

UCAS

helping students into higher education

2010

Applicant Welcome Guide

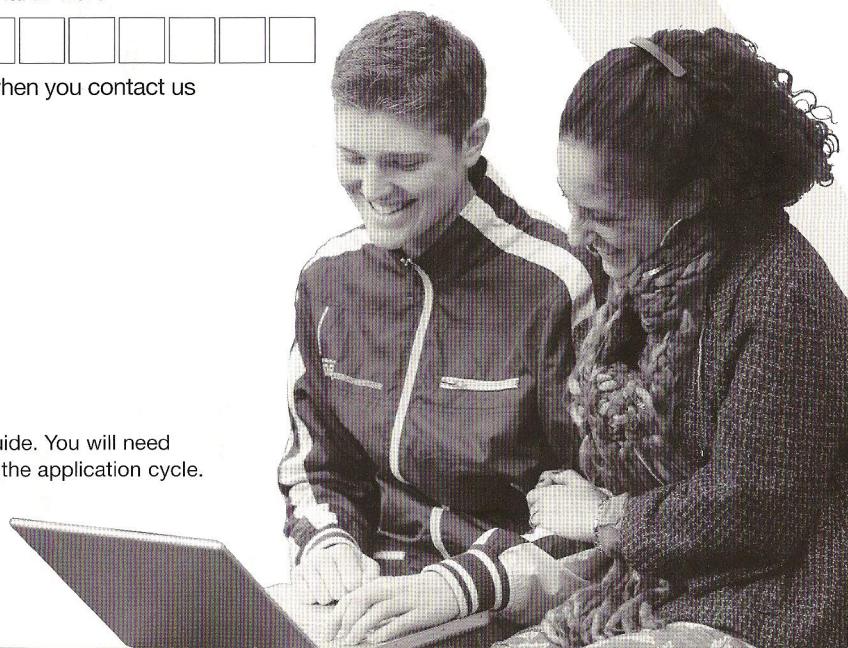
for entry to university or college in 2010

Write your Personal ID here

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Have this ready when you contact us

Please keep this guide. You will need to refer to it during the application cycle.



Contents

	Page
1 What happens at UCAS	1
2 Track	3
3 Changing your application	3
4 Selection procedures	5
5 Decisions	5
6 Replying to offers	7
7 Extra	8
8 Confirmation of your place	8
9 Clearing	9
10 Letters from UCAS	10
11 Student finance	11
12 A guide to some UCAS terms	12
Cancel slip	12

Meaning of words

Throughout this booklet, the following words have certain meanings.

- 'We', 'us' and 'our' refer to UCAS.
- 'You' and 'your' refer to the applicant.

Also, see page 12 for our guide to some UCAS terms.

Read this first

Thank you for your application. This booklet explains:

- what we do now
- what to do if you want to change your application
- what the universities and colleges do
- what you must do after receiving decisions, including what to do if you do not receive any offers
- what happens when you receive your exam results, including what to do if the university or college does not confirm your place
- how to find information about student finance on the internet.

With this booklet, we sent you a Welcome letter, setting out:

- your Track username
- your Personal ID
- your name and address
- the courses you are applying for.

Please check these details now and tell us **immediately** if anything is wrong. See our contact details on pages 1-2.

We have made all reasonable efforts to ensure that the information in this booklet was correct at the time of publication. We will not, however, accept any liability for errors, omissions or changes to information since publication.

Published by: UCAS, Rosehill, New Barn Lane, Cheltenham, GL52 3LZ
© UCAS 2009 All rights reserved UCAS is a registered trade mark

UCAS registered in England and Wales number: 2839815
Registered charity number in England and Wales: 1024741 Registered charity number in Scotland: SC038598

UCAS reference number: UC009010 Publication reference: 09_111

UCAS has no responsibility for the products and services of other organisations that appear in this publication.

Further information about the UCAS application process
Phone: 0871 468 0 468 (or 0044 871 468 0 468 from outside the UK)
Fax: 01242 544 961 (or 0044 1242 544 961 from outside the UK)
Calls from BT land lines within the UK will cost no more than 9p per minute.
The cost of calls from mobiles and other networks may vary.



1 What happens at UCAS

We send out your application

We will send a copy of your application to each university or college that you have chosen. Each one will only receive details of the course or courses that you have applied for at that particular university or college provided that places are still available. They will not know your other choices until you have replied to your offers, much later in the application process. Universities and colleges must not ask you for details about your other choices.

