

Helping you into
higher education

For applicants not applying
through schools, colleges
or other registered centres

www.ucas.com

06

applying online

UCAS

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FURTHER INFORMATION ABOUT THE UCAS APPLICATION PROCESS
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We welcome your feedback on our wide range of products and services. Please email your comments to ucas.feedback@ucas.ac.uk or leave a message on our feedback line 01242 223709 from inside the UK or 44 1242 223709 from outside the UK. Please let us know which product or service your comments refer to.

1. About this guide

This guide contains important information on how to make an online application for full-time higher education courses in the United Kingdom (UK). Keep it safe in case you need to read it again.

If you are applying from outside the UK, please take extra care to read the information in the grey shaded boxes.

UCAS handles applications for places on all full-time higher education courses leading to a:

- first degree;
- foundation degree;
- Higher National Diploma or Certificate (HND/HNC);
- Diploma or Certificate of Higher Education (DipHE/CertHE);
- postgraduate degree or diploma in social work

at the 329 universities and colleges included on our Course Search at www.ucas.com.

Whatever your age or qualifications, if you want to apply for any of the 50,000 courses listed, you must apply through UCAS.

This guide tells you how to apply for a place at university or college on courses that start in autumn 2006. It also tells you what to do if you need more information or advice (for example, about student loans or tuition fees).

If this guide does not answer all your questions, please contact us. See How to contact us on page 16 for the different ways you can get in touch. We cannot tell you which course, university or college to choose, but we will try to tell you where you can get more help and information. Our online application system provides on-screen help text to assist you in making your application.

If you are aged 21 or over, your local Adult Guidance Service or careers centre can also help.

If you live outside the UK, you can get more help and advice about UK higher education from British Council offices, which normally have copies of UK university and college prospectuses for reference. You can find the contact details for British Council offices, both in the UK and abroad, at www.britcoun.org/home-contact.htm.

We cannot give international students advice about sources of finance or the qualifications that they will need for admission to individual courses. For advice about the general acceptability of international qualifications for admission to higher education courses in the UK, email our qualifications hotline service at hotline@ucas.ac.uk or phone 01242 544900 for calls within the UK or 44 1242 544900 for international calls.

2. When to apply

If you are applying from the UK or European Union (EU), whatever your nationality, we must receive your application between 1 September 2005 and 15 January 2006, except in the following circumstances.

You must apply to us by 15 October 2005 for courses at Oxford University or the University of Cambridge, or for courses in medicine (course codes A100, A101, A102, A103, A104 or A106), dentistry (course codes A200, A203, A204, A205 or A206) or veterinary medicine or veterinary science (course codes D100 or D101). If you are applying for deferred entry to any of these courses, you must also apply by 15 October 2005. For more information on applications to these courses, see page 4.

For Art and Design Route B courses, you must apply to us between 1 January 2006 and 24 March 2006. We recommend that you apply by 7 March 2006 if possible to avoid the last-minute rush. For more information on Art and Design applications, see page 4.

The universities and colleges guarantee to consider your application if we receive it by the appropriate deadline. If we receive your application by 15 January 2006, we will send it to the universities and colleges you have chosen by 31 January 2006. If we receive your application after the deadline date, but before 30 June 2006, they may consider it, but they do not have to.

If we receive your application on or after 1 July 2006, we will send you details of Clearing. We will not send your application to universities and colleges at this stage, and you will have to contact them direct.

If you are applying from outside the UK or EU, whatever your nationality, you can apply at any time between 1 September 2005 and 30 June 2006, unless you are applying to Oxford University, the University of Cambridge, for courses in medicine, dentistry, veterinary medicine or veterinary science or Route B Art and Design courses (see above).

Please remember that most people apply well before 30 June. Universities and colleges do not guarantee to consider applications they receive after 15 January 2006, and some popular courses may not have vacancies after that

date. You should check with individual universities and colleges if you are not sure. You should also allow enough time to make entry clearance or immigration. Remember to leave enough time to make your travel and accommodation arrangements, which can take longer during the summer when immigration departments are busy.

If you think you may be assessed as a 'home' student (UK or EU) for tuition fees, you should apply by 15 January 2006. See page 10 for more details.

If you are applying from outside the EU for one course only and you already have the necessary qualifications, you can apply at any time. Please contact us or your chosen university or college for advice.

Give yourself the best chance – apply as early as possible. But research your choices carefully and don't wait for your exam results before applying.

If you want to take a year out (sometimes called a "gap year") before starting your course, you must check that the university or college will accept a deferred entry application. If you apply for deferred entry in 2007, you must meet the conditions of any offers by 31 August 2006. If you accept a place for 2007 entry, you cannot reapply through us in the application cycle for 2007 entry unless you withdraw your original application by 30 September 2006.

You can send us only one UCAS application in each year's application cycle.

Before you make your online application, find out more about your preferred universities, colleges and courses from their websites or by reading their prospectuses. You can access all university and college websites from www.ucas.com. Try to visit a UCAS Education Convention, where many of the universities and colleges will have staff and students at exhibition stands to tell you more about life on campus. Speak to your careers adviser and, if possible, go to university and college open days. Talk to your family and friends, particularly those who have been to your chosen universities or colleges.

International applicants can go to higher education exhibitions in their own countries to get information, advice and guidance from specialist international staff recruiting for universities and colleges in the UK. Many of these events will be organised by the British Council as part of the promotion of the Education UK identity. We go to education exhibitions in China, Hong Kong, India, Malaysia and Singapore every year.

You can get more information about international education exhibitions from your local British Council office or at www.britcoun.org and from the International Offices at universities and colleges.

You should be happy with your choice of course and university or college before you make your final decision. Remember, you will be spending the next few years there.

If you have extra information that will not fit into your application, send it direct to your chosen universities or colleges only after we have sent you a welcome letter with your Personal ID/application number. Do not send it to us. You must give your Personal ID/application number in all future correspondence.

3. What we do with your application

After you have sent us your completed application, you can check whether or not we have received it via our website.

We use all the information you have provided on our online application system Apply to create a paper application form. We then send your application details both electronically and on paper to each of the universities and colleges that you have chosen. Each university and college will only have the details of the course or courses that you have applied for at that university or college. They will not know your other choices until much later in the application process. Universities and colleges must not ask you for details about your other choices.

We will also write to you with your Personal ID/application number, a list of your choices and a booklet called *Advice for Applicants*, which tells you what to do next. We normally send this letter within 24 hours of receiving your application, but when you receive it, depends on your local postal service.

Each university or college you have chosen will decide whether to make you an offer. They may ask you to achieve certain exam results. When you have received a decision for all your choices, we will ask you to decide which offers, if any, you want to hold while you wait for your results. You can only hold up to two offers.

If you meet the conditions of your offer or offers, the university or college will confirm your place. They may also confirm your place if you do not meet the

conditions, but your results are acceptable and places are available. If you do not believe you have met the requirements for a place, it is essential that you check with the relevant university or college. A university or college will only be bound by a confirmation of a place if they have reached a decision based on correct information.

You must meet the conditions of any offer by 31 August 2006. If you don't, you will be eligible for Clearing, when you can apply for other courses, including courses at universities and colleges where you have already applied that still have vacancies. The *Advice for Applicants* booklet provides information about the Clearing system.

If you find yourself without any offers and you have used all your six choices, you will be eligible for Extra. This will allow you to have another choice at an early stage in the cycle without having to wait until Clearing. Extra operates from mid-March to the end of June. If you become eligible for Extra, we will send you details of how to use it.

We are not involved in selecting students. Universities and colleges make their own decisions, and we are not responsible for their decisions. If you would like to get feedback on any decisions, please contact the universities and colleges concerned, not UCAS.

If you have nothing to enter in a particular field, please leave it blank.

4. Our website

On our website you can:

SEARCH FOR COURSE INFORMATION

Our Course Search at www.ucas.com provides details of the entry requirements for most courses. The university and college prospectuses and the *Big Guide: The Official Universities & Colleges Entrance Guide 2006* also give this information. This publication should be available in your school or college, careers centre or local library.

When you make your application, you will need to have the institution and course codes for your chosen courses. You can find these on our Course Search at www.ucas.com. Our Course Search also provides links to the university and college websites.

MAKE YOUR APPLICATION

You must make your application through us using our online service Apply. This is a secure, web-based application system designed for all our applicants.

