



University
of Glasgow

INTERNATIONAL **STUDENT HANDBOOK** 2017–18

**WORLD
CHANGERS
WELCOME**

Introduction

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

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

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

Note: The information contained in this book was correct at the time of going to print in May 2017.

Contents

Before you leave home	2
Getting to Glasgow	5
On arrival	6
Immigration regulations	14
Medical services	19
Welfare	20
English language courses	22
The University Library	25
Religion	26
Transport and motoring	27
Sport and leisure	29
Shopping and services	30
Useful information	31
Main campus map	32
Sources of information and advice	33



Before you leave home

If you are a non-EEA/Swiss national, please make sure before leaving your home country that you have made the necessary arrangements for your travel to the UK.

- You must have a **valid passport**.
- Remember that **entry clearance** (a student visa) is mandatory for all nationals who intend to stay in the UK for longer than six months. You apply for this at your nearest Visa Application Centre in your country of usual residence. For a full list see gov.uk/find-a-visa-application-centre. Applications can be submitted online, unless you are from North Korea.

To apply for your entry clearance you will need:

- The **Confirmation of Acceptance for Studies (CAS)** which you have received from the University of Glasgow.
- Evidence of **financial support**: documents to show that you have enough money to cover your first year's tuition fees and £9,135 (please check the Tier 4 guidance in case this changes) for living expenses for a course lasting nine months or more. The required amount must be held for a consecutive 28-day period finishing on the date of the closing balance. You will have to show additional sums if you have dependants.
- You will also have to show the originals of any documents named on the CAS as being used as evidence to obtain the offer.
- Proof that you have paid the Healthcare Surcharge. For details see gov.uk/healthcare-immigration-application/pay.
- 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 gov.uk/guidance/academic-technology-approval-scheme.

- You may also need a valid **TB certificate** (see page 19 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 entry to the UK for a **short-term study** visa. However, this type of visa cannot be extended and you will not be allowed to work.

If you are a visa national coming for less than six months you will have to apply for a **short-term study** visa before you leave home.

Please check Appendix 2. Visa National List at gov.uk/guidance/immigration-rules/immigration-rules-appendix-v-visitor-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 14 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, refer to the guidance at: gov.uk/government/publications/guidance-for-dependants-of-uk-visa-applicants-tiers-1-2-4-5. Each dependant will have to pay the Healthcare Surcharge.

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.

If you have any questions about applying for your visa please contact the University's International Student Advisers (see Welfare, page 20). 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.

Money

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

When you first arrive in the UK, you will need money immediately for your train/plane fare to Glasgow; possibly a hotel (£50 or more per night); and meals. 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 31 for advice.

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

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

Dyslexic students need to provide an Educational Psychological 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 the cost of assessment in the UK is £450, payable by the student or their medical insurers. Please scan and email this report to us before you arrive in Glasgow: email: disability@glasgow.ac.uk.

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

Please only send evidence after you have accepted a place offer.

Exam support

In the UK, 25% 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.

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 tough penalties can be imposed. For full information on what you can and cannot bring into the UK, see gov.uk/bringing-food-animals-plants-into-uk. The same link will provide you with information on bringing a pet with you.

Getting to Glasgow

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

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

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

Transport

By air

Glasgow Airport is situated approximately ten miles west of the University.

- A taxi from the airport to a Hall of Residence costs roughly £20–25.
- An airport bus goes to Buchanan Bus Station in the city centre.
- A taxi journey from the city centre to one of the Halls of Residence will cost roughly £8–£10.

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

By rail

Trains to Glasgow Central from London depart from Euston Station.

- The cost of a single off-peak ticket is £136.60 while a return ticket costs £137.60.
- Virgin Rail also has an Advanced Ticket which can cost much less, subject to availability. You must book this 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 Victoria Coach Station morning and evening. Journey time is approximately eight hours. A limited service is available from Heathrow Airport.

If you arrive at Heathrow Airport and want to travel to Glasgow by bus from central London (Victoria Coach Station) or by rail from Euston Station, use the London transport journey planner at tfl.gov.uk/plan-a-journey. Taxis from the airport to central London are very expensive.