If you chose more than one course at the same university or college, we will send a copy of your application for each choice.

Each university and college that you have chosen will receive your details at the same time.

We will not include the information you gave us about your occupational background, national identity or ethnic origin. Universities and colleges do not know this information when they select students.

Fraud

We can cancel your application if we have reason to believe that you have provided false or misleading information in order to gain a place in higher education. Warnings against providing such information form part of the declaration you agreed to when you made your application to us.

Similarity detection

We carry out checks to verify that your personal statement on your application is your own work. If we have reason to believe that information on your application has been copied from another source, we will inform you and all the universities and colleges to which you have applied. They can then take any action they consider to be appropriate. If you applied through a school, college or other UCAS-registered centre, we will also inform them.

A warning about using copied information forms part of the declaration you agreed to when you made your application to us.

Contact us

We hope that this booklet together with universities' and colleges' websites and prospectuses will answer all of your questions. If they do not, ask your school or college for advice first.

If you still need help, or you need to tell us about any changes, you should contact us. We will need to know you:

- full name
- Personal ID
- address.

If you write to a university or college, you should also give the title and code of the course which you have applied for. You can find a contact address and phone number for each university or college at www.ucas.com/instit/.

By post

Our address is: **UCAS, PO Box 28, Cheltenham, Gloucestershire GL52 3LZ.**

By phone

You can phone our Customer Service Unit on 0871 468 0 468 (or 0044 871 468 0 468 from outside the UK) between 0830 and 1800 (UK time) on Monday to Friday. Calls from BT land lines within the UK will cost no more than nine pence per minute. The cost of calls from mobiles and other networks may vary. **Please have your Personal ID ready, so we can find your records quickly.** If our lines are busy, your call will be put in a queue, and a message service will ask you if you would like to hold or call back later.

If you have hearing difficulties, you can use the RNID TYPETALK service on 18001 0871 468 0 468 (or if calling from outside the UK call 0044 151 494 1260 for a text phone service or 0044 151 494 2022 for those with impaired hearing).

By fax

You can fax us on 01242 544 961 (or 0044 1242 544 961 from outside the UK). **Please remember to give your Personal ID.**

Customer complaints

Whilst we aim to deliver excellent standards of service to all our customers, we also realise that at times you may be dissatisfied when something for which we are responsible has not gone well. We welcome the opportunity to be able to address this and to investigate the matter for you.

Whenever we receive a complaint, we do our best to sort out the problem as quickly and helpfully as we can, and to improve our service by learning from the episode.

If you wish to make a complaint about our service, you can call our Customer Service Unit on 0871 468 0 468, send an email to complaints@ucas.ac.uk or write to UCAS, Rosehill, New Barn Lane, Cheltenham GL52 3LZ. Please give us your Personal ID from the top of your Welcome letter in your correspondence or when you call.

If you phone, the Customer Service Adviser who answers your call may be able to deal with your complaint. If you are not satisfied with their response, you can ask to speak to or write to a supervisor or manager. The Customer Service Adviser will be able to give you the correct name and address or telephone number.

If you are not satisfied with our initial response to your complaint, you can write direct to the Chief Executive (Complaints), UCAS, Rosehill, New Barn Lane, Cheltenham GL52 3LZ.

The Chief Executive will investigate your complaint and then advise you of the outcome. However, if you are still not satisfied, and in exceptional cases, you can ask for your case to be referred to the Complaint Review Panel. The Review Panel consists of Board Members under an independent chair and will provide a final independent assessment in cases where people feel that they have not been dealt with fairly. If you want to take this action, please phone the Planning and Governance Officer on 01242 544 992 (or 0044 1242 544 992 from outside the UK) for advice on how to present your case and where to send it.

We aim to respond to all written complaints, including those we receive by email, within five working days. If we cannot give a full reply within this time, we will write to you to tell you when you can expect one.

What do you think?

We aim to provide a quality customer service and welcome your help. If you would like to make any positive comments or offer suggestions as to how we could improve our services, please email feedback@ucas.ac.uk or write to UCAS, Rosehill, New Barn Lane, Cheltenham GL52 3LZ. The above email address is for feedback only; you will not receive a response.

2 Track

You can check the progress of your application using the Track service at www.ucas.com. To access Track you will need your username and password that you used to apply, and your Personal ID. Your username and Personal ID are shown on the Welcome letter received with this booklet.

