

# guidebook for INTERNATIONAL STUDENTS



**CITY** OF GLASGOW  
COLLEGE

**2011/12**

# Welcome to Scotland

We hope that you enjoy your time as a student in Glasgow and that your experience of Scotland is interesting, safe and enjoyable. The details in this guidebook are for general guidance about things that you will need to be aware of, but if you have any questions please do not hesitate to ask any member of the Student Services team.



# First Days

There are a few things that you will need to organise as soon as possible after you arrive, for example opening a bank account and registering with a doctor.

## Opening a Bank Account

You should open a bank account as soon as you can as the process can take between two and three weeks. To open an account you will need the following documents:

- Passport and visa;
- Proof that you are a student (a letter from the College and your student card);
- Proof of your address (lease / tenancy agreement).

A bank will ask for a letter from the College to confirm that you are enrolled on a course.

**Please see one of the Student Advisors who will advise you on obtaining a letter.**

**Please note that you are only permitted to open ONE bank account during your stay in the UK. Therefore you will only be given one bank letter from the College. For this reason, please make sure you choose the bank that will suit you best.**

Below are some of the banks that students use in Glasgow:

## Currency

The currency in the UK is Pound Sterling (£)

1 pound (£1) = 100 pence (100p)

Coins: 1p, 2p, 5p, 10p, 20p, 50p, £1 and £2

Bank notes: £5, £10, £20, £50 and £100

■ Barclays Bank  
83 Argyle Street  
Glasgow G2 8BJ  
[www.barclays.co.uk](http://www.barclays.co.uk)

■ Clydesdale Bank  
66 Queen Street  
Glasgow G1 3DS  
[www.cbonline.co.uk](http://www.cbonline.co.uk)

■ Co-operative Bank  
29 Gordon Street  
Glasgow G1 3PF  
[www.co-operative.co.uk](http://www.co-operative.co.uk)

■ Halifax Bank of Scotland  
54-62 Sauchiehall Street  
Glasgow G2 3AH  
[www.bankofscotland.co.uk](http://www.bankofscotland.co.uk)

■ HSBC  
7 West Nile Street  
Glasgow G1 2RQ  
[www.hsbc.co.uk](http://www.hsbc.co.uk)

■ Lloyds TSB  
137 West Nile Street  
Glasgow G1 2RN  
[www.lloydsbank.com](http://www.lloydsbank.com)

■ Royal Bank of Scotland  
23 Sauchiehall Street  
Glasgow G2 3AD  
[www.rbs.co.uk](http://www.rbs.co.uk)

■ Santander  
35-39 Gordon Street  
Glasgow G1 3PF  
[www.santander.co.uk](http://www.santander.co.uk)

# Health Care

## Healthcare

The National Health Service (known as the NHS) is the state health care service in the UK. Most services are free.

## Doctors

When you arrive in Glasgow you should register with a Doctor (known as a GP which stands for General Practitioner). If you are ill you can make an appointment with your GP. This consultation is free and if you require medicine you will be given a prescription to take to a pharmacy. Prescriptions are currently free of charge in Scotland.

In the UK, the emergency telephone number for an ambulance is 999.

## Dentists

You should also register with a Dentist. Dental treatment is not free. Make sure you register with a Dentist who treats NHS patients. If you are treated as a private patient (ie not through the NHS), you will be charged a higher price.

To find a doctor or dentist near where you stay, contact the NHS information line on tel 0800 22 44 88 or check [www.nhs24.com](http://www.nhs24.com)

## Health Insurance

Even though you are entitled to free NHS treatment while you are in Scotland, you should consider taking out health insurance to cover additional possible costs eg costs of visiting home if a relative is ill. Moreover, insurance policies that can give you access to private medical care could give you quicker access to any treatment you might need.

If you would like more information on healthcare services in Glasgow, please contact the Student Advisors in Student Services.

