



**ROBERT GORDON**  
UNIVERSITY ABERDEEN



# Welcome Guide

2019-20

# Welcome, from the Director of Student Life

I would like to warmly welcome you to Robert Gordon University. If this is your first visit to Aberdeen, welcome to the city, we are thrilled that you will be joining our community. If you are a returning student, welcome back!

The transition to university is exciting and fun but can sometimes be daunting. As a new student, you are bound to have questions; this welcome guide is designed to help uncover the answers to those questions and provide you with information about the resources and services here at RGU. Remember you will not be alone in the challenges you face. We know many of your peers will be feeling exactly the same way and have people here to give you the confidence to get the most out of your time at RGU and really enjoy the University experience by engaging in all we have to offer on campus.

We are here to help you orient yourself through University and your time in Aberdeen, supporting your academic accomplishments and wider wellbeing. Whether you need some help with your accommodation, need advice around a specific personal challenge you might be facing, you want to get more active, or seek guidance from our Employability and Professional Enrichment Hub, there are a variety of teams sharing a common goal to provide advice and support to help you make the best decisions for yourself, for now and for your future.

I hope you thrive in your studies and achieve your goals whilst having a great time.

Enjoy yourselves.

*filippantoniazzi*

Filippo Antoniazzi

**Director of Student Life**



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# Travel to Aberdeen

### Travel Tips

When you book your travel, please make sure you allow yourself enough time to settle in and recover from your journey before the start of your course.

#### Train

Trains travel to and from Aberdeen from a range of destinations throughout the UK. Aberdeen train station is in the city centre and you can either walk, catch a bus or get a taxi to your final destination. For train times and tickets, please see [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

RGU campus is approximately a 15 mins drive/bus ride from the station.

#### Bus and Coach

If you are travelling from within the UK, you can take a bus or coach from most large cities. For times, tickets and journey duration, please see [www.nationalexpress.com](http://www.nationalexpress.com) or [www.megabus.com](http://www.megabus.com)

#### Air

Aberdeen International Airport is well serviced from across the UK, Europe and internationally. You can check your flight options at [www.aberdeenairport.com](http://www.aberdeenairport.com)

Aberdeen International Airport is approximately a 20mins drive to the City Centre and 40 mins to RGU campus.

**TIP:** Check your connection airports and ensure you have enough time for transit

If you are met with any issues at Immigration Passport Control when you enter the UK, please use the contact details below to get in touch with Student Admissions Service who will do their best to resolve the situation for you.

#### Contact Student Admissions

**Tel:** +44(0)1224 262116

#### Opening hours:

Mon – Thurs, 08.30 – 16.30  
Fri, 08.30 – 16.00



# International Arrival Checklist

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- Make sure your flight's final destination is Aberdeen International Airport rather than any other airport in Scotland. It can be expensive if you land in the wrong city and have to make your way to Aberdeen separately
- Don't travel before you have booked your accommodation: you need to ensure you have a safe place to stay on arrival. Print off the full address and map of how to get there
- Pack your passport and have a photocopy or electronic copy of it in case needed
- Pack your student visa or entry clearance (if applicable)
- Bring proof of your financial sponsorship (if applicable)
- Bring your original education documents as listed on your Confirmation of Acceptance (CAS). You will need to present these to the immigration team at enrolment.
- Keep all your important documents in your hand luggage - you may be asked for these at border control
- Details of your medical insurance and details of any medical conditions you may have
- Bring cash or a pre-paid credit card to last you for a few weeks or until your UK bank account has been set up. If possible, make sure your cash is in £5, £10 or £20 notes because smaller shops and taxis will not accept £50 or £100 notes
- Remember to keep copies of all your important documents and leave these with a family member or friend at home, just in case
- Check the weather the day before your trip and dress appropriately. You can find a forecast at [www.metoffice.gov.uk/](http://www.metoffice.gov.uk/)
- English phrasebook
- Universal plug converters

# What to Bring

Now that you are making your move to join us here at RGU, here is our guide to the essentials you will need to bring with you.

**NOTE:** Remember to check details of your accommodation for the items that will, and will not, be provided.

## Document Essentials

- Money and/or bank cards
- Passport/visa/drivers licence
- National Insurance number (for UK students)
- NHS medical card, any medication you take and details of your vaccination history
- Your unconditional offer from RGU

## Accommodation Essentials

All of the following can also be purchased when you arrive in Aberdeen.

**TIP:** Don't spend a fortune, you can buy all you need in Argos, Asda or other major supermarkets. A lot of our students buy items from our local Primark store on Union Street.

## Your Bedroom

One duvet, two pillows, a mattress protector and two sets of duvet covers, pillow cases and bottom sheets.

- Desk lamp
- Small waste paper bin
- Laundry basket
- Ear plugs
- Something to remind you of home, such as photos of family and friends

**TIP:** Bring a blanket or fleece throw ... winter in Aberdeen can be cold!

## Your Kitchen and Bathroom

- Toilet roll
- Toiletries – soap, shower gel, shampoo, deodorant, hairbrush, sanitary products
- Two sets of towels – a bath towel and a hand towel
- Crockery and cutlery – dinner plates, side plates, bowls, knives, forks and spoons
- Items to cook with – saucepans, a frying pan, wooden spoons, baking trays, chopping boards and plastic tupperware

## University Essentials

- Computers and electrical equipment, such as extension leads
- Memory sticks
- Pens, pencils and highlighters
- Notebooks, folders and dividers
- Course specific materials

# Additional Information for International Students

## Remember:

- If you bring the equivalent of €10,000 euros in cash or more to the UK (including travellers cheques and currency), you must declare it to HM custom officials if you enter the UK from a country outside of the EU
- It is illegal to bring certain foodstuffs into the UK, such as dairy products, meat products and dry foods. Therefore, it would be safest not to bring these items with you. For further guidance please see <https://www.gov.uk/guidance/personal-food-plant-and-animal-product-imports>
- If you're coming to Scotland from the EU, remember to bring your EHIC card.

TIP: If you are bringing your own laptop with you, we recommend that you purchase insurance for it before you travel.



# Getting to Campus

## BY BUS

### Which Bus?

First Aberdeen numbers 1, 1A and 2 operate between the city centre and the Garthdee campus.

[firstgroup.com/aberdeen](http://firstgroup.com/aberdeen)  
[twitter.com/firstaberdeen](https://twitter.com/firstaberdeen)  
[facebook.com/firstaberdeen](https://facebook.com/firstaberdeen)

### When is the Bus Coming?

At peak times in term time, 1 and 2 travel every four minutes or less. There are timetables available at every bus stop, but for more accurate times when on the move, you can download the First Bus App. Bus timetables are available at [firstgroup.com/aberdeen](http://firstgroup.com/aberdeen).

You can also check the following link for up to the minute bus times [realtimebus.com](http://realtimebus.com)

### Where Can I Buy Tickets?

Academic Year (September to June); Term 1 (1st September - 31st December, 122 days); Term 2 & 3 (31st January - 30th June, 151 days); and one month can be purchased at:

#### First Travel Centre

47 Union Street, Aberdeen  
Mon-Fri | 9:00am-5:30pm  
Sat | 9:00am-4:30pm

All of the above tickets, excepting the annual ticket, can also be purchased at:

#### Deevie Student Store

Union Way, RGU:Sport  
Mon-Fri | 08:45am-4:00pm

You can buy all the above tickets and also 5 Single Journeys; Week - 7 days; Day tickets using the mTickets App on your phone.

A week pass, a single adult fare or a student day pass can be purchased from the bus driver. Please note that First Bus do not give change - you will need to have coins. However, they now accept all forms of contactless payment, including Android Pay and Apple Pay.

### Late Night Buses

Late night services operate on five routes - including from the city centre to Garthdee - on Friday and Saturday nights.

The bus to Garthdee is the N20. You can catch service N20 every 60 mins (every 30 mins during University term time) in Aberdeen City Centre:

The bus stops at the following locations:

- [St Andrews Cathedral on King Street](#)
- [First Travel Centre on Union Street](#)
- [Opposite Espionage Club on Union Street](#)
- [Opposite Starbucks on Union Street](#)
- [Topolabamba on Union Street](#)
- [Top of Holburn Street](#)

The first bus from the city centre is at 00:45 and the last bus is at 03:45.

