



2012

Your GTTR Welcome Guide

2012 course entry

Write your Personal ID here

Have this ready when you contact the GTTR or
training providers

gttr

Graduate Teacher Training Registry

GTTR is an admissions service operated by the Universities and Colleges Admissions Service (UCAS).

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For further information about the GTTR application process go to www.gttr.ac.uk.
If you need to contact us, details can be found at www.gttr.ac.uk/aboutus/contactus/.



UCAS QUALITY AWARDS



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Meaning of words

Throughout this booklet, the following words have specific meanings:

- 'we', 'us' and 'our' refer to the GTTR
- 'you' and 'your' refer to the applicant.

1 Introduction

This booklet describes the next stages of the application process. Please read all sections carefully, even though some points may not affect you yet.

With this booklet, you will have received a Welcome letter, which gives your Personal ID, your personal details and lists your chosen universities, colleges or schools (training providers) and courses in the order you chose them. **Please check this information carefully and let us know immediately if it is wrong.**

Make a note of your Personal ID in the boxes provided on the front of this booklet and keep it safe. You will need to quote this number if you contact us or your chosen training providers.

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

If you have already applied through UCAS or CUKAS for 2012 entry, your username to access Track for your other application(s) will change to the username at the top of the Welcome letter received with this booklet.

If you apply through UCAS or CUKAS later in the 2012 cycle, your username to access Track for your GTTR application will change to the username on the welcome letter for your most recent application.

If you have any questions about your application, see section 9 for our contact details.

TRACK

The Welcome letter also confirms your username for Track at www.gtrr.ac.uk. To access

Track, you will need your Personal ID, username and password.

You can use Track to:

- change your correspondence and email address
- check whether you've received any offers
- view interview notifications
- reply to the offer of a place
- change or add choices of training provider
- apply to training providers with places in Extra
- cancel any choices that have not yet been sent for consideration and enter Extra or Clearing
- withdraw your application completely

For further details see section 4.

FRAUD

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

SIMILARITY DETECTION

We carry out checks to verify that your personal statement on your application is your own work. If we have reason to believe that information on your application has been copied from another source, we will inform you and all the training providers to which you have applied. They can then take any action they consider to be appropriate.

2 What happens next?

We check that your application is complete, the courses you have chosen are still available, and you have not made more than one application in this cycle, and contact you if there are any queries. We then send your application to one training provider at a time in your order of preference. We have sent a copy of your application to the training provider shown in your Welcome letter. We explain below why this training provider may not be your first choice, see **IMPORTANT NOTE**.

It is generally a requirement that training providers must interview you individually or in a group before they can offer you a place.

Each training provider decides whether to invite you to an interview.

If, after they have considered your application, a training provider does not want to interview you or if they cannot offer you a place after interview, we will send your application to your next choice. See **IMPORTANT NOTE**.

If you are invited for interview but you cannot attend on the specified date, you must tell the training provider as soon as possible. **Do not tell us**. You should try your best to attend the interview on the specified date because the training provider may not be able to offer an alternative.

If you are invited for interview and you no longer wish to be considered by that training provider, you must tell them immediately.

After your interview, the training provider will decide whether or not they can make you an offer. We are not involved in the selection process.

We will not send your application to your next choice unless the training provider tells us that you have been unsuccessful, or until you or the training provider tell us that you want to be considered somewhere else. See section 3 for further details.

You should look at Track to find out the current status of your application. Track will indicate whether or not we have been able to send your application to another training provider.

IMPORTANT NOTE

If we cannot send your application to any of your choices, Track will explain why. The reasons include:

- choice of course cancelled at your request
- course full
- course not offered
- English requirement not satisfied when you applied
- mathematics requirement not satisfied when you applied
- science requirement not satisfied when you applied.

3 Making changes after you have applied

VERIFIED EMAIL ADDRESS

It is important that we have your up-to-date contact details. You must keep your record of your email address fully up to date, to ensure that you can receive emails that we send you during the application cycle.

