

**These Frequently Asked Questions are a supplement to
the Guides showing how to assess an application**

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What is a Nominating Agency?

A

A Nominating Agency is an organisation that directly or indirectly selects candidates to nominate to the Commonwealth Scholarship Commission. A Nominating Agency can be:

- in the case of Scholarships
 - a Commonwealth Government Ministry, such as a Ministry of Education, or
 - a Commonwealth national body, such as a University Grants Commission, or
 - a Commonwealth university or
 - a UK organisation invited to nominate by the Commonwealth Scholarship Commission
- in the case of Scholarships and Academic Staff Fellowships
 - a Commonwealth national body, such as a University Grants Commission, or
 - a Commonwealth university
- in the case of Shared Scholarships
 - a UK university
- in the case of Distance Learning Scholarships
 - a department of a UK university
- in the case of Professional Fellowships
 - a UK organisation or a department of a UK university

Commonwealth universities nominate candidates either directly or indirectly to the Commonwealth Scholarship Commission. If Commonwealth universities nominate candidates indirectly to the Commonwealth Scholarship Commission, the nominations go to a national body which then makes its selection to nominate to the Commonwealth Scholarship Commission. See <http://www.cscuk.org.uk/apply.asp> for details

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Why can I not access the EAS with my email address and the password I retrieved?

A

Assuming you entered your email address and password correctly, the probable reason is that you have 'played' on the EAS as an applicant using the email address. The EAS does not allow someone to use the same email address to be an applicant and a nominator.

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Why have I not received an email with a link to retrieve a password?

A

Have you checked the spam/trash folder in your email system? If the email is not there, this suggests that there is a problem with the email address in your *My Details* on the EAS

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Why can I not retrieve my password? All attempts failed when I used the password recovery system. The dialogue box indicated that recovery was successful, but the email with the link to recover my password was never sent to me

A

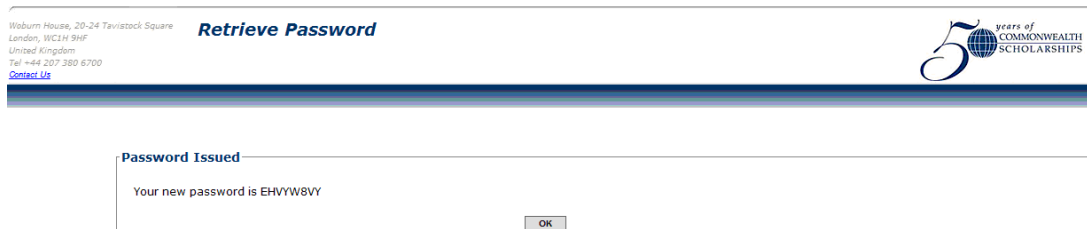
Have you checked the spam/trash folder in your email system? If the email is not there, this suggests that there is a problem with the email address in your *My Details* on the EAS

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Where do I find the password when using the password recovery system?

A

You will receive an automatically generated email with a link to obtain a password. An example password is on this screen



and is EHVYW8VY in this instance. If you copy-and-paste this password when you log on, make sure you copy it from left to right (and not right to left). We recommend that when you've used the password to get back into your application, you either click on *My Details* or go into *Personal Information* and change your password to something easier to remember

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Why could I not log out?

A

This may occur if you leave an application open without entering any information for some time. When you go back to log out or to enter more information you are likely to find an Error message. If you do, click on the button in the Error message and this will let you re-open the application. You can then log out normally

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I am an Agency Contact? Why can I not nominate candidates in my In Tray?

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You have to be a Nominator as well to do so

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Why does a Nominating Agency not receive an email indicating that an application has arrived?

A

This is because some Nominating Agencies would have an unacceptable number of emails. It is therefore up to the staff of the Nominating Agency to check their In Tray from time to time to see when applications arrive. Where a Commonwealth university is the Nominating Agency, the candidate is advised to tell that the Vice-Chancellor/Rector when he/she has submitted the application

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How do I know that the national agency or the Commonwealth Scholarship Commission has received a candidate that I have nominated?

A

If you click on the *Track All Forms* tab in your In Tray, you can see every application you have assessed (as well as any you have asked an Adviser to comment on). The combination of *Status* and *Now with* tells you where the application is

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What does the *Status* 'Aborted' mean?

A

An application with *Status* 'Aborted' has either been 'Rejected' or deleted. The candidate is no longer be able to see the application on his/her In Tray when it has been 'Aborted'

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Can a candidate change the e-mail address of, say, the 2nd referee to joe.bloggs@cscuk.org.uk instead of drjoe.bloggs@cscuk.org.uk after submitting his/her application?

A

There is no way of changing the email address of a referee once an application has been completed/submitted. If the candidate does not enter the correct email address, he/she will have to ask the referee to send the reference on headed paper by post. Neither the candidate's nor the Nominating Agency's In Tray is updated when the reference on headed paper has been completed

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Can a candidate see the references and the supporting statements of potential supervisors that the In Tray tells me have been completed on-line?

