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 2019.
Before you leave home

EU/EEA/ Swiss Nationals

Please check the advice below before travelling as there may be significant changes when and if the UK leaves the EU.

If you are a non-EA/EU 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 www.gov.uk/find-a-visa-application-centre. Applications can be submitted online, unless you are from North Korea, in which case the application and guidance must be downloaded.

To apply for your entry clearance you will need:

- The Confirmation of Acceptance for Studies (CAS) which you will receive from the University of Glasgow. Please check the details in your CAS carefully.
- Evidence of financial support: documents to show that you have enough money to cover your first year’s tuition fees and €10,150 per year. You must show that you have held the required amount for a consecutive 28-day period (finishing on the date of the closing balance) ending no more than 31 days before your application and no later than the date of the application. You will have to show additional sums if you have dependants.
- You will also have to show the originals or copies of any documents named on the CAS as being used as evidence to obtain the offer.

- Proof that you have paid the Healthcare Surcharges. For details see www.gov.uk/healthcare-immigration-application.
- You should check if you require an ATAS (Academic Technology Approval Scheme) Clearance Certificate – postgraduate students, and some undergraduates studying or researching in certain fields must obtain this certificate before applying for a 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 made online, free of charge. For details see www.gov.uk/guidance/academic-technology-approval-scheme.
- You may also need a valid TB certificate (see page 17 for further information).

Short-term study

If you are a non-EU 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. Please see information on eVisas below.

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.

Please check Appendix 2. Visa National List at www.gov.uk/guidance/immigration-rules/applications-appendix-V. The rules to see if you are a visa national.

On arrival at UK Border Control, remember to have your CAS and decision letter or short-term study letter and your proof of funding with you in case you have to show them to the immigration officer (see page 12 for more information on entering the UK on a student visa).

eVisa

From summer 2019 more travellers will be able to use eVisa on arrival in the UK at 15 major airports and Eurostar terminals. eVisa uses facial recognition technology to check your identity against the photo in your passport and therefore the arrival process should be much quicker. In addition to UK, EU and EEA nations who can already use eVisa, from the launch date, nationals of Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America will also be able to use the eVisa. Please however note the following important points:

- You cannot use eVisa if you are coming to the UK as a short-term student (coming for up to six months) and you need a stamp in your passport as you have not applied for entry clearance (a visa) before leaving your home country. Please make sure you see an immigration officer to get the stamp in your passport.
- You cannot use eVisas if you are using a national ID card or passport which does not have a biometric chip.
- You cannot use eVisa if you are travelling with children under 12.

For further information on the use of eVisas please see glasgow.ac.uk/international/visas-and-student-visas/visas-and-student-visas.htm.

Dependant visas

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

- if you are going to be a postgraduate student on a course of nine 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 www.gov.uk/apply-uk-visa unless they are from North Korea. Before completing the form, refer to the guidance at www.gov.uk/government/publications/guidance-for-dependants-of-uk-visa-applicants-tiers-1-2-4-6-7.

From your first arrival in the UK, you may need to stay immediately for your train/ plane fare to Glasgow, possibly a hotel (£50 or more per night), and meals.

NB: Children can only accompany a student if both parents will be living lawfully in the UK, except:

- if the other parent is dead, or
- if you have sole responsibility for the child’s upbringing, or
- if there are other serious or compelling considerations that mean the child should be with you in the UK.

You will have to demonstrate that suitable arrangements have been made for your child’s care.

If you have any questions about applying for your visa please contact the University’s International Student Advisers (see Welfare, page 18). 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, currently you will be admitted to the UK with a minimum of formality. On arrival, you must produce a valid passport or national identity card. Please check our webpages before travelling as there may be significant changes when and if the UK leaves the EU.

You should therefore bring £250-£300 in British currency, plus a credit card or sufficient travellers’ cheques 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 27 for advice.

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

If you require support from the Disability Service for your disability, specific learning difficulty or chronic medical or mental health condition (eg extra time in exams) please ensure you have the appropriate medical evidence before you leave your home country.

We need a letter from your doctor or medical specialist confirming your condition/ diagnosis OR (for students with a specific learning difficulty, eg dyslexia) a report from an educational psychologist (EP).

It is better if the EP assessment has been done in your own home country and in your first language. If this is not possible, then the cost of assessment in the UK is up to £450, payable by you or your medical insurers.

Please note that a letter from your school or college confirming your agreed “accommodations” in your home country is NOT sufficient evidence for our purposes.

In the UK, 25% extra time in exams is the standard amount of extra time. Students who feel they need more than 25% extra time will need to provide evidence of exceptionally severe and complex need.

Please email your disability evidence to disability@glasgow.ac.uk once you have registered on your course. For GDPR reasons please do not email evidence before you are registered.

All evidence will be treated confidentially and is not shared with academic staff or supervisors.

For more information about the Disability Service, please see Welfare on page 18.

