possible
- ensures they give us the correct contact details and keeps them up-to-date
- understands the exact conditions of their offers so they are able to make the best decisions when exam results are published
- fully understands how they will receive their results. Exam results are not shown in Track, it will only show whether or not an application has been successful.
- checks if their qualifications are automatically sent to UCAS and on to their chosen university. If not they may need to forward them on themselves

The importance of checking Track

Track (www.ucas.com/track) will update your son or daughter with the status of their application. It should be the first place they look. Once they have their results, Track will update to reflect the appropriate university decisions. If Track shows a place is confirmed, it is not necessary to call the UCAS Customer Contact Centre to confirm this. A letter will be sent to confirm their place and your son or daughter will be due to start at their chosen university or college in the autumn.

Options after results day

If your son or daughter's grades are different to their original expectations there are two options available:

1. Adjustment

If their exam results turn out to be better than expected and not only meet, but exceed, the conditions of their conditional firm offer, they have the option to use Adjustment – a scheme that allows them to register and apply for other courses in a five-day window whilst holding on to a confirmed place.

Visit www.ucas.com/students/nextsteps/adjustment for more information.



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2. Clearing

This will be an option if they have been unsuccessful in gaining a place with their firm and insurance choices. Even though an applicant can't approach a university for a Clearing place until they have their results and they have been made unsuccessful by the universities they applied to, it's worth doing some research in advance to consider the types of courses that could be an option. This could save time should they need to use Clearing in the future.

Because applicants deal directly with university admissions staff in Clearing, UCAS advises that they should treat the process as a mini interview. Nothing can be gained from a speculative phone call with little or no understanding of the course or university, particularly during Clearing – it is still a competitive process and should be viewed as such.

Further guidance

Throughout August UCAS will be hosting online web chats, posting important reminders on Twitter (www.twitter.com/ucas_online) and answering questions on Facebook (www.facebook.com/ucasonline). These resources are staffed by experienced UCAS advisers and provide answers to the most common questions. Of course, for more specific queries, the UCAS Customer Contact Centre still offers one-to-one advice. To get in touch call 0871 468 0 468