

Course Application Frequently Asked Questions


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Completing the Course Application

I don't know how to complete the application form

Videos are available on the College website <https://dundeeandangus.ac.uk/courses/online-application/>

Alternatively please read the information provided on screen which explains the section you are completing, there are also information buttons  at the side of questions/sections which give further details for you.

If you still need help then please call 0300 123 1010 to arrange an appointment with the Student Services Team, they will assist you with this.

How do I select a course?

Go to the "Course Details" Section of your Online Application and click on the drop down menu for which campus you would like to study, this will provide you with a list of courses which are currently open for applications at this campus.

I can't see the course I am looking for

Please check the website and click on the apply now button beside your course choice this will automatically filter through the course you have selected to your application.

I applied for, or want to apply for HNC but the course title says HND Year 1

The course titles are set by SQA and where there is a two-year course, students apply for HND Year 1. The first year of the course is classed as the HNC. Although you will be studying HND year 1, you could leave after Year 1 with an HNC qualification if you successfully complete all the necessary Units/Modules.


How do I log into my account once I've made an application?

To log back into your account, go to the Dundee and Angus College webpage www.dundeeandangus.ac.uk click on "Check your current application" (Under Course Finder),



The screenshot shows the 'COURSE FINDER' section of a website. It features a search bar with the text 'Search or browse our courses using one or more options:'. Below the search bar are four dropdown menus: 'Any mode', 'Any location', 'Any subject', and 'Filter by title or keyword ...'. To the right of these menus is a black button labeled 'FIND'. Below the search bar, there are two links: '> About applying' and '> Check your application'. An arrow points from the text above to the 'Check your application' link.

Click Log into the existing users section entering the email address and password you used to register.



The screenshot shows the 'Existing Applicants' login form. It has a title '- Existing Applicants' and a light green background. The form contains the following elements: 'Email address:' followed by a text input field; 'Password:' followed by a text input field; a checkbox labeled 'Remember me next time.'; a 'Log In' button; and a link labeled 'Forgotten your password?'.

I can't log in to my account

If you key in the wrong email address/password 5 times then your account will lock, accounts are automatically unlocked within an hour. If you cannot remember your log in details please go to forgotten password.

I've forgotten my password, how do I reset it?

On the login in screen there is a Forgotten Password option, click here.

- Existing Applicants

Email address:

Password:

Remember me next time.

Forgotten your password?

A new window will open, you should enter the email address, surname and date of birth you have used to register, click Next.

Change Password
Please enter the following details and click on Next Step

Email Address

Surname

Date of birth (dd/mm/yyyy)

You will now be prompted to answer one of the security questions you completed at registration.

Change Password
Please answer the following security question and click on Next Step

What is your mother's first name?

If you cannot remember the details you entered at registration, please contact 0300 123 1010 and ask for Administration Services.

How do I track the progress of my application?

Log back into your online application account to view the status of your application.

As your application(s) progresses through the application system, the status of your application will change, the current status can be viewed on the HOME screen or the APPLICATION screen.

We will send you an email when the status changes. Emails we have sent to you are stored in the MAILBOX tab of your account.

My application status has changed but I don't know what it means



Application Status	Descriptions
Administration check	Your application has been reviewed and passed the administration check.
Application expired	The closing date for course applications has passed and your application was not submitted in time.
Cancelled	A staff member has cancelled this application, either because you have asked us to do this, or because you have repeatedly failed to attend for interview/information session.
Conditional Offer	You have received a Conditional Offer and we are waiting on you to respond to it. A Conditional Offer means that you must meet certain conditions (detailed in the Offer email) and if you meet these then you will be given an Unconditional Offer of a place on the course.
Conditional Offer accepted	You have received and accepted a Conditional Offer.
Reserve List Conditional Offer	You have received a Reserve list offer with Conditions. This means that 1) the course and 2) have you met the Conditions detailed in the Conditional Offer email. If you meet the Conditions <u>and</u> places become available you may be offered one.
Course not selected	You have created an online account but have not selected the course(s) you wish to apply for.
Interview complete	You have attended for interview but we have not told you the outcome of this.
No Offer Possible	We are not able to make you an offer for this course, the reason(s) why we cannot make an offer are detailed in the email sent to you. If you would like to discuss this with someone, or apply for another course, please contact Student Services on 01382 834910 for our Dundee Campus or 01241 432604 for our Arbroath Campus for an appointment with a Student Advisor.
Offer rejected	You rejected an offer that was made to you
Referred to alternative course	<p>We have reviewed your application and you have not met the entry criteria (certain qualifications, satisfactory reference etc.) therefore we are referring you to a more suitable course. Details of the new course, to which you have been referred can be found on the Home Page of your account.</p> <p>If you would like to discuss this with someone, or apply for another course, please contact Student Services on 01382 834910 for an appointment with a Student Advisor.</p>