A

No. Only Nominating Agencies and the Commonwealth Scholarship Commission can see a candidate's references and can see the supporting statements of the potential supervisors

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On the In Tray what does 'References: 2 & _ of 3' under *Received So Far* mean?

A

It means referee number 2, and only number 2, on the list of referees in the application has completed the reference on-line. Similarly, 'References: 1 & 3 of 3' means that referees 1 and 3, but not referee number 2, have complete references on-line; whereas 'References: all 3' means that all 3 referees have completed references on-line

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If a candidate realises he/she has made a mistake in the application after submitting it, can he/she correct it?

A

No. Once a candidate has submitted he/she cannot make any changes, nor can he/she delete the application. The candidate can make another application by cutting-and-pasting from one to the other, but he/she is advised to warn

- the Nominating Agency he/she has made a second application
- his/her referees that each will get a second email requesting another on-line reference
- his/her potential supervisors that each will get a second email requesting another on-line supporting statement

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Can a Nominating Agency amend a submitted application?

A

A Nominating Agency cannot change any information entered by a candidate. However, in situations where a candidate does not have access to scanning facilities, a Nominating Agency can go to the *Attachments* page of the application to attach a candidate's photograph and/or Higher Education Institution transcripts and/or birth certificate and/or language certificate

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What is the point of *Initial Assessment* on the *Agency Assessment* page?

A

It lets you sort candidates into different categories without committing you to a final decision. For instance, if you think you will *Reject* a candidate, you can mark him/her *For Probable Rejection*. If you don't change this category, the candidate will automatically receive an email saying his/her application has been unsuccessful a few minutes after your deadline for nomination. If, however, you want to reconsider the candidate before the deadline, you can do so. On the other hand, if you click on *Reject* in *Final Assessment* before your deadline has passed, you cannot recover the application to reconsider the candidate

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Why can I not see the *Comments* I wrote about a candidate when I go back to look at the application in *Track All Forms*?

A

You and other Nominators in your Nominating Agency can only see anything you have written in the *Comments* section while the application is in your Nominating Agency's In Tray. Your *Comments* are however visible to the national agency/Commonwealth Scholarship Commission to which you nominate

Q

What is the purpose of sending an application to an Adviser?

A

The Commonwealth Scholarship Commission asks an external Adviser to comment on every application nominated to it. An Adviser's assessment and comments are taken into account when Commissioners are making their decision whether or not to offer the candidate an award. Nominating Agencies may wish to do something similar

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Can I view an application at the same time as an external Adviser?

A

Yes, by looking for the application in *Track All Forms*. However, you cannot change anything. To do so, you must transfer the application back to your Nominating Agency by clicking on *Intervene* in the application and by following the instructions. You are advised to warn the external Adviser that you are recalling the application, because the Adviser does not receive any automatic notification that you have done so; all the Adviser may notice is that the application is no longer in his/her in Tray

Distance Learning Scholarship

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Can I use the *Comments* box to say whether a candidate is selected or is a reserve?

A

Yes. The EAS allows Nominating Agencies to select Reserves, who can be nominated to the Commonwealth Scholarship Commission on request. However, in this first year of the EAS this facility is not being used for Distance Learning Scholarships, so you are recommended to use the *Comments* box to say whether a candidate is selected or is a reserve

Professional Fellowship programme

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If I decide to make substantial revisions, i.e. *Revoke*, the Professional Fellowship programme I am writing, what happens to the partially completed applications of candidates for the programme?

I am applying for a Professional Fellowship. I have started my application but why can I no longer find it?

A

A candidate cannot see the application in his/her In Tray. However, as soon as you *Re-Release* the programme it reappears in the candidate's In Tray without loss of any information previously entered by the candidate

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I am a Nominator. Why cannot I edit my Organisation's Professional Fellowship programme before it is submitted?

A

Only an Agency Contact can edit a programme. Nominators can only assess candidates who have submitted applications to participate in the programme

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Can I help a candidate complete his/her application for my Organisation's programme?

A

The only way you can change the candidate's application is to attach his/her photograph and/or certificates after he/she has submitted. All other help has to be given outside the EAS, e.g. by email or by phone

Shared Scholarship Scheme

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Can I use the *Comments* box to say whether a candidate is selected or is a reserve?

A

Yes. The EAS allows Nominating Agencies to select Reserves, who can be nominated to the Commonwealth Scholarship Commission on request. However, in this first year of the EAS this facility is not being used for the Shared Scholarship Scheme, so you are recommended to use the *Comments* box to say whether a candidate is selected or is a reserve

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Why cannot I see on the In Tray the name of the course an applicant is applying for?

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This facility will not be available in the software for courses beginning in 2010

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Why are candidates not asked to include the names and email addresses of referees?

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It is only in the case of the Shared Scholarship Scheme that the Commonwealth Scholarship Commission does not ask candidates to include the names and email addresses of referees. This is because UK universities make the selection of candidates and the Commonwealth Scholarship Commission usually accepts the decisions of the universities. As the universities have different selection procedures, candidates are asked to look at the relevant University's website or to contact the University to find out what references are required