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 2018.
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.

If you are a non-EEA/Swiss national, please
• You will also have to show the originals
• Evidence of need:

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. 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 $9,135 (please check the Tier 4 guidance in case this changes) for living expenses for a course lasting nine months or more. 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 origins of any documents named on the CAS as being used as evidence to obtain the offer.
• Proof that you have paid the Healthcare Surcharge. For details see your/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 studying/researching engineering, science, mathematics, technology or biomedical subjects. Applications for an 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 17 for further information).

If you are a non-visa national and you are coming to study for less than six months
you can apply on 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.

Please check Appendix 2: Visa National List at gov.uk/guidance/immigration-rules/immigration-rules-applications-to-visit-uk-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).

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 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, online application guides are made online, free of charge. For details see gov.uk/guidance/academic-technology-approval-scheme.

You will have to pay the Healthcare Surcharge.

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

If you need support from the Disability Service (regardless of time in exam), you must provide medical or psychological evidence confirming your condition or diagnosis. Transcription of evidence into English can be arranged by the Disability Service, if necessary.

PLEASE CONTACT US ONLY AFTER YOU HAVE ACCEPTED A PLACE OFFER AND NOT MORE THAN THREE MONTHS PRIOR TO THE START OF YOUR COURSE.

For data protection reasons we are only able to accept copies of your medical evidence, educational psychologist’s report or evidence of your disability after you have accepted a place offer.

You can scan and email your evidence to us prior to your arrival in Glasgow by sending it to disability@glasgow.ac.uk. All evidence will be treated confidentially and is not shared with academic schools or supervisors.

The Academic Psychological Assessment report. It is better if the assessment has been done in your own home country and in your first language. If it is not possible, then the cost of the assessment in the UK is £450, payable by the student or their medical insurers.

Exam support
In the UK, 30% additional time in exams is the standard for those who require this support because of a disability or chronic health condition. Students who feel they require more than 25% extra time WILL need to provide evidence of exceptionally severe and complex need.

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 may need money immediately for your train/plane fare to Glasgow; possibly a hotel (£50 or more per night); and meals. You should therefore bring £230–£250 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 lodging, books, stationery and equipment, clothing, travel, holidays and entertainment – see page 27 for advice.

If you are an EEA national (EU member states plus Iceland, Norway and Switzer)

If you are an EEA 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.

Bringing food, animals or plants

There are strict controls on bringing meat, milk, fish, shellfish, plants and their products into EU countries. If you are stopped by UK Customs and Port Health Officers, any prohibited items will be seized and destroyed and tough penalties can be imposed. For full information on what you can and cannot bring into the UK see gov.uk/guiding-bringing-food-animals-plants-into-uk. The

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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 4-21 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 4-9 September and, as part of the Welcome Programme, a free transport service from the airport to the campus will be provided. 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.

By rail
Trains to Glasgow Central from London depart from Euston Station.
• The cost of a single off-peak ticket is £141.50 while a return ticket costs £142.50.
• 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 nationalrail.co.uk for full information).

By road
The cheapest way to travel to Glasgow from London is by coach, and coaches leave from 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 35 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.
On 4–21 September 2018 they will be located 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 4–9 September 2018, 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 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 this programme and registration information will be sent to you in due course. A shorter orientation also runs in January.

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 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 4EL (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:
• Your passport.
• Biometric Residence Permit.
• Two passport-sized photographs.
• E54 registration fee in cash.
• Evidence of your studies.
• Proof of address – your accommodation contract.
• Decision letter – issued when your visa was granted.

Please see glasgow.ac.uk/media/media_482961_en.doc for University accommodation and will be offered spaces subject to availability.

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 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, Level 1, Fraser Building, 65 Hillhead Street, University of Glasgow, Glasgow G12 8QF. tel: +44 (0)141 330 4743 email: accom@glasgow.ac.uk.

Police Registration Form – required when you register with the police. Certain foreign nationals 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 4EL (Dalmarnock train station is five minutes’ walk away).

If you are arriving in Glasgow in September, you are recommended to register with the police by contacting other services within the University. For details of the programme and registration information will be sent to you in due course.

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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 what is called an HMO – a house in multiple occupation. This is a house or flat which 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 Licence).