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

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 **1–22 September 2017** 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 **1–10 September 2017**, the University's Welcome Team will also be present to help you when you arrive at **Glasgow Airport** and to direct you to the **transport service** provided by the University. For details of the times when our Welcome Team members are at the airport and when our bus service will be running, see glasgow.ac.uk/international/support.

International orientation programme

An international orientation programme is held over four or five days in September, just before the start of term, and all new international students, undergraduate or postgraduate, are welcome to attend. The programme provides information on the University services available to you, as well as some sessions on life in Glasgow. You will be able to meet fellow students at an evening social 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 Advisers (see page 20).

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
8. Police Registration Form – glasgow.ac.uk/media/media_482961_en.doc.

Opening hours are: Monday–Thursday 0900–1230 and 1330–1545; Closed on Fridays, weekends and major public holidays. To arrange an appointment, call into the office, email scdovroglasgow@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 studying for a full degree, 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, Level 1, Fraser Building, 65 Hillhead Street, University of Glasgow, Glasgow G12 8QF
tel: **+44 (0)141 330 4743**
email: accom@glasgow.ac.uk

Remember that when you are 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 wherever there is availability.

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 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.

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).

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', disreputable landlords can be removed from the market, and tenants and neighbours can be protected from the consequences of antisocial behaviour and mismanaged properties. You can check if your landlord is registered at landlordregistrationscotland.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 who accept a flat without having viewed it. The Students' Representative Council (SRC) has introduced a private accommodation viewing service (PAVS) to assist students – see glasgowstudent.net/advice/accommodation/pavs. Please note that this service is only available at certain times of the year – please check with the SRC, email: advice@src.gla.ac.uk.

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, adequately sized rooms and a telephone landline installed. These regulations are in place to protect tenants and ensure that the property is safe for habitation. The licence should be displayed prominently in the property. If you suspect a property is not registered (which is a criminal offence on the part of the landlord) or a landlord has breached the terms of the licence, you can get help from the Students' Representative Council's Advice Centre (see page 21) or Glasgow City Council's HMO Unit, Environmental Protection Services, 231 George Street, Glasgow G1 1RX, tel: **+44 (0)141 287 6531**.

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

Accommodation suitable for families/ couples

The average rent for a one-bedroom flat in the private sector varies from £450 to £550 per month plus bills, a two-bedroom flat from £550 to £700 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 living with other students.
- Also, if you are living with your spouse who is prevented by the terms of his/her leave to enter or remain in the UK from taking paid employment or from claiming benefits, then you will not be charged Council Tax.
- If your spouse is a British or EEA national they will be liable to pay Council Tax.
- Students in the writing-up period of their programme will be exempt from paying Council Tax if they can provide evidence from the University that they are studying for more than 21 hours per week and for a period of more than 24 weeks.

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

For non-graduating students who are registered at the University of Glasgow and meet the full-time student criterion of 21 hours over 24 weeks, a letter is required from this University to confirm the student is attending a period of non-graduating study which is linked or affiliated to their course abroad. Details of course programme, course qualification, hours and weeks attended and the exact period of attendance at the University of Glasgow must be provided.

Pre-sessional students who study for less than 24 weeks will need to pay Council Tax until their academic course begins. However, Pre-sessional students living in University of Glasgow accommodation will not be charged Council Tax.

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 20).

Schools

Free schooling is available for all children over five years and under 16 years of age. Parents are legally obliged to enrol their school-age children full-time in school but please note that schools are under no obligation to enrol a child over the age of 16. For information about enrolling your children in a local school, contact the University's International Student Advisers (see page 20). Useful information can also be found at glasgow.gov.uk/index.aspx?articleid=15894.

Pre-school childcare

Places in playgroups and nursery schools are severely limited and it may prove impossible to find room for your child in a local authority nursery school or in the University's nursery – glasgow.ac.uk/nursery. There are, however, privately run nursery schools and recognised childminders, but these tend to be expensive, at least £200 per week. Contact the University's International Student Advisers (see page 20) for advice.