Submitted	We have received your application and a member of the administration team is reviewing it.
Unconditional offer	An Unconditional Offer has been made to you and we are waiting on you to reply.
Unconditional offer accepted	An Unconditional offer has been made and accepted by you. Once you accept an Unconditional Offer for a Full
	Time Course all other Full Time Course applications are cancelled.
Reserve List Unconditional Offer	The course is full and you have been placed on a Reserve List, if a place becomes available then we will send you an Unconditional Offer.
Unsubmitted	You have started but not yet submitted an application
Void	You have cancelled your application by deleting it.
We are arranging an interview/information session for you and will email you the details	We have checked your application and will be inviting you in for an interview/information session soon.
We are considering your application but cannot give you a decision at this time	We are still reviewing your application.
We are reviewing your application and will be in touch soon	Application has been checked and passed to the academic team to see if they want to invite you in for an interview/information session.
We have arranged an interview for you and emailed you with details	An interview has been arranged for you and the details have been sent to you.
We need your reference and/or proof of qualifications	We are waiting to receive this documentation from you to allow us to progress your application. Submit your documents by post, email or the online document uploader.

Understanding your Home Screen

You will see the courses that you have applied for, with the campus, start date and the status of the application.



Full Time Course Applications



Below are the full time course application(s) you have made through this system to date. You can view/edit your application(s) by clicking on this icon  relating to the appropriate course. Please note you can only edit unsubmitted applications. If you wish to delete an application click on . You must submit one application before adding another course choice.

HND Computing Software Development - Year 1 - Studying at Gardyne 20/01/2015 Application Pending [Upload Documents](#)  


[Apply for a Full Time Course](#)

Part Time Course Applications

Below are the part time course application(s) you have made through this system to date. You can view/edit your application(s) by clicking on this icon  beside the course name. Please note you can only edit unsubmitted applications. If you wish to delete an application click on . When you have completed your application, you can create another one.

CH Level 2 Certificate in Housing Practice - Studying at Gardyne 01/08/2014 Submit Application  

Short Course / Leisure Course Applications

Below are the short course / leisure course applications you have made through this system to date. You can view your completed application(s) by clicking on the  icon beside the form name. If you have an incomplete application, you may edit or delete it.

[Apply for a Short Course / Leisure Course](#)


Mailbox

Below are your sent and received communications with the college. To reply to or view a communication or to send a new message, click here to open the Communication page.

Received messages

Date	Time	Subject
09/01/2015	10:15	Submission Successful

Sent messages

To view your application, please click on this icon 

Mailbox

Home
Personal Details
Full Time Courses
Part Time Courses
Commercial/Leisure Courses
Appointments

DA
DUNDEE AND ANGUS
COLLEGE

Mailbox

Application Status: Sonja Cargill

Welcome to the Dundee and Angus Online Application system. All communication in relation to your application(s) will be sent via email.

Full Time Course Applications

Below are the course application(s) you have made through this system to date. You can view your completed application(s) by clicking on this  icon beside the form name. If

To view copies of emails sent to you please click on Mailbox (top of screen).

Contact Us

Home
Personal Details
Full Time Courses
Part Time Courses
Commercial/Leisure Courses
Appointments

DA
DUNDEE AND ANGUS
COLLEGE

Mailbox

[Return to Home Page](#)

Mailbox

Below are your sent and received communications with the college. To reply to or view a communication click on 'View'.

Received messages

Date	Time	Subject	
27/01/2014	11:35	Please Give us your feedback for your Dundee & Angus Course Application	View
27/01/2014	11:35	Submission Successful	View
27/01/2014	11:32	Submission Successful	View
27/01/2014	11:31	Submission Successful	View
27/01/2014	11:29	Please Give us your feedback for your Dundee & Angus Course Application	View
27/01/2014	11:29	Submission Successful	View

Sent messages

[New Message](#)

If you would like to send us a message, please click here.

How do I upload the requested documents?

You can upload your documents while completing your application (before submitting), in the Required Evidence section, select Upload Evidence against the relevant checklist item.

<< **Required Evidence** >>

Verification Messages

The following information is required to complete this section:

✘ You must provide all requested evidence before submitting your application

To complete your application we require the following evidence. You can upload a maximum of 12 documents as evidence for this checklist item. To upload a document click on the "Upload Evidence" button for the relevant checklist item. If you are unable to upload any evidence for a specific checklist item click on the "Unable to Upload Required Evidence" button.

Verify Supplied Reference

Verify the supplied reference provided by referee

Evidence Provided

Upload Evidence Unable to Upload Required Evidence

Proof of Qualifications

Please provide proof of all qualifications you already have

Evidence Provided

Upload Evidence Unable to Upload Required Evidence

Alternatively, you can log back into your online application account at any time to upload documents.

