

Beyond the Service Manual: What does the service team of the future look like?

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in

DigiGov Expo



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what does the service team of the future look like

by duncan brown and sarah fisher

Who's that girl (and guy)

Like a prayer: research as entreaty

Why's it so hard: product and policy

Welcome
Personal details <input type="checkbox"/>
Choices <input type="checkbox"/>
Education <input type="checkbox"/>
School/work experience <input type="checkbox"/>
Personal statement <input type="checkbox"/>
Reference <input type="checkbox"/>
View all <input type="checkbox"/>
Check form <input type="checkbox"/>
Pay/send <input checked="" type="checkbox"/>
Print form
Help
Options
Verify email <input type="checkbox"/>
Logout

Key

<input type="checkbox"/> Not started
<input type="checkbox"/> In progress
<input checked="" type="checkbox"/> Complete
<input checked="" type="checkbox"/> Frozen

Welcome to the UCAS Teacher Training online application service.

Welcome back, **Paul Test**

To change your password [click here](#).

If you need to contact us, please quote this number:

Personal ID: 1156885880

Please make a note of your Personal ID and use it in any correspondence.

Completing your application

Use the navigation bar at the left-hand side of each page to go to each section of your application. Please ensure you disable any pop-up blockers so you can access all the details displayed within your application.

- Use the 'Save' button at the bottom of each page to save the progress of your application.
- You can print or check your application at any stage. We recommend you print a full copy of your application before sending it to us.
- You can only pay for and send your application once each section is marked as 'complete' and both references have been received.
- Once you have completed and sent your application to us, including both references and the application fee, we will send you your Track sign-in details and further information about the admissions process.

Deadline for sending us your application

We recommend you apply as early as possible, as some training programmes are very popular. Applications for training programmes starting in 2018 cannot be made after 15 September 2018, regardless of the type of training programme you have applied for.

Additional help

Help is available at the side of each field that needs to be completed by you: click on the '?' icon to view details. Make sure you read the help when completing your application. This service is designed for applicants who have already researched training programmes and training providers they wish to apply for. Our [website](#) provides information about how to become a teacher and training programmes that can be applied to through UCAS.

To contact our Customer Experience Centre, call 0371 468 0 469 (or +44 330 3330 231 from outside the UK) from 08:30 to 18:00 (UK time) Monday to Friday. Calls will be charged at your standard network rate.

Apply for teacher training

Use this service to apply for a teacher training course to teach in a state primary or secondary school, or in further education.

This service is for teacher training courses in England. Learn more about:

- [teacher training in Scotland](#)
- [teacher training in Wales](#)
- [teacher training in Northern Ireland](#)

You can save your application and come back to it at any time.

Start now >

Improving how candidates view course information and compare courses

18 June 2024 • Tags: [courses](#) [locations](#) [placement schools](#) [se](#) [requirements](#) [international candidates](#) [visa sponsorship](#) [accre](#)

The issue

Previous user research

Previous research conducted in February 2022 four

Type of location MVP

15 April 2019 • Tags: [locations](#)

A quick way to indicate if a location is an area or an address.

Some providers use the UCAS training locations to indicate a region or area, e.g. United Learning Sussex.

When we validate locations we require building and street name, town or city, and postcode. For regions or areas this validation is not appropriate. However we still need enough information to show courses on a map.

In the design below, if a user selects 'An area', then we would validate differently.

The location problem

6 November 2018 • Tags: [locations](#)

We know that different providers treat location differently. A provider might:

Changing 'locations' to 'schools'

[locations](#) [sche](#)

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Changing how we ask candidates about what location they are applying to

19 October 2023 • Tags: [locations](#)

We changed the content on the question asking candidates what location they are applying to when they choose a training provider and course.

This change was released in August 2023.

Maps for providers with many partner schools

27 November 2018 • Tags: [locations](#) [maps](#)

From research with providers we found that for courses offered by large SCITTs and universities we did not have enough data to accurately tell candidates the full story around location. This also applies to growing school direct alliances (for example [Trinity TSA](#)).

When we tested with these providers they compared their courses with those of a School Direct. A School Direct course usually has many training locations, leading to many points on a map for each course. These extra locations put School Direct courses closer to more users. In comparison, a university usually has one location – it's main campus, and a large SCITT will

Updating how organisations manage their locations

6 June 2022 • Tags: [organisations](#) [locations](#)

In a recent round of research, we found that providers want to better manage locations within the service, including removing locations if the provider no longer needs the location.

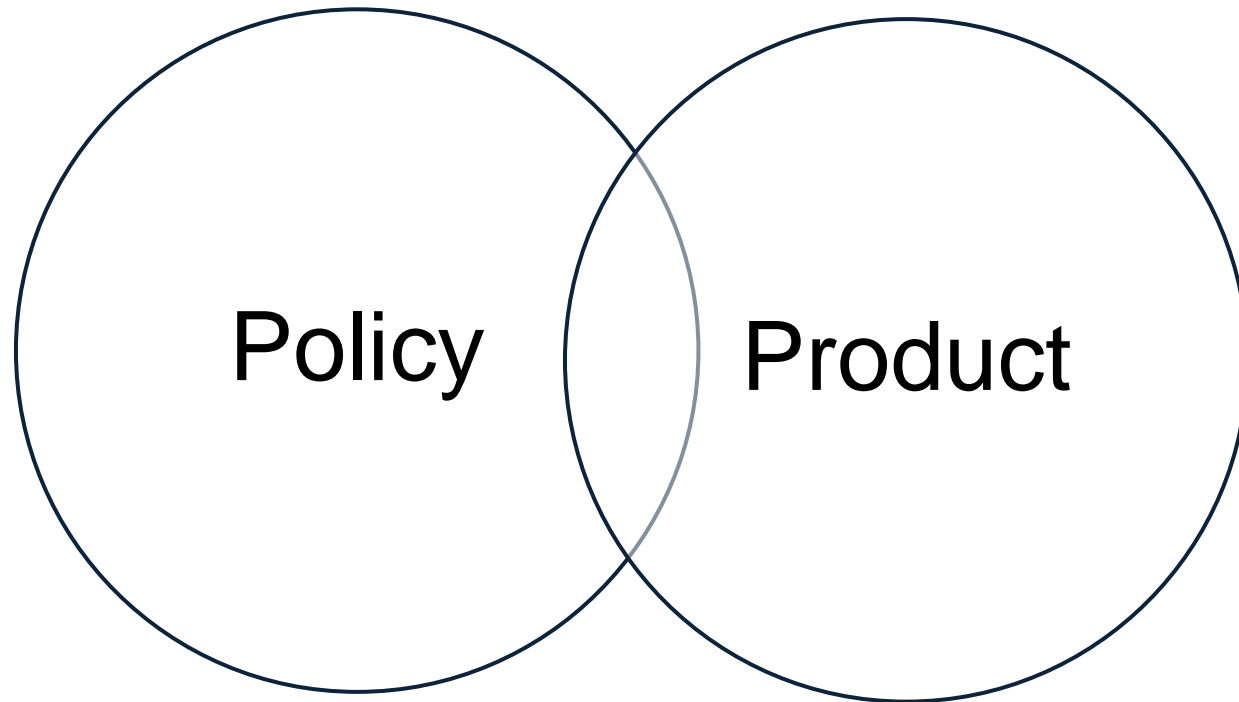
What we changed

We have:

research as entreaty









thank you