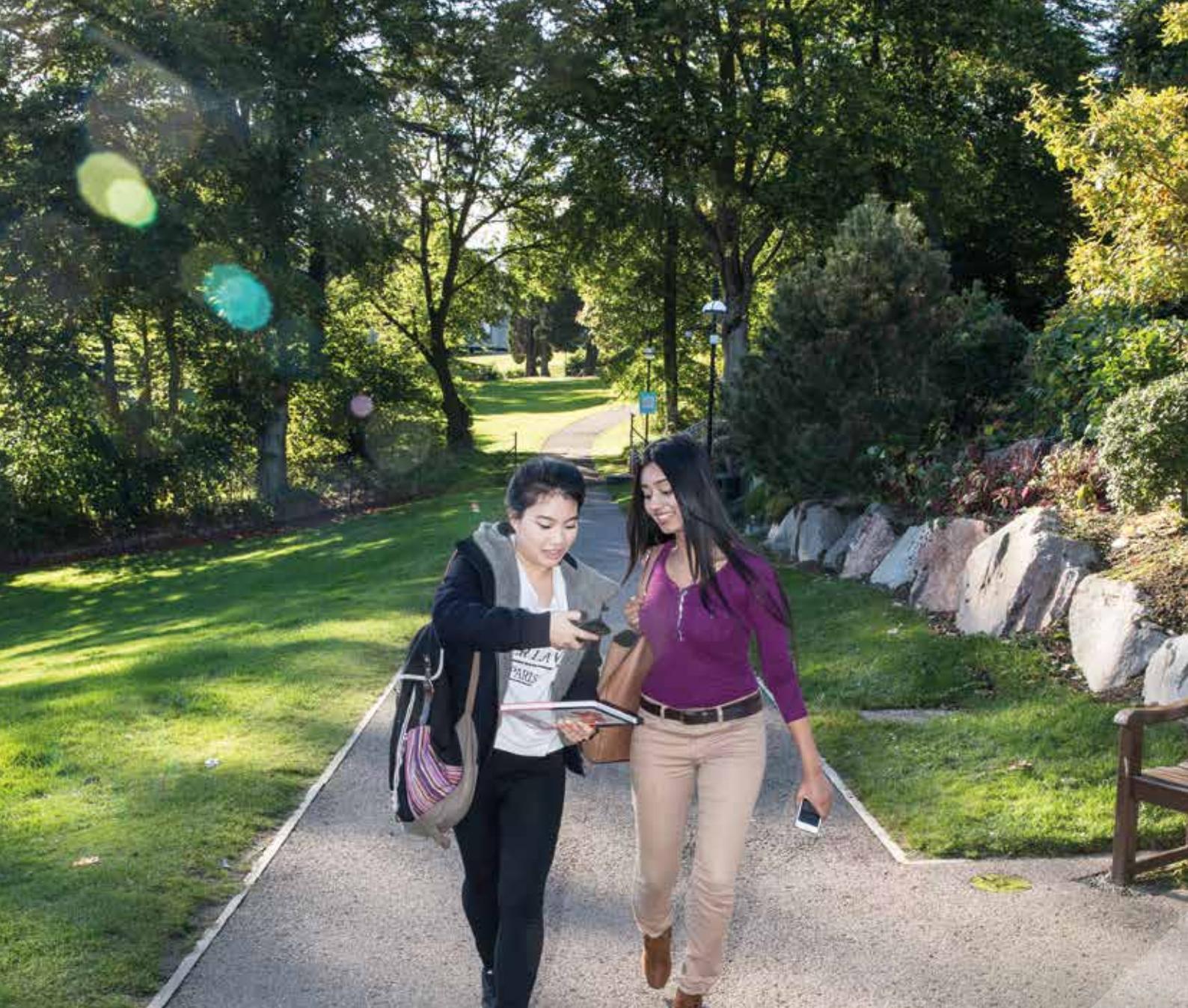
Find out more at [firstgroup.com/aberdeen/routes-and-maps/night-services](http://firstgroup.com/aberdeen/routes-and-maps/night-services)

## BY FOOT, BICYCLE OR CAR

Information on how to walk, cycle or drive to Garthdee Campus is available at [www.rgu.ac.uk/contact-us/transport-information](http://www.rgu.ac.uk/contact-us/transport-information)

The best way to cycle to Garthdee is along the old Deeside Railway Line. [cyclegrampian.co.uk/trail/deeside.html](http://cyclegrampian.co.uk/trail/deeside.html)

The Walkit website gives a useful guide to getting from A to B by foot. [walkit.com/cities/aberdeen](http://walkit.com/cities/aberdeen)



## FROM THE TRAIN STATION

From the railway station, you can choose either taxi or bus to get to the Garthdee Campus.

A taxi will take approximately 15-20 minutes and will cost around £15. There should be taxis waiting at the train station.

### Taxi Companies

Rainbow — [01224 878787](tel:01224878787)

ComCabs — [01224 353535](tel:01224353535)

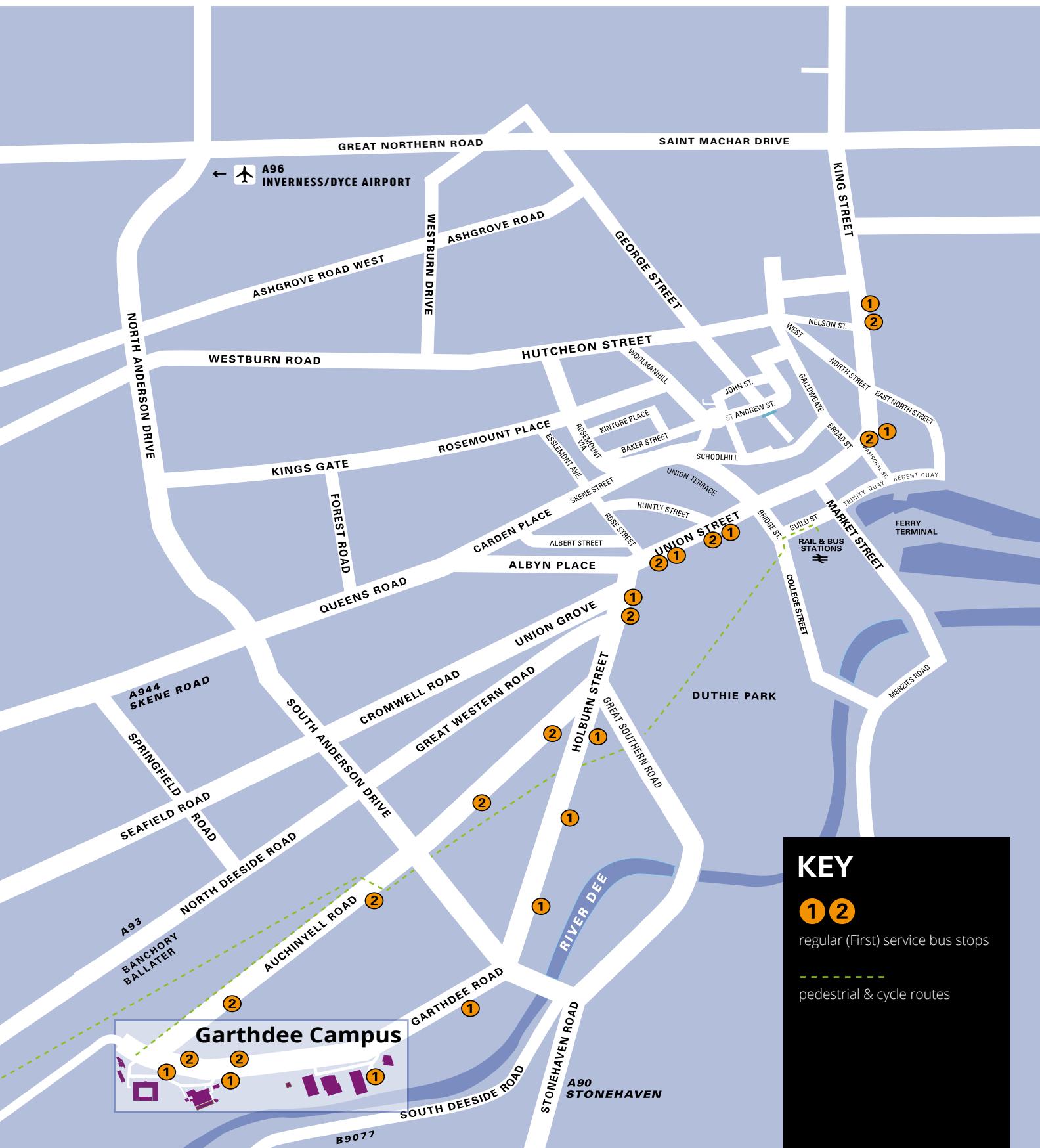
First bus stops are available on Union Street, so you need to exit the station and proceed through the Trinity Mall. The 1, 1A and 2 First buses will take you to Garthdee and will cost around £3.

## FROM ABERDEEN AIRPORT

Airport taxis will be waiting outside the airport, and the fare to Garthdee campus will be approximately £30. There is a regular bus service Jet 727 which takes you to the city centre and a ticket costs around £3. 50. From the city centre (Union Street) you can find the First Bus stop for buses 1 and 2.

If you are a new international / EU student please see the meet and greet arrangements for you on page 5.

# Bus Routes



# Campus Map



# Student Help Point

Based in Level 3 of the Ishbel Gordon Building, Student Help Point is your Gateway to Student Life. It is the first point of contact for any non-academic query, including:

- Accommodation
- Fees and finance
- Registration
- Student Life services
- Student issues
- Documents and ID
- Appointments
- Study Skills

Mon to Wed, Fri | 9:00am-4.30pm  
Thurs | 10:00am-4.30pm

01224 262182 / 01224 263660

[studenthelppoint@rgu.ac.uk](mailto:studenthelppoint@rgu.ac.uk)

Log a query or request a student status letter at [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

## Find Us Online

[www.rgu.ac.uk/studenthelppoint](http://www.rgu.ac.uk/studenthelppoint)

[facebook.com/RGUStudentLife](http://facebook.com/RGUStudentLife)

[pinterest.com/RGUHelpPoint](http://pinterest.com/RGUHelpPoint)

Twitter: @RGUHelpPoint



# Connecting to WiFi

The eduroam wireless service provides fast and convenient access to University resources and the internet using your own mobile device or laptop. This guarantees secure access to the internet and is available in most areas of the Garthdee Campus.

## How do I start using the WiFi?

### Before You Arrive on Campus

Before you bring your laptop/tablet to school, you can do the following tasks:

1. Connect to eduroam Wi-Fi network (You need to do this once and your device should remember the network).
2. Ensure you are connected to a network on your laptop be it wired Ethernet, wireless or mobile data.
3. Go to this website: [cat.eduroam.org/?lang=en](http://cat.eduroam.org/?lang=en) (These instructions will also work off campus)
4. Click on Download your eduroam installer. This will open to the OS you are using, but if not a window asking you to select your institution.
5. Scroll down and click on Robert Gordon University.
6. The next page will display the installer for your machine, but if not please click on All Platforms. If you click on the download button for your system, please follow the on screen instructions to run the file.

When you are asked for your username and password, please enter your RGU credentials i.e. `username@rgu.ac.uk` and password (where `username` = Student ID)

### When You Arrive On Campus

#### Can my visitors use the WiFi?

Anyone visiting RGU is able to use the visitor wireless service provided by The Cloud. When you connect to this service you will have to create an account. It offers free internet access for 3 hours total per day, per device. The Cloud does not provide easy access to all RGU resources and university students should use the secure and constantly free eduroam wireless service instead.

#### Where do I look if I'm having problems?

For help to configure your device, visit [you.rgu.ac.uk/org/its/helpdesk/SitePages/eduroam.aspx](http://you.rgu.ac.uk/org/its/helpdesk/SitePages/eduroam.aspx)

Just make sure to let someone know if you need help!



# IT Services

## Username

Your username uniquely identifies you on RGU systems and networks. Your personal username and an initial password will be sent out via email.

There is a short and a long version of your username. The short version can be used for some services inside the RGU network. The long version is for use on Microsoft and eduroam systems.

