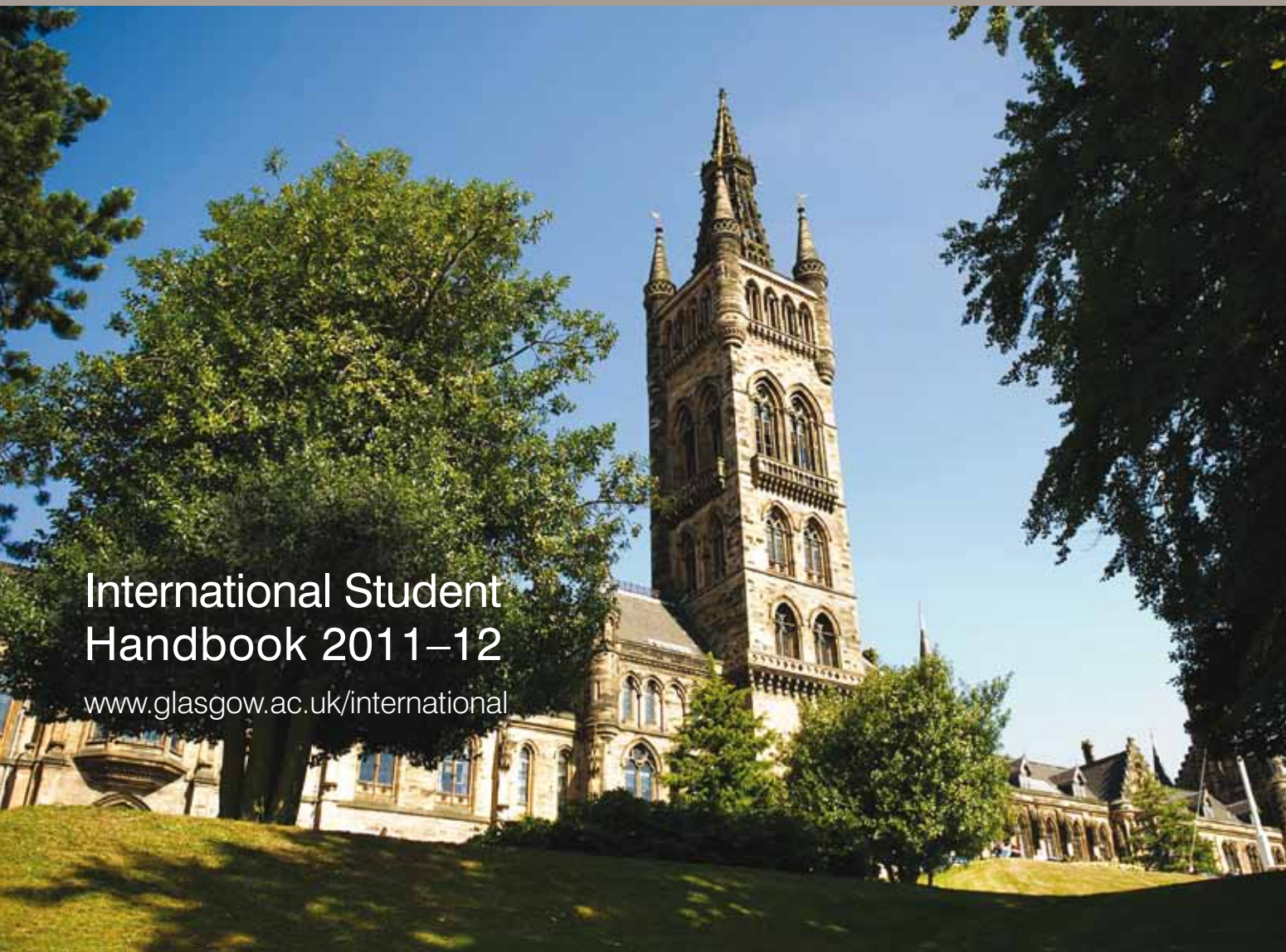




University
of Glasgow

International Student Handbook 2011–12

www.glasgow.ac.uk/international



Introduction

We would like to take this opportunity to welcome you to the University of Glasgow and also wish you a successful and happy stay in the city.

This guide has been compiled to help you through most of the formalities and procedures both before and after your arrival. You will find information ranging from the important immigration regulations to instructions on how to claim a VAT refund. Also included in this handbook are the contact details of the many services which are available to support you throughout your stay.

After reading this handbook, if you have any unanswered questions, please feel free to contact the International Student Advisers for further information; email: internationalstudentsupport@glasgow.ac.uk.

Note: The information contained in this book was correct at the time of going to press in May 2011.

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Before you leave home

Applying for your student visa

If you are a non-EEA/Swiss national, please make sure before leaving your home country that you have made the necessary arrangements for your travel to the UK. You must have a **valid passport** and remember that **entry clearance** (a student visa) is mandatory for all nationals who intend to stay in the UK for longer than six months. You apply for this at your nearest British Embassy, High Commission, Consulate or Visa Application Centre in your country of usual residence. A full list of contact details can be found on the UKVisas website at: www.ukvisas.gov.uk/en/howtoapply/wheretosapply. You will also be able to download the application form and in some cases submit your application online.

To apply for your entry clearance you will need the **Confirmation of Acceptance for Studies (CAS)** which you have received from the University of Glasgow and evidence of **financial support** (documents to show that you have enough money to cover your first year's tuition fees and £5,400 for living expenses. Please note that the required amount must be held for a consecutive 28-day period finishing on the date of the closing balance. You will have to show additional sums if you have dependants). You will also have to show the originals of any documents named on the CAS as being used as evidence to obtain the offer.

You should check if you require an **ATAS (Academic Technology Approval Scheme) Clearance Certificate** – postgraduate students studying or researching in certain fields must obtain this certificate before you can apply for your student visa. The scheme is designed to carry out security checks on those who will be researching/studying engineering, science, mathematics, technology or biomedical subjects. Applications for an ATAS certificate are free of charge and can be made online. Full details of the process and the subject areas can be found at www.fco.gov.uk/atas.

If you are a non-visa national and you are coming to study for less than six months you can apply on entry to the UK for a **student visitor** visa, however, this type of visa cannot be extended and you will not be allowed to work. If you are a visa national coming for less than six months you will have to apply for a **student visitor** visa before you leave home.

You may also need a valid **TB certificate** (please see Medical Services for further information).

Dependant visas – important points to note

- It is expected that UKBA will introduce new rules regarding dependant visas in July 2011. The change will mean that you will not be able to bring family to the UK with you unless you are taking a course which is 12 months long or more, and you are a postgraduate student or a government-sponsored student. This should not apply to you if you are already in the UK with family and you need to make an immigration application to extend your stay in the UK. Further information will be available on UKBA or UKVisas webpages soon – please keep checking.

- Children cannot normally accompany a student if the other parent is living in another country. It is only possible if the student has sole responsibility for the child, or there are serious reasons why the child must come.

Further information on all aspects of applying for Entry Clearance under the Points Based System can be viewed at: www.ukvisas.gov.uk/en/howtoapply/infos/inf29pbsstudent.

Remember to have your CAS or student visitor letter and your proof of funding with you in case you have to show them on arrival at UK Border Control.

If you have questions about applying for your visa please let the University's International Student Advisers know (see Welfare), however, the University of Glasgow is unable to represent individuals who have been refused a visa.

If you are an EEA national (EU member states plus Iceland, Norway and Liechtenstein), or a Swiss national, you will be admitted to the UK with a minimum of formality. On arrival, you must simply produce a valid passport or national identity card.

Money

There is no limit to the amount of money you can bring into the UK, but your own country may operate exchange controls. If this is the case, you must start making arrangements for transferring money several months before your course is due to begin. If you arrive elsewhere in the UK, you will need money immediately for train/plane fare to Glasgow and you may have a hotel (£50 or more per night) and meals to pay for. You should therefore bring approximately £200-£250 in British currency with you, together with a credit card or sufficient travellers cheques to cover all your initial expenses, which

may include a deposit for accommodation, food and warm clothing. Travellers cheques can be cashed at airports, railway stations, banks and bureaux de change. Try to avoid carrying too much cash in case it is lost or stolen.

It is a condition of acceptance that you should not commence study in the University of Glasgow unless you have adequate funds available to finance yourself to the end of your course. Remember that in addition to tuition fees, you must take into consideration board and lodgings, books, stationery and equipment, clothing, travel, holidays and entertainment. Please see Appendix III on page 23 for advice.

Food and plant imports to the UK

There are strict controls on bringing meat, milk, fish, shellfish, plants and their products into EU countries. If you are stopped by UK Customs and Port Health Officers, any prohibited items will be seized and destroyed and tough penalties can be imposed. For full information on what you can and cannot bring into the UK, please check the Department for Environment, Food & Rural Affairs' website at: www.defra.gov.uk/food-farm/food/personal-imports.

Getting to Glasgow

NB If you can, avoid arriving in Glasgow on a Saturday or Sunday as University offices will be closed. If you do have problems on arrival, go to the Main Gatehouse at the University Avenue entrance to the University. The Gatehouse is staffed 24 hours a day.

From 2-23 September the Welcome Desk will be open from 0800–1700, Monday to Friday, and staff will be able to help with initial enquiries and directions. The Welcome Desk will be situated on Level 1 of the Fraser Building.

Transport

By air

Glasgow Airport is situated approximately ten miles west of the University. A taxi from the airport to a Hall of Residence costs roughly £20-25. An airport bus goes to Buchanan Bus Station which is situated in the centre of the city. A taxi journey from here to one of the Halls of Residence will cost roughly £8–£10.

British Airways fly from London Heathrow to Glasgow, however several other companies fly from airports around London. Please note that Ryanair flies into Prestwick and not Glasgow. Prestwick is about 45 minutes away by train. For Prestwick travel link information please see www.gpia.co.uk/airportinfo/howto/links.asp.

