Welcome from the Principal

Welcome

Term dates

RCS facilities

Student support

Student life

Arrival information for international students

Living in Glasgow

Employment during your studies

Useful contacts
You are joining a conservatoire that is recognised as one of the world’s top three performing arts education institutions (QS World Rankings, 2017).

Like you, I made the choice to come to this great institution in 2015. It may be that we chose to come to RCS for similar reasons: the intensity and energy of the students and staff, the unique combination of all the performing and production arts, the quality of instruction and caring nature of the staff or the unique placement of the RCS as Scotland’s national conservatoire. Whatever your reason, I am delighted to be working alongside all of you as you pursue your studies in music, drama, dance, musical theatre, production and screen here in Glasgow.

Your contributions will echo in our halls long after you complete your studies. The discoveries and insights you gain into your art will be even more significant because you will do so among friends. You will share the excitement in the large scale - of a new production, a new ensemble, a new set; and you will find joy in the small scale - turning a phrase eloquently, perfecting a pas de chat and plumbing the depths of a complex character. I cannot wait to see and hear the results of your hard work and I wish you all the best for what should prove to be some of the most exciting years of your lives.

Professor Jeffrey Sharkey
Principal
Welcome to the Royal Conservatoire of Scotland (RCS), please find enclosed information that we hope you will find useful in preparation for your studies with us.

Matriculation - date and time

You must attend matriculation at the Royal Conservatoire as detailed below. This is when you will confirm payment of fees, complete matriculation (registering for your course of study) and receive your student card.

Please take note of the date and time for your programme of study as follows;

**Monday 25 September 2017 - Room M1**

<table>
<thead>
<tr>
<th>Time</th>
<th>Programme</th>
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<tbody>
<tr>
<td>9.00</td>
<td>MA Musical Theatre/MA Classical and Contemporary Text</td>
</tr>
<tr>
<td>9.30</td>
<td>MMus/MA Music (surnames A - L)</td>
</tr>
<tr>
<td>10.00</td>
<td>MMus/MA Music (surnames M - Z)</td>
</tr>
<tr>
<td>10.30</td>
<td>Bachelor of Music (surnames A - K)</td>
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<tr>
<td>11.15</td>
<td>Bachelor of Music (surnames L - Z)</td>
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<tr>
<td>12.00</td>
<td>Bachelor of Education (Music)</td>
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<tr>
<td>12.30</td>
<td>BA (Hons) Contemporary Performance Practice / BA Filmmaking</td>
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<td>14.00</td>
<td>BA Acting</td>
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<tr>
<td>14.30</td>
<td>BA Production Technology and Management / BA Production Arts and Design</td>
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<tr>
<td>15.15</td>
<td>BA Musical Theatre / BA Modern Ballet</td>
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<tr>
<td>16.00</td>
<td>Research Students / DPerf / Continuing Education</td>
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Principal’s Reception
The Principal will host a reception for all new students on Thursday 28 September at 4pm in the Stevenson Hall, which you are cordially invited to attend.

Matriculation and payment of fees
In order to matriculate, you must bring with you:

- Photo ID - Passport/Driver’s Licence
- Your Biometric Residence Permit (BRP) and your passport with 30-day vignette. If you’re a student who had previously studied in the UK under Tier 4 and you have not yet received your new Tier 4 BRP you must provide official documentation from the Home Office that you have submitted an in-time visa application.
- Your letter of award from SAAS or Student Finance England/Wales/Northern Ireland. For Scottish and EU (other than England, Wales or Northern Ireland) domiciled students the SAAS letter should (providing you are otherwise ineligible) confirm payment of fees in full. For students from elsewhere in the UK, the Student Finance England/Wales/Northern Ireland letter will confirm the contribution to your fees.
- Original certificates of qualifications on entry (i.e. transcripts/certificates) if you have not sent these to the Royal Conservatoire previously.

If you have not already done so, you should contact the appropriate funding agency without delay. If you require any advice regarding either fees or funding, please contact Academic Administration and Support by email studentfinance@rcs.ac.uk.

Scholarships and bursaries
If you have been successful in receiving a scholarship or bursary, instalments for the first term will be paid to scholars at the time of matriculation. You must also bring your scholarship / bursary letter to matriculation.

Student loans
If you are a full-time UK undergraduate student and you otherwise meet the criteria, you will be eligible for a loan provided under the Government’s Student Loan Scheme. Students should apply to SAAS or Student Finance England/Wales/Northern Ireland for a loan at the same time as an application is made for support with tuition fees. You will then be advised of the amount of loan you are entitled to and will be invited to say how much of it you want. If you wish to receive a student loan and have not already applied, you should do so immediately. Further details about student loans can be obtained from the Student Loans Company website at www.slc.co.uk.

If you have applied for a student loan and have provided the SLC with your bank account details, your loan instalment will be paid directly into your account, provided that you have completed the matriculation process and provided the Royal Conservatoire with your award letter. Please allow 3-5 working days for this payment from the start of the term.

Matriculation procedure and policy
All students (with the exception of Erasmus, International Exchange and Study Abroad students), must return the ‘Payment of Fees’ form to the Finance department prior to matriculation. Please remember to include a copy of your award letter if relevant. Any student who is unable to produce the documentation required to matriculate or who has not confirmed arrangements for the payment of fees must nevertheless attend for matriculation at the designated time.

You will not be registered if you fall into the following categories:

- If you do not have evidence regarding payment of your fees or not paid your fees if you are self-funding
- If you have an outstanding PVG check (only applicable for BEd and CPP students)
- If you have not provided evidence of your educational certificates
- If you are a national from outside the EEA and have not provided:
  - a valid travel document (i.e. passport), and
  - a biometric residence permit, or
  - an official Home Office letter confirming receipt of an in-time visa application

Failure to confirm arrangements for the payment of fees or to produce the required documentation (by 1 October) will result in your student card being deactivated. Persistent failure to complete the matriculation process will result in the discontinuation of a student’s programme of study.
### Undergraduate programmes

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<tr>
<th>Term</th>
<th>Date</th>
<th>Event</th>
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<td>Monday 25 September 2017</td>
<td>New students (Welcome and Transitions Week)</td>
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<tr>
<td></td>
<td>Tuesday 26 September 2017</td>
<td>Continuing students return</td>
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<tr>
<td></td>
<td>Friday 15 December 2017</td>
<td>Term 1 ends</td>
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<tr>
<td></td>
<td>Monday 18 December 2017</td>
<td>Winter break begins</td>
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<tr>
<td>Term 2</td>
<td>Monday 8 January 2018</td>
<td>Term 2 begins</td>
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<td></td>
<td>Monday 26 March 2018</td>
<td>Intensive Choice begins</td>
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<td></td>
<td>Friday 30 March 2018</td>
<td>Term 2 ends</td>
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<td></td>
<td>Monday 2 April 2018</td>
<td>Spring break begins</td>
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<tr>
<td>Term 3</td>
<td>Monday 16 April 2018</td>
<td>Term 3 begins</td>
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<tr>
<td></td>
<td>Monday 18 June 2018</td>
<td>Bridge/Transitions Week</td>
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<td></td>
<td>Friday 22 June 2018</td>
<td>Term 3 ends</td>
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### MMus (2 years)

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<td>Monday 18 June 2018</td>
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<td></td>
<td>Friday 22 June 2018</td>
<td>Term 3 ends</td>
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### MA Music Courses (all specialisms)/MA Musical Theatre/MA Classical and Contemporary Text/MEd

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<td>Term 4</td>
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<td>Term 4 begins</td>
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<td>Friday 14 September 2018</td>
<td>Term 4 ends</td>
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*Doctoral programmes run for the full academic year and the dates shown here do not apply to these programmes.*
Lockers/instrument cages

Lockers are available for personal use. To acquire one please ask at the Client Services Reception Desk on the ground floor. If you play a large woodwind or brass instrument, a viola or a guitar/lute, you are eligible for a key to the Instrument Cages adjacent to the Stevenson Concert Hall. The key can be obtained from the Client Services Reception Desk on the ground floor. Cellos should be padlocked in the Cello Room and tubas should be padlocked in the Tuba Corner. Instruments and belongings must not be left unattended and unsecured anywhere in the Royal Conservatoire.

Performances venues, studios and rehearsal bookings

All students’ schedules are provided via ASIMUT, the Royal Conservatoire’s official timetable and scheduling software. Students have access to book studios and rehearsal spaces via the ASIMUT system up to 48 hours in advance. The ASIMUT system holds all the Royal Conservatoire’s scheduled timetabled information. Please see the Student ASIMUT bookings rules and regulation for further information. Access to performance venues for practice only, can be reserved through your Programme Support Administrator.

ASIMUT training is given in induction week as part of the IT induction. Studios and rehearsal spaces cannot be booked until ASIMUT training has been received. Policies, rules and regulations are available on Moodle.