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’, disposable 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 landlordregistrations.scotland.gov.uk or contact Glasgow City Council Private Landlord Registration Unit, Glasgow G2 4PF. tel: +44 (0)800 027 0414.

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 visit the Students’ Representative Council website for advice and information on flat hunting and avoiding accommodation scams at 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, 251 George Street, Glasgow G1 1RO, tel: +44 (0)141 287 6551.

Please remember that in signing a lease or contract for accommodation this is a legally binding document and will be bound by the conditions for the length of that contract, which include payment for residence fees from the ‘start date’ until the ‘end date’. If you wish to move out of your residence you will continue to be liable for residence fees until 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 £450 to £550 per month plus bills. A two-bedroom flat from £550 to £750 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.

Pre-sessional students are welcome to apply for University accommodation and will be offered spaces subject to availability.
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 their parents.
- 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 obtaining 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 24 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 duration of course.

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 arrange 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).

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.

- If you are cycling ensure that you:
  - Look and signal to show drivers what you plan to do.
  - Avoid riding up the side of large vehicles where you might not be seen.
  - Always use lights after dark or when visibility is poor.
  - Wear light-reflecting 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 your mobile to talk, text or listen to music while you’re crossing as it can impair your vision.
- Be vigilant.

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 branch are:
  - The Bank of Scotland, 174 Byres Road (tel: +44 (0)141 531 0619)
  - The Royal Bank of Scotland, 339 Byres Road (tel: +44 (0)141 242 4244, open Monday, Tuesday, Thursday and Friday 0915–1700, Wednesday 0900–1700 and Saturday 0900–1300).
  - The Clydesdale Bank, 328 Byres Road (tel: +44 (0)141 245 3756, open Monday–Friday 0915–1630, Saturday 0915–1600).
- TSB Bank, 116 Byres Road (tel: +44 (0)141 397 9977, open Monday–Friday 0900–1700 and Saturday 0900–1300).
- Santander, 268–270 Byres Road (tel: +44 (0)141 203 4321, open Monday–Friday 0900–1700 (Thursday 1000 opening) and Saturday 0900–1600).

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

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 (EAS) unit confirming your dates 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 a copy of your cheque book. 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 issued are 1p, 2p, 5p, 10p, 20p, 50p, £1 and £2, and 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 bill, 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 them advance 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)
- Bank of China, 458 Sauchiehall Street (tel: +44 (0)141 332 3354)
- National United Bank, 11 Gibson Street (tel: +44 (0)141 341 0555)
- Habib Allied International Bank plc, 141 Narkfeld Street (tel: +44 (0)141 420 1319)
- HSBC, 2 Buchanan Street (tel: +44 (0)141 404 0404)

Bureau de change in Glasgow

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
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 more than one retail outlet. The same 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 going into a deal before you’ve considered all the pros and cons. There are three types of contract available:

- SIM only: 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, 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.
- Pay As You Go: This type of contract offers 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, your finances can be unpredictable, this can be the best option.

With the pay monthly option, up to the minute phones are used to sell a wide range of ‘deals’. Consider what you are taking on before you sign a contract as, once you have committed to it, it is virtually impossible to change your mind – read the small print carefully. Some networks also add 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:
• First 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 190
• NHS24 111

Computing and IT

Username and password
Every student has a unique username known as your ‘GUID’.
Along with your password, this allows access to most University IT resources.
For eduroam (Wi-Fi) and Office365, you need to use your email address as your username, along with the GUID password.

Email
Your email address will be in the format: YourGUID@student.gla.ac.uk. Your email account 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 correspondence with the University, teaching staff and services.

You can access your email via gla.ac.uk/eduroam or on MyGlasgow.
Further information including set-up details and advice is available at gla.ac.uk/studentemail.

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

Office 365
Use your student email address and GUID password to access:
• Office suite (downloads and apps) – five copies of MS Office and five copies of 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.

For help or advice, please 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.

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.

Drinking water
Tap water in Scotland is safe to drink. The public water supply is provided by Scottish Water.

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.
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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 where and when you can 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.

