

SUGGESTED COMMUNICATION FOR PARENTS, GUARDIANS, AND CARERS

HERE IS SOME USEFUL INFORMATION THAT YOU CAN SHARE WITH YOUR APPLICANTS' PARENTS, GUARDIANS, AND CARERS. IT PROVIDES KEY POINTERS, WHICH WILL HOPEFULLY ENSURE THEY'RE MORE INFORMED AND KNOW WHAT TO EXPECT ON RESULTS DAYS.

TOP TIPS IN THE LEAD UP TO RESULTS DAY

To ensure the application process runs smoothly, we suggest applicants:

- > **do plenty of research** – there's lots of information and useful links at www.ucas.com/examresults which they may find useful ahead of results day – including key timings, what to expect, and how to prepare. Doing that all-important preparation will help them make informed decisions on the day
- > **regularly check Track** (track.ucas.com) to keep up-to-date with the progress of their application, and reply to offers as soon as possible
- > **give us their correct contact details** and make sure they're kept up-to-date – otherwise they could miss important updates
- > **understand the exact conditions of their offers**, so they're able to make the right decisions when exam results are published
- > **fully understand how they will receive their results**. Exam results are not shown in Track, it will only show if an application has been successful or not. If their qualification is not listed at www.ucas.com/sending-exam-results, they must send their results to the university or college themselves – they must not send them to UCAS.

RESULTS DAY

– WHAT YOU NEED TO KNOW

First things first, check Track!

Track (trackucas.com) will update with the status of their application – it should be the first place they look. Once they have their results, Track will update to reflect university or college decisions. If Track shows a place is confirmed, it is not necessary to call UCAS.

What happens when

SQA results day (6 August)

- 08:00:** UCAS Customer Experience Centre opens for applicants.
UCAS social media support available.
- 09:00:** UCAS Undergraduate Track is available for applicants.
- 10:00:** Eligible applicants can add a Clearing choice in Track.
- 18:00:** UCAS Customer Experience Centre and social media support closes.

A level results day (15 August)

- 06:30:** UCAS social media support available.
- 07:30:** UCAS Customer Experience Centre opens for applicants.
- 08:00:** UCAS Undergraduate Track is available for applicants.
- 08:00:** Adjustment opens, and runs until 31 August.
- 11:00:** **Direct contact service** for applicants opens.
- 15:00:** Eligible applicants can add a Clearing choice in Track.
- 19:00:** UCAS Customer Experience Centre and social media support closes.



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THE POTENTIAL OUTCOMES

1. Confirmation

If they've **met the conditions** of the offer, the place is theirs and their Confirmation letter will be displayed in Track.

2. Adjustment

If their **exam results turn out to be better than expected**, and they not only meet, but exceed, the conditions of their conditional firm offer, they have the option to use Adjustment. This allows them to register and apply for other aspirational courses in a five-day window, while holding their original confirmed place. Visit www.ucas.com/adjustment for more information.

3. Clearing

If they have been **unsuccessful in gaining a place with either their firm or insurance choices**, they will be eligible for Clearing. They can't approach a university or college to discuss a place in Clearing until they have their results, and they have been made unsuccessful by the universities/colleges they applied to. However, it's worth doing some research in advance to consider the types of courses that could be an option. This could save time if they do need to use Clearing.

They will deal directly with university or college admissions staff in Clearing, so they should treat the process as a mini interview – it's still a competitive process and it's important they have a good understanding of the course and the university/college. Visit www.ucas.com/clearing for more information.

If an applicant has signed up to our **direct contact service**, please make sure they don't wait for calls from universities and colleges with potential offers. They should follow the usual Clearing process, and do their own research, and make calls.

If they haven't applied through UCAS, it's not too late. They can submit an application to go into Clearing between 1 July and 20 September 2019.

HOW TO FIND OUT MORE

Parent newsletter

If you haven't already done so, sign up for the **UCAS parent newsletters** at www.ucas.com/parents-signup. These have updates and information about the application process – it's not too late to help them during these last few weeks.

Parent guide

For full details about UCAS applications, download a copy of **UCAS' parent guide** at www.ucas.com/parents. It has information about exam results, Clearing, and Adjustment, as well as starting university.

Further guidance

UCAS posts important reminders and answers questions on Twitter ([www.twitter.com/ucas_online](https://twitter.com/ucas_online)) and Facebook (www.facebook.com/ucasonline). Both are staffed by experienced UCAS advisers and can be useful channels for applicants to see what others are asking. For more specific queries, our Customer Experience Centre offers one-to-one advice – to get in touch call **0371 468 0 468** (international: +44 330 3330 230).