You can use Track to:

- update your personal contact details
- add and remove choices (depending on your circumstances)
- check the progress of your application
- ask us to send you emails whenever a university or college makes a decision
- see details of decisions made and offers received
- reply to your offers of a place
- send your application to a university or college in Extra. See page 8 for more information
- register for Adjustment
- send your application to a university or college in Clearing. See page 9 for more information.

Track is normally available 24 hours a day, seven days a week.

3 Changing your application

Email address, address or phone number

It is important that we have your up-to-date contact details. You must keep our record of your email address fully up to date, to ensure that you can receive emails that we send you during the application cycle. If you change your address, phone number or email address permanently, you should immediately log on Track and change your details. You can also record these changes by calling our Customer Service Unit on 0871 468 0 468 (or 0044 871 468 0 468 from outside the UK). We will pass on your new address to your chosen universities or colleges, but if you are expecting any urgent letters from them, you may also want to tell them yourself. Don't forget to make arrangements to redirect your mail so that you receive any correspondence that has already been posted to you.

If you have previously applied through UCAS, you will need to use your Personal ID as given in your Welcome letter, not as given in Apply.

If you have already applied through GTTR or CUKAS for 2010 entry, your username to access Track for your other application(s) will change to the username at the top of the Welcome letter received with this booklet.

If you apply through GTTR or CUKAS later in the 2010 cycle, your username to access Track for your UCAS application will change to the username on the Welcome letter for your most recent application.

If you did not apply online, phone our Customer Service Unit on 0871 468 0 468 to find out your Track password. When you call, please have your Personal ID ready.

Receiving correspondence in Welsh

If, when you applied, you opted to receive correspondence in Welsh, any letter from UCAS will be provided in Welsh.

If you are at boarding school or studying away from home, make sure that you tell us your new postal address at the end of the summer term.

Choice of university or college

You cannot normally change your choices of university or college after we have received your application. But if there are exceptional reasons, such as a change in your family circumstances or any personal problems, you should ask your school or college (or your academic referee if you have already left and are using an independent referee) to write to us, explaining the situation and recommending that you are allowed to change.

Choice of course, year or point of entry

If a university or college discontinues a course you have chosen, you can replace it.

Otherwise, if you are happy with your choice of university or college but you want to change your choice of course or defer your application for a year or change the point of entry, you should write to the university or college direct, **not** to us. If the university or college agrees, they will tell us about the change. If you have already received an offer from the university or college for your original choice, we will cancel it and the new offer will show on Track.

Adding more choices

If you originally applied to fewer than five choices, you can add more as long as you have not replied to your offers and places are still available. You must add any further choices by 30 June 2010.

You can add more choices by logging on to Track at www.ucas.com. We can also add further choices to your application if you call our Customer Service Unit on 0871 468 0 468 (or 0044 871 468 0 468 from outside the UK) or write to us giving the institution and course codes for these new choices.

If you only made one choice on your original application and paid the reduced fee of £9, you can add more choices (and if necessary, go through Extra or Clearing later) if you pay us an extra £10. You can make this additional payment by logging onto Track or by calling our Customer Service Unit on 0871 468 0 468 (or 0044 871 468 0 468 from outside the UK).

Withdrawing individual choices

You can withdraw an individual choice if you have not received a decision from that choice, and you no longer want to be considered for that particular course. The withdrawn choice counts towards the maximum number of five choices. You can do this if you have already decided to accept an offer or offers and you are not interested in waiting for a decision from your other choices.

If you do not hold any offers after withdrawing a choice and are not waiting for any decisions, you will

be able to choose another course through Extra (see page 8) or Clearing (see page 9) or both.

Log onto Track or phone our Customer Service Unit on 0871 468 0 468 (or 0044 871 468 0 468 from outside the UK).

Changes in exam details

You must write to us immediately if there are changes to your exam subjects, modules or units, awarding or examining board, centre number or to any other exam details shown on your application. You must also tell the universities or colleges where you hold offers, and any others that are still considering your application.

Universities or colleges usually base their offers on your exam details. If these change, they may change their offers or decisions.

If a university or college cannot confirm your exam results because they do not have enough information, they may have to turn down your application. Remember to tell us and the college or university immediately if anything changes.