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

During your studies
Student responsibilities under Tier 4
As the University issued you with a Confirmation of Acceptance of Studies (CAS) to confirm your student visa, the University must comply with UKVI regulations regarding attendance monitoring and visa extensions. This means that you have the necessary documentation and permission allowing you to undertake study in the UK. You will therefore have:

• collect your BRP (if applicable) within ten days of arriving in the UK
• complete academic and financial registration prior to commencing your course
• provide appropriate documents, e.g. passport and UK biometric 10 card
• ensure that you attend your course and, if you can’t, make sure that your college or school know why you are not attending

apply for visa extensions in good time and before your current visa expires, and pass details of any visa extensions to the University’s Tier 4 Compliance Team in Registry

If you have dependants, they must also complete PDS (Dependant) applications online. Dependant applications will incur a fee of £475 or £1,085 if applying in person.

Under the Points Based System, you must be permitted for up to 20 hours a week in term time, with full-time employment being permitted in vacation periods. After 30 June 2018, the Tier 4 UKVI for Croatian nationals, will be brought in line with other EU citizens.

Arrival via the Republic of Ireland without prior Entry Clearance
When you arrive in the UK from the Republic of Ireland, an Immigration Officer will not be present. You will therefore have to obtain your student visa, the (CAS) as this would constitute a breach of the Immigration Regulations and might result in a refusal to extend your ‘leave to remain’. EEA nationals and citizens of certain other countries with reciprocal agreements can claim Child Benefit, as long as they do not have a public funds restriction.

Recourse to public funds
As a Tier 4 (General) 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
• Attendance Allowance
• Severe Disability Allowance
• Personal Independence Payment
• Carer’s Allowance
• Disability Living Allowance
• an allocation of local authority housing
• local authority homelessness assistance

If your spouse/partner is travelling later, 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. Therefore, we recommend you apply for entry clearance as a short-term student or student before you leave your own country.

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. It is likely 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 you return home to apply for the visa. 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.

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 lost or stolen, 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.

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.

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.

If you are from a non-EEA country, you must be permitted to work up to 20 hours per week during term time, with full-time employment being permitted in vacation periods. After 30 June 2018, the Tier 4 UKVI for Croatian nationals, will be brought in line with other EU citizens.

As the University issued you with a Confirmation of Acceptance of Studies (CAS) (30 points) and your application to be successful. The points are awarded to 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 original of the documents requested and remember that you need to allow time to collect the documentation in time to process and ATAS applications can take weeks to process.

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.

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 entered the UK on a short-term study visa for up to six months, you will not be allowed to extend your stay.

If your ‘leave to remain’ expires before your return to the UK. If it will expire, you should apply for an extension of stay before you go.

If you are travelling in countries or cities which are unfamiliar to you.

If your passport or Biometric Residence Permit is lost or stolen, 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.

If you need any information regarding attendance monitoring and visa extensions 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 must be permitted to work up to 20 hours per week during term time, with full-time employment being permitted in vacation periods. After 30 June 2018, the Tier 4 UKVI for Croatian nationals, will be brought in line with other EU citizens.

You will not be allowed to extend your stay.

Remember you (and any dependants) must provide appropriate documents, e.g. passport and UK biometric 10 card to obtain your student visa, the (CAS) as this would constitute a breach of the Immigration Regulations and might result in a refuses an ‘leave to remain’. EEA nationals and citizens 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.

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 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 (usually 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 http://gov.uk/tier-4-general-visa.

If you are beyond the two-month limit in your current visa, apply for an extension as soon as possible. If your new visa application is refused, you will not be allowed to extend your stay.

If your current visa expires before your return to the UK. If it will expire, you should apply for an extension of stay before you go.

Please remember to take your passport and your BRP (if you have one) when you travel.

If you need any advice on any of these matters please contact the International Student Advisers (see Welfare).

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.

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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.

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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.

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 universitybarclay.com. If you 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.

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.

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/uk-health-tb.

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 nhsinform.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 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 with any other problems 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 its 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, tel: +44 (0)141 330 7000 or email: careers@glasgow.ac.uk

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

Disability Service

The Disability Service is a service for students who have a disability or a chronic health condition. We 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 mental 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.

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

You will need to 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 without your explicit consent and agreement.

You can scan and email your evidence to us prior to your arrival in Glasgow by sending it by email to: disability@glasgow.ac.uk.