## Police registration

Some visa nationals must register with the Police when they arrive in the City. If you are unsure if you must register you

should check your visa. You must register within seven days of your arrival. Take the following with you to the police station:

- Passport
- Your family's passports( if applicable)
- A passport sized photograph
- CAS statement
- Proof of your home address and UK address (this must be from your landlord or Halls of Residence)
- £34 in cash

Go to:  
Strathclyde Police Station  
173 Pitt Street,  
Glasgow  
G2 4JS  
Tel: 0141 532 2421/2603

**If you are new to the UK, here is some additional information that we hope will help you to have the best experience of your time away from home.**

## Immigration matters

It is important to safeguard your documents and ensure that they remain valid, where necessary, for the duration of your stay in the UK.

If your passport or your visa is due to expire, **do not leave it until the very end of your stay here in the UK before trying to seek an extension. In some cases this may take months, so do apply well in advance.**

Because of the conditions that apply to your visa and immigration status under the UKBA Points Based System, you are strongly advised to get up to date information and to discuss any issues that concern you with the International Officer.

The International Officer is located at the International offices on Riverside Campus on the 2nd floor.

Advice is available about your visa, and also about the terms under which you can take employment while you are a student.

# Accommodation

## Accommodation

International students are expected to be able to support themselves financially and this includes finding a place to live. Before coming to the UK, you should have organised accommodation at least for your first few days or weeks. The following is some useful information about accommodation options and things you should be aware of when renting accommodation.

**The Student Advisors have an Accommodation List which provides information on accommodation available.**

If you are having any problems at your accommodation, please see one of the Student Advisors in Student Services without delay.

## What type of accommodation is available?

### Halls of Residence

This is accommodation specifically for students. You can choose to live alone in a room and share a kitchen with other students or rent a flat of your own. It is normally cheaper to live in a shared flat. Below are some of the privately run student residencies that are close to the City of Glasgow College campuses:

**Halls of Residence**  
[www.unite-students.com](http://www.unite-students.com)  
[www.victoriahall.com](http://www.victoriahall.com)  
[www.libertyliving.co.uk](http://www.libertyliving.co.uk)

**Cost**  
From £99 per week  
From £93 per week  
From £103 per week

### City of Glasgow College Halls of Residence

The College has a Halls of Residence on Riverside Campus, offering both catered and self catered accommodation. For more information and to apply for a place, email:  
[www.hall.of.residence@cityofglasgowcollege.ac.uk](mailto:www.hall.of.residence@cityofglasgowcollege.ac.uk)

### Privately Rented Flats

Apartments are known as flats in Glasgow. A lot of students share flats while they are studying. This is cheaper than

renting a flat to live in on your own. The accommodation leaflet that you can get from Student Services includes the websites and contact details of companies that rent flats in Glasgow. Prices can range from £350-£550 per month for a one bedroom flat in the City.

You normally need to pay one month's rent in advance to secure the place in a flat. This is called a deposit. You may also be asked to pay a damage deposit and to pay for internet access and electricity and gas. You can find out about available accommodation from local newspapers such as the Evening Times and the Herald. Alternatively, you can use a letting agency such as the following:

[www.rightmove.co.uk](http://www.rightmove.co.uk)  
[www.s1homes.com](http://www.s1homes.com)  
[www.citylets.co.uk](http://www.citylets.co.uk)  
[www.clydeproperty.com](http://www.clydeproperty.com)  
[www.fineholm.co.uk](http://www.fineholm.co.uk)

### Council Tax

This is a local tax that people are required to pay for services such as road maintenance and rubbish collection. Most students studying full-time college courses do not have to pay Council Tax but you must fill in a form to apply for this exemption and get it stamped by staff of the College to confirm that you are a student here. You will be able to get this form from Student Services. If you share a flat with someone who is not a student you may be eligible for a reduction in Council Tax, but not an exemption.

### TV Licence

If you own a television in the UK you must buy a TV Licence. This is paid annually and costs £145.50 (2011/12). There is more information on the following website:  
[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

**Contact the Student Advisors if you would like more detailed information about any accommodation issue or you need help with any aspect of living away from home.**



# Culture

## **Culture Shock**

Culture shock describes the impact of moving from a familiar culture to one that feels unfamiliar - it can affect anyone. The shock of being separated from the important people in your life and all the sights, sounds, tastes and smells of your home country can mean that at times you miss them very much and feel quite upset. Moving to a new country, meeting lots of new people and learning the ways of a different country is exciting but can also be stressful.

