



Nottingham Trent  
University

# Parent and Carer Guide to Clearing



If you're supporting a prospective student, you have an important role to play — our guide will explain the Clearing process, offer guidance on making it run smoothly and explore why Nottingham Trent University (NTU) could be the perfect choice for your young person.



## What is Clearing?

Clearing is a chance for students to apply for an undergraduate course after they've received their exam results, or if they haven't already applied through UCAS.

Clearing opened on **Tuesday 5 July 2022** and prospective students need to have received their grades to apply. Most Clearing activity takes place from A-level results day (**Thursday 18 August 2022**) onwards. Students can find out their application decisions from **8.15 am** on results day by checking UCAS.



### Tip 1:

Clearing helps students find a university or college place. It covers lots of scenarios — from different grades than expected, to students changing their minds about where (or what) they want to study.



### Tip 2:

Usually, Clearing applications are made over the phone — but check college and uni websites (ahead of results day) to find out how to apply.

## Who is Clearing for?

Students enter Clearing for lots of reasons, including if:

- they've been unsuccessful in gaining a place at their firm and insurance choices
- they've changed their mind about what or where they want to study
- they didn't apply to university before receiving their results
- they've done better than expected and want to explore new opportunities.

The reasons for entering Clearing don't tend to affect the application process. However, given the different contexts behind those reasons, expectations of Clearing can vary.

There's no denying it — missing out on grades or offers is upsetting, both for you and the student. It's easy to get down-hearted and that's why preparing for Clearing is key, and why your own role — offering strength, support and guidance — is so important.

Approached with the right mindset, it isn't just an exciting process; it's a potentially life-changing one.

## Sign up to NTU Priority

Sign up to NTU Priority to get skip-the-queue access to our Clearing advisors on results day, exclusive help and guidance throughout the Clearing period, online Q&A sessions and one-to-one campus tours.

Visit page 10 for more details and sign up at [ntu.ac.uk/priority](https://ntu.ac.uk/priority)



# How do students apply?

Clearing vacancies are advertised on university websites, and on UCAS.

Typically, Clearing applications are made by phone. Most universities have a dedicated Clearing number that takes callers through to the relevant team.

All universities are different and Clearing offers can be made in many ways — from completing online forms to WhatsApp and social media. That said, our advice is always the same: phone the university or college first, especially if the student's query is a little more complex or if it's not clear if there are vacancies available.



NTU's Clearing hotline is:

**0115 848 6000**

We accept online applications at:

**[ntu.ac.uk/clearing](https://ntu.ac.uk/clearing)**

When A-level results day arrives, NTU has around 250 staff and students working on our Clearing hotline — not only to take applications, but to also offer support and advice to prospective students. When we say we're here for our students, we mean it; their NTU experience starts from the moment they first get in touch with us.



## Tip 3:

Remember: it must be the student that contacts universities during the Clearing process. We won't be able to share any information with you without talking to them first — so be focused and supportive, and help them prepare for their calls.



## Tip 4:

Before they make their Clearing call, make sure they have all the essentials on hand — their results (including GCSEs and any other Level 2 qualifications), their courses of interest, and a pen and paper.



We were recently named **Best UK university for Student Life** at the Whatuni Student Choice awards, which are based solely on students' feedback on the sense of community, diversity and extracurricular activities at NTU.

# What does the application process involve?

Typically, students are asked to provide:

- personal details (name, address, date of birth, email, phone number)
- their UCAS ID number (if they have one)
- qualifications at Level 2 (GCSEs, Functional Skills etc.) and Level 3 (A-level, BTEC, Cambridge Technicals etc.)
- the course(s) or academic area(s) they're interested in studying.

Some courses might also require a portfolio submission or an interview as part of the application process, but additional requirements like these will be explained during their call. Students don't need a personal statement to apply through Clearing — but it's worth having a few points to hand about why they want to study the course. Also have a pen and paper to hand during the call, to note down any key information you receive.

If a student is made an offer over the phone, they'll usually receive an email with more details, including guidance on booking accommodation and adding the University as a Clearing choice on UCAS. These processes are very straightforward, and nothing to worry about. Read all offer emails carefully as some will come with deadlines for acceptance. Take the time to discuss each offer with the student and evaluate which course and university is going to help them best achieve their academic and career goals.



## Tip 5:

Help your student make an informed decision by staying calm, preparing ahead of time, and doing plenty of research.



My son didn't get the grades he needed for his first-choice university, so we went straight to the UCAS website and listed the universities with places, as well as the entry requirements. My main role was to keep him calm and, once he had received a few offers, support him by taking a closer look at those universities to see which he fancied the most.

