

PQ's Results Day Flowchart

Phoning Universities and UCAS
 When phoning about your application always have a pen and paper to hand.
 Ask for and WRITE DOWN:

- The number you called
- The date/time of the call
- The FULL NAME of the person you speak to
- Their JOB TITLE
- What you said
- What they said

When people on the phone know that they can be held accountable for what they have said they will give you better, more accurate answers.