POSTAL ADDRESS

The postal address you gave on your application is the one that both we and the training providers use. If you change your postal address, you should immediately log in to Track and change your details. It is not advisable to record short-term address changes, for example, if you are returning home for the Easter or Christmas holidays.

You must also send your new postal address to the training provider that is currently considering your application or at which you hold a place.

CHANGING YOUR CHOICES OF TRAINING PROVIDER, COURSE OR YEAR OF ENTRY

You will have thought very carefully about the courses you have chosen before you submitted your application, so it is unlikely that you will want to change your application. However, if you do want to change any of the courses or training providers that you put on your application, you should tell us or the training provider, as explained below.

How to change course or year of entry

If you want to change your choice of course or year of entry at the training provider that is currently considering your application, you should contact the training provider direct. **Do not contact us.** If the training provider agrees, they will make the change when they send their decision to us.

How to add or change choices of training provider

If you want to add or change choices of training provider at any time during the application cycle, you should use Track or call our Customer Service Unit. See section 9 for contact details. The procedure for applying to other training providers varies depending on the status of your current choices and the period of the application cycle. There is further information in section 8, and Track provides guidance on the correct method to use.

HOW TO WITHDRAW AN APPLICATION CURRENTLY BEING CONSIDERED

If you do not want the training provider that currently holds your application to consider you any further, you should ask them to tell us that you want your application to be sent to another training provider. Courses can become full at any time, so there is no guarantee that the course you want will still have vacancies when your application becomes available for sending to the next training provider. If you withdraw your application from a training provider, we cannot normally send it back to them if you change your mind later.

HOW TO CANCEL YOUR WHOLE APPLICATION

You can cancel your whole application by phoning our Customer Service Unit on 0871 468 0 469 (or 0044 871 468 0 469 from outside the UK). If we receive your instruction to cancel within seven days of the date shown on your Welcome letter, we will refund your application fee. Do not use Track to withdraw your application within seven days of receiving your Welcome letter if you wish to receive a refund.

If you cancel your application within seven days you can submit a new application in this cycle.

After seven days from the date on your Welcome letter you can withdraw your application in Track. No refund will be given, and you will not be allowed to apply again or use Clearing in this cycle.

EXAM RESULTS

If you are taking exams at degree level (or equivalent), or GCSE level (or equivalent), in English, mathematics and science, you must write as soon as you know your results to:

the training provider that is holding a place for you

or

the training provider that is currently considering your application.

COMMERCIAL MAILINGS

The UCAS group of companies, which includes the GTTR, may send you information on products and services relevant to higher education that we think might interest you. We will not give your personal details to other companies.

If you **do want** to receive mailings by SMS text or email or you **do not want** to receive postal mailings and you did not tell us when you completed your application, please update your preferences on Track.

4 Tracking your application

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

If you did not apply online, phone our Customer Service Unit on 0871 468 0 469 (or 0044 87 468 0 469 from outside the UK) to find out your Track password. **When you call, please have your Personal ID ready.**

PRIMARY APPLICATIONS

If we receive your application by 1 December 2011, your first choice training provider will consider it.

If we receive your application after 1 December 2011, your first choice training provider may

consider it only if they still have vacancies on the course you want.

MIDDLE YEARS AND SECONDARY APPLICATIONS

There is no deadline date for middle years and secondary applications. Unlike primary applications, training providers are not obliged to consider all applications received at the GTTR by 1 December 2011. It is possible that some training providers may not be able to consider you for the most popular courses even if you applied early, as they may already have no vacancies.

ALL APPLICATIONS

The time it takes for training providers to make decisions varies between different providers. It also depends on when we received your application.

If we receive your application by 1 December 2011, we ask training providers to make their decision by 18 January 2012 to tell us whether or not they are offering you a place.

If we receive your application after 1 December 2011, we expect training providers to tell us within 28 days of the date we send them your application, whether you are unsuccessful or whether you will be invited for interview. We then give the providers a further 28 days to interview you and advise us whether or not they wish to offer you a place.