By rail

Trains to Glasgow Central from London depart from Euston Station. The cost of a single Saver ticket is £113.70 while a return ticket costs £114.70 (Saver tickets can be used during off peak travel times – after 0905). Virgin Rail also has an Advanced Ticket which costs from £12 single, subject to availability. You must book this

at least one day in advance of your travel date and no changes can be made after purchasing the ticket. Daytime trains have a journey time of approximately five and a quarter hours. It is possible to book a sleeping berth on overnight trains (ticket prices vary, please visit www.nationalrail.co.uk for full information).

By road

The cheapest way to travel to Glasgow from London is by coach, and coaches leave Victoria Station morning and evening. Journey time is approximately eight hours. A limited service is available from Heathrow Airport.

If you arrive at Heathrow Airport and want to travel to Glasgow by bus (Victoria Coach Station) or rail, take the Underground (tube) (Piccadilly Line); taxis from the airport to central London are very expensive. If you want to go to Victoria Coach Station, you must change at Hammersmith and take the District (green) line; the walk from the Underground to the Coach Station is quite long. Those going to Euston Railway Station should change at Green Park and take the Victoria Line (bright blue).

Gatwick Airport is connected to Victoria Station by a fast train link which departs every 15 minutes. Journey time is 30 minutes.

Temporary accommodation in London

International Students' House, 229 Great Portland Street, London W1W 5PN (tel: +44 (0)2076 318300, web: www.ish.org.uk) offers reasonably priced overnight accommodation. Submit your booking as early as possible. The nearest Underground stations for the House are Great Portland Street and Regents Park. If there are no rooms available at the ISH, the staff can provide you with a list of alternative accommodation.

On arrival

Welcome and reception arrangements

If you are arriving in Glasgow in September, please look out for members of the **University of Glasgow Welcome Team**. From **2 to 23 September** they will be based at the **Welcome Desk** on Level 1 of the Fraser Building from **0800 in the morning to 1700 at night, Monday to Friday**. If you need any help, whether it be a simple question about directions or if you are facing any difficulty, please make contact with the Welcome Team. They will be able to guide you and, where necessary, can offer you support by contacting other services within the University.

The University's Welcome Team will also be present to help you when you arrive at **Glasgow Airport** and to direct you to the **transport service** provided by the University. For details of the times when our Welcome Team members are at the airport and when our bus service will be running, please check our webpage at: www.glasgow.ac.uk/international/support.

International orientation programme

Every year the International Student Support Team organise an orientation programme over four or five days before the start of term. All new international students, undergraduate or postgraduate, are welcome to attend. The programme will provide information on the services available to you within the University as well as some sessions on life in Glasgow. You will also be able to meet with fellow students at an evening social and take part in a full day

bus tour which will take you to places of interest outside Glasgow. Details of the programme and registration information will be sent to you in due course. A shorter orientation also runs in January.

Any enquiries about this programme should be directed to the University's International Student Advisers, International Student Support (see page 12).

Registration with the police

One of the first formalities you may have to deal with within seven days of your arrival is to register with the police. Certain foreign nationals who are over 16 years old and are admitted to the UK for longer than six months, must register at Police Headquarters, Nationality Branch, 173 Pitt Street, Glasgow or at a police station near their accommodation.

Please check the stamp in your passport.

You should take with you:

1. Your passport
2. One passport-sized photograph
3. £34 registration fee in cash
4. Evidence of your studies
5. Proof of address – your accommodation contract.

Opening hours are: Monday to Thursday 0900-1230 and 1330-1600; Friday 0900-1230 and 1330-1500. To arrange an appointment please call +44 (0)141 532 2421 or call into the office at the address given above.

While you are in the UK, you must inform the police within seven working days if you change your address, course or receive an extension of "leave to remain".

Accommodation

The University offers a mixture of catered and self-catered student residences, as well as a limited number of self-contained family flats. Great efforts are made to ensure that a place in University owned, leased or recommended private provider accommodation is offered to all new international students studying for a full degree, provided that you apply by 22 August preceding entry to the University, and have firmly accepted an unconditional offer or have met the conditions of a conditional offer. Please apply online for accommodation at www.glasgow.ac.uk/accommodation as soon as you have accepted either a conditional offer* or an unconditional offer to study at the University.

*Please note that you will not be sent an offer of accommodation until you have met the conditions of your offer.

For applicants who are unable to access the online application form please contact Residential Services, 73 Great George Street, University of Glasgow, Glasgow G12 8RR, tel: +44 (0)141 330 4743, fax: +44 (0)141 330 4080, email: accom@glasgow.ac.uk, www.glasgow.ac.uk/accommodation.

Please remember that in signing a lease or contract for accommodation you are signing a legally binding document and will be bound by the conditions for the length of that contract, which include payment for residence fees from the "start date" until the "end date". If you wish to move out of your residence you will continue to be liable for residence fees until a suitable replacement student is found to take your room.

Private accommodation

Private accommodation is very difficult to find near the University, and many local students travel long distances by public transport to attend lectures. Therefore, if you are looking for private accommodation, please remember that this is difficult and time-consuming. You should come to Glasgow well before the start of term if possible, and consult Residential Services' Private Accommodation Database (PAD), as well as advertisements in The Herald and Evening Times newspapers.

Residential Services maintain information on properties in the private market on PAD (Private Accommodation Database). You can access this prior to arrival in Glasgow. www.glasgowpad.org.

For further information please contact Residential Services, tel: +44 (0)141 330 4544, fax: +44 (0)141 330 4080, email: accom@glasgow.ac.uk.

House in multiple occupation

You may be living in what is called an HMO – a house in multiple occupation. This is a house or flat which is occupied by three or more unrelated people, using shared facilities. All HMOs have to be licensed with the local council (Glasgow City Council for properties in Glasgow).

Landlord Licence All landlords letting properties in the private sector must be registered with the local council. The aim of this scheme is to ensure that all private landlords are “fit and proper”, and disreputable landlords can be removed from the market and tenants and neighbours can be protected from the consequences of antisocial behaviour and mismanaged properties. You can check if your landlord is registered online, www.landlordregistrationscotland.gov.uk. Or contact: Glasgow City Council Private Landlord Registration Unit, Glasgow G2 4PF, tel: 0800 027 0414.

HMO Licence For a landlord to operate an HMO, the property must be licensed with the local council. The licensing conditions are strict and include, for example, the need to have clear fire escape routes, safe gas and electrical appliances, adequate sized rooms and a telephone landline installed. These regulations are in place to protect tenants and ensure that the property is safe for habitation. The licence should be displayed prominently in the property. If you suspect a property is not registered (which is a criminal offence on the part of the landlord) or a landlord has breached the terms of the licence, you can get help from the Students' Representative Council's Advice Centre (see page 13) or directly from Glasgow City Council's HMO Unit at Environmental Protection Services, 231 George Street, Glasgow G1 1RX, tel: +44 (0)141 287 6531.

Please remember that in signing a lease or contract for accommodation you are signing a legally binding document and will be bound by the conditions for the length of that contract.

Accommodation suitable for families/couples

The average rent for a one-bedroom flat in the private sector varies from £450 to £500 per month plus bills, a two-bedroom flat from £550 to £700 plus bills depending on the area (flats near the University are expensive). Thus, unless you have adequate funding, you may have to consider leaving your family at home. If this is impossible, come alone in the first instance, look for a suitable flat then, once you have found one, send for your family.

The University has a limited number of flats suitable for couples or families. Priority will be given to couples who are both registered students of the University of Glasgow. All applications for family flats will be considered on the basis of the student's needs and priority which will be assessed by Residential Services.

For further information, contact Residential Services, tel: +44 (0)141 330 4544, fax: +44 (0)141 330 4080, email: accom@glasgow.ac.uk.

Council Tax

Council Tax was introduced in Britain in 1993 and is the means by which people pay for local services and water. Full-time students are generally exempt if they are living with other students. Also, if you are living with your spouse who is prevented by the terms of his/her leave to enter or remain in the UK from taking paid employment or from claiming benefits, then you will not be charged Council Tax. Please note that if your spouse is a British or EEA national they will be liable to pay Council Tax. Students in the writing-up period of their programme will be exempt from paying Council Tax if they can provide evidence from the University that they are studying for more than 21 hours per week and for a period of more than 24 weeks.

For Erasmus students who do not fulfil the full-time student criteria of 21 hours over 24 weeks whilst they are in the UK, but will continue with their course of studies on return to their own university, a letter from that institution will have to be provided confirming the course undertaken is full-time and include the number of hours attended per week and the number of weeks, course qualification, course programme and duration of course. Confirmation is also required that the institution has permitted the student to undertake a course of study as part of their course in the UK and provide the exact period of attendance at the UK establishment.

For non-graduating students who are registered at the University of Glasgow and meet the full-time student criteria of 21 hours over 24 weeks, a letter is required from this University to confirm the student is attending a period of non-graduating study which is linked or

affiliated to their course abroad. Details of course programme, course qualification, hours and weeks attended and the exact period of attendance at the University of Glasgow must be provided.

Please remember that the exemption only applies when you are registered as a student and will end when you complete your studies. You will therefore also not be covered by the exemption if you arrive early and take up private accommodation.

If you have any doubts about your eligibility for exemption, please contact the University's International Student Advisers (see page 12).

Schools

Free schooling is available for all children over five years and under 16 years of age. Parents are legally obliged to enrol their school age children full-time in school but please note that schools are under no obligation to enrol a child over the age of 16. For information about enrolling your children in a local school, contact the University's International Student Advisers (see page 12). Useful information can also be found at www.glasgow.gov.uk/en/residents/goingtoschool.

Pre-school childcare

Places in playgroups and nursery schools are severely limited and it may prove impossible to find room for your child in a local authority nursery school or in the University's nursery – www.glasgow.ac.uk/nursery. There are, however, privately run nursery schools and recognised childminders, but these tend to be expensive, at least £150 per week. Contact the University's International Student Advisers (see page 12) for advice.