For further details or to report any anomalies in your timetables, please contact the Space Planning department: spaceplanning@rcs.ac.uk
IT Suite

The IT Suite is open to all students and provides access to Microsoft Office, the internet, Sibelius software and a range of other electronic resources. Opening hours may vary and are advertised in the suite itself. The Library also has extensive IT facilities providing access to the same range of services as the suite, and printing facilities are available in both areas. RCS is WiFi enabled in all public areas and how to register will be explained during your IT induction. There are also kiosk stations dotted throughout the building giving students fast access to e-mail and the internet.

Email is the primary means through which RCS will communicate with you, so it is absolutely essential that you check your email on a daily basis in term-time.

All students are given a username and password for the network and a Royal Conservatoire of Scotland email address as part of a formal induction session in the first week of the trimester - you must ensure that you have a live account. Royal Conservatoire e-mail is web-enabled and available at https://outlook.com/rcs.ac.uk.

Whittaker Library

The Whittaker Library is open from: 8:45am to 8:30pm Monday to Thursday, 8:45am to 5pm on Friday, 10am to 4pm on Saturday and 11am to 3pm on Sundays. Out of term time these hours vary and will be advertised in the library.

The library contains books, plays, sheet music, videos, DVDs, CDs, electronic resources and other materials. Students may borrow items from the library using their matriculation cards. Details of borrowing entitlements and all other services are available on our webpage at www.rcs.ac.uk/about_us/libraryandit

Expert library staff are available for subject enquiries, and audio and IT facilities are available within the library, as well as a wide provision of electronic resources for use both on and off-site. Printing and photocopying facilities are provided and the library catalogue is available online at https://rcs.koha-ptfs.co.uk

Matriculated students of the Royal Conservatoire also have reference access to the libraries of Glasgow’s three universities and of the Glasgow School of Art. The Mitchell Library, North Street, Glasgow is an excellent public reference library (one of the largest in Europe) and is located at Charing Cross, only ten minutes’ walk from the Royal Conservatoire.

Further details on all of the above can be obtained at the Information Services webpage at www.rcs.ac.uk/about_us/libraryandit and via the appropriate pages on Moodle and the Student Portal.

Music from the Performance Library

Within the Whittaker Library, the Performance Library Administrator provides music as required for concerts/events, performance classes, assessments, operas, vocal studies, academic studies and juniors. The library can also advise on reprographic and performance copyright matters. All performance library material will be issued to your library account and will remain your responsibility until it is returned to the Library.
Student support

As well as student support and advice from teaching staff within each School, there are also a number of people who can help and advise you throughout your studies.

Academic Administration and Support

The Academic Administration and Support department is located on the ground floor of the Renfrew Street building and provides a range of services for applicants, students, alumni and staff. In general, we are a good place to start if you have any queries or concerns, if we can't assist you ourselves we should be able to put you in contact with someone who can.

The services we offer are:

- Applicant and audition advice
- Matriculation
- Advice on budgeting including Discretionary and Higher Education Childcare funds
- English language tuition
- Counselling
- Disability support
- Effective Learning Service
- Welfare and immigration advice
- Advice on Erasmus+, International Exchange and Study Abroad
- Council tax information
- Confirmation of student status
- Submission of assessments
- Graduation
- Transcripts
- Room bookings
- Programme support

Counsellor and Disability Advisor

Jane Balmforth, the RCS Conservatoire Counsellor and Disability Advisor, offers individual and confidential support and advice to all students. Embarking on a course of higher education can be both exciting and stressful. Issues may arise around homesickness and relationships; family matters; the pressures of study and work; coping with stress and anxiety; bereavement. The counselling service offers confidential support in all issues related to emotional and mental health.

Jane also offers support and advice to any student who requires assistance in the pursuit of their studies due to a disability. Students are encouraged to disclose a disability or medical condition on their application form, and they will then be contacted by Jane to discuss appropriate support for their studies. Jane can arrange dyslexia assessments and provide assistance in applying for Disabled Students’ Allowance (DSA).

If you did not disclose a disability at application and would like to do so, please contact Jane as soon as possible by email at j.balmforth@rcs.ac.uk or by phone on 0141 270 8282. Jane’s office is on the ground floor of the Renfrew Street building.

For more information on support, please ask for a copy of the Royal Conservatoire’s Information for Disabled Students and Applicants, which is available from Jane Balmforth or in PDF format on the Royal Conservatoire’s website.
**International and Student Experience**

Sarah Ward, Assistant Registrar (International and Student Experience) and Marion McLaren, Administrator (International and Student Experience), provide a welfare service for all students, offering appointments to ensure confidentiality in matters of a personal nature. They offer advice and assistance on practical welfare issues, such as accommodation, medical services, local resources and finance as well as specific immigration and welfare information for international students and applicants. It almost goes without saying that, for most students, managing on a limited budget is not easy. If you are experiencing particular difficulties, please do not hesitate to contact Marion in the first instance to discuss this. She can be contacted at welfare@rcs.ac.uk.

For those students interested in spending part of their course overseas, Sarah Ward is the Erasmus+, International Exchange and Study Abroad Co-ordinator for the Royal Conservatoire. Enquiries of this nature can be emailed to international@rcs.ac.uk.

**Discretionary and Higher Education Childcare Funds**

RCS receives limited funds from the Scottish Government to provide financial assistance to those UK students who face financial hardship or who require assistance with the cost of formal childcare expenses. This fund provides supports for living costs only - payment of fees is not covered by the Funds. It may, for example, whilst waiting on confirmation of your student loan at the start of the academic year, please complete the online Discretionary Fund application form.

If your situation becomes acute and you find that you can’t afford to buy food, the Royal Conservatoire does have a small supply of Tesco vouchers which can be distributed in emergency situations to UK students who meet the criteria for the Discretionary Fund, in advance of submitting an application to the Fund.

Sarah and Marion are available for appointments Monday–Friday, 9am–5pm in the Academic Administration and Support office. You can e-mail welfare@rcs.ac.uk to arrange an appointment or book an appointment at reception. There is also a Welfare Drop-in service offered at Wallace Studios on a fortnightly basis. The dates and times are listed online at https://portal.rcs.ac.uk/funding-finance

**Music English Support Tutorials**

Judah Collins is the Music English Support tutor at RCS. She offers tutorials to all School of Music undergraduates, Erasmus and Masters students, who want help understanding the use of English in their music programmes.

The support tutorials offer students one hour per week of music English support. Classes are between the individual student and the support tutor. Tutorials are relaxed and friendly and all about supporting you through your busy year. Students can bring anything they want help with to these sessions. The support classes are here to make sure you understand everything to do with your music course.

For example, the tutorials can explain the vocabulary and language used in your first study sessions and performance classes, the content of your Music in History lectures and everything to do with the written coursework for all undergraduate, Erasmus or masters programmes.

We can also work on explaining Conservatoire emails you receive and don’t fully understand, writing biographies or CVs, writing programme notes for recitals and competitions, making applications for other courses or competitions and discussing music theory and repertoire.

Please contact Judah directly for more information J Collins@rcs.ac.uk.

**Effective Learning Service**

All students can benefit from help with developing their study skills and the Effective Learning Service at the Royal Conservatoire of Scotland provides a confidential service tailored to meet your individual needs. Whether you are experiencing problems with your academic work or feel that your work could be improved by learning new study skills techniques, the Effective Learning Service can offer advice and support.

The Effective Learning Tutors are available to provide assistance on a range of topics including:

- improving the quality of your written assignments
- referencing
- critical thinking
- managing your time
- reading strategies and note-making
- Revision and exam techniques

Please contact the Academic Administration and Support department for further information on this service or email els@rcs.ac.uk.

**Finance**

Finance are available on the third floor of the Royal Conservatoire in the Renfrew Street building.

**Disabled Students’ Allowance (DSA)**

Please contact Jane Balmforth, RCS Counsellor and Disability Adviser, for information about DSA (j.balmforth@rcs.ac.uk).

**External Funding**

The International and Student Experience team advertises all known external funding sources on the Royal Conservatoire’s website under the Fees and Funding pages at www.rcs.ac.uk/studyhere/feesandfunding. Please refer to the links on the right hand side of the screen to select the most appropriate pages for your needs. RCS purchases the Alternative Guide to Postgraduate Funding on an annual basis. This online resource helps postgraduates to secure external funding for tuition fees and/or living costs. It can also be useful for undergraduate students. A PIN is required to access the site which is 134.
Programme Committees
Each full-time degree programme within RCS is managed by a Programme Committee, which is responsible for monitoring, evaluating and reviewing how the programme is being delivered, and to consider its future development.

Programme Committee Membership
Membership of this Committee will be as follows:

• The Programme Leader (Convenor)
• The Assistant Registrar (Programme Support)
• Representatives of full-time staff who teach on the programme, representing all areas of the programme content
• A representative of part-time staff who teaches on the programme
• Elected student representatives (one from each year of the programme)
• A member of AAS staff (Secretary to the Programme Committee)

Working with these representatives provides an opportunity for you to make known the student view of the programme and the quality of the student experience at the Royal Conservatoire, together with any ideas you might have for the future development of the programme.