When you are completing any section of your application, you can click on a help button for guidance on entering information.

TRACK YOUR APPLICATION

Our online service, Track, allows you to monitor the progress of your application. You can also use our Track facility to:

- change your address if you move;
- add new choices if you haven't used all six;
- reply to your offers.

FIND OTHER USEFUL INFORMATION

- Advice
- Statistics
- News
- UCAS Education Conventions

5 The Online Application Service

5.1 Registration

Before you register, we ask you to read and accept the terms and conditions for using Apply. We also ask you to answer some questions, to confirm whether or not you are eligible to use Apply.

When you register, you provide all your personal details, including first names, surname, title, sex, date of birth, address, telephone numbers and email address. We transfer these details to your application and you will not be asked to provide them again.

You need a username and password to log on to Apply. The registration process generates your username and you create your own password.

You do not have to complete your application when you register. You may log on as many times as you want to provide all the different information.

It is advisable to make a note of your username and password and keep them in a safe place. When you initially register, you must provide a security question and a desired answer. If you mislay your username and password, you can obtain this information by clicking on lost password, entering your name and date of birth and answering your security question correctly.

5.2 Choices

You can enter your choices in any order, but Apply will rearrange them into alphabetical order. Each university and college will only have the details of the course or courses that you have applied for at that university or college. They will not know your other choices until much later.

You can choose up to six courses. If you are applying for medicine, dentistry, veterinary medicine or veterinary science, you can only have up to four choices in any of these subjects. Apply will not allow you to make more than four choices for medicine (course codes A100, A101, A102, A103, A104 and A106), dentistry (course codes A200, A203, A204, A205 and A206) or veterinary medicine or veterinary science (course codes D100 and D101).

There is an early closing date – 15 October 2005 – if you apply for medicine, dentistry, veterinary medicine or veterinary science, or to Oxford University or the University of Cambridge. If you are applying to Oxford or Cambridge, you can only have one choice for that university.

You cannot apply to both Oxford and Cambridge unless you already have a degree or you will have gained a degree before September 2006.

If you apply to Oxford or Cambridge, you must also fill in the university's own application form. You can get this form from your school or college or direct from the university. You must send it directly to the university by 15 October 2005. You can find more details about this at www.ucas.com.

If you are applying for medicine, dentistry, nursing, midwifery or certain other health courses, UK health authorities recommend you should be immunised against Hepatitis B when you start training. Universities and colleges may also ask you for certificates to show that you are not infected. If you are applying for one or more of these subjects, you should check the immunisation requirements with the universities and colleges you have chosen.

5.3 Applying for art and design courses

There are two ways to apply for Art and Design courses – Route A and Route B. Route B allows time for applicants studying a Diploma in Foundation Studies (Art and Design) to identify their specialisation and prepare their portfolio. If a course is listed as Route A, you must use Route A to apply for it. If a course is listed as Route B, you must use Route B. If a course is available through both routes, you can choose which route you prefer to apply through. You should discuss this with your adviser or the university or college offering the course. You should not apply for the same course through both routes. Route B course codes always begin or end with the letter E and they are clearly marked with a B on the Course Search.

For courses using Route A, you can enter up to six choices. We will send your application to each of your choices at the same time. We must receive your application between 1 September 2005 and 15 January 2006, but we recommend you apply by mid-November to allow the universities and colleges more time to ask to see your portfolio.

If you want to apply to the Fine Art course at the Ruskin School of Fine Art, Oxford, we must receive your form by 15 October 2005. You must also submit an Oxford application form by 15 October 2005 and a portfolio of artwork by 15 November 2005. You can get more information from the Oxford Colleges Admissions Office, Wellington Square, Oxford OX1 2JD.

For courses using Route B, you can enter up to three choices. If you make more than one Route B choice, you must give your order of preference. We must receive your application between 1 January 2006 and 24 March 2006,

but we recommend that you apply by 7 March 2006 if possible to avoid the last-minute rush. We will send your application to your first choice, which will decide whether to invite you for an interview and then whether to make you an offer. If you decide to accept the offer, we will cancel your other choices. If you turn down the offer, or you do not receive an offer, we will send your application to your second choice, and so on. We will start sending Route B applications to first choice institutions from 13 February 2006. If we receive your application after this date, we will send it to your first choice as soon as we have processed it.

You can apply for courses through both Route A and Route B, with up to a total of six choices. If you choose six Route A choices, you will not be able to have any Route B choices. You cannot choose more than three Route B courses. The following examples show the combinations of choices that are allowed.

3 Route B choices	+	3 Route A choices
3 Route B choices	+	2 Route A choices
3 Route B choices	+	1 Route A choice
2 Route B choices	+	4 Route A choices
1 Route B choice	+	5 Route A choices
No Route B choices	+	6 Route A choices

If you are applying for both Route A and Route B Art and Design courses, you can provide a different personal statement for your Route B choices via Track at www.ucas.com. You cannot provide a different reference for Route B choices.

5.4 Education

WHERE ARE YOU STUDYING?

You should provide the name, centre number (if applicable), start date, finish date and type of attendance for the three most recent secondary schools, colleges or universities you have attended. You should provide these details even if you withdrew from your course.

If you are a mature student, you should provide details for the last school or college that you attended on a full-time basis and any schools, colleges or universities that you attended full-time or part-time at a later date.

CENTRE NUMBERS

You can use the search facility to find the examination centre numbers for secondary schools and colleges in the UK. Most universities and colleges of higher education will not have centre numbers. If the search produces a centre number for your school or college, you can enter both the name and centre number onto your application from the search facility. You should check that the centre number provided is correct and, if necessary, amend it. If you are currently attending a school or college and you do not know the centre number, you should ask a member of staff. You may also find centre numbers printed on your examination certificates.

If you leave the centre number blank, a warning will ask you to enter a number. If your school, college or university does not have a centre number or you wish to enter it later, you can still move to the next screen to continue with your application.

EDUCATIONAL QUALIFICATIONS

You must provide full details for the following qualifications to help universities and colleges consider your application.

All qualifications for which you have accepted certification from an awarding body, even if you are retaking all or part of the qualification.

All qualifications for which you are currently studying or for which you are awaiting examination results.

The entry screens for many qualifications include an “add module / unit” or “add subject” button. When these buttons are displayed at the bottom of the screen, you must use them to provide full details for all the subjects, modules and units that form part of your qualifications.

It is essential that all the information you provide is complete and accurate. We match the qualifications information on your application with the records of exam entries and the results you get from the awarding bodies (the examination boards), which set and mark your exam papers. This allows us to send your results to the universities and colleges where you are holding the offer of a place. They can then decide whether you have met any conditions they set you. If we cannot match the information you gave us to results, there

may be a delay in us sending the results to the universities and colleges. There is also the risk that applications that contain qualifications that cannot be checked against awarding body results may be considered fraudulent and may be cancelled.

WARNING

You must make sure that the details of your qualifications are accurate.

UCAS or the universities and colleges, or both, may ask you to submit original certificates to support the qualifications listed on your application at any time during the application process or when you enrol at the university or college.

We may cancel your application if:

- you do not provide the original certificates within the time specified;
- you provide original certificates that do not support the qualifications on your application;
- you provide forged certificates.

