

# **INFO4 Project** **Report**

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**Centre Name:** Stratton Upper School

**Centre Number:** 15143

**System:** UCAS Application System

## Contents

Section 1 – Background & Investigation .....	5
1.1 – Organisation Introduction .....	5
1.1.1 – Organisation Overview .....	5
1.1.2 – Structural Hierarchy .....	5
1.1.3 – Technical Information & Systems .....	6
1.1.4 – Client .....	6
1.1.5 – Users/ Audience .....	6
1.2 – Investigative Techniques .....	7
1.2.1 – Investigative Techniques .....	7
1.2.2 – Interview .....	7
1.2.3 – Reading Documentation .....	7
1.2.4 – Observations .....	7
1.2.5 – Questionnaire .....	7
1.3 – Existing System .....	8
1.3.1 – Description/Analysis of Investigations .....	8
1.3.2 – Problem Identification .....	8
1.4 – Solution .....	9
1.4.1 – Requirements .....	9
1.4.2 – Justification .....	9
Section 2 – Analysis & Deliverables .....	10
2.1 – Project Scope .....	10
2.1.1 – Project Scope .....	10
2.1.2 – Excluded Items & Justification .....	10
2.1.3 – Constraints .....	10
2.2 – Proposed System .....	11
2.2.1 – Description .....	11
2.2.2 – Benefits & Impact .....	11
2.2.3 – Agreed Deliverables .....	12
2.3 – Processes .....	13
2.3.1 – Login Process .....	13
2.3.2 – Table Population .....	13
2.3.3 –Processes .....	14
2.4 – End Users .....	15
2.5 – Evaluation Criteria .....	16
2.5.1 – Quantitative .....	16
2.5.2 – Qualitative .....	16

---

Section 3 – Design & Planning .....	17
3.1 – Alternative Solutions .....	17
3.1.1 – Adapting Current System .....	17
3.1.2 – Enhancing Existing Software .....	17
3.1.3 – Purchasing Software Package .....	17
3.1.4 – Developing Bespoke System .....	17
3.2 – Screen Designs .....	18
3.2.1 – Login Screen .....	18
3.2.2 – X to Y Screens .....	18
3.3 – Data Management .....	19
3.3.1 – Data Dictionary .....	19
3.3.2 – Entity Relationship Diagrams .....	19
3.4 – Data Flow Diagrams .....	20
3.4.1 – Context Level DFD .....	20
3.4.2 – Level 0 DFDs .....	20
3.4.3 – Level 1 DFDs .....	20
3.4.4 – Level 2 DFDs .....	20
3.5 – Planning .....	21
3.5.1 – Development Methodologies .....	21
3.5.2 – Project Planning .....	21
3.6 – Test Plan .....	22
Section 4 – Testing & Documentation .....	23
4.1 – Testing Results .....	23
4.2 – Installation Manual .....	25
4.2.1 – Introduction .....	26
4.2.2 – System Requirements – Intel-Based Systems .....	26
4.2.3 – System Requirements – AMD-Based Systems....	<b>Error! Bookmark not defined.</b>
4.2.4 – Installation Process .....	26
4.3 – User Manual .....	27
4.3.1 – Introduction .....	28
4.3.2 – Logging In .....	28
4.3.3 – User Interface .....	28
4.3.4 – Doing X .....	29
4.3.5 – Doing Y .....	30
4.3.6 – Logging Out .....	33
4.4 – Maintenance Manual .....	34
4.4.1 – Introduction .....	35

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4.4.2 – X Interface.....	35
4.4.3 – Exporting Statistics.....	35
4.4.4 – Editing Databases .....	35
Section 5 – Solution Evaluation.....	36
5.1 – The Solution .....	36
5.1.1 – Strengths.....	36
5.2 – The Approach .....	37
5.2.1 – Strengths.....	37
5.2.2 – Weaknesses & Areas for Improvement .....	37
Section 6 – Version Control & System Code .....	38
6.1 – Application Version Control.....	38
6.2 – Report Version Control .....	39
6.3 – System Code .....	40
Section 7 - Appendix 3.1 .....	41
7.1 – British Passport Application .....	41
7.2 - Ucas Application system .....	45

## Section 1 – Background & Investigation

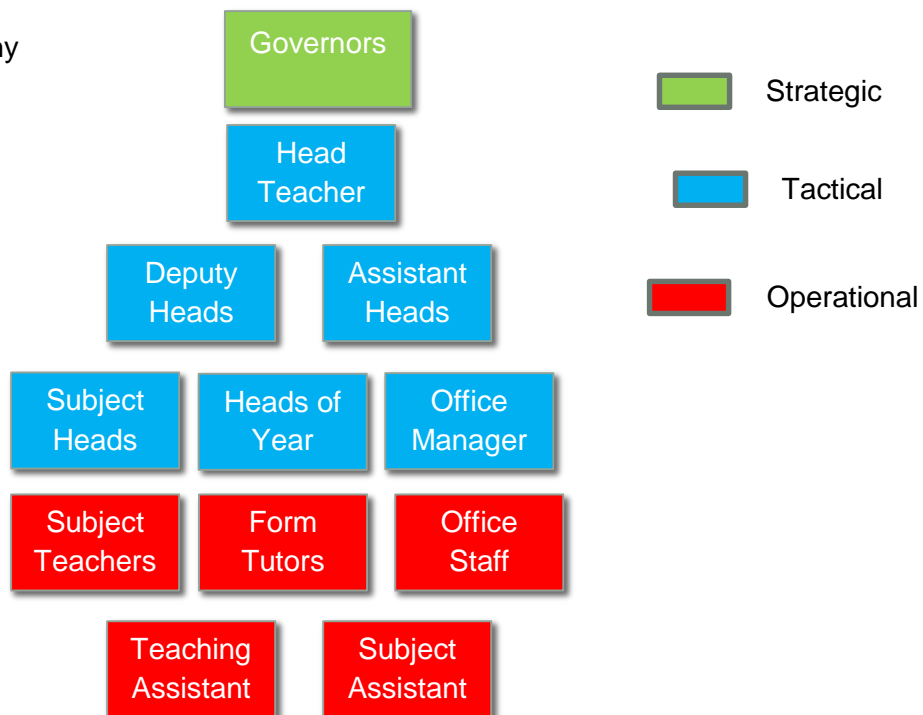
### 1.1 – Organisation Introduction

#### 1.1.1 – Organisation Overview

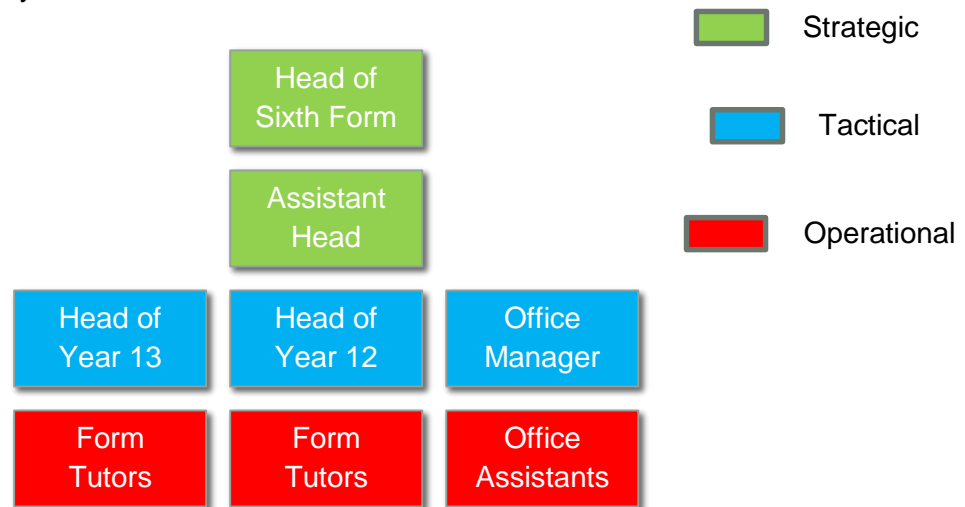
Stratton Upper School is an educational academy for 13-19 year olds in Biggleswade. There is a large sixth form and a working farm. The school is separated into blocks of subjects including Humanities, PE and Music as well as a main block for English, Science and Maths. There are over 1,200 students in the school with over 100 different members of staff. The school day consists of:

#### 1.1.2 – Structural Hierarchy

School Hierarchy



### Sixth Form Hierarchy



#### 1.1.3 – Technical Information & Systems

Stratton has over 200 student computers in 5 ICT suites as well as every teacher having a student laptop. There are projectors and/or smart boards in almost every classroom which teachers have access to. The school server is Windows 7 and all computers run on this operating system. Mainly Ethernet cables, for student computers, and sometimes a wireless connection for teacher laptops, provide access to system resources and the Internet. There is a student Wi-Fi hotspot for sixth form users in the common room, which can be used from mobile devices. The software running on student computers is usually: Adobe CS6 Master Collection, Office 2010, Internet Explorer as well as other subject applications. The student computers are replaced on a rolling programme, with the oldest set being replaced each summer. Teacher laptops are replaced when necessary, damage or out-dated specifications.