You can click on the Upload documents button on your home page or click on the pencil to the appropriate application and select Application Overview or Required Evidence from your Home page:-

- Application Overview
- ✓ Course Details
- ✓ Personal Details
- ✓ Education and Qualifications
- ✓ Reference
- ✓ Personal Statement
- ✓ Student Services
- ✓ Marketing
- ✓ Declaration
- ✓ Equal Opportunities
- Required Evidence**
- Submit

Here you will see which outstanding checklist item(s) we require evidence for and any previous documents you have uploaded.

Verify Supplied Reference



Verify the supplied reference provided by referee

Evidence Provided

To be verified - **TEST.docx** Uploaded 16/01/2015

Proof of Qualifications



Please provide proof of all qualifications you already have

Evidence Provided

To be verified - **TEST.docx** Uploaded 16/01/2015

Verify Pending Qualifications



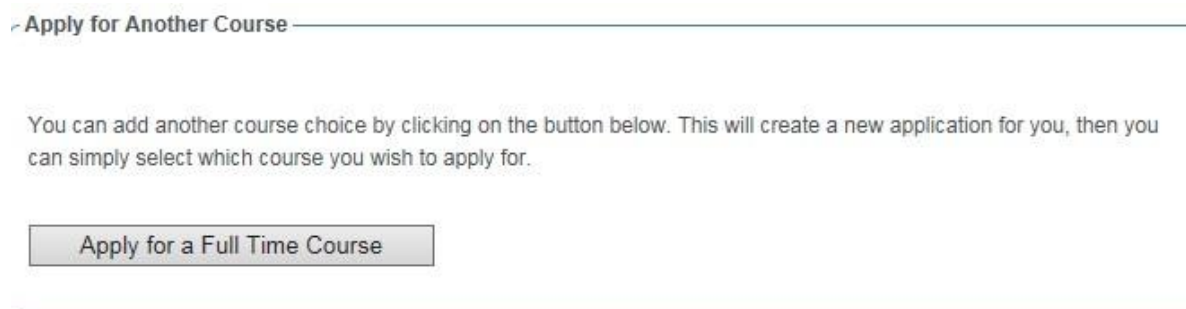
Verify pending qualifications specified by applicant

Evidence Provided

I am unable to provide evidence at this time. I agree to provide this evidence as soon as possible.

I have already applied for a course, but want to add another course choice

On submission of an application if you wish to add another course choice then you can click “Apply for a Full Time Course” button. Most details from your previous application will be stored and you can amend accordingly.



Alternatively, you can add another course choice by logging into your account and from the Home Page you can select ‘Apply for a Full Time course’ this will take you to a new application please amend accordingly.

Please note you can **only submit 3** full-time applications at any one time.

I want to change/update my application

Once you have submitted your application you can only update your personal details, please log into your account, select ‘Personal Details’ (at the top of the screen) once your information is up to date, please ensure you click on ‘Save Changes’ at the bottom of the screen.

If you would like to make any other changes to your application i.e. personal statement, course choice etc. - please email the amendments to heretohelp@dundeeandangus.ac.uk or call 0300 123 1010 – remember to include your name, date of birth and course title on the email.

What will happen once I’ve submitted my application?

Your application will follow the application process and this can vary depending on which course you have applied for. To view the application process please click (or copy and paste the link into your browser) on <https://dundeeandangus.ac.uk/courses/online-application/>

References/Referees

Do I need a Reference?

When completing your online application form, if a reference is required you will be asked to provide the name of your referee along with their current email address. The reference template will be automatically emailed to your referee.

Who should I ask to be my Referee?

A referee is someone who can comment on the character, work ethic or qualifications of another person. Applicants currently attending, or who have recently left school are required to have this reference completed by their Pupil Care & Support Teacher or Head Teacher. Other applicants should ask a person who knows them well, but is not a family member/friend.

I submitted the application without giving my Referee's email address

If you did not give us your Referee's email address then you should contact your referee to get their email address, once you have this please email the details to heretohelp@dundeeandangus.ac.uk and we will contact the referee directly. Please remember to include your name and title of your course(s) you have applied for.

I've given you the wrong email address for my Referee

You can send your referee's email address to heretohelp@dundeeandangus.ac.uk, please remember to include your name and title of your course(s) you have applied for.

Interviews/Group Assessments

Will I have to attend an Interview/Group Assessment/Information Session?

Some courses hold these, some don't. Where there is no formal face-to-face selection process, entry is by set criteria – this is normally a set of qualifications which you must achieve/or be hoping to achieve, and a satisfactory reference. What you've told us in your Personal Statement will also be used when considering your application for the course.

If you are attending an interview/group assessment, we will let you know what to expect in the letter inviting you to attend.

What will happen at these sessions?

This will depend on the course you have applied for.