Bringing food, animals or plants into 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 any fine penalties will be imposed.

For full information on what you can and cannot bring into the UK, see www.gov.uk/buying-food-animals-plants-into-uk.

Money

If you bring £10,000 or more in cash, or the equivalent in another currency, from the UK 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 www.gov.uk/bringing-cash-into-uk.

If you first arrive in the UK, you may need to stay immediately for your train/plane fare to Glasgow, possibly a hotel (£50 or more per night), and meals.

For more information, please see www.gov.uk/moving-to-uk.

When you first arrive in the UK, you may need to pay and then reclaim import VAT on certain items, which you intend to use in the UK. If you use a postal service you will need to pay import VAT. For more information, please see www.gov.uk/government/publications/import-and-exempt-single-administrative-document-full-8-part-set-c88-1-8.

For full information on what you can and cannot bring into EU countries, if you are an EU/EEA national, see www.gov.uk/buying-food-animals-plants-into-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 10–27 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 10–15 September and, as part of the Welcome Programme, a free transport service from the airport to the campus will be provided on Wednesday 10 September to Sunday 15 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 £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 a small number of flights into 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 £146 while a return ticket costs £147.
• Virgin Rail also has an Advanced Ticket which can cost much less, subject to availability. You must book this well 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 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 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 www.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 approximately 30 minutes.
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 10–27 September 2019 they will be based 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 10–15 September 2019, 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 out bus service will be running, see glasgow.ac.uk/international/support.

International orientation programme
An international orientation programme is held 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 fellow students at social events and take part in a day tour. Details of the programme and registration information will be sent to you in due course. A shorter orientation also runs in January. For details see glasgow.ac.uk/international/support.

Any enquiries about this programme should be directed to the University’s International Student Advisors (see page 18).

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. £34 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

Police Registration Form – glasgow.ac.uk/media/media_438091_en.doc

Opening hours are: Monday–Thursday 0900–1230 for appointments and 1330–1530 for updating certificates or general queries. Closed on Fridays, weekends and major public holidays. To arrange an appointment, call into the office, email scottishpolice@scotland.pnn.police.uk or call +44 (0)1786 895560. You can also check the International Student Support web page for information about the availability of an on-campus service in September.

While you are in the UK, you must inform the police within seven working days if you change your address, course, place of study, marital status, or passport, or receive an extension of ‘leave to remain’.

Accommodation
Great efforts are made to ensure that a place in University-owned, leased or nominated private provider accommodation is offered to all new international students (subject to the accommodation admissions policy) who are studying for a full academic year, provided that you have firmly accepted an unconditional offer or have met the conditions of a conditional offer and you apply by the deadline date of 22 August preceding entry to the University.

You should apply online for accommodation at glasgow.ac.uk/services/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.

Applicants who are unable to access the online application form should contact Accommodation Services, University of Glasgow, Glasgow G12 8QQ.

email: +44 (0)141 330 4743

Accommodation Services, tel: +44 (0)141 330 4743, 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 that is occupied by more than two 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. This is to ensure that all private landlords are ‘fit and proper’, disruptive 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 at www.landlordregistrationscotland.gov.uk or contact Glasgow City Council Private Landlord Registration Unit, Glasgow G2 4FF.

email: +44 (0)800 027 0414.

Private accommodation
Private accommodation is very difficult to find near the University. Looking for private accommodation is difficult and time-consuming. You should come to Glasgow well before the start of term if possible, and consult Accommodation Services’ Private Accommodation Database (PAD) at www.glasgowpad.org, as well as advertisements in The Herald and Evening Times newspapers.

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

Accommodation scams
There has been concern in recent years about the increasing number of accommodation scams targeting students looking to rent in the private market. Before you start looking or take any decision, please see the Students’ Representative Council website for advice and information on flat hunting and avoiding accommodation scams at www.glasgowstudent.net/advice/accommodation.

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 and adequately sized rooms.

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 19) or Glasgow City Council’s HMO Unit, Environmental Protection Services, 231 George Street, Glasgow G1 1XV, tel: +44 (0)141 287 6631.

Remember that in signing a lease or contract for accommodation this is a legally binding document and you 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 you find a suitable replacement student to take your room.

Pre-sessional students are welcome to apply for University accommodation and will be offered spaces subject to availability.

Accommodation suitable for families/couples
The average rent for a one-bedroom flat in the private sector varies from £200 to £300 per month plus bills, a two-bedroom flat from £700 to £1,000 plus bills, depending on the area (flats 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.
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 registered at a full-time course of study.
- If you are living with your spouse or partner, and the spouse is registered 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 per week while they are in the UK, but 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, 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 per week, 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 or other all-student accommodation will not be charged Council Tax.

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 18).

Schools
Free schooling is available for all children over five years and 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 child in a local school, contact the University’s International Student Advisers (see page 18). Useful information can also be found at www.glasgow.gov.uk/index.aspx?articleid=18994.