For data protection reasons we are only able to accept copies of your medical evidence, educational psychologist’s report or evidence of your disability after you have accepted a place offer. Your 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.

Dis Neuroscience student needs 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 currently costs £450, payable 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 5457 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.

You 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 have your own help 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 the UK. See glasgow.ac.uk/myglasgow/students.

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. Any University of Glasgow student is eligible to stand in these elections. See glasgow.ac.uk/students.

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 glasgow.ac.uk/advice.
• The Academic Development Centre offers advice and 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 6516; email: nightline@glasgowstudent.net) or gunightline.org for instant messaging – a free, confidential helpline which is run by trained student volunteers, operating Monday–Friday between 1800 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 McIvyne Building, next to the Main Gate. Students can come here if they have any questions about the University and ask for help with your studies.

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Welfare
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 36 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. The language requirements for the five- or ten-week course depend on the level of your language skills.

Application requirements

To apply for the pre-sessional course, you will need to provide an IELTS Secure English Language Testing (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.

To apply for the pre-sessional course, you will need to provide an IELTS Secure English Language Testing (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. The Language Resource Library in the Hetherington Building has materials to help you further develop your academic English and study skills.

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
email: arts-languages@glasgow.ac.uk

The University library on Hillhead Street is open 361 days of the year from 0715 until 2200. 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 1100 and 1500 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 libraries 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/organisation/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.

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/ openings/hoursandlocations/informationfortudents/usingotherlibraries.

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 visit: glasgowlife.org.uk.

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/openinghoursandlocations/informationfortudents/usingotherlibraries.

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 visit: glasgowlife.org.uk.

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.
Religion

Central Gurdwara Singh Sabha
• Adelaide Place Baptist Church, 209 Bath Street, G12 8LG. Times: Monday–Friday 1300–1600.
• Dawat-al-Islam, 31 Oakfield Avenue, G12 8LL.
• Al Fazr Masjid & Islamic Centre, 31 Carrington Street, G4 9AU.
• Central Mosque, 1 Mosque Avenue, Gorbals, G3 6AF. Tel: +44 (0)141 429 3132.

Church of Scotland – Presbyterian
• Wellington Church, 77 Southpark Avenue, G12 8LE. Time: Sunday 1100. Tel: +44 (0)141 332 4151.
• Kelvinside Hillhead Parish Church, 129 Hill Street, G3 6UB. Time: Sunday 0830, 1030 and 1830. Tel: +44 (0)141 959 7951.

Roman Catholic
• St Luke’s Greek Orthodox Cathedral, 27 Dumbond Road, G1 2GL. Tel: +44 (0)141 339 7398.

Jewish
• Meetings and services in the Chaplaincy Interfaith Room
• Jewish Orthodox Synagogue, Garnethill, 19 Carrington Street, G4 9AJ. Tel: +44 (0)141 332 8385.

Greek Orthodox
• St Luke’s Greek Orthodox Cathedral, 27 Dumbond Road, G1 2GL. Tel: +44 (0)141 339 7398.

Episcopal – Anglican
• Woodlands Methodist Church, 229 Woodlands Road, G3 6LW. Time: Sunday 0930, 1130 and 1830. Tel: +44 (0)141 999 7951.

Baptist
• Hillhead Baptist Church, 53 Cresswell Street (off Byres Road), G12 8AE. Tel: +44 (0)141 429 3132.

Methodist
• Woodlands Methodist Church, 229 Woodlands Road, G3 6LW. Time: Sunday 1100. Tel: +44 (0)141 334 2788.

Quaker
• Quaker Meeting House, 42 Limebank Crescent, G2 4PS. Time: Sunday 1100. Tel: +44 (0)141 248 8493.

Church of Scotland – Presbyterian
• Wellington Church, 77 Southpark Avenue, G12 8LE. Time: Sunday 1100. Tel: +44 (0)141 332 4151.

Hindu
• 1 La Belle Place, G3 7LH. Tel: +44 (0)141 332 0492.

Buddhist
• Chaplaincy Interfaith Room – Thursdays
• Glasgow Buddhist Centre, 329 Sauchiehall Street, G2 3HW. Tel: +44 (0)141 333 0524.

