UCAS

ARE YOUR COURSES READY FOR CLEARING IN THE COLLECTION TOOL?

CONTENTS

INTRODUCTION

It is important that if you offer courses in Clearing you have completed the necessary activities to ensure readiness for the Confirmation and Clearing period. This guide covers everything you need to know, to make sure applicants are able to search for and apply to your courses. If you don't take the appropriate actions, your courses won't be visible in Clearing and applicants may not be able to apply.

CONFIRMATION AND CLEARING TIMELINE

MONDAY 5 JULY

Clearing vacancies filter applied to search tool

TUESDAY 8 AUGUST

SQA Results Day

THURSDAY 17 AUGUST

A Level Results Day

THURSDAY 21 SEPTEMBER

UCAS Undergraduate Apply 2023 closes

TUESDAY 17 OCTOBER

Last date for applicants to add 2023 entry Clearing choices

WEDNESDAY 25 OCTOBER

2023 cycle closes

HOW TO MANAGE YOUR START DATES

Start dates between January and August 2024

If you have courses with a start date between January and August 2024, the following process must be followed to enable applicants to apply for them through Clearing:

▸ You need to make sure you have a 2022/23 and a 2023/24 version of the course.

▸ Both versions must have the same start date.

▸ Both 2022/23 and 2023/24 versions must be open and have vacancies.

Specific start dates

If you have a specific start date that is not the first of the month, please make sure it is added to your course option in the collection tool. This can be done using the bulk management facility, if required. When Choices are displayed to applicants in their UCAS Application, if no specific start date has been assigned in the collection tool, the choice will default to display the first of the month that the course starts in.
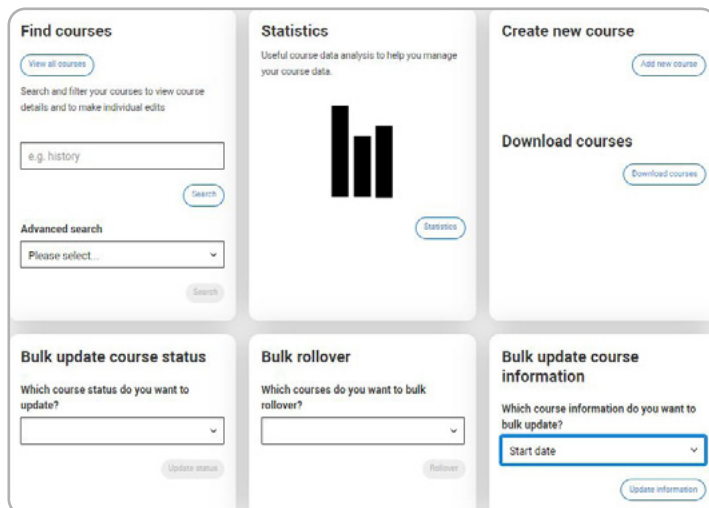
HOW TO UPDATE YOUR CLEARING CONTACT DETAILS

Clearing contact details can be added and updated in the Provider Management section of the collection tool.

There are three types of Clearing contact:

Clearing contact (Search)

▸ This contact will be displayed in the search tool against all published courses in the UCAS Undergraduate scheme that have vacancies during the Clearing period.

▸ Providers do not need to manually assign this contact to courses.

▸ Based on provider feedback, a Clearing URL field has been added which will be displayed on the course details page.

▸ Only one of these contact types can be added.

▸ Data entered in these fields will be visible to learners alongside the contact details on Search

  – Online enquiry form URL: add a link to an online enquiry form

  – Online enquiry form caption: this text will become a clickable link that will take the learner to the online enquiry form URL entered in the previous field

  – Social media link: include a link to your organisation's social media accounts

  – The clearing webform caption and social media links you have entered will be displayed, alongside all other course contact details, against all of your courses on Search

Confidential Clearing contacts

▸ These contacts are shared with other providers for use during the Clearing period and must contain a contact number that is accessible at all times.

▸ They can be accessed in the secure providers' area of ucas.com, in the support and information section at **www.ucas.com/providers**.

▸ These contacts are not disclosed to applicants.

▸ Multiple contacts of this type can be added.

▸ To ensure your Confidential Clearing Contacts are processed and uploaded to UCAS.com ahead of results day please have them updated by the end of July 2023.

Text alert contacts

▸ These contacts will receive important text alerts from UCAS regarding time critical information during Confirmation and Clearing e.g. ABL processing updates.