Student representation
You will elect a student representative to represent your year group on the Programme Committee, who will normally serve for the duration of his/her programme, though the year group retains the right to change its representative if necessary. It is the responsibility of the student representative to collect discussion points from the year group to bring to the Programme Committee meetings, and to provide feedback to the students from the meetings. There are three meetings throughout the Academic Session (four for Masters programmes). One of which will include all students who study on the programme. This is known as the Programme Committee Open Forum.

An election will be held to select a representative by email. Any persons nominated must have agreed to stand for election, be proposed by one student and seconded by a different student. In the event of two or more names being put forward as candidates, a confidential ballot will be held to select one candidate.

Meetings
There will be four Programme Committee meetings held throughout the year which will take the following forms:

Meeting 1: Standard Programme Committee (October/November)
Meeting 2: Standard Programme Committee (January/February)
Meeting 3: ‘Standard Programme Committee (March)
Meeting 4: ‘Programme Committee Staff/Student Open Forum (May)

‘Programme Committee Staff/Student Open Forum
Meeting 4 will be an annual event in which all students who study on the programme and all staff who teach on the programme will have the opportunity to relay feedback directly to members of the Programme Committee. An agenda will be set within the terms of a generic remit for this meeting.

This meeting will be jointly convened by student representatives and a nominated staff member of the Programme Committee (preferably not the normal Convenor).
Reporting lines

In September each year an Annual Dialogue will take place where Annual Programme reports from each Programme Committee will be received and discussed with Programme Leaders and the respective Director. The Annual Dialogue will report to the Quality and Standards Committee on the effectiveness of the review process generally, highlighting issues raised and evidence of good practice in relation to individual programmes as appropriate.

For further information on the remit and membership of your Programme Committee please contact Marie Green, Assistant Registrar (Programme Support) at m.green@rcs.ac.uk

Programme Support

The Programme Support Team can be found in the main AAS office. Each Programme/Department is assigned a Programme Support Administrator who will provide students and staff with administrative support in relation to the delivery of the programme. If you wish to know who the Administrator is for your Programme/Department please contact Marie Green, Assistant Registrar (Programme Support) at m.green@rcs.ac.uk.

Students’ Union

Every student automatically becomes a member of the Students’ Union when they join the Royal Conservatoire. The aims of the Students’ Union are:

- to foster and advance the well-being of students
- to represent students in all matters of their interest or need
- to afford a recognised means of communication between students, the Board of Governors, the Royal Conservatoire of Scotland Executive, and outside bodies
- to pursue any matter of interest to its members

The Students’ Union also organises regular social events and runs several societies that support the aims of Union including Fresher’s Week events. The Union has an elected council and executive committee headed by the President for 2016/17, Will Stringer.

The Students’ Union office is located on the ground floor of the Royal Conservatoire beside the main entrance. You can contact the Union by visiting the office or contacting them by phone on 0141 270 8296, email su@rcs.ac.uk, tweet @rcsuunion or leave a comment on www.facebook.com/RCSSU.

BA Performance in British Sign Language/English

Two years ago, we welcomed our first cohort of students on the BA Performance in British Sign Language/English to study at RCS. We are extremely excited about the opportunities that this innovative and ground-breaking programme is bringing to the institution, not just to the students who have embarked on this course of study but also to all our students who may interact with this programme on a personal or collaborative basis.

RCS has been providing opportunities for existing students and staff across the institution to develop their knowledge and skills in terms of deaf awareness and basic British Sign Language, to ensure that the Royal Conservatoire is an inclusive environment within which all students can study and flourish.

To ensure that you, as a new student, also have the chance to enhance your awareness and knowledge, a short deaf awareness/basic BSL session will run during induction week, where you’ll learn a few basic signs, including how to say your name. You will also have the opportunity to attend a half day workshop in your first trimester, during Independent Learning Week. Once you commence your studies, you will also have access to our excellent online resource: www.inspire.rcs.ac.uk/course/view.php?id=917.
Regulations, Codes of Procedure and General Rules

A copy of the above document will be made available to prior to matriculation. As a student of RCS you will be agreeing to abide by the requirements of our rules and regulations and to abide by our policies. Programme specific regulations will be issued by the School when your programme commences.

It is important that you retain your copy of the Regulations, Codes of Procedure and General Rules document for reference throughout the year. Amongst other things, this document includes Library regulations, use of IT policy, complaints procedures, appeals procedures and, in the context of the Data Protection Act, a statement regarding the creation and maintenance of a student record.

Equality and Diversity

The Royal Conservatoire of Scotland welcomes a diverse population of students and staff. We believe that excellence can be achieved through recognising and celebrating the value of every individual. We are committed to promoting equality in all of our activities and aim to provide a vibrant performing, learning, teaching, working and research environment that respects the diversity of students and staff, enabling them to achieve their full potential, contribute fully and to derive maximum benefit and enjoyment from their involvement in the life of the Royal Conservatoire and beyond.

We are committed to equality of opportunity both as an education institution and as an employer. Equality of opportunity means striving to ensure that no student or member of staff receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, actual or perceived religion or belief, sex and actual or perceived sexual orientation.

The Royal Conservatoire’s procedures have been developed to support students and staff and to ensure that everyone is treated fairly and with respect. Should you experience any problems, or want to discuss any matter at all relating to equality and diversity please contact Roz Caplan (r.caplan@rcs.ac.uk) the Royal Conservatoire’s Equality and Diversity Officer, who will advise you of the appropriate course of action.

Dignity at Work and Study

The Royal Conservatoire of Scotland is fully committed to creating an environment in which all students and staff treat each other fairly and with mutual respect. Our Dignity at Work and Study Policy demonstrates our commitment to providing a work and study environment where all students and staff are free from discrimination and intimidation. This is an essential element in ensuring that all students can achieve their full creative potential during their time at RCS.

We believe that the professional relationship between a student and a member of staff is a central part of the student’s educational development. It is vital that trust and confidence exist between staff and students to ensure that students can maximise their learning experience.

We take a zero tolerance approach to relationships between staff and students that go beyond the professional. Such relationships compromise the professional relationship between staff and students and could potentially damage the teaching and learning environment for other students and staff.
When to arrive

For the vast majority of our students, 30-day vignettes are usually valid one month before the start of the course. When you receive your visa decision, check the valid from date as you are eligible to arrive in the UK from this date onwards. If you do arrive before your programme start date you need to plan what you will do for the first few days and weeks before you begin studying. Check that your accommodation will be ready or finalise any travel plans.

Immigration - on arrival

On arrival in the UK you will need to pass through Immigration Control if you are not a British/EEA passport holder. You will need to show the Immigration Officer your entry clearance and may be asked for the evidence you provided with your application. The Immigration Officer will stamp your passport or travel document to activate your entry clearance.

Remember to carry the following in your hand luggage:

- a valid passport or travel document
- entry clearance, if required
- documentary evidence submitted with your visa application
- documentary evidence of sufficient financial support for the duration of the academic year
- a note of your UK address, if obtained
- a health certificate, if required

Immigration - Customs

After going through immigration you will go through Customs. You will see three different exits:

- **Red** (for travellers from outside the EU who have goods to declare - including those with €10,000 (£9,000) or more in cash, bankers draft or cheques).
- **Green** (for travellers from outside the EU who have nothing to declare - please note that the customs officer may still check your bag).
- **Blue** (for travellers from the EU - there is no limit on goods you can bring, such as perfume or tobacco, as long as they are for your personal use only).

For more information on Customs rules, please check the UK government website.

Biometric Residence Permit (BRP)

If you are a new Tier 4 visa holder, you will have received a short-term (30 day) “vignette” in your passport, and you must attend the specified Post Office to collect your BRP within 10 days of arrival.
Entry clearance during your studies

It is very important to make a note of the expiry date of your entry clearance to ensure that it does not expire while you are still in the UK. If your entry clearance is due to expire before you complete your programme, you will need to start preparing your extension application if you wish to continue your studies. Due to the immigration regulations on academic progression it may be that you will have to return to your home country to extend your visa. You should therefore make an appointment to see Sarah Ward via international@rcs.ac.uk immediately and refer to the UKCISA information sheet - Making a Tier 4 (General) application in the UK www.ukcisa.org.uk/Information--Advice/Visas-and-Immigration/Passport-visa-and-BRP-

If you notice an error on your BRP after collecting it from the Post Office you must report it within 10 days via the Home Office website at www.biometric-residence-permit.service.gov.uk correct-mistakes/location To use this route to report an error it must be one of the following:

- an error in relation to the conditions
- an error in the length of leave
- mistakes on the BRP, e.g. name, gender, place or date of birth, nationality etc.
- damage to the BRP
- a fault with the BRP (e.g. it won’t scan properly)

Police Registration

If your visa states ‘register with police within 7 days’ you will need to apply for a Police Registration Certificate (PRC) soon after your arrival in the UK.