Banks and bureaux de change

Banks

The main Scottish banks are: the Bank of Scotland, the Royal Bank of Scotland, the Clydesdale Bank and 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, 339 Byres Road (tel: **+44 (0)141 334 9341**), 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–Saturday 0915–1600.
- TSB Bank, 196 Byres Road (tel: **+44 (0)141 397 9997**), open Monday–Friday 0900–1700 and Saturday 1000–1600.
- Santander, 268–270 Byres Road (tel: **+44 (0)800 030 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 (cheque) 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 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 the account number and code. This is safer than having a draft sent to your residence. If you intend to use a cash card from your own country, please check with your bank that it will be compatible with UK machines.

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

Direct debits

The University will require you to set up direct debits with your bank to pay for University accommodation and tuition fees, if paying by instalment. You are also likely to pay your mobile phone contract, utility bills, Council Tax bill and many other payments by direct debit. A direct debit is an instruction from you to your bank or building society. It authorises the organisation you want to pay to collect varying amounts from your account – but only if you have been given 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, 227 West George Street (tel: **+44 (0)141 226 4421**)
- Bank of China, 450 Sauchiehall Street (tel: **+44 (0)141 332 3354**)
- United National Bank, 11 Gibson Street (tel: **+44 (0)141 341 0555**)
- Habib Allied International Bank plc, 141 Norfolk Street (tel: **+44 (0)141 420 1319**)
- HSBC, 2 Buchanan Street (tel: **+44 (0)3457 404404**).

Bureaux de change in Glasgow

- Barrhead Travel, 85 Oswald Street (tel: **+44 (0)141 222 2223**)
Hours: Monday–Thursday 0830–2100; Friday 0830–2000, Saturday 0900–1800 and Sunday 1000–1800.
- Thomas Cook, 15–17 Gordon Street (tel: **+44 (0)844 335 7296**)
Hours: Monday–Wednesday and Friday 0930–1730, Thursday 1000–1730, Saturday 0900–1730 and Sunday 1200–1700.

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

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 **uswitch.com** or **moneysupermarket.com** for the best deals. Be wary of getting into a deal before you’ve considered all the pros and cons. There are three types of contract available:

Pay As You Go

This type of contract offers you the option to be in control, as you only need to ‘top up’ when you can afford to. The initial cost can be higher as you need to buy a handset but once you have the phone your costs may be 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 phones are used to sell a wide range of ‘deals’. Consider what you are taking on before you sign a contract as, once you have committed to this, it is virtually impossible to change your mind – read the small print carefully. Some networks also add on an extra monthly charge if you don’t pay your bill by direct debit.

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, Gartnavel General and Gartnavel 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.

Computing and IT

GUID and password

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

Email

Your student email is one of the main official channels the University will use to communicate with you. It is your responsibility to:

- check your inbox regularly for any important updates, eg exam results, library reminders
- use your student email for all email correspondence with the University, eg teaching staff, services.

You can access your email via: <https://office365.gla.ac.uk> or [MyGlasgow](#). Further information including setup details and advice is available at glasgow.ac.uk/it/studentemail.

Wi-Fi

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

Office 365

Use your student email address and GUID password to access:

- Office suite (downloads and apps) – five copies for PCs or Macs and five copies on other mobile devices, including Android, iPad and Windows tablets.
- One Drive for Business – 1TB+ of cloud storage. You can share with anyone you wish.

- Office Online – view, create and edit Office documents using only a browser.
- Exchange Online - Email, calendar, people and tasks.
- Skype for Business – instant message, audio & video conference from your desk or mobile, integrated with your Outlook Calendar.
- Yammer – social networking tool to create networks and communities with students and staff.

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

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.

Electricity

Electrical current in the UK is 230 volts at 50 cycles. If you come from a country operating on a different voltage, you should ensure that you are equipped with the appropriate transformer. Alternatively, there are many discount electrical stores and supermarkets where you can buy various items (hairdryer, kettle etc) at reasonable prices.

TV Licence

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

- buy your own TV for your room or flat and watch or record live TV programmes on any channel
- download or watch any BBC programmes on iPlayer – live, catch-up or on demand.

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

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

Further information is available from Glasgow's Electoral Registration Office at glasgow.gov.uk/register tovot.



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 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.