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 18) for advice.

Road safety
Please be careful when you are walking or cycling on or around campus. Depending on the season, you could be coming into class in the dark and going home in the dark and it is essential for your safety that you keep vigilant.

- Avoid riding up the inside of large vehicles where you might not be seen.
- Always use lights after dark or when visibility is poor.
- Wear light-coloured clothing during the day and reflective clothing and/or accessories in the dark and a helmet.
- Follow the Highway Code. Don’t jump red lights and don’t cycle on the pavement unless it’s a designated cycle path.

When you are walking make sure you:
- Pay full attention when you are crossing the road. It can take time to adjust if the traffic is on the opposite side from what you are used to. Look both ways before you step off the pavement.
- Don’t use mobile to talk, text or listen to music while you’re crossing as it can stop you concentrating.
- Where possible use a pedestrian crossing, even if it means you have to walk a little further. If there is no crossing, go to a point where you can clearly see in both directions.

Banks and bureaux de change

Banks
The main Scottish banks are: the Bank of Scotland, the Royal Bank of Scotland, the Clydesdale Bank and TSB Bank. The nearest branches are:
- The Bank of Scotland, 174 Byres Road (tel: +44 (0)141 531 0619), open Monday, Tuesday, Thursday and Friday 0900–1700, Wednesday 0930–1700 and Saturday 0900–1300.
- The Royal Bank of Scotland, 338 Byres Road, (tel: +44 (0)3457 242424), open Monday, Tuesday, Thursday and Friday 0915–1700, Wednesday 1000–1700 and Saturday 0900–1500.
- The Clydesdale Bank, 326 Byres Road (tel: +44 (0)800 345 7365), open Monday–Friday 0915–1630, Saturday 0915–1600.
- TSB Bank, 198 Byres Road (tel: +44 (0)141 397 9997), open Monday–Friday 1000–1700 and Saturday 0900–1300.

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.

- A certificate of student status printed from MyCampus when you are fully registered,
- A letter from the English for Academic Study Unit confirming your dates of study (see page 16) for advice.

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 of the value of £5, £10, £20 and £50. Scottish banks issue their own notes and these are accepted as legal tender in Scotland as well as in 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 given advance notice of the amounts and dates of collection. Once you have agreed those, 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, 237 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)
- Habib Allied International Bank plc, 141 Norfolk Street (tel: +44 (0)141 420 1319)
- HSBC, 2 Buchanan Street (tel: +44 (0)3457 404044).

Bureaux de change in Glasgow
- Barhamp Travel, 85 Oswald Street (tel: +44 (0)141 222 2223)
- Thomas Cook, 15–17 Gordon Street (tel: +44 (0)141 433 7385).

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

Beware of scams
We hope that your time in the UK is enjoyable and safe. Unfortunately, there have been some cases of international students experiencing fraudulent schemes (scams), by telephone or email, often with the purpose of obtaining money or personal bank details from them. Such contact can take the form of the caller/email pretending to be a representative of an organisation such as the student’s bank, embassy, the police or the Home Office.

You can help protect yourself and your recognition of a scam situation by reading the resources from the British Council and UKCISA which you can find on the International Student Support website, see glasgow.ac.uk/international/support/ livingin/uk/safety.

If you think you have experienced a scam, please contact the University’s International Student Advisers.
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 more than one retail outlet. The same deal may be cheaper with another store. Check online price comparison sites such as www.uswitch.com or www.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 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 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.

With the pay monthly option, up to the minute prices 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.

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

Post Office
Normal hours of opening are Monday–Friday 0900–1730 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 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 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 1400 are guaranteed to arrive by first post the next working day.

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.telegrams.co.uk. Within the UK, telegrams ordered before 1400 are guaranteed to arrive by first post the next working day.

To access the University’s Wi-Fi (eduroam) we recommend you use the auto set-up tool available at: gla.ac.uk/ wi-fi.

Office 365
Use your student email address and GUID password to access:
• Office suite (downloads and apps) – five copies for PDAs/Macs and five copies on mobile devices (Android, iPad and Windows).
• 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.

For all the latest information on these services and more, please see gla.ac/studentsIT.

Help and Support
For help or support, please use Helpdesk self service at glasgow.ac.uk/help, or visit the Student IT Helpdesk on the fourth floor of the University library.

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.

To access your email via: gla.ac/ office365 or on MyGlasgow.

Further information including set-up details and advice is available at gla.ac/ studentmail.

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 forms (hairdryers, kettle etc) at reasonable prices.

TV Licence
You can buy a TV licence online at www.tvlicensing.co.uk. You need to buy a TV licence if:
• 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.

Smoking
Smoking is not allowed in any public building or vehicle in the UK, including all University buildings, student accommodation, pubs, restaurants, shopping malls, buses, trains and taxis. It is also illegal to smoke in a car with anyone aged under 18 years. If you wish to smoke you must do so outside. Smoking in any public enclosed space is a criminal offence and you could be fined £50 in Scotland.

Register to vote
You are a European Union citizen or a citizen of the Commonwealth you can register to vote in the UK. Register online at www.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 www.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 more than six months will receive a vignette (sticker) in their passport which will only be valid for 30 days. On arrival in the UK you will collect a Biometric Residence Permit (BRP) which will show the full duration of your stay.

The 30 days will start 30 days before 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 a fee for this 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. University of Glasgow students and their dependants who enter the University’s ACL code, 2HE499, in their visa application can collect it from the main campus. You will receive an email from the University telling you how to book an appointment to collect your BRP. Please take your passport (containing your 30-day vignette) and your decision letter, which confirms that your BRP has been delivered to the University, with you when you collect. If you do not enter the University’s ACL code you will have to collect your BRP from the Post Office and follow the instructions for this type of collection. Please remember that if you do not collect your BRP within ten days of arriving in the UK you may have to pay a fine and/or your visa may be cancelled. Please check the details on your vignette and BRP carefully in case of errors. For further information about collecting your BRP see glasgow.ac.uk/myglasgow/registry/tier4/brp.

EEA and Swiss students are currently subject to different arrangements. Your passport will not be stamped when you come through immigration. At the time of writing, post-Brexit arrangements are not known. We therefore advise that you check the University’s webpages regularly, in case of updates.
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 immigration detention. Therefore, if you are checking that you have the necessary documentation and permission allowing you to undertake study, please note:

- You will therefore have:  
  - collect your BRP (if applicable) within ten days of arriving in the UK  
  - complete visa registration prior to commencing your course, providing your passport and visa  
  - complete academic and financial registration prior to commencing your course

- 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 before your current visa expires, and pass details of all visa extensions to the University’s Tier 4 Compliance Team in Registry
- notify changes of address or other contact details to the University via MyCampus, to UKVI and to the Overseas Visitor Registration Office. If you have a Police Registration Certificate:
  - For full details of these responsibilities check [glasgow.ac.uk/tier-4](https://www.glasgow.ac.uk/tier-4) and [www.ukvisa.org.uk](https://www.ukvisa.org.uk) / information - advice / visas and immigration / protecting your tier 4 status. If you need any advice on any of these matters please contact the International Student Advisers – see page 18 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 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 (General). Information on the application process can be found at [www.gov.uk/tier-4-general-visa](https://www.gov.uk/tier-4-general-visa).

Vacation and part-time employment

If you are from a non-EEA country, you will probably find the following restriction stamped or noted in your passport or BRP card: ‘Work 20 hours max in term time’.

Currently the cost of a standard Tier 4 (General) application is £475. Other options of Priority and Super Priority cost £937 and £1,275 respectively.

If you have dependants, they must also complete PPS (Dependant application) online. Dependant applications will incur a fee of £475. Other options of Priority and Super Priority cost £975 and £1,275 respectively.

Under the Points Based System, you must obtain 40 points in order to apply. For instance, an 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 or copies of 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.

Volunteering

During your studies you may wish to spend time volunteering. Please note that UKVI consider there to be a difference between unpaid employment (voluntary work) and volunteering, and you should always check with the organisation which offers you a volunteering opportunity whether it can be regarded as unpaid employment. This is because time you spend doing unpaid employment counts towards your maximum number of hours of work a week. Please check the conditions of your visa carefully (see above) before undertaking a voluntary position.

Currently EEA and Swiss nationals are free to undertake employment and volunteering without seeking permission from UKVI. As information on the situation after Brexit is not currently clear, we would refer you to the University’s webpages which will be updated as and when we receive clarity.

Arrival via the Republic of Ireland

When you arrive in the UK from the Republic of Ireland, 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. Whilst this allows you to study, you cannot extend your stay from inside the UK and so, if you need more than three months to complete your course, you will have to leave the UK within the three month period and then re-enter in order to obtain the correct permission as a short-term student.

We advise that you keep your flight details and boarding pass as evidence of your travel details. Therefore, we recommend you apply for entry clearance as a short-term 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-based Jobseeker’s Allowance
- Income Support
- Child Tax Credit
- Universal Credit
- Working Tax Credit
- a social fund payment
- Child Benefit
- Housing Benefit
- Council Tax Benefit
- Council Tax Reduction (this is not the same as Council Tax Exemption)
- Domestic Rate Relief (Northern Ireland)
- State Pension Credit
- Attendance Allowance
- Severe Disability Allowance
- Personal Independence Payment
- Carer’s Allowance
- Disability Living Allowance
- an allocation of local authority housing
- local authority homelessness assistance
- as 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 18) before making any claim for public funds.

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 at least nine months long, and you are a postgraduate student if you are a government-sponsored student on a course of longer than six months. Your dependants will be permitted to work if they are applying for leave for nine 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 may also have to register with the police if you have been asked to do so.

Travel abroad

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

1. Check that your passport is valid for the period you will be away. 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. If it will expire, you should apply for an extension of stay before you go.
3. Please take copies of your passport and your BRP (if you have one) when you travel.
4. If it is important that you keep your passport and Biometric Residence Permit safe as both documents are vital to stay in the UK and to any travel abroad. We advise that only 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](https://www.glasgow.ac.uk/international/support/lostpassports).

Immigration advice

At the time of writing, much is still unclear with matters relating to Brexit and we therefore recommend that you keep a careful check on information provided by the University and UK Visas and Immigration.

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

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 www.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 do not have an EHIC from your own country, you will need to obtain comprehensive sickness insurance before you leave home. These arrangements may change when the UK leaves the EU, however, we understand that students in Scotland are registered at the Barclay Medical Practice and there are also certain exemptions. For more information please see www.glasgow.ac.uk/international/support/livinginuk/nhs.

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 Barclay Medical Practice is based on Level 1 of the Fraser Building on campus. Please see www.universitybarclay.com. If your doctor issues you with a prescription for an item of medicine, you will not have to pay a charge at the dispensing chemist (pharmacy). Chemists’ shops are open during normal business hours, but they also operate a rota system to cover late opening, Sundays and public holidays.

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 inform is Scotland’s health information service providing self-help guides, a directory of health services for you to find a local doctor or dentist, a webchat facility and a helpline. Tel: +44 (0)800 224488 or go to www.nhsinform.scot.

If you are taken unwell in the out-of-hours period, when other sources of support such as your doctor or dentist are closed, you can call NHS 24 on 111 for medical advice.

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.

Measles, Mumps and Rubella vaccination
Similarly, if you have not been vaccinated against Measles, Mumps and Rubella, you can ask your doctor about obtaining this vaccination.

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 www.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 www.nhsrsinform.scot/national-service-directory.

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 complete their form at www.universitybarclay.com/patient-access/send-a-message-form.
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 institutions and organisations listed in this handbook. The advisers aim to give sympathetic, confidential and practical help on a wide range of matters as quickly as 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 the office is open 0800–1700 on weekdays. To make an appointment, please visit your MyGlasgow page and use the appointment booking service 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 Wednesday from 1400 to 1630 and Friday from 0830 to 1200. 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 behavioural 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. Telephone: +44 (0)141 330 4528 or email studentcounselling@glasgow.ac.uk.

Careers Service
Our Careers Service offers a wide range of support to all students:

• confidential and impartial one-to-one guidance appointments
• CV and application checking and mock interviews
• Glasgow Careers, our online student portal connecting students to appointments, employer seminars, jobs and internships
• In-college job-hunting and skills development sessions from careers managers
• events and workshops hosted by a wide range of companies designed to develop students’ skills
• job-seeking skills workshops (eg CV writing, interview techniques)
• recruitment fairs and other employer networking opportunities.

All our careers managers are experienced in supporting international students as an integral part of the student population.

The Careers Service website, glasgow.ac.uk/careers/login, signposts students to information on visas as well as careers advice and appointments. Advice on individual applications is handled exclusively by the University’s International Student Advisers: glasgow.ac.uk/international/support.

Advisers of Studies
Every undergraduate student is allocated to an Adviser of Studies who guides students in the choice of an appropriate syllabus. The Adviser can also counsel students on more general matters relating to their progress, such as examination regulations, absences due to ill-health and any other routine difficulties. More serious problems will be referred to the Student Counsellor or the International Student Advisers (see above).

Pre-essional students do not have an Adviser of Studies but can speak to the class tutor instead, or the English for Academic Study Unit’s Student Support Team.

Disability Service
Please also see ‘Before you leave home’ on pages 2–3.

The Disability Service is a service for students who have a disability or a chronic health condition, for example:

• dyslexia or other specific 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 around or writing or typing because of a physical impairment.

We arrange on-course support for students. For more information and examples of support, please see glasgow.ac.uk/myglasgow/disability/support.

Once you are a registered student of the University and as early as possible on your course please scan and email your evidence to us at disability@glasgow.ac.uk. For data protection reasons we cannot accept copies of your medical evidence, educational psychologist’s report or evidence of your disability earlier. Your evidence should explain how you are affected in a study context. We will then arrange a translation into English, if necessary. Failure to provide suitable medical or psychological evidence may delay support.

Information about your disability or health condition will be treated sensitively and confidentially. We will not pass on any information to academic staff or supervisors without your explicit consent and agreement.

Dyslexic students need to provide a report from an educational psychologist (EP). 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 currently costs up to £450, payable by yourself or your medical insurers.

We will then check your evidence and ask you to book an appointment with a Disability Adviser. Please phone +44 (0141) 330 5497/5127/7327 or come into our office in person or email disability@glasgow.ac.uk. The Disability Service is located at 65 Southpark Avenue, University of Glasgow G12 8LL and is open 0900–1700 Monday–Friday.

The Disability Adviser will meet you 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 require more than 25% need to provide evidence of exceptionally severe and complex need.

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 a psychiatric assessment may take several months in the UK. All students should register with an NHS doctor when they arrive in Glasgow. See glasgow.ac.uk/myglasgow/students/safety/health.

Students’ Representative Council
The Students’ Representative Council (SRC) represents the interests of the students on campus and provides support services and development opportunities to individual students. Each year a President and around 46 others, including an International Officer, are elected to the SRC Council. Any University of Glasgow student is eligible to stand in these elections. See www.glasgowstudent.net.

The SRC operates the following services:

• The Advice Centre is staffed by trained professional staff. Drop in between 1130 and 1600 on weekdays to discuss any issues that are bothering you; email: advice@src.gla.ac.uk or see www.glasgowstudent.net/advice. The Advice Centre can also provide confidential 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 9516, email: asknightline@glasgowstudent.net or www.glasgowstudent.net/services/nightline) is a free, confidential helpline which is run by trained student volunteers, operating Monday–Friday between 1900 and 0700 during term time.

• Second-hand bookshop – see page 26 for details.

• The SRC Welcome Point is a student and visitor information point, located in the McIntyre Building, next to the Main Gates. 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.

• Gilchrist Postgraduate Club – a dedicated space in the Main Building for postgraduate students to socialise and relax, see myglasgow.gla.ac.uk.

• Photocopying, printing, binding and faxing services are available in the SRC Welcome Point.

• Student Volunteer Support Service – see page 26 for details.

• The SRC runs the student newspaper, Guardian, Glasgow University Magazine. Glasgow University Student Television and Sub Radio. Any student is welcome to get involved.

• Jobshop – local job vacancies are displayed at www.glasgowstudent.net/services/jobshop.

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

You can find out more or ask questions at www.facebook.com/glasgowuniversity or Twitter at twitter glasgowstudent.net or see www.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 any grievance you may have. You can make contact via the University’s International Student Advisers (see page 18) or at Glasgow West End Police Office, 639 Dumbarton Road, Glasgow G11 6HY (tel: 101).

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

The University library

English for Academic Study (EAS) offers pre-sessional courses to help you prepare for your university studies and in-sessional courses to support you during your 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 16 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.

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. This includes a two-week English orientation programme at the start of each semester.

EAS also offers 20-credit courses in academic English and study skills for exchange students and students on pre-medical/pre-dental programmes. We also offer English language support programmes and/or 10-credit courses for postgraduate students in the Adam Smith Business School. (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 supports you further develop your academic English and study skills.

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

The University library
The University library 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, at 1100 and Saturday at 1500. Students can book a tour online using the library’s Eventbrite page: www.eventbrite.co.uk/e/university-of-glasgow-6088724773.

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@glasgow.ac.uk or follow us on Twitter, Facebook and Instagram.

Language Resource Library
The Language Resource Library supports language learning and teaching within the University and facilities are available free to all staff and registered students. Native language and English language DVDs are also available.

The library is an authorised provider of Glasgow Libraries membership cards and this service is available free to students. You can find the Language Resource Library in the Hetherington Building in Bute Gardens, tel: +44 (0)141 330 4117.

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

The Mitchell Library on North Street at Charing Cross is the second largest public reference library in Europe. For details of the services at the Mitchell Library and other public libraries in Glasgow see: www.glasgowlife.org.uk.
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

Roman Catholic
• Turnbull Hall, 15 Southpark Terrace, G12 8LG. Times: Monday–Friday 1305; Sunday 0900, 1130 and 1815

Baptist
• Hillhead Baptist Church, 38 Elmbank Crescent, G2 4PS. Tel: +44 (0)141 248 8493

Central Gurdwara Singh Sabha
• 138 Berkeley Street, G3 7HY. Tel: +44 (0)141 221 6698

Muslim
• Jumara Prayer For Hall Interfaith Room, 1300–1600
• Dawat-ul-Islam, 31 Oakfield Avenue, G12 8LL
• Al Furqan Masjid & Islamic Centre, 209 Carrington Street, G4 1AJ
• Central Mosque, 1 Mosque Avenue, Govan, G5 9TA. Tel: +44 (0)141 429 3132

Jewish
• Meetings and services in the Chaplaincy Interfaith Room
• Jewish Orthodox Synagogue, Garnethill, 129 Hill Street, G3 6UB. Tel: +44 (0)141 334 2788

Greek Orthodox
• St Luke’s Greek Orthodox Cathedral, 27 Dundonald Road, G12 9LL. Tel: +44 (0)141 339 7368

Quaker (Religious Society of Friends)
• Quaker Meeting House, 38 Elmbank Crescent, G2 4PS. Time: Sunday 1100 Tel: +44 (0)141 248 8493

Hindu Mandir
• 1 La Belle Place, G3 7LH. Tel: +44 (0)141 332 0482

Buddhist
• Chaplaincy Interfaith Room – Thursdays
• Glasgow Buddhist Centre, 209 Sauchiehall Street, G2 3HW. Tel: +44 (0)141 333 0524

Glasgow Chinese Christian Church
• St Mary’s Cathedral, 300 Great Western Road, G4 9JB. Tel: +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 – £1.70 for any number of stops, unless you register online for a Smartcard and the fare will be £1.50 – see www.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 1000–1812.

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 usually have the exact fare ready to put into the box next to the driver. On certain buses you may make a contactless payment by debit card. 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 – 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 or ticket enquiries, tel: +44 (0)3457 484950 or see: www.nationalrail.co.uk.

Zone cards
For unlimited travel by rail, most buses and the subway, you can buy a Zonecard; available for one, four or ten weeks, it might save you time and money if you travel frequently. To buy a card, take one passport-size photo to most ScotRail stations; see www.spt.co.uk/travelcards/zonecard.

Transport and motoring
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 (this may change post-Brexit - please check) 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 www.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).
Student membership at UofG Sport offers you the opportunity to:

- Join one of over 50 sport clubs and compete for the University – from American football to sailing, we’re sure there is something for you.
- Come along to one of our drop-in sport sessions to play sport in a relaxed environment and meet other students; volleyball, badminton, squash, basketball, handball and swimming.
- Learn a new skill and sign up for a Learn 2 course in swimming, squash, badminton and many more.
- Take part in over 100 group exercise classes per week, from relaxing ‘Flow’ to lung-busting ‘Supercircuits’.
- Workout in Pulse, the Gilmorehill Campus cardio and conditioning area, or Powerplay, our strength and conditioning suite. At Garscube there is the Justin Langham Fitness Suite.
- Join our cycling revolution at Revolve, Glasgow’s indoor cycling experience.
- Take a dip in our 25m swimming pool where recreational and lane swimming are available.
- Relax and de-stress in our sauna and steam facilities.
- Book our facilities to play squash, badminton, table-tennis or short-tennis with new friends.
- Garscube Sports Complex is home to six grass and two all-weather synthetic pitches and tennis courts for you to enjoy.

UofG Sport is open seven days a week and you must be an active member to access facilities and services. If you are studying for a degree and living in University-owned accommodation, membership may be included in your fees.

Find out more information about everything we have to offer at glasgow.ac.uk/sport and watch our induction video from the home page. Any questions – just come to the Front Desk at either the Stevenson Building or Garscube Sports Complex and the UofG Sport team will be delighted to help you.

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/myglasgow/sport.

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 www.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.

Student volunteering

The Student Volunteer Support Service (SVSS) is run by the SRC. It is managed by the Student Opportunities Coordinator and the Administration & Support Officer. The SVSS offers numerous flexible, short-term and ongoing volunteering activities for students.

From community gardening, paired reading, supporting refugees and the homeless, and mentoring vulnerable people, there is a diverse and broad range of options available, each verified and visited by SVSS staff with a diverse and broad range of options available, each verified and visited by SVSS staff with a diverse and broad range of options available, each verified and visited by SVSS staff with a diverse and broad range of options available.

Volunteering is a great way to support charities, social enterprises and your community, make new friends and explore Glasgow and its culture. Some volunteering projects will be officially recognised by the University when you graduate. Email volunteer@src.gla.ac.uk and follow VolunteerGU (Twitter) and Volunteering at Glasgow University (Facebook) to keep up-to-date.

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 Advisers or see glasgow.ac.uk/international/support/familynetwork.
Shopping and services

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 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 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 HM Revenue & Customs on +44 (0)300 200 3700 or see www.gov.uk/tax-on-shopping

Bookshops
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: www.glasgowstudent.net/services/bookshop. For other second-hand textbooks, try Caledonia Books, 483 Great Western Road, or Voltare & Rousseau, 12–14 Duglas Lane.

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 clothing 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 pullover, jacket or coat over it during the wetter, 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 launderette, where there are coin-operated washing machines and dryers. You can operate the machine 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 online or 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
- Cinemas, theatres and petrol stations: Tip not expected.