Training providers must interview all applicants to whom they are considering offering a place. If this applies to you, they may notify us of the date of your interview and you will be able to see this on Track. Some providers choose to send interview notifications and make arrangements direct with applicants. In such cases, details will **not** be shown on Track. The provider will supply further details of the interview direct to you and if you have any queries about the interview, you should raise them direct with the provider.

Training providers can choose to hold your application at their discretion for various specific reasons (eg verify qualifications, allow extra time for interview, etc).

If four weeks have passed since your application was sent to a training provider and you still have not heard from us or the provider, you can contact them to ask what is happening to your application.

We rely on the training providers to tell us how your application is progressing. Please contact us if the training provider gives you information that is different from what we have given you.

Sometimes, training providers have to discontinue or withdraw courses (for example, if they cannot arrange suitable teaching placements). Neither we nor the training providers can be held liable for courses that are discontinued or withdrawn.

We will do our best to process your application efficiently and accurately and to give you correct information. But we cannot be held liable for:

- any mistakes or delays that lead to loss or damage
- any changes that training providers make to decisions that we have already told you about
- any course changes
- a training provider withdrawing an offer made to you.

5 Offers

If a training provider wants to offer you a place, we will let you know. The offer notification can be viewed in Track and we will email you to let you know it is there. Please make sure we have a verified up-to-date email address so as to be sure this email reaches you. If we do not have a

valid email address for you we will send the offer letter to you by post.

Occasionally, a training provider may write to you direct with more information or to invite you to an open day. You should read carefully all

correspondence from training providers, but you will receive formal decisions **only from the GTTR**.

An offer can be **unconditional** or **conditional**.

- **Unconditional offer (U)**

This means that the training provider is satisfied, from the information you have given, that you meet all their academic entry requirements. If they want proof of your qualifications, they will contact you.

- **Conditional offer (C)**

If you have further exams to take or studies to complete, any offers you may receive will be conditional. The training provider will tell you what conditions you must meet to be admitted to the course. These may include non-academic requirements. Please contact the training

provider if you have any queries about the conditions of an offer.

A satisfactory Criminal Records Bureau or Scottish Criminal Record Office Disclosure Service and health checks are required to satisfy all conditional or unconditional offers.

Because we are not involved in the selection process, we cannot discuss details of your offers or tell you why you have been unsuccessful. However, training providers may send a reason for an unsuccessful application at the time of their initial decision, or later, if requested. You can view the reason on Track but if no reason is shown, you may want to contact the training provider direct to discuss the reason why you were unsuccessful.

6 Replying to offers

You must reply to offers within seven days in Track.

You can reply in one of the following ways.

- Firm acceptance (F)
- Decline – you want your application to be sent to other training providers (D)

The offer letter will tell you the date by which you must reply. If you don't reply by this date, we will record a decline reply and tell the training provider that you do not want to take up your place. **If you do not want to risk losing your place, you must reply to your offer by the deadline date on your offer letter.**

If you accept your offer, we send you a letter to confirm that we have recorded your acceptance.

If you decline an offer or we record a decline reply, we ask you to look at the current status of your application in Track. If you have made other choices of training provider, we will send your application to the next choice where there are still places available. If we cannot send your application to any of your other choices, the procedure for applying to further training providers depends on the stage of the application cycle. See section 8 for more information about Extra and Clearing.

7 Satisfying conditional offers

When the training provider at which you have accepted an offer is satisfied that you have met their conditions, we will confirm your place.

You have to meet all the academic conditions of your offer by 31 August 2012, even if your offer is for deferred entry in 2013, unless the training provider gives you a different deadline.

If you do not satisfy the conditions of your offer, we will send you a letter to tell you that your application has been unsuccessful.

If you have made other choices of training provider, we will send your application to your next choice where there are still places available. If we cannot send your application to any of your other choices, the procedure for applying to further training providers depends on the stage of the application cycle. See section 8 for more information. We will contact you asking you to look at the current status of your application in Track.

