



# Confirmation and Clearing toolkit

## 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/clearing](http://www.ucas.com/clearing) . 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. If the qualification is NOT listed then they must send their results to the university or college themselves. They must not send them to UCAS. Visit [www.ucas.com/sending-exam-results](http://www.ucas.com/sending-exam-results) for more information.

## The importance of checking Track

Track ([www.ucas.com/track](http://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 communication will be sent to confirm their place and your son or daughter will be due to start at their chosen university or college.

## Options when they get their results

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 aspirational courses in a five-day window whilst holding on to a confirmed place.

Visit [www.ucas.com/adjustment](http://www.ucas.com/adjustment) for more information.

### 2. Clearing

This will be an option if they have been unsuccessful in gaining a place with either their firm or insurance choices. Even though they 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 if they need to use Clearing in the future.

Because they will 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. Visit [www.ucas.com/clearing](http://www.ucas.com/clearing) for more information.

If your son or daughter has signed up to our **new Clearing service** please make sure they don't wait for calls from universities and colleges with potential offers. Make sure they follow the usual 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 21 September 2015.

## Parent newsletter

If you haven't already done so sign up for the **UCAS parent newsletters** so you can help your son or daughter with their application. 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 the UCAS application download a copy of our **parent guide**. You'll find it has information about exam results, Clearing, Adjustment as well as starting university. It's a must for the final few weeks before they're off!

## Further guidance

We are hosting online web chats, posting important reminders on Twitter ([www.twitter.com/ucas\\_online](http://www.twitter.com/ucas_online)) and answering questions on Facebook ([www.facebook.com/ucasonline](http://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 **0371 468 0 468**.