GUIDANCE ON ENTERING QUALIFICATION DETAILS

GCE Advanced Subsidiary, GCE A level, GCE Advanced Extension Award and Advanced Subsidiary VCE, Advanced VCE and Advanced VCE: Double Award

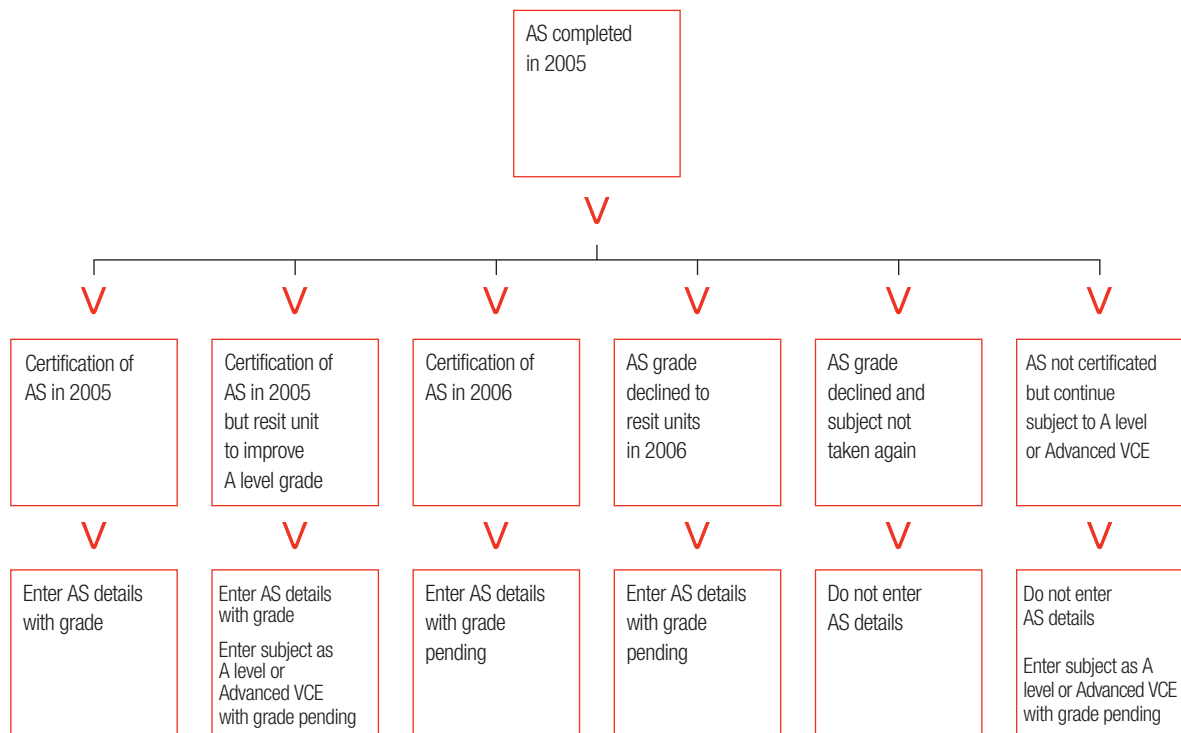
On the screen for entering details of GCE and VCE Advanced Subsidiary (AS) subjects, we refer to “certification” of qualifications. You “certify” an AS subject when you claim or “cash in” the results. For GCE and VCE AS subjects, you can choose when you “certify” your results. The diagram below explains how you should enter details for GCE Advanced Subsidiary (AS) and Advanced Subsidiary (AS) VCE qualifications.

If you have certificated an Advanced Vocational Certificate in Education (AVCE) Single Award and you are taking an AVCE Double Award, you must enter the AVCE Single Award with a grade and the AVCE Double Award with the grade pending.

Units that make up GCE AS, ASVCE, GCE A level, Advanced VCE and Advanced VCE: Double Award are not qualifications and you should not enter unit details in this section. You or your referee may wish to refer to achievements in your units in your personal statement or reference.

If you have any doubts about the “certification” of your AS subjects, you should check with your school or college, or whoever is helping you with your application. You can also contact our Customer Service Unit on 0870 1122211 for advice.

You must not send us examination certificates or other papers. If you have extra information about your qualifications, please send it to your chosen universities or colleges after we have sent you your welcome letter and Personal ID/application number.



MUSIC, DANCE, DRAMA OR SPEECH QUALIFICATIONS

If you have music qualifications, such as ABRSM or equivalents, dance qualifications, such as RAD or equivalents, drama or speech qualifications, only enter each subject once with the highest grade you achieved.

OPEN UNIVERSITY CREDITS

In the title box, you should enter the programme code, the programme title and the number of credit points for all the Open University programmes you have completed or for which you are studying, for example, S103 Discovering Science 60 points.

ADDITIONAL ADMISSIONS TESTS

Some universities and colleges require applicants applying for certain subjects to sit additional admissions tests as part of the admissions process. You should check the university and college website or their prospectus to see if an additional admissions test is needed for the courses you are applying for.

Additional admissions tests are designed to supplement the information in the application and, where appropriate, an interview. An up-to-date list of tests can be found at wwwucas.com/tests/index.html.

You should enter details for any admissions tests you have already taken with results and for any admissions tests you still need to take.

All your choices of university or college will see the information you have entered for your qualifications. Only certain universities and colleges require specific admissions tests for particular courses. When you provide details for an admissions test, you give some indication of the institutions to which you have applied and the type of courses. The universities and colleges will not,

however, have the details of any of the other institutions or courses you have entered in the choices section of your application.

FOUNDATION DEGREES, FIRST DEGREES, MASTERS DEGREES AND OTHER HIGHER EDUCATION COURSES

You should enter details for foundation degrees, first degrees, masters degrees and any other higher education courses as other qualifications by clicking on "Other" from the headings list and then "Other" from the "select your qualification" list.

In some cases, the awarding body is the university where you are studying or have studied.

If you have already obtained this qualification, you must enter details in the results box.

The universities or colleges to which you have applied may ask you to provide a copy of any transcript issued to you.

WELSH BACCALAUREATE QUALIFICATION, ADVANCED DIPLOMA

You should only enter details for the core under the section for the Welsh Baccalaureate, Advanced Diploma. You do not need to provide details for all the individual components of the core.

You must enter details for all your options under the section for the appropriate qualification, for example, GCE A level, AVCE (six units) or BTEC National Certificate. You should enter WBQ after each subject to indicate that you are taking it as part of a Welsh Baccalaureate, for example, "Biology WBQ".

SCOTTISH QUALIFICATIONS**Standard Grades, Intermediate 1, Intermediate 2, Highers, Advanced Highers**

You should not enter details for the units that make up these qualifications unless your chosen universities or colleges have asked you to provide this information. If you have entered details for a Higher Mathematics course, you should add details for your External Course Assessment option (Mathematics 3 or Statistics) as a unit/module.

NATIONAL AND OTHER FREE-STANDING UNITS

You should enter details for any units you have obtained or for which you are studying that are not part of a completed course or a Scottish Group Award. You must not enter details for Core Skills units as national or free-standing units. You must enter these units under your Core Skills Profile (see Core Skills Profile below).

HNCs, HNDs, Professional Development Awards (PDAs), SVQs, Scottish Progression Awards (SPAs)

Firstly, you must enter the title for the whole course, the date when you finished or expect to finish the course and the result or grade. If you are still studying for the qualification, you should not enter "N/A" or abbreviations for "unknown" or "pending" in the result/grade box. You must

then click on "add a module/unit" or "add a subject" to enter details for all the units or subjects that make up the qualification.

If you are taking one of the new HNCs or HNDs, which include Group Award Graded Units (previously called Integrative Assessments), you should enter details for these units and include "Graded Unit" after the unit title, for example, HNC Computing: Graded Unit 1.

If you have taken, or are taking, HNC or HND units, national units or workplace-assessed units, but not as part of a course or group award, you should enter the details as Free-standing Units.

CORE SKILLS PROFILE

Firstly, you must enter the general information for the whole Core Skills Profile. You must then click on "add a module/unit" or "add a subject" to enter details for all the core skills that make up the profile.

ACCESS PROGRAMMES

If you are taking a Scottish Wider Access Programme (SWAP) or an access programme agreed locally with a university or college, talk to your tutor before you start to apply.

IRISH LEAVING CERTIFICATE

Firstly, you must enter the general information for the whole Irish Leaving Certificate qualification. You must then click on "add a subject" to enter details for all the subjects that make up the qualification.

MATURE STUDENTS

You must enter details for all your qualifications. If you do not have any qualifications, you should record the education section as finished after you have provided details for your schools. You will then be able to enter a tick in a box to confirm that you have no qualifications. You should ignore the warning message and click on "section finished" in red to complete the education section.

If you are hoping to enter higher education through the Accreditation of Prior Learning (APL) or the Accreditation of Prior Experiential Learning (APEL), you must apply through us, but you should contact your chosen universities and colleges first.

INTERNATIONAL STUDENTS

You should always check the suitability of your qualifications with the Admissions Offices at the universities and colleges you want to apply to before making your application. Each one will decide whether or not your qualifications meet or could meet their entry requirements for the courses you are interested in. When you apply, you should give full details of all your qualifications, including exams you took when you left school, exams you took to get into higher education, vocational exams and any other qualifications or awards. Please do not try to give a UK equivalent.

If your first language is not English, you should:

- say whether or not your qualifications were completely or partly assessed in English;
- enter details for any English language tests you have taken or plan to take.