### Short Username Format

1234567

### Long Username Format

1234567@rgu.ac.uk

When you login to your email ([mymail.rgu.ac.uk](mailto:mymail.rgu.ac.uk)) make sure that you login with your long username e.g. 1234567@rgu.ac.uk

When you login to your RGyoU from your off Campus PC make sure that you login as RGU\ (short username), e.g. RGU\1234567  
When you login to your Campus Moodle make sure that you login with your short username e.g. 1234567

## Password

**You must change your password after enrolment.** You can use the below process to change your password when you get your new account:

- Go to <https://Password.rgu.ac.uk>
- Enter your username and the Captcha Code on screen, click next
- Select “My Questions and Answers Profile”
- Enter your enrolment password, click next
- Setup your Questions and Answers and supply external contact email address, click next
- You will now see a screen confirming you have setup your Questions and Answers profile, click go to home page
- Now click on “Manage my Password”
- Enter your enrolment password, click Next
- Create a new password (make sure that it complies with the password policy shown on screen)
- Enter your new password and confirm new password, click Next
- You will now see a screen confirming your password was successfully changed, click Logout

After changing your password allow at least 20 minutes before logging in to your email as your new password will need to sync with the Microsoft servers.

## Contact the IT Help Desk

### Contact Us

ITHelpdesk@rgu.ac.uk  
01224 262777

### Opening Times

Mon-Thur | 8am-8pm  
Fri | 8am-5pm  
Sat-Sun | 11am-3pm  
  
Semester 3  
Mon - Fri | 8am- 5pm

### In Person

**Semester 1 & 2**  
Learning Centre (within the Business School)  
Mon to Fri 10am to 4pm  
  
Library Tower (within sir Ian Wood Building)  
Mon to Thurs 5pm to 8pm  
Sat to Sun 11am to 3pm

### Semester 3:

an appointment can be requested by calling Helpdesk on 01224 26 2777

Appointments are based in Learning Centre (within Business School) and are offered Monday to Friday from 10am until 4pm.



#### **Where can I store my documents?**

You have a personal H drive with 5GB space which is backed up daily. We recommend that you save ALL of your University files to your H drive as this is far more reliable than storing information on memory sticks and CDs. You can access the H drive from Lab PCs, on campus or from off campus, via Windows Explorer ([myapps.rgu.ac.uk](http://myapps.rgu.ac.uk))

#### **How do I access RGU applications?**

MyApps allows you to access many applications including some course software, email, H drive and S drive from off campus as if you were on campus. MyApps is based on Citrix technology delivering services to the desktop on campus at the same time as through the receiver application that you can download to your home to provide a consistent as possible experience. You can access Myapps from just about any device and the service is available to all RGU students.

All you need to do is use the setup guide below. It directs you to the Citrix webpages where you can download the application and configure your device with all the relevant info  
[you.rgu.ac.uk/org/its/helpdesk/SitePages/MyApps.aspx](http://you.rgu.ac.uk/org/its/helpdesk/SitePages/MyApps.aspx)

#### **How do I access my student emails?**

All students have access to an email address. Student email is hosted on Office 365. Your email can be accessed via the web or be setup on standard mail applications such as Outlook, iOS Mail or Windows Mail.

Web access is either via the Mail link on the RGU homepage ([you.rgu.ac.uk](http://you.rgu.ac.uk)), or directly via [mymail.rgu.ac.uk](http://mymail.rgu.ac.uk) using the RGU long version username.

If you want to set up your email to download onto your device, follow the below link to our setup guides in the IT Helpdesk web site

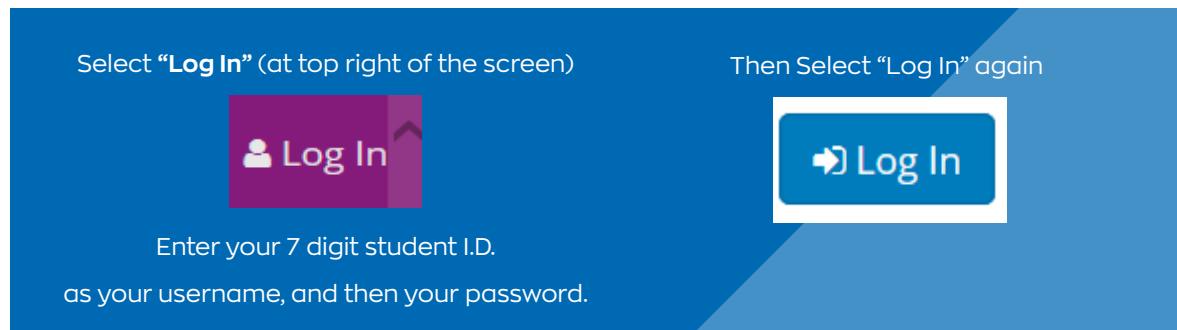
[#### \*\*How do I print documents?\*\*](http://tinyurl.com>EmailDeviceSetup</a></p></div><div data-bbox=)

You can print documents on campus or off campus from your device. Send the documents you want to print to PrintAtRGU (on Pharos-Print) and retrieve them from a printer of your choice, on campus, at your convenience. Printing is black & white and double-sided by default.

# Timetabling

At RGU we provide on-campus students with individual timetables for the semester which can be viewed in a daily, weekly or monthly calendar format.

**How do I access my individual timetable?** To access your individual timetable log in to CELCAT Calendar and view the events you have been assigned to. CELCAT Calendar can be found at <https://timetables.rgu.ac.uk/calendar>



## How do I read my timetable?

Select the 'month' 'week' or 'day' viewing option you prefer. Select the event you would like to see the details of by clicking on it. The event will have a red line around it and a window with event details will appear on left hand side of the screen.

The image shows a monthly calendar for June 2019. The days of the week are labeled from Monday to Sunday. Specific events are highlighted in orange boxes with black outlines. One event on Tuesday the 4th is highlighted with a red dashed border, indicating it is selected. A blue arrow points from this selected event to a larger, detailed view of the same event shown in a separate orange box with a red dashed border. This detailed view includes the start time (10:00), module (PHM101), room (N317), and location (Sir Ian Wood Building). The calendar interface includes navigation arrows, a date input field, and buttons for 'month', 'week', 'day', and 'list' views.

Selected event with red lines around it

Event shows start time of 10:00, for module PHM101, in room N317 in Sir Ian Wood Building.

## Viewing panel with event details

**Event**

28/05/2019 10:00-13:00

**Name:** [redacted]

**Category:** Teaching- Seminar/Tutorial/Workshop

**Module:** PHM101

**Room:** N317

**Staff:**

Marson, Moira  
Neshat Mokadem, Leila

**Group**

ALL PATIENT CENTRED CLINICAL PHARMAC...

**Department:** School of Pharmacy and Life Sc...

**Url:** [redacted]

- Date and Time
- Name of event (if any)
- Type of teaching e.g. seminar
- Module Name
- Room the event is located in
- Staff teaching the class
- Group(s) the class has been scheduled for

### Which buildings can my classes be scheduled in?

The buildings and their abbreviations are:

ABS - Aberdeen Business School  
GHA - Garthdee House Annexe  
IGB - Ishbel Gordon Building  
SIWB - Sir Ian Wood Building

### Who do I contact to discuss what's in my timetable?

For any enquiries about the events in your timetable, please contact your school office.

### How up to date is my CELCAT Calendar timetable?

Your CELCAT Calendar timetable is updated approximately every 15 minutes. Please check your calendar regularly for any changes which have been requested by your school.

If you have any more questions about timetables please see the **frequently asked questions (FAQs)** available from [ASKME.RGU.AC.UK](http://ASKME.RGU.AC.UK).

# Study Support

DELTA's Study Skills team offer individual appointments and classes in the following areas:

- Academic writing
- Study skills
- Maths, statistics and numeracy
- English for academic purposes
- Basic IT skills

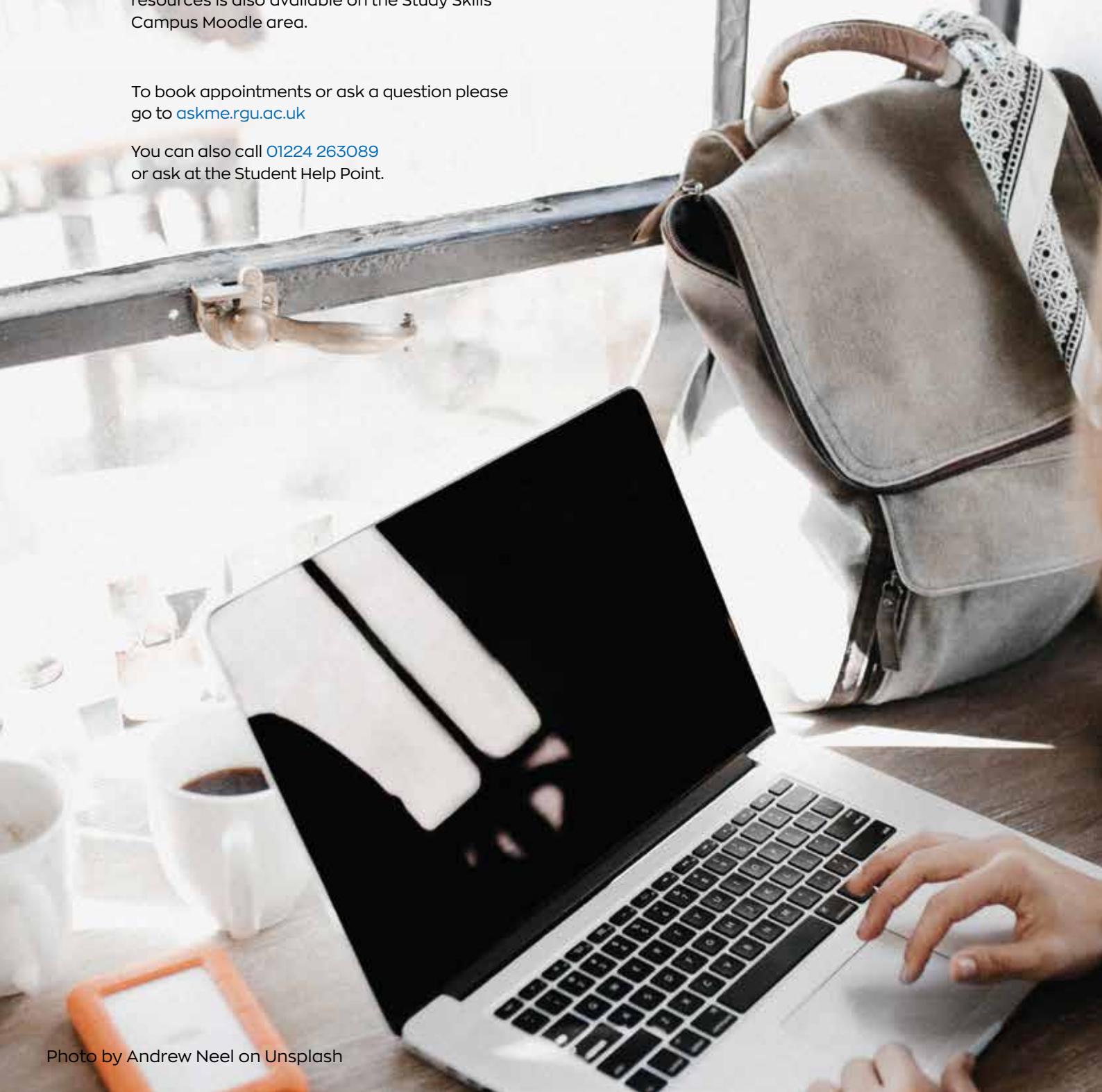
A wide range of self-study materials and resources is also available on the Study Skills Campus Moodle area.