This is usually a temporary feeling, and there are things you can do to help yourself:

- Keep in touch with family and friends back home
- Have familiar things from home around you eg photographs or ornaments that have special meaning
- Try and make new friends and learn about other cultures
- If you have a faith, it may help to seek out a local place of worship
- Take regular exercise
- Find a shop that sells familiar foods
- Get involved with helping out at the Students' Association
- Speak to one of the Student Advisors if you are feeling low or concerned about anything.

## **Religion**

If you are looking for a place to worship in Glasgow, please ask at Student Services for the leaflet about Chaplaincy, which also includes a list of local places of worship.

## **Climate**

Scotland is well known for its changing weather and it is not uncommon to experience four seasons in one day! Winters in Scotland are quite mild with average temperatures of between 5 and 7 degrees Celsius. It can also be very wet. July and August are the hottest summer months with average temperatures of 19 degrees Celsius.

In winter you will need:

- Warm coat
- Umbrella
- Good quality boots or shoes
- Warm clothes including hat and gloves

If you come from a hotter country, you may find the change of climate difficult to get used to. If you experience problems please speak to a Student Advisor in Student Services.

# Things to do

## Programme of Activities

***What is there to do in the evenings, I hear you ask!!  
(apart from study of course!)***

How about a quiz night, darts tournaments or a battle of the bands!! A programme of free social activities will be held on a regular basis at various locations on Campus. At Riverside and at Cathedral Street campuses there are Sporting activities available on Tuesday and Thursday evenings. Look out for more detailed information on the Students' Association notice boards or call in to the Students' Association offices to find out what is going on.

## Sports Activities

There will be a full programme of sports activities including: basketball, football, volleyball, badminton, aerobics and circuit training in the sports hall at Cathedral Street. At Riverside Campus you will also be able to use the swimming pool and weights room after an induction.

The College offers free membership of Met Fit and the Fit Club to students. The gyms are located at our Cathedral Street and Charles Oakley Campuses and contains a wide range of cardiovascular and resistance machines. Advice

is available on all aspects of personal fitness including programme development, specific sports training and healthy lifestyle options.

Glasgow has many leisure centres provided by 'Glasgow Life' and students can join the 'Glasgow Club' which offers discounts on admissions prices to sports centres. Whatever your sport you will be able to continue playing while in Glasgow.

[www.glasgowlife.org.uk](http://www.glasgowlife.org.uk)

## Want to know more?

If you have any suggestions or ideas for other activities or if you would like to help out with organizing events why not pop into the Students' Association offices for a chat with a member of the Student Engagement team, or speak with the

## Student President.

The Students' Association offices at City of Glasgow College are located as follows:

- Riverside Campus– Recreation Building
- City Campus- The Union at North Hanover Street and The Lounge in Allan Glens Campus

# Food & Shopping

## Eating Out

Glasgow is a cosmopolitan city that caters to a wide range of tastes and budgets. There are many restaurants and cafes to choose from. Whatever your taste, from Indian to Thai, Greek to Mongolian you are sure to find it in Glasgow! There are also many well known coffee shops and fast food outlets such as Starbucks and McDonalds.

To find out more about eating out in Glasgow go to:  
<http://www.list.co.uk/places/restaurants/what:glasgow/>

## Groceries

You will find many places to buy your day-to-day foods in Glasgow. There are large supermarkets that stock a wide variety of food items and household goods. There are also smaller traditional stores including:

- Greengrocers that stock fruit and vegetables
- Fishmongers that stock fresh fish, sea food and some speciality poultry
- Butchers that stock fresh meat

Glasgow also has a number of more specialist food shops including Chinese supermarkets, Halal Butchers, and health food stores and here are some examples below:

## Shopping

Glasgow is the second largest shopping centre in the UK. You can shop at major high street stores, smaller boutiques, department stores and a wide variety of speciality shops, including craft and antique shops. The best known shopping areas in the City Centre are Sauchiehall Street, Argyle Street and Buchanan Street. The West End of Glasgow has many smaller boutiques that cater for a more bohemian look. There are also a number of large shopping malls within easy travelling distance of the city centre. Most shops are open from 9:00am until at least 5:00pm every day. On Thursdays shops in the city open later, usually until 7:00 or 8:00pm. Most shops are also open on a Sunday.