You should send a copy of all transcripts, certificates or other proof of your qualifications to each university or college to which you are applying, giving the title and code number of the course and your UCAS Personal ID/application number. **Please do not send us any qualification papers.**

SUMMER SCHOOLS

Summer schools take place at all times of the year and may have another name such as Saturday university, campus days, summer academies, taster courses and booster courses. If you have taken part in one or more of these, or anything similar, you should enter a code for each summer school from the table opposite and the month and year you started the school. You can give more details of what you did at summer school in your personal statement.

If you have attended more than one summer school, enter all of them up to a maximum of three. If you have attended more than three summer schools, enter the three most recent.

If you are unsure which code to use for a summer school you attended, you should ask your school or college adviser or visit the websites listed in our help text list for guidance.

EDUCATION FURTHER INFORMATION

After you have entered the details for all your qualifications and recorded the section as finished, you must give the following information if it is applicable to you.

PROGRESS FILE

If you have a Progress File, enter a tick in the box.

SCOTTISH CANDIDATE NUMBER (SCN)

If you are taking, or have taken, Scottish qualifications, enter your Scottish Candidate Number (SCN). If you do not know your SCN, ask your school or college. If you are at school or college, we match your details with those held by the Scottish Qualifications Authority. We can then send your examination results to the universities and colleges where you are holding offers. We will not be able to do this if you do not enter your SCN. The universities and colleges will then have problems in confirming your place.

BTEC REGISTRATION NUMBER

If you are taking, or have taken, a BTEC National Diploma, Certificate or Award, or a Higher National Diploma or Certificate, enter your BTEC Registration Number. If you do not know it, ask your school or college.

CODE	SUMMER SCHOOL TYPE
A	HEFCE Regional For more information, visit the HEFCE website: www.hefce.ac.uk/widen/summsch/default.asp
B	HEFCE National Specialist For more information, visit the HEFCE website: www.hefce.ac.uk/widen/summsch/default.asp
C	NAGTY – National Academy for Gifted & Talented Youth For more information, visit the NAGTY website: www.warwick.ac.uk/gifted/summer-school/index.htm
D	Sutton Trust For more information, visit the Sutton Trust website: www.suttontrust.com/
E	Scotland These include Saturday university, campus days and summer academies for S1 – S4, longer summer schools or booster courses for S5 and S6 summer activities aimed at general preparation or subject enhancement for mature applicants and preparation/bridging summer schools for applicants who want to progress from an HND to year 3 degree entry.
F	Wales These include summer schools run at Welsh universities for pupils from schools and colleges in Wales. For more information, visit these websites: www.lamp.ac.uk/summeruni/schools.htm www.aber.ac.uk/lifelonglearning/westwales/ www.swan.ac.uk/dace/newdace/rhrw.asp
G	Northern Ireland These include summer schools run at universities in Northern Ireland, such as the Step-Up programme www.ulster.ac.uk/stepup/ and the Science Shop www.ulster.ac.uk/scienceshop/
H	Other Any other summer schools, including taster courses, which are not listed above and which do not involve a cost to the individual.

5.5 Employment

WHERE HAVE YOU WORKED?

If you have done any paid full-time or part-time work, you must provide the job titles, employers' names and addresses and the dates of employment. You should also state whether the job was full-time or part-time. You must include weekend and holiday jobs. Details of any unpaid work experience should be included in your personal statement.

If you feel more information about your paid work experience would benefit your application, you should send full details direct to the universities and colleges when we have processed your application and given you a Personal ID/application number to quote.

5.6 About you

PERSONAL DETAILS

When you open this section of your application, you will find that we have used the information you provided for registration to complete many of the sections. You need to enter information in all the other sections that are relevant to you. If a section is not applicable to you, please leave it blank. You can obtain assistance in providing some of your personal details by clicking on the grey shaded boxes.

DATE OF FIRST ENTRY TO LIVE IN THE UK

If you were born outside the UK, but now live in the UK, you must give the date when you began living here permanently. Do not give a date if you are studying at a boarding school in the UK but you normally live outside the UK.

RESIDENTIAL CATEGORY

The level of tuition fees you pay (home or overseas) depends on your residential category. In this section, you are asked to assess which residential category applies to you. We cannot tell you which category to choose. However, most people who apply to us from the UK, Channel Islands, Isle of Man and EU will be in category A. If you are not sure which category to use, you can answer a series of questions to arrive at the category that best describes you.

The code you choose is provisional. The universities and colleges make the final decision on your residential category and they have the right to decide which category you are in. We cannot tell you which category you should choose.

CRIMINAL CONVICTIONS

To help the universities and colleges reduce the risk of harm or injury to their students caused by the criminal behaviour of other students, they must know about any relevant criminal convictions that you have.

Relevant criminal convictions are only those convictions for offences against the person, whether of a violent or sexual nature, and convictions for offences involving unlawfully supplying controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking. Convictions that are spent (as defined by the Rehabilitation of Offenders Act 1974) are not considered to be relevant and you should not reveal them.

You must click in the box to enter a tick if you have a relevant criminal conviction that is not spent.

If you enter a tick in the box, you will not be automatically excluded from the application process. However, the university or college concerned may want to consider the application further or ask for more information before making a decision.

You should be aware that for courses in teaching, health, social work, veterinary medicine, veterinary science or courses involving work with children or vulnerable adults, any criminal convictions, including sentences and cautions (including verbal cautions), reprimands, final warnings and bind-over orders are exempt from the Rehabilitation of Offenders Act 1974. If you are applying for these courses, the universities and colleges will ask you to agree to have a criminal record check. You may also need an 'enhanced disclosure document' from the Criminal Records Bureau or the Scottish Criminal Record Office Disclosure Service. This means that if the criminal record check identifies that you have had a conviction, this information will be made available to the university or college considering your application.

The university or college will send you the appropriate documents to fill in. Where this document comes from will depend on where you are applying. You may find the details below useful.

Where the course is offered	Agency
England & Wales	Criminal Records Bureau www.crb.gov.uk
Scotland	Scottish Criminal Record Office Disclosure Service www.disclosurescotland.co.uk

If you are convicted of a relevant criminal offence after you have applied, you must tell us and any university or college that you have applied to, or may apply to during the application cycle. Do not send details of the offence; simply tell us and the universities and colleges that you have a relevant criminal conviction. The universities and colleges may then ask you for more details.

FEE CODE

You must choose a code from the pull-down list to show how you expect to pay for your tuition fees.

Most applicants from the UK, Channel Islands, Isle of Man and the EU will be in category 02. You should use code 02 if you are eligible for assessment under student support arrangements; even if you think your family income will be too high for you to receive support. If you are applying for a mixture of courses involving more than one fee code, such as 02 and 05, enter the fee code that applies to most of the courses you have chosen.

If you live in England, your LEA will assess your eligibility for any financial support towards tuition fees. After assessment, they will inform the Student Loans Company who will confirm the amount of fee support you are eligible to receive with both yourself and the university or college where you expect to study.

If all, or part, of your tuition fees will be paid by an award from another organisation (for example, a National Health Service bursary, a company sponsor or a training agency), please choose the appropriate code. If you are still applying for sponsorship, give the name of your first-choice sponsor in your personal statement. You can find out more about company sponsorship from your careers adviser. You should say in your personal statement if you plan to defer to 2007 if your application for sponsorship this year is not successful.

You should only use code 01 if you are paying all of your tuition fees from private finance and you are not eligible for assessment under student support arrangements.

A small number of universities and colleges do not receive public funding and their students may not get help towards tuition fees under the student support arrangements. The Course Search on our website will tell you if a university or college is not publicly funded. This information should also be available on the universities' and colleges' websites and in their prospectuses.

STUDENT SUPPORT ARRANGEMENTS, INCLUDING TUITION FEES AND LOANS

You should say here who will assess you for tuition fees or who will pay for your course. Please read the notes below.

If you live in England

Your local education authority (LEA) will assess how much loan and grant (if any) you should receive, so you should **give the name of your LEA** (for example, Essex) under student support arrangements. You can find out more about fees and loans from the booklet *Financial Support for Higher Education Students*, published by the Department for Education and Skills (DfES), which you can find in your careers library. You can get your own free copy by calling free on 0800 731 9133, quoting s/FSH/V5, or you can find it on the DfES website www.dfes.gov.uk/studentssupport.