The address of the Overseas Visitor Registration Office for Police Scotland in Glasgow is 2 French Street, Dalmarnock G40 4EH. Their opening hours are:

<table>
<thead>
<tr>
<th>Monday</th>
<th>09:00-12:30 and 13:30-15:45</th>
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<tbody>
<tr>
<td>Tuesday</td>
<td>09:00-12:30 and 13:30-15:45</td>
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<tr>
<td>Wednesday</td>
<td>09:00-12:30 and 13:30-15:40</td>
</tr>
<tr>
<td>Thursday</td>
<td>09:00-12:30 and 13:30-15:00</td>
</tr>
<tr>
<td>Friday</td>
<td>09:00-12:30 and 13:30-15:05</td>
</tr>
</tbody>
</table>

Marion McLaren, Administrator (International and Student Experience) will contact you by email before your arrival in the UK with details of when you should attend the Overseas Visitor Registration Office. Please take the following items with you to your appointment:

- £34 in cash (exact change wherever possible)
- passport and BRP
- visa decision letter
- two passport photographs
- proof of address (tenancy agreement)
- proof of study (CAS statement or offer letter)

Your PRC will be given to you at the appointment with the Police, after which you should return to the Royal Conservatoire so that the International and Student Experience Team can take a copy of it. You must inform the police within seven days every time you change your address, marital status, course, institution, passport or receive any new entry clearance or any extension of ‘leave to remain’. Upon finishing your course and returning home you should return the PRC to the Police before leaving the UK.

☑ Task
☐ Make sure that you register with the police if you are instructed to do so on your vignette.

Get the PRC soon after your arrival. If your visa states ‘register with police within 7 days’ you will need to collect your Biometric Residence Permit (BRP) from the nominated Post Office. For students, the BRP will probably have the same number as your CAS number. The visa will also contain a ‘leave to remain’. Upon finishing your course and returning home you should return the PRC to the Police before leaving the UK.

• proof of study (CAS statement or offer letter)
• proof of address (tenancy agreement)
• two passport photographs
• visa decision letter

Police Registration Certificate (PRC) soon after your arrival in the UK.
Getting to the Royal Conservatoire of Scotland

The Royal Conservatoire is located in the centre of Glasgow on Renfrew Street and is within walking/wheelchair distance of the underground, bus and train stations.

By bus
Buchanan Street bus station is a five-minute walk from RCS. The bus station has departures and arrivals for local and national routes. Most buses can accommodate wheelchair users and guide dogs and hearing dogs are welcome.

By train
Queen Street train station is a 10-minute walk from RCS. Trains run to and from Edinburgh, Dundee, Aberdeen and Inverness as well as operating local routes. Trains can accommodate wheelchair users, although arrangements need to be made with staff to have a ramp in place for getting on and off the train. Accessible toilets are available on most trains. More information is available here: www.scotrail.co.uk/book-assistance

Central Station, which is about a 15-minute walk from RCS, has departures and arrivals for the east and west coast routes to London, local trains and trains to and from Glasgow Prestwick airport.

From the airport
If you are arriving at Glasgow International Airport (approximately 10 miles from the city), please book online at https://www.rcs.ac.uk/studyhere/internationalstudents to take advantage of our airport pick-up service. The service is available to those students arriving from outside the Common Travel Area (UK, Isle of Man, Jersey, Guernsey and Ireland).

If you would prefer to make your own arrangements, First Buses operate the most direct route between the airport and Glasgow City Centre. The service operates up to every 10 minutes, 24 hours a day, and takes approximately 15 minutes to reach Glasgow City Centre. All the buses are low-floor for easy accessibility, and have luggage racks and free WiFi access. A single journey is £7.50. A FirstDay ticket (network-wide travel on any First in Glasgow service on the day of purchase until 1am on the day after purchase) is £10. Either ticket can be bought from the bus driver or in advance via the mTickets App.

The First Glasgow Shuttle No. 500 leaves from Stance I at Glasgow International Airport.

Alternatively, taxis are available 24 hours a day to any destination/distance and prices for longer journeys may be negotiated with the driver. The approximate fare from Glasgow Airport to Glasgow City Centre is £20-£22. The taxi rank is at the front of the terminal building. Most taxis can accommodate wheelchair using passengers and guide dogs and hearing dogs are welcome.

Please refer to the Glasgow International Airport website for further information: www.glasgowairport.com/transport-and-directions

If you arrive at Glasgow Prestwick Airport, you can catch a train direct to Glasgow Central train station. The journey takes approximately 50 minutes. There are three trains an hour to Glasgow, except on Sundays when there are two an hour.

Please refer to the Glasgow Prestwick Airport website for further information: www.glasgowprestwick.com/to-and-from-prestwick
Safe walking routes

At the Royal Conservatoire of Scotland, we have many students and staff members who walk between our two buildings which are located at Renfrew Street and the Wallace Studios at Speirs Locks. It is our main aim to keep all of our students and staff members as safe as possible. Please find information in this leaflet for two safe walking routes between the two campuses. We would advise these routes to keep you safe and seen. Please take care when travelling these routes.

If you are starting from the Renfrew Street building:
1. Turn left onto Hope Street.
2. Continue down Hope Street until you come to the end of the pavement.
3. Take a slight left and cross at the traffic lights in front of you.
4. Turn left after the traffic lights and continue down the left side of Cowcaddens Road.
5. Follow the pavement onto Dundasvale Road.
6. Continue on under the pedestrian tunnel.
7. Take a slight right onto Garscube Road.
8. Your destination will be on your right – it is an estimated nine minute walk. This route can also be taking in reverse from the Wallace Studios at Speirs Lock Studios.

If you are traveling from the Wallace Studios at Speirs Locks building:
1. Turn left onto Garscube Road.
2. Walk straight until you come to the overpass on your left.
3. Continue up the stairs and across the overpass.
4. Turn left down the hill and continue down the path.
5. When the path joins the pavement turn right and follow the pavement until you reach the traffic lights on your left.
6. Cross at the double set of traffic lights.
7. Turn left after the traffic lights and continue until you come to another set of double traffic lights on your left.
8. Turn right after the traffic lights and continue along Dundasvale Road.
9. Continue along and up the path adjacent to Cowcaddens Road.
10. Cross at the traffic lights on your right and continue straight down Hope Street.
11. Your destination is on your right – it is an estimated 12 minute walk. This route can also be taking in reverse from Renfrew Street campus.

Safety tips

Awareness - Be aware of your surroundings when you are walking alone.

Avoid - Avoid talking on your phone, listening to your MP3 player and keep all valuable items hidden.

Open areas - Walk in open and well-lit areas where you can be seen.

Short cuts - Avoid taking risky shortcuts.

This safety leaflet was created following the advice of Police Scotland. For further guidance on safe routes please contact Police Scotland on 101 non-emergency number.

Travelling around Glasgow

Please note that the Royal Conservatoire’s designated halls of residence are within easy walking/wheelchair distance of the campus. Travelling on public transport in Glasgow is convenient as the city is well served by a number of local bus services, local trains, and an underground train system.

Subway
The Underground train system (subway) is a quick way to get around the City Centre and West End of Glasgow. Running every four minutes at peak times, it takes just 24 minutes to complete a circuit of the fifteen stations and costs as little as £1.45 for an adult single to travel anywhere else on the system. The nearest Underground station to the Conservatoire is either Cowcaddens (on West Graham Street), or Buchanan Street. Further information on the Subway can be found here: www.spt.co.uk/subway. The subway is not accessible for wheelchair users. Guide dogs and hearing dogs may use the subway.

Bus and train
Buchanan Bus Station is the main terminus in Glasgow and operates services locally and nationally. Not all local services stop at Buchanan Bus Station but the city centre has frequent stops spread through the city centre. The nearest bus stops to the Conservatoire can be found on Renfrew Street and Hope Street.

If you are doing a lot of travelling on public transport within Glasgow, you could save time and money by buying either a ‘FirstWeek’ or ‘ZoneCard’ pass. FirstWeek can only be used on First Glasgow buses but ZoneCard is a flexible season ticket for unlimited travel by rail, Subway, most buses, and some ferries in the Strathclyde region. ZoneCard costs more than FirstWeek as they offer a greater degree of flexibility. Both are available for periods of one, four or ten weeks and prices vary depending on how many ‘zones’ in Glasgow you need to travel to/through. Either pass can be bought from the SPT centre in Buchanan Bus Station. FirstWeek can also be bought directly from the driver or any local PayPoint and ZoneCard can also be bought from any staffed ScotRail station. ZoneCards require a passport size photograph. Further information can be found at: www.firstgroup.com/ukbus/glasgow/tickets/firstweek and www.spt.co.uk/travelcards/zonecard.
You will need proof of identity – your matriculation card will be accepted as proof of identity for the first time, you will also require a passport photograph which will be verified and stamped and you should then submit with your application. Please note that there is a minimum turnaround time for this of two to three days. At the start of the academic year it will be significantly longer – up to two weeks.

You will need proof of identity - your matriculation card will be accepted as proof of identity.

Generally, if you are travelling by rail to the north or east of Glasgow (e.g. Inverness to the north or to Edinburgh in the east) you will travel from Queen Street Station and if you are travelling south or west (e.g. to destinations in England) you will travel from Central Station.