He ended up accepting an offer at a uni that we hadn't visited and on a different course to his original choice, but that flexibility meant that he found a brilliant course that really suited him. He confirmed the offer on the UCAS website, and then the celebrations really began! A visit to the campus a few days later helped to answer our questions and get a good feel for the place.

**Maxine,**  
**Clearing parent**





## Why study at NTU?

If you're still thinking: "why should my young person study at NTU?," we get it – it's a big question. We want you to feel happy, secure, and excited about their future at NTU, so let us show you some of the things that make us unique.

### Support at every stage

There's no denying it — uni life can take some adjusting to. It's probably their first time living away from home, and we do everything we can to ensure our students experience life at NTU in total comfort and confidence. Academically, professionally, emotionally, and socially, we've got your back when it comes to supporting them.

Our award-winning student support services have been built to ensure our students have access to any help and guidance they need. That could be anything from initial anxiety or homesickness, to dedicated support for long-term physical or mental health conditions. It might mean bespoke support for a particular learning difficulty, or an unexpected bump in the road further down the line.

Our students support each other, too. We run a mentoring scheme where every first year is paired with a second or final-year student from their course. Again, it's our way of making university life that little bit easier. Our mentors are experienced, they know what NTU's all about, and they'll share that knowledge with your student.

 [ntu.ac.uk/support](https://ntu.ac.uk/support)

### Our student benefits

NTU students have access to a wide range of benefits and services to help enhance their studies and student life, from travel discounts and IT software to learning new languages.

 [ntu.ac.uk/benefits](https://ntu.ac.uk/benefits)

## Employability

Our support doesn't stop there.

All our undergraduate courses come with built-in work experience opportunities — everything from live briefs set by real employers to year-long professional placements. We know that it's important to provide our students with these opportunities, because whatever career they're looking towards, employers need to see practical skills and experience. They want candidates who are ready for work — who are familiar with the tools, the tech, and the processes. Guided classroom study is important, but we believe in giving learning a bit of balance — so whatever they're studying here, they'll get the best of both worlds.



## Support after graduation

Our employability support doesn't end with a student's course — it continues after graduation, as we remain available to help plot new career paths.

 [ntu.ac.uk/employability](https://ntu.ac.uk/employability)

## Paying for university

Course fees and living costs are the two main expenses of student life. Students can apply for a tuition fee loan and a maintenance loan to cover both — and a range of grants and bursaries might also be available, depending on their circumstances.

Students entering Clearing having already applied for student finance will need to update their student finance application with their new chosen course and university.

- **Tuition fee loan:** covers the full cost of tuition charged by the University and is available no matter what your household income is. It's paid directly to the University and, if a student is from England or Wales, it is repaid after they graduate and are earning above £27,295 per year (or the weekly / monthly equivalent).
- **Maintenance loan:** helps with rent, bills and other living costs. The loan is paid into students' bank accounts in three termly instalments. The amount they get depends on whether they're living away from home, whether they are entitled to certain benefits, and your household income.
- **Bursaries and other funding:** in certain circumstances, extra funding is available to supplement living costs. Make sure they research what's available based on their own circumstances and check that they're applying for everything they are entitled to.
- **Scholarships:** help to fund studies and are awarded to exceptional students with achievements or high potential in both academic and extracurricular fields.  
**[ntu.ac.uk/scholarships](https://ntu.ac.uk/scholarships)**

The monthly student loan repayments for an annual salary of £28,000 are only £10.

Visit **[gov.uk/student-finance-calculator](https://gov.uk/student-finance-calculator)** to estimate the funding that students may qualify for.

## Cost of living in Nottingham

How much they spend depends on their own lifestyle and choices, but the below table is a rough guide to what their monthly outgoings might look like as a student at NTU (Based on National Student Money Survey 2021).

Living cost	Avg. monthly spend
Food shopping	£101
Socialising	£47
Takeaways	£41
Household bills	£40
Transport	£34
Clothes	£34
Course materials	£17
Mobile phone bill	£15
Health, wellbeing and self-care	£15
Events	£14
Gifts and charity	£13

## Financial support while at university

Support is always available if they – or you – run into financial difficulty while studying at NTU, but they don't have to be in hardship to access our services. Any students looking for help with managing their money or setting up a budget, they can email **financial.support@ntu.ac.uk** to speak to one of our friendly financial support advisors.

 [ntu.ac.uk/funding](https://ntu.ac.uk/funding)



## Safety on and off campus

We believe unconditionally in the right of everyone at NTU to feel completely safe, whether they're on or off campus. It's an area in which we work in close partnership with our Students' Union, the local council, and the police.