Notes on the new financial support arrangements for students living in England.

From September 2006, universities and colleges will be able to charge new students up to £3,000 a year for their courses. So, depending on what you study and where, you may have to pay a contribution of up to a maximum of £3,000 a year.

This money does not have to be paid whilst you are studying. You will be able to take out a student loan to cover the tuition fees charged by your university or college. You only start repaying this loan once you have finished studying and are earning over £15,000 a year.

Grants

From September 2006, new full-time students from lower-income households will be able to apply for a non-repayable maintenance grant of up to £2,700 a year. How much you get will depend on your income and that of your household.

Bursaries

Universities and colleges wishing to charge more than £2,700 a year for a course will have to provide additional non-repayable financial support, such as bursaries, to students on these courses who are receiving the full £2,700 maintenance grant. This means that students who receive the full maintenance grant and who are on courses charging the maximum fee of £3,000 a year will get at least £300 a year in additional financial support, making a total package of non-repayable support of at least £3,000 a year. Some students will get more than this, as many universities and colleges are expected to offer financial help worth more than £300. It will be important to speak to the university or college concerned to find out what they are offering.

Student loans

There are two types of student loan available – one for fees to cover the tuition fees charged for your course and one for maintenance to cover your living expenses.

Disclaimer: This information about financial support arrangements for students living in England has been provided by the Department for Education and Skills (DfES), and although we believe it was correct at the date of going to print, you should not rely on it.

If you live in Wales

Your local education authority (LEA) will assess how much loan and grant (if any) you should receive, so you should **give the name of your LEA** (for example, Ceredigion) under student support arrangements. You can find out more about student finance on the Welsh Assembly Government website www.learning.wales.gov.uk/students. For 2006/7, the universities and colleges in Wales will not charge variable fees. Information for 2007/8 was not available at the time of publication. Visit the Welsh Assembly Government website for up-to-date information.

If you live in Northern Ireland

Your local Education and Library Board will assess you, so you should give the name of your local area board (for example, North Eastern Area). You can find out more about fees and loans from the booklet *Financial Support for Higher Education Students*, published by the Department for Employment and Learning (DEL), which you can get from your local careers library or local Education and Library Board. You can get your own free copy by calling 02890 257710 or by contacting your local Education and Library Board.

If you live in Scotland

The Student Awards Agency for Scotland (SAAS) will assess you. Enter SAAS under student support arrangements. You can find out more about fees and loans from the appropriate booklets that you can get from SAAS, Gyleview House, 3 Redheughs Rigg, South Gyle, Edinburgh EH12 9HH, by calling 0845 1111711 or by visiting www.saas.gov.uk.

If you live in the Channel Islands or Isle of Man

Your local education authority will assess you. You should enter Jersey, Guernsey or Isle of Man under student support arrangements. If you live in the Jersey administrative area, you can find out more about fees and loans from The Student Finance Office, Department for Education, Sport and Culture, PO Box 142, Jersey JE4 8QJ, by calling 01534 509450/279, by emailing studentfinance@gov.je or on the website www.esc.gov.je. If you live in the Guernsey administrative area, you should contact Guernsey Careers Service, Education Department, PO Box 32, The Grange, St Peter Port, Guernsey GY1 3AU, call 01481 733044 or visit the website www.careers.gg.

If you live on the Isle of Man, contact The Student Awards Office, Department of Education, St George's Court, Upper Church Street, Douglas, Isle of Man IM1 2SG, call 01624 685790 or visit the website www.gov.im/education.

If you are an EU student living outside the UK and are applying to study in more than one country, for example, England and Scotland, you should enter the assessment body for the country where most of your choices of university and college are situated.

If you are an EU student, starting your studies in 2006 and applying to a university or college in England or Wales, you should select EU Team from the pull-down menu. They will assess how much you need to pay. You will not be eligible to apply for a maintenance loan or the new combined higher education grant, but you may get help towards your tuition fees.

You will be liable to pay the same variable fees of up to £3,000 as UK students. You will also have the option to defer payment of your fees until after you leave your studies by taking out a subsidised loan with the Student Loans Company. You can get more information by writing to the EU Team, Mowden Hall, Staindrop Road, Darlington DL3 9BG, England, or by phoning 01325 391199 from within the UK or 44 1325 391199 for international calls, or by visiting www.dfes.gov.uk/studentssupport/eustudents/index.shtml.

If you are an EU national and are a migrant worker or the husband, wife or child of a migrant worker, you should apply to your LEA.

If you are an EU student applying to study in Scotland, SAAS will assess you, so you should enter SAAS (see the paragraph above headed 'If you live in Scotland' for details).

If you are an EU student applying to study in Northern Ireland, the local Education and Library Board will assess you, so you should enter the name of the board (for example, North Eastern Area). If you do not know which board, or you want more information, contact DEL (see the paragraph above headed 'If you live in Northern Ireland' for details).

If you live outside the EU, you must pay a higher level of fees to cover the full cost of your course. Universities and colleges will give more information in their prospectuses, and they may ask you for a financial guarantee before they accept you. You should enter your source of funding (for example, private finance or government sponsorship) under student support arrangements.

National Health Service bursaries (grants) are available to UK applicants only for certain health professional courses (nursing, midwifery, dental hygiene, dental therapy, occupational therapy, orthoptics, physiotherapy, radiography, chiropody, dietetics, prosthetics and orthotics, and speech and language therapy). If a university or college offers you a place on an NHS-funded course, the NHS Student Grants Unit will send you an application pack for a bursary. You can get more information from the student support booklets mentioned on the previous page. For nursing and midwifery, there is a careers helpline on 0845 6060 655.

If you want to study in other countries in Europe during your course, you can find out more about SOCRATES (an inter-university scheme funded by the EU) from your chosen university or college.

DISABILITY OR SPECIAL NEEDS

Universities and colleges welcome students with disabilities, and will try and meet their needs wherever they reasonably can. The information you give in the application will help them do this. We will also use this to monitor progress in equal opportunities in higher education.

If you have a disability, special needs (including dyslexia or another specific learning difficulty) or a medical condition, you must select the most appropriate code from the pull-down list. If you do not have a disability, special needs or a medical condition, you must select code 0.

To help your chosen universities or colleges prepare for you, please say if you will need any facilities or support as a result of your disability or special needs. This might include adapted accommodation, extra equipment, readers or interpreters, or extra time to complete your course. If you don't know what facilities or support you need, you should contact the Disability Officer at your chosen universities or colleges before you apply. You can find their contact details on the Skill website www.skill.org.uk/into_he/index.asp. You could also visit them to make sure you are happy with their facilities. They may ask you for more details to help them plan for you. They should explain to you how they will keep any information you give them confidential. You can find out more about access and facilities for students with disabilities from www.ucas.com, and from university and college websites and prospectuses and disability statements.

In very few cases, one of your chosen universities or colleges may not be able to provide the facilities or access that you need. If this happens, you can ask us to let you choose a replacement course.

You may be able to have extra financial support or help with care. If your fee code is 02 or 05, you may be eligible for support from a Disabled Students' Allowance (DSA). For more information, visit the DfES website www.dfes.gov.uk/studentssupport/students/stu_students_with_d.shtml if you live in England or Wales, www.saas.gov.uk/disabled.htm the SAAS website if you live in Scotland or www.student-support.org.uk/about/about-dsa.asp if you live in Northern Ireland. If you are applying for a course that is funded by an NHS bursary, you should visit the NHS Student Grant Unit website <http://www.nhs.uk/sgu/disabled.cfm>. More information is available from Skill: National Bureau for Students with Disabilities. You can contact them at Chapter House, 18-20 Crucifix Lane, London SE1 3JW, phone free on 0800 328 5050 (voice) or 0800 068 2422 (Minicom) Monday to Thursday from 1.30pm to 4.30pm, email them on info@skill.org.uk or visit www.skill.org.uk.

Skill: National Bureau for Students with Disabilities has provided the following information and comments from students for each of the disability codes on the UCAS application. These comments show how students have benefited

from giving full details of their disabilities and special needs to universities and colleges when they applied.

Code 0 - None.

If you are concerned about disclosing your disability on your UCAS application, don't be. Generally, earlier disclosure will help support to be put in place for you. "When applying, students often wonder if they should put their disability down on their UCAS form. My advice is do. And be positive about what it has brought to your life. It will have given you skills that other students applying will not have."