The Traveline Scotland website and mobile app’s allow you to plan your journey through any mode of transport, find the next departure time from a specific bus stop, and view timetables. The website is www.travelinescotland.com or through your mobile phone/tablet application outlet.

Driving
If you are an EU/International student and plan to drive in the UK, it is important that you fulfil the legal requirements and are aware of the correct procedures. All motor vehicles in the UK must be registered, taxed and insured. If you plan to drive whilst in the UK, you should obtain a copy of the Highway Code in order to familiarise yourself with the legalities of driving in the UK. For further information on driving in the UK contact the Driver and Vehicle Licensing Agency (DVLA) www.dvla.gov.uk. You can also refer to the UKCISA website: www.ukcisa.org.uk/Information-Advice/Living-in-the-UK/Driving

Cycling
Many students decide to buy a second-hand bike while in Glasgow in order to save money and/or keep fit. Covered cycle storage is available in front of the Renfrew Street campus. It is easy to find bikes advertised in publications such as Adtrader and on websites like Gumtree. Second-hand bikes are also available to buy from:

- Commonwheel is a charity which repairs unwanted bikes and sells them on 53 Chapel Street, Glasgow 041 946 0777 www.commonwheel.org.uk
- Police Scotland run lost property auctions at Wilson’s Auction in Dalry www.wilsonsauctions.com/specialist-auctions
- The Glasgow Bike Station 65 Haugh Road, Glasgow, G3 8TX, telephone 0141 248 5409 www.thebikestation.org.uk/glasgow

A bike hire scheme called Nexxbike began operating in the city centre in July 2014. It enables users to hire bikes for short periods of time at a low cost. For more information see www.nexxbike.co.uk/en/glasgow

Accommodation
It is advised that you sort out your accommodation as soon as you have been made an unconditional offer and accepted your place on a programme at RCS. We strongly advise all new students to take a place in our designated halls of residence - you will be part of a community of Conservatoire students and will therefore make friends more easily and will meet students from across the Conservatoire. Accessible rooms are available for students with a disability. Details of Liberty House can be found at www.libertyliving.co.uk/student-accommodation/glasgow/royal-conservatoire-of-scotland

If you do opt to live in Liberty House (or another student halls of residence) and wish to pay in instalments, this is normally only possible if you have a UK-based guarantor. Therefore students coming from overseas will normally have to pay for their accommodation in one lump sum.

If you are unable to secure a place in Liberty House or wish to find alternative accommodation there are several other high-quality halls of residence in the city. Due to the large student population in Glasgow (around 80,000), private rented accommodation is plentiful. If you would like to rent a room or a flat please be aware that many landlords and agencies will not rent properties to individuals who have not viewed a property in person. Therefore if you are coming to Glasgow from overseas you should allow time to view flats before 25 September 2017. To help you find others to live with you should join the RCS Freshers Facebook page where adverts are frequently posted by both new and current RCS students looking for flatmates. Further information on finding accommodation is available at: www.rcs.ac.uk/studyhere/accommodation/privateaccommodation

If you are still unable to find accommodation after exhausting all the resources mentioned above you should contact the International and Student Experience team at welfare@rcs.ac.uk who will be able to offer you further advice and assistance. Please do not leave arranging accommodation to the last minute.
Cost of living

Thinking ahead about your finances is critical to the success of your studies. You will need to know that you have sufficient funds to finance yourself to the end of your programme. It is essential that you budget and plan your finances well in advance to cover your study period.

It is difficult to say exactly how much your study period at the Royal Conservatoire will cost, as students budget differently. However, below is a breakdown of the approximate cost per month for a single student living in either private rented accommodation or halls of residence self-catering accommodation:

In general, we would recommend allowing between approximately £8,000–£10,500 for an individual student per year. Postgraduate students on a programme of study that runs from September to September may find they require slightly more. You should also be prepared to budget for unforeseen or one-off costs – for example, airfares home and for any travel you are planning to do while you are in the UK. If you require a Tier 4 (General) visa you will have had to evidence possession of at least £9135 for maintenance as part of your visa application but depending on your lifestyle you may in reality require more. Some students secure part-time work outside of their studies, but this is not always possible due to the intensive nature of most of the programmes at RCS. If you are planning to rely heavily on funding your studies through employment in Glasgow you should check that this will be possible by contacting welfare@rcs.ac.uk in the first instance. You may wish to use the International Student Calculator (www.international.studentcalculator.org) to assist you in your general budgeting.

<table>
<thead>
<tr>
<th>Liberty House</th>
<th>Private rented</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rent/Accommodation</strong></td>
<td><strong>Rent/Accommodation</strong></td>
</tr>
<tr>
<td>£5,680 upwards (whole contract) depending on the type of room and length of contract. A minimum of £568 per month</td>
<td>£360–£400</td>
</tr>
<tr>
<td><strong>Bills (Electricity/Gas/Telephone/ Broadband)</strong></td>
<td><strong>Bills (Electricity/Gas/Telephone/ Broadband)</strong></td>
</tr>
<tr>
<td>£0–included in rent</td>
<td>£80</td>
</tr>
<tr>
<td><strong>Mobile phone</strong></td>
<td><strong>Mobile phone</strong></td>
</tr>
<tr>
<td>£20–£30</td>
<td>£20–£30</td>
</tr>
<tr>
<td><strong>Food</strong></td>
<td><strong>Food</strong></td>
</tr>
<tr>
<td>£150</td>
<td>£150</td>
</tr>
<tr>
<td><strong>Clothing/Toiletries</strong></td>
<td><strong>Clothing/Toiletries</strong></td>
</tr>
<tr>
<td>£50</td>
<td>£50</td>
</tr>
<tr>
<td><strong>Monthly travel</strong></td>
<td><strong>Monthly travel</strong></td>
</tr>
<tr>
<td>£0 (unless you choose to travel outside of the city centre)</td>
<td>£50</td>
</tr>
<tr>
<td><strong>Social/Entertainment</strong></td>
<td><strong>Social/Entertainment</strong></td>
</tr>
<tr>
<td>£60</td>
<td>£60</td>
</tr>
<tr>
<td><strong>Insurance</strong></td>
<td><strong>Insurance</strong></td>
</tr>
<tr>
<td>£0 – included in rent</td>
<td>£10</td>
</tr>
</tbody>
</table>

Students from outside the UK may not be aware that the currency here is the Pound Sterling (£). One pound (£1) is divided into one hundred pence (100p). Coins issued are 1p, 2p, 5p, 10p, 20p, 50p, £1 and £2. You can also get notes to the value of £5, £10, £20, £50 and £100. Scottish banks issue their own notes and these, together with Bank of England notes and notes issued by the banks in Northern Ireland are legal tender in Scotland. For current exchange rates please check www.xe.com

If you are travelling to the UK from outside the EU and are carrying more than £10,000 with you in cash, cheques or a bankers draft, you must declare this at customs. Please ensure that you have enough currency for your arrival in the UK to pay for travel to Glasgow – and around the city - until you can cash traveller’s cheques or gain access to other funds.
Change of contact details

It is important that you advise us of any changes in address or contact number. To do so you should, in the first instance, complete a Change of Contact Details form which is available from the AAS office. Alternatively, you can contact Student Records by email at aas@rcs.ac.uk. All non-EEA students must also keep the Conservatoire updated of any changes in their passport or evidence of entitlement to study and the period of leave to remain in the UK. Students should contact the International and Student Experience team at international@rcs.ac.uk with details of any changes as soon as they occur. If you have a Police Registration Certificate you will be required to inform the Police of your change of address within seven days of moving property. Failure to do so could result in a fine and you would be putting your UK immigration status at risk.

Please remember to keep your personal details up-to-date. Change of Contact Details forms are available from the AAS office.

Council Tax

If you are a full-time student you will be entitled to claim Student Exemption from Council Tax. Council Tax is a personal liability and all students should ensure that they have applied for their exemption or they will be liable for charges. You are also liable for Council Tax charges prior to commencement and after completion of your studies. This means that exemption only applies during the published term dates.

RCS has a data sharing agreement with Glasgow City Council which means we will automatically send your details to the Council (unless you opt out which you can do at the point of matriculation – please note, if you opt out of this automatic service, you will have to make alternative arrangements for Council Tax exemption and may be liable for any charges). This means that the Council will know automatically if you are a student when you apply for your exemption. All students are required to complete the exemption application on-line at www.glasgow.gov.uk/index.aspx?articleid=18905

Please note that we will not be able to confirm your details to Glasgow City Council until you are fully matriculated. If you live outwith the Glasgow City Council area you should ask your local authority for a Council Tax exemption application form. You should complete your details and then bring the form to the AAS office who will complete the details about your studies and return this form to you. You should then submit this to your local authority to process your exemption. Please note, this will take two-three days to verify and complete.

Remember, it is your responsibility to ensure you apply for your exemption. If our system shows your old address you must complete a Change of Contact Details form to ensure that the correct details are submitted to the Council (see Change of Contact Details.)