Banks and bureaux de change

Banks

The main Scottish banks are: The Bank of Scotland, The Royal Bank of Scotland, The Clydesdale Bank and Lloyds TSB. The nearest branches are:

- The Bank of Scotland, 174 Byres Road (tel: +44 (0)141 531 0619), open Monday-Friday 0900–1700 and Saturday 0900–1230.
- The Royal Bank of Scotland, 339 Byres Road (tel: +44 (0)141 334 9341), open Monday-Friday 0915–1645 and Saturday 0900–1300.
- The Clydesdale Bank, 326 Byres Road (tel: +44 (0)845 7240024), open Monday-Friday 0915–1645 and Saturday 0900–1300.
- Lloyds TSB, 196 Byres Road (tel: +44 (0)845 3000 000), open Monday, Tuesday and Friday 0900–1700, Wednesday 1000–1700, Thursday 0900–1730 and Saturday 0900–1230.
- Santander, 271–273 Byres Road (tel: +44 (0)845 7654321), open Mon, Tues, Thurs and Friday 0900–1700, Wednesday 1000–1700 and Saturday 0900–1230.

To open an account, you will need your passport or ID card and evidence of your current course of study and address. Depending on the bank you choose, you may be asked for other documentation. There are two main types of account – current (cheque) account and deposit account.

You can transfer money from home by giving the name and address of your Scottish bank together with the account number and code. This would be safer than having a draft sent to your residence. If you are intending to use a cash card from your own country, please check with your bank that it will be compatible with UK machines.

One pound sterling (£1) is divided into one hundred pence (100p). Coins issued are 1p, 2p, 5p, 10p, 20p, 50p, £1 and £2 and notes to the value of £5, £10 and £20. Scottish banks issue their own notes and these are accepted as legal tender in Scotland as well as English bank notes. Sometimes Scottish notes are not acceptable outside Scotland, so if you are travelling, ask your bank for Bank of England notes.

International banks

Several international banks are represented in Glasgow as follows:

- Allied Irish Bank, 227 West George Street (tel: +44 (0)141 226 4421)
- Bank of China, 450 Sauchiehall Street (tel: +44 (0)141 332 3354)
- Bank of Ireland, 65 St Vincent Street (tel: +44 (0)141 221 9353)
- Habib Bank AG Zurich, 473 Victoria Road (tel: +44 (0)141 424 3786)
- United National Bank, 11 Gibson Street (tel: +44 (0)141 341 0555)
- Habib Allied International Bank plc, 141 Norfolk Street (tel: +44 (0)141 420 1319)
- HSBC, 7 West Nile Street (tel: +44 (0)8457 404404).

Bureaux de change in Glasgow

- First Choice Travel Shop, 327-329 Byres Road (tel: +44 (0)844 561 5815) Hours: Monday-Saturday 0900-1730
- American Express Travel, 66 Gordon Street (tel: +44 (0)844 406 0040) Hours: Monday-Friday 0900-1730; Saturday 0900-1700
- Thomas Cook, 15-17 Gordon Street (tel: +44 (0)845 3089309) Hours: Monday-Saturday 0900-1730, Sunday 1200-1700

Bureaux de change are open outside normal banking hours and are useful should you need to change money in a hurry at weekends.

Telephones

There are basically two types of public telephone: coin-operated and cardphone. You can dial direct from either type to anywhere in the UK and to all countries to which International Direct Dialling is available. There are many companies offering international telephone cards which can be bought online or in many local newsagents. These offer varying rates for different countries so you may need to shop around to get the best deal. However, most international students prefer to use their own mobile phone. You can either bring your own with you or purchase one when you arrive.

Mobile phones

Buying a mobile phone in the UK can be confusing as there are many different types of deal. Take time to look at what is available and try more than one retail outlet. The same deal may be cheaper with another store. Be wary of getting into a deal before you've considered all the pros and cons. There are two types of contract available:

Pay As You Go This type of contract offers you the option to be in control, as you only need to 'top up' when you can afford to. The initial cost can be higher as you need to buy a handset but once you have the phone your costs may be less. If you are on a tight budget, or your finances can be unpredictable, this can be the best option.

Pay Monthly This type of contract can often offer a free handset as part of the package but there is usually a minimum monthly payment, whether or not you can afford it, and a minimum term over which you must keep the contract (generally 12 months although it can be 18 or 24 months). This is a less flexible option than Pay As You Go as it is not possible to avoid the monthly contract payment, even if you do not make any calls.

With the pay monthly option, up-to-the-minute phones are used to sell a wide range of 'deals'. Consider what you are taking on before you sign a contract as, once you have committed to this, it is virtually impossible to change your mind – read the small print carefully. Some networks also add on an extra monthly charge if you don't pay your bill by direct debit.

It is best to seek advice before making a decision if you are unsure about what you are signing. Once a contract has been signed it is often difficult to cancel and you may end up with a bill you cannot pay.

For both types of mobile phone options make sure you check the rates for both UK calls and international calls – some phones offer good rates within the UK but high rates internationally or vice versa.

Tones

These may be different from the tones used in your own country.

- Dial tone - a continuous purring of high-pitched hum.
- Ringing tone - a repeated "burr-burr" sound.
- Engaged (busy) tone - a repeated single note.
- Number unobtainable - a continuous steady note.

To make an international call from the UK

To dial an international call from the UK, eg Kuala Lumpur (Malaysia) 2536781:

- First dial the international prefix 00
- Next the country code 60
- Then the area code 3
- And finally the number 2536781

To make a call to Glasgow from outside the UK

- Dial the international code (each country has its own)
- Then the country code (UK) 44
- Followed by the area code (Glasgow) 141
- And finally the subscriber's number (University of Glasgow) 330 2000

In this guide, all telephone numbers are given with the international dialling code to Glasgow eg +44 (0)141. These are the figures you have to add when calling from outside that area.

Useful free telephone services

- Emergency Services 999
- Operator 100

Post Office

Normal hours of opening are: Monday-Friday 0900–1730 and Saturday 0900–1230 but there is variation. There is no postal delivery after 1300 on Saturday until Monday morning.

Postage rates are calculated based on weight, size and the service required.

With a first class stamp, a letter to an address in the UK should arrive the next day; a letter with a second class stamp will take up to three days. Mail within the University is by the 'internal mail system' and costs nothing. There is also a free daily delivery of mail to Strathclyde University.

Telegrams

It is now no longer possible to send a telegram from the Post Office. Instead, telegrams can be sent online from: www.telegramsonline.co.uk. Within the UK, telegrams are guaranteed to arrive by first post the next working day, provided that they are ordered before 1700.

Internet and electronic mail access

All students registered at the University of Glasgow have access to the internet and email. Student email provides you with client and web based access as well as access via mobile devices which support the connection standards. Wireless access is available in most areas of the campus.

IT Services provide drop-in computer clusters, as do colleges and some schools. From these you will be able to access network file storage, email and the internet using the Common Student Computing Environment (CSCE). This is a standard computer set-up designed to make life easier for you. Wherever you go around the campus, and whatever cluster computer you use, you should find that the CSCE offers you the same basic programs and set-up.

IT Services also provide an IT Helpdesk on the third floor of the Library.

For further information on all this and more, visit www.glasgow.ac.uk/it/forstudents.

Insurance

If you have not already done so before leaving your own country, you are strongly advised to take out some form of insurance policy to cover the cost of your personal property should it be lost or stolen. Make the effort to do this as soon as possible after your arrival.

Please note that students living in University owned property are covered at a basic level by a block insurance policy. You should check that this will provide adequate cover for your personal belongings.

Photographs

In the first month or so, you will need quite a lot of passport-style photographs. There are automatic photo machines at mainline railway stations and some post offices. Specialist photo shops also provide this service quickly and at a price just a little higher than the photo machines.

Electricity

Electrical current in the UK is 240 volts at 50 cycles. If you come from a country which operates on a different voltage, you should ensure that you are equipped with the appropriate transformer. Alternatively, there are many discount electrical stores and supermarkets where you can buy various items (hairdryer, kettle etc) at fairly reasonable prices.

Immigration regulations

On entry

The documents already mentioned in the **Before You Leave Home** section are essential to help smooth your passage through immigration control. It is possible, however, that non-EEA nationals may be questioned by an Immigration Officer. Should you find yourself with any immigration difficulties ask to be put in touch with: Immigration Advisory Service (IAS), County House, 190 Great Dover Street, London SE1 4YB (Tel: +44 (0) 8449744000) or, for urgent advice on detention, deportation or removal outside office hours, Tel: +44 (0) 2079671299.

If you have obtained entry clearance before arriving in the UK, your conditions of stay and length of leave to remain will already be noted on the Entry Clearance vignette in your passport. You should, however, still carry the necessary documents in case the UK Immigration Officer wishes to verify any details.

EEA and Swiss students are subject to different arrangements. Your passport will not be stamped when you come through immigration.

During your studies

Student Responsibilities under Tier 4

As the University issued you with a Confirmation of Studies (CAS) to obtain your student visa, the University must comply with UKBA regulations regarding attendance monitoring and absence reporting as well as checking that you have the necessary documentation and permission allowing you to undertake study in the UK. You

will therefore have to register at the appointed time; provide appropriate documents, eg passport, UK biometric ID card; ensure that you attend your course and if you can't, make sure that your College or School know why you are not attending; apply for visa extensions in good time and pass details of any visa extensions to the University's Points Based Compliance Officer in Registry; notify changes of address to the University, UKBA and the Immigration & Nationality Police if you have a Police Registration Certificate. For full details of these responsibilities please check www.glasgow.ac.uk/media/media_190815_en.pdf and www.ukcisa.org.uk/student/info_sheets/protect_t4_status.php. If you need any advice on any of these matters please contact the International Student Advisers - see page 12 for contact details.

Extension of 'leave to remain' (non-EEA students)

Please keep a regular check on the date when your "leave to remain" expires as any application for an extension must be made well in advance of your permission running out (ideally two months before the date of expiry of your current visa).

Please note that if you are applying to extend your visa for a new course, you can only apply if your current visa expires within a month of your new course starting. If your current visa ends more than a month before your new course begins, you will have to return home to apply for the visa.