Code 1 - Specific learning difficulty (eg dyslexia)

Specific learning difficulties are conditions such as dyslexia (very generally, difficulties in reading, writing and spelling), dyspraxia (generally, difficulties in planning what to do and how to do it) or dyscalculia (mathematical difficulties). Support can come in many different ways. "I used a separate room for exams along with extra time, tutors gave me handouts on blue paper, I used a Dictaphone to help put information into my long-term memory and I used a green or a blue overlay to help with other notes."

Code 2 - Blind or partially sighted

"At university I used a portable Braille note-taker and screen-reading software to help me use the computers. I also had access to a support worker who would help me to use the internet and printed material."

Code 3 - Deaf or hard of hearing

"I went to the university to discuss my support before I started. I needed an interpreter for my lectures and a note-taker and SpeedText for some of my lectures in case my interpreter was ill. I asked about having some language support to help me with my grammar. As I was going on field trips, I needed an interpreter to come with me. I was provided with equipment for my accommodation too – a shake-awake alarm clock, a vibrating fire alarm, a Minicom, a laptop and a printer."

Code 4 - Wheelchair user or mobility difficulties

"I have a support worker who helps me around campus and takes notes. I have two personal assistants who help me out in halls and my social life. I also have a computer in my room which allows me to work at my own pace. One issue was getting to class on time as it's often miles from the lift, but all the lecturers have been understanding and have moved to a room nearer the lift when they can."

Code T - Autistic Spectrum Disorder or Asperger Syndrome

"After I disclosed my disability, my tutors had training on the difficulties that people with Asperger syndrome can have, and they made sure that I understood things that were discussed in group sessions. I was able to go into university before term started to get used to the site, and the staff in the disability office made sure that there was a member of staff I could contact if I had any worries. One of the difficulties I have is when my routine changes, like at exam time, so I need lots of preparation for this, which my tutors and the disability office helped me with."

Code 6 - Mental health difficulties

"I first decided not to disclose my disability because having to tick the mental disorder box on an application form is not an easy thing to do! However, I reconsidered my decision this year and have made the university aware of my disability. I was pleased to know that this will stay highly confidential on my medical report. My university will provide me with extra time for sitting exams and I was told that my lecturers will take my situation into account."

Code 7 - Unseen disability

"I have epilepsy, with frequent seizures, and I can find it hard to use my limbs. I have a note-taker, personal computer and some help with living, eg cooking. The best advice I can give to new students entering university is to get as much information as possible and all the help you need."

Code 8 - Two or more of the above

"On the UCAS form I had to indicate my needs, which I did as I have dyslexia and low hearing. I have a laptop computer with speech text and read-and-write software. I use mind-mapping software to plan all my ideas before I start an essay."

Code 9 - Disability not listed

"I have eczema, asthma, hay fever, multiple allergies and a weak immune system. My personal tutor and I meet termly, she sends work home to me via email when I'm sick and can't attend classes and I have a computer so that when my eczema is bad and I have problems writing, I can work at home. I have adjustments to my room for my medical needs and I can get extra time for my coursework if I need it."

ADDITIONAL INFORMATION

You only need to enter information for occupational background, ethnic origin and national identity if you live in the UK. Your universities and colleges will not see any of this information until after they have made a decision on your application. This information helps us monitor applications and equal opportunities.

NATIONAL IDENTITY

National identity reflects how you choose to classify yourself. It is different to ethnicity and nationality and can be based on many things, including, for example, culture, language, ancestry and family history.

You can enter one selection from each of the pull-down lists to describe your national identity. For example, you can enter "Welsh" in the first field and then "Scottish" in the second field if you have a dual Welsh and Scottish national identity. If your dual national identity is English and another national identity not listed, you can enter "English" in the first field and then "Other" in the second field.

MAILINGS FROM UCAS

The UCAS group of companies may send you information relevant to applicants by post, email or SMS such as:

- funding and sponsorship opportunities;
- health issues;
- career opportunities appropriate to the subject or subjects you apply to study;
- goods, advice and services relevant to higher education, such as revision aids, discounted student travel and student banking.

This section enables you to choose whether or not you want to receive this information.

5.7 Personal statement

WHAT TO INCLUDE IN YOUR PERSONAL STATEMENT

This is your chance to tell the universities and colleges you have chosen why you are applying, and why they should want you as a student. Admissions officers will want to know why you are interested in the courses that you have applied for and what you hope to do after your studies. A good personal statement is important – it could help to persuade an admissions officer to offer you a place. In many cases, applicants are not interviewed, so this may be your only chance to make the case for your admission.

You do not have to use all the space provided. Consider carefully the information you give to support your application and the best way to present it effectively. Remember, you must be truthful and accurate in what you write. It is up to you how you write your statement, but we suggest you include some or all of the following points.

- Why you have chosen the courses you have listed. Remember that, although each university or college that you have applied to cannot see your other choices, they will all see the personal statement.
- What interests you about your chosen subject. Include details of what you have read about the subject.
- What career plans you have for when you complete your course.
- Any job, work experience, placement or voluntary work you have done, particularly if it is relevant to your subject. You may want to give the skills and experience you have gained from these activities.
- Any involvement in widening participation schemes such as summer schools or mentoring activities.
- Involvement in master classes or other Gifted and Talented programmes, including those offered by the National Academy for Gifted and Talented Youth (NAGTY).

- Details of non-accredited skills and achievement that you have gained through activities such as:
 - ASDAN (Award Scheme Development and Accreditation Network awards), for example, Universities Award;
 - Diploma of Achievement;
 - Duke of Edinburgh Award;
 - Liverpool Enrichment Programme;
 - Millennium Volunteers Scheme; and
 - Young Enterprise.
- Your future plans.
- Any subjects you are studying that do not have a formal assessment.
- Any sponsorship or placements you have or have applied for.
- If you are planning to take a year out, your reasons why.
- Your social, sports or leisure interests.

You may want to include information from your Progress File, if you have one.

While you should not include details of performance in individual units of qualifications, such as GCE AS and A level, in the education section, you may put this information in the personal statement.

If you are a mature student, you should give details of any relevant work experience, paid or unpaid, and information about your current or previous employment.

If you want to send more information, perhaps a CV, send it direct to your chosen universities or colleges after we have sent you your welcome letter and Personal ID/application number. Do not send it to us.

If you are an international student, also try to answer these questions.

- Why do you want to study in the UK?
- What evidence do you have to show that you can complete a higher education course that is taught in English? Please say if some of your studies have been assessed in English.

Have you had a position of authority or used your communication skills in any activity?

HOW TO PROVIDE YOUR PERSONAL STATEMENT

You can enter 4,000 characters, including spaces, for your personal statement. You can use up to 50 lines of text and each line has space for 80 characters. When you save text, the system will automatically tell you how many more characters are still available or if you have used too many characters. You can view the layout and format of any text you have entered before or after you have saved it.

You should prepare your personal statement offline as a word-processed document and paste in the text by clicking in the reference box and holding down Ctrl +V. You can also enter your personal statement online directly into the space provided.

We recommend that you prepare your personal statement offline using a word-processing package because the Apply system will time-out after 60 minutes of inactivity. If you enter your personal statement directly into Apply, you must save it to prevent your work being lost.

You will not be able to change the presentation of your personal statement by using features such as bold, italic or underlined text.

When you paste text into your personal statement, you may need to reformat it after you have saved it for the first time.

DECLARATION

You must click on terms of use of the Apply system and read all the information about the Declaration and the Data Protection Act before clicking on the box to confirm your agreement to these terms of use. You must then confirm your agreement to the statements on the declaration screen before you can send your application to us.

When you agree to the terms of use of the Apply system and the declaration, you agree to the following conditions.

- You have the right to cancel your application through us. If you cancel your application within 10 working days of the date of our official welcome letter to you, we will refund your application fee. To do this, please use the CANCEL slip in *Advice for Applicants* or contact our Customer Service Unit. If you want to cancel your application after 10 working days, you can use Track at www.ucas.com or contact our Customer Service Unit. We will not refund your application fee. *Advice for Applicants* gives you details of how to contact us.
- If we, or a university or college, believe that you or your referee have left out any information or given false or misleading information, we may take any necessary steps to check whether it is accurate or complete. We have the right to cancel your application without giving you your application fee back. If you have any reason to believe that information we have about you is not accurate or complete, you must tell us.