#### 1.1.4 – Client

A Client is the person that asks for the system to be created or gives the creators the requirements for the system. For this Ucas project, the Client is the Head of Year 13, Mr Richard Merrett.

#### 1.1.5 – Users/ Audience

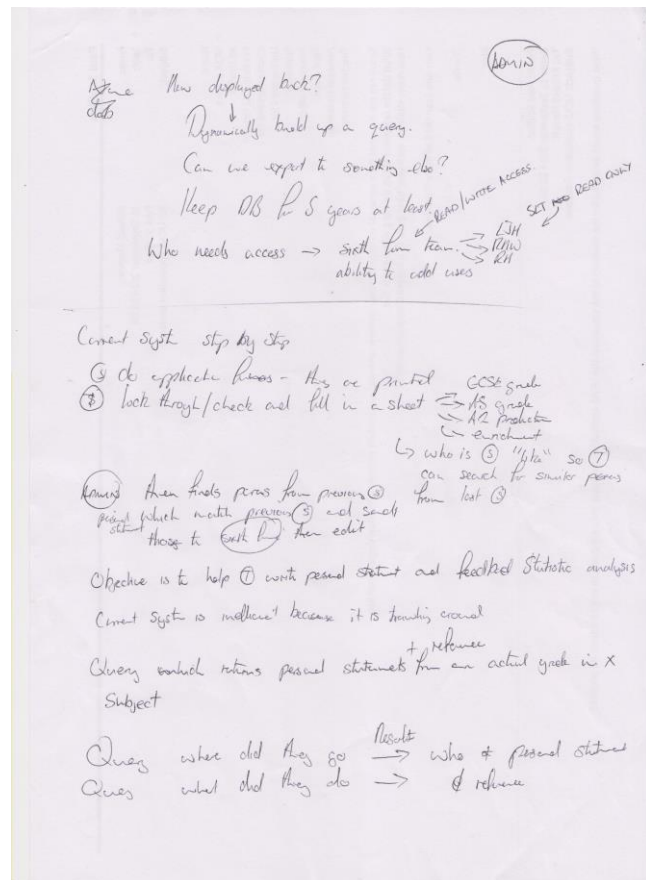
The user of a system is the person/people that will use the system on a day-to-day basis. The requirements and system needs to suit the users and what they are capable of. In this case, the users will be the sixth form office staff, Mr Merrett and other senior members of the sixth form.

## 1.2 – Investigative Techniques

### 1.2.1 – Investigative Techniques

#### 1.2.2 – Interview

An interview was conducted with the client of the system, Mr Merrett, to find out his requirements for the system. This gave information of the existing, paper based ucas system and what features the new system would need. For the existing system, they printed all the applications and processed manually to fill in sheet with relevant information, A2 grades, enrichment etc. Then they have to manually search through previous statements for ones with same subjects, and then use them as template.



#### 1.2.3 – Reading Documentation

There wasn't any existing documentation for a UCAS system so we looked through the UCAS website and found any features that we could use in the system. For example, I found the section completed feature was helpful so users could find out how far they were in the process.

#### 1.2.4 – Observations

An observation of the system was carried out to see flaws and find ways to improve the processes that were in place. We found out that the system was mostly paper based which made it slow and inefficient as well as costly to run. We felt that the system needed to be more computers based to reduce the need for paper as well as utilising the computers processing speed for processing and searching records.

#### 1.2.5 – Questionnaire

A questionnaire was created to get more detailed written information about what the client needed. I designed the questionnaire as a table as it would be organised and simple for the client to fill in. For each question, I specified how many answers should be circled so I would only get the right amount of answers for the question. Some questions were open questions which allowed the client to give a more accurate picture of the requirements. For these questions, I gave some hints so the client could understand what kind of answers he should be giving. We collected the questionnaire results and used these and the interview to write

our client requirements For example, we found out that 101-400 students would need to be stored in the database, it would only need to run on windows and 6-20 people would use this system at any given time.

Questions for Lucas Database System

How many students would you need to store in the database? (Circle one)	0-100	101-400	401-700	Over 700
How long would you require the information to be stored for? (Circle one)	Less than 6 months	6-12 months	12-24 months	Over two years
What operating systems would you require it to run on? (Circle all applicable)	Windows	Mac OS X	Linux	Other (please specify)
On average, how many people would use this system at any given time?	1-5 people	6-20 people	21-30 people	Over 30 people
What backup strategies would you require for your system? (please specify)	How often? What backup devices? What files need backup?			
Describe your current system and how it functions. (please specify)	Useful features? Process of system?			
Rate how easy your existing system is to use? (1 low, 4 very easy)	1	2	3	4
Rate the functionality of your existing system (enough features and tools) (1 low, 4 lots)	1	2	3	4
What are the drawbacks of other similar systems available?	Features not present? Cost?			
Any specific problems with your current system? (please specify)	Features not present? Complicated to use?			
How would data be displayed and how would reports (if needed) look?	Is report needed? Data needed in report? On Screen + print			

Which data fields would be useful for your system? (Circle all applicable)

Date of Birth	First Name	Last Name	Address	Phone Number
Form Group	Gender	EAL (English as an additional language)	Religion	UCAS Application Number
GCSE Results	AS Level Results	A2 Level Results	Home Email	Mobile Number
Expected Year of Start	Ethnicity	UPN	Any external qualifications	
Reason for choosing course	Voluntary experience	Past employment	Highest level of achievement	Other (Please specify)
Universities applied for	Predicted AS grades	Full time/ part time	Predicted A2 grades	Firm and insurance offers
Personal Statement	Teacher reference	Final university place	Is it Russell Group uni?	Is it a 11 school?

*Handwritten notes:*  
 In personal statement  
 Previous class → to make into analysis  
 Being studied  
 So detail on so much and look  
 what it was + grade  
 what teacher write  
 means

## 1.3 – Existing System

### 1.3.1 – Description/Analysis of Investigations

The existing system is very much paper based. The students complete their application forms on a PC and then all of these forms are then printed. Teachers manually process these and write down grades and predicted grades on a separate sheet. Office staff compares students subjects and look back over previous students statements and use these as a guide to correct current statements. This helps staff with guidance on personal statements and feedback statistical analysis.

### 1.3.2 – Problem Identification

The current system is very time-consuming as all the applications form need to be printed and then manually processed. It is very hard to find out status of an individual student's application, as it is mostly paper based. Creating a system that will process and compare statements on the computer will save lots of time because nothing needs to be printed and manually looked at. It will also be cheaper as paper and ink do cost, especially at least 200 pages being printed.



## 1.4 – Solution

### 1.4.1 – Requirements

- 1) Query, which returns grades and references from an actual grade in a subject.
- 2) Query, which finds statements from same university or area.
- 3) Backup regularly taken
- 4) Search ability
- 5) Export function for student records for archiving each year
- 6) Updating students details option
- 7) Deferred entry option, keep record open for another year
- 8) Pop up to remind teachers about student deadlines

This Email was received on 24<sup>th</sup> October 2014, after the system was planned. We weren't originally going to include an option for U grades but with these changes, we need to include one. This changes the specification of the system we are creating. This means we need to add extra validation into our database.

**From:** Richard Merrett  
**Sent:** 24 October 2014 09:13  
**To:** &Year12-13  
**Subject:** UCAS URGENT  
**Importance:** High

Could you please make sure that ALL students who are applying to UCAS HAVE included their U grades – there is a new declaration that says they need to put them down – if they need their applications sent back to them myself or Sarah can do that for them.

Thanks

Rich

### 1.4.2 – Justification

The current system doesn't support the requirements from the client so there will need to be a new system created that does support these requirements. The current system in place is mainly paper based which makes it slow and inefficient to run. The aim of the new system will be to make it efficient, quick, easy to use and fully functional. This will give a solution to all the problems listed above.