To book appointments or ask a question please go to [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

You can also call **01224 263089**  
or ask at the Student Help Point.

## StudyWise Welcome Workshops

Don't forget to sign up for one of the StudyWise Welcome workshops which are designed to support you with developing your research, writing, and presentation skills. The workshops include Welcome to Undergraduate Study, Welcome to Postgraduate Study, and Welcome to UK Study. Please visit the Study Skills area on Campus Moodle and follow the StudyWise link where you can register for the workshops.



# Top Tips for Tackling Your First Assignment:

## **Take time to familiarise yourself with the task that you've been set.**

- What specifically are you being asked to do?
- What are the guidelines you need to follow?
- When is the deadline?
- How will the assignment be graded?

## **Plan how you will tackle the assignment**

Identify the different things you will need to do to complete the assignment and set a timescale for each, working backwards from the deadline.

## **Research Purposefully**

Consider what information you will need to complete the assignment and plan your research accordingly. Generally, the sources you use should be of good academic quality, up to date, and relevant to the task.

## **Read actively**

Know why you're reading a source and keep in mind the questions you want answered as you read. Take note of relevant information and evidence, remembering to record where you found it.

## **Be critical**

Question what you read, comparing it to your existing knowledge or other things that you've read. Think about who wrote the source, when, where, and why, and how this affects its relevance and reliability. Draw your own evidence based conclusions.

## **Plan the final assignment**

Decide on a basic structure for the assignment, referring back to the assignment brief and the directions it contains. Identify the key points and pieces of evidence for each section, and note these in a skeleton plan.

## **Draft, redraft, and proofread**

Write an initial draft without trying to get everything perfect first time, then redraft as required checking against the assignment brief and marking criteria. Remember to proofread your work thoroughly before submission, checking for errors in grammar, punctuation, spelling and referencing.

## **Feed feedback forward**

Read and reflect on the feedback you are given for the assignment, and identify what has worked well, as well as what you will do differently next time.

# The Library

The main Library is located in the green glass tower of the Sir Ian Wood building. It's the place to head to for quiet, individual study with four floors of books and journals, open access computers, WiFi, printers, photocopiers, scanners, and two bookable project rooms. For collaborative study space, there's the Georgina Scott Sutherland Learning Centre, located in the Aberdeen Business School building.

The Learning Centre has plenty of space for group work, an open access IT lab, computers, WiFi, printers, photocopiers and scanners. It also has a range of bookable student spaces including project pods, project rooms and a seminar space. Go to the Library web pages for full information on the wide range of resources available - including books, eBooks, print and online journals and databases.

Online reading lists for many modules are available via the web pages and Campus Moodle and you will find that most online resources can be accessed using your RGU username and password. You'll also find guides to referencing, online tutorials to help you find and use books and journals, classes offered throughout the semester that you can sign up to, drop-in sessions available during the week where you can get your questions answered, specialist services for distance learners and students with a disability, and staff on hand to answer your enquiries by email and phone.

The Library is open every day- find the exact times on the website - and operates 24/7 during the run up to the exams in December and April/May.

[www.rgu.ac.uk/Library](http://www.rgu.ac.uk/Library)  
Twitter: @RGULibrary  
Tel: 01224 263450  
Email: [Library@rgu.ac.uk](mailto:Library@rgu.ac.uk)

# Where to Eat

Here at RGU, you will find catering outlets across the entire campus. There are options for all, from sit down dining to grab and go. We also offer favourite student brands such as Starbucks, Costa, and Subway.

## About our outlets

Each semester, we offer different food concepts so there is always a variety. From Italian, Indian, Asian and our British classic, Fish Friday, there is something for everyone. On top of this, we also offer vegetarian and vegan options at several outlets across the campus, and we run a "Healthy for Life" campaign and have proudly been awarded the "Healthy Living Award". Look out for our Healthy for Life events and brochures throughout the academic year.

## Where to find our menus, and how to contact catering

At RGU, we believe catering is an important part of student life and we try to get you as involved as possible and highly value your feedback. We regularly meet with student representatives for courses, run monthly feedback surveys, and we have a mystery shopper incentive, "Your Voice Counts", should you wish to contact us or provide feedback.

You can find details of our weekly menus, opening hours, promotions, dietary requirements and much more at [eatrgu.co.uk](http://eatrgu.co.uk) or search for 'Eat RGU' on Facebook, Twitter and Instagram.



# rgu:union

As an enrolled student at RGU, you are automatically a member of RGU:Union. The Union is run by a team of students, consisting of full-time Presidents and part-time Vice Presidents. Our job is to be your voice, and to represent you in a range of different areas. There are many ways that you can make a change at RGU, or share your concerns, whether through class reps, equality officers, school officers, campaigns or even as President.

As well as that, we also offer you a huge amount of opportunities including sports clubs, charity fundraising, volunteering, student media and societies covering academic subjects, hobbies, cultural interests and faiths. We are also here to support you by providing advice and support, through services such as RGU:Nightline or a range of welfare campaigns. We want your student life to be as fun as possible, so we run events throughout the year, from welcoming you in Freshers Week, to various awards balls, to saying goodbye at Graduation Ball. There is no shortage of ways to get involved at RGU, so make sure you speak to us and find something you are passionate about. Even if there isn't something that interests you, why not start it up yourself? The possibilities are endless, as are the benefits, from CV building, to skills development, to making new friends, you are guaranteed to have an incredible amount of fun!

If you want to know more about RGU:Union, or sign up for any of our opportunities, then drop by our offices on Union Way (the lower level of the RGU:Sport building) or get in touch with us by the following means:

[hello@rguunion.co.uk](mailto:hello@rguunion.co.uk)  
01224 26 2266  
[rguunion.co.uk](http://rguunion.co.uk)  
[@rguunion](https://facebook.co.uk/rguunion)



# RGU Go Green

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## LivEco Café

RGU Go Green's Café uses food that would have otherwise gone to waste to hold a dinner event every Friday evening at the Ruthrieston Community Centre. Anyone can join and enjoy fresh, vegan meals while watching a movie, listening to a presentation, having a discussion or much, much more.

## VegBag

VegBag is a fortnightly scheme that brings fresh, organic and locally sourced vegetables to students on campus. You can choose between the small bag (£3) that typically contains five different seasonal items of fruit and veg, and a large bag (£6) that contains a greater amount of the same items. Payments can be made at the RGU Union office on Union Way once you have chosen the desired bag size.

## Bike Pad

Need a quick fix to your bike, maybe your chain oiled up or your tyres pumped? Our volunteers can show you how to maintain your bike and we have plenty of useful tools to make sure you're always road-ready! Bike Pad can be found in the Garthdee House Annex, in room SA 47C. Our opening times are updated weekly on Facebook, so make sure to check online before dropping by

## Hiring a Bike

In order to hire a bike, you must be a current student or staff member, and you'll need to pay a booking deposit of £40 (shown as a "booking fee" on your receipt) which will be returned in full at the end of your rental period, provided the bike hasn't been damaged in any way. Currently bikes can be booked online for two semesters. If you are an Erasmus student and require a bike for one semester only, please contact our Bike Hire team to discuss your arrangements.

**We'll check that the bike is safe to ride and provide any maintenance support that you may need during your rental period. We'll also set you up with a helmet, U-lock, hi-vis jacket, lights, reflectors, a bell and a city cycle map, so you can be road-ready from day one!**

## Kaim Shop

Located in Kaim Cottage, the Kaim Shop functions as both a workshop and swap shop space open to students, staff and members of the wider community. Here, students will be able to donate and pick up a large variety of items for free and attend workshops to learn about reusing, reducing and recycling waste.

To find out more about the Bike Pad and other Go Green initiatives, get in touch at [gogreen@rguunion.co.uk](mailto:gogreen@rguunion.co.uk), read further at [rguunion.co.uk/about/campaigns/gogreen](http://rguunion.co.uk/about/campaigns/gogreen), and follow us on Twitter and Instagram @rguGoGreen!

# Accommodation

## Accommodation services

The Accommodation Services team are here to help students before they arrive and throughout their time as a student at Robert Gordon University.

## How to find out more about student accommodation

There is comprehensive and up to date information online at [www.rgu.ac.uk/accommodation](http://www.rgu.ac.uk/accommodation) about student accommodation in Aberdeen. There are a variety of accommodation options available - student accommodation owned by RGU, purpose built student accommodation operated by private providers and privately rented accommodation. Our Accommodation Solutions team works with all the student accommodation providers in Aberdeen, including RGU, to help you choose the accommodation that is right for you. Our focus is on ensuring you get the best experience from your time in accommodation, wherever you decide to choose as your home.