Circumstances affecting your exams

If you suffer an accident, illness or a personal problem that could affect your results, you should write to each university or college that is considering your application and ask them to treat you sympathetically. You can find the contact details for the universities and colleges on our website at www.ucas.com/instit/. You should send a supporting letter from your school or other authority and, in medical cases, from your doctor. You should send the details as soon as possible after the problem has happened. **Do not wait until your exam results arrive.**

If you cannot take your exams, for example, because of illness, you will need to reapply for courses starting in 2011. You must contact the universities or colleges that you have applied to and let them know.

Reference

Neither you nor your referee can make changes to your reference. If your referee wants to add more information, they should write to each of your chosen universities and colleges direct, quoting your full name and Personal ID.

Cancelling your whole application

You can cancel your whole application at any time by logging onto Track, by phoning our Customer Service Unit on 0871 468 0 468 (or 0044 871 468 0 468 from outside the UK) or by filling in the 'Cancel' slip at

the back of this booklet and returning it to us. If we receive your instruction within 14 days of the date shown on your Welcome letter, we will refund your application fee.

If you cancelled, you cannot make another application during this academic year and you cannot go through Clearing. If you have cancelled your application for 2010 entry, but, for exceptional reasons, you want to re-submit it, you should write to us with full details and ask for advice.

4 Selection procedures

Invitation to interview and providing a portfolio

Selection procedures vary: some admissions tutors interview most applicants, some will only interview applicants whose predicted grades do not quite match those needed for the course, and others may not interview at all. Course Search (Entry Profile) will have given you information about the university's or college's policy on invitation to interviews and providing portfolios for your chosen course. Remember that actual practice will vary and if you do

not receive an invitation, it does not mean that the admissions tutor is not considering your application.

If a university or college wants to invite you to interview or see your portfolio they may contact you direct or through UCAS. If your invitation comes through UCAS you will receive an email advising you to look on Track, where you will see details of your invitation, including a date. You must respond by accepting or declining or requesting a different date. Exact arrangements should be discussed with the university or college.

5 Decisions

Each university or college will decide separately whether or not to make you an offer. The admissions tutor for your chosen course will make this decision, not us.

Some universities and colleges will make decisions more quickly than others, depending on their workload and how many applicants they want to interview. A decision could also take longer if you applied late.

If we received your application by 15 January 2010, you can expect decisions by 7 May 2010.

If we received your application between 16 January

and 30 June 2010, you can expect decisions by 20 July 2010.

If you have a question about the time it has taken for a university or college to make a decision, or about a decision itself, **you should contact them direct**. We are not involved in selecting students; we cannot comment on decisions or how they are made.

If your application has been unsuccessful, the university or college may provide a reason at the time of their initial decision or, if requested, at a later date.

The reason will be shown on Track. However, if you

have already replied to offers or no reason is shown on Track, you can contact the university or college to discuss the reason why you were unsuccessful.

Occasionally, a university or college may write to you with more information or to invite you to an open day. You should read carefully all information and letters you receive from universities and colleges. Only **we** will send you formal decisions.

In exceptional circumstances, a university or college may have to cancel a course. If this happens, they will contact you to explain your options. The university or college will do its best to offer you another course. We cannot accept liability for courses that are cancelled. A substitution can be made in these circumstances, but not after 30 June 2010.

Whenever we receive a decision from a university or college, Track will be updated. Log on to Track to see whether the university or college is offering you a place, and if so, what conditions apply.

We do our best to process applications and tell you the decisions efficiently and accurately. We will not be liable for any mistakes, delays or changes to offers made by universities and colleges.

Types of offer

An offer may be either unconditional or conditional, and will include the year and month that your course starts, and the point of entry (for example, joining the second year rather than the first).

Unconditional offer (U)

This means that you have met all the academic requirements and the university or college has accepted you on the course. The university or college will contact you if they need proof of your qualifications. However, the offer may have certain non-academic conditions, such as financial or medical conditions, that you must meet before you can join the course.

Conditional offer (C)

This means that the university or college has made you an offer that depends on your meeting their conditions. For example, you might need to achieve certain exam results.

You must meet the conditions of your offer by 31 August 2010, even if your offer is for deferred entry in 2011.

If you are taking a winter exam, the offer may ask you to meet the conditions by an earlier date.

You may be asked to achieve specific grades, possibly in named subjects (for example, B in chemistry, C in physics), or a certain number of UCAS Tariff points. For details of the UCAS Tariff, visit wwwucas.com/students/ucas_tariff. If you are taking qualifications outside the UCAS Tariff, the offer will tell you what you need.