▸ This information will not be shared with other providers or disclosed to applicants.

▸ Multiple contacts of this type can be added.

▸ A test text will be sent to the Clearing text alert contact on **20 July** and **27 July**.

To add Clearing contacts:

▸ In Provider Management, click 'Clearing contacts' on the left-hand side.

▸ Click 'add' next to the contact type.

▸ Complete the required information.

▸ Click 'save'.

HOW TO UPDATE CLEARING VACANCIES:

Vacancies that were available in the main scheme will remain open, so if you do not want them to appear in Clearing, you will need to close them. If you are offering courses in Clearing, please make sure you update your vacancies by **Wednesday 5 July** so they display in the search tool for applicants to apply to in Clearing.

Application status

To update vacancies in the collection tool, a course option must first be set to 'open to' or 'closed to applications'.

To open/close a course to applications:

▸ Find and click on the course in Course Management.

▸ Click on the outcome qualification.

▸ Scroll down to the course options section.

▸ In the 'bulk actions' menu, select 'application status', and then 'go'.

▸ Select 'open' or 'closed' for each course option.

▸ Click 'save'.

Once a course has been set as 'open to applications', the vacancies section in the course option will appear. If a course is 'closed to applications', this will automatically result in the closing of vacancies.

To open/close courses to applications in bulk:

▸ Clicking on Course Management will take you to the 'courses home page'

▸ On this page locate the tile called 'Bulk update course status' and select 'Application status' from the drop-down menu, then 'Update status'

- ▸ Choose either 'open to applications' or 'close to applications'

- ▸ Select the courses you want to open/close; there is also a 'select all' button. Edit 'filter courses' to reduce the list of courses if required

- ▸ Once the relevant courses have been selected click 'Review' and 'Continue'

- ▸ Select to open/close the displayed courses to complete the process

Vacancy management

To set vacancy statuses:

- ▸ Find and click on the course in **Course Management**.

- ▸ Click on the outcome qualification.

- ▸ Scroll down to the course options section.

- ▸ Click 'edit' against the course option you want to amend.

- ▸ Scroll down to the vacancy management section.

- ▸ Select the 'vacancies' or 'no vacancies' radio button for each domicile[1].

- ▸ Click 'save'.

When a course is full, you need to set the vacancy status to 'no vacancies' (if this has not already been automatically set when closing a course to applications). When all vacancy statuses are closed, this will result in the application status automatically being set to 'closed to applications'.

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[1] Providers will be shown different geographical domiciles in the vacancy management section of a course option, based on their location.

To set vacancy statuses in bulk:

▶ Selecting the Course Management tile from your dashboard will take you to the 'courses home' page.

▶ On this page locate the tile called 'Bulk update course status' and select 'Vacancy status' plus the correct scheme from the drop-downs, and then 'Update status'

Bulk update course status

Which course status do you want to update?

Vacancy status ⌄

For which scheme would you like to update vacancy statuses?

UCAS undergraduate scheme ⌄

Update status

▶ Select the vacancies you wish to update and then click 'Next':

Vacancy management ❓

Vacancy status can be changed once the equal consideration deadline has passed.

	Vacancies ❓	No vacancies ❓
UK	⦿	○
Republic of Ireland	⦿	○
EU	⦿	○
International	⦿	○

☐ This course is not accepting applications from international learners. ❓

▶ Select the courses you want the vacancy change to be applied to. There is a 'select all' button if required

▶ Once the relevant courses have been selected click 'Review' and 'Update courses' to complete the process

In vacancy management, providers can also specify if a course has restricted eligibility, or is not accepting applications from international applicants, by clicking the appropriate tick box.

Please note, although this will display a corresponding message in the search tool, it will not prevent applications.

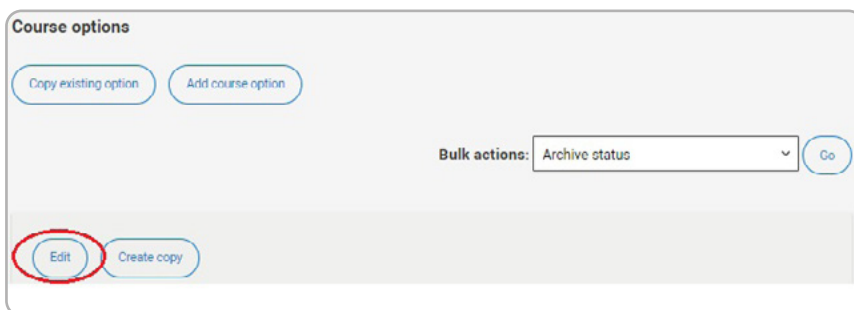# HOW TO SET YOUR COURSES TO 'COURSE CODE APPLICATION ONLY'

Courses with few vacancies remaining, and which would attract a high number of applications in Clearing, can be set to 'Course code application only'. Select this flag for courses you don't want to display in Search or in the UCAS Application drop down list. Applicants will only be able to apply for these courses in the UCAS Application by manually entering the course code.

