

Clearing Call Script

What to say when you make the call!

Open the Call	Be calm, composed and in a quiet space where you are able to focus. Open the conversation in a friendly and formal tone.
	"Good morning/afternoon XXX (their name- they should let you know!). My name is XXX and I am calling to talk to you about the XXX (course)."
Focused on the Why	Talk about why you're interested in the course and university, and what you're passionate about.
	"Your XXX course is really interesting to me and the modules in XXX and XXX fascinate me as I have developed a passion for XXX (area relevant to your course), and the impact it can make. The opportunities to study/visit XXX are also appealing to me and my interests in XXX."
Be Honest	Don't shy away from explaining low grades and what you learned from them, perhaps extenuating circumstances were involved but be clear about your career ambitions and interest.
	I did not meet the expected A'Level/T'Level grade(s) in XXX (particular subject (s). I know that I could have achieved better had I spent longer developing my knowledge/refined my ability to translate the knowledge I have and apply it. This is something I know I can improve upon and I am still driven to become a XXX/pursue my studies in XXX.



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Bring it Back	Once again, reiterate why this course at this university is your choice AND your suitability for the course.
	<p>"I believe my current, and extra-curricular studies are excellent preparation for my degree in XXX and would ensure success in areas such as XXX (modules in that course). I am greatly interested in XXX and I look forward to working collaboratively at the university with XXX (society).</p> <p>I spent time volunteering at XXX and discovered my passion for XXX, which I can see is a cornerstone of the course."</p>
Ending the Call	Whatever the outcome of the call, thank the member of staff for their time.
	<p>"Thank you for your time and help today. Thank you so much for the offer and I would love to accept a place on the course/Thank you for considering me for the course and I understand that I'm not a fit for this course. Have a good day and take care. Goodbye XXX."</p>

Top Tips:

- Have your personal statement in front of you.

- Be fluent in your statements...what you aspire to do and why.

The why includes what makes you a good fit for the course (knowledge and experience) and your passions and interests in the subject matter of the course.

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CLEARING CHEATSHEET

01

Prepare

Do your research. Do not jump on the phone in a panic. You do have time!

Use university materials to dig into the course modules, the types of assignments you'll get and anything else notable about the course... placements or research opportunities. You're looking for a university that meets your needs just as much as they are looking for someone to meet theirs!

02

Produce Notes (and refer to the script above!)

Make lots of notes before you pick up the phone, and organise your notes by university. Focus on the course content that interests you and modules you like the look of. Also, write down a couple of questions you'd like to ask the universities. You might want to ask about logistics, i.e course contact hours or the seminar-to-lecture ratio.

03

Practice Delivery

Practising answers is a great strategy, especially if you're someone who gets quite nervous on the phone. Reflect on questions you may have had in interviews before, or what you included in your personal statement. Practise saying these things out loud a couple of times, but keep it natural and you shouldn't need to read your notes/script verbatim!

04

Present Your Responses...

with authenticity and honesty. Do not rush your answers. Pronounce each sound naturally and do not clip or mumble.

05

Be Practical...

Give yourself time and space. Don't rush into any decisions and don't panic (on the phone or not!). Get yourself a quiet, calm and comfortable space from which you can make the calls.

CLEARING CHEATSHEET



01. Breathe

Take your time to listen and respond fully. Be courteous and polite always.



01. Panic

Don't be impolite or rush the person on the other end of the phone.

02. Take Control

Be confident and in control. This is your future and you are at the helm... you can do this.

VS.

02. Cop Out

Don't try to get a parent or carer to make the call on your behalf.

03. Be Sure

Do your research. You may be changing course, setting or subject area completely,,, either way, you must be sure that it's for you.

03. Don't Be Dismissive

Don't say you're only getting in touch because you don't have any other options.

04. Put in the Graft

You should be able to answer EVERY question... about your choices, your aspirations and anything linked to your personal statement.

04. Be Unprepared

Don't say you've 'never really thought about' something when asked.