Applications to extend a visa must be submitted on the appropriate form, Tier 4 (G), which is available from:

- Student Services Enquiry Team, Level 2, Fraser Building or
- www.ukba.homeoffice.gov.uk (as a download).

If you have **dependants**, they must also complete separate PBS (Dependant) application forms. Any dependant applications that are submitted at the same time as the main applicant's form will incur a fee of £193 (postal) or £351 (in person) per dependant unless it is for a child aged 18 years or over. Dependant applications that are submitted at a later date and/or applications for dependent children who are aged 18 years or over will incur a charge which is currently £550 for applications made by post or courier and £850 for applications made in person at Public Enquiry Offices.

Under the Points Based System, you must obtain 40 points for your student visa application to be successful. The points are awarded for the Confirmation of Acceptance for Studies (CAS) (30 points) and your financial documentation (10 points). You must ensure that you provide the Home Office with the documents requested and remember that you need to allow time to collect the documentation required. For instance, requests for CAS may take time to process and ATAS applications can take weeks to process.

You can submit your visa application in any of the following ways:

- By the postal Student Batch Scheme which is administered by the International Student Advisers, Level 2 of the Fraser Building, University of Glasgow. Your application will be checked and sent with others to a special unit within the Home Office which deals only with student applications. The charge is the same as a normal postal application: £386.
- By post to: UK Border Agency, Tier 4, PO Box 500, Durham DH99 1WJ. The charge for a postal application is £386.

- By appointment in person at the Public Enquiry Office, Festival Court, 200 Brand Street, Govan, Glasgow G51 1DH. Call for an appointment on 0870 606 7766 or book online at <https://ukbabooking.homeoffice.gov.uk>. The charge for a personal application is £702. This type of application is particularly useful if you have travel plans in the near future.

Please note that if you have entered the UK as a student visitor for up to six months, you will not be allowed to extend your stay.

If you have any difficulty completing the form or need advice on any of the immigration matters discussed in this section, please contact the University's International Student Advisers (see Welfare).

If you wish advice from the Home Office itself, you may call their Telephone Enquiry Bureau on 0870 606 7766.

Vacation and part-time employment

If you are from a non-EEA country, you will probably find one of the following restrictions stamped or noted in your passport or ID card: "Work (and any changes) must be authorised." or "Able to work as authorised by the Secretary of State." or "Student Leave To Remain. Restricted Work – P/T Term Time, F/T Vacation or Work 20 hours max in term-time". Anyone on a degree level course or a foundation degree course with these restrictions stamped in their passport can work up to 20 hours per week during term-time and full-time during vacation periods. Please note that times when you are writing up your dissertation or thesis or you are studying for exams are not considered vacation periods. If you are studying any other type of course or you are Tier 4 (child) student, you will only be allowed to work 10 hours per week during term-time.

Alternatively, you may have the following prohibition endorsed in your passport: "No work or recourse to public funds." If you are coming to the UK for less than six months as a student visitor you will have this stamp which means that you cannot work. Please remember that working whilst you have a prohibition stamped in your passport is illegal.

EEA and Swiss nationals are free to take employment without requiring a work permit.

Arrival via Dublin without prior Entry Clearance

When you arrive in the UK from Dublin, an Immigration Officer will not be present. You will therefore not receive a stamp in your passport and will only be deemed to have three months leave to stay in the UK as a visitor which means that you should not study and you will not be able to extend your stay within the UK as a student or a student visitor. **Therefore, you must apply for entry clearance as a student visitor or student before you leave your own country.**

Recourse to public funds

As an international student, you are permitted to study in the UK provided you can maintain and accommodate both yourself and your family without recourse to public funds. In effect, this means that you cannot claim Income Support, Working Tax Credit, Council Tax Benefit, Housing Benefit or housing under the Housing (Homeless Persons) Act 1987, Child Benefit, Council Housing, Jobseeker's Allowance, Attendance Allowance, Severe Disablement Allowance, Social Fund Payment, Pension Credit, Child Tax Credit, Health in Pregnancy Grant, Carer's Allowance, Disability Living Allowance as this would constitute a breach of the Immigration Regulations and might result

in a refusal to extend your "leave to remain". EEA nationals and nationals of certain other countries with reciprocal agreements can claim Child Benefit, as long as they do not have a 'public funds' restriction.

As there may be changes to this list, please consult the University's International Student Advisers (see page 12) before making any claim for public funds.

Spouses/partners

Under **current immigration rules**, if you are bringing your spouse/partner with you, he/she will normally be admitted for the period of your authorised stay and will be allowed to work if you have been granted permission to stay in the UK for 12 months or more. If you have been granted permission to stay for less than 12 months, your spouse/partner will not be allowed to work. If your permission to stay is for a course of study below degree level your spouse/partner will not be allowed to work. Please also note that your spouse/partner will not be able to accompany you to the UK if you will be studying on a course of less than six months.

NB From July 2011 you will not be able to bring family to the UK with you unless you are taking a course which is 12 months long or more, and you are a postgraduate student or a government-sponsored student. Your dependants will be allowed to work.

If your spouse/partner is travelling later, please make sure he/she has a photocopy of your passport and ID card, if you have one, showing your leave to remain. Your spouse/partner should also register with the police if you have been asked to do so.

Travel abroad (non-EEA nationals)

Before leaving the UK, please note carefully the following points:

1. Check that your passport is valid for the period you will be away. If it is going to expire during this time, you must apply for a new one well in advance of your trip.
2. Check that your "leave to remain" will not expire before your return to the UK. If it will expire, you should apply for an extension of stay before you go.
3. Please remember to take your passport and your ID card (if you have one) when you travel.
4. If your student visa is valid for longer than six months, you are not required to obtain a re-entry visa before leaving the country for a visit abroad. You must, however, ensure that your leave to remain does not expire while you are abroad and that you carry proof of student status and financial support as evidence that you qualify for readmission. Should your leave to remain expire when abroad, you will have to apply for a new visa or entry clearance.
5. Please note that visa national students and visitors granted leave to remain for six months or less are not able to leave and re-enter the UK during their stay unless their entry clearance allows multiple entries.

Immigration advice

Within the University of Glasgow advice on matters related to these or other immigration issues should only be obtained from the University's International Student Advisers.

Medical services

If you are a full-time student in Scotland, you will not have to pay NHS (National Health Service) medical charges. This means that consultations with a doctor and hospital treatment will not cost you anything. This also applies to your spouse and family here with you in Glasgow.

If your doctor issues you with a prescription for an item of medicine, you will not have to pay a charge to the dispensing chemist. If your income is very low, it may be possible to get help with health costs. You should complete a HC1 form which can be obtained from your GP or the SRC Welfare & Advice Centre. Chemists' shops are open during the normal business hours, but they also operate a rota system to cover late opening, Sundays and public holidays.

Shortly after you arrive in Glasgow, you must register with a doctor or GP (General Practitioner) near your accommodation. Please do not wait until you are ill.

The National Health Service has a policy of immunising against Meningitis 'C' and we would recommend that all students who have not been vaccinated make arrangements to have this done before leaving home or shortly after arrival in the UK.

Tuberculosis screening

If you are coming to the UK for more than six months and are a national of Bangladesh, Ghana (including Burkina Faso, Cote d'Ivoire, Togo and Niger applications), Kenya (which also take applications from residents of Eritrea,

Somalia, Democratic Republic of the Congo, Rwanda, Uganda [visitor applications] and Tanzania), Pakistan, Sudan and Thailand (including applications from Cambodia and Laos) you are required to provide a certificate (from an accredited clinic) to show you are free from infectious Tuberculosis (TB) before applying for your visa. Please check the UK Visas website (www.ukvisas.gov.uk) or contact your local British Embassy or British High Commission for up-to-date requirements.

Students from some other countries may be required to undergo a TB screening test on arrival in the UK although in some cases this can be avoided by bringing a valid chest x-ray with you in your hand luggage.

Dental treatment

When making your first appointment with a dentist, you should first of all check that he/she will accept you as a patient under the National Health Service. Otherwise, you may be treated as a private patient, which will cost much more than the statutory National Health Service charge. Please note that you must be registered with a doctor before being entitled to be treated by a dentist under the National Health Service. For a list of local NHS dentists, visit www.glasgow.ac.uk/services/health.

Eye treatment

If you want to have your eyesight tested, make an appointment for a test with any qualified optician. If they are required, the optician will supply spectacles but the cost will depend on the type of frame and lenses you choose.

Welfare

International Student Advisers – International Student Support

The University provides a welfare service to assist international students during their period of study at the University of Glasgow. The International Student Advisers are located in the Fraser Building. They are able to help students with the practical aspects of living and studying in Glasgow and liaise with other individuals and organisations listed in this handbook. The range of matters dealt with by the Advisers is very broad and the objective is to give sympathetic, confidential and practical help as quickly as possible.

The office is open 9am–5pm on weekdays and you should call in to Level 2 of the Fraser Building to make an appointment. You can also email studentservices@glasgow.ac.uk or phone +44 (0)141 330 7000.

See www.glasgow.ac.uk/international/support for details of the service.

Counselling & Advisory Service

This is a confidential service available to all registered students who are experiencing emotional and psychological issues. The service offers a range of help which includes short term individual counselling and psychotherapy, cognitive behavioural therapy and psychological services. The website – www.glasgow.ac.uk/counselling – provides comprehensive information about other sources of help as well as

more detailed information about the service. The service is located in the basement of 65 Oakfield Avenue and is open every working day between 0900 and 1700. To make an appointment, you can fill out our form online, telephone +44 (0)141 330 4528, email studentcounselling@glasgow.ac.uk or call in to the office.

Careers support for international students

The University's Careers Service was the first in Scotland to recruit a careers adviser dedicated to developing service provision for international students. There is a range of resources and services currently available to international students at Glasgow. These are outlined below.

Careers guidance

- A range of one-to-one interviews (including mock job interviews).
- An application proofreading service.

Careers education

- A series of job search and career planning workshops designed specifically for international students seeking employment in the UK.
- A 2-day Interview Academy with intensive coaching from careers advisers and recorded interview practice with real graduate employers.

Careers information

- Access to information about permanent employment, vacation work, internships and part-time work through our website.
- A collection of web pages targeted at international students including a dedicated careers blog for international students at: www.gu-career@blogspot.com.

- A range of careers events, organised and promoted by the University, including employer recruitment seminars and careers fairs. Of particular interest may be the virtual international careers fairs which are intended to support students to access career opportunities beyond the UK.
- A dedicated LinkedIn group to enable students to keep up to date with careers news and to network with recent international graduates. Register for the 'Careers 4 International Students' group at: www.linkedin.com.

Careers services exist in many countries around the world. Service provision can vary greatly. Students often carry expectations from one country to another which can in turn lead either to pleasant surprises or to disappointments. So it is important that we are clear what you can expect from this Careers Service and what you cannot.

The Careers Service is not a placement agency.

It can offer advice and guidance in seeking a job but it cannot place people into employment or make applications on behalf of students.

The Careers Service is not authorised to give advice on any individual student's eligibility for work visas in the UK after graduation. Within the University only the International Student Advisers are permitted to offer this particular service.

The Careers Service is located in the Fraser Building, 65 Hillhead Street, Glasgow G12 8QQ. Tel: +44 (0)141 330 5647/4560, email: careers@glasgow.ac.uk.

Advisers of Studies

Every undergraduate student is allocated to an Adviser of Studies whose prime responsibility is to guide students in the choice of an appropriate syllabus. In addition to this academic function, the Adviser of Studies will also counsel students on more general matters pertaining to their progress; for example, examination regulations, absences due to ill-health and any other routine difficulties. Problems of a more serious nature will be referred to either the Student Counsellor or the University's International Student Advisers (see page 12).

Disability Service

The Disability Service welcomes enquiries from any international student or potential international student who has a disability. This includes those who have dyslexia or other specific learning difficulty, a chronic medical or mental health condition, sensory impairments or access and mobility difficulties.

The Disability Advisers can give advice and make arrangements for specialist support to help students on their course. Students registered with the Disability Service are required to provide supporting evidence of their disability so that their support needs can be accurately established.

The Disability Service is located on campus. An appointment to meet an adviser can be arranged by contacting the secretary on +44 (0)141 330 5497 or disability@glasgow.ac.uk. Early disclosure is advisable and always encouraged. All information about your disability will be regarded as sensitive personal data and will not be passed on by the Disability Service to your University college or school without your explicit signed consent.

Students' Representative Council

The Students' Representative Council (SRC), based on campus, exists to represent the interests of the students on campus and provide support services and development opportunities to individual students. Each year a President and around 30 others, including an International Officer, are elected to the SRC Council. Any University of Glasgow student is eligible to stand in these elections. Visit: www.glasgowstudent.net

The SRC operates the following services:

- The Advice Centre – drop in any time between 1030–1600 on Monday, 1000–1600 on Tuesday–Thursday and 1000–1530 on Friday, and you can discuss any issues that are bothering you; email: advice@src.gla.ac.uk or visit www.glasgowstudent.net/advice. The Advice Centre also offers advice and representation for a number of problems including academic appeals, housing, problems with landlords, consumer rights, entitlement for benefits and University disciplinary procedures and formal complaints.
- Nightline (tel: +44 (0)141 353 1050) – a free confidential helpline which is run by trained student volunteers, and operates between 1900-0700 during term time.
- Second-hand bookshop – see page 18 for details.
- Free campus-to-halls minibus service in mornings and evenings – a timetable can be found at www.glasgowstudent.net/services/minibus
- Photocopying, printing, binding and faxing services

- Student Volunteer Support Service – gives you the opportunity to participate in a wide range of volunteering opportunities, both on and off campus. See page 20 for details.
- Student media – the SRC runs the student newspaper, Guardian; Glasgow University Magazine, Glasgow University Student Television and Subcity Radio. Any student is welcome to get involved.
- Jobshop – local job vacancies are displayed in the SRC offices and also at www.glasgowstudent.net/services/jobshop
- Flatshare – a web-based service to help students find accommodation. Visit www.glasgowstudent.net/services/flatshare.

You can find out more and have any questions answered by joining the SRC on facebook at www.facebook.com/glasgowuniversitysrc, twitter at twitter.com/gusrc and at www.glasgowstudent.net.

Strathclyde Police

The Chief Constable of this area is committed to investigating all racial incidents or harassment involving individuals or ethnic groups reported to the police. Specially trained officers will listen to any grievance you may have. Contact can be made via the University's International Student Advisers (see page 12) or at Partick Police Office, 609 Dumbarton Road, Glasgow G11 (tel: +44 (0)141 532 3500 [Community Involvement Branch]).

English language

English language courses

The Language Centre English as a Foreign Language (EFL) Unit offers courses to prepare you for study – Pre-sessional English and study skills – and courses to support you while you study – English and study skills (ESS).

ESS classes are offered free to students who are paying overseas tuition fees of more than £6,000, but a small registration fee is charged. Others, including staff, visiting researchers and EU students, pay a subsidised fee for the course. You can find about these courses at www.glasgow.ac.uk/efl.

Some schools run support programmes as part of their academic courses. Ask your course director or supervisor. There is writing support available at <http://khios.dcs.gla.ac.uk/writing/course>. Click on your subject area. The Language Centre Library holds EFL study material and we have useful links on our website: www.glasgow.ac.uk/efl.

If you know someone who is thinking of applying to the University, the EFL Unit Pre-sessional courses aim to bring English skills up to a level which is equivalent to the required IELTS score. These courses have a study skills component, which helps to adapt to the style of learning and teaching in the University. They also focus on learning subject vocabulary. These two aspects will prepare a student well for the academic course. Courses can last from 10-40 weeks depending on the starting level of language skills.

An express course of five weeks is available for those whose language skills are ready for University entry. Students practise the above

study skills and write an individual project in their own subject area. Courses in the following subject areas have been set up in collaboration with academic staff. They include recommended reading and lecture input: Management, Law, Accounting & Finance, Medical Studies and Education.

The EFL Unit is a centre for the IELTS examination, which is normally held every month.

For further details and guidance, please see www.glasgow.ac.uk/efl or contact the Language Centre, Hetherington Building, Bute Gardens, University of Glasgow, Glasgow G12 8RS, tel: +44 (0)141 330 6521, email: efl@glasgow.ac.uk.

Libraries

The University Library

The University Library on Hillhead Street is open from 0715 to 0200, every day of the year apart from Christmas & New Year. Its collections contain more than 2.5m books and journals and over 30,000 electronic journals, covering the full range of academic subjects.

On level 2 of the library, staff at the Welcome Desk can help with general enquiries. There are subject librarians for every area of study taught at the University. They can guide you to the best sources of information or show you how use the wide range of electronic resources effectively; www.glasgow.ac.uk/library/informationforstudents/subjectlibrarians.

Once you are registered, you can start using the Library immediately because your registration card is your Library card.

Remember the Library is available to you 24 hours a day online from wherever you are.

To borrow books or journals, take them to the self-issue machines or lending desk on Level 2. Multiple copies of important books for essays and projects are in the Short Loan Collection on Level 2. They are available for either one week, 24 hours or 4 hours.

On Level 3 there's a café with a relaxed learning and study space. There are also group study rooms, photocopying facilities, wireless access and hundreds of PCs throughout the building.

For more information see www.glasgow.ac.uk/library/informationforstudents or tel: +44 (0)141 330 6705.

Other libraries in the Glasgow area

University of Glasgow students can access Strathclyde University Library and Glasgow Caledonian Library through the SCONUL Access scheme: www.glasgow.ac.uk/library/membershipfacilities/otheruniversitylibraries/otherlibraries-access.

The Mitchell Library on North Street at Charing Cross, is the largest public reference library in Europe. For details of the services at the Mitchell Library and other public libraries in Glasgow visit: www.glasgow.gov.uk/en/Residents/Library_Services/The_Mitchell.

Religion

Chaplaincy publishes a very useful Religion and Belief Guide. The guide includes the University's Religion and Belief Policy and is freely available across the University. Copies are also available from Chaplaincy and at www.glasgow.ac.uk/chaplaincy.

The following is a list of places for worship in Glasgow within easy reach of the University.

Christian – University chapel

University services led by students, staff and special guests.

Times: Mon-Fri during term time 0845; The programme of Sunday and other services can be found at www.glasgow.ac.uk/chaplaincy.

Roman Catholic

Turnbull Hall, 15 Southpark Terrace. Times: Mon–Fri 0800 and 1305; Sunday 0900, 1130 and 1815

Baptist

Hillhead Baptist Church, 53 Cresswell Street (off Byres Road). Times: 1100 and 1830

Adelaide Place Baptist Church, 209 Bath Street. Time: 1100

Sikh Gurdwara

27 Otago Street, Tel: +44 (0)141 334 9125

Muslim

Jumaa Prayer Fore Hall/Inter Faith Room, 1230–1330

Dawat-al-Islam, 31 Oakfield Avenue

UK Islamic Mission, 19 Carrington Street

Central Mosque, 1 Mosque Avenue, Gorbals

Jewish

Meetings and services in the Chaplaincy Interfaith Room.

Jewish Orthodox Synagogue, Garnethill, 129 Hill Street, Glasgow G3

Greek Orthodox

St Luke's, 27 Dundonald Road, G12

Quaker (Religious Society of Friends)

Quaker Meeting House, 38 Elmbank Crescent. Time: Sunday 1100

Hindu Temple

1 La Belle Place, tel: +44 (0)141 332 0482

Buddhist

Chaplaincy Interfaith Room – Thursdays

Order of Western Buddhists, 329 Sauchiehall Street, tel: +44 (0)141 333 0524

Glasgow Chinese Christian Church

2 Melrose Street, Tel: +44 (0)141 332 8385

Church of Scotland – presbyterian

Wellington Church, 77 University Avenue. Times: Sunday 1100 and 1900

Student lunches in the Crypt daily during term time – good food and a warm welcome.

Kelvinside Hillhead Parish Church, Observatory Road. Times: Sunday 1100 and 1830

Methodist

Woodlands Methodist Church, Woodlands Road. Time: Sunday 1100

Episcopal – Anglican

St Mary's Cathedral, Great Western Road. Times: Sunday 0830, 1030 and 1830.

The University of Glasgow follows the European week (which may include Saturdays) in relation both to teaching and examining. Students are referred to the separately published Information Sheet which is issued to all new entrants and are reminded that the Registrar should be informed of foreseeable difficulties.

Transport

Glasgow is well served by buses, local trains and a small underground system and this makes getting around the city very easy.

Underground

The Glasgow Underground has twin tunnels providing a circular service which links 15 stations. The Outer Circle runs in a clockwise direction and the Inner Circle in an anti-clockwise direction. Trains are frequent (approximately one every five minutes) and a flat fare operates – £1.20 for any number of stops. Tickets must be bought in advance of the journey either from a machine or from the ticket office at the station.

The nearest Underground station to the main University campus is Hillhead in Byres Road. Hours of opening: Mon–Sat 1830–2330 and Sunday 1000–1800.

Buses

Buses are usually of the double-decker type and can be of any colour. There are also independent operators. The following are numbers of buses which go past the University:

**University Avenue – Number 44, 44A
Byres Road – Numbers 8, 89, 90**

Fares vary according to the distance or stages travelled. Take plenty of loose coins with you as you must have the exact fare ready to put into the box next to the driver; no change is given. Keep your ticket during the journey as sometimes Inspectors carry out checks. When you are near your destination, move towards the door near the driver indicating that you wish to get off at the next stop. Use the same door for ascending and descending on most buses.

Trains

There are two British Rail mainline stations in Glasgow – Central Station and Queen Street Station. With a Student Railcard (available from these stations), you will be entitled to fare reductions on most journeys. If you have any timetable or ticket enquiries, telephone National Rail Enquiries on +44 (0)8457 484950 or visit: www.nationalrail.co.uk

Zonecards

If you have to do a lot of travelling by bus or Underground, you could save time and money by buying a Zonecard. These are available for periods of one, four or ten weeks and give you unlimited travel on these services. To buy a card, take one passport-size photo to most ScotRail stations, SPT travel centres or your local Transagent. Full details can be found at www.spt.co.uk/tickets/zonecard.html.

Travel information

Travel Centre, Hillhead Subway Station, Byres Road. Hours: Monday 0800–1730; Tuesday–Saturday 0830–1730; Sunday closed. Further information at: www.spt.co.uk.

Traveline Scotland (tel: +44 (0)871 200 2233), www.travelinescotland.com – for planning any public transport journey in Scotland.

STA Travel, 184 Byres Road (tel: 0871 702 9821). The staff here can give you information on student flights, rail passes in Europe, etc. You can also obtain International Student Identity Cards (ISIC) and travel insurance from STA. Please contact them early for the best prices.

Motoring

The car

If you are thinking of buying a car, please remember that it must be registered, insured and taxed. Also, if your car is over three years old, you will need to have it tested annually by a garage displaying the MOT testing sign. If satisfied, the garage will issue you with a Ministry of Transport (MOT) test certificate of roadworthiness. All in all, having a car in the UK is useful but very expensive.

The driver

To drive any car in Britain, you must have a valid driving licence and insurance cover. The minimum age at which you can hold a driving licence for a car or motorcycle is 17. Your own overseas driving licence or International Driving Permit will qualify you to drive in the UK for one year and during this time you should apply to sit the British test unless you are an EU national or from a country which has an exchange agreement with the UK. If, after a year, you have not passed the British driving test, you will have to take out a provisional British licence, display 'L' plates (to show that you are a learner driver) and always ensure that you are accompanied by a driver with a British qualification. Application forms are available from the Post Office.

If you are a driver or a passenger on a motorcycle or moped you are obliged, by law, to wear a regulation crash helmet. In cars, all occupants must wear seatbelts.

For full information, visit: www.direct.gov.uk/en/Motoring/DriverLicensing/DrivinginGbOnAForeignLicence

Importation of cars

If you intend to bring your car with you, please check very carefully the regulations governing importation of cars. It is possible to bring your car into Britain free of duty and tax provided it is for your use only and it is exported at the end of your course.

Car hire

Hiring a car for a group of friends can sometimes be cheaper than public transport and if you are planning to visit a few sites then it would be much more flexible. You will need either a current full British driving licence or your own valid licence. Some hire companies will ask for an international licence in addition. You must have held a licence for at least one year and companies often insist on drivers being 25 years of age or more.

Shopping and services

Shops

Some shops are closed on Sundays but most are normally open Monday-Friday 0900–1730 and Saturdays 0900–1800. Larger stores and supermarkets operate late night opening on Thursdays and/or Fridays.

Although Byres Road has quite a wide selection of shops, the big department stores are to be found in Argyle Street, Sauchiehall Street and Buchanan Street in the city centre. For cheaper food supermarkets look out for Lidl or Aldi.

There are also several international food stores in Glasgow:

- See Woo, The Point, 29 Saracen Street, Glasgow G22 for Chinese, Vietnamese, Thai, Malaysian, Korean and Japanese products
- KRK, Continental Cash & Carry, 286 Woodlands Road, Glasgow G3 for Asian and Halal products
- Solly's Fruit and Veg, 381-383 Great Western Road, Glasgow G4 for African and Caribbean products.

One or two points about shopping in Britain generally.

1. Customers are expected to pay the price marked on the article; there is usually no question of bargaining.
2. People are very strict about queueing and waiting their turn.
3. Some supermarkets and grocers shops have a small charge for plastic carrier bags.

VAT refunds

If you are normally domiciled or live outside of the European Union (EU), but have a visa to remain in the UK to complete a period of study, you may be able to claim a VAT refund on certain goods that you personally export from the EU.

You must comply with certain conditions in order to qualify for a refund. You will only be able to get a VAT refund on goods that you buy within three months of your departure to an immediate destination outside the EU. You will have to provide the goods, the receipts and the VAT refund document to Customs at the point of departure from the EU. You must then remain outside of the UK for a period of at least 12 months.

When you go to buy goods you should take your passport with you to demonstrate to the retailer that you are entitled to buy goods under the scheme. Not all retailers operate the scheme so it is a good idea to check first.

If you want to know more about the scheme and the conditions, you can contact the Customs' National Advice Service by calling a local number – +44 (0)845 010 9000 – or you can visit the HM Customs & Excise website at www.hmrc.gov.uk where you can download a copy of Notice 704 (VAT Retail Export Scheme) or Notice 704/1 (VAT refunds for travellers departing from the European Community) to learn more about how the scheme works.

Bookshops

There are several bookshops in Glasgow including John Smith & Son on campus. It is located in the Fraser Building. It stocks most of the set textbooks as well as a general selection of paperbacks and reference books and the staff will be pleased to order for you any book not in stock.

You can buy and sell used course texts at the SRC Secondhand Bookshop on campus. Open 10am–3pm during term-time or visit: www.glasgowstudent.net/services/bookshop. For other secondhand textbooks, Caledonia Books, 483 Great Western Road, is worth a try or Voltaire & Rousseau, 12-14 Otago Lane.

Clothing

You may wish to buy suitable clothing when you arrive in Britain but if you have them, you should include in your luggage cold-weather clothes and rainwear, as well as lighter clothes for summer. Student dress is fairly informal but you will need something formal or smart to wear to functions or social evenings.

Your traditional or national dress is perfectly acceptable on the campus or in the city but remember that you will need to wear a pullover, jacket or coat over it during the wetter, colder months.

Laundry and dry cleaning

If there is no washing machine or drying facility where you live, you can take your clothes to a "laundrette" where you will find coin-operated washing machines and dryers. You can either put the machine through its programme yourself or, at a small extra charge, the attendant will do your washing for you.

For heavier items or articles of clothing that cannot be machine-washed, there are many dry cleaners in the University area. Look in the Yellow Pages directory for details of the one nearest you. Most University residences have laundry facilities.

Tipping

The following is only a rough guide to how much you should tip. If the service you have received is much better or worse than you expected, you could vary the tip accordingly.

- Hotels: Often your hotel bill will include a service charge of between 10% and 15%. If the service charge is not included, you can divide 10%-15% of the bill among the staff who have been helpful to you.
- Restaurants: 12-15% of the bill, if service is not included
- Porters: 50p per suitcase
- Taxis: 10% of the fare
- Hairdressers: £2 to the hairdresser plus £1 to the assistant who washed your hair
- Cinemas, theatres and petrol stations: Tip not expected.

Sport and leisure

Sport & Recreation

Sport and recreation is delivered through a partnership between the Sport & Recreation Service (SRS) and Glasgow University Sports Association (GUSA) with the aim of getting as many students as possible enjoying quality sport and exercise and making it part of their lifestyle while at University. Our students have access to excellent facilities at two sites within Glasgow.

The **Stevenson Building** comprises a six-lane, 25m swimming pool, sauna and steam rooms, cardio suite, strength suite, fitness suite, core zone, activity hall, exercise studio, two squash courts and a social area with free Wi-Fi access.

The facilities at **Garscube Sports Complex** include two floodlit all weather synthetic pitches, six grass pitches, an exercise studio, the Justin Langham Fitness Suite, three tennis courts, a cricket oval, extensive walking and jogging routes and free on site car-parking.

A comprehensive range of services is offered across both sites:

- Health & fitness – over 50 exercise classes per week, range of fitness suites, free inductions to all members, online health and exercise advice and a new personal training service (is available for a small fee)
- Recreational sport – specialist courses, drop-in sessions, badminton and squash contact lists, leagues and recreational bookings in a variety of activities

- Club sport – we have 48 sports clubs ranging from aikido to windsurfing. Many clubs train weekly and compete on a Wednesday afternoon and at weekends
- Talented athlete support programme – two different programmes in operation to assist talented athletes cope with the demands of their academic and sporting careers
- Additional services – chiropractic clinic, sports injury clinic, sports massage clinic, herbal and homeopathic remedies and beauty treatments.