The option to put a course into 'Course code application only' will only appear once the equal consideration deadline of the course has passed.
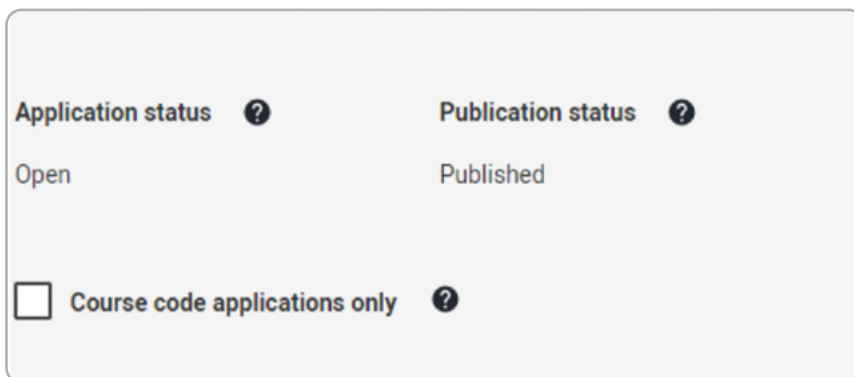
Flagging courses as 'Course code applications only' can be done within each course option or in bulk.

Setting a course as 'Course code applications only' within a course option

▸ You can mark a course 'Course code applications only' regardless of its current application or publication status

▸ In Course Management, open the course and scroll down to the course options section
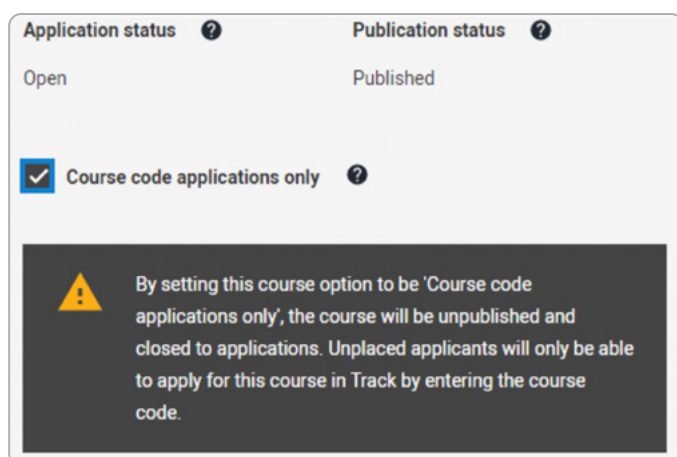
▸ Click 'Edit' at the top of the course option:

▸ The flag will appear immediately below the application status:

▸ Select the flag and then the 'save' button.

▸ If the course has multiple course options, the process will need to be repeated for all options that you wish to be set as 'Course code application only'.

▸ Putting a course option into 'Course code applications only' will change its status to Closed and Unpublished, but keep the vacancies open in the background

▸ When not in 'edit' mode, you will see the following message if the course option is currently identified for 'Course code applications only'
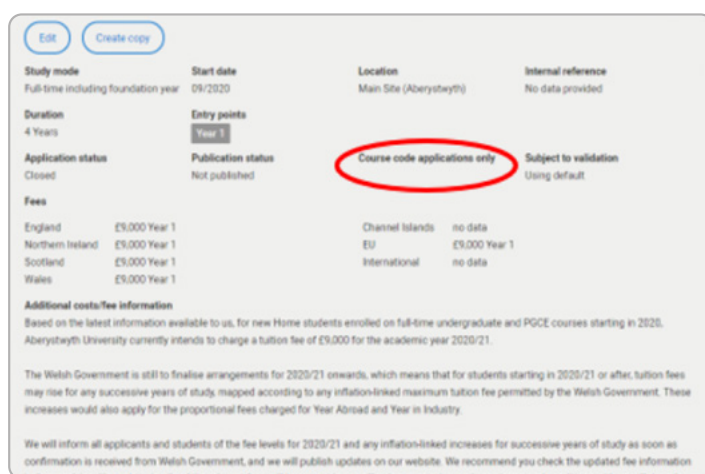
Setting courses as 'Course code applications only' in bulk

▸ In Course Management, select 'Course code application only' from the 'Bulk update course information' drop down menu

▸ Click 'Update information' , then tick the option for 'Set course code applications only'

▸ From your list of courses, you can tick 'select all' or filter for the relevant courses using the course search bar.