Council Tax is charged daily from the date you move in to a property or the date you become the owner or tenant of the property (whichever is first). It is therefore important to appreciate that you only become exempt from council tax from the day on which you officially become a student (i.e. the first day of your course.) If you move in to a property before the start of your course or you remain living in a property between the end of one course and the start of another, you will be liable to pay council tax.

Your student exemption is no longer applied after the end date of your programme of study - not your graduation date. Therefore, you will become liable as soon as your programme ends. Council tax is based on an individual liability and so all students living in a property must complete an exemption form. For further information on council tax in Glasgow, they City Council website has further details: www.glasgow.gov.uk/index.aspx?articleid=17215

If you have any questions regarding Council Tax exemption, please contact the Student Records Team in the AAS office who will be happy to help and provide guidance or via email at counciltax@rcs.ac.uk

If you come from elsewhere in the EU and are studying at the Royal Conservatoire as part of the Erasmus programme you will be considered as a student for Council Tax purposes provided you are registered and are attending a designated educational establishment on a course which leads to the award of a relevant qualification by that establishment.

You may be asked by the Council to provide a letter from your home institution to verify this. International students who require further information on council tax can visit the UKCISA advice page at https://www.ukcisa.org.uk/Information-Advice/fees-and-money/Council-Tax

Student status

The Student Records Team based in the Academic Administration and Support Department can provide you with confirmation of your student status on request. You should complete a Student Status Request form available from the AAS reception to request this. These letters take two-three days to complete. These letters can be used to confirm that you are a student with any official body such as external scholarships or letting agencies. You will have your matriculation card which will also confirm your student status and therefore should not require a letter to claim student discounts (e.g. with gyms).

These letters cannot be provided until you are matriculated and have commenced your studies. Confirmation of student status cannot be provided in advance of you commencing your studies. Although these letters normally take two-three days to complete, there may be a delay at the start of the new academic year due to the volume of requests.

Registration with a Doctor

If you are a full-time student in Scotland, you will not have to pay any NHS (National Health Service) medical charges - which include treatment at an NHS doctor's surgery or hospital. You must register with a doctor (GP) as soon as possible. We recommend that you register with a local surgery - Dr Love and Partners www.drlowelpartners.com within Woodside Health Centre, Barr Street, Glasgow, G20 7LR. Representatives from the surgery will be present at matriculation (in room M2, opposite the main matriculation room) when you will have the opportunity to register with them. Alternatively, you can register online - www.drlowelpartners.com/student-registration. Dr Love and Partners will register those RCS students who live in Liberty House or in areas with a postcode starting G1, G2, G3, G4, G11, G12, G20, G21 or G23. If you live elsewhere you will need to register with a doctor in your local area. To find your nearest doctor go to https://www.nhsinform.scot/national-service-directory. Do not wait until you are feeling unwell before you register with a GP. We strongly advise that you do this as you will need to be registered with a GP to access the health services.

When you register with a dental surgery, you should check first to see if they will register you as an NHS patient. There are many private dental surgeries where treatment costs are higher than the reduced costs at NHS surgeries. To find your nearest NHS dental surgery enter your postcode at https://www.nhsinform.scot/national-service-directory/dental-services
As a guide, banks close to RCS include: advice or search the internet for specific details.

Experience team (welfare@rcs.ac.uk) for more can contact the International and Student a student when you open an account. You that your chosen bank knows that you are interest free overdraft facilities, so make sure

Typically, student accounts would include specifically tailored to the needs of students.

It is widely available in the UK. Check with health insurance providers in your home country for more details. Most holiday insurance policies have a limit to the amount of days they cover per trip so make sure that you check with the insurance company that the policy you are paying for covers you for your whole stay.

Insurance
You should consider arranging insurance to cover the loss of, or damage to, your personal belongings. Contents insurance is already provided if you take a room within the Liberty House halls of residence. If you take a room in other halls of residence or in a private flat then you will need to check the level of cover with your landlord or halls company. If you would like more information on student contents cover then please visit the Endsleigh website. International students should strongly consider health insurance to cover the cost of returning home because of a medical condition or if you prefer to access private medical care, which is widely available in the UK. Check with health insurance providers in your home country for more details.

When you go for your appointment, take the following documents:

- your passport
- a Student Status letter from Academic Administration and Support (please note that this is only available after you have matriculated). You should not make an appointment with the bank until you have received your status letter from the AAS office.

When requesting your Student Status letter for opening a bank account, please ensure that you include the name of the bank as well as the address of the branch where you plan to open the account. These letters must be addresses to a particular branch therefore it is important you provide these details. These letters also require full information in respect of your address so again, please remember to keep this up-to-date.

It may take two-three weeks to open a bank account in the UK, so you should prepare for this by making financial arrangements similar to those you might make if you were a tourist. Bring travellers’ cheques with you, and possibly a credit card. It is not advisable to carry large amounts of cash or to keep a large sum of money in your accommodation.

There are several ‘Bureau de Change’ in Glasgow, including one at Central Station. These are open outside normal banking hours and are useful if you need to change money in a hurry or at weekends.

Banking
UK students
The high-street banks all offer accounts specifically tailored to the needs of students. Typically, student accounts would include interest free overdraft facilities, so make sure that your chosen bank knows that you are a student when you open an account. You can contact the International and Student Experience team (welfare@rcs.ac.uk) for more advice or search the internet for specific details.

As a guide, banks close to RCS include:

- Bank of Scotland, 54- 62 Sauchiehall Street
  0141 532 9204
- Royal Bank of Scotland, 23 Sauchiehall Street
  0141 331 2131
- Clydesdale Bank, 30 St Vincent Place
  0141 332 3354
- Barclays Bank, 120 Bothwell Street
  0333 230 145
- Nationwide, 196 Hope Street
  0845 2661517
- NatWest, 14 Blythswood Square
  0845 36 1966
- Santander, 301 St Vincent St
  08459 724 724
- The Co-operative Bank, 29 Gordon Street
  0141 221 1037
- TSB, 180 West George Street
  03459 758 758
(information correct at time of printing)

Non-UK Students
There are a number of banks in Glasgow that can provide bank accounts to EU/International students. You should research several banks to find the one that offers the best service for you. Please note that many banks do not offer ‘Student Accounts’ to international students.

You may find it useful to speak to your bank in your home country before you leave to find out what methods of transferring money are available, including the security of each method and the costs involved.

Find out whether or not your home country bank has a ‘preferred’ bank in the UK and whether this connection would be beneficial to you. Also, find out if you can use a cash card from your home country bank in UK bank machines to take money out of your home country account.

There are a number of overseas banks that have branches in Glasgow:

- Allied Irish Bank, 227 West George Street
  0141 226 4420
- Bank of India, 1 Somerset Place
  0141 332 8129
- Habib Allied International Bank, 141 Norfolk Street
  0141 420 155
- HSBC, 2 Buchanan Street
  0141 332 8129
- The Bank of China, 450 Sauchiehall Street
  0141 332 3354

The British Bankers Association has produced a useful leaflet for international students called ‘Opening a UK Bank Account’. The leaflet is available online at www.bba.org.uk/publication/leaflets/international-students

When you go for your appointment, take the following documents:

- your passport
- a Student Status letter from Academic Administration and Support (please note that this is only available after you have matriculated). You should not make an appointment with the bank until you have received your status letter from the AAS office.

TV Licence
If you buy your own TV for your room or flat, you must arrange a TV licence. It currently costs £147 for a year for a colour TV. You do not need to pay if you only watch TV in the communal area in student accommodation. There is a fine if you have a TV without having a licence. For more information on TV licences for students please visit: www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-audi

Places of Worship
Information about places of worship for your denomination can be obtained online at https://www.glasgow.gov.uk/CHttpHandler.ashx?id=24747&p=0

Laundry and dry cleaning
There is a laundry room located in the basement of the Liberty House halls that students are able to use. If you do not live in Liberty House halls and there is no washing machine in your accommodation, there are a number of launderettes and dry cleaning in the city centre.
There are many Post Offices across Glasgow, ranging in sizes and services - you can buy envelopes, stamps and parcel packets, buy travel insurance and collect foreign currency, depending on the size of the branch. Normal opening hours are Monday-Friday, 9am–5.30pm and Saturday 9am-12.30pm. For further information on postal services visit www.royalmail.com. The closest Post Office to RCS is located inside WHSmith (a newsagent and bookseller) at 177 Sauchiehall Street.

Electricity

Electric current in the UK is 240 volts at 50 cycles. If you come from a country which operates on a different voltage, you should make sure that you are equipped with the appropriate adaptor for any equipment/appliances which you bring with you. Alternatively, there are a number of shops in the city where you can buy small electrical appliances at reasonable prices.