### Contact us

Online chat – [www.rgu.ac.uk/accommodation](http://www.rgu.ac.uk/accommodation) during office hours

Email [accommodation@rgu.ac.uk](mailto:accommodation@rgu.ac.uk)  
WhatsApp/Text +44 (0)7500 071297  
Phone 01224 262130

If you prefer to speak to someone face to face, you can visit the Student Help Point.

When you live in University accommodation, we want you to enjoy your time with us and the Accommodation Services team work hard to ensure this happens. If you are experiencing any difficulties we would encourage you to contact us as soon as possible as there is a wide range of support that we can let you know about.

### **Why stay in RGU accommodation?**

We recommend that all eligible single students apply for University accommodation for the first year of their studies. It is a great opportunity to meet new people and make friends and the majority of the rents are all inclusive meaning no hidden costs to worry about.

If you book with RGU, you don't need to worry about finding a deposit or providing a guarantor and there is a dedicated team of support staff to help with any problems. Through our onsite ResLife teams and site staff, we provide 24/7 support for peace of mind.

As with all leases, you should note that if you enter into an accommodation contract with the University, it is legally binding for the duration of the lease and you will not normally be released from it even if you have finished your exams and no longer need to attend lectures.

### **Can I stay in accommodation over the summer next year?**

Most RGU accommodation sites will be able to offer an extension to your lease if you want to stay in Aberdeen for a bit longer over the summer. We send out an email to all residents in April to give further details.

### **Can I still apply for university accommodation?**

You can still apply for accommodation online at [www.rgu.ac.uk/roomonline](http://www.rgu.ac.uk/roomonline) but it is possible that some of our sites or room types may be fully booked. You should still apply online as our Accommodation Solutions team will work with you to find suitable accommodation based on your preferences, if we cannot offer you suitable University accommodation.

### **How can I get advice if I'm having trouble meeting my accommodation payments?**

If you have booked University accommodation, we hold a drop in session for Accommodation Finance queries every Tuesday between 12 and 2pm beside the Student Help Point. We will always try our best to be flexible in setting up a repayment plan to help avoid you getting too far behind with your payments. As always, it is better to contact us as soon as you become aware you may have difficulties in making your payment.

### **I am having trouble with my flatmates, how can I get help?**

The Reslife and Student Help Point Manager is based behind the Student Help Point and is available to meet with you individually or as a group if you are having any difficulties with your flatmates, wherever you are living.

### **I would like advice/support with renting privately**

Information and advice about finding private rented accommodation is available on our website or at the Student Help Point. If you would like advice on your lease, you can make an appointment with a trained lease advisor by contacting the Student Help Point.

The Reslife and Student Help Point Manager is also available to discuss housing related issues, lease enquiries, landlords and letting agents, and offer advice and support if you are privately renting.



# ResLife

The RGU: ResLife team is here to support your time in student accommodation and beyond, we provide out-of-hours welfare and pastoral support and are on hand to advise all residents on upcoming social events arranged by RGU: ResLife. We also provide an extensive signposting service to students in order to make your living experience as pleasurable as possible.

At Robert Gordon University, we are committed to improving the student experience through the provision of a comprehensive social calendar, access to support services, within and outwith the University itself.



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## What we do

The ResLife Team operates on all RGU residential sites and also on some partner sites. ResLife team members are senior students who live within the residences and are here to help with advice, welfare support, information and to help resolve anti-social issues on your behalf. The team can address concerns you may be experiencing such as noise disturbance, neighbour disputes, kitchen or flat dynamics or if you just need someone to talk to. ResLife are students and have been in the position of being the new resident – a new arrival in an unfamiliar city and doing that “fresher” thing. All members of the ResLife team are trained to handle and appropriately advise students on a wide range of issues and can be approached by residents for any advice or support. They are also trained to deal with fire safety and other emergencies that may occur outside of regular office hours.

ResLife host a variety of social events both on and off campus, catering to all needs and interests, from activity events such as ceilidhs, bowling nights & ice skating for all levels of ability to spectator events at Aberdeen FC, SNL ice hockey games and nights at the cinema. We offer opportunities to meet new friends or just explore with our sightseeing trips, visiting Scotland's historic castles and walks, monuments and places of interest including Edinburgh, Stirling and much more. We also host joint events with our neighbouring University in Aberdeen to widen your social opportunities.

Visit us on Facebook at  
[www.facebook.com/rgureslife](https://www.facebook.com/rgureslife)

# Council Tax

## What is council tax?

Council Tax is a UK household tax collected by the local authority (e.g. Aberdeen City Council) to help pay the following local authority running costs:

- Road upkeep
- Bin collection
- Libraries
- Schools
- Community centres

## Should I pay council tax?

Students who are studying on a full time course are normally exempt from paying Council Tax. However please note this exemption is not automatic, you have to apply for it. Further information and details on how to apply for exemption are available on your local Council website:

**Aberdeen City Council** [www.aberdeencity.gov.uk/services/council-tax/discounts-and-exemptions/student-exemption](http://www.aberdeencity.gov.uk/services/council-tax/discounts-and-exemptions/student-exemption)

**Aberdeenshire Council:** [www.aberdeenshire.gov.uk/council-tax/exemption-or-discount/occupied-by-students/](http://www.aberdeenshire.gov.uk/council-tax/exemption-or-discount/occupied-by-students/)

If you need written confirmation of your full time study to assist with a request for Council Tax exemption please let the University know. You can do this by:

- Visiting the Student Help Point in person
- Phoning Student Records on 01224 262205
- Or logging into: [askme.rgu.ac.uk](http://askme.rgu.ac.uk) and clicking 'Log Question' – 'Council Tax Letter'

## When does my Council Tax exemption start?

Student Property Exemption is generally applied from the commencement of the course. This is most often the official start of the academic session. Please refer to the Academic Calendar for information on official start dates: [www.rgu.ac.uk/academic-calendar](http://www.rgu.ac.uk/academic-calendar)

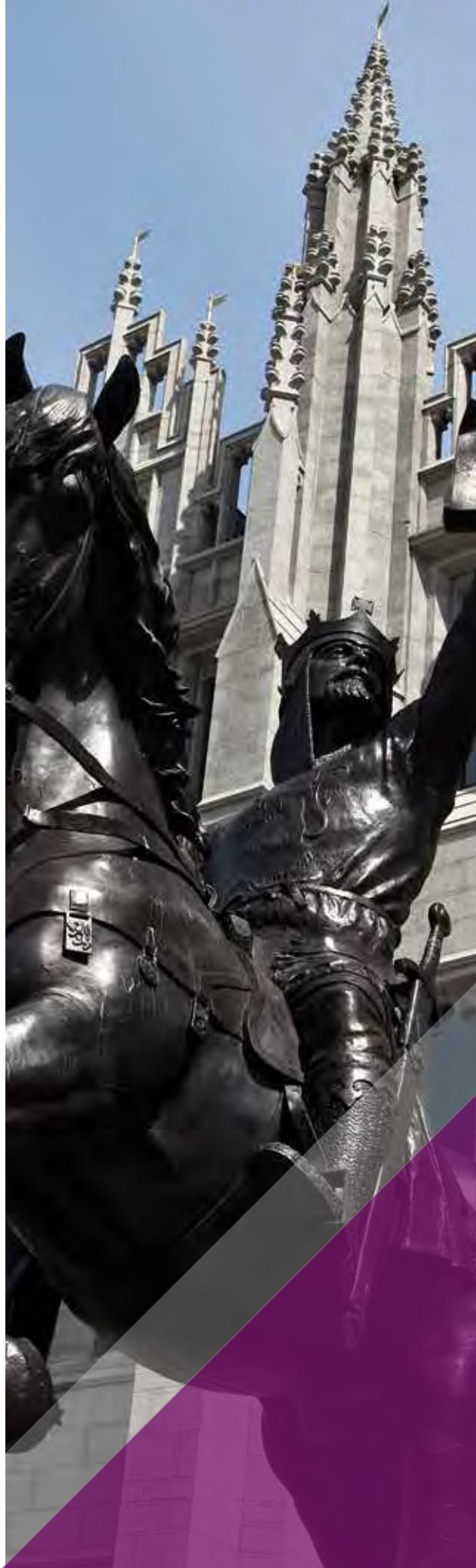
## When does my Council Tax exemption end – when I finish my course or when I graduate?

Council Tax exemption ceases when a student is no longer studying on an active full time basis. This usually refers to the official course end date, not the graduation date.

## Erasmus and study abroad students

If you are an Erasmus or Study Abroad student and are here for two semesters and are studying full-time you will be exempt from paying Council Tax. If you are only here for one semester, you will be exempt if you are on a full-time course of study at your home University. Please bring a letter from your home University confirming your full-time study and start and end date with you. We can issue you with a Council Tax exemption letter to accompany this document and both these letters should be submitted to the appropriate Council to obtain exemption.

Council Tax regulations can be complicated. If your personal circumstances do not fit into these rules we would advise that you should contact the appropriate Council direct.