Members also receive exclusive discounts at a variety of different facility providers throughout Glasgow with whom Sport & Recreation has partnership agreements

There is a minimal charge for students to join Sport and Recreation. For further information visit: www.glasgow.ac.uk/sport. You can follow [glasgowunisport](#) on facebook, twitter and YouTube.

Glasgow University Sports Association (GUSA)

GUSA is the representative student body for all aspects of sport and recreation at the University of Glasgow. This is a council of 16 students (elected annually) – as a student member of Sport and Recreation you are able to run for office and help develop sport at Glasgow. For more information go to www.glasgow.ac.uk/gusa.

Student societies

A great variety of societies exists to suit most interests and you should make an effort to join one or two. To obtain further information and contact addresses for clubs and societies, see www.glasgowstudent.net/clubs/affiliated. The following are but a few.

- GU International Society – The International Society organises a wide range of events over the course of the year. Their schedule hopes to give international students a different view of Scottish life and tradition, or just a chance to meet up with friends. There is more information on the web at www.internationalsociety.co.uk or you can contact them by email at: guinternational@glasgow.ac.uk
- Chinese Students and Scholars Association
- Karate Club
- Engineering Society
- GU Chess Club
- GU Scottish Country Dance Club
- LGBT Society
- Malaysian Society
- GU Muslim Students' Association
- Bulgarian Society.

Your own school may also have a student society. Should you have some friends who are interested in forming a group which is not already represented, contact the VP (Student Support) of the SRC to find out how to go about it.

Student volunteering

Through the Student Volunteer Support Service, the SRC offers opportunities to volunteer with a number of projects including sports coaching, visiting elderly people, helping with language classes in local schools and getting help to improve your English through the conversational English programme.

Volunteering not only gives you a chance to support various groups in Glasgow, but it is also a great way to meet new people and see a different side to the city and its culture. Contact Fiona Buckland, SVSS Development Officer in the Students' Representative Council.

Conversational English and Language Cafe

SVSS can also help you pair up with a native speaking student to help improve your English. In addition the SRC runs fortnightly Language Cafes. These are very informal and provide the opportunity for international students to come along on Wednesday afternoons to meet native speaking students and take part in activities such as Burns Suppers, Chinese New Year events or trips. Language cafes are free and everyone is welcome.

Student unions

There are two student unions on campus: Glasgow University Union and Queen Margaret Union. Both have libraries, cafeteria facilities, bars and launderettes and they regularly hold discos and other forms of entertainment. You can join the Union of your choice at the Clubs and Societies Fair in the first week of term or at the porter's box in either building. Membership of either Union allows you access to both.

International Family Lunch Group

Every Wednesday during term-time this group meets at 1215 in the Fraser Building. Spouses/partners of international students and their pre-school age children are invited to come along to the lunch group. For further information email: internationalstudentsupport@glasgow.ac.uk.

International Family Network

Throughout the year family events are organised, bringing together international students and their families and local families. For information about these events please contact the International Student Advisers or visit www.glasgow.ac.uk/international/support/internationalfamilynetwork.

Places of interest

You will find that there are lots of places of interest and things to do in Glasgow and it is important that you take advantage of your time in Scotland to explore the country and meet its people.

The following are some places you might like to visit in the Glasgow area.

You can obtain fuller information from the Tourist Information Office, 11 George Square, Glasgow (tel: +44 (0)141 204 4400).

- The Burrell Collection, Pollok Country Park (tel: +44 (0)141 287 2550) Hours: Monday-Thursday and Saturday 1000–1700; Friday and Sunday 1100–1700. Admission free.
- Scotland Street School Museum (tel: +44 (0)141 287 0500) Hours: Monday-Thursday and Saturday 100–1700; Friday and Sunday 1100–1700. Admission free.
- Glasgow Science Centre, Pacific Quay (tel: +44 (0)871 540 1005). For details of opening times and prices see www.gsc.org.uk

The following are the main venues in the city for concerts, theatrical performances and exhibitions:

- Glasgow Royal Concert Hall, 2 Sauchiehall Street (tel: +44 (0)141 353 8000), www.glasgowconcerthalls.com
- The Citizens Theatre, Gorbals Street (tel: +44 (0)141 429 0022), www.citz.co.uk
- Tramway, Candleriggs (tel: 0845 3303501) www.tramway.org
- The Henry Wood Hall (RSNO Centre) (tel: +44 (0)141 225 3555)
- The King's Theatre, Bath Street (tel: +44 (0)844 8717648)
- The Mitchell Theatre, 6 Granville Street, G3 (tel: +44 (0)141 287 2999)
- The Scottish Exhibition & Conference Centre, Glasgow G3 (tel: +44 (0)141 248 3000), www.secc.co.uk
- The Theatre Royal, Hope Street (tel: +44 (0)141 332 3321)
- The Kelvingrove Art Gallery and Museum, Argyle Street (tel: +44 (0)141 276 9599). Admission free.

Appendix I

Sources of information and advice

Within the University

- Student Counselling & Advisory Service, 65 Oakfield Avenue (tel: +44 (0)141 330 4528)
- Disability Service, 69 Southpark Avenue (tel: +44 (0)141 330 5497)
- English as a Foreign Language, Hetherington Building, Bute Gardens (tel: +44 (0)141 330 6521)
- International Student Support, Level 2, Fraser Building (tel: +44 (0)141 330 2912)
- Registry, Level 2, Fraser Building (tel: +44 (0)141 330 5911)
- Residential Services, 73 Great George Street (tel: +44 (0)141 330 4743)
- Recruitment & International Office, Level 2, Fraser Building (tel: +44 (0)141 330 3241)
- Students' Representative Council, John McIntyre Building (tel: +44 (0)141 339 8541)
- Student Services Enquiry Team, Level 2, Fraser Building (tel: +44 (0)141 330 7000)
- University Library, Hillhead Street (tel: +44 (0)141 330 6704)
- University Nursery, 28 Hillhead Street (tel: +44 (0)141 334 4650)

Outside the University

- British Medical Association, Tavistock Square, London WC1H 9JP. tel: +44 (0)207 387 4499, www.bma.org.uk
- Citizens Advice Bureau, 25 Avenuepark Street, Glasgow G20 8TS, tel: +44 (0)141 946 6373, www.cas.org.uk. Trained volunteers give advice to the general public on any matter.
- Department of Transport (Driver & Vehicle Licensing Agency), DCS Correspondence Team, Swansea SA6 7JL, tel: +44 (0)300 790 6801, www.dvla.gov.uk
- Family Planning Association, 2-6 Sandyford Place, Sauchiehall Street, Glasgow G3 (tel: +44 (0)141 211 8130), www.sandyford.org
- Immigration Advisory Service (IAS), 115 Bath Street, Glasgow, tel: +44 (0)141 248 2956, www.iasuk.org. Advice and help with immigration matters, particularly appeals to the Home Office
- UK Border Agency, Lunar House, 40 Wellesley Road, Croydon CR9 2BY, tel: +44 (0)870 606 7766, www.ukba.homeoffice.gov.uk
- Scottish Refugee Council, 5 Cadogan Square (170 Blythswood Court), Glasgow G2 7PH, tel: +44 (0)141 248 9799, www.scottishrefugeecouncil.org.uk
- Tourist Information Office – VisitScotland, 11 George Square, Glasgow G2 1DY, tel: +44 (0)141 204 4400, www.visitscotland.com
- United Kingdom Council for International Student Affairs (UKCISA), 9-17 St Alban's Place, Islington, London N1 0NX, tel: +44 (0)207 107 9922, www.ukcisa.org.uk
- West of Scotland Racial Equality Council Ltd, 39 Napiershall Street, Glasgow G20 6EZ, tel: +44 (0)141 337 6626, www.wsrec.co.uk

Appendix II

Consulates and High Commissions

Countries represented in Glasgow

- Danish Consulate, 74 Kirkintilloch Road, Bishopbriggs G64 2AH, tel: +44 (0)141 762 2288
- Greek Consulate, 1 Kirklee Quadrant G12 0TR, tel: +44 (0)141 334 0360
- Icelandic Consulate, Green Gables, Moor Road, Strathblane G63, tel: +44 (0)1360 771741
- Honorary Italian Consulate, 24 St Enoch Square G1 4DB, tel: +44 (0)141 226 3000
- Norwegian Consulate Royal, 18 Woodside Crescent G3 7UL, tel: +44 (0)141 333 0618
- Pakistan Consulate, 45 Maxwell Drive G41 5JF, tel: +44 (0)141 427 5755
- Swedish Consulate, 185 St Vincent Street G2 5QD, tel: +44 (0)141 204 4041
- Thai Consulate, 4 Woodside Place, Charing Cross, Glasgow G3, tel: +44 (0)141 353 5090

Countries represented in Edinburgh

- American Consulate General, 3 Regent Terrace, Edinburgh EH7 5BW tel: +44 (0)131 556 8315
- Australian Honorary Consul, Mitchell House, 5 Mitchell Street, Leith EH6 7BD, tel: +44 (0)131 538 0582
- Belgian Consulate, 2 West Street, Penicuik EH26 9DL, tel: +44 (0)1968 679969
- Canadian Consulate, Festival Square, 50 Lothian Road EH3 9WJ, tel: +44 (0)131 473 6320
- Chinese Consulate General, 55 Corstorphine Road EH12 5QG, tel: +44 (0)131 337 9896
- French Consulate General, 11 Randolph Crescent, tel: +44 (0)131 225 7954
- German Consulate, 16 Eglinton Crescent EH12 5DG, tel: +44 (0)131 337 2323
- Indian Consulate, 17 Rutland Square EH1 2BB, tel: +44 (0)131 229 2144
- Japanese Consulate, 2 Melville Crescent EH3 7HW, tel: +44 (0)131 225 4777
- Netherlands Consulate, 127 George Street, Edinburgh EH2 4JN, tel: +44 (0)131 510 0323
- Polish Consulate, 2 Kinnear Road EH3 5PE, tel: +44 (0)131 552 0301
- Russian Federation, 58 Melville Street EH3 7HL, tel: +44 (0)131 225 7098
- Spanish Consulate, 63 North Castle Street EH2 3LJ, tel: +44 (0)131 220 1843

Appendix III

Cost of living (not related to funding requirements for entry clearance)

We would recommend allowing £8,400 for a single student per year and a minimum of £13,000 for a married couple. For each child add £2,000 per year.