Shopping

In the city centre there are hundreds of shops to suit all your needs. RCS is just a short walk from the three main city centre shopping streets; Sauchiehall Street, Buchanan Street and Argyle Street. The main department stores in the city centre are John Lewis (Buchanan Galleries), Frasers (Buchanan St) and Debenhams (Argyle St). At these stores you can buy a huge range of goods at a wide range of prices. There is also a smaller family-owned department store called Watt Brothers on Sauchiehall Street which sells discounted products. Argos is also located on Sauchiehall Street and sells a variety of consumer goods including homeware and electronics. There are also several shopping centres: Buchanan Galleries (top of Buchanan St), Princes Square (middle of Buchanan St), St. Enoch Square (Argyle St) and the Savoy Centre (Sauchiehall St). There are three other main shopping complexes which can be reached by bus: Braehead Shopping Centre (Kingsinch Road, Glasgow), Silverburn Shopping Centre (Barrhead Road, Glasgow) and the Glasgow Fort (Provan Walk, Glasgow).

There are several supermarkets in the city centre of Glasgow but be aware that many of them are small and can charge slightly higher prices than in some of the larger out of town stores. If you’re on a tight budget, for reasonably priced groceries you may want to try shopping at:

- Lidl (Jamaica Street)
- Tesco (Sauchiehall Street)
- Farmfoods (Cambridge Street)
- Poundland (Sauchiehall Street)
- Sainsburys, Marks & Spencer and The Cooperative also have city centre outlets that sell groceries.

There are also a large number of shops that sell food and non-food products from overseas:

- Lims Chinese Supermarket, 63 Cambridge Street, Glasgow.
- Chans Ltd, 37-39 Farnell Street, Glasgow. Stocks a range of Chinese, Malaysian and Indian ingredients.
- See Woo, The Point, Hamiltonhill, 29 Saracen Street, Glasgow, G22 9HT
- Matthews Foods, Unit 1 at Barrat Trading Estate, 230-260 Garscube Road, Glasgow, G4 9RR. Oriental food and drink.
- KKR Continental Food Store 140 Woodlands Road, Glasgow. Sells halal meat.
- Polski Supermarket 9 Hyndland Street, Partick, Glasgow, G11 3QX. Stocks Polish food.
- Frasers (Buchanan St) and Debenhams (Argyle St). At these stores you can buy a huge range of goods at a wide range of prices.

Glasgow is known for its markets selling clothes and household goods at reduced prices. They can be entertaining with the Glasgow ‘banter’ (Glasgow speak) of the Stallholders and the vibrant atmosphere. The Barrowlands Market (known as The Barras) (4-6 Stevenson St), is Scotland’s largest flea market with over 1000 stalls and produce. The Market contains 180 individual units of varying sizes occupied by over 110 stalls. The Forge Market is Scotland’s largest indoor market which is situated in the East End of Glasgow at 1201 Duke Street. The Forge Market is a general market that sells a wide range of goods and produce. The Market contains 180 individual units of varying sizes occupied by over 110 individual traders. It is open Thursday to Sunday 10am-5pm and is free.

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Mobile phones

Non-UK students

If you bring your mobile phone with you to the UK you might find that you are charged highly if you decide to use it to make phone calls while you’re here. If you want to use a mobile phone in the UK there are two options:

1. Unlock your existing phone (if it is locked to a particular provider) and buy a new SIM card that allows you to make cheap UK and international calls. There are many companies who sell SIM cards, including the network operators themselves. Lebara and Giffgaff are just two of many companies who sell SIM cards with competitive international call rates. To get a good overview of what is available you should go to a reputable mobile phone shop such as Phones4U or Carphone Warehouse.

2. Purchase a new mobile phone. There are five major mobile phone networks in the UK which sell a variety of handsets from different manufacturers on Pay As You Go and Pay Monthly contracts. They are EE (incorporating T-Mobile and Orange), Vodafone, O2, 3 and Virgin Media. Pay As You Go (also known as Prepaid Credit) is credit which is purchased in advance of the service used. Adding credits to your phone can be done by using a ‘Top-Up’ card at a local store or by using your bank card at an ATM. Pay Monthly contracts can vary in length from a rolling 30 day contract to longer fixed terms of 12, 18 or 24 months.

Pay As You Go

Advantages
- easier to control spending
- no early termination fee
- freedom to change networks
- able to be used by those unable to take out a contract

Disadvantages
- high initial cost for the handset
- can pay more for calls, text messages and mobile data (internet)
- calls to international or premium rate numbers may be blocked
- may not be able to roam internationally

Pay Monthly

Advantages
- fixed monthly cost
- set number of calls, text messages and mobile data (internet) are included
- handset price often includes calls to international or premium rate numbers
- may be able to roam internationally

Disadvantages
- must be over 18
- must have a UK bank account
- contractually obliged for the length of contract
- the monthly fee will be taken from your account every month - whether or not you can afford it
- termination fees for early release from contract

Phones are available to view and buy online or in-store at the following local locations in Glasgow:

- EE www.ee.co.uk or at 109/113 Sauchiehall Street
- Vodafone www.vodafone.co.uk or at 24A Sauchiehall Street
- O2 www.o2.co.uk or in Buchanan Galleries
- 3 www.three.co.uk or at 51 Sauchiehall Street
- Virgin Media www.store.virginmedia.com/virgin-media-mobile.html or at 151 Sauchiehall Street
- Phones 4 U www.phones4u.co.uk or at 96 Sauchiehall Street
- Carphone Warehouse www.carphonewarehouse.co.uk or in Buchanan Galleries
- Tesco Mobile www.shop.tesco.com
- Asda Mobile www.asdamobile.com

We recommend that you take your time to look in the different stores and at what is available as the same deal may be cheaper elsewhere. Be careful of getting into a contract before you’ve considered all of the pros and cons listed above. If you leave the UK before the end of the contract you will be charged for all outstanding payments up until the end of the contract. You should also consider getting mobile phone insurance when purchasing a new phone. You can sometimes purchase insurance when buying a mobile phone or alternatively via http://uk.protectyourbubble.com or www.endsleigh.co.uk/personal/gadget/phone-insurance.
Safety in Glasgow

The following information is relevant to all students. As with any other major city in the world, help to keep yourself safe in Glasgow by remembering the following advice:

• You are safest in bright, well lit and busy areas.
• Never take short cuts at night, stick to well-lit main routes.
• Get your cash out of the cash point during daylight hours if you are going out in the evening.
• Try to look and act confidently – look like you know where you are going and walk tall.
• Spread your valuables around your body e.g. keep your phone in your bag, your house keys in your trouser pocket and your money in your jacket.
• If someone tries to take something from you, it may just be better to let them take it rather than getting into a confrontation and risk injury.
• Shout fire! Rather than help! - it can often get more results.
• Do not listen to a personal stereo when out walking or jogging, you need to stay alert to your surroundings.
• In case of emergency, keep a £5 note in the back cover of your mobile phone.
• Put ICE (In Case of Emergency) phone numbers in your mobile phone (before or after the name). This way, if you are hurt or in trouble and someone arrives to help you, they will be able to find an emergency number in your phone.

• Stay with your friends whenever possible and don’t walk home alone.
• Look after friends if they have had a lot to drink and make sure they get home safely.
• Don’t leave your drink unattended in a pub or club.
• If you are alone, set your mobile phone to vibrate as to not draw attention to yourself.
• Don’t walk and text, you are likely to be distracted and you are giving thieves the chance to see what type of phone you have.
• If taking a lift or taxi, text the registration number to someone you trust.
• Mark valuable items with your name, phone number and postcode with a UV pen.
• Always keep the number of a trusted taxi firm with you.
• When arriving home by car or taxi, ask the driver to wait until you are in the house.
• Walk facing the traffic to avoid being followed.
• If you think you are being followed - cross over the road. If you are followed, cross back again. If you are still concerned then go to the nearest public place a shop, pub or house with the lights on and call the police on 999. Don’t use an enclosed payphone in which you could become trapped.

In an emergency

In a serious situation, for example a fire, a robbery, a road accident or an assault, you should call the British emergency number 999. Calls to this number are free. Tell the operator which service you require – police, fire or ambulance. Then you should try to give as many important details as possible. You should only use this number in emergency situations.

If you would like to report a crime that is not an emergency, you should call 101.

At fire drills, make sure that you know what to do if the fire alarm sounds. In every room you are in, please check for the nearest exit, fire extinguishers and meeting point. If the fire alarm sounds, leave the building without collecting your possessions and go to the meeting point. Do not return to the building until the fire officer says that it is safe. Please be aware of the disabled access, especially for helping someone out of a building without using lifts in case of fire.
Students from within the European Economic/Switzerland

EEA and Swiss nationals may take employment as they would in their own country. However, if you are a Croatian national, you will require a CRI Registration Certificate before doing so. For more information about this scheme, please refer to the UKCISA website: www.ukcisa.org.uk/International-Students/Study-work-more/Working-during-your-studies/EEA-and-Swiss-students-working-while-studying.

Students from outside the EEA/Switzerland

Whether you are allowed to work or not depends on the stamp in your passport or the conditions on your BRP. Many international students are permitted to work part-time (20 hours) in term-time and full-time during the holidays, however you must check all of the conditions that apply to you before engaging in any employment, whether paid or unpaid.