▸ Once selections have been made, click 'Review' in the top right. Once clicked, review your courses and click 'Update course' to apply 'Course code applications only' to the selected courses.

Publication status

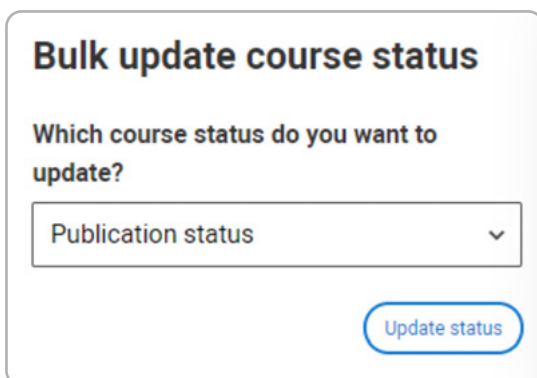Publication status controls a course's visibility on Search.

To set a course to published/not published:

▸ Find and click on the course in **Course Management**.

▸ Click on the outcome qualification.

▸ Scroll down to the course options section.

▸ In the 'bulk actions' menu, select 'publication status', and then 'go'.

▸ Select 'published/not published' for each course option.

▸ Click 'save'.

Course options

Copy existing option   Add course option

Bulk actions: Publication status ▾   Go

To set courses to published/not published in bulk:

▸ Selecting the **Course Management** tile form your dashboard will take you to the 'courses home' page

▸ On this page locate the tile called 'Bulk update course status' and select 'Publication status' from the drop-down menu, then 'Update status'

Bulk update course status

Which course status do you want to update?

Publication status ▾

Update status

▸ Choose 'publish/unpublish' and click 'Next'

▸ Select the courses you want to publish/unpublish; there is also a 'select all' button. Edit 'filter courses' to reduce the list of courses if required

▸ Once the relevant courses have been selected click 'Review' and 'Publish/Unpublish' to complete the process

CLEARING PLUS

From June, set up your courses in Clearing Plus to match with present unplaced applicants UCAS Application:

▸ From your dashboard, select the Clearing Plus Courses tile

▸ Select courses you want to appear in Clearing Plus.

▸ Add your matching criteria – if you apply criteria your courses won't match to anyone who doesn't meet it.

▸ In the UCAS Application, applicants view their matches and register their interest.

▸ You'll get a list of interested students so you can contact them.

Courses data will be taken from Course Management at the end of May and periodically updated throughout Clearing. If you add a new course to Course Management this will appear in your Clearing Plus list when the next cut is taken.

Clearing Plus permissions in User Management

If you are a collection tool user with permission to manage Undergraduate courses, you will automatically be given access to the "Clearing Plus courses" tile.

If you also have access to **User Management**, you will be able to add/remove "Clearing Plus courses" permission for other users.

Your centre's UCAS Primary Correspondent will be the only user with access to both "Clearing Plus courses" and "Clearing Plus applicants"; they can give this access to additional users as required.

CHANGES TO PROVIDER DETAILS, INCLUDING LOGOS

To change your provider logo, please send the image and any supporting information to our Data Collection Team at **coursesdata@ucas.ac.uk** by **16 June**, to make sure it is uploaded to the search tool in time for Clearing. If you want to make any other changes to your provider details, please contact your Customer Success Director.

HOW TO DOWNLOAD YOUR CLEARING VACANCY REPORTS

Vacancy information can be downloaded using the reporting functionality in the collection tool, located on the 'course home page'. If you make a change in the collection tool, this will be immediately reflected in the reports.