Not meeting your offer conditions may mean that you will also not be able to satisfy the statutory minimum educational requirements for entry to PGCE or PGDE courses before 31 August 2012. In this situation, you should completely withdraw your application in Track because other training providers will not be able to consider you for 2012 course entry. For information about the minimum statutory educational requirements for PGCE or PGDE

course entry, visit www.gtr.ac.uk/students/beforeyouapply/entryrequirements.html.

If you have not met your offer conditions, but you have met the statutory minimum educational requirements for course entry or you can still meet these requirements before 31 August 2012, other training providers may be able to consider you. For example, you may have needed a 2:1 degree to meet the conditions of your offer, but you obtained a 2:2 degree which still meets the minimum qualification requirements and may be acceptable to other training providers. Alternatively, if you obtained lower than a grade C in GCSE English, mathematics or science, you may be able to find a training provider that will offer you an equivalency test.

Having discussed your position with other training providers, if you need to revise your choices, please contact our Customer Service Unit (see section 9).

If you become eligible to apply to other training providers in Clearing, we will send you information that gives you your Clearing Number and fully explains the Clearing process.

If you do not obtain a place for 2012 entry and you want to be considered again for 2013 entry, you will need to make a new online application at www.gtr.ac.uk from September 2012.

8 Unplaced applicants

If you have not secured a place and we cannot send your application to any other choices, we will ask you to do one of the following, depending on the period of the application cycle.

- **Before mid-March** – we will invite you to make new choices of courses that still have places using Track. You can apply to up to four courses, including a maximum of two primary courses.
- **Between mid-March and 30 June (Extra)** Track will indicate whether you can use Extra to apply to other training providers that still have places. In Extra you can make only one new choice of training provider at a time.

Course Search will list training providers and courses that still have places. The course vacancy information is updated daily using information supplied by the providers.

Track will provide information about how to use this service. Extra runs from mid-March

to 30 June 2012. If you do not obtain a place using Extra by 30 June, you can continue to apply to training providers with places in Clearing (see below).

- **From 1 July (Clearing)** – if you become eligible to apply to other training providers in Clearing, we will send you information that gives you your Clearing Number and fully explains the Clearing process.

Track will also indicate whether you are eligible to use Clearing and provide information about how to use Clearing.

Course Search will list training providers and courses that still have places. The course vacancy information is updated daily using information supplied by the providers.

Clearing runs from 1 July to mid-September, when most courses start.

9 How to contact us

If you have any queries, visit www.gttr.ac.uk, read the prospectuses published by the training providers or visit their websites.

If you still cannot find the answers you need, contact us or the training provider that is currently considering your application.

You can contact us by post, phone or fax. If you call, please give your Personal ID and your full name. If you send a letter or a fax, please also

give your Personal ID, your address and the code of the course you have applied for.

BY POST

Write to GTTR, Rosehill, New Barn Lane, Cheltenham, Gloucestershire GL52 3LZ.

BY TELEPHONE

Details of how to contact us by phone can be found at www.gttr.ac.uk/aboutus/contactus/

The lines are open between 0830 and 1800 (UK time), Monday to Friday.

Please have your Personal ID ready, so that we can find your records quickly. If the lines are busy, your call will be put in a queue and a message service will ask if you wish to hold or call back later.

If you have hearing difficulties, you can use the Text Relay service on 18001 0871 468 0 469 from within the UK, or on 0044 151 494 1260 (text phone) from outside the UK. You will need to ask the operator to dial 0871 468 0 469.

BY FAX

Our fax number is 01242 544 961 from within the UK or 0044 1242 544 961 from outside the UK.

10 Customer service information

OUR QUALITY AWARDS

We currently hold the following quality awards

- **Customer Service Excellence (previously known as Charter Mark)**

The Customer Service Excellence scheme is both a standard of customer service and a quality improvement tool to assist organisations in service delivery to users. Achieving the Customer Service Excellence standard encourages the organisation to be the best, to focus on its customers, to constantly improve and to give value for money.