## Supermarket

Solly's Fruit and Veg  
381-383 Great Western Road, Glasgow, G4

Chung Ying Supermarket  
254, Dobbies Loan, Glasgow, G4 0HS

Chans Ltd.  
37 - 39 Farnell Street (off Garscube Road), Glasgow, G4 9SE

See Woo Chinese Supermarket  
The Point, 29 Saracen Street, Hamilton Hill, Glasgow, G22 5HT

KRK, Continental Cash & Carry  
286 Woodlands Road, Glasgow, G3

Oriental Foods  
303 Great Western Road, Glasgow, G4 9HR

El-Baraka  
333 Great Western Road, Glasgow, G4

## Speciality

African & Caribbean

Asian

Asian

Asian

Asian and Halal

Asian and Halal

Middle Eastern deli

# Transport

## Transport

Glasgow has an excellent public transport system. As well as buses and trains, there is an underground train service. The cheapest form of travel is the bus. Most buses do not give change, so you should have the right money to get on board. If you are travelling by train you should buy your ticket before you get on. Students are able to buy cheaper travel tickets using their Student Card.

## Buses

Buses can be the cheapest form of travel and information on fares and timetables can be obtained from Buchanan Street Bus Station or Traveline Scotland Tel: 0871 200 22 33 [www.travelline.org.uk](http://www.travelline.org.uk) Buchanan Bus Station is the central bus terminal for Glasgow. It is just a two minute walk from the College.

Local bus companies:

First Bus Glasgow  
Arriva

[www.firstgroup.com](http://www.firstgroup.com)  
[www.arrivabus.co.uk](http://www.arrivabus.co.uk)

## Trains

Glasgow has two main train stations, Central and Queen Street. Local and national trains leave from these stations for information on train timetables call National Rail Enquiry Service or use the website: [www.railtrack.co.uk](http://www.railtrack.co.uk)

## Taxis

If you are going to be out late, it is advisable to get a taxi home, and the cost could be quite cheap if you are sharing the taxi with friends.

The black Hackney cabs you see at taxi stances and in the street are licensed so they are the safest to use. You can order a taxi by calling the following number:

Glasgow Taxis Tel: 0141 429 7070

There is more information about keeping safe when out and about in the city in the leaflet 'Personal Safety' which you can find in the Halls of Residence and in Student Services.



# Social Life

## Social life

Glasgow is a vibrant city offering a wide range of places to visit and socialise.

There are many museums and art galleries to visit including the Kelvingrove Art Gallery & Museum and the Burrell Collection. If you enjoy movies or theatre, there are a number of cinemas including the Glasgow Film Theatre and Cineworld in the City Centre.

Throughout the year there are a number of festivals including:

- January: Celtic Connections
- February: Glasgow Film Festival
- March: Magners Comedy Festival
- April: Glasgow Art Fair
- June: West End Festival
- August: International Piping Festival
- November/December: Winter Fest

Glasgow also has many pubs and clubs to suit all tastes. The West End is popular with students offering many different places to eat and drink. You should carry some form of identification as you may be asked for proof of your age. You need to be at least 18 to get into most pubs and clubs in Glasgow, but for some you need to be 21. You must be over 18 to buy alcohol in a pub or a shop. It is illegal to drink alcohol on the streets. Do not feel that you need to drink alcohol as soft drinks, fruit juice and water are available.

[www.seeglasgow.com](http://www.seeglasgow.com)  
[www.glasgowguide.co.uk](http://www.glasgowguide.co.uk)  
[www.s1play.com](http://www.s1play.com)  
[www.list.co.uk](http://www.list.co.uk)

## Staying in touch with friends and family back home

Although you will make friends in Glasgow, it is still important to keep in touch with friends and family back home.

## Calls

The cheapest way to make international calls is usually by mobile phone. There are a number of companies in the UK who offer good mobile phone packages. Visit websites such as [www.moneysupermarket.com](http://www.moneysupermarket.com) to find a suitable deal.