# TV Licence

## **When do you need a TV licence?**

The law changed on the 1st of September 2016 and you must now also have a TV licence to download or watch BBC programmes on iPlayer (live, catch up or on demand) as well as live TV in private accommodation. This applies to any device and provider you use. In university accommodation you will need to buy a licence if you have a TV in your room and use it to watch live television or BBC programmes on iPlayer. However, TVs in communal areas will only need one shared licence. If you are not sure whether you need a TV licence you can visit [tvlicensing.co.uk/notv](http://tvlicensing.co.uk/notv)

## **What happens if I don't have a TV licence?**

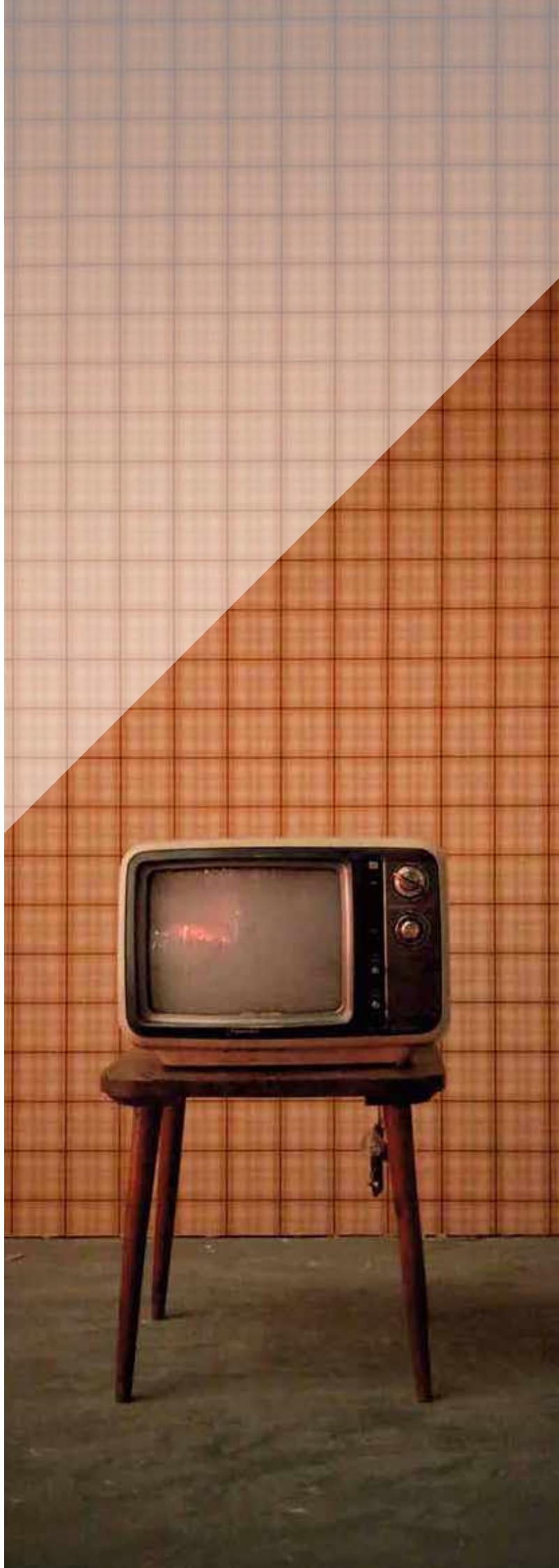
You could be prosecuted if you have been watching, recording or downloading programmes illegally without a TV licence. The maximum penalty is a £1,000 fine plus any legal costs and/or compensation you may be ordered to pay.

## **How much does a TV licence cost?**

A standard TV licence costs £154.50. This payment can be made through direct debits, by cash or in instalments.

## **TV licensing refund for students**

If you are leaving your accommodation and moving back home for the summer there is a chance you will not need your TV licence. You will be entitled for a refund if there are three full calendar months before your licence expires. It is a good idea to buy your licence early on, around end of September/early October, in order to allow enough time at the end of the academic year to qualify for a refund. More information can be found at [tvlicensing.co.uk](http://tvlicensing.co.uk)



# Student Finance

## HOW CAN WE HELP?

### Financial support issues

Student loans, bursaries, grants, etc - what is available and how to apply.

Financial assistance – if you are in financial difficulty we may be able to help from Discretionary Fund, Childcare Fund, Emergency Loan Fund, and other funds.

Tuition fee enquiries:

- Tuition fee amounts
- Tuition fee payments
- Instalment plans

Information on student finance can be obtained from our webpages at [www.rgu.ac.uk/studentfinance](http://www.rgu.ac.uk/studentfinance)

#### Tuition Fee Enquiries

01224 262664

[studentfinance@rgu.ac.uk](mailto:studentfinance@rgu.ac.uk)

## FINANCIAL SUPPORT

### Discretionary fund

The Discretionary Fund is available to home UK students only, who are in financial difficulty. International and EU students are not eligible. Before making an application to the fund, you must have taken out your full entitlement to a student loan. Forms can be obtained at [www.rgu.ac.uk/financial-assistance](http://www.rgu.ac.uk/financial-assistance)

### Childcare fund

The Childcare Fund is available to home UK students only to help with the cost of registered childcare. It is available to both postgraduate and undergraduate students. International, EU and Nursing students are not eligible. To be eligible, you must have your tuition fees paid by SAAS (undergraduate) or tuition fee loan (postgraduate) or by Student Finance England, Wales or N Ireland, and must have taken out your full entitlement to a student loan. Forms can be obtained at [www.rgu.ac.uk/financial-assistance](http://www.rgu.ac.uk/financial-assistance).

### Emergency loan fund

An emergency loan is a temporary short-term interest free loan available to students. You can borrow small amounts which must be repaid within an agreed period of time. Amounts and repayment will be discussed with an adviser when applying for the loan. Students requiring a loan should come to one of our drop-in sessions.

### Trust funds

There are trust funds available within the University and externally that you may be eligible for. Further information can be obtained by contacting us using the details opposite.

We have drop-in sessions during term-time on a Monday, Wednesday and Friday 10.00 – 1.00 in Room 5, Level 3, Ishbel Gordon Building.

#### Financial Support Enquiries

01224 262127 or 01224 262126

[financialassistance@rgu.ac.uk](mailto:financialassistance@rgu.ac.uk)

# Bank Accounts

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If you do not already have a UK bank account, you should make it a priority to get one as soon as possible after you start at RGU.

## Why open a bank account?

- For your personal safety and security as it is better to deposit money in a bank account than to carry cash around.
- For a part-time job, to receive your wages.
- Ease of paying rent, bills and tuition fees.

## What do I need to open a bank account?

For EU/international students, you should provide the following documents to the bank:

- A letter from your University. You can request this letter from Student Help Point (located on level 3 of the Ishbel Gordon Building).
- Your passport, and visa, BRP or EU identity card.
- Proof of address.

## Which bank?

Freshers/start of term is an extremely busy time for banks in Aberdeen, with many students needing to open a bank account. This means you may have to wait a few days for an appointment with a bank. It is up to you to do some research and work out which account suits you best. We are not able to recommend specific banks to students, however you should choose a bank which has a branch in Aberdeen to make it more convenient for you to carry out bank transactions.

## International bank transfers

The easiest way to send money is by electronic transfer of funds from a bank in your home country into your UK bank account. To do this the bank in your home country will need:

- Your UK bank's name and address
- Your name as given on your UK bank account
- Your UK bank IBAN and BIC/Swift code
- Your UK bank account number, and sort code

## Keep your bank details safe!

Please remember to keep your information safe by not sharing your bank details with anyone. Speak to your bank as soon as possible if you get any suspicious calls, and do not reply to emails asking for your bank account details.

## Banks in the City Centre of Aberdeen

### **Bank of Scotland**

48 Upper Kirkgate, Aberdeen AB10 1BA  
201 Union Street, Aberdeen AB11 6BB  
[www.bankofscotland.co.uk](http://www.bankofscotland.co.uk)

### **Barclays Bank**

163-165 Union Street, Aberdeen AB11 6SL  
[www.barclays.co.uk](http://www.barclays.co.uk)

### **Clydesdale Bank**

62 Union St, Aberdeen AB10 1WD  
[www.cbonline.co.uk](http://www.cbonline.co.uk)

### **Halifax**

52/54 Union Street, Aberdeen AB10 1WR  
[www.halifax.co.uk](http://www.halifax.co.uk)

### **HSBC**

95-99 Union Street, Aberdeen AB11 6BD  
[www.hsbc.co.uk](http://www.hsbc.co.uk)

### **Nationwide**

133-141 Union St, Aberdeen AB11 6BH  
[www.nationwide.co.uk](http://www.nationwide.co.uk)

### **NatWest**

262 Union Street, Aberdeen AB10 1TP  
[www.natwest.co.uk](http://www.natwest.co.uk)

### **Royal Bank of Scotland**

78 Union St, Aberdeen, AB10 1HH  
40 Albyn Place, Aberdeen AB10 1YN  
[www.rbs.co.uk](http://www.rbs.co.uk)

### **Santander**

99 George Street, Aberdeen AB25 1HU  
171-173 Union Street, Aberdeen AB11 6WT  
[www.santander.co.uk](http://www.santander.co.uk)

### **TSB**

7-21a St Nicholas Street, Aberdeen AB10 1HE  
8 Holburn Street, Aberdeen AB10 6LP  
[www.tsb.co.uk](http://www.tsb.co.uk)



<b>Bank Name</b>	HSBC	TSB	Barclays
Is an appointment necessary to open a new Bank Account?	✓	✓	✓ ideally
Can students apply online for an appointment OR must they attend in branch?	Online or in branch	Must attend branch	Applying online means half hour appt in branch; applying in branch is 1 hour appt
How long does it generally take for the new bank account to set up?	1 hour appt; account set up immediately	45 mins to 1 hour	Account opened at appt. Cards and PIN delivered within 5 days. Online banking details within 10 days. Mobile banking set up at appt
Is it possible for an account to be set up on the day of the appointment- allowing students to immediately deposit cash?	✓	✓	✓
Do you have a branch in another international country?	✓	NO	No
Type of account offered to international students? And what is the cost?	Standard bank account, FREE	Classic, FREE	Student Additions Account, FREE. Must be on a 2 year minimum undergraduate course or 1 year minimum postgraduate course
Type of account offered to EU students? And what is the cost?	Standard bank account, FREE	Classic, FREE	Student Additions Account, FREE. Must be on a 2 year minimum undergraduate course or 1 year minimum postgraduate course
Type of account offered to Home students? And what is the cost?	Student Account, FREE	Student Account, Classic, Classic Plus, All FREE	Student Additions Account, FREE and with free overdraft facility.
Are accounts available for EU students here for 3-6 months?	YES	YES, provided they have passport and UK National Insurance Number	NO - not available for courses up to 6 months. Undergraduate (6 months to 2 years) and postgraduate (6 months to 1 year) can open an account but must show proof of address (in addition to bank introduction letter).
Are accounts available for international students on short term study visas who have visas valid for up to 6 months?	YES	YES, provided they have passport and UK National Insurance Number (must have at least one month left on visa)	No