Students on a Tier 4 (General) visa cannot be self-employed, be employed as a professional sportsperson (including as a sports coach), be employed as an entertainer or take up a permanent full-time job. Many Tier 4 students at the Royal Conservatoire would particularly like to be able to secure work as an entertainer (either paid or unpaid for experiential purposes) but this is prohibited for all Tier 4 students except those on programmes in the School of Music, on BA Modern Ballet ad those on BA and MA Musical Theatre. All other Tier 4 students are not permitted to participate due to the work-related immigration restrictions mentioned above.

External Engagements at RCS

Did you know you could take part in professional paid opportunities whilst a student at RCS? External Engagement Co-ordinator Kenny Reid works with Heads of Department to find suitable opportunities for students. Changes for paid and unpaid work come in a wide array of opportunities, including corporate functions and events, private weddings, historic venues such as Edinburgh Castle, and organisations such as the Scottish Government. Students are encouraged to develop an easy-to-read website, including links to quality recordings and other media, and they can also send a short bio and professional pictures to externalengagements@rcs.ac.uk. Unfortunately the above-mentioned opportunities are only available to UK and European Economic Area students and to Tier 4 students within the School of Music, on a Musical Theatre programme on on BA Modern Ballet. If you are on one of those programmes in the School of Music, on a Musical Theatre programme or on BA Modern Ballet. All other Tier 4 students are not permitted to participate due to the work-related immigration restrictions mentioned above.

Who can’t work as an entertainer in the UK?

Students on an undergraduate or postgraduate drama programme (BA Acting, BA CPP, BA DFTV, BA PAD/PTM, BA Performance BSL/English and MA CCT)

The failure of a Tier 4 student to comply with these rules on employment breaches immigration legislation and could result in a large fine and a student losing the right to both remain in the UK and to return to this country at a later date. The Conservatoire could also as a result lose its right to recruit international students via the suspension of its Tier 4 licence. Compliance is therefore essential under the law. If you are in any doubt about the appropriateness of any work-based activity, you should contact Sarah Ward, Assistant Registrar (International and Student Experience) at sward@rcs.ac.uk.

National Insurance Number (NINO)

If you are planning to take up employment or have been offered employment, you will need to provide your National Insurance Number (NINO) or obtain one if you do not already have one. You will need to telephone the Jobcentre Plus, on 0845 600 0643 (Monday to Friday 08.00-18.00), who will arrange an Evidence of Identity (EOI) interview for you or send you a postal application. Jobcentre Plus will confirm the date, time and location of the interview and will tell you what information / documentation is required for your interview or to support your postal application. Please contact the International and Student Experience Team at welfare@rcs.ac.uk for more details. If you are an international student there are restrictions on the type and amount of work which you can do.

Who can take work as an entertainer in the UK via the External Engagements department?

Students on undergraduate or postgraduate programmes in the School of Music as well as those on BA Modern Ballet and BA and MA Musical Theatre. However, opportunities must be an integral and assessed part of the student’s programme of study and as such must be organised by the External Engagements department.

Students working as an entertainer in the UK

External Engagement Co-ordinator Kenny Reid works with Heads of Department to find suitable opportunities for students. Changes for paid and unpaid work come in a wide array of opportunities, including corporate functions and events, private weddings, historic venues such as Edinburgh Castle, and organisations such as the Scottish Government. Students are encouraged to develop an easy-to-read website, including links to quality recordings and other media, and they can also send a short bio and professional pictures to externalengagements@rcs.ac.uk. Unfortunately the above-mentioned opportunities are only available to UK and European Economic Area students and to Tier 4 students within the School of Music, on a Musical Theatre programme or on BA Modern Ballet. All other Tier 4 students are not permitted to participate due to the work-related immigration restrictions mentioned above.
Useful contacts within RCS

Royal Conservatoire of Scotland
0141 332 4101
www.rcs.ac.uk

Academic Administration and Support Reception
Ext 241
aas@rcs.ac.uk

Craig Wardlaw
Finance Assistant (for fee queries)
Ext 233
c.wardlaw@rcs.ac.uk

Admissions Team
Susan Lee Kidd, Jennifer Graham and Lindsey Mathie
Ext 265 and 315
matriculation@rcs.ac.uk

Student Records Team
Fiona Gage and Aileen Gallagher
Ext 324 and 272
aas@rcs.ac.uk

Jane Balmforth
Counsellor and Disability Advisor
Ext 282
j.balmforth@rcs.ac.uk

Sarah Ward and Marion McLaren
International and Student Experience Team
Ext 281 and 223
international@rcs.ac.uk
welfare@rcs.ac.uk
studentfinance@rcs.ac.uk

Roz Caplan
Equality and Diversity Officer
Ext 384
r.caplan@rcs.ac.uk

Students’ Union
0141 353 0147

Box Office
0141 332 5057
Useful contacts outwith RCS

United Kingdom Council for International Student Affairs (UKCISA)
www.ukcisa.org.uk
UKCISA promotes and protects the needs of international students in the UK. They can offer advice and guidance on many of the issues facing international students including immigration, finance and fees, accommodation and travelling when studying. UKCISA also issue several information sheets relating to different aspects of studying and living in the UK and run an immigration advice line for students.

UKCISA has also developed an online learning service called Prepare for Success, an interactive web learning tool for international students who are getting ready to come to the UK for study in higher education. It contains learning resources which are activity-based to help you find out about different aspects of academic life in the UK and the skills needed for effective study. Whilst some of the tools relate to studying at UK universities a large part of the resource is also useful for those students coming to study at a UK Conservatoire. www.prepareforsuccess.org.uk

The Home Office (incorporating UK Visas and Immigration, formerly known as United Kingdom Border Agency)
Useful website for information relating to your visa www.gov.uk/government/organisations/uk-visas-and-immigration as well as information relating to customs and what you can and can’t bring to the UK www.gov.uk/uk-border-control

British Council
www.educationuk.org/global
Provides information about preparing to study in the UK and what you might expect when coming to stay in the UK.

National Union of Students Scotland
www.nus.org.uk/en/nus-scotland/
Provides information related to studying and living in Scotland

Liberty Living
www.libertyliving.co.uk
Provides all of the information you will need relating to the Liberty House halls of residence. You can see pictures and facilities lists as well as price structures and contact information.

GlasgowPAD
www.glaswgpad.org
GlasgowPAD is an online resource to search for private accommodation. You can use this to search for short and long term lets in and around the city.

Cultural Contacts

National Theatre of Scotland
www.nationaltheatrescotland.com
26 Civic Street, Glasgow, G4 9RH
0141 221 0970

The Citizens Theatre
www.citz.co.uk
119 Gorbals St, Glasgow, G5 9DS
0141 429 0022

The Tron Theatre
www.theron.co.uk
63 Trongate, Glasgow, G1 5HB
0141 552 4267

The Kings Theatre
www.atgtickets.com/venues/kings-theatre
297 Bath St, Glasgow, G2 4JN
0844 871 7627

The Theatre Royal
www.atgtickets.com/venues/theatre-royal-glasgow
282 Hope St, Glasgow, G2 3QA
0844 871 7627

The Pavilion Theatre
www.paviliontheatre.co.uk
121 Renfield St, Glasgow, G2 3AX
0141 332 1846

Scottish Opera
www.scottishopera.org.uk
39 Elmbank Crescent, Glasgow, G2 4PT
0141 248 4567

Scottish Ballet
www.scottishballet.co.uk
Tramway, 25 Albert Drive, Glasgow, G41 2PE
0141 331 2931

The Royal Scottish National Orchestra
www.rsno.org.uk
Henry Wood Hall, 73 Claremont Street, Glasgow, G3 7JB
0141 226 3868

The BBC Scottish Symphony Orchestra
www.bbc.co.uk/orchestras/bbcsso
City Halls, Candleriggs, Glasgow, G1 1NQ

Scottish Ensemble
www.scottishensemble.co.uk
CCA, 350 Sauchiehall Street, Glasgow, G2 3JD
0141 332 4747

The Kelvingrove Museum
www.glasgowlife.org.uk/museums/our-museums/kelvingrove/Pages/home.aspx
Kelvingrove Art Gallery and Museum, Argyle Street, Glasgow, G3 8AG
0141 276 9599

The Burrell Collection
www.glasgowlife.org.uk/museums/our-museums/burrell-collection/Pages/home.aspx
The Burrell Collection, Pollok Country Park, 2060 Pollokshaws Road, Glasgow, G43 1AT
0141 287 2550

The Riverside Museum
www.glasgowlife.org.uk/museums/our-museums/riverside-museum/Pages/default.aspx
Riverside Museum, 100 Pointhouse Place, Glasgow, G3 6RS
0141 287 2726

Glasgow School of Art
www.gsa.ac.uk
167 Renfrew Street, Glasgow, G3 6RQ
0141 353 4500

The Kelvingrove Museum
www.glasgowlife.org.uk/museums/our-museums/kelvingrove/Pages/home.aspx
Kelvingrove Art Gallery and Museum, Argyle Street, Glasgow, G3 8AG
0141 276 9599

The Burrell Collection
www.glasgowlife.org.uk/museums/our-museums/burrell-collection/Pages/home.aspx
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