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## Section 2 – Analysis & Deliverables

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### 2.1 – Project Scope

#### 2.1.1 – Project Scope

This project will mean sixth form staff can create student references and review ucas applications easily and quickly. They will be able to search previous references by fields to help find similar to compare to. There will also be a report produced which can be printed and stored, which will look the same as the existing form that staff use currently.

#### 2.1.2 – Excluded Items & Justification

I am excluding importing details on students from external sources such as SIMS or the Ucas application website. These options would need to be paid for and would require programming too advanced and time consuming for our project this year. These features could be looked at for future developments in this system.

#### 2.1.3 – Constraints

Using SIMS to import student's data from would be a very useful feature as the system would update as SIMS updated. However, it would be very expensive to pay SIMS for the software to link to our system and it would also be very complicated and time consuming to program this part.

Some teachers have iPads instead of laptops which might need access to the UCAS system. As IOS is a closed ecosystem, applications would need to be created in objective C and this is a very complicated language to write in. This would extend the project by a lot as we would need to program a complete second program in a different language.

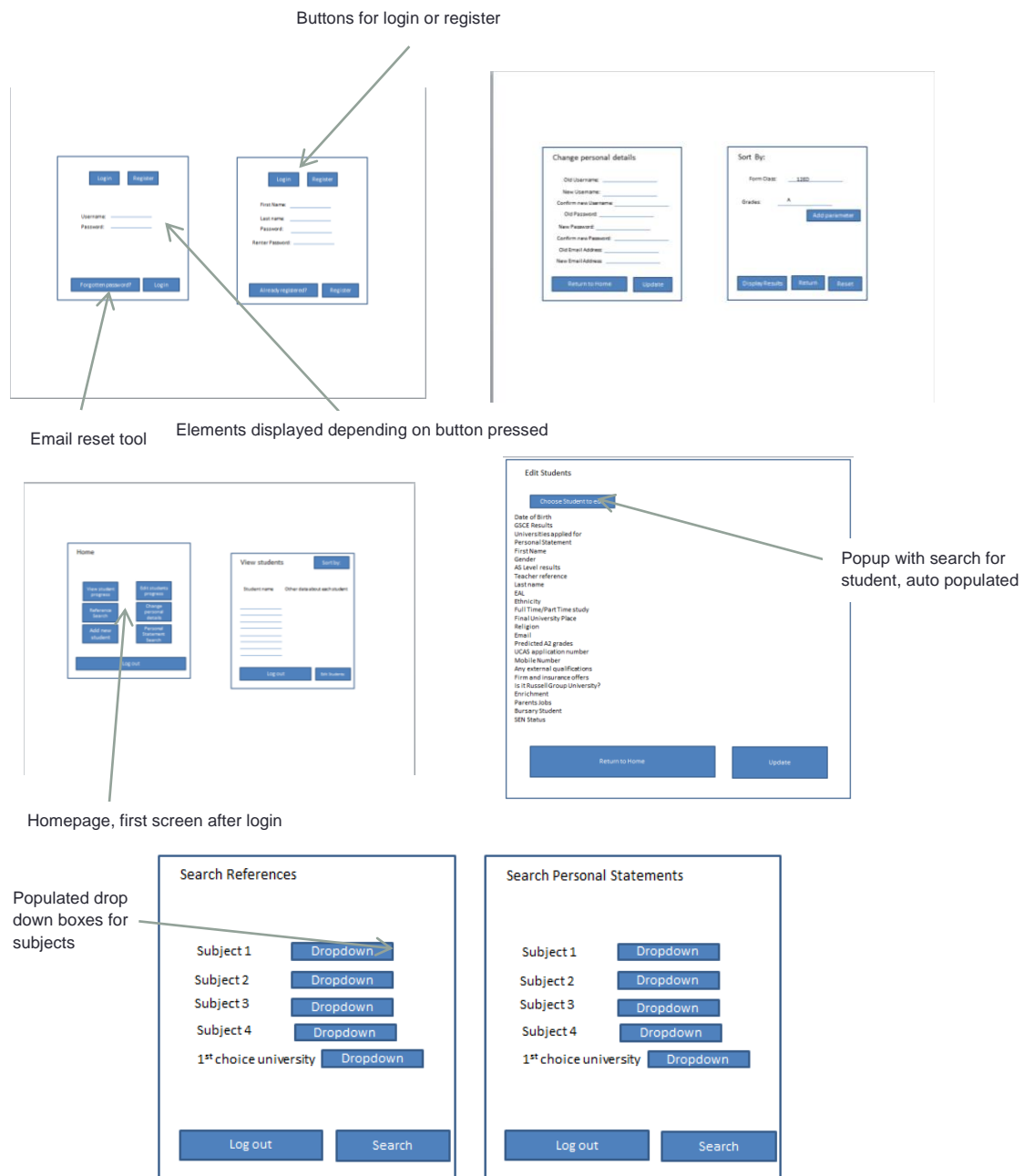
As we only have 6 months to write and implement this system, there isn't enough time to add all the features that we would want. This means we might have to compromise on some of the features we create on our system.

The SQL database we use would be the same so any changes to the database will affect everyone's system. This means our project needs to be created in a similar way and any changes would need to be checked with others to make sure it won't affect their project.

The sixth form team, as with a lot of businesses in the current climate, still like the paper based system as they can trust it and know how it works. This has meant we have needed to compromise on certain parts as they want a paper output at the end of the process.

## 2.2 – Proposed System

### 2.2.1 – Description



### 2.2.2 – Benefits & Impact

One benefit of our system would be that the process would be faster as only one paper output is produced at the end. This would mean the users wouldn't have to wait for lots of printing, the system is using less paper, which would save money, and there would be fewer documents that would need storing.

Our system won't be perfect and there will be features that we haven't had the time to include. However, a benefit is there is the option to update and improve the system in the future when needed and when asked to be the client.

Our system will automatically search through past references by fields so the sixth form team can find similar references quickly and efficiently for comparison. This will save the users lots of time as they don't have to search through all the past references by hand.

This system is also more secure as different permissions can be set for different users so some can only read data but others can read and write. On the existing system, most of the data was paper based, so anyone with access to the room could read and edit any of the data they wanted.

With the current system, it is hard to produce statistics and reports for past years as most of the data is lost after the year. With the new system, all past data is stored so statistics can be created using multiple years which can provide useful data for internal and external groups.

### 2.2.3 – Agreed Deliverables

We agreed with the client that the application would need to have the ability to add in new students details, from name and gender to things like GSCE and A Level results. They wanted it so that all the information entered could be summarised and viewed at the end for checking. Also needed was the ability to edit an existing student's details if any changed during the year.

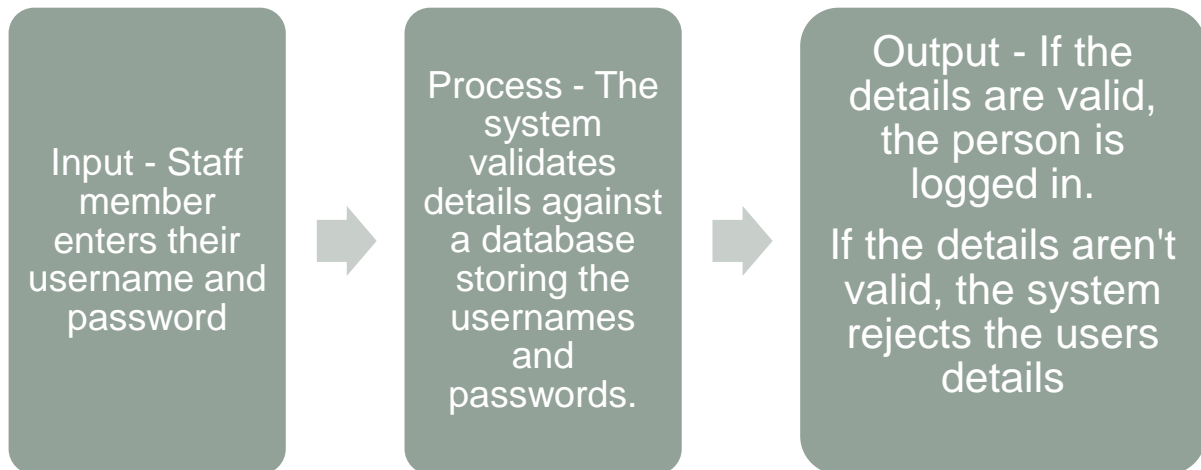
The main function of the program was to be able to search through historic references by certain categories such as university attended or A Level grades. Once the reference was brought back, they wanted the ability to use parts or all of the reference for the new student. This newly created reference would then be saved back into the database for future searches.