RBS	Halifax	Bank of Scotland	NatWest
No	NO - can be opened online	✓	NO
Online or in branch	Branch to scan proof of ID	Online or in branch	Can only apply online
45 minutes	Same day and cards will be sent within 7/10 days	Same day (if online, then it will take one week)	Online application takes 10 minutes; then identification that has been submitted is reviewed
✓	✓ in branch appts only; ✓ online applications may take 2 days		Dependent on ID submitted
No	NO	NO	No
Select account with overdraft control, FREE OR Student account costing £10 per month	Basic account, FREE OR Reward Current Account (£17/month)	Basic & Classic account, FREE	If lived in UK for less than 3 years: £10 monthly fee; online and mobile banking; "Pick A Perk" - Amazon Prime Student, National Express coachcard OR Tastecard membership
Select account with overdraft control, FREE OR Student account costing £10 per month	Basic account, FREE OR Reward Current Account (£17/month)	Basic & Classic account, FREE	Dependent on how long they have previously lived in the UK: more than 3 years, UK student account; less than 3 years, international student account.
Student account, FREE OR Select account with overdraft control	Student account, FREE	Basic, Classic & Student account, FREE (Free overdraft on Student account)	UK Student Account: "Pick A Perk" - Amazon Prime Student, National Express coachcard OR Tastecard membership; no account fee; online and mobile banking; interest free overdraft (if eligible).
No	Yes	Yes	NO
No	YES	Yes (30 days plus to be remaining on visa at time of application; and visa must be of 3+ months duration)	NO

# Employability and Professional Enrichment Hub

The Employability and Professional Enrichment (EPE) Hub at Robert Gordon University is not just for students in the final stages of their degree, we work with students at all stages of their studies and beyond. Not only do we offer assistance from the start of your studies but we are keen to establish a lifelong relationship with all of our students. Whether it is a part-time job, academic accredited placement, summer work experience, study abroad or personal career advice, we are here to help. Our support doesn't end once you have graduated. Whether it is to consider postgraduate study options, your first full time position or you are seeking advice once you are established in your career, the EPE team are keen to offer assistance in any way we can.

### Engage with employers

The EPE team, with the support of the wider University, have identified and sourced a wide variety of employers locally, nationally and internationally who are keen to support the development of our students, both during their studies and in their future careers.

Throughout the academic year we also organise a range of individual employer events such as our Pharmacy Fair, Life Sciences Event and more. These events provide you with an excellent opportunity to network with industry professionals and establish vital connections to help you in your future career.

At the beginning of Semester 1 we're holding our joint 'North of Scotland Universities Careers Fair' with the University of Aberdeen on Tuesday 8th October 2019, at the Sandman Hotel, St Andrew Street, Aberdeen, from 10.30am - 3pm. Attend this fair to meet with employers promoting work experience and employment opportunities for students at all stages of their degree.

### Placements

Your course may have a placement option which is a great opportunity to gain the practical skills and knowledge needed to succeed in the workplace and give you an edge when competing for a graduate job. Placements, on the whole, are filled competitively and the EPE

team are here to help you in that process. Placements vary in timing and duration, depending on your course and can be undertaken locally, nationally or internationally. The EPE team will help you to:

- Source relevant opportunities
- Develop a strong CV/application
- Liaise with employers throughout the recruitment process
- Prepare and support you throughout your placement

### Study abroad

There are many benefits to studying abroad, including increased confidence, experience of a different culture, becoming more independent and developing life skills, all of which enhance your employability. The majority of courses at RGU offer students the opportunity to study abroad and while many of our students study for one semester in Europe certain Schools offer opportunities to study internationally.

### Talk to a Careers Consultant

Our Careers Consultants will provide professional and personal careers support to help you reflect on your knowledge, experience and skills, enabling you to identify your strengths, areas for further development and explore your career options. We will assist you in sourcing opportunities, developing your CV and application forms and help prepare you for interviews and assessment centres. Contacting us couldn't be easier. Once you have completed your enrolment online, login to Campus Moodle, the university's virtual learning environment - click on 'My Employability': [www.rgu.ac.uk/myemployability](http://www.rgu.ac.uk/myemployability) ('Meet with a Careers Consultant') to book for up to 15 minutes to chat through any careers related queries.

### Find careers information specific to you

Looking for information specific to your course area? Once you are enrolled, go to 'My Course Careers Info' on Careers Campus Moodle page, to find employability information for your course area including graduate destinations to inspire you.



### **Find careers information for international students**

Information on working in the UK after graduation can be found on our 'International Careers Info' and in our topic 'Visa Requirements for Working in the UK' both on the Careers Campus Moodle page. We hold regular Tier 4 to Tier 2 visa transfer presentations with our Student Immigration Team. If you are looking to apply for a graduate scheme in the UK please be aware that many applications will be open as early as July 2019 and some can begin to close as early as October/November 2019 for positions that begin in late summer 2020.

### **Access eHub information, resources and tools.**

Once enrolled, you will have full access to eHub ([www.rgu.ac.uk/ehub](http://www.rgu.ac.uk/ehub)) our online and interactive careers information and resources platform. Where you can access specifically designed learning programmes and tools covering all stages of the career planning, job search and application process. From becoming more self-aware around what you have to offer the world of work and the options that are open to you, through to making a positive impact with employers during the recruitment process and your professional development throughout your career.

### **Get a mentor**

To further support our Professional Enrichment philosophy we have established a successful Mentoring programme. If you're joining as a postgraduate student then look out for information relating to our mentoring programme, this will be sent to you in the Autumn. This programme allows you to connect with, and benefit from, the advice of RGU Alumni from a similar background or discipline. If you're interested in learning more about this before you start then send an email to [mentoring@rgu.ac.uk](mailto:mentoring@rgu.ac.uk) and we can share some of the positive feedback from our current mentees.

# Income Tax

Income tax is a tax you pay on your income.

The tax free personal allowance in the UK is up to £12,500 per year, if you earn over this amount then you will pay some tax. (Your Personal Allowance may be bigger if you claim Marriage Allowance or Blind Person's Allowance.)

More information is available at  
[gov.uk/income-tax](http://gov.uk/income-tax)

You can claim a tax refund if you think you have paid too much in the tax year. If you are still employed for the current tax year, your tax code will be updated and your employer should refund you. For previous tax years, you can claim a refund from HMRC. Full information at [gov.uk/claim-tax-refund/too-much-tax-taken-from-your-pay](http://gov.uk/claim-tax-refund/too-much-tax-taken-from-your-pay)

## Working Part-Time

Getting a part-time job is a fantastic way of gaining new skills to add to your CV whilst also making friends and earning some extra money.

Part-time opportunities notified to the University are advertised on 'My Career' (the University's virtual portal to job opportunities, careers events, careers advice appointments and drop in sessions as well as a useful employer directory) available via the My Career Toolkit resource - [www.rgu.ac.uk/mycareertoolkit](http://www.rgu.ac.uk/mycareertoolkit)

The My Career Toolkit resource ([www.rgu.ac.uk/mycareertoolkit](http://www.rgu.ac.uk/mycareertoolkit)) on Campus Moodle also includes an interactive learning topic on 'Finding Part-Time Work' ([www.rgu.ac.uk/findingparttimework](http://www.rgu.ac.uk/findingparttimework)) which can support you in developing an effective strategy to find part time work in Aberdeen and the surrounding area.

We suggest that you work no more than 15 hours per week to allow you to balance study and work.

If you choose to work part-time and are an international student (non-EU) please ensure you comply with the terms of your visa.

# National Insurance

## What is National Insurance?

You pay National Insurance in the UK if you're 16 or over and either:

- An employee earning above £166 a week
- Self-employed and making a profit of £6,365 or more a year

However, we recommend that all students apply for a National Insurance number if you do not have one already, regardless of your income, as without this number you may be taxed at an emergency tax rate for any full-time hours you do in holiday periods (any over payment in tax paid can be claimed back).

Your NI number is personal to you and the contributions go towards certain benefits including the state pension.

## How do I obtain a National Insurance number?

You need to first of all apply by phone. Call the JobCentre Plus - National Insurance number allocation service on **0800 141 2075**, Monday to Friday, 8am to 6pm

You'll get a letter from the Department for Work and Pensions (DWP) asking you to come to a National Insurance number interview at Jobcentre Plus.

The letter will also tell you which documents to bring to prove your identity, such as:

- passport or identity card
- BRP

At the interview, you'll be asked about your circumstances and why you need a National Insurance number. You'll also be told how long it'll take to get your National Insurance number.

**TOP TIP:** If you change your address before you get your letter, tell DWP by contacting the National Insurance number application line.

More information at  
**gov.uk/national-insurance**



# Student Counselling & Wellbeing Centre

### Our aims

The Counselling & Wellbeing Centre, located on Level 3 of the Ishbel Gordon Building, is here to help and support you throughout your time at University. The Student Wellbeing Advisor and Counsellors aim to work collaboratively and creatively to promote wellbeing and develop a culture that enables students to pursue personal and academic achievement.

### What does the Student Counselling & Wellbeing Centre do?

Studying at University is an exciting and rewarding experience. For some it also brings changes which might at times be difficult and stressful. The Student Counsellors and Wellbeing Advisor can offer support with issues which may be concerning you. These might include:

- Adjusting to university life
- Living with others
- Fitting in
- Anxiety : including concerns about body image, emotions, fitness, health, faith, sexual identity
- Depression
- Relationship difficulties
- Coping with change and homesickness
- Exam panic
- Stress
- Self-confidence and low self-esteem
- Substance misuse
- Procrastination
- Bereavement
- Academic concerns
- Self-harm issues
- Trauma

See our webpage [www.rgu.ac.uk/counselling-and-wellbeing](http://www.rgu.ac.uk/counselling-and-wellbeing) for access to SilverCloud, ShelfHelp and other useful links.



## **How to contact the Student Counselling & Wellbeing Centre?**

Making a first appointment is simple, you can:

- Log on to Ask Me - [askme.rgu.ac.uk](http://askme.rgu.ac.uk)
- Telephone : 01224 262120
- Visit the Student Help Point at the Ishbel Gordon Building, Level 3 (Monday to Friday)
- Attend a Drop-in Session on a Wednesday from 2.30pm to 6.00pm at Woolmanhill Flats - 134 John Street, Aberdeen AB25 1LE

### **What happens next?**

Your first appointment will be with the Student Wellbeing Advisor, Theresa, who provides impartial advice and information using a range of methods and approaches to help you resolve and overcome issues affecting your health and wellbeing. Many students return to see Theresa for ongoing support; others will be referred to begin counselling with one of our Student Counsellors, signposted to other Student Services or directed to assistance outwith the University.