Consulates and High Commissions

Countries represented in Glasgow
- Danish Consulate, 74 Kirkcilloch Road, Bishopbriggs G64 2AH (tel: +44 (0)141 337 3288)
- Greek Consulate, 1 Kirklice Quadrant G12 0TR (tel: +44 (0)141 334 0360)
- Icelandic Consulate, Green Gables, Moor Road, Strathblane G63 9EX (tel: +44 (0)1360 771741)
- Norwegian Consulate Royal, 18 Woodside Crescent G3 7UL (tel: +44 (0)141 333 0618)
- Pakistan Consulate, 40 Maxwell Drive G41 5JF (tel: +44 (0)141 427 5755)
- Swedish Consulate, 185 St Vincent Street G3 8DG (tel: +44 (0)141 204 4041)
- Thai Consulate, 4 Woodside Place, Charing Cross, Glasgow G3 7GF (tel: +44 (0)141 353 5050)

Countries represented in Edinburgh
- American Consulate General, 3 Regent Terrace EH3 7GW (tel: +44 (0)131 566 8315)
- Belgian Consulate, 2 West Street, Perseuv EH26 5OL (tel: +44 (0)1968 679968)
- Chinese Consulate General, 55 Constable Road EH2 2SD (tel: +44 (0)131 337 3202)
- French Consulate General, West Parliament Square EH1 1RF (email: contact.edinburgh-fg@diplomatie.gouv.fr)
- German Consulate, 16 Eglinton Crescent EH3 7HN (tel: +44 (0)131 229 2144)
- Indian Consulate, 12 Rutland Square EH1 2EB (tel: +44 (0)131 226 3613)
- Italian Consulate, 32 Melville Street EH3 7HA (tel: +44 (0)131 228 7777)
- Polish Consulate, 2 Kirnna Road EH3 3PE (tel: +44 (0)131 552 0301)
- Russian Federation, 58 Melville Street EH3 7HF (tel: +44 (0)131 225 7098)
- Spanish Consulate, 63 North Castle Street EH2 3LJ (tel: +44 (0)131 200 1843)

Cost of living*
We recommend allowing £13,060 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 £800
- Food £180
- Clothes £70
- Bus, underground, taxi fares £40
- Laundry, stationary, stamps, toiletries £30
- Telephone/Internet £40
- Entertainment £120

Total £12,360 for 12 months

*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 £1,015 per month. For up-to-date information on entry clearance requirements, see www.gov.uk/tier-4-general-visa-overview.

Useful information

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.

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<th>Temperature (°C)</th>
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</tbody>
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Average annual total 1124mm
Sources of information and advice

Within the University
- Accommodation Services, University of Glasgow
tel: +44 (0)141 330 4743
- Counselling & 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
- External Relations, 1 The Square
tel: +44 (0)141 330 6062
- International Student Support, Level 2, Fraser Building
tel: +44 (0)141 330 2912
- Students' Representative Council, McIntyre Building
tel: +44 (0)141 330 5360
- Student Services Enquiry Team, Level 2, Fraser Building
tel: +44 (0)141 330 7000
- University Library, Hillhead Street
tel: +44 (0)141 330 6704

Outside the University
- Advocacy Project
tel: +44 (0)141 420 0961
www.theadvocacyproject.org.uk
Offers a free and confidential advocacy service.
- Big White Wall
www.bigwhitewall.com
An anonymous 24/7 online peer and professional source of support to help self-manage your mental health and wellbeing.
- Breathing Space,
tel: +44 (0)800 858 587
www.breathingspace.scot
Experienced advisers who you can talk to when you find it difficult to cope with everyday life.
- British Medical Association,
Tavistock Square, London WC1H 9JP
tel: +44 (0)207 387 4499
www.bma.org.uk
- Citizens Advice Bureau,
2nd floor, 1455 Maryhill Road, Glasgow G20 9AA
tel: +44 (0)141 948 0204
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.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)141 248 9799
www.ethnicminoritieslawcentre.org.uk
- Rape Crisis Centre, 5th floor, 36 Bell Street, Glasgow G1 1LG
Helpline: 0808 8000114
- Sandyford Sexual Health Service, 2-6 Sandyford Place, Sauchiehall Street, Glasgow G3 7NB
tel: +44 (0)141 211 8130
www.sandyford.org
- Scottish Refugee Council, 6th Floor, Portland House, 17 Renfield Street, Glasgow G2 5AH
tel: +44 (0)141 248 9799
www.scottishrefugeecouncil.org.uk
- Tourist Information Office – VisitScotland, 156a/158 Buchanan Street Glasgow G1 2LL
tel: +44 (0)141 566 4083
www.visitscotland.com
- UK Visas and Immigration
tel: +44 (0)300 123 2241
www.gov.uk/contact-ukvi
- United Kingdom Council for International Student Affairs (UKCISA), 1st Floor, Noble House, 5-6 Islington High Street London N1 9LQ, Advice Line 1300-1600, Monday to Friday
tel: +44 (0)207 788 9214
www.ukcisa.org.uk
- West of Scotland Regional Equality Council Ltd, 39 Napiershall Street, Glasgow G20 6EZ
tel: +44 (0)141 337 6626
www.wsrec.co.uk

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glasgow.ac.uk/international

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Produced and designed by Student Services and External Relations.
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