Joint offer

Admissions tutors may make conditional offers for two courses or offer one alternative in one offer letter. Usually, the first course is the one you applied for, and the second is a different course, which the university or college has chosen. For example, you might have applied for a degree course and they might make an offer on an HND or Diploma course. It is likely that these courses will have different conditions, which will be explained to you.

Changed course, changed year or point of entry

Admissions tutors may offer you:

- a place on a different course
- entry deferred to 2011
- a changed point of entry.

They will tell you before they do this.

6 Replying to offers

Replying to offers

When you have received all your decisions your reply date will be shown on Track. If you haven't provided us with a valid email address we will send you a Replying to Offers letter. If you do not want to wait until you have received all your decisions before you reply, see page 8.

Make sure that both the course and the university or college are right for you, because you will be spending the next three or four years there. We recommend that you attend open days or visit the university or college before you make your decision. You can delay replying to us until after your visit, as long as you reply by the date given on Track.

If you have received some offers and you know which ones you want to accept, you do not have to wait for the decisions from all your other choices. Log on to Track and cancel all the choices that you are still waiting to hear from.

How to reply

You reply to your offers by logging onto Track. Click on 'Choices' and then 'Reply to offers', and select one of the following three reply options for each offer.

■ Firm acceptance (F)

You firmly accept one offer that is your first choice out of all the offers you receive. If you firmly accept an **Unconditional offer (UF)**, you cannot accept another offer as an insurance. You are committed to take up the place on that course at that university or college, unless you withdraw completely from the UCAS application system for 2010 entry.

If you firmly accept a **Conditional offer (CF)**, you are committed to take up that place if you meet the conditions of the offer.

■ Insurance acceptance (I)

You may accept another offer as a back-up to your firmly accepted conditional offer. If you are

not accepted on to your firmly accepted course, but you have met the conditions of your insurance offer, you are committed to take up your insurance place.

■ You do not have to make an insurance reply.

You should only accept an insurance place if you definitely intend to take up this place in the event that you are not accepted onto your firmly accepted course.

Your insurance acceptance can be an **Unconditional offer (UI)** or a **Conditional offer (CI)**. You should normally accept a conditional insurance offer with conditions that are easier to meet than those for your firmly accepted offer.

■ Decline (D)

When you have decided which offer or offers you want to accept firmly (if any), **you must decline all others.**

After making all your replies, you must check that they are correct before clicking 'submit replies'. Track will show the replies you have just made on the choices screen.

You can accept offers in the following combinations.

CF	Conditional offer Firmly accepted
CF + CI	Conditional offer Firmly accepted, plus a Conditional offer accepted as an Insurance
CF + UI	Conditional offer Firmly accepted, plus an Unconditional offer accepted as an Insurance
UF	Unconditional offer Firmly accepted. You cannot have an Insurance choice.

You may also reply to your offers by calling our Customer Service Unit on 0871 468 0 468 (or 0044 871 468 0 468 from outside the UK).

applicant welcome guide

Important

Your replies are recorded immediately after submitting them on Track. A Status Check letter is sent to confirm your replies. Owing to possible delays in postal services it is important that you do not wait to receive your Status Check letter to raise any queries.

When to reply

You should send your reply to us as soon as possible after you have received a decision for all your choices. We must receive your reply at the very latest by the date shown on Track. **If you do not reply by that date, your offers will be declined on your**

7 Extra

Extra allows you to make more choices online, depending on your circumstances.

If you find yourself without any offers, for whatever reason, and you have used all five choices, you may find Extra useful. It allows you to have another choice at an early stage in the cycle without having to wait until Clearing. It operates from 25 February to the end of June 2010. Courses that have vacancies in Extra are listed at www.ucas.com.

8 Confirmation of your place

When the university or college receives your exam results, they will check if your grades match the conditions of the offer made to you. If you have got the required grades and you have met the conditions of your offer, the university or college will confirm your place to us. We will then send you an official confirmation letter.

The university or college may decide to confirm your place even if you do not meet some of the conditions, particularly if you narrowly fail to achieve the right grades.

behalf. The date on Track is your individual reply date. It may be different from other people's reply dates.

What to do if you have no offers

If you do not have any offers, or have declined all the offers you have received, you can still apply to other courses. How you do this will depend on your circumstances.

Until the end of June 2010, you might be able to use Extra – see section 7.

From mid-July 2010, you can only progress through Clearing – see section 9.

