



Clearing Frequently Asked Questions

What is UCAS clearing?

UCAS clearing is a way of matching universities that still have places on their courses to students without a university place.

What is the most effective way of using clearing?

Make a list of universities and their clearing hotlines, do research into the course and university that you are calling. Think about what you might say beforehand. Be positive about yourself and the university. Be prepared to say why you want the particular course and institution and what you can offer. Be prepared to answer questions on your exam results, motivation and experience. Make sure you ask questions too!

What is Clearing Plus?

Clearing Plus matches 50 universities and courses to you automatically, so it saves you time researching. You can say that you are interested in these courses and the university will contact you, which again saves you time on hold.

What do I need when going through clearing?

You will need your clearing number, your personal statement and your UCAS ID number.

I can't get through using the hotline number, what shall I do?

University hotlines will be extremely busy, but persevere and you'll get through eventually. It may be worth trying another university and coming back.

If I have just missed out on my conditional offer choice, shall I call them and see if they can still offer me a place?

Yes. It is worth contacting both of your firm and insurance choice if you have just missed out, but be aware it may not change anything.



Can you apply for any subject through clearing?

For a lot of courses yes, however this is dependent on spaces. You may have to attend an interview prior to attending or a telephone interview.

Can you change your firm and insurance choice on results day?

There is a chance you can do this; however, you need to contact the universities and get them to agree the change.

I don't want my firm choice; can I use clearing?

You need to call the university to discuss your options. If they give you permission to change your choice, they'll release you into Clearing – once they do this, your '*Track Status*' will be updated and you'll receive an email to say something has changed. You'll then be able to search and apply for courses in Clearing.

Can I reject my insurance offer and go through clearing instead?

You must ask to be released by your insurance choice before you can go into clearing. Before you do this, we recommend that you identify a course through clearing and secure a verbal offer before requesting release from your insurance choice.

Can you defer your offer on results day?

This is a possibility, you will have to call the university on results day and ask to defer your place. If they say yes you're enrolled onto 2025 entry, if they say no then you can reapply in September – please get in touch with your progress mentor if you are reapplying.

If I receive multiple offers via clearing, can I put them all into UCAS track?

You can only add one clearing choice at a time to Track. If the University doesn't confirm your place, you can then add another.

I didn't meet either of my offers but the universities haven't declined yet, what shall I do?

It may be that the university is waiting to make a decision. If it hasn't updated later in the day, do something constructive such as calling a few universities with clearing vacancies, just in case you need a plan B.



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How do I find accommodation whilst going through clearing?

It may be that you will have to compromise on the accommodation, if the university and course is right. Once you have been accepted at the university through clearing, contact the university and ask about their accommodation, it may be worth contacting private student accommodation providers.