The outputs we agreed to provide was a printout of the reference created with the students name at the top and the five reference paragraphs. Also, an output of the student's details was needed so the sixth form team can keep a paper record of the information. Some statistics would be needed over multiple years so senior leaders and staff could view trends easily.

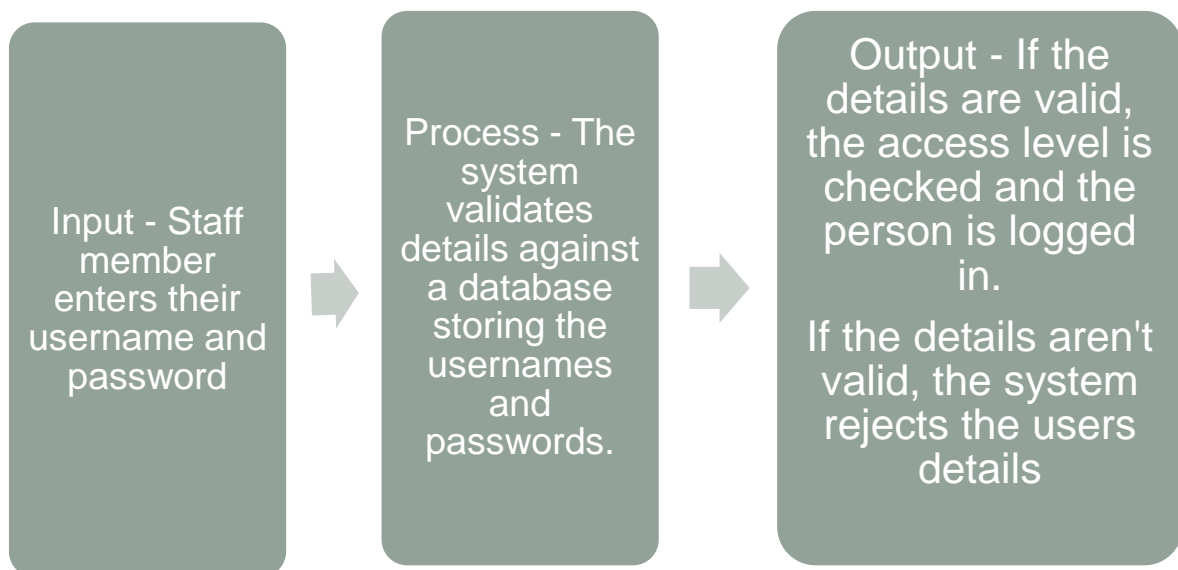
## 2.3 – Processes

### 2.3.1 – Login Process

The login form allows users to enter a unique username and password. The system then validates these details, comparing them against a login table in the ucas database. If details match, the user is allowed to login to the system and is shown the home screen. If they don't match, the user is brought back to the login page to try again.



The client later asked for separate login levels for teachers, administrators and senior leaders. A field was added into the login table, which gave each user either read access or read and write access.



### 2.3.2 – Table Population

Any processes which bring data from the database into the forms

### 2.3.3 –Processes

## 2.4 – End Users

## **2.5 – Evaluation Criteria**

### **2.5.1 – Quantitative**

### **2.5.2 – Qualitative**

- Feedback from users/client



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## Section 3 – Design & Planning

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### 3.1 – Alternative Solutions

There are no similar systems for managing ucas applications at the moment so there is no existing system to compare against. I used the UK passport online application and the Ucas online application to see useful functions and features that I could use in my system.

In The Passport application system and the ucas application system (see appendix 3.1) I found that there were useful features that I could use in my system including:

- Error messages in different colour to stand out.
- More pages but less content on each page.
- Summary to allow view of whole process.
- Background validation to check for errors.
- Errors produced for blank compulsory fields.
- Name first, then address contact details.
- Save and exit for continuing later.
- Possible address lookup for post code. (maybe too costly for our system)
- Dropdown boxes wherever possible to allow easy entry of data.
- Terms and conditions – one of the first options.
- Options for route to take on form (login/register) at start
- Symbol for required information (asterisk)
- Warning messages for fields, just advisory (ucas)
- External website links, useful websites
- Session end after set time, security reasons
- Account login for student access, personalised information

The passport application system didn't save the stage of the application automatically before closing after the designated time. This could be an option for my system as users could go back and continue even after it closing for security reasons.

#### 3.1.1 – Adapting Current System

#### 3.1.2 – Enhancing Existing Software

#### 3.1.3 – Purchasing Software Package

#### 3.1.4 – Developing Bespoke System

## 3.2 – Screen Designs

### 3.2.1 – Login Screen

Print screen of login – explanation of design

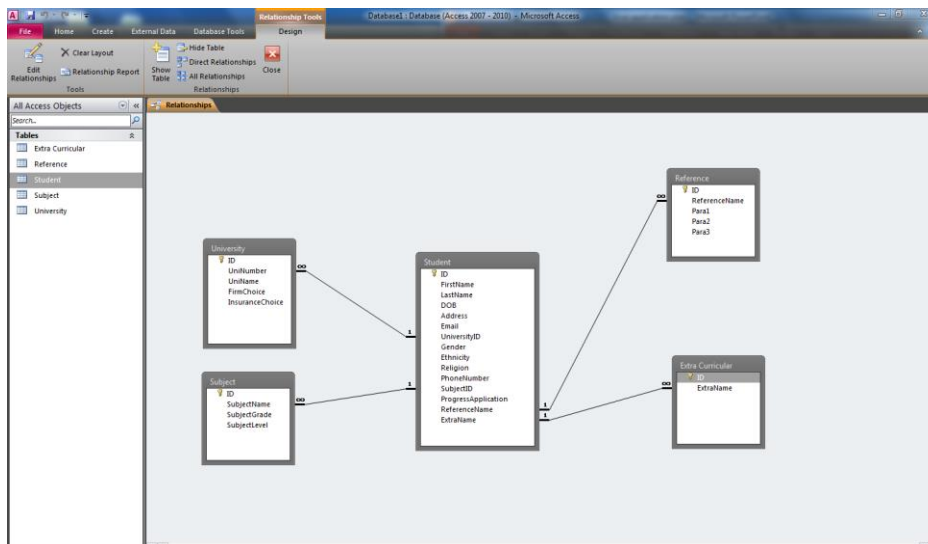
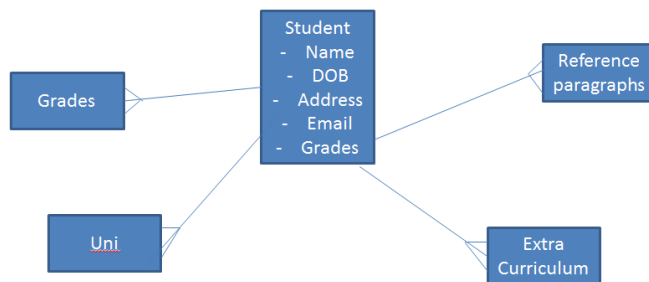
### 3.2.2 – X to Y Screens

Print screens of all forms – explanation of design

### 3.3 – Data Management

#### 3.3.1 – Data Dictionary

#### 3.3.2 – Entity Relationship Diagrams



## **3.4 – Data Flow Diagrams**

### **3.4.1 – Context Level DFD**

### **3.4.2 – Level 0 DFDs**

### **3.4.3 – Level 1 DFDs**

### **3.4.4 – Level 2 DFDs**

## 3.5 – Planning

### 3.5.1 – Development Methodologies

### 3.5.2 – Project Planning

Project Plan For Ucas Svsstem		Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18	Week 19	Week 20	Week 21
4	60 = total mins 60 = mins																					
5	1.0 Project Briefing	135																				
6	1.1 Meeting with client	15																				
7	1.2 Document requirements	60																				
8	1.3 Create/update project plan	60																				
9	2.0 Analysis	45	105																			
10	2.1 Observations of existing system	45	15																			
11	2.2 Questionnaire for consumers		60																			
12	2.3 Review alternatives		30																			
13	3.0 Design Solution		75	180	30																	
14	3.1 Create design of project		60																			
15	3.2 Enter test data		15																			
16	3.3 Create database for system			180																		
17	3.4 Review with client				30																	
18	4.0 Implement Solution				180	180	180	180	180	180	180											
19	4.1 Create login				150	180																
20	4.2 Create Reference Search					180																
21	4.3 Create Add New Student						180															
22	4.4 Create Progress							180														
23	4.5 System Testing								60													
24	4.6 Contingency- fix problems								120	180												
25	5.0 Create Test Plan										810	180	150									
26	5.1 Test Systems										180											
27	5.2 Resolve Problems											120										
28	5.3 Re-test system											60	120									
29	5.4 Sign-off												30									
30	6.0 Roll-out												30	180	180	180	180	180	180			
31	6.1 Plan Rollout												30	180								
32	6.2 Train Users														120							
33	6.3 Technical Support- install														60	180						
34	7.0 Post project review																	180	180	180		
35	N/A Total Hours per week	180	180	180	180	180	180	180	180	180	180	180	180	180	180	180	180	180	180	180	0	0

### 3.6 – Test Plan

[illegible]

## Section 4 – Testing & Documentation

### 4.1 – Testing Results

Test	Expected Result	Actual Result





## 4.2 – Installation Manual

# **UCAS SYSTEM**

# **INSTALLATION**

# **MANUAL**

#### 4.2.1 – Introduction

#### 4.2.2 – System Requirements – Intel-Based Systems

#### 4.2.3 – Installation Process

# **UCAS SYSTEM**

# **USER MANUAL**

### 4.3.1 – Introduction

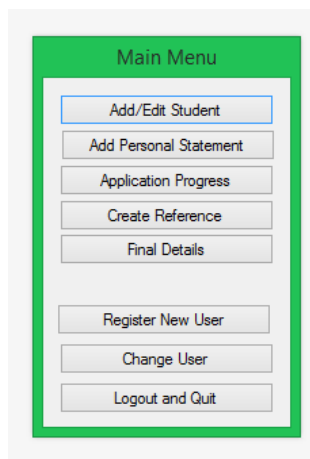
### 4.3.2 – Logging In

First, double click on the desktop icon or click the UCAS system start menu item. This will open the login page in the centre of the screen.

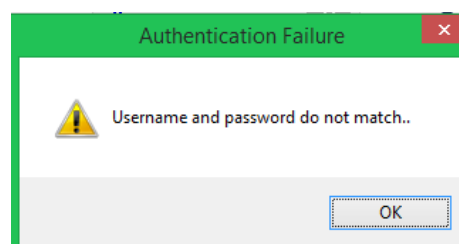
A screenshot of a Windows-style application window titled "U Sys Login". The window has a blue header bar with the "U Sys" logo on the left and a close button (X) on the right. The main area is white and contains two text input fields: "Username" and "Password". Below these fields is a button labeled "Login". The window has a standard Windows border with a title bar and a dashed border indicating it is a screenshot of a running application.

To access the system at any level, you need a username and password (which should be allocated by the centre administrator). If you haven't been given these details or have forgotten them, please see your system administrator who can create or change them for you.

Once you have these details, enter them in the two text boxes provided (form above) and press the login button at the bottom left of the form. If you have provided the correct details, the system will log you in and you will be taken to the main menu.

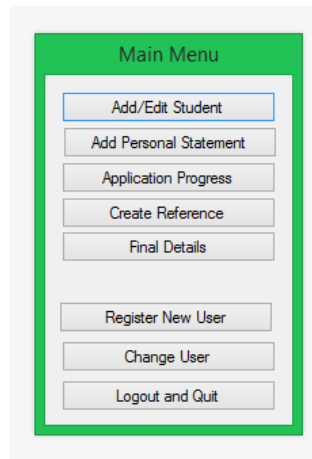
A screenshot of a Windows-style application window titled "Main Menu". The window has a green header bar. The main area is white and contains a list of buttons: "Add/Edit Student", "Add Personal Statement", "Application Progress", "Create Reference", "Final Details", "Register New User", "Change User", and "Logout and Quit". The window has a standard Windows border with a title bar and a dashed border indicating it is a screenshot of a running application.

If your login details don't match any in the system, you will be shown an authentication failure error and then returned to the login form so you can try again.

A screenshot of a Windows-style error dialog box titled "Authentication Failure". The dialog has a green header bar. The main area is white and contains a yellow warning triangle icon with an exclamation mark. To the right of the icon is the text "Username and password do not match..". At the bottom right of the dialog is an "OK" button. The dialog has a standard Windows border with a title bar and a dashed border indicating it is a screenshot of a running application.

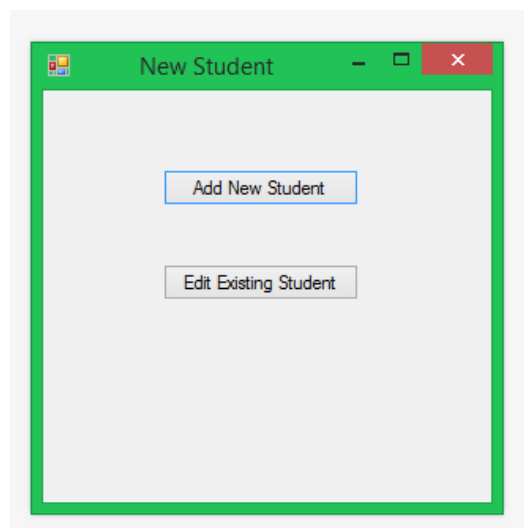
#### 4.3.3 – User Interface

Once you have logged in, you will reach the main menu. This is where all the functions of the system can be accessed quickly and easily.

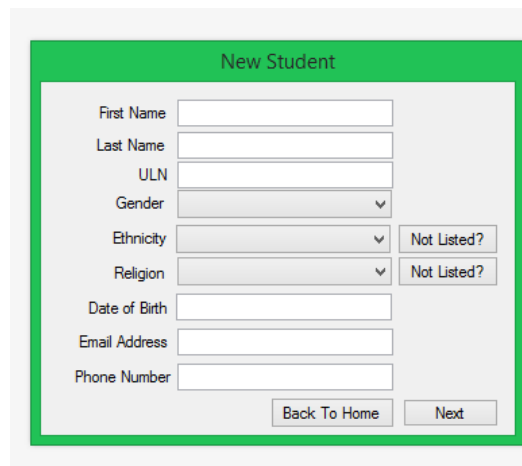


#### 4.3.4 – Adding a New Student

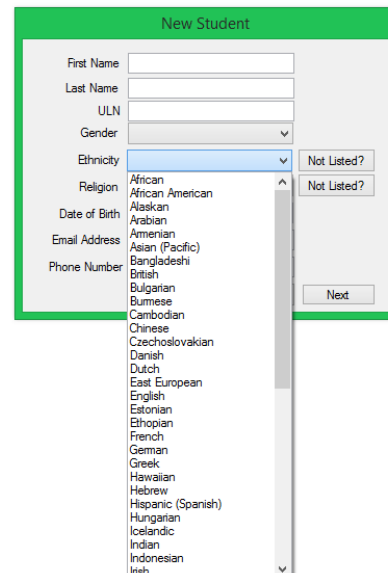
To create a reference and personal statement for a student, their personal and education details are needed. To start this process, select the top button on the main menu (add/edit student). This will take you to a form which finds out whether you are adding a new student or editing an existing student (covered in 4.3.4). Please select the top button (add new student).



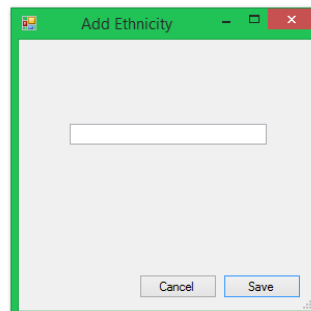
The next form displayed is for entering in the new student's personal details.

A screenshot of a web form titled "New Student" with a green header. The form contains several input fields: "First Name", "Last Name", "ULN", "Gender" (a dropdown menu), "Ethnicity" (a dropdown menu with a "Not Listed?" button to its right), "Religion" (a dropdown menu with a "Not Listed?" button to its right), "Date of Birth", "Email Address", and "Phone Number". At the bottom right of the form are two buttons: "Back To Home" and "Next".

The required information needed on this form is the ULN, first name, last name and gender. The gender, ethnicity and religion fields provide a list of values which can be selected from.