Students have instant access to our security team 24 hours a day, seven days a week. We'll encourage them to save the number in their phones at induction, and it's also included on the back of their student card. We've recently introduced a Safe Taxi Scheme, where any student without cash can quote their NTU ID number to a dedicated phone line to arrange a door-to-door lift home, and then pay later.

We run mandatory workshops on consent and safety in the first term of each new year, and every NTU student is bound by the rules and obligations set out in our Student Charter of personal conduct. We're also rolling out a new initiative developed in partnership with the Students' Union, where each campus will include a designated 'safe place' — an area for students who need help, care, guidance, or just some breathing space, which is staffed by our own security team and wardens.





## The city

As for Nottingham itself, the city's received twelve consecutive 'Purple Flag' awards since 2010. The purple flag is the urban equivalent of a blue-flag beach, or a green-flag park: it reflects the diversity, value, entertainment, and above all safety of a night out in Nottingham. There are over 60,000 students in our city – which is about 20% of Nottingham's population. Study here, and your young person will be in good, secure, representative company.

 Find out what Nottingham has to offer at [ntu.ac.uk/nottingham](https://ntu.ac.uk/nottingham).

## Preparing for university life

And finally, one of the things we're most frequently asked is how you — as parents, carers, and guardians — can help them to prepare for university life and how you can then continue to provide the right kind of support throughout their course.

Each student's journey is unique, and there's no specific piece of guidance or advice that fits everyone, but there are some common guiding principles that we recommend, and the main one is to inspire their confidence. Encourage them to say 'yes' to the opportunities that will inevitably come their way, because the university experience stretches far beyond the classroom. It's not just about studying for a great qualification; it's about lasting friendships, lifelong memories, and the things they'll learn about themselves outside of their comfort zone. That could be joining a society or club, committing to something they're already passionate about, or exploring something completely new – a sport, an instrument, or a language. It could be volunteering or mentoring. It could even be studying or working abroad, with the support of NTU.

## Other FAQs

### **My student has been accepted by their firm and insurance choices, but now they've changed their mind — can they go through Clearing?**

Absolutely! They should contact the universities they're interested in joining and see if they're willing to make them an offer. If they do, your student will then need to be released from their firm choice to add a Clearing choice. This is easily done on UCAS — just sign in and click the 'decline my place' button on the profile page. Make sure that they don't do that until they're sure they've got a place elsewhere, though!

### **Is there a good time to make their Clearing call?**

Every university will have different opening hours during Clearing. Contact your student's school or college to check what time they will receive their results too — they'll need these to hand to make a Clearing application. UCAS application decisions are available at **8.15 am** on A-level results day, so make sure your student has checked their UCAS account for decisions from their firm and insurance choices before they make their Clearing call.

Our Clearing hotline number is **0115 848 6000** and our planned opening hours can be found on page 15. Our opening hours are subject to change and it's best to keep an eye on the University website or social channels for the latest opening times.

Phone lines can be busy and we understand that it can be frustrating having to wait to get through — if we're particularly busy and have a longer than average waiting time, we'll post on our social channels too.

### **My student wants to change their course, but they already have a place at the same university — do they need to decline and then go through Clearing?**

No — just contact the university and they'll be able to advise if there are spaces on the course that they'd like to transfer onto, and then confirm if they can change your course. At NTU we have an online form for students to complete if they want to make changes to their course (including transferring and deferring).

### **Will there be any student accommodation left?**

Check university websites or contact them directly to find out how accommodation applications work during Clearing. The NTU Accommodation team are available over the Clearing period. We have a number of residences and work alongside private providers to help secure accommodation for students. We will email instructions to all our Clearing applicants on how to apply for student accommodation.

If your student has already applied to NTU and secured accommodation but didn't meet their conditions of the firm offer and apply to another course at NTU through Clearing they will have to re-apply for accommodation, as this booking will have automatically been released.

### **Can students commute to NTU, rather than live in student accommodation?**

Commuting to university is becoming a popular choice for a growing number of students at NTU. If your student is intending to commute there are several options to support their travel, including discounted passes for train, bus and tram, parking permits for cars and motorbikes and discounted bike hire and secure bike stores.

### When should they apply for student finance?

If they haven't already, they should apply for student finance as soon as possible – don't wait until they've accepted a Clearing offer. Applying at this stage may delay their student finance, so we recommend that they have some money available to cover their expenses in their first few weeks at uni.


### Do we need to let Student Finance know they've applied through Clearing?

Yes – if they have already applied for funding and will be studying a different course, and / or will be attending a different university, they will need to change this on their student finance application. Submit these changes as soon as possible after they accept their Clearing place so that they can enrol and receive their loan payment.