If you become eligible for Extra, a link to 'Add Extra choice' will become available on Track.

You use Track to send your application to a university or college that has listed vacancies for the course in which you are interested on Course Search. They will then consider your application.

If your first Extra choice does not make you an offer, you can then apply for another course until the end of June.

For applicants awaiting results for some qualifications, we match what you have listed on your application with the results received from the exam boards which set and mark your papers. This allows us to send your results automatically to the universities and colleges where you are holding offers of a place. Go to www.ucas.com/examresults10 to see the list of qualifications which we give to universities and colleges.

If you are taking exams not listed in the link above, you must send your results, as soon as you receive them, to any universities or colleges that have offered you a place.

If you achieve better results than required for the firm conditional offer you accepted and which has now been confirmed, you have up to five days in August to look for an alternative course that has places available, whilst still holding your original choice. This is known as Adjustment.

Deferred entry

If you do not meet the conditions of a deferred entry offer, we will write to tell you that your application has not been successful. If you want to be considered again for courses starting in 2011, you will have to apply through us again in the next application cycle.

9 Clearing

If you do not have a confirmed place, there is a possibility you could find another course through Clearing.

Clearing runs from the middle of July and helps students who have not got the required grades (or who have applied late) to find courses where there are still places available. Courses with vacancies in Clearing are listed at www.ucas.com. This list is updated daily.

You need to be available in person to deal with admissions tutors and make decisions. You should plan your summer holiday now, so that you are at home when your exam results come out.

In Clearing, you can apply for any course that has places left. You do not have to keep to the same subjects that you first applied for.

If you only made one choice and paid the reduced fee of £9, you can go through Clearing if you pay an extra £10. You can make this additional payment by logging on to Track.

Conditions of acceptance

If you join a course at a university or college, they should provide the educational services described in their prospectus, on their website and in other promotional material. However, universities and colleges cannot always guarantee to provide those services to you. If this happens, the university or college will take all reasonable steps to make sure that your education is affected as little as possible.

You will be able to use Clearing if:

- you hold no offers and you have not withdrawn from the UCAS scheme; or
- you do not have a place because you have not met the offer conditions; or
- you decline or do not reply to a confirmed offer of a changed course and, as a result, hold no offers.

You will see on Track whether or not you are eligible for Clearing. You can also find out your Clearing number on Track.

Lists of courses with vacancies in Clearing (including their entry requirements where given) will be available from the middle of August until late September and published in some national newspapers.

You should look for courses that interest you and then contact the university or college to ask if they will accept you. You should do this yourself as the admissions tutor will want to speak to you personally, not through a parent or teacher.

If a university or college says it will consider your application you must log in to Track to add the details of this Clearing choice. The university or college will then consider you and send their decision to us. This will be confirmed on Track.

10 Letters from UCAS

As you go through the application cycle, you will receive standard letters depending on the status of your choices, decisions and replies.

AS2 Welcome letter – sent to you when you apply through UCAS along with a copy of the Applicant Welcome Guide.

AS3 Offer letter – available on Track when a university or colleges makes you an offer.

AS4 Unsuccessful letter – available on Track when your application to a university or college has been unsuccessful.

AS6 Replying to Offers letter – only sent to you when you have received decisions from all your

If your Clearing choice does not make you an offer, you can then apply for another course up to the end of Clearing.

Once you have accepted a place, we will send you an official confirmation letter.

choices and have received at least one offer and you have not verified that your email address is correct. It asks you to reply to your offer(s) by a given date.

AS9 Status Check letter – sent to confirm that we have recorded your replies correctly.

AS12 Confirmation letter – sent to you when exam results are published and if your place has been confirmed by your university or college.

AS13 New Options letter – sent to you with information about Clearing if your place has not been confirmed.

11 Student finance

As a student, you will have to pay for two things:

- tuition fees for your course
- living costs, such as rent, food, books, transport and entertainment.

If that sounds expensive, don't worry. You can get financial help from the Government in the form of loans and grants.

Fees

The amount of tuition fees you have to pay, and the financial assistance you may be entitled to, depends on:

- where you live
- where you want to study
- what you want to study
- your financial circumstances.

Student loans, grants and bursaries

The purpose of a student loan is to help cover the costs of your tuition fees and basic living (rent, bills, food etc). Many other kinds of loan are available to students while they are studying at university or college. Depending on the source of the loan, the interest rate can have a severe impact upon the overall debt at the end of your degree. However, a student loan (or student maintenance loan as it is sometimes known) only takes inflation into account, so the overall amount will only be slightly higher than the figure borrowed. Maintenance loans are available to all citizens who satisfy UK residency requirements.