## Internet

You will be able to access the Internet at College through our library and computer labs. You can use email and some social networking sites to keep in touch with friends and family back home. There are also some Internet Cafes in Glasgow that you can access, however, you will need to pay for your online time.

## Skype

If you have access to broadband in your accommodation you can use Skype software to make free video and voice calls with other Skype users.

## International Postage

If you prefer to write letters or send gifts home, Royal Mail offers a reliable service. The Post Offices closest to the College are at 59 Glassford St and at 47 St Vincent St. You can also use private couriers including DHL to send packages quickly.

For more information visit:

[www.royalmail.com](http://www.royalmail.com)  
[www.dhlitnow.com](http://www.dhlitnow.com)



# Visa Rules

## Visas

If your visa runs out while you are studying, you will have to apply to the UK Borders Agency for an extension. You can download a copy of the Tier 4 application form from the UKBA website:

<http://www.ukba.homeoffice.gov.uk/studyingintheuk/adult-students/applying>

These forms can also be obtained from the International Office where you can speak to the International Officer to get help and advice.

## Working

Check what your passport sticker (entry clearance or residence permit) or biometric residence permit (identity card) says. You can work in the UK if your passport sticker or identity card says one of the following:

- Work (and any changes) must be authorised
- Able to work as authorised by the Secretary of State
- Work as in Tier 4 Rules
- Restricted Work. P/T term time. F/T vacations
- Restricted work term time
- Work limited to max 20 hrs per week during term-time
- Work limited to max 10 hrs per week during term-time.

Your passport sticker or identity card might say something a bit different from these examples, but you can work if it does not say:

- No work, or
- Work prohibited.

You must not work if your passport sticker or identity card says “No work” or “Work prohibited” because this would be a breach of your immigration conditions and a criminal offence.

If you think that there is an error in the working hours entered in your visa, please see the International Officer who will advise you on your options.

## National Insurance numbers

To work in the UK, you must have a National Insurance Number. To apply for a National Insurance number, telephone 0845 600 0643. Lines are open from 8.00 am to 6.00 pm, Monday to Friday.

## Looking for a part-time job

Student Services offers support for all students who want to work part-time. Employers send their job vacancies to the Careers section who advertise them to our students.

To sign up for the Vacancy Service email [careers@cityofglasgowcollege.ac.uk](mailto:careers@cityofglasgowcollege.ac.uk) giving your name, course and the kind of job you are looking for.

The Student Advisors can help you with the job application process and can provide information on the best places to look for work.

## Useful Contacts

- British Council  
[www.britishcouncil.org](http://www.britishcouncil.org)
- Student Advisory Service  
[studentadvisors@cityofglasgowcollege.ac.uk](mailto:studentadvisors@cityofglasgowcollege.ac.uk)
- UK Borders Agency  
[www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk)
- UK Council for International Student Affairs  
[www.ukcisa.org.uk](http://www.ukcisa.org.uk)



# Glasgow Dialect

You may find that Glaswegians speak a little quicker than natives of other cities in the UK. Glaswegians also use words that are specific to the city and Scotland as a whole. We have compiled a brief list of some of the words and their meanings which may help you during your stay.

Ah	I
Aye	Yes
Aw	All
Back of 1 o'clock	After 1 o'clock
Blether	Chat / Talk
Carry Out	Food/Drink to take away
Drieche	Miserable weather
Efter	After
Fur	For
Greet	Cry
Heid	Head
Huv	Have
Hen	A term for a female
Ken	Know
Lassie	Girl
Ma	My
Mair	More
Messages	Shopping
Mind	Remember
Naw	No
No	Not
Piece	Sandwich
Stushie	Commotion
Tae	To
Toon	Town
Wean	Child
Wee	Little
Wheesht!	Be Quiet!



The information in this guidebook is correct at the time of being compiled, but please bear in mind that it is for guidance only and is subject to change.

# **CITY** OF GLASGOW COLLEGE

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[www.cityofglasgowcollege.ac.uk](http://www.cityofglasgowcollege.ac.uk)

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