Introduction

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

This guide will 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 print in May 2017.
Before you leave home

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.
- 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 Visa Application Centre in your country of usual residence. For a full list see gov.uk/find-a-visa-application-centre. Applications can be submitted online, unless you are from North Korea.

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.
- Evidence of financial support: documents to show that you have enough money to cover your first year’s tuition fees and £9,135 (please check the Tier 4 guidance to cover your first year's tuition fees and living expenses in case this changes) for living expenses.

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 short-term study 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 short-term study visa before you leave home.

Dependant visas

Your spouse/partner and children can apply for entry clearance as your dependant.

- If you are going to be a postgraduate student or on a course of 12 months or longer, or
- If you are a new government-sponsored student on a course which is longer than six months.

Each dependant should apply online at gov.uk/apply-uk-visa unless they are from North Korea. Before completing the form, refer to the guidelines on the Academic Technology Approval Scheme (ATAS) certificate are made online, free of charge. For details see gov.uk/guidance/academic-technology-approval-scheme.

- You may also need a valid TB certificate (see page 19 for further information).

If you are not a non-EEA/Swiss national, and are under 18 years old, you have to provide evidence of very unusual circumstances that mean the child should be with you in the UK. If you need support from the Disability Service, if you require the condition or diagnosis. Students who feel they should not commence study at the University of Glasgow unless you have adequate funds available to finance yourself to the end of your course. In addition to tuition fees, you must also consider board and lodgings, books, stationery and equipment, clothing, travel, holidays and entertainment – see page 31 for advice.

Money

If you bring £10,000 or more in cash, or the equivalent in another currency, to the UK from outside the European Union (EU) you must declare it. If you are travelling as a family you need to declare cash over £10,000. Cash includes notes and coins, banker’s drafts and cheques of any kind (including travellers’ cheques). For details see gov.uk/bringing-cash-into-uk.

When you first arrive in the UK, you will need money immediately for your return home; possibly a hotel (£50 or more per night), and meals. You should therefore bring £390–£430 in British currency,plus a credit card or sufficient travellers’ cheque to cover 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. Avoid carrying too much cash in case it is lost or stolen.

It is a condition of acceptance that you should not commence study at the University of Glasgow unless you have adequate funds available to finance yourself to the end of your course. In addition to tuition fees, you must also consider board and lodgings, books, stationery and equipment, clothing, travel, holidays and entertainment – see page 31 for advice.

Medical evidence of a disability, specific learning difficulty or chronic medical or mental health condition

If you need support from the Disability Service (eg extra time in exams) you must provide medical or psychological evidence confirming your condition or diagnosis. Translation of evidence into English can be arranged by the Disability Service if necessary. Please scan and email this evidence to us prior to your arrival in Glasgow: email: disability@glasgow.ac.uk.
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 open 24 hours a day.

From 1–22 September the Welcome Desk will be open 0800–1700, Monday to Friday, and staff will be able to help with initial enquiries and directions. The Welcome Desk is situated on Level 1 of the Fraser Building.

Our Welcome Team will also be at Glasgow Airport from 1–10 September and, as part of the Welcome Programme, a free transport service from the airport to the campus will be provided from Saturday 2 September to Monday 4 September and Friday 8 September to Saturday 9 September. For details and to register see glasgow.ac.uk/international/support/orientationarrival.

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 in the city centre.
• A taxi journey from the city centre to one of the Halls of Residence will cost roughly £8–£10.

British Airways fly from London Heathrow to Glasgow, and other companies such as easyJet fly from airports around London. Please note that Ryanair flies into Prestwick as well as Glasgow. Prestwick is about 45 minutes away by train; for Prestwick travel link information see www.glasgowprestwick.com.

By rail
Trains to Glasgow Central from London depart from Euston Station.
• The cost of a single off-peak ticket is £136.60 while a return ticket costs £137.60.
• Virgin Rail also has an Advanced Ticket which can cost much less, subject to availability. You must book this in advance of your travel date and no changes can be made after purchasing the ticket.
• Daytime trains have a journey time of between four and a half and five and a half hours. It is possible to book a sleeping berth on overnight trains (ticket prices vary, see nationalrail.co.uk for full information).

By road
The cheapest way to travel to Glasgow from London is by coach, and coaches leave Victoria Coach 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 from central London (Victoria Coach Station) or by rail from Euston Station, use the London transport journey planner at tfl.gov.uk/plan-a-journey. Taxis from the airport to central London are very expensive.
Gatwick Airport is connected to Victoria Railway Station by a fast train link which departs every 15 minutes. Journey time is 30 minutes.
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 1–22 September 2017 they will be present to assist you at the Welcome Desk on Level 1 of the Fraser Building from 0800 to 1700, 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.

From 1–10 September 2017, 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, see glasgow.ac.uk/international/support.

International orientation programme

An international orientation programme is held over four or five days in September, just before the start of term, and all new international students, undergraduate or postgraduate, are welcome to attend. The programme provides information on the University services available to you, as well as some sessions on life in Glasgow. You will be able to meet other students, socialize and have a good time in Glasgow! Please see glasgow.ac.uk/international/support for more information and details.

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 Glasgow Overseas Registration Office, 2 French Street, Dalmarnock, Glasgow G40 4EH (Dalmarnock train station is five minutes’ walk away).

Please check the stamp in your passport, biometric residence permit or visa decision letter to see if you are required to register.

You should take with you:

1. Your passport.
2. Biometric Residence Permit.
3. Two passport-sized photographs.
4. £5 registration fee in cash.
5. Evidence of your studies.
6. Proof of address – your accommodation contract.
7. Decision letter – issued when your visa was granted.
8. Police Registration Form – glasgow.ac.uk/media/media_45091_en.doc.

Opening hours are: Monday–Thursday 0900–1230 and 1330–1645;Closed on Fridays, weekends and major public holidays. To arrange an appointment, call into the office, email secdrivgla@scotland.police.uk or call +44 (0)141 786 85660. You can also check the International Student Support website for information about the availability of an on-campus service in September.

Accommodation

Accommodation is a very difficult and time-consuming task, especially for the first time in England.

You should come to Glasgow well before the start of term if possible, and consult Accommodation Services: Private Accommodation Database (PADD) at glasgowpadp.org as well as student accommodation times newspapers.

For further information contact Accommodation Services, tel: +44 (0)141 330 4743, email: accom@glasgow.ac.uk.

House in multiple occupation

You may be living in a house in multiple occupation. A house or flat which is occupied by more than two unrelated people, sharing facilities. All HMOs have to be licensed with the local council (Glasgow City Council for properties in the city of Glasgow). The HMO Licence is 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 21) or Glasgow City Council’s Licensing Unit. The following are the main points of contact:

Advisory Council’s Advice Centre, Tel: 844 (0)141 287 6631.

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 £550 per month plus bills. A two-bedroom flat from £550 to £700 plus bills, depending on the area (rates near the University are expensive). Unless you have adequate funding, you may have to consider leaving your family at home. If this is impossible, come alone initially, 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. The requirement for family accommodation is that one occupant is a registered student – we don’t require both spouses to be registered students. All applications for family flats will be considered on the basis of the student’s needs and priority, which will be assessed by Accommodation Services. For further information, contact Accommodation Services, tel: +44 (0)141 330 4743, email: accom@glasgow.ac.uk.

On arrival
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.
• 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 criterion of 21 hours over 24 weeks while they are in the UK, but will continue with their course of studies on return to their own university, it is our understanding that a letter from that institution will have to be provided, confirming that the course undertaken is full-time, and including 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 criterion 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.
Pre-sessional students who study for less than 24 weeks will need to pay Council Tax until their academic course begins. However, pre-sessional students living in University of Glasgow accommodation will not be charged Council Tax.
Schools
Free schooling is available for all children over five years and under 16 years of age. Parents are legally obliged to enroll their school-age children full-time in school but please note that schools are under no obligation to enroll 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 25). Useful information can also be found at glasgow.gov.uk/index.aspx?articleid=15894.
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 – glasgow.ac.uk/nursery. There are, however, privately run nursery schools and recognised childminders, but these tend to be expensive, at least £200 per week. Contact the University’s International Student Advisers (see page 25) for advice.

On arrival
On arrival

Banks and bureaux de change

Banks

• The Bank of Scotland, 174 Byres Road (tel: +44 (0)141 334 9341), open Monday–Tuesday, Thursday and Friday 0915–1700, Wednesday 0915–1600, Saturday 0900–1230 and Sunday 0900–1200.
• The Clydesdale Bank, 329 Byres Road (tel: +44 (0)141 334 9341), open Monday–Saturday 0900–1700.
• The Royal Bank of Scotland, 196 Byres Road (tel: +44 (0)141 222 2223), open Monday–Wednesday and Friday 0930–1700, Wednesday 1000–1700, Saturday 0915–1700.
• The TSB Bank, 328 Byres Road (tel: +44 (0)800 345 7365), open Monday–Saturday 0900–1700 and Sunday 0900–1200.

International banks

Several international banks are represented in Glasgow:

• 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)
• United National Bank, 11 Gibson Street (tel: +44 (0)141 341 0555)
• Habbib Alsalam International Bank plc, 141 Norfolk Street (tel: +44 (0)141 420 1319)
• HSBC, 2 Buchanan Street (tel: +44 (0)141 429 4040).

Pre-sessional students will need to show two documents as evidence of study:

• A certificate of student status printed from MyCampus when you are fully registered, and
• A letter from the English for Academic Study Unit confirming your status of study (you will receive this during the first week of your course).

You can transfer money from home by giving the name and address of your Scottish bank together with the account number and sort code. This is safer than having a draft sent to your residence. If you intend 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 are issued in 1p, 2p, 5p, 10p, 20p, 50p, £1 and £2. Notes to the values 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.

Direct debits

The University will require you to set up direct debits with your bank to pay for University accommodation and tuition fees, if paying by instalment. You are also likely to pay your mobile phone contract, utility bills, Council Tax bill and many other payments by direct debit. A direct debit is an instruction from you to your bank or building society. It authorises the organisation you want to pay to collect varying amounts from your account – but only if you have been given written notice of the amounts and dates of collection.

Once you have agreed these, the money is deducted automatically. If the organisation you are paying wants to change an amount or date of collection, they have to tell you about it first.

International banks

Several international banks are represented in Glasgow:

• Allied Irish Bank, 227 West George Street (tel: +44 (0)141 226 4421)
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• Habbib Alsalam International Bank plc, 141 Norfolk Street (tel: +44 (0)141 420 1319)
• HSBC, 2 Buchanan Street (tel: +44 (0)141 429 4040).

Bureaux de change in Glasgow

• Barrhead Travels, 85 Oswald Street (tel: +44 (0)141 222 2223), Hours: Monday–Thursday 0830–2100, Friday 0830–2000, Saturday 0900–1800 and Sunday 1000–1800.
• Thomas Cook, 15–17 Gordon Street (tel: +44 (0)141 336 7266), Hours: Monday–Wednesday and Friday 0930–1700, Thursday 0900–1730, Saturday 0900–1730 and 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.

On arrival

Telephones

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 by more than one retail outlet. The same deal may be cheaper with another store. Check online price comparison sites such as uswitch.com or moneysupermarket.com for the best deals. Be wary of getting into a deal before you've considered all the pros and cons. There are three 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 lower. 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 longer). 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.

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SIM only

This type of contract offers a package of minutes, texts and data for a low monthly cost but with no handset. There is usually less commitment as contracts can be as little as one month. This option is cheaper than traditional contracts as you are not paying for the phone and you may be able to reduce the costs further by bringing your phone from your home country. If you choose to do this, you should check your phone is unlocked for use in the UK before you travel.

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 all 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.

To make an international call from the UK

To dial an international call from the UK, eg Kuala Lumpur (Malaysia) 00 60 330 2000:
• First dial the international prefix 00
• Next the country code 60
• Then the area code 3
• And finally the number 330 2000.

To make a call to Glasgow from outside the UK

• First 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
• Police (non-emergency) 101
• Operator 100
• NHS24 111

Post Office

Normal hours of opening are Monday–Friday 0900–1300 and Saturday 0900–1230 but there is variation, with some offices open all day on Saturday and part of Sunday. 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 day after, a letter with a second-class stamp will take up to three days. Many within the University is by the ‘internal mail system’ and costs nothing. There is also a free daily delivery of mail to the Dental School, Garthdee General and Garthdee Royal Hospitals, the Royal Infirmary and the University of Strathclyde.

There is also a free delivery service to the Queen Elizabeth University Hospital each Monday, Wednesday and Friday.

Telegrams

It is 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 ordered before 14:00 are guaranteed to arrive by first post the next working day.

Normal hours of opening are Monday–Friday 0900–1300 and Saturday 0900–1230 but there is variation, with some offices open all day on Saturday and part of Sunday. 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 day after, a letter with a second-class stamp will take up to three days. Many within the University is by the ‘internal mail system’ and costs nothing. There is also a free daily delivery of mail to the Dental School, Garthdee General and Garthdee Royal Hospitals, the Royal Infirmary and the University of Strathclyde.

There is also a free delivery service to the Queen Elizabeth University Hospital each Monday, Wednesday and Friday.

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To make an international call from the UK

to dial an international call from the UK, eg Kuala Lumpur (Malaysia) 00 60 330 2000:
• First dial the international prefix 00
• Next the country code 60
• Then the area code 3
• And finally the number 330 2000.

To make a call to Glasgow from outside the UK

• First 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.
Computing and IT

GUID and password
Every student is allocated a unique username known as your GUID (Glasgow Unique Identifier) which, along with your password, allows you to access most central IT services. You will also need to use your email address and GUID password to access some services (Office 365 and Wi-Fi access).

Email
Your student email is one of the main official channels the University will use to communicate with you. It is your responsibility to:
• check your inbox regularly for any important updates, eg exam results, library reminders
• use your student email for all email correspondence with the University, eg teaching staff, services.

For all the latest information on these services and more, please see glasgow.ac.uk/it/studentsemail.

Wi-Fi
To access the University’s Wi-Fi network via eduroam we recommend you use the auto setup tool available at glasgow.ac.uk/eduroam.

Office 365
Use your student email address and GUID password to access:
• Office suite (downloads and apps) – five copies for PCs or Macs and five copies on other mobile devices, including Android, iPad and Windows tablets
• One Drive for Business – 1TB+ of cloud storage. You can share with anyone you wish.
• Office Online – view, create and edit Office documents using only a browser.
• Exchange Online – Email, calendar, people and tasks.
• Skype for Business – instant message, audio & video conference from your desk or mobile, integrated with your Outlook Calendar.
• Yammer – social networking tool to create networks and communities with students and staff.

Electricity
Electrical current in the UK is 230 volts at 50 cycles. If you come from a country operating 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 reasonable prices.

TV Licence
You can buy a licence online at tvlicensing.co.uk. You need to buy a TV licence if you:
• buy your own TV for your room or flat and watch or record live TV programmes on any channel
• download or watch any BBC programmes on iPlayer – live, catch-up or on demand.

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. 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.

Register to vote
If you are a European Union citizen or a citizen of the Commonwealth you can register to vote in the UK. Register online at gov.uk/register-to-vote. Registering to vote means you can vote in elections and can help with your credit rating.

Further information is available from Glasgow’s Electoral Registration Office at glasgow.gov.uk/register-to-vote.
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.

Please note that from 31 July 2015 everyone applying for a visa for the UK for more than three months will receive a vignette (sticker) in their passport which will be valid for 30 days. If you arrive in the UK with a Biometric Residence Permit (BRP), which will show the full duration of your stay.

The 30 days will start 30 days after your course start date as on your CAS, or, seven days before the date you entered on your application as the date you intend to travel to the UK, whichever is later. If you do not travel to the UK during this 30-day period then your vignette will expire and you will need to apply for another 30-day vignette if you still wish to travel to the UK. You will have to pay for the new application and provide your biometric information again, but you will not have to submit a new Tier 4 application.

Your 30-day vignette will be accompanied by a decision letter. When you enter the UK you should show the Border Force officer your 30-day vignette and this letter, so make sure you have it in your hand luggage.

You must collect your biometric residence permit (BRP), which will cover the full duration of your studies, within ten days of arriving in the UK. You must collect your BRP from the Post Office and follow the instructions in this type of collection. Please remember that if you do not collect your BRP within ten days of arrival in the UK you may have to pay for and/or your visa may be cancelled. Please check the details on your vignette and BRP carefully in cases of errors.

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 Acceptance of Studies (CAS) to obtain your student visa, the University must comply with UKVI regulations regarding attendance monitoring and absence reporting as well as checking that you have the necessary documentation and permission allowing you to study in the UK. You will therefore have to:

• collect your BRP (it is applicable) within ten days of arrival in the UK
• check that you attend the course
• provide appropriate documents, eg passport and UK biometric ID card
• notify attendance at the college or school
• complete attendance monitoring in good time and before your current visa expires, and pass details of any visa extensions to the University’s Tier 4 Compliance Team in Registry
• notify changes of address to the University
• the Overseas Visa Registration Office if you have a Police Registration Certificate.

For full details of these responsibilities check [glasgow.ac.uk/tier4 and ukvi.org.uk/ information-advice/visas-and-immigration/ protecting-your-tier-4-status]. If you need any advice or if any of these matters please contact the International Student Advisers – see page 20 for contact details.

Extension of ‘leave to remain’ (Tier 4)

Please keep a regular check on the date when your ‘leave to remain’ expires, as any application for an extension to your Tier 4 status must be submitted 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 have successfully completed a course and are applying to extend your visa for a new course, you can only apply if your current visa expires within 28 days of your new course starting. If your current visa ends more than 28 days before your new course begins, you will have to return home to apply for the visa.

Applications to extend a visa must be submitted online on the appropriate form, Tier 4 (G). Information on the application process is available online at http://go.gu.uk/tier-4-general-visa.

Remember you (and any dependants) must pay the Healthcare Surcharge before you return home to apply for the visa.

International Student Support has prepared a Tier 4 (General) information booklet to help you complete your application: see glasgow.ac.uk/international/support-after/ extendvisa/#firststeps. Currently the cost of a standard Tier 4 (General) application is £180 or £477 if applying in person. You will have to pay a surcharge of £20 for contact details.

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), although other documents may be required. You must ensure that you provide the Home Office with originals of the documents requested and remember that you need to allow time to collect the documentation required. For instance, requests for CAS may take up to six weeks to process. You can make a Tier 4 visa application can take weeks to process. Please note: if you have entered the UK on a short-term study visa 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 UKVI itself, you may call their Contact Centre on +44 (0)300 123 2241.

Vacation and part-time employment

If you are from a non-EEA country, you will probably need to follow the restrictions of your passport or Tier 4 visa. Work 20 hours max in term time.

Anyone on a degree level course with these restrictions 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 below degree level or you are a 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 short-term student you will have this stamp, which means that you cannot work. In this case you may only have a prohibition stamped in your passport is illegal.

EEA and Swiss nationals are free to take employment without requiring a work permit. However, if you are in the UK as a student and you are a Croatian national, you must obtain a registration certificate as a student before you can start work, unless you meet the criteria for any of the exemptions. The usual permissions granted on the registration certificate are for employment to be permitted for up to 20 hours a week in term time, with full-time employment being permitted in vacation periods. The relevant application form is the CR1(1) form, which you can find at the UKVI website along with the full details on this application category. The application costs £55 and must be made by post.

Arrival via the Republic of Ireland without prior Entry Clearance

When you arrive in the UK, the Immigration Officer will request you to present your Tier 4 (General) visa or passport, and also to provide the CR1(1) form, which you can find at the UKVI website along with the full details on this application category. 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-based Jobseeker’s Allowance
• Income Support
• Child Tax Credit
• Working Tax Credit
• a social fund payment
• Child Benefit
• Housing Benefit
• Council Tax Benefit
• Council Tax Reduction (this is the same as Council Tax Exemption)
• Domestic Rate Relief (Northern Ireland)
• State Pension Credit
• Attendance Allowance
• Disability Living Allowance
• Personal Independence Payment
• Carer’s Allowance
• Disability Living Allowance
• an allocation of local authority housing
• local authority homelessness assistance as this would constitute a breach of the Immigration Rules. You 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 20) before making any claim for public funds.

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-based Jobseeker’s Allowance
• Income Support
• Child Tax Credit
• Working Tax Credit
• a social fund payment
• Child Benefit
• Housing Benefit
• Council Tax Benefit
• Council Tax Reduction (this is the same as Council Tax Exemption)
• Domestic Rate Relief (Northern Ireland)
• State Pension Credit
• Attendance Allowance
• Disability Living Allowance
• an allocation of local authority housing
• local authority homelessness assistance as this would constitute a breach of the Immigration Rules. You 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 20) before making any claim for public funds.
Immigration regulations

Spouses/partners of Tier 4 students
Under current immigration rules, 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 if you are a government-sponsored student on a course of longer than six months. Your dependants will be allowed to work if you are applying for leave for 12 months or more and your course is at degree level.

If your spouse/partner is travelling later, please make sure he/she has a photocopy of your passport and BRP, 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 BRP (if you have one) when you travel.
4. It is important that you keep your passport and Biometric Residence Permit safe as both documents are vital to your stay in the UK and to any travel abroad. We advise that you keep a copy of both documents in a safe place (perhaps ask your family or friends to store copies for you) as well as storing the originals safely. Please take extra care of these documents when you are travelling in countries or cities which are unfamiliar to you.

If your passport or Biometric Residence Permit is stolen or lost, please refer to the information on the International Student Support webpages at glasgow.ac.uk/international/support/lostpassports.

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.
Since 6 April 2015 those submitting applications for entry clearance to come to the UK, as well as those applying in the UK for an extension of stay, will be required to pay the Healthcare Surcharge as part of the visa process. The payment of this charge will allow access to free hospital treatment. This also applies to your dependants here with you in Glasgow. There are certain types of treatment which remain free for everyone and there are also certain exemptions. For details, please see gov.uk/healthcare-immigration-application.

If you are coming to Scotland on a short-term student visa for six months or less and will be studying a full-time course, access to healthcare in Scotland will be free and you do not have to pay the Healthcare Surcharge. Please note this is not the case if you are going to be studying in England or Wales, where it is advisable to take out private medical insurance.

All non-UK European Economic Area (EEA) students and their families should obtain a European Health Insurance Card (EHIC) before coming to the UK. This card will entitle you to NHS treatment. If you intend to stay in the UK on a more permanent basis or if you cannot get an EHIC card from your own country, you will need to obtain comprehensive sickness insurance before you leave home. For more information please see glasgow.ac.uk/international/support/livinginuk/nhs.

If your income is very low, it may be possible to get help with other health costs. You should complete an HC1 form, which can be obtained from your doctor’s surgery. NHS 24 offers a useful telephone advice service and is available 24 hours a day, seven days a week. If you are unwell and you need medical advice, please call 111. An online service is also available at nhs24.com.

Meningitis ‘C’ vaccination
The National Health Service has a policy of immunising against Meningitis ‘C’ and we 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, you may be required to provide a certificate (from an accredited clinic) to show you are free from infectious Tuberculosis (TB) before applying for your visa. Check the UKVI website at gov.uk/tb-test-visa.

Dental treatment
When making your first appointment with a dentist, you should 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. 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, see nhs24.com/findlocal.

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

When you are leaving Glasgow
Remember that when you complete your studies and leave Glasgow you must let the NHS know. It is important to do this as it allows your name to be removed from the NHS register and will stop letters and circulars being sent to your address. Contact your GP surgery and inform them or, if you are registered at the Barclay Medical Practice in the Fraser Building, simply email surgery@universitybarclay.com with a note of your name and date of birth and they will process this for you.
International Student Support

The University provides a welfare service to assist international students during their period of study. The International Student Advisers can help students with the practical aspects of living and studying in Glasgow and liaise with other University services listed in this handbook. The advisers aim to give sympathetic, confidential and practical help on a wide range of matters as and when possible; they also organise orientation programmes, regular workshops and webchats and activities for students and their families.

The advisers are located in the Fraser Building and its office is open 0800–1700 on weekdays. To make an appointment, please visit your MyGlasgow page, glasgow.ac.uk/services/en/myglasgow/students, to book online. You can also call into the Student Service enquiry desk on level 2 of the Fraser Building to book. Alternatively, drop-in sessions for short enquiries are available Monday and Friday from 0930 to 1200 and Wednesday from 1400 to 1630. For more information see glasgow.ac.uk/international/support.

Counselling & Psychological Services

A confidential service is available to all registered students experiencing emotional and psychological issues. A range of help is offered including short-term individual counselling and psychotherapy, group counselling, cognitive and therapy, psychological services and a daily drop-in service.

The office is located at 67 Southpark Avenue and is open 0900–1700 on weekdays, with late opening on Tuesday and Thursday to 2000. To make an appointment, complete an online form or call into the office. For more information see glasgow.ac.uk/counselling, tel: +44 (0)141 330 1029 or email: studentcounselling@glasgow.ac.uk.

Disability Service

The Disability Service is a service for students who have a disability or a chronic health condition, and can arrange support for these students on their courses.

Students who use this service may have:
- dyslexia or other learning difficulties like ADD or ADHD
- a chronic medical condition (eg arthritis, Crohn’s disease, epilepsy)
- a long-term mental health condition (eg long-term depression, bipolar disorder)
- a sensory impairment, either with vision or hearing
- a physical disability, difficulties with walking or sitting or typing because of a physical impairment.

For more information and examples of support, please see glasgow.ac.uk/services/disability/support.

Please make an appointment with a disability adviser as early as possible and as soon as you arrive in the UK. Information about your disability or health condition will be treated sensitively and confidentially. We will not pass on any information to academic staff or support bodies without your explicit consent and agreement.

Please either provide in advance of your appointment or bring up-to-date medical or psychological evidence confirming your condition or diagnosis to the appointment with the disability adviser. This evidence should explain how you are affected in a study context. We will arrange a translation into English, if necessary. Failure to provide suitable medical or psychological evidence may delay support.

Dyslexic students need to provide an educational psychologist’s assessment report. It is better if the assessment has been done in your own home country and in your first language. If this is not possible, then we will arrange an assessment in the UK. This can usually be arranged by yourself or your medical insurers.

The disability adviser you meet will assess your study needs on your course, including exam provisions. In the UK, 25% additional time in written exams is the standard for those who require this support because of a disability or chronic health condition.

Students who request more than 25% need to provide evidence of exceptionally severe and complex need.

The Disability Service is located at 65 Southpark Avenue and is open 0900–1700 Monday–Friday.

Please phone: +44 (0)141 330 5497 or email disability@glasgow.ac.uk to book your appointment with a disability adviser.

PLEASE NOTE: disabled EU and international students are NOT eligible for Disabled Students’ Allowance, Employment Support Allowance, Disability Living Allowance or Personal Independence Payments. These welfare benefits are only available for UK students.

The University cannot provide support during the evenings and weekends, so either you need to be independent – to be able to shop, cook and travel independently – or you need to fund your own helper for domestic and social support needs. You need to be able to walk from your hall of residence to campus independently or fund a taxi or your own car to get to campus.

It is your responsibility to arrange your own medical, psychological or psychiatric care after arrival in Glasgow. Please note, an NHS referral for specialist assessment may take several months in the UK. All students should register with an NHS doctor when they arrive in the UK. See glasgow.ac.uk/studentwelfare/supportservices.

Students’ Representative Council

The Students’ Representative Council (SRC) represents the interests of the students on campus and provides support and development opportunities to individual students. Each year a President and around 45 officers, including an International Officer, are elected to the SRC Council. Any University of Glasgow student is eligible to stand in these elections. See glasgowstudent.net.

The SRC operates the following services:
- The Advice Centre is staffed by trained professional staff. Drop in between 1130 and 1630 on weekdays to discuss any issues that are bothering you. email: advice@src.gla.ac.uk or see glasgowstudent.net/advice. The Advice Centre also provides individual and group representation for a number of problems, including academic appeals, housing, problems with landlords, consumer rights, entitlement to benefits and University Conduct procedures and formal complaints.
- Nightline (tel: +44 (0)141 334 5615) or gunline.org for instant messaging – a free, confidential helpline which is run by trained student volunteers, operating between 1900 and 0700 during term time.
- Second-hand bookshop – see page 30 for details.
- The SRC Welcome Point is a student and visitor information point. located in the Mckiey Building, next to the Main Gate. Students can come here if they have any type of enquiry and staff will be happy to help resolve the problem or signpost to the appropriate department.

Glasgow Postgraduate Club – a dedicated space in the Main Building for postgraduate students to socialise and study. see glasçhottrolog.org.

Photocopying, printing, binding and taxiing services

Student Volunteer Support Service – see page 29 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 at glasgowstudent.net/services/jobshop.

Flatshare – a web-based service to help students find accommodation. Visit glasgowstudent.net/services/flatshare.

You can find out more or ask questions at facebook.com/glasgowuniversitysrc. Tel: at twitter.com/gsrc and at glasgowstudent.net.

Police Scotland

The Chief Inspector 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 anyone who may have. You can make contact via the University’s International Student Advisers (see page 20) or at Glasgow West End Police Office, 809 Dumbarton Road, Glasgow G11 6Pz (tel: 101).

For emergency services (Fire, Police, Ambulance call 999 (or 4444 from a University phone).
English language courses

The English for Academic Study Unit (EAS) offers pre-sessional courses to help you prepare for your university studies and in-sessional courses to support you during your university studies.

**Preparation for study: Pre-sessional courses**

EAS offers pre-sessional courses throughout the year. These courses aim to develop your academic English and study skills to the level required for your university studies. They are also designed to help you adapt to the style of learning and teaching at the University of Glasgow.

Courses can last from five to 40 weeks, depending on the level of your language skills. There are eight entry dates throughout the year, so you can join at the level most appropriate for you.

The final five weeks of the pre-sessional programme give you the opportunity to practise using academic language and skills in your subject area, including Law, Medical Science, Technology & Engineering, Management, and Accounting & Finance. Successful completion of the pre-sessional course means you can progress to your academic programme without the need to re-take IELTS.

Throughout the course you will have access to the University Library, sports facilities and other student services. EAS also provides an exciting social programme – including visits to places of interest – to help you make the most of your time in Scotland.

**Application requirements**

To apply for the pre-sessional course, you will need to provide an IELTS (SELT) certificate approved by the UK Visas and Immigration office (UKVI) showing your current level of English. You may be eligible for a joint pre-sessional and academic course CAS if you meet our requirements for the five- or ten-week course.

**In-sessional courses to support you during your university studies**

EAS offers a range of workshops and short courses to help international students develop the language they need to manage everyday living and studying in the UK.

EAS also offers 20-credit courses in academic English and study skills for exchange students and students on specific programmes (e.g., the pre-medical/pre-dental foundation programme). Some schools also offer English language support programmes as part of their academic courses and/or 10-credit courses for postgraduate students. (Information about these will be provided at the start of the programme.) The aim of all of these courses is to help you develop your skills in using English for academic purposes and to help you manage your studies effectively.

**Resources**

The Language Resource Library in the Hetherington Building has materials to help you further develop your academic English and study skills. Links to further resources for self-study are available on the EAS website: glasgow.ac.uk/mlc/eas/studyingenglishindependently.

For details and guidance on all courses, see: glasgow.ac.uk/mlc/eas.

School of Modern Languages & Cultures
Hetherington Building, Bute Gardens
University of Glasgow
Glasgow G12 8RS

tel: +44 (0)141 330 6521

e-mail: arts-languages@glasgow.ac.uk
The University Library

The University Library on Hillhead Street is open 361 days of the year from 0715 until 0200. There are more than 2.5 million printed books and journals and hundreds of thousands of e-books and e-journals, covering the full range of academic subjects. You can access electronic resources 24 hours a day, online, at glasgow.ac.uk/library.

Use the self-service machines to borrow, return and renew books - library staff can show you how to do this. Books are usually borrowed for a period of one to four weeks for undergraduates, and one to 12 weeks for postgraduates, but copies of important books for essays and projects are available, for 4-hour or 24-hour periods, in the High Demand collection on Level 3. High Demand is a self-service area and books from this collection must be borrowed using the self-service machines inside the area. Remember to check your receipt, as this shows the date each item is due back, and the library will use your student email address if we need to get in touch with you.

Staff at the Welcome Desk are available between 0900 and 1800 Monday to Friday and 1300 and 1700 at weekends, to answer your enquiries. They can give you directions, show you how to use the library, or how to search for library resources – ask them anything and they will do their best to help.

College librarians are available to help with subject-specific enquiries and can guide you to the best sources of information or show you how to get the most from the wide range of electronic resources. The library offers staff-led library tours every Tuesday and Wednesday at 1415, Thursday and Friday at 1100 and Saturday at 1500. Students can book a tour online using the library’s Eventbrite page: www.eventbrite.co.uk/o/university-of-glasgow-6068724773. The tours are also listed in the A–Z section of the library homepage and Welcome Desk staff can sign you up for the tour.

There is a café serving snacks and drinks on Level 3, and throughout the building you will find a variety of comfortable social and individual learning and study spaces. There are over 800 desktop PCs, print-scan-copy machines throughout the building and high-quality wi-fi for connecting your phones, tablets and laptops.

For more information you can call the library on +44 (0)141 330 6704, email library@lib.gla.ac.uk or follow uofglibrary on Twitter, Facebook and Instagram.

Other libraries in the Glasgow area
University of Glasgow students can access Strathclyde University Library and Glasgow Caledonian Library through the SCONUL Access scheme: glasgow.ac.uk/library/usingotherlibraries.

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: glasgowlife.org.uk.

The University Library
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 glasgow.ac.uk/chaplaincy.

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

University Chapel
University services led by students, staff and special guests. Times: Monday–Friday during term time 0845–1130, 1300–1600.

Central Gurdwara Singh Sabha
Hillhead in Byres Road. Hours of opening: Monday–Saturday – good food and a warm welcome.

Quaker Meeting House
Hillhead in Byres Road. Hours of opening: Monday–Saturday – good food and a warm welcome.

Jewish
Meetings and services in the Chaplaincy Interfaith Room

Jewish Orthodox Synagogue, Garnethill
The nearest station to the main University campus is Hillhead in Byres Road. Hours of opening: Monday–Saturday 0830–2130 and Sunday 1100–1300.

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

St Mary’s Cathedral,
229 Woodlands Road, G3 6LW.

Glasgow Buddhist Centre,
387 9696 (ISIC) and travel insurance. Contact them to plan any public transport journey:

The Glasgow Subway is an underground train system which links 15 stations. Trains are frequent (around one every five minutes) and a flat fare operates – £1.65 for any number of stops, unless you register online for a Smarocard and the fare will be £1.45 – see spt.co.uk/travelcards/subway-smartcard. Tickets must be bought in advance either from a machine or from the ticket office at the station. The nearest station to the main University campus is Hillhead in Byres Road. Hours of opening: Monday–Saturday 0630–2340 and Sunday 1000–1800.

Buses
Buses are usually of the double-decker type and can be of any colour. Numbers 4, 4A and 15 stop on University Avenue. Fares vary according to the distance or stages travelled. Carry plenty of loose change as you must have the exact fare ready to put into the box next to the driver; change is not usually given. Keep your ticket during the journey as sometimes inspectors carry out checks. If 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 – Central Station and Queen Street Station. With a Student Railcard (available from these stations), you will be entitled to fare reductions on most journeys. For timetable and ticket enquiries, tel: +44 (0)345 748 4950 or visit spt.co.uk/travelcards/zonecard.

Chaplaincy Interfaith Room – Thursdays
Glasgow Buddhist Centre, 302 Bauchapel Street, G2 3HW
Times: Monday–Friday during term time 0845–1130, 1300–1600.

Central Mosque, 1 Mosque Avenue, G12 8LE
Phone: +44 (0)141 332 8395
Times: Sunday 0900 and 1815 during term time and special guests. Times: Monday–Friday 1000–1800.

Central Gurdwara Singh Sabha
38 Elmbank Crescent, G2 4PS.
Phone: +44 (0)141 339 7368
Times: Sunday 1100

Muslim
Jumma Prayer Fore Hall/Interfaith Room, 1300–1600
Dawat-e-Islam, 31 Oakfield Avenue, G12 8LL
Al Furan Masjid & Islamic Centre, 19 Carringtion Street, G4 9A4
Central Mosque, 1 Mosque Avenue, Gorbals, G5 9FA
Phone: +44 (0)141 429 3132

Baptist
• Hillhead Baptist Church, 53 Cresswell Street, G12 8AE
Times: Sunday 1100 and 1300

• Woodlands Methodist Church, 387 9696 (ISIC) and travel insurance. Contact them to plan any public transport journey:

• 2 Melrose Street, G4 9BJ

Church of Scotland – Presbyterian
• St Luke’s Greek Orthodox Cathedral, 27 DUNDONALD ROAD, G12 9DL
Phone: +44 (0)141 332 4151

Times: Monday–Friday during term time 0845–1130, 1300–1600.

• Collegiate Church of Scotland

• 229 Woodlands Road, G3 6LW.

• Glasgow Chinese Christian Church

• 302 Bauchapel Street, G2 3HW

• University services led by students, staff and special guests. Times: Monday–Friday during term time 0845–1130, 1300–1600.

• 387 9696 (ISIC) and travel insurance. Contact them to plan any public transport journey:

• 1 La Belle Place, G3 7LH
Phone: +44 (0)141 332 0482

• Central Gurdwara Singh Sabha

• 38 Elmbank Crescent, G2 4PS.
Phone: +44 (0)141 339 7368
Times: Sunday 1100

• Hindu Temple

• 302 Great Western Road, G4 9UB
Times: Sunday 0830, 1030 and 1830
Phone: +44 (0)141 339 6691

Buddhist
• Chaplaincy Interfaith Room – Thursdays
• Glasgow Buddhist Centre, 302 Bauchapel Street, G2 3HW
Phone: +44 (0)141 332 0524

Glasgow Chinese Christian Church
• 2 Motrose Street, G4 9EU
Phone: +44 (0)141 332 8385

Church of Scotland – Presbyterian
• St Mary’s Cathedral,
229 Woodlands Road, G3 6LW.

• 38 Elmbank Crescent, G2 4PS.
Phone: +44 (0)141 339 7368
Times: Sunday 1100

• Collegiate Church of Scotland

• 302 Great Western Road, G4 9UB
Times: Sunday 0830, 1030 and 1830
Phone: +44 (0)141 339 6691

Subway
The Glasgow Subway is an underground train system which links 15 stations. Trains are frequent (around one every five minutes) and a flat fare operates – £1.65 for any number of stops, unless you register online for a Smarocard and the fare will be £1.45 – see spt.co.uk/travelcards/subway-smartcard. Tickets must be bought in advance either from a machine or from the ticket office at the station. The nearest station to the main University campus is Hillhead in Byres Road. Hours of opening: Monday–Saturday 0630–2340 and Sunday 1000–1800.

Buses
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Trains
There are two British Rail mainline stations – Central Station and Queen Street Station. With a Student Railcard (available from these stations), you will be entitled to fare reductions on most journeys. For timetable and ticket enquiries, tel: +44 (0)345 748 4950 or visit spt.co.uk/travelcards/zonecard.

STA Travel, 184 Byres Road (tel: +44 (0)141 387 9696) gives information on student flights, rail passes in Europe, etc and how to obtain International Student Identity Cards (ISIC) and travel insurance. Contact them early for the best prices.

Motororing
The car
All cars must be registered, insured and taxed. 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. Having a car in the UK is useful but expensive.

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. You must contact HM Revenue & Customs before coming to the UK to check the details.

The driver
In the UK 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; during this time you should apply to sit the UK 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 UK driving test, you will have to take out a provisional UK licence. Display ‘L’ plates (to show that you are a learner driver) and always ensure that you are accompanied by a driver with a UK licence. 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 see gov.uk/driving-nongb-licence.

Car hire
Hiring a car for a group of friends can sometimes be cheaper and more flexible than public transport. You will need either a current full UK driving licence or your own valid licence. Some hire companies will also ask for an international licence. You must have held a licence for at least one year and some companies insist on drivers being 25 years of age (or they impose a surcharge).
Sport and leisure

University of Glasgow Sport
Whether you’re a world-class athlete or new to exercise, we have the facilities and expertise to keep you motivated.

Our programmes offer a range of indoor and outdoor sports for fitness, fun, team players and talented athletes.

Our two purpose-built facilities are open seven days a week, early until late. Facilities include:
• A six-lane, 25m heated swimming pool
• Sauna and steam room
• Squash courts
• Pulse – cardio and resistance gym
• PowerPlay – weights, conditioning and functional training gym
• Sports hall with Fanzone (the home of indoor sport)
• Activity hall
• Studios
• Revolve indoor cycling studio
• Six grass and two all-weather synthetic pitches
• Cricket oval
• Tennis courts.

We’ve spent £10m extending our current sporting facilities (which opened in October 2015) and proudly boast one of the finest sport facilities in Glasgow.

We offer a range of services across our facilities, including free inductions, personal training, over 100 exercise classes per week, courses, leagues and drop-ins, and 51 sports clubs to train and compete for. You must be a member of University of Glasgow Sport to access facilities and services but if you are studying for a degree and living in University-owned accommodation, membership may be included in your fees.

Find out more at: glasgow.ac.uk/sport. Take a virtual tour (http://ow.ly/ZFmKl) and follow @glasgowsport on Twitter, Facebook and Instagram.

Glasgow University Sports Association (GUSA)
Our annually elected student body represents all students participating in University sport and offers a great opportunity for you to get involved in developing and promoting student sport at Glasgow. Find out more at glasgow.ac.uk/gusa.

Student societies
There is a great variety of societies to suit most interests and you should make an effort to join one or two. For details see glasgowstudent.net/clubs. Your own school may also have a student society. If you are interested in forming a group which is not already represented, you can download forms and hand them in at the SRC Welcome Point in the McIntyre Building.

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 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, contact the International Student Adviser or see glasgow.ac.uk/international/support/familynetwork.

Student volunteering
The Student Volunteer Support Service is run by the SRC and offers a great number of flexible, short-term and ongoing volunteering activities and opportunities for students. From charity shops to mentoring vulnerable people, there is a wide range of options available on glasgowstudent.net/volunteer, and the Volunteer Coordinator is happy to help you choose which will work best for you.

Volunteering is a great way to support various groups across the city, make new friends and see a different side to Glasgow and its culture. Some volunteering projects can also be officially recognised by the University when you graduate. Email volunteer@src.gla.ac.uk, or follow @VolunteerGU.

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 information email internationalstudentsupport@glasgow.ac.uk.

International Family Network
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Find out more at: glasgow.ac.uk/sport. Take a virtual tour (http://ow.ly/ZFmKl) and follow @glasgowsport on Twitter, Facebook and Instagram.

Glasgow University Sports Association (GUSA)
Our annually elected student body represents all students participating in University sport and offers a great opportunity for you to get involved in developing and promoting student sport at Glasgow. Find out more at glasgow.ac.uk/gusa.

Student societies
There is a great variety of societies to suit most interests and you should make an effort to join one or two. For details see glasgowstudent.net/clubs. Your own school may also have a student society. If you are interested in forming a group which is not already represented, you can download forms and hand them in at the SRC Welcome Point in the McIntyre Building.

Student unions
There are two student unions on campus – Glasgow University Union and Queen Margaret Union. Both have libraries, cafeteria facilities, bars and shops and they regularly hold music events 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 reception in either building. Membership of either union allows you access to both.

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Shopping and services

Shops
Most shops open weekdays 0900–1730 and Saturdays 0900–1900. Some close on Sundays. Larger stores are open later on Thursdays and Fridays. Most supermarkets are open late.

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

There are several international food stores:
• See Woo, The Point, 29 Saracen Street.
• Several shops on Woodlands Road.
• Buchanan Street in the city centre. For
•In Argyle Street, Sauchiehall Street and
• Most shops open weekdays 0900–1730
• Most shops open weekdays 0900–1730
• Most shops open weekdays 0900–1730
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VAT refunds
If you are normally domiciled or live outside 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 receipt and the VAT refund document to Customs at the point of departure from the EU.
• You must then remain outside of the UK for at least 12 months.

When you go to buy goods you should take your passport to show 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.

For details, call H M Revenue & Customs on 0300 200 3700 or see go.silver/tax-on-

Books
There are several bookshops in Glasgow. John Smith & Son, located in the Fraser Building on campus, stocks most of the set textbooks and a general selection of paperbacks and reference books: staff can order books not in stock.

You can buy and sell used course texts at the SRC Second-hand Bookshop on campus. Please check our website for opening times and stock availability.

Clothing
You may wish to buy suitable clothing when you arrive in Britain. If you have them, you should bring cold-weather clothes, rainwear, and lighter clothes for summer. Student dress is informal but you will need something formal or smart for functions or social evenings. Your traditional or national dress is perfectly acceptable on the campus or in the city but you will need to wear a pullover, jacket or coat over it during the winter, colder months.

Laundry and dry cleaning
Most University residences have laundry facilities. If there is no washing or drying facility where you live, you can take your clothes to a “laundrette”, where there are coin-operated washing machines and dryers. You can operate the machines yourself or, at a small extra charge, the attendant will do your washing for you. There are also many dry cleaners in the University area – look in the Yellow Pages directory.

Tipping
The following is only a rough guide to how much you should tip. If the service is much better or worse than you expected, you could vary the tip accordingly:
• Hotels: Service charge of between 10% and 15% is often included in your bill. If not, you can divide 10%–15% of the bill among the staff who have been helpful to you.
• Restaurants: 12–18% of the bill, if service is not included.
• Porters: £1 per suitcase
• Taxis: 10% of the fare.
• Hairdressers: £2 to the hairdresser; £1 to the assistant who washed your hair.
• Cinema theatre, and stock availability: Tip not expected.

Consulates and High Commissions

Countries represented in Glasgow
- Danish Consulate, 74 Kirkcaldy Road, Bishopbriggs G64 2AH (tel: +44 (0)131 337 3288)
- Greek Consulate, 1 Kirkville Quadrant G12 0TH (tel: +44 (0)141 334 0360)
- Icelandic Consulate, 483 Great Western Road, or Voltaire Books, 483 Great Western Road, or Voltaire & Rousseau, 12–14 Clachan Lane
- Irish Consulate, 58 Melville Street EH3 1HF (tel: +44 (0)131 225 7098)
- Italian Consulate General, 17 Nelson Street, Glasgow G3 7QF (tel: +44 (0)141 233 2000)
- Russian Federation, 58 Melville Street EH3 1HF (tel: +44 (0)131 225 7098)
- Spanish Consulate, 63 North Castle Street EH2 2JL (tel: +44 (0)131 200 1843)

Cost of living*
We recommend allowing £12,220 for a single student per year and a minimum of £20,000 for a married couple. For each child add £5,000 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 £690
- Food £180
- Clothes £70
- Bus, underground, taxi fares £40
- Laundry, stationery, stamps, toiletries £30
- Telephone/Internet £40
- Entertainment £120

Total £1,520

In addition to the above figure of £11,520, you should include the following amounts annually: books – £400, UK travel – £300.

*The living costs quoted are not related to funding requirements for entry clearance. At the time of going to press, UK Visas and Immigration (UKVI) states that Tier 4 visa applicants planning to study outside London must demonstrate that they have funds to cover living costs for up to a maximum of nine months (depending on the length of the course) at £1,570 per month. For up-to-date information on entry clearance requirements, see go.silver/uk/tier-4-general-visa/overview.

Useful information

Climate
The climate of Glasgow is characterised by its temperate nature. Periods of extremely hot 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.

Temperature
Average daily maximum

Rainfall
Average annual total

<table>
<thead>
<tr>
<th>Month</th>
<th>Average daily maximum</th>
<th>Average annual total</th>
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<tbody>
<tr>
<td>Jan</td>
<td>5 °C</td>
<td>1034 mm</td>
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<tr>
<td>Feb</td>
<td>7 °C</td>
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<td>Mar</td>
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<td>15 °C</td>
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<tr>
<td>Dec</td>
<td>10 °C</td>
<td>1034 mm</td>
</tr>
</tbody>
</table>
Sources of information and advice

Within the University
- Accommodation Services, Level 1, Fraser Building
tel: +44 (0)141 330 4743
- Counseling & Psychological Services, 67 Southpark Avenue
tel: +44 (0)141 330 4528
- Disability Service, 65 Southpark Avenue
tel: +44 (0)141 330 5497/5121
- English for Academic Study Unit, Hetherington Building, Bute Gardens
tel: +44 (0)141 330 6521
- International Student Support, Level 2, Fraser Building
tel: +44 (0)141 330 2912
- Marketing, Recruitment & International Office, 71 Southpark Avenue
tel: +44 (0)141 330 6062
- Registry, Level 2, Fraser Building
tel: +44 (0)141 330 7000
- 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 Services Enquiry Team, Level 2, Fraser Building
tel: +44 (0)141 330 7000
- Welcome Point (McIntyre Building)
tel: +44 (0)141 334 4650 or +44 (0)141 330 6977

Outside the University
- British Medical Association, Tavistock Square, London WC1H 9JP
tel: +44 (0)207 387 4499
bma.org.uk
- Citizens Advice Bureau, 25 Avenuepark Street, Glasgow G20 8TS
tel: +44 (0)141 946 6703
www.cas.org.uk
- Department of Transport (Driver & Vehicle Licensing Agency), DCIS Correspondence Team, Swansea SA6 7AL
tel: +44 (0)300 790 6801
gov.uk/government/organisations/driver-and-vehicle-licensing-agency
- Ethnic Minorities Law Centre, 41 St Vincent Place, 2nd Floor, Glasgow G1 2ER
tel: +44 (0)141 204 2888
- Family Planning Association, 2–6 Sandyford Place, Sauchiehall Street, Glasgow G3 7NB
tel: +44 (0)141 211 8130
sandyford.org
- NHS 24 (tel: 111), nhs24.com
- Scottish Refugee Council, 6th Floor, Portland House, 17 Northfield Street, Glasgow G2 5AH
tel: +44 (0)141 248 9799
scottishrefugeecouncil.org.uk
- Tourist Information Office – VisitScotland, Gallery of Modern Art, Royal Exchange Square, Glasgow G1 1AH
tel: +44 (0)141 566 4083
visitScotland.com
- UK Visas and Immigration
tel: +44 (0)300 123 2241
gov.uk/contact-ukvi
- United Kingdom Council for International Student Affairs (UKCISA), 9-17 St Alban’s Place, Islington, London N1 ONX,
Advice Line 1300-1600, Monday to Friday
tel: +44 (0)207 788 9214
ukcisa.org.uk
- West of Scotland Racial Equality Council Ltd, 30 Naper Street, Glasgow G20 6EZ
tel: +44 (0)141 337 6626
wrec.co.uk
RANKED IN THE TOP 1% OF UNIVERSITIES IN THE WORLD