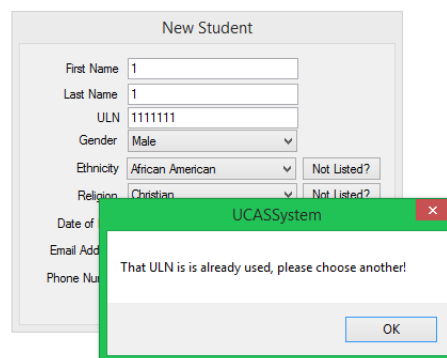
A screenshot of the "New Student" form with the "Ethnicity" dropdown menu open. The dropdown list contains the following options: African, African American, Alaskan, Arabian, Armenian, Asian (Pacific), Bangladeshi, British, Bulgarian, Burmese, Cambodian, Chinese, Czechoslovakian, Danish, Dutch, East European, English, Estonian, Ethiopian, French, German, Greek, Hawaiian, Hebrew, Hispanic (Spanish), Hungarian, Icelandic, Indian, Indonesian, and Irish. The "Not Listed?" button is visible to the right of the dropdown. The "Next" button is at the bottom right of the form.

If the relevant ethnicity or religion isn't listed in the dropdown box, please click the button to the right of the relevant field. This will display a form with a single text box.

A screenshot of a small window titled "Add Ethnicity". It contains a single text input field for entering a new ethnicity. At the bottom of the window are two buttons: "Cancel" and "Save".

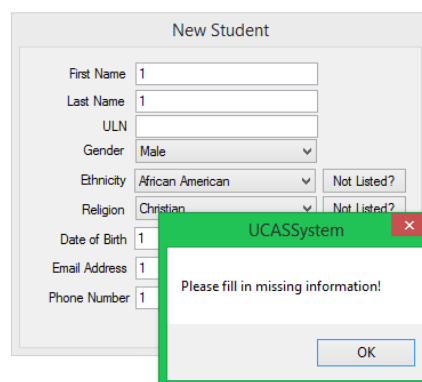
Simply enter the alternative option that wasn't listed and press save. This will add the value to this drop down box as well as any others in the system. Once you press save, you will be returned to the personal details form so you can continue entering in the information.

Once all the information is entered into the form, click next. If the information is in the correct format you will be shown the next form. If the ULN entered has already been used for a previous student, an error message will be shown which asks you to choose a unique ULN.



The screenshot shows the 'New Student' form with fields for First Name, Last Name, ULN, Gender, Ethnicity, Religion, Date of Birth, Email Address, and Phone Number. An error message box titled 'UCASSystem' is overlaid on the form, stating: 'That ULN is already used, please choose another!'. The message box has an 'OK' button.

If some required information is missing from the form, an error message will be shown that asks the information to be filled in.



The screenshot shows the 'New Student' form with fields for First Name, Last Name, ULN, Gender, Ethnicity, Religion, Date of Birth, Email Address, and Phone Number. An error message box titled 'UCASSystem' is overlaid on the form, stating: 'Please fill in missing information!'. The message box has an 'OK' button.

Once you have completed the personal details form and no error messages are displayed, the next stage is adding the student's GCSE results.

The screenshot shows a web form with a green header bar. At the top, there are three dropdown menus labeled 'Grade', 'Subject', and 'Exam Board', each with a small '+' button to its right. Below these are two buttons labeled 'Not Listed?'. A text label 'Click on GSCE Grade to edit the Information' is positioned above a large table. The table has three columns: 'Grade', 'Subject', and 'Exam Board'. The table is currently empty. At the bottom right of the form are three buttons: 'Back To Home', 'Previous', and 'Next'.

To add in a GSCE result, please choose a grade, subject and exam board from the dropdown boxes at the top. Once selected, to finish adding this result, press the add button at the right. This result will then be displayed in the box at the bottom of the form. You can then add multiple GSCEs by using the same method as above.

This screenshot shows the same form as above, but with data entered. The 'Grade' dropdown is set to 'C', 'Subject' to 'Drama', and 'Exam Board' to 'AQA'. The 'Not Listed?' buttons are still present. The table below now contains the following data:

Grade	Subject	Exam Board
E	Animation	AQA
A*	Art and Design: Fine Art	OCR
C	Citizenship	WJEC
C	Drama	AQA

The 'Back To Home', 'Previous', and 'Next' buttons are at the bottom right.

If you have entered any results incorrectly, you can edit added results by clicking on the relevant grade in the box at the bottom. This will bring up a form with the selected result so you can change the incorrect details or delete it altogether.

The screenshot shows a small window titled 'Editing'. It contains three dropdown menus: 'Grade' (set to 'E'), 'Subject' (set to 'Animation'), and 'Exam Board' (set to 'AQA'). At the bottom are three buttons: 'Delete', 'Cancel', and 'Update'.



#### 4.3.5 – Doing Y

#### 4.3.6 – Logging Out

# **UCAS SYSTEM**

# **MAINTENANCE**

# **MANUAL**

#### 4.4.1 – Introduction

#### 4.4.2 – X Interface

#### 4.4.3 – Exporting Statistics

#### 4.4.4 – Editing Databases

## **Section 5 – Solution Evaluation**

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### **5.1 – The Solution**

#### **5.1.1 – Strengths**

## 5.2 – The Approach

### 5.2.1 – Strengths

### 5.2.2 – Weaknesses & Areas for Improvement

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## Section 6 – Version Control & System Code

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### 6.1 – Application Version Control

## 6.2 – Report Version Control

## 6.3 – System Code



## Section 7 - Appendix 3.1

### 7.1 – British Passport Application

Creating new British Password using Gov UK website

Need to accept terms and conditions. Options on type of passport, returns relevant information

The screenshot shows the 'Getting started' page of the HM Passport Office application service. The page is titled 'Getting started' and includes a progress bar at the top with steps: Create application, Check application, Pay, Print declaration, Sign declaration, and Send declaration. The 'Sign declaration' step is currently active. The page is divided into several sections: 'Required information', 'Completing your application', 'Where does the applicant live?', and 'What we do with your information'. The 'Completing your application' section contains a form with radio buttons for 'What type of passport is needed?' (Renewal, First British passport, Lost or stolen passport replacement, Damaged passport replacement, Extension of a passport to full validity, Changes to an existing passport) and a dropdown for 'Where does the applicant live?' (United Kingdom). The 'What we do with your information' section contains a paragraph of text and a checkbox for 'I have read and understood the statement above.' The 'Next' button is at the bottom left. The page is provided by the HM Passport Office, as indicated by the logo and text on the right.

Firstly, personal information

- Name
- Gender
- DOB
- Required information fields

The screenshot shows the 'Who is the passport for?' page of the HM Passport Office application service. The page is titled 'Who is the passport for?' and includes a progress bar at the top with steps: Create application, Check application, Pay, Print declaration, Sign declaration, and Send declaration. The 'Sign declaration' step is currently active. The page is divided into several sections: 'Required information', 'Application details', and 'Was the applicant a British national at birth?'. The 'Application details' section contains a form with fields for 'Name (to appear on the passport)' (Title, Other title, First and middle name(s), Surname), 'Gender' (Female, Male), 'Date of birth' (Day, Month, Year), 'Place of birth' (Town, Country), and 'Was the applicant a British national at birth?' (Yes, No). The 'Was the applicant a British national at birth?' section contains a paragraph of text and a checkbox for 'I have read and understood the statement above.' The 'Next' button is at the bottom left. The page is provided by the HM Passport Office, as indicated by the logo and text on the right.

Next step, provide address and contact details. Lookup address using interactive search. Only need to provide post code. Option to save and exit in case of returning at later date.

Isaac Whitfield - Contact details

Service provided by HM Passport Office

**required information**

Your address is required for correspondence and for the return of your supporting documents and new passport. Your address will not be shown on your new passport.

**Residential address** [Help on this](#)

\* Postcode / ZIP  [Find UK address](#)

\* Address line 1

Address line 2

\* Town/City

Country **United Kingdom**

☐ Do you want delivery to an alternative address (this is optional)? [Help on this](#)

**Contact details** [Help on this](#)

Please include at least one phone number and an email address below

Mobile phone number

Alternative phone number

\* E-mail address

\* Confirm E-mail address

[Previous](#) [Save and exit](#) [Next](#)

About Her Majesty's Passport Office | Your privacy | Crown copyright

Errors for data in incorrect format, doesn't allow you to proceed unless correct format. Help on stages in case of not understanding specific fields. Red text for errors which stand out on screen

GOV.UK

BETA: This is a new service - your feedback will help us to improve it

**Apply for a British Passport**

Create application | Check application | Pay | Print declaration | Sign declaration | Send declaration

Isaac Whitfield - Contact details

Service provided by HM Passport Office

**Error! There were 1 error(s) found in the information you submitted.**

\* Error 1: Your entry for "Postcode / ZIP" is in an incorrect format. Please amend.