- We, and the universities and colleges, may, at any time, ask you, your referee or your employer to provide more information about your application (for example, proof of identity, status, qualifications or employment history). If we do not receive that information by a set date, or if the information is not satisfactory, we can cancel your application without giving you your application fee back.
- We try to process applications and decisions efficiently and accurately. However, we will not be liable for any mistakes or delays, any loss or damage caused by mistakes or delays, or if universities or colleges change their decisions later.
- If you accept an offer of a place from a university or college, you must accept the terms and conditions in their prospectus or in the contract they send you with or before the offer of a place. You must read these terms and conditions carefully. They may allow the university or college to change or withdraw an offer of a place after they have made it. If you have any questions about those terms and conditions, you should ask the university or college before you accept any offer of a place. If the place is at an associated college, you may also have to follow the terms and conditions of its partner institution.
- If you become a student, under your contract with the university or college, the institution must do all it can to provide the educational services described in its prospectus. If the institution is unable to provide these services for any reason, they must do all they can to keep the disruption to your education as small as possible.
- If you apply through us and either NMAS (Nursing and Midwifery Admissions Service) or CUKAS (Conservatoires UK Admissions Service) you cannot hold confirmed places in more than one system. If you receive more than one confirmed place, we will ask you to accept one and withdraw from the others.
- Your application is a contract between you and us. No one else can enforce any part of this contract under the terms of the Contracts (Rights of Third Parties) Act 1999 or any other legislation.

DATA PROTECTION ACT

You confirm that the information you have entered is complete and accurate. When you agree to the terms of use of the apply system, you consent to the processing of your personal data (as defined by the Data Protection Act 1998) by the UCAS group of companies and educational establishments.

You accept that:

- we may keep a copy of your application and use the information to collect statistics or monitor equal opportunities (or both);
- we may use or disclose information on your application for research purposes, but no information that could identify you as an individual will be published;
- sometimes the UCAS group of companies may send you information from other organisations about products and services that are directly relevant to higher education applicants;
- we will co-operate with banks or other organisations about student products and services for which you may apply or which they may want to offer you as an existing customer, by checking that you are a UCAS applicant or an accepted applicant; and

- we will share your personal data with other companies in the UCAS group, who may use it to keep you informed of information, services and products that they think are relevant to you as a student.

We will take all reasonable steps to follow the terms of the Data Protection Act 1998.

We confirm that the information provided in your application will normally be confidential between:

- you;
- the UCAS group of companies
- your referee;
- the appropriate staff at the educational establishments;
- your school, college or training organisation;
- your parents, where appropriate;
- your exam board or awarding body;

- your student support assessment body;
- the Student Loans Company; and
- in the case of international applicants, the British Council or appropriate agency.

However, we reserve the right to or we may have to give outside organisations, including the police, the Home Office, local authorities, examination boards or awarding bodies, and the Department for Work and Pensions and its agencies, information from your application to prevent or detect fraud. We will keep your application to prevent or detect fraud.

A university or college which accepts you may use the information on your application to create a student record about you for the Higher Education Statistics Agency.

We confirm that, in line with the terms of the Data Protection Act, you are entitled to a copy of all your personal data that we hold. We charge £10 for this service to cover administrative costs. If you would like a copy of the information, please write to us giving your full name, address and Personal ID/application number, and enclosing a cheque or postal order for £10, payable to UCAS.

5.8 Reference

WHO SHOULD WRITE YOUR REFERENCE?

Your referee should know you well enough to write about you and if you are suitable for higher education. We will not accept references from family, other relatives or friends. We cannot process your application without full details of a referee and their reference.

If you have only recently left school or college, you should ask your headteacher, principal or an appropriate teacher or tutor to provide a reference.

If you are a mature student, you should ask a responsible person who knows you to provide your reference. This could be an employer, training officer, careers adviser, a teacher on a recent relevant further education course, or a senior colleague in employment or voluntary work.

You must explain to your referee what they need to do. You should send a copy of the section Guidance for referees on page 15 to your referee so that they can prepare a reference and send it to you. You will not be able to send your application to us if you just enter the details for your referee.

You should check that the courses, education, employment, about you and statement sections are all recorded as finished on the main entry screen. You should then enter the following details for your referee.

- Their name.
- Their relationship to you (for example tutor, teacher, careers/guidance adviser, employer).
- The name of their school, college or other organisation.
- Their address.
- Their telephone number, including the international dialling code.
- Their fax number, if they have one, including the international dialling code.
- Their email address.

You must enter your referee's telephone number or email address before you can record this section as finished.

It is important that you provide as much information as possible, as we or the universities and colleges may wish to contact your referee for further information about you.

THE REFERENCE

You can enter 4,000 characters, including spaces, for your reference.

You can use up to 50 lines of text and each line has space for 80 characters. Your referee must write your reference in English.

There are two ways of entering a reference. Your referee can enter it straight into the space provided or give you a word-processed document that you can copy and paste into your application. You can paste in your reference by clicking in the reference box and holding down Ctrl +V.

You will not be able to change the presentation of your reference by using features such as bold, italic or underlined text.

When you paste in your reference you may need to reformat it after you have saved it for the first time.

When you preview or save a pasted-in reference, the system will automatically tell you how many more characters are still available or if you have used too many characters. If your reference will not fit into the box, you must obtain a shorter version from your referee. You can view the layout and format of any text you have entered before or after you have saved it.

We will ask you to declare that all the information on your application is true, complete and accurate. UCAS has the right to cancel applications that are found to contain any false, misleading or incomplete information. You must not write all or any part of your reference yourself. **You must not edit or change the wording of your reference. When we send your application to the universities and colleges, we will tell them that you have provided the reference.**

You must preview your reference before you can record the section as finished. **You cannot change your reference after you have sent your application to us.**

IF NO REFERENCE IS NEEDED

If you do not provide an entry for most of the referee details and a reference, you will not be able to send your application to us. **You must provide details for a referee and a reference unless all your chosen universities and colleges have already agreed that no reference is required on your application.**

If you have obtained this agreement, please enter:

- "not required" in the fields for name of referee, post/occupation/relationship, organisation name, address (first two lines only), telephone and email;
- and
- "I have agreed with my choice(s) of university or college that no reference is required on my application" in the reference field.

You will then be able to record the reference section as finished.

Guidance for referees**PREDICTED GRADES**

You only need to enter information in this section if the applicant is currently studying. You should enter the title of the courses or qualifications that the applicant is taking and the grades, results or performance outcomes that you think the applicant will achieve.

YOUR REFERENCE

When providing your reference, you do not need to repeat any of the information that the applicant has given unless you want to comment on it.

Each university and college chosen by the applicant will see the reference. These universities and colleges, however, will not know to which other universities and colleges the applicant has applied. If you mention one of them in the reference, it could affect the applicant's prospects of obtaining a place.

To help the universities and colleges, you should try to assess the applicant's suitability for their choices of higher education courses and, where possible, include the following information.

- Existing achievement, with particular reference to subjects relating to the courses for which they are applying.
- Motivation and commitment towards the chosen course or courses.

- Any relevant skills achievement, whether certificated or not.
- Powers of analysis and independent thought.
- Relevant curriculum enrichment and other activities.
- Relevant work experience, work placements and voluntary work.
- Proposed career plan.
- Where relevant, their suitability for training for a particular profession, for example, teaching.
- Any factors that may have affected or will affect their performance, for example, personal circumstances.
- Information about any special needs and other requirements. **You should not provide information about an applicant's health or disability without their agreement.**

Please remember that even though universities and colleges cannot see what other choices the applicant has made, they will all see the personal statement and reference.

You should provide your reference in a way that supports the applicant's intentions for progressing to higher education as directly as possible. This may be difficult if the applicant has chosen a wide range of different courses. Applicants may need advice about this.

If you are writing a reference for an international applicant, you must write it in English. If the first language of the applicant is not English, you should comment on their ability to write and speak in English, and say if any of their studies were taught in English. Please explain any break in their education, and how they compare with others in their class.

When writing a reference for any applicant, including those outside the UK, please remember that, under the Data Protection Act, the applicant can ask for a copy of the reference and any other personal information that we have about them.

If the application, including the reference, has any information missing, or has any false or misleading information, we and the universities and colleges have the right to cancel the application and withdraw any offers without giving back the application fee.