Some courses hold individual interviews where you will meet with the Course Leader and/or staff within that curriculum area, who will tell you about the course, ask you questions about your aims and ambitions and assess whether you are right for the course and the course is right for you.

In some cases, you may have to complete a written assessment/diagnostic test/values exercise. This is to check that you have the correct skills level to complete the course successfully and to ensure that the course you are applying for is right for you.

Some courses hold Information Sessions where groups of applicants can come along and meet each other, find out about the course, view the college facilities, meet the staff and generally find out what college life is like, you may also be required to complete a diagnostics test/values exercise at this session.

Dance/Music applicants may be invited for an audition and Sports students will undertake fitness testing.

Details about your interview/group assessment and anything you have to bring with you will be emailed to you if/when you are invited to attend.

I can't attend on the date/time you have given me?

Once you have been offered an interview/group assessment you will have an option to request an **Alternative Interview Slot** if the date you have been given does not suit you. Please note delay in attending these sessions can mean other applicants are being seen and offered places before you.

If you fail to attend these appointments without letting us know then your application will be cancelled, you will notified by email of this.

Offered a Place

When will I know if I've got a place or not?

For applications received, we intend to invite you for an interview/group assessment within 4 weeks of you submitting your application, you should then be notified within 4 weeks of the outcome of this. In some cases, our decision may take slightly longer, for example if we have to discuss your application with external agencies (where your course involves a placement).

If you are unable to attend for the first interview/group assessment date provided, then this may increase the length of time you have to wait for a decision on your application to be made.

I've received an offer, what do I do?

There are several types of offers – Conditional, Unconditional, Reserve List Conditional and Reserve List Unconditional (explanations of these are on “My application status has changed but I don't know what it means” pages). When you receive an offer, the status of your application will change to show this and the [Accept Offer](#) and [Reject Offer](#) links will show on the Home Page.

You must reply to an Offer as soon as possible, either by accepting it or rejecting it (see below).

How do I accept or reject an offer?

Follow the link in the email we have sent you or log into your account on your Home Page you will see the [Accept Offer](#) and [Reject Offer](#) options next to the course(s) for which an offer has been made to you. To accept, click on Accept Offer. To reject, click on Reject Offer.

Please note that once you reject an offer the application and offer are cancelled for this course and you will have to contact us if you change your mind. An offer can only be re-instated if there are still places available on the course.

You can accept as many Conditional Offers as you like – this will not affect the status of your other applications.

You can only accept **ONE** unconditional Offer. Once you ACCEPT an Unconditional offer, any other full-time applications you have will be CANCELLED and removed from the system. If you have applied for other courses and do not yet know the outcome of these applications, you may wish to wait until you hear about these other courses. If you are happy to ACCEPT this offer and cancel the other applications, please select YES. If you want to wait until the result of any other applications are known, then please select NO and make your decision once you have the outcome of all applications.

I've been given a Reserve Place Offer what does this mean?

The course is full and we cannot offer you a place at this time. You have been placed on the reserve/waiting list. If a place becomes available for your chosen course, we will change your offer to conditional or unconditional offer.

What happens after I've accepted my Offer?

Your place on the course has been reserved for you.

Funding: All students studying fulltime should apply for funding. Students studying full time at HNC/D or degree level should apply to <http://www.saas.gov.uk> for your student loan/bursary.

Students studying full time at non-advanced level should apply for a Dundee and Angus College Bursary/EMA. This is accessed from the funding tabs on the Home Screen of your Online Application Account.

Students who require assistance with childcare etc. should also apply for this from the funding tabs on the Home Screen of your Online Application Account

Funding applications will open April/May. Should you require assistance completing your funding application please contact our Student Services Team.

We will contact you from early July onwards to inform you about Registration and Induction.

Registration: we will send you a link to complete online registration. At this time, we will ask you to upload a photograph for your College ID Card. After you register you will have a college network account and be able to access MyD&A which is our student portal where you can find out details about your course including your timetable.

Induction: we will invite you in to college to meet other students on your course before it begins and tell you more about the course and the facilities in college (library, learning hubs, student association etc.).

How will you communicate with me?

We send everything by email and/or text.

We will use the email address you have provided within your application, please therefore ensure you check your messages regularly.

If any of your details change, particularly your email address or mobile number please log into your Online Application Account and update the required details via the "Personal Details" tab.

If you have not received communication from us within 4 weeks, please contact us on 0300 123 1010 or heretohelp@dundeeandangus.ac.uk (remember to put your name and course title on the email so we know who you are).

I still have a question, how can I contact you?

If you haven't found the answer to your question here, then the quickest way to contact us is by logging into your account and sending us a message from your Mailbox. You can also email us at heretohelp@dundeeandangus.ac.uk (remember to put your name and course title on the email so we know who you are) or call us on 0300 123 1010 and ask for the Administration Team.