**required information**

Your address is required for correspondence and for the return of your supporting documents and new passport. Your address will not be shown on your new passport.

**Residential address** [Help on this](#)

\* Your entry for "Postcode / ZIP" is in an incorrect format. Please amend.

\* Postcode / ZIP  [Find UK address](#)

\* Address line 1

Address line 2

\* Town/City

Country **United Kingdom**

☐ Do you want delivery to an alternative address (this is optional)? [Help on this](#)

**Contact details** [Help on this](#)

Please include at least one phone number and an email address below

Mobile phone number

Alternative phone number

\* E-mail address

\* Confirm E-mail address

[Previous](#) [Save and exit](#) [Next](#)

About Her Majesty's Passport Office | Your privacy | Crown copyright

Family details, verification and validation in background to check details and match them to details on record. Verify identity

The screenshot shows the 'Parents details' section of the HM Passport Office application form. The browser address bar shows 'https://passportapplication.service.gov.uk/ps-ol'. The form title is 'Isaac Whitfield - Parents details'. The 'required information' section states: 'We need information about the applicant's parents to confirm if the applicant is eligible for a British passport. Please provide as much information as you can. The application may be delayed if you don't and we may need to contact you for more information.' The 'Marriage details' section asks 'Were your parents married?' with radio buttons for 'Yes', 'No', and 'Don't know'. Below this is a date selection for 'Date of parent's marriage (if known / applicable)' with dropdowns for Day, Month, and Year. The 'Mother or Parent 1' section includes a 'Help on this' link, a text field for 'Full name (surname first)', a 'Town' dropdown, a 'Country (e.g. United Kingdom)' dropdown, a date selection for 'Mother or Parent 1's date of birth', a text field for 'Mother or Parent 1's nationality at the time of your birth', a text field for 'Mother or Parent 1's British passport (if known / applicable)' with a 'Passport number' label, and a date selection for 'British passport date of issue (if known / applicable)'. A 'Useful information' sidebar on the right lists links: 'Why are parent's details needed?', 'What if I was adopted?', 'What if I don't know these details?', 'What if I was born of assisted reproduction?', 'What if I was born of a surrogacy arrangement?', 'Do parents' details appear on the passport?', 'What if there is only one parent?', and 'Contact us'. The Windows taskbar at the bottom shows the date as 12/09/2014.

Give any information on previous registrations/passports

The screenshot shows the 'Previous passports' section of the HM Passport Office application form. The browser address bar shows 'https://passportapplication.service.gov.uk/ps-ol'. The form title is 'Isaac Whitfield - Previous passports'. The 'required information' section states: 'If the applicant has held or been included on a British passport before you must state this here. Provide the passport numbers of the documents below. If the applicant has an uncancelled British passport you must send this with the application. If the applicant is a dual national, you should send us a full colour photocopy of the uncancelled non-British passport, or British Overseas Territories Citizen passport (every page including blank pages). Put the passport number in the additional information box. An uncancelled passport is: current and in use or has expired but has not been physically altered (e.g. corner cut off by the issuing authority) or issued to the applicant by other countries.' The 'Passport details' section asks 'Has the applicant been included on ANY passport before?' with radio buttons for 'Yes' and 'No'. Below this is a question 'How many uncancelled passports are you sending us?' with a 'Help on this' link and radio buttons for 'None', 'One', 'Two', and 'Three'. There are three text fields for 'Passport 1', 'Passport 2', and 'Passport 3', each with a 'Passport number' label. At the bottom are 'Previous', 'Save and exit', and 'Next' buttons. A 'Useful information' sidebar on the right lists links: 'What if my passport is unavailable?', 'What happens to the passport (s) I send in?', and 'Contact us'. The Windows taskbar at the bottom shows the date as 12/09/2014.

Provides summary of all information entered. Personal verification to make sure details entered are correct. Final checking. Different colours for fields that haven't been filled in. Easily stand out among other fields. Option to go back and edit any information entered.

**Isaac Whitfield - Check application details**

Check the details you have given below. If you are happy click the "Next" button to continue. To make changes click "Edit details" to edit the section.

**Getting started** [Edit details](#)

What type of passport is needed? **First British passport (or renewal of an Old Blue passport)**

Where does the applicant live? **United Kingdom**

What we do with your information. **I have read and understood the statement above.**

**Who is the passport for?** [Edit details](#)

Title **Mr**

Other title **Not supplied**

Surname **Whitfield**

First and middle name(s) **Isaac**

Maiden or all previous names (surname first). If you do not provide all previous names it may delay the application. **Not supplied**

Gender **Male**

Date of birth **23/Feb/1997**

Town **Biggleswade**

Country (e.g. United Kingdom) **United Kingdom**

Was the applicant a British national at birth? **Yes**

**Isaac Whitfield - Contact details** [Edit details](#)

Country **United Kingdom**

Postcode / ZIP **SG18 8EH**

Address line 1 **174 London Road**

Address line 2 **Not supplied**

Town/City **Biggleswade**

Do you want delivery to an alternative address (this is optional)? **No**

Mobile phone number **01767318888**

Alternative phone number **Not supplied**

E-mail address **a@b.com**

Service provided by **HM Passport Office**

Useful information

- [Contact us](#)

Clear payment screen with clear total and options to edit and delete passports

**Apply for a British Passport**

Resize text: **A A A**

**Your Applications and Additional Passport Services**

The table below shows all of the applications that you've completed so far. If you've finished and don't need to make any other applications or changes, click "Next" to continue and pay the fee.

**UK Passport Services**

To add an additional service for an application, please select the appropriate box in the table below. If you select an additional service (i.e. secure delivery or a 48 page passport) make sure you click "Recalculate total" before you continue to the next screen to pay the fee. The cost for each service is as described below:

- Passport application fee: UK Adults (£72.50) UK Child (£46.00)
- Passport delivery fee: UK (£0.00)
- 48 Page Passport: UK (£13.00)
- Secure Delivery for returning supporting documents: UK (£3.00)

**Edit or delete application**

Click the appropriate button to edit or delete an application in the table below.

**Continue**

To continue with a part-completed application click on the "Continue" button for the relevant application.

**Your applications**

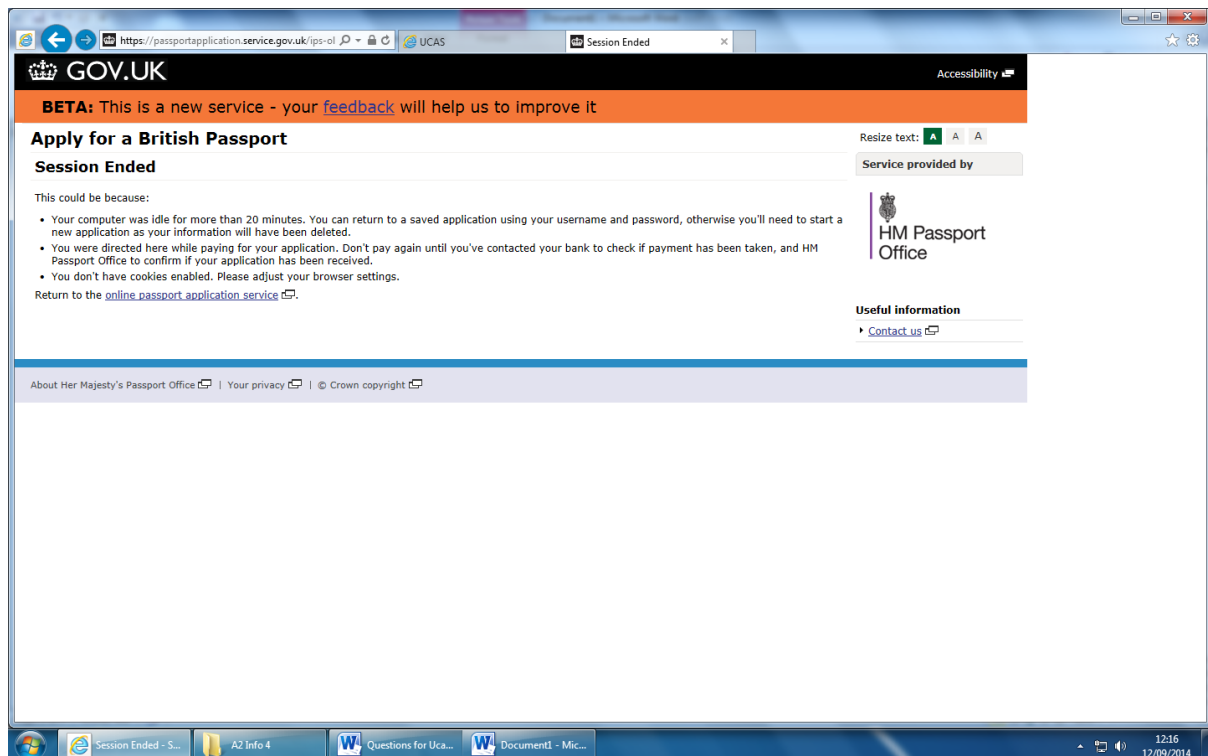
Name	Passport fee	Passport delivery fee	Document return	48 page passport	Cost (£)	Application status	Action
Isaac Whitfield	Adult First British passport (or renewal of an Old Blue passport) £72.50	UK delivery £0.00	<input type="checkbox"/> Secure delivery £3.00	<input type="checkbox"/> 48 page passport £13.00	72.50	Ready to submit	<a href="#">Edit</a> <a href="#">Delete</a>
<b>Total to pay</b>					<b>72.50</b>		<a href="#">Recalculate total</a>