Remember that a student loan is not a grant: you do have to pay it back once you have left university and are earning over £15,000 a year.

In addition, there are non-repayable grants and bursaries available, depending on your circumstances and the courses and institutions to which you are applying.

Useful websites

There is lots of information available about student finance. Listed below are some websites you may

find useful:

UCAS

www.ucas.com/students/studentfinance

National Union of Students

www.nus.org.uk/money

If your family lives in England, you should visit

www.direct.gov.uk/studentfinance.

If your family lives in Wales, you should visit

www.studentfinancewales.co.uk

www.cyllidmyfyrwrcymru.co.uk.

If your family lives in Northern Ireland, you should visit

www.studentfinancenir.co.uk.

If your family lives in Scotland, you should visit

www.saas.gov.uk.

Disabled Students' Allowance

If you have a disability or specific learning difficulty you may be able to apply for a Disabled Students' Allowance. To find out more go to the websites above and search on Disabled Student.

Childcare Grant

This is available to students who have dependent children and a low household income. This includes students who are lone parents and students who are married to, or the partners of, other students.

Sharing your details with the Student Loans Company

If you wish to apply for student finance, you can make the process easier by allowing us to share some of your application details with the Student Loans Company. Your application for student finance will be pre-populated with your personal details and choice details. This will make applying for student finance quicker. You can opt in to this process by logging into Track and selecting 'Student finance' from the main menu.

12 A guide to some UCAS terms

Adjustment – A period of up to five calendar days after A level results day during which candidates whose results meet and exceed their firmly accepted conditional offer which has been confirmed may research alternative courses while still holding their confirmed place.

Applicant – A person who has applied through UCAS for a place on a higher education course.

Cancel – You cancel your entire application and you cannot reapply until the next academic year

C or Conditional offer – An offer made by a university or college which requires you to achieve certain exam grades or other conditions.

CF – A conditional offer that you have firmly accepted as your first choice.

CI – A conditional offer that you have accepted as an insurance in case you do not meet the conditions for your first choice.

Clearing – The opportunity to find a place late in the application cycle, or if you do not hold a confirmed place after receiving your exam results.

Confirmation – When we tell you whether or not you have met the conditions of your offer so you know if you can take up your place.

D or Decline – An offer of a place which you have turned down.

Deferred entry – A university or college confirms in 2010 a place on a course starting in the next academic year (2011).

Extra – If you have used five choices and have no offers, Extra allows you to make more choices online.

F or Firm acceptance – An offer you accept as a firm first choice.

I or Insurance acceptance – An offer you accept as an insurance choice in case you do not get the grades you need for your firm first choice.

Joint offer – A conditional offer for two or more different courses – usually a degree course and an HND course.

Rej or Unsuccessful – An application that has not been successful.

Track – This is more than just an online tracking system. It allows you to update your application details throughout the application process and view and reply to your offers.

U or Unconditional offer – An offer that a university or college makes when you have met all the entry requirements.

UF – An unconditional offer that you have firmly accepted. You will be placed on this course.

UI – An unconditional offer that you hold as insurance. You will be placed on this course if you do not meet the conditions of your firm choice.

Withdrawn – You have withdrawn from an individual choice, or you have been withdrawn by a university or college.

UCAS

helping students into higher education

www.Ucas.com

- track the progress of your application
- reply to offers
- update personal and course details
- check vacancies in Extra and Clearing
- link to other useful websites

Cancel slip

CANCEL You should fill in this slip if you want to cancel your UCAS application within 14 days of the date of your Welcome letter. Please use BLOCK CAPITALS and send it to UCAS, PO Box 28, Cheltenham, Gloucestershire, GL52 3LZ.

My Personal ID is:

--	--	--	--	--	--	--	--	--	--

I want to cancel my application through the UCAS scheme. I am sending you this form to reach you within 14 days of the date of my Welcome letter. Please refund my application fee.

Surname: _____ First names: _____

Address: _____

Postcode: _____

Your Signature _____ Date: _____

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 600,000 applicants apply to university or college in the UK.

This booklet explains what happens at UCAS when we receive your application, what happens at universities and colleges, and what action you can take. It also tells you where to find information about student finance.