To download vacancy information from the collection tool:

▸ Clicking on **Course Management** will take you to the 'courses home page'

▸ On this page, click 'Download courses'

Create new course

Add new course

Download courses
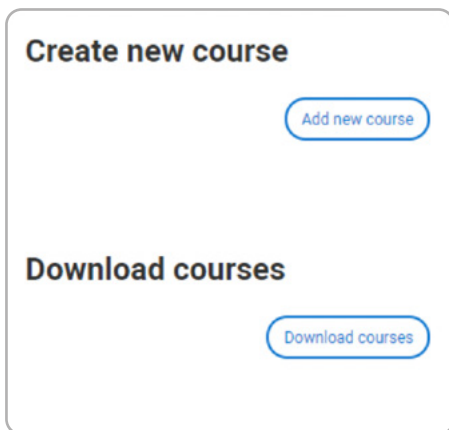
Download courses

▸ On the list of reports select 'Vacancy status' and then 'Next'

▸ Click 'Download'

▸ The report can be exported as an Excel spreadsheet

▸ Filter the report on academic year (column H) to 2022-23

▸ The report contains a column for 'course code applications only' to easily identify courses with that status.

HOW TO ADD CLEARING OPEN DAYS AND VIRTUAL TOURS

You can add open days at any time, and we encourage the addition of specific Clearing open days. Users will need to have registered on ucas.com, and been given 'marketing' permissions. Admin users at your provider can set these permissions.

If you need help adding users or permissions for managing your open days, please contact our HEP Team on 0344 984 1111.

To add open days:

▸ Sign in to the providers' section of ucas.com.

▸ Go to the 'Site management' box. Once logged in to the secure area of ucas.com, you will then see an option to 'Manage users, reporting and report access'. Please click this link.
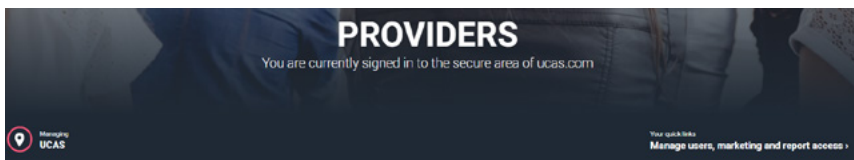
▸ On the next page there will be an open days tab to select.

▸ Click on Open days tab

▸ Click 'add open day'.

▸ Complete the required fields, including 'Clearing' in the title.

▸ Click 'save'.

Once added, they will display in the open days search tool within 15 minutes Open days will automatically be removed from search tool two weeks after the event date, unless you have already deleted them.

To add a virtual tour:

Email your virtual tour URL to **coursesdata@ucas.ac.uk** and we will get this added to our website **here**.

TO ADD A COVID-19 URL

You can send UCAS a link to your applicant facing Covid-19 information webpages, by emailing the URL and your provider name to **coursesdata@ucas.ac.uk**. The URL you provide will be added to the provider details page in Provider Management. Ahead of Confirmation & Clearing, the URL will be displayed to learners in Search, in the provider information section, on every course details page as a link to 'Our Covid-19 information'.

DOWNSTREAM TIMINGS FOR CONFIRMATION AND CLEARING

Timings of updates from the collection tool to the search tool, Apply, and Track:

Item	To system	Schedule
Course details (e.g. if a provider updates their vacancy status, updates the title of the course, etc.)	search tool	Real-time (one – two mins)
	UCAS Application	Up to two hours
Provider details (all information on the provider details page)	search tool	Real-time (one – two mins)

CLEARING CHECKLIST

- ▸ Check your provider information is correct

- ▸ Update Clearing contact details:

- ▸ Clearing contacts

- ▸ Confidential Clearing contacts

- ▸ Text alert contacts

- ▸ Manage your start dates

- ▸ Update Clearing open day and virtual tour information

- ▸ Update Clearing vacancies

- ▸ Set courses to 'Course code only application' where appropriate

- ▸ Download Clearing vacancy reports

- ▸ Set up courses in Clearing Plus

- ▸ Use the Degree Apprenticeships flag in 'course information' and the Higher Technical Qualifications flag in 'outcome qualification' if relevant.

CONTACT INFORMATION

Data Collection Team: For queries about course data, including vacancies and reporting.

T: 01242 544 864

E: **coursesdata@ucas.ac.uk**

Customer Success Team: For queries about applicants and decisions.

T: 0344 984 1111

E: **hep_team@ucas.ac.uk**

Customer Experience Centre: For applicant queries.

T: 0371 468 0 468 or +44 330 333 0230 from outside the UK.

Facebook: **www.facebook.com/ucasonline**

Twitter: **@UCAS_online**

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