Service provided by **HM Passport Office**

Useful information

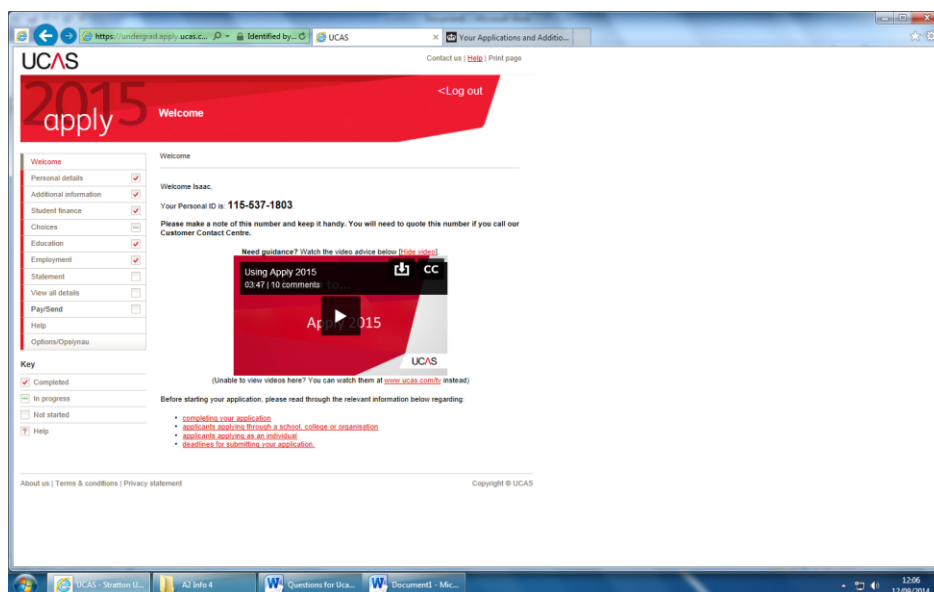
- [What are the delivery fees?](#)
- [What is the passport refund policy?](#)
- [48 page passport](#)
- [Delivery information](#)
- [Contact us](#)

Session end after set time, security reasons. So you can't leave an application half done.



## 7.2 - Ucas Application system

Video guidance on the first welcome page after login. Given personal ID for easy customer service.



First page is personal details. Another video. Option to mark as completed,

UCAS Undergraduate Apply: Personal details

Welcome > Personal details

Some of these details have been copied automatically from the information given when you first registered.

Compulsory fields are marked with an asterisk (\*).

Before leaving this section please click 'save' to avoid losing any information. When you have finished all the entries please click on 'section completed' and 'save'.

Need guidance? Watch the video advice below [\[hide video\]](#)

**How-to guides**

Fill in the personal details page

(Unable to view videos here? You can watch them at [www.ucas.com/uk](http://www.ucas.com/uk) instead)

**Personal**

Title\*  ?

Legal sex\*  ?

First/given name(s)\*  ?

Surname/family name\*  ?

Preferred first name  ?

Previous surname at 16th birthday  ?

Postal address\*    [change my address](#) ?

Is your permanent home in the UK? ☒ Yes ☐ No ?

**Key**

☒ Completed

☐ In progress

☐ Not started

[? Help](#)

Links to useful external websites. Help options for each field.

UCAS Undergraduate Apply: Student finance

There is also extra support for those with special circumstances, for example, if you have children or adult dependants, a disability, mental health condition, or specific learning difficulty such as dyslexia or dyspraxia.

Repayments are based on future earnings and not on what you borrow. You only repay once you have left university and earn over a threshold.

Anything is easy and you do not have to have a confirmed place - simply use your first choice of course and change it online at a later date if you need to.

**Share your application details**

You can even choose to share some of the details from your UCAS application with the Student Loans Company, who administer loans for Student Finance England, making your student finance application even quicker.

Your UCAS application will not be affected by the way you answer the questions on this page.

**Compulsory fields are marked with an asterisk (\*).**

I will be applying for student finance\* ☒ Yes ☐ Don't know ☐ No ?

I want to share my details with the Student Loans Company\* ☐ Yes ☒ No ?

I want UCAS to send me a reminder of when and how to apply for student finance\* ☒ Yes ☐ No ?

The Student Loans Company will process your personal information in accordance with its own privacy policy. The UCAS Group of companies shall not be liable to you for any loss or damage that you might suffer in connection with use or processing of your personal information by the Student Loans Company.

**How to apply**

It's really important to find out what funding is available to you and how you go about applying for it.

You can find out everything you need to know about student finance online at the [GOV.UK website](#) or follow Student Finance England on [Facebook](#) and [Twitter](#) to get updates.

It is important to apply early to make sure you have everything in place before starting your course.

☒ section completed

[save](#) [cancel](#)

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Another summary page for end of process, check all details. Warning messages for fields, in different colours. Not allowed to pay and send without all pages being marked as completed.

The screenshot shows the UCAS 2015 apply website. The browser address bar displays <https://undergradapply.ucas.c...> and the page title is "UCAS LIMIT...". The page has a red header with "2015 apply" and a "<Log out" link. A sidebar on the left contains a "Welcome" section with a "View all" link, and a "Key" section with checkboxes for "Completed", "In progress", and "Not started". The main content area is titled "Welcome > View all" and contains a "Personal details" section with a "> edit" link. The "Personal" section lists various details: Title (Mr), Legal sex (Male), First given name(s) (Isaac), Surname/family name (Whitfield), Preferred first name (Isaac), Previous surname at 16th birthday (Whitfield), Postal address (174 London Road BIGGLESWADE SG18 8EH), Is your permanent home in the UK? (Yes), Home address, Home telephone number (01767 318414), Mobile number (07463 808355), Email address (isaacedward@icloud.com), Date of birth (23 February 1997), Country of birth (United Kingdom), Date of first entry to UK, Nationality (UK national), Dual nationality, Area of permanent residence (Bedfordshire), and Residential category (UK Citizen - England). Below this is a "Reference numbers" section with fields for Unique Learner Number (ULN), Test of English as a Foreign Language (TOEFL) Number, International English Language Testing System (IELTS) TRF Number, and Student support. The "Student support" section includes a Fee code (02 UK, CHL, IoM or EU student) and Student support arrangements (finance services Bedfordshire).

UCAS 2015 apply <Log out

Welcome > View all

Personal details > edit

Personal

Title	Mr
Legal sex	Male
First given name(s)	Isaac
Surname/family name	Whitfield
Preferred first name	Isaac
Previous surname at 16th birthday	Whitfield
Postal address	174 London Road BIGGLESWADE SG18 8EH
Is your permanent home in the UK?	Yes
Home address	
Home telephone number	01767 318414
Mobile number	07463 808355
Email address	isaacedward@icloud.com
Date of birth	23 February 1997
Country of birth	United Kingdom
Date of first entry to UK	
Nationality	UK national
Dual nationality	
Area of permanent residence	Bedfordshire
Residential category	UK Citizen - England

Reference numbers

Unique Learner Number (ULN)	
Test of English as a Foreign Language (TOEFL) Number	
International English Language Testing System (IELTS) TRF Number	

Student support

Fee code	02 UK, CHL, IoM or EU student
Student support arrangements	finance services Bedfordshire