- **ISO/IEC 27001:2005**

ISO 27001 is an information security standard which recognises the importance of data and information to the continued success of the organisation.

- **ISO 9001:2000**

The ISO 9000 family of international quality management standards and guidelines provides a basis for establishing quality management systems.

DATA PROTECTION ACT

When you agree to the Declaration on the application, you accept that we and the training providers can process your information by computer and keep a copy of your application to collect statistics and prevent fraud. The Data Protection Act allows you to ask us for a copy of all the information we hold about your application. To cover administrative costs, we charge £10 for this service.

Please contact Customer Operations Admin Unit, UCAS, Rosehill, New Barn Lane, Cheltenham GL52 3LZ for further details, giving your name, address and Personal ID, and your cheque or postal order for £10, payable to GTTR.

CUSTOMER COMPLAINTS

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

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

If you wish to complain about our service, you can call our Customer Service Unit, send an email to complaints@ucas.ac.uk or write to GTTR, Rosehill, New Barn Lane, Cheltenham, GL52 3LZ. Please give us your Personal ID, printed at the top of your Welcome letter.

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

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

The Chief Executive will investigate your complaint and then advise you of the outcome.

However, if you are still not satisfied, and in exceptional cases, you can ask for your case to be referred to the Complaint Review Panel. The Review Panel consists of Board Members under an independent chair and will provide a final independent assessment in cases where people feel that they have not been dealt with fairly. If you want to take this action, please write to the Business Process Manager at GTTR, Rosehill, New Barn Lane, Cheltenham GL52 3LZ.

We aim to reply to all letters of complaint, including complaints we receive by email, within 14 working days. However, if we cannot give a full reply within this time, we will write to you to tell you when you can expect a full reply.

WHAT DO YOU THINK?

We aim to provide a quality customer service and welcome your help. If you would like to comment on our services, please email feedback@ucas.ac.uk or write to GTTR, Rosehill, New Barn Lane, Cheltenham GL52 3LZ. The email address above is for feedback only; you will not receive a response.

gttr

Graduate Teacher Training Registry

gttr.ac.uk

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

A guide to GTTR terms

Apply: the online application system for applying for postgraduate initial teacher training courses.

Clearing: a system used towards the end of the application cycle. If you have not secured a place, it enables you to apply for courses with vacancies.

Conditional offer: an offer made by a training provider. You must fulfil certain criteria before you can be accepted on your chosen course.

Confirmation: when a conditional offer that you have accepted becomes unconditional or is declined. Confirmation is dependent on your qualification/exam results.

Entry Profiles: comprehensive information about individual courses and institutions, including statistics and entry requirements. Entry Profiles are found on Course Search on the GTTR website.

Extra: the opportunity to apply for another course if you have not secured a place and we cannot send your application to any further initial choices.

Personal ID: a 10-digit individual number assigned to you when you register to use Apply. The number is displayed in the format 123-456-7890 and is printed on every letter we send. You will be asked to provide this number if you contact our Customer Service Unit. If you have previously applied through any of our schemes, you will need to use your Personal ID as given in your Welcome letter, not as given in Apply.

Scheme code: used in conjunction with your Personal ID to identify your application uniquely.

Training provider: a university, college or consortium of schools that offer postgraduate teacher training courses.

Track: a system whereby you can track the progress of your application online, reply to any offers received, and make certain amendments, for example, change of postal or email address.

Unconditional offer: an offer given to you by a training provider if you have met all the entry requirements and can start the course.

Unsuccessful: training providers make an unsuccessful decision when they do not want to offer you a place. The GTTR can only tell you why you were unsuccessful if the training provider gave us a reason with their decision. You may need to contact training providers for feedback.

Withdrawal: either you or a training provider cancels a choice before a decision has been made - a reason will be given if the withdrawal was recorded by a training provider.

www.gttr.ac.uk

2012

Your views:

We welcome your feedback on our wide range of products and services. Please email your comments to feedback@ucas.ac.uk. Please let us know to which product or service your comments refer.

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