# What do we do next?

Clearing can move quickly — but that doesn't mean your student should rush their decision. Uni will be their new home away from home, not just a place to study, and research is a valuable part of the Clearing process. Take a virtual tour, attend an open day or campus tour (ideally in person), review the course content online, and chat with staff and students to ensure your young person has found their perfect university. Keep the panic to a minimum, help however you can, and remember that preparation is everything.



**NTU Priority** is an exclusive mailing list for students who are interested in receiving Clearing updates but who aren't ready to apply yet — as well as a newsletter dedicated to parents and carers.

They'll benefit from exclusive support throughout the Clearing period including:

**Skip the call queues:** we'll send you a dedicated telephone number that will take you to the top of the queue for applications on results day, so no waiting in line! The phone line will be open from **8 am to 7 pm** on **Thursday 18 August (results day)** and between **9 am and 12 pm** on **Friday 19 August 2022**.

**Regular email updates:** we'll send you updates with advice and guidance on the Clearing process and how to prepare for results day.

**Live online Q&A sessions:** you'll be notified about our live Q&A sessions to help answer your questions and guide you through the Clearing process.

**One-to-one campus tours:** book a campus tour and a member of NTU staff or a current student will show you around the campus and give you an insight on how to make the most of your NTU experience.

**Live chat:** you'll be able to access live one-to-one support and guidance from our expert clearing advisers.

**Fast track your application:** if you already have your results, our dedicated team will call you to discuss your application and guide you through the process.

**Dedicated support for international students:** international students will have access to their country manager who'll discuss your options with you.

Sign up for NTU Priority at  
[ntu.ac.uk/priority](https://ntu.ac.uk/priority)



## Campus drop-ins

After your student has accepted their NTU offer they can come and visit us and take a tour of their campus and facilities. We'll be running a series of campus tours at our City, Clifton and Brackenhurst Campuses from **Thursday 18 August to Monday 22 August**.

Visit [ntu.ac.uk/clearing](https://ntu.ac.uk/clearing) to find out more and book a tour.

## Get in touch

If you have any questions or concerns, please don't hesitate to get in touch with us — either through our online chat facility: [ntu.ac.uk/chat](https://ntu.ac.uk/chat) or by calling our Clearing hotline on **0115 848 6000**. We're here for you, and our experience can really help.

We hope this guide's been useful. Every year, students from across the UK fulfil their university dream through Clearing. It's not a consolation — it's simply an alternative, and an alternative that has shaped and enhanced many thousands of lives. Approach the process positively, seize its potential, and remember that Clearing is just another way to find the right place.

At NTU, we hope that our place becomes their place.



### Follow us for the latest on Clearing:



@NottinghamTrentUni



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Nottingham Trent University

### Questions? Just ask NTU:

[ntu.ac.uk/askntu](https://ntu.ac.uk/askntu)



# Step by step guide to results day



**1.** Make sure they know where and how to receive their results on the day, and have them to hand ready for their Clearing application(s)



**2.** Log in to UCAS from **8.15 am** to find the outcome of any existing applications, then make a shortlist of universities / colleges and courses of interest. Make sure they make a note of Clearing hotline numbers and have a pen and paper handy to make notes



**3.** Make the call (the student themselves). If you or your student have signed up to NTU Priority, you'll receive our dedicated priority number at 8.30 am and they will be able to use this to skip the queue



**4.** To apply online, they'll need to enter their personal details and qualifications so make sure everything is accurate before submitting



**5.** If they receive an offer, make sure they read the email carefully and check that all details are correct



**6.** Decide on which offer to accept and add it as a Clearing choice on UCAS (after 3 pm on A-level results day)



**7.** They should then receive a response from their chosen university on UCAS (usually within 24 hours)



**8.** Once their place is confirmed, they can apply for accommodation (check individual university requirements for eligibility) if they plan to move out



**9.** They should notify Student Finance England (or equivalent) to let them know if their university or course has changed



**10.** Time to relax and celebrate – welcome to university!





# Contact details



Our Clearing hotline number is **0115 848 6000** and we'll be taking calls at the following times:

Dates	Opening hours
Thursday 18 August	8 am – 7 pm
Friday 19 August	8 am – 7 pm
Saturday 20 August	9 am – 5 pm
Sunday 21 August	10 am – 2 pm
Monday 22 – Friday 26 August	9 am – 5 pm
Saturday 27 August	Closed
Sunday 28 August	Closed
Monday 29 August	Closed (Bank Holiday)
Tuesday 30 August – Friday 2 September	9 am – 5 pm

 Apply online at **[ntu.ac.uk/clearing](https://ntu.ac.uk/clearing)**





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**[ntu.ac.uk/clearing](https://ntu.ac.uk/clearing)**

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