Please note that the following information is only a very rough breakdown of costs per month for a single student in averagely priced self-catering accommodation.

Per month

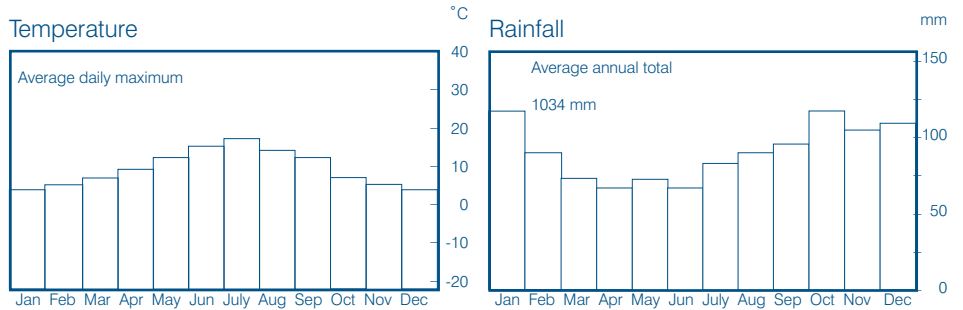
Accommodation	£350
Food	£170
Clothes	£60
Bus, underground, taxi fares	£30
Laundry, stationery, stamps, toiletries	£30
Entertainment	£60

In addition, to the above figure of £8,400, you should include the following amounts annually:
Books – £300; UK Travel – £200.

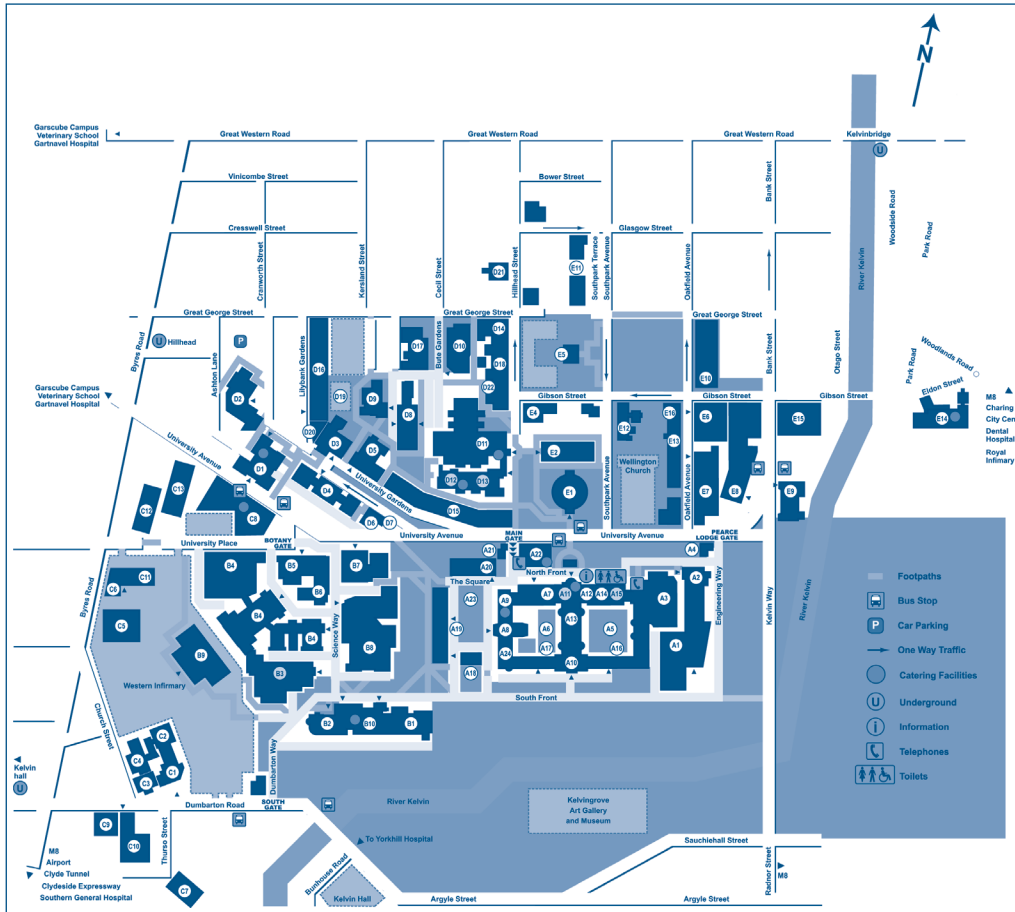
Appendix IV

Climate

The climate of Glasgow is characterised by its temperate nature. Periods of extreme heat or cold are infrequent and usually of short duration. Rainfall may occur during all seasons and rapid weather changes may take place over a period of a few hours.

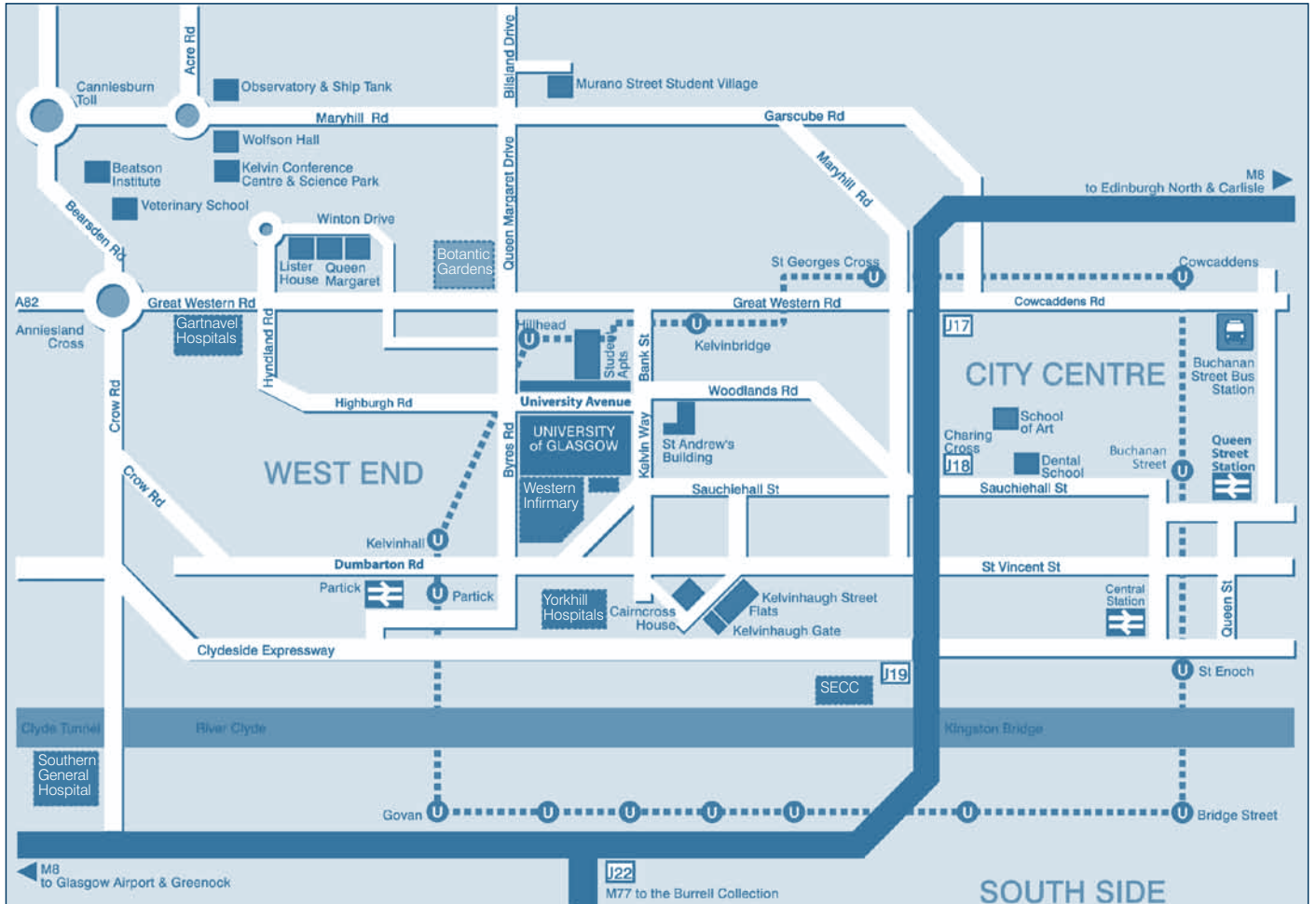


Main campus



Adam Smith Building	D8
Anderson College	C1
BHF Glasgow Cardiovascular Research Centre	C12
Boyd Orr Building	D1
Bute Hall	A13
Careers Service	E2
Chapel	A8
Chaplaincy Centre	A24
East Quadrangle	A5
Fraser Building	E2
Gilmorehill Centre	E9
Glasgow Biomedical Research Centre	C13
Glasgow University Union	E8
Hetherington Building	D10
Hunterian Art Gallery	D12
Hunterian Museum	A15
Library	D11
The Mackintosh House	D13
McMillan Reading Room	E1
Main Building	A10
Main Gatehouse	A21
Queen Margaret Union	D3
Registry	E2
Residential Services	D14
St Andrew's Building	E14
Stevenson Building (Sport & Recreation Service)	E6
Visitor Centre	A11
Student Services	E2
West Quadrangle	A6
Wolfson Medical School Building	C8

Glasgow



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Education 
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