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

Muslim
• Jumaa Prayer Fore Hall/Interfaith Room, (1300–1600)

Transport and motoring

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 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. Para buses 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 given. Keep your ticket during the journey as sometimes inspectors carry out checks. When you are near your destination, move towards the door near the driver, indicating that you wish to get off at the next stop. Use the same door for ascending and descending on most buses.

Trains
There are two British Rail mainline stations – 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: (0345) 44 48 490 or visit: nationalrail.co.uk.

Buddhist
• Chaplaincy Interfaith Room – Thursdays
• Glasgow Buddhist Centre, 329 Sauchiehall Street, G2 3HW. Tel: +44 (0)141 333 0524.

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

Church of Scotland – Presbyterian
• Wellington Church, 77 Southpark Avenue, G12 8LE. Time: Sunday 1100. Student lunches in the Crypt daily during term time – good food and a warm welcome.
• Kelvinside Hillhead Parish Church, Observatory Road, G12 9AG. Time: Sunday 1100. Tel: +44 (0)141 334 2788.

Methodist
• Woodlands Methodist Church, 229 Woodlands Road, G3 6LW. Time: Sunday 1100. Tel: +44 (0)141 999 7951.

Episcopal – Anglican
• Gorbals, G5 9TA. Time: Monday–Friday 1300–1500.

Central Gurdwara Singh Sabha
• Adelaide Place Baptist Church, 209 Bath Street, G12 8LG. Times: Monday–Friday 1300; Sunday 0900, 1130 and 1812.

For details of services and venues during redevelopment, please check hillheadbaptistchurch.co.uk. For details of services and venues during redevelopment, please check hillheadbaptistchurch.co.uk.

Religion

Central Gurdwara Singh Sabha
• Adelaide Place Baptist Church, 209 Bath Street, G12 8LG. Times: Monday–Friday 1300; Sunday 0900, 1130 and 1812.

For details of services and venues during redevelopment, please check hillheadbaptistchurch.co.uk. For details of services and venues during redevelopment, please check hillheadbaptistchurch.co.uk.
University of Glasgow Sport
Welcome to UofG Sport, where sport, physical activity and wellbeing are a central part of your student experience. There is so much on offer, whether you are looking for competitive opportunities or just to take part and keep active.

A small sample of some of the things you can get involved with:

• Join one of our 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.

• 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, our cardio and conditioning area, or Powerplay, our conditioning and strength facilities.

• Join our cycling revolution at Revolve, our 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. Our two purpose-built facilities are open seven days a week. Facilities include:
  • Pulse and Powerplay conditioning and strength areas
  • Revolve – state-of-the-art indoor cycling studio
  • Three multi-purpose studios
  • Two large sports halls with fanatic
  • Six lane 25m swimming pool

• Sauna and steam room
• Six grass and two all-weather synthetic pitches
• Tennis courts.

You must be a member of UofG 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 information about everything we have to offer at glasgow.ac.uk/myglasgow/sport and watch our induction video from the home page.

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 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, cafe/restaurant 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 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 the SRC volunteer database: volunteer.src.gla.ac.uk. The Volunteer Coordinator is happy to help you choose which will work best for you. You can chat to the Coordinator during drop-in times: Tuesday–Thursday 1230–1530 in the SVSS office on the ground floor, McIntyre Building.

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 the 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)3000 205 370 or see 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: glasgowstUDENT.services/bookshop. For other second-hand textbooks, try Cadzow Books, 483 Great Western Road, or Voltare & Rousseau, 12–14 Glascio 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 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 but you will need to wear a pullover, jacket or coat over it during the wetter, colder months.

Laundry and dry cleaning
Most University residences have laundry facilities. In addition, there are washing and drying facilities where you live, where 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 included
• Porters: £1 per suitcase
• Taxis: £2 for each mile
• Hairdressers: £2 to the hairdresser; £1 to the assistant who washed your hair
• Greengrocers, theatres and petrol stations: Tip not expected.