During your studies

Student responsibilities under Tier 4

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

- collect your BRP (if applicable) within ten days of arriving in the UK
- register at the appointed time
- provide appropriate documents, eg passport and UK biometric ID card
- ensure that you attend your course and, if you can't, make sure that your college or school know why you are not attending
- apply for visa extensions in good time and before your current visa expires, and pass details of any visa extensions to the University's Tier 4 Compliance Team in Registry
- notify changes of address to the University 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/tier4 and ukcisa.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 20 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 (G). Information on the application process can be found at <http://gov.uk/tier-4-general-visa>.

Remember you (and any dependants) must pay the Healthcare Surcharge before you can submit your visa application.

International Student Support has prepared a Tier 4 (General) information booklet to help you complete your application: see glasgow.ac.uk/international/support/after/extendvisa/#/firststeps. Currently the cost of a standard Tier 4 (General) application is £457 or £1,047 if applying in person.

If you have dependants, they must also complete PBS (Dependant) applications online. Dependant applications will incur a fee of £457 or £1,047 (in person) per dependant.

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

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

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

If you wish advice from the UKVI itself, you may call their Contact Centre on **+44 (0)300 123 2241**.

Vacation and part-time employment

If you are from a non-EEA country, you will probably find the following restriction stamped or noted in your passport or BRP card: 'Work 20 hours max in term time'. Anyone on a degree-level course with these restrictions stamped in their passport can work up to 20 hours per week during term time and full-time during vacation periods. Please note that times when you are writing up your dissertation or thesis or you are studying for exams are not considered vacation periods. If you are studying below degree level or you are a Tier 4 (child) student, you will only be allowed to work 10 hours per week during term time.

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

EEA and Swiss nationals are free to take employment without requiring a work permit. However, **if you are in the UK as a student and you are a Croatian national**, you must obtain a registration certificate as a student before you can start work, unless you meet the criteria for any of the exemptions. The usual permissions granted on the registration certificate are for employment to be permitted for up to 20 hours a week in term time, with full-time employment being permitted in vacation periods.

The relevant application form is the CR(1) form, which you can find at the UKVI website along with the full details on this application category. The application costs £65 and must be made by post.

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 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. **Therefore, we recommend you apply for entry clearance as a short-term student or student before you leave your own country.**

Recourse to public funds

As an international student, you are permitted to study in the UK provided you can maintain and accommodate both yourself and your family without recourse to public funds. In effect, this means that you cannot claim:

- Income-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 Disablement Allowance
- Personal Independence Payment
- Carer's Allowance
- Disability Living Allowance
- an allocation of local authority housing
- local authority homelessness assistance

as this would constitute a breach of the Immigration 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 20) 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 12 months long or more, and you are a postgraduate student, or if you are a government-sponsored student on a course of longer than six months. Your dependants will be allowed to work if you are applying for leave for 12 months or more and your course is at degree level.

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

Travel abroad (non-EEA nationals)

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

1. Check that your passport is valid for the period you will be away. If it is going to expire during this time, you must apply for a new one well in advance of your trip.
2. Check that your 'leave to remain' will not expire before your return to the UK. If it will expire, you should apply for an extension of stay before you go.
3. Please remember to take your passport and your BRP (if you have one) when you travel.
4. It is important that you keep your passport and Biometric Residence Permit safe as both documents are vital to your stay in the UK and to any travel abroad. We advise that you keep a copy of both documents in a safe place (perhaps ask your family or friends to store copies for you) as well as storing the originals safely. Please take extra care of these documents when you are travelling in countries or cities which are unfamiliar to you.

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

Immigration advice

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



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 [gov.uk/healthcare-immigration-application](https://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 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](https://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 24 offers a useful telephone advice service and is available 24 hours a day, seven days a week. If you are unwell and you need medical advice, please call 111. An online service is also available at [nhs24.com](https://www.nhs24.com).

Meningitis 'C' vaccination

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

Tuberculosis screening

If you are coming to the UK for more than six months, you may be required to provide a certificate (from an accredited clinic) to show you are free from infectious Tuberculosis (TB) before applying for your visa. Check the UKVI website at [gov.uk/tb-test-visa](https://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 [nhs24.com/findlocal](https://www.nhs24.com/findlocal).

Eye treatment

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

When you are leaving Glasgow

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

Welfare

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 individuals 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 0900–1700 on weekdays. To make an appointment, please visit your MyGlasgow page, glasgow.ac.uk/services/it/myglasgow/students, to book online. You can also call into the Student Service enquiry desk on level 2 of the Fraser Building to book. Alternatively, drop-in sessions for short enquiries are available Monday and Friday from 0930 to 1200 and Wednesday from 1400 to 1630. For more information see glasgow.ac.uk/international/support.

Counselling & Psychological Services

A confidential service is available to all registered students experiencing emotional and psychological issues. A range of help is offered including short-term individual counselling and psychotherapy, group counselling, cognitive 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 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
- mock interviews
- ‘Glasgow Careers’, our online student portal connecting students to appointments, employer seminars, jobs and internships
- In-college job-hunting and skill 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, signposts students to information on visas. Advice on individual applications is handled exclusively by the University’s International Student Advisers: glasgow.ac.uk/international/support.

Careers Service, Level 2, Fraser Building, 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-sessional 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

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 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.

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

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

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

Dyslexic students need to provide an educational psychologist’s assessment report. It is better if the assessment has been done in your own home country and in your first language. If this is not possible, then we will arrange an assessment in the UK; this 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 5497 or email disability@glasgow.ac.uk to book your appointment with a disability adviser.

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

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

It is your responsibility to arrange your own medical, psychological or psychiatric care after arrival in Glasgow. Please note, an NHS referral for 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/students/wellbeing/supportservices.

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 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 glasgowstudent.net/advice. The Advice Centre also offers advice and representation for a number of problems, including academic appeals, housing, problems with landlords, consumer rights, entitlement to benefits and University Conduct procedures and formal complaints.
- **Nightline (tel: +44 (0)141 334 9516) or gunightline.org** for instant messaging – a free, confidential helpline which is run by trained student volunteers, operating between 1900 and 0700 during term time.
- **Second-hand bookshop** – see page 30 for details.
- The **SRC Welcome Point** is a student and visitor information point, located in the McIntyre Building, next to the Main Gate. Students can come here if they have any type of enquiry and staff will be happy to help resolve the problem or signpost to the appropriate department.

- **Gilchrist Postgraduate Club** – a dedicated space in the Main Building for postgraduate students to socialise and study; see gilchristpgclub.org.
- **Photocopying, printing, binding and faxing services**
- **Student Volunteer Support Service** – see page 29 for details.
- **Student media** – the SRC runs the student newspaper, *Guardian*, *Glasgow University Magazine*, Glasgow University Student Television and Subcity Radio. Any student is welcome to get involved.
- **Jobshop** – local job vacancies are displayed at glasgowstudent.net/services/jobshop.
- **Flatshare** – a web-based service to help students find accommodation. Visit glasgowstudent.net/services/flatshare.

You can find out more or ask questions at facebook.com/glasgowuniversitysrc, Twitter at twitter.com/gusrc and at glasgowstudent.net.

Police Scotland

The Chief Inspector of this area is committed to investigating all racial incidents or harassment involving individuals or ethnic groups reported to the police. Specially trained officers will listen to any grievance you may have. You can make contact via the University’s International Student Advisers (see page 20) or at Glasgow West End Police Office, 609 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 English for Academic Study Unit (EAS) offers pre-sessional courses to help you prepare for your university studies and in-session courses to support you during your university studies.

Preparation for study:
Pre-sessional courses

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

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

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

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

Application requirements

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

In-session courses to support you during your university studies

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

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

Resources

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

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

School of Modern Languages & Cultures
Hetherington Building, Bute Gardens
University of Glasgow
Glasgow G12 8RS
tel: +44 (0)141 330 6521
email: arts-languages@glasgow.ac.uk





The University Library

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

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

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

College librarians are available to help with subject-specific enquiries and can guide you to the best sources of information or show you how to get the most from the wide range of electronic resources.

The library offers staff-led library tours every Tuesday and Wednesday at 1415, Thursday and Friday at 1100 and Saturday at 1500. Students can book a tour online using the library's Eventbrite page: www.eventbrite.co.uk/o/university-of-glasgow-6068724773. The tours are also listed in the A–Z section of the library homepage and Welcome Desk staff can sign you up for the tour.

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

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

Other libraries in the Glasgow area

University of Glasgow students can access Strathclyde University Library and Glasgow Caledonian Library through the SCONUL Access scheme: glasgow.ac.uk/library/usingthelibrary/informationforstudents/usingotherlibraries.

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

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, 53 Cresswell Street (off Byres Road), G12 8AE. Times: Sunday 1100 and 1900
- Adelaide Place Baptist Church, 209 Bath Street, G2 4HZ. Time: Sunday 1100

Central Gurdwara Singh Sabha

- 138 Berkeley Street, G3 7HY tel: +44 (0)141 221 6698

Muslim

- Jumaa Prayer Fore Hall/Interfaith Room, 1300–1600
- Dawat-al-Islam, 31 Oakfield Avenue, G12 8LL
- Al Furqan Masjid & Islamic Centre, 19 Carrington Street, G4 9AJ
- Central Mosque, 1 Mosque Avenue, Gorbals, 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)141 332 4151

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 Temple

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

Buddhist

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

Glasgow Chinese Christian Church

- 2 Melrose Street, G4 9BJ 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)141 959 7951

Episcopal – Anglican

- St Mary’s Cathedral, 300 Great Western Road, G4 9JB. Times: Sunday 0830, 1030 and 1830 tel: +44 (0)141 339 6691

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 – £1.65 for any number of stops, unless you register online for a Smartcard and the fare will be £1.45 – see spt.co.uk/travelcards/subway-smartcard. Tickets must be bought in advance either from a machine or from the ticket office at the station. The nearest station to the main University campus is Hillhead in Byres Road. Hours of opening: Monday–Saturday 0630–2345 and Sunday 1000–1800.

Buses

Buses are usually of the double-decker type and can be of any colour. Numbers 4, 4A and 15 stop on University Avenue. Fares vary according to the distance or stages travelled. Carry plenty of loose change as you must have the exact fare ready to put into the box next to the driver; change is not usually given. Keep your ticket during the journey as sometimes inspectors carry out checks. 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 visit: nationalrail.co.uk.

Zonecards

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 or SPT travel centres; see spt.co.uk/travelcards/zonecard.

Travel information

To plan any public transport journey in Scotland, tel: +44 (0)871 200 2233, travelinescotland.com.

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

Motoring

The car

All cars must be registered, insured and taxed. If your car is over three years old, you will need to have it tested annually by a garage displaying the MOT testing sign. If satisfied, the garage will issue you with a Ministry of Transport (MOT) test certificate of roadworthiness. Having a car in the UK is useful but expensive.

Importation of cars

If you intend to bring your car with you, please check very carefully the regulations governing importation of cars. It is possible to bring your car into Britain free of duty and tax provided it is for your use only and it is exported at the end of your course. You must contact HM Revenue & Customs before coming to the UK to check the details.

The driver

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

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

For full information see gov.uk/driving-nongb-licence.

Car hire

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



Sport and leisure

University of Glasgow Sport

Whether you're a world-class athlete or new to exercise, we have the facilities and expertise to keep you motivated.

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

Our two purpose-built facilities are open seven days a week, early until late. Facilities include:

- A six-lane, 25m heated swimming pool
- Sauna and steam room
- Squash courts
- Pulse – cardio and resistance gym
- PowerPlay – weights, conditioning and functional training gym
- Sports hall with Fanzone (the home of indoor sport)
- Activity hall
- Studios
- Revolve indoor cycling studio
- Six grass and two all-weather synthetic pitches
- Cricket oval
- Tennis courts.

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

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

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

Glasgow University Sports Association (GUSA)

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

Student societies

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

Student unions

There are two student unions on campus – Glasgow University Union and Queen Margaret Union. Both have libraries, cafeteria facilities, bars and shops and they regularly hold music events and other forms of entertainment. You can join the union of your choice at the Clubs and Societies Fair in the first week of term or at reception in either building. Membership of either union allows you access to both.

Student volunteering

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

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

International Family Lunch Group

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

International Family Network

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

Shops

Most shops open weekdays 0900–1730 and Saturdays 0900–1800; some close on Sundays. Larger stores are open later on Thursdays and/or Fridays. Most supermarkets are open late.

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

There are several international food stores:

- See Woo, The Point, 29 Saracen Street, Glasgow G22 – for Chinese, Vietnamese, Thai, Malaysian, Korean and Japanese products
- several shops on Woodlands Road, Glasgow G3, for Asian and Halal products
- Solly's African Village, 381–383 Great Western Road, Glasgow G4, for African and Caribbean products.

In the UK generally:

- Customers are expected to pay the price marked on the article; there is usually no question of bargaining.
- People are very strict about queueing and waiting their turn.
- Supermarkets, grocers' shops and take-away food shops have a small charge for plastic carrier bags.

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 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.net/services/bookshop. For other second-hand textbooks, try Caledonia Books, 483 Great Western Road, or Voltaire & Rousseau, 12–14 Otago 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 or in the city 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. If there is no washing or drying facility where you live, you can take your clothes to a 'laundrette', where there are coin-operated washing machines and dryers. You can operate the 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 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: 12–15% 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.

Useful information

Consulates and High Commissions

Countries represented in Glasgow

- Danish Consulate, 74 Kirkintilloch Road, Bishopbriggs G64 2AH (tel: +44 (0)141 762 2288)
- Greek Consulate, 1 Kirklee Quadrant G12 0TR (tel: +44 (0)141 334 0360)
- Icelandic Consulate, Green Gables, Moor Road, Strathblane G63 9EX (tel: +44 (0)1360 771741)
- Norwegian Consulate Royal, 18 Woodside Crescent G3 7UL (tel: +44 (0)141 333 0618)
- Pakistan Consulate, 45 Maxwell Drive G41 5JF (tel: +44 (0)141 427 5755)
- Swedish Consulate, 185 St Vincent Street G2 5QD (tel: +44 (0)141 204 4041)
- Thai Consulate, 4 Woodside Place, Charing Cross, Glasgow G3 7QF (tel: +44 (0)141 353 5090)

Countries represented in Edinburgh

- American Consulate General, 3 Regent Terrace EH7 5BW (tel: +44 (0)131 556 8315)
- Belgian Consulate, 2 West Street, Penicuik EH26 9DL (tel: +44 (0)1968 679969)
- Chinese Consulate General, 55 Corstorphine Road EH12 5QG (tel: +44 (0)131 337 3220)
- French Consulate General, 11 Randolph Crescent EH3 7TT (tel: +44 (0)131 225 7954)
- German Consulate, 16 Eglinton Crescent EH12 5DG (tel: +44 (0)131 337 2323)
- Indian Consulate, 17 Rutland Square EH1 2BB (tel: +44 (0)131 229 2144)
- Italian Consulate, 32 Melville Street EH3 7HA (tel: +44 (0)131 226 3631)
- Japanese Consulate, 2 Melville Crescent EH3 7HW (tel: +44 (0)131 225 4777)
- Polish Consulate, 2 Kinneir Road EH3 5PE (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)131 220 1843)

Cost of living*

We recommend allowing £12,220 for a single student per year and a minimum of £20,000 for a married couple. For each child add £5,000 per year.

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

Per month	
Accommodation	£480
Food	£180
Clothes	£70
Bus, underground, taxi fares	£40
Laundry, stationery, stamps, toiletries	£30
Telephone/Internet	£40
Entertainment	£120
Total	£11,520

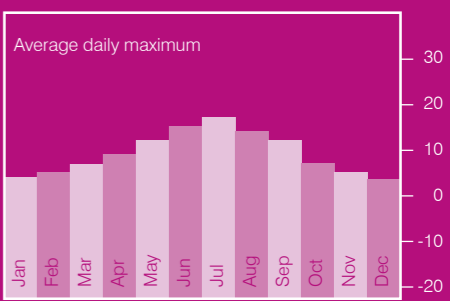
In addition to the above figure of £11,520, you should include the following amounts annually: books – £400; UK travel – £300.

*The living costs quoted are not related to funding requirements for entry clearance. At the time of going to press, UK Visas and Immigration (UKVI) states that Tier 4 visa applicants planning to study outside London must demonstrate that they have funds to cover living costs for up to a maximum of nine months (depending on the length of the course) at £1,015 per month. For up-to-date information on entry clearance requirements, see gov.uk/tier-4-general-visa/overview.

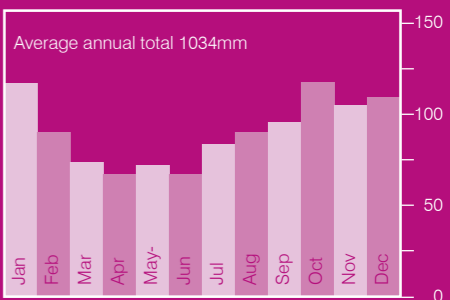
Climate

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.

Temperature



Rainfall



Main campus map



Accommodation Services	E2	Gilmorehill Centre	E9	McMillan Reading Room	E1
Adam Smith Building	D8	Glasgow Biomedical Research Centre	C13	Main Building	A10
BHF Glasgow Cardiovascular Research Centre	C12	Glasgow International College	C1	Main Gatehouse	A21
Boyd Orr Building	D1	Glasgow University Union	E8	Queen Margaret Union	D3
Bute Hall	A13	Hetherington Building	D10	Registry	E2
Careers Service	E2	Hunterian Art Gallery	D12	St Andrew's Building	E14
Chapel	A8	Hunterian Museum	A15	Stevenson Building (Sport)	E6
Chaplaincy Centre	A24	Kelvin Hall	C14	Student Services	E2
East Quadrangle	A5	Library	D11	Welcome Point (McIntyre Building)	A22
Fraser Building	E2	McIntyre Building	A22	West Quadrangle	A6
		The Mackintosh House	D13	Wolfson Medical School Building	C8

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 5497/5121
- English for Academic Study Unit, Hetherington Building, Bute Gardens
tel: +44 (0)141 330 6521
- International Student Support, Level 2, Fraser Building
tel: +44 (0)141 330 2912
- Marketing, Recruitment & International Office, 71 Southpark Avenue
tel: +44 (0)141 330 6062
- Registry, Level 2, Fraser Building
tel: +44 (0)141 330 7000
- 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
- University Nursery, 28 Hillhead Street
tel: +44 (0)141 334 4650 or +44 (0)141 330 6977

Outside the University

- British Medical Association, Tavistock Square, London WC1H 9JP
tel: +44 (0)207 387 4499
bma.org.uk
- Citizens Advice Bureau, 25 Avenuepark Street, Glasgow G20 8TS
tel: +44 (0)141 946 6373
www.cas.org.uk
Trained volunteers give advice to the general public on any matter.
- Department of Transport (Driver & Vehicle Licensing Agency), DCS Correspondence Team, Swansea SA6 7JL
tel: +44 (0)300 790 6801
gov.uk/government/organisations/driver-and-vehicle-licensing-agency
- Ethnic Minorities Law Centre, 41 St Vincent Place, 2nd Floor, Glasgow G1 2ER
tel: +44 (0)141 204 2888
- Family Planning Association, 2-6 Sandyford Place, Sauchiehall Street, Glasgow G3 7NB
tel: +44 (0)141 211 8130
sandyford.org
- NHS 24 (tel: 111), nhs24.com
- Scottish Refugee Council, 6th Floor, Portland House, 17 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 3AH
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)207 788 9214
ukcisa.org.uk
- West of Scotland Racial Equality Council Ltd, 39 Napiershall Street, Glasgow G20 6EZ
tel: +44 (0)141 337 6626
wsrec.co.uk



**RANKED IN
THE TOP 1%
OF UNIVERSITIES
IN THE WORLD**

glasgow.ac.uk/international

University of Glasgow, Glasgow G12 8QQ General switchboard +44 (0)141 330 2000

Produced and designed by Student Services and the Marketing, Recruitment & International Office.

Photography by the University Photographic Unit, Reuben Paris.

Printed by J Thomson. © University of Glasgow, May 2017. The University of Glasgow, charity number SC004401