5.9 Paying for your application

ONE CHOICE OF COURSE

If you have only entered one course at one university or college in the courses section, your application fee is £5. Your welcome letter will explain how you can add more choices after we have processed your application.

MORE THAN ONE CHOICE OF COURSE

If you have entered more than one choice in the courses section, your application fee is £15.

CLEARING

If we receive your application after 30 June 2006, you will go directly into Clearing. Your application fee is £15.

The teacher or tutor who provided your reference will be able to tell you how to pay your application fee.

MAKING YOUR PAYMENT

You can pay by credit or debit card. We accept Visa, Delta, MasterCard, Switch and Solo cards. We can only accept Maestro and Visa Electron cards if they were issued in the UK. We do not accept American Express or JCB cards.

You must enter either the issue number or start date for Maestro, Switch and Solo cards. Whether you need to enter an issue number or a start date will depend on the card issuer. You must enter all the digits for the issue number on your card, including leading zeros.

The system may take a short while to take your payment, so please be patient.

We do not verify your card details. You must contact your card supplier or bank if we cannot accept your card.

6. How to contact us

We may monitor or record phone calls to help staff training and improve customer service. We will not record your call if you ask us not to, but we have the right to start recording at any time if the operator decides it is necessary to keep a record of any comments or allegations about us, a university or college or individual employees.

If you have any questions before you fill in the application, please ask your school, college, careers or British Council adviser.

If any information in your application changes after you have applied (for example, if you change address), you should contact us immediately. You must also do this if you are convicted of a relevant criminal offence after you have applied. Do not send details of the offence to us, simply tell us that you have received a relevant criminal conviction. The universities or colleges may then ask you for more details.

If you have any other questions, please ask your school, college, careers or British Council adviser first. If you still need help, you can contact us direct. We will need to know your:

- full name;
- Personal ID/application number; and
- address.

If you do not have your Personal ID/application number because you are waiting for your welcome letter, give your full name, address and the courses for which you have applied.

If you write to a college or university, you should also give the title and code of the course for which you have applied. Our website www.ucas.com gives a contact address and phone number for each university and college.

BY PHONE

You can call our Customer Service Unit on 0870 1122211 from within the UK or 44 870 1122211 from outside the UK between 8.30am and 5.30pm, Monday to Friday.

Please have your Personal ID/application number ready so we can find your records quickly. If our lines are busy, you 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 call our Minicom text phone on 01242 544942 from within the UK or 44 1242 544942 from outside the UK.

We aim to answer 90% of our calls within 30 seconds.

BY POST

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

BY FAX

You can fax us on 01242 544961 from within the UK or 44 1242 544961 from outside the UK. Please remember to give your Personal ID/application number.

We aim to provide a full reply to 90% of written enquiries within five working days.

7. Customer complaints

If you want to complain about our service, you can complain to the person who answers your call. In many cases, our member of staff will be able to sort out your problem over the phone. You can also write to UCAS, Rosehill, New Barn Lane, Cheltenham, Gloucestershire GL52 3LZ, giving your Personal ID/application number if you know it.

If you are not happy with the answer given, you can ask to be put through to or you can write to the person in charge. In most cases, this will be the Customer Service Manager.

If you are not satisfied with the manager's response, you can write direct to the Chief Executive, (Complaints), UCAS, Rosehill, New Barn Lane, Cheltenham, Gloucestershire GL52 3LZ, or email ucas.quality@ucas.ac.uk.

The Chief Executive will investigate and then tell you his decision. However, if you are still not satisfied, the Chief Executive may agree to refer your case to the Independent Review Panel. The panel members are senior school, college and public officials in Gloucestershire who can 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 contact the UCAS Quality Unit on 01242 544992 from within the UK or 44 1242 544992 from outside the UK for advice on how to present your case and where to send it.

We reply to all letters of complaint within five working days of receiving them. However, if we cannot give a full reply, we will write within five working days to explain what the difficulties are and when to expect a full reply.

8. What do you think?

We aim to provide a quality customer service, but we need your help. We welcome your comments about our services and standards. If you would like to contribute, please contact the UCAS Quality Unit on

01242 544992 from within the UK or 44 1242 544992 from outside the UK, email ucas.quality@ucas.ac.uk, or write to the Quality Unit, UCAS, Rosehill, New Barn Lane, Cheltenham, GL52 3LZ.

9. Useful publications

A complete list of useful publications for students entering higher education is available on our website at www.ucas.com/getting/books.

You can order all these publications from: UCAS Distribution Team, PO Box 130, Cheltenham, Gloucestershire GL52 3ZF.

Tel: 01242 544610 from within the UK or 44 1242 544610 from outside the UK Fax: 01242 544806 from within the UK or 44 1242 544806 from outside the UK Email: distribution@ucas.ac.uk

10. Useful websites

GENERAL INFORMATION

Universities and Colleges Admissions Service (UCAS) www.ucas.com

Department for Education and Skills Higher Education website www.dfes.gov.uk/hegateway

Study in Scotland website www.studyinscotland.org

Higher Education and Research Opportunities in the UK www.hero.ac.uk

The Council for International Education (UKCOSA) www.ukcosa.org.uk

STUDENT FINANCE

For applicants who live in England and Wales, the Department for Education and Skills website is www.dfes.gov.uk/studentssupport

Student Finance Direct www.studentssupportdirect.co.uk

For applicants who live in Scotland, the SAAS website is www.saas.gov.uk and there is also www.fundingforlearners.co.uk

For applicants who live in Northern Ireland, the Education and Library Boards' websites are:

Belfast www.belb.org.uk

North Eastern www.neelb.org.uk

South Eastern www.seelb.org.uk

Southern Education www.selb.org

For applicants who live in Jersey, the careers service websites are www.jcs.co.je and www.esc.gov.je

For applicants who live in Guernsey, the careers service website is www.careers.gg

For applicants who live in the Isle of Man, the Department of Education website is www.gov.im/education

TEACHING, LEARNING AND RESEARCH QUALITY ASSESSMENTS

The Quality Assurance Agency for Higher Education (QAA) www.qaa.ac.uk

The Higher Education Funding Council for England (HEFCE) www.hefce.ac.uk

Higher Education Funding Council for Wales www.hefcw.ac.uk

The Scottish Higher Education Funding Council www.shetc.ac.uk

Department of Education Northern Ireland www.deni.gov.uk

FOR APPLICANTS WITH DISABILITIES

Skill: National Bureau for Students with Disabilities www.skill.org.uk

Royal National Institute for the Blind www.rnib.org.uk

Royal National Institute for the Deaf www.rnid.org.uk

DISABLED STUDENTS' ALLOWANCE

If you live in England or Wales, www.dfes.gov.uk/studentssupport/stu_students_with_d.shtml

If you live in Scotland, www.saas.gov.uk/disabled.htm

If you live in Northern Ireland, www.student-support.org.uk/about/about-dsa.asp

If you are applying for a course that is funded by an NHS bursary, [www.nhs.uk/squ/disabled.cfm](http://www.nhs.uk/nhs.uk/squ/disabled.cfm)

FOR APPLICANTS TO TEACHING, HEALTH PROFESSIONS, SOCIAL WORK AND OTHER COURSES INVOLVING WORK WITH CHILDREN

Criminal Records Bureau www.crb.gov.uk (gives access to their Disclosure website)

Scottish Criminal Record Office Disclosure Service www.disclosurescotland.co.uk

11. Important application dates

1 SEPTEMBER 2005

Opening date for receiving applications.

15 OCTOBER 2005

Closing date for applications to Oxford, Cambridge, medicine, dentistry and veterinary medicine or veterinary science.

1 JANUARY 2006

First date that we must receive Art and Design Route B applications.

15 JANUARY 2006

Advisory closing date for applications (including Art and Design Route A) but not applications from outside the UK or EU.

13 FEBRUARY 2006

First date we send applications for Art and Design Route B round 1 choices to universities and colleges.

7 MARCH 2006

Advisory closing date for Art and Design Route B applications.

16 MARCH 2006

Start of Extra.

24 MARCH 2006

Final closing date for Art and Design Route B applications.

12 JUNE 2006

Last date that we must receive Art and Design Route B applications before Clearing

30 JUNE 2006

Last date that we must receive all other applications, including those from outside the UK or EU, before Clearing.

20 SEPTEMBER 2006

Last date for Clearing applications.