Consulates and High Commissions
Countries represented in Glasgow
• Danish Consulate, 74 Kirkstall Road, Bishopsbriggs G64 2AH (tel: +44 (0)131 337 2520)
• Greek Consulate, 1 Kirklee Quadrant G12 0TR (tel: +44 (0)141 334 0060)
• Icelandic Consulate, Green Gables, Moor Road, Strathblane G63 9EX (tel: +44 (0)1355 717194)
• Norwegian Consulate Royal, 18 Woodside Crescent G3 7UL (tel: +44 (0)141 203 0919)
• Pakistan Consulate, 4 Maxwell Drive G41 5JF (tel: +44 (0)141 427 5755)
• Swedish Consulate, 186 St Vincent Street G2 5QD (tel: +44 (0)141 204 4041)
• Thai Consulate, 4 Woodside Place, Charing Cross, Glasgow G3 7QF (tel: +44 (0)141 203 0900)

Countries represented in Edinburgh
• American Consulate General, 3 Regent Terrace EH7 5BW (tel: +44 (0)131 556 8185)
• Danish Consulate General, 2 West Street, Penicuik EH26 9OL (tel: +44 (0)1988 679969)
• Chinese Consulate General, 56 Constitution Road EH1 3OG (tel: +44 (0)131 337 3200)
• French Consulate General, West Parliament Square EH1 1YF (telephone: contact.edinburgh.talb.diplomatie.gov.fr)
• German Consulate General, 16 Eglington Crescent EH3 3TD (tel: +44 (0)131 229 2144)
• Indian Consulate, 14 Ralston Square EH1 2AN (tel: +44 (0)131 226 3631)
• Japanese Consulate General, 3 Melville Crescent EH3 4PH (tel: +44 (0)131 225 4777)
• Polish Consulate, 3 Kinneil Road EH3 8PE (tel: +44 (0)131 552 0201)

• Russian Federation, 58 Melville Street EH3 7HF (tel: +44 (0)131 225 7098)
• Spanish Consulate, 60 North Castle Street EH2 2JU (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 rough breakdown of costs per month for a single student in averagely priced self-catering accommodation.

Per month
Accommodation £650
Food £180
Clothes £70
Bus, underground, taxi fares £40
Laundry, stationary, stamps, toiletries £30
Telephone/Internet £40
Entertainment £120

Total £1,120

In addition to the above figure of £11,520, you should include the following annual costs:
• Books – £400; UK travel – £300.
• Movies and cultural activities – £1,000.

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.

* 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 gov.uk/tier-4-general-visa-overview.
Sources of information and advice

**Within the University**

- **Accommodation Services,** Level 1, Fraser Building
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 5437/3/121
- **English for Academic Study Unit,** Hetherington Building, Bute Gardens
tel: +44 (0)141 330 6521
- **External Relations,** The Square
tel: +44 (0)141 330 6062
- **International Student Support,** Level 2, Fraser Building
tel: +44 (0)141 330 2912
- **Registry,** Level 2, Fraser Building
tel: +44 (0)141 330 5700
- **Students’ Representative Council,** McIntyre Building
tel: +44 (0)141 330 5860
- **Student Services Enquiry Team,** Level 2, Fraser Building
tel: +44 (0)141 330 7000
- **University Library,** Hillhead Street
tel: +44 (0)141 330 6704
- **University Nursery,** 28 Hillhead Street
tel: +44 (0)141 334 4650 or +44 (0)141 330 6797

**Outside the University**

- **Breathing Space,** tel: +44 (0)800 838 587
  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 9UP
tel: +44 (0)141 330 1920
  bma.org.uk
- **Citizens Advice Bureau,** 2nd floor, 1455 Maryhill Road, Glasgow G20 9AA
tel: +44 (0)141 204 1900
  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
  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
- **Rape Crisis Centre,** 3rd floor, 39 Bell Street, Glasgow G1 1LG
  Helpline: 0808 8000014
- **Scottish Refugee Council,** 6th Floor, Portland House, 17 Renfield 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 0NX
  Advice Line 1300–1600, Monday to Friday
tel: +44 (0)207 798 6214
  ukcisa.org.uk
- **West of Scotland Racial Equality Council Ltd,**
  39 Napiershall Street, Glasgow G23 6EZ
  tel: +44 (0)141 337 6626
  wsrec.co.uk
ONE OF THE TOP 100 UNIVERSITIES IN THE WORLD