Theresa will ask you to sign a Student Counselling & Wellbeing Centre Agreement which explains the service and our cancellation, confidentiality and data protection policies.

If you are referred to see a Counsellor, the Counselling Co-ordinator, Wendy, will contact you, via Ask Me or by telephone, with the next available appointment. Students are normally offered up to 6 sessions with a Counsellor.

### **Cancelling an Appointment**

We understand that sometimes you are unable to attend your appointment. Please cancel your appointment via Ask Me or telephone and give 24 hours' notice, or the missed appointment will count as one of your allocated sessions.

If you begin to feel worse while waiting for an appointment, please contact the Student Counselling & Wellbeing Centre on 01224 262120 during office hours 9.30am to 4.00pm.

Out of Hours please contact:

- Your GP

#### **GP/NHS 24**

Tel: 111 (Non-Emergency Only)

- **Samaritans**

Tel: 116 123 (Free Call)

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

<https://www.samaritans.org>

- **Breathing Space**

Tel: 0800 838587 (Free Call)

<https://breathingspace.scot/>

## **Evidence in Support of Coursework Extensions, Deferral Requests and Student Appeals**

Supporting evidence can be obtained from the Student Counselling & Wellbeing Centre for these purposes. However, to be eligible, you must either be, or have been, a client of the Centre and have engaged in a Counselling contract in the current academic year. We will not be able to produce supporting evidence where you have not had any previous contact with the Student Counselling & Wellbeing Centre.

### **Workshops**

We offer a range of workshops to support you to build a resilient and satisfying student experience.

The dates and full range of Workshops will be widely advertised.

Workshops can be booked by logging on to Ask Me - [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

### **Drop-in Sessions**

There are Drop-in sessions with Theresa our Wellbeing Advisor at Woolmanhill Flats (AB25 1LE), on a Wednesday from 2.30pm to 6.00pm. See directions on our website.

### **ShelfHelp**

ShelfHelp is a collaborative project between the Library and the Student Counselling & Wellbeing Centre. You'll find books, advice, and personal stories that you may find helpful.  
[libguides.rgu.ac.uk/shelfhelp/](http://libguides.rgu.ac.uk/shelfhelp/)

### **Silvercloud**

Your space for thinking and feeling better - SilverCloud offers secure, immediate access to online CBT (cognitive behavioural therapy) programmes, tailored to your specific needs.

[rgu.silvercloudhealth.com/signup/](http://rgu.silvercloudhealth.com/signup/)

# Your Health

## Registering with a GP (Doctor)

All students (UK, European and International) are entitled to register with a medical practice. The Student Help Point can provide you with an address confirmation letter to take along to the medical practice when you register. Please note, once you have registered, it is necessary to make an appointment before you can see a doctor. To find your nearest medical practice go to: [www.nhsinform.scot/national-service-directory](http://www.nhsinform.scot/national-service-directory)

## Documents Required to Register with a Doctor

**Passport** (all students)

**Document showing proof of address** (all students)

**Student ID Card** (all students)

**Biometric Residence Permit** (if applicable)

**European Health Insurance Card** (EU students only)

## Cost of medical treatment

**UK students – FREE.**

**EU** – you should obtain a European Health Insurance Card (EHIC) from your country of residence prior to coming to the UK. This card allows you to get the same medical treatment, which is free to residents of the UK, without being charged ie treatment is FREE if you have this card in place before your arrival in the UK. You cannot apply for this card in the UK and without it you could be charged for using the NHS unless you have alternative, adequate medical insurance.

## International: Tier 4 holders of over 6 months validity

As part of your visa application you will be required to pay an Immigration Health Surcharge (IHS). This is currently £300 per 12 months in the UK. Paying the IHS entitles you to routine healthcare under the National Health Service (NHS) in the UK. We advise that you register with a doctor when you arrive in Aberdeen to access NHS medical treatment.

## International: Tier 4 visa holders of less than 6 months validity and Short-term study visa holders

If you are coming to the UK as a Tier 4 visa holder of less than 6 months validity or on a short-term study visa, you are advised to take out private medical insurance before you arrive in the UK. You can register with a National Health Service practice. Please be aware that as a private patient you will have to pay for consultation, treatment and any medication.

## Emergency out-of-hours medical advice

Most medical practices are open from 8am until 6pm. Outwith these hours, for emergency advice please call NHS 24 on 111 if you are unwell and feel that it cannot wait until the next morning. [www.nhs24.com](http://www.nhs24.com)

## Hospital

Aberdeen's hospital is called Aberdeen Royal Infirmary (ARI) and is based at:

### Foresterhill Road

Aberdeen AB25 2ZN

Tel: **0345 456 6000**

If calling from abroad dial **00 44 345 456 6000**  
First Bus no 3 (from Union Terrace) or  
Stagecoach no 59 (from Guild Street and Union  
Terrace) go to the hospital.

## Accident and emergency department

Open 24 hours for accidents, injuries and medical emergencies.

### Foresterhill Road

Aberdeen AB25 2ZN

Tel: **0345 456 6000**

The Emergency Department should not be used for conditions that should be seen by your GP practice, pharmacist or minor injury service. If you are unsure about which service to access, please call NHS 24 on 111.

## BREXIT ‘Deal’ situation - information for students currently in the UK or coming to the UK before 31 December 2020

Most students are able to obtain a European Health Insurance Card (EHIC) from their country of residence prior to coming to the UK. This card allows EEA nationals to get the same medical treatment, which is free to residents of the country they are visiting, without being charged.

## Brexit ‘No Deal’ situation - information for students currently in the UK or coming to the UK if the UK leaves the EU without a deal

The UK government (the Department of Health and Social Care) has published guidance pages giving information about accessing healthcare in the UK in the event of a ‘no deal’ situation:

[www.gov.uk/guidance/healthcare-for-eu-and-efta-nationals-living-in-the-uk](http://www.gov.uk/guidance/healthcare-for-eu-and-efta-nationals-living-in-the-uk)

## MEDICAL PRACTICES NEAR RGU ACCOMMODATION

### **Crathie Student Village**

Garthdee Medical Group | 01224 208312  
Whinhill Medical Practice | 0345 337 6201

### **Garthdee**

Garthdee Medical Group | 01224 208312

### **Woolmanhill**

Denburn Health Centre | 01224 643333

## MEDICAL PRACTICES NEAR OTHER ACCOMMODATION

### **Abeleven, Willowbank Rd**

Whinhill Medical Practice | 0345 337 6201

### **Caledon Court**

Garthdee Medical Group | 01224 208312

### **Causeway View**

Denburn Health Centre | 01224 643333

### **Centro Court**

Denburn Health Centre | 01224 643333

### **Fraser Studios**

Calsayseat Medical Practice | 0345 337 6370

### **Froghall**

Old Aberdeen Medical Practice | 01224 486702

### **207 King Street**

Links Medical Practice | 0345 337 6340

### **Linksfield**

OldMachar Medical Practice | 0345 337 0510

### **Mealmarket**

Links Medical Practice | 0345 337 6340

### **Pittodrie Street**

OldMachar Medical Practice | 0345 337 0510

### **Rosemount**

Denburn Health Centre | 01224 643333

### **Spring Garden**

Denburn Health Centre | 01224 643333  
Calsayseat Medical Practice | 0345 337 6370

### **St Peter's**

Old Aberdeen Medical Practice | 01224 486702

### **The Combworks, George Street**

Calsayseat Medical Practice | 0345 337 6370

### **The Old Fire Station, King Street**

Links Medical Practice | 0345 337 6340

## Sexual Health

Grampian Sexual Health Services provide the following free and confidential services

Call **0345 337 9900** for an appointment

- STI (sexually transmitted infection) - testing and treatment
- Emergency contraception
- Unplanned pregnancy advice
- Contraceptive implants and coils
- Investigation of genital symptoms
- Testing for HIV, hepatitis B and hepatitis C
- Treatment of HIV
- Hepatitis B vaccination for those at risk
- Support and testing for people who have been sexually assaulted

You can also get routine STI Testing and Contraception at your local General Practice (GP surgery)

[www.nhsgrampian.org/sexualhealth/](http://www.nhsgrampian.org/sexualhealth/)

# Dentists

## How to register with an NHS dentist

You can obtain details of NHS dentists currently registering patients by telephoning DIAL, The Dental Information and Advice Line on **0345 45 65 990**. Contact the practice to say you wish to register as an NHS patient.

## Dental Information and Advice Line (DIAL)

The Dental Information and Advice Line (DIAL) is available for patients to talk to qualified dental nurses between 8.05am and 5.45pm, Monday to Friday.

The nurses can:

- Assess your needs and give you an emergency appointment if necessary
- Give you advice for dental problems

Tel: **0345 45 65 990**

## Out-of-Hours Emergency Dental Service (GDENS)

If you are in pain or have a genuine dental emergency on a weekend or out of hours, you can contact NHS24 on **111**. NHS24 will assess your needs and issue an emergency appointment if necessary.

# Emergency Services

In an emergency dial 999.

The four main 999 emergency services are:

## Fire and rescue

No matter how small the fire, call 999. Small fires can spread quickly and the smoke can be toxic. If there's a fire in your house or flat, get out. Don't go back in for any reason.

## Ambulance

Medical emergencies can include:

- loss of consciousness
- an acute confused state
- fits that aren't stopping
- chest pain
- breathing difficulties
- severe bleeding that can't be stopped
- severe allergic reactions
- severe burns or scalds

Also call 999 if you think someone has had a major trauma, such as after a serious road traffic accident, a stabbing, a shooting, a fall from height, or a serious head injury.

If you or the person you're with doesn't need immediate medical attention, please consider other options before dialling 999.

For example:

- self care at home
- calling NHS 24 on 111
- making your own way to your local A&E department

## Police

Call the Police on 999 if

- There is a risk of personal injury or loss of life
- A crime is in progress
- Someone suspected of a crime is nearby

For all non-emergencies please call Police Scotland on 101.

## Coastguard

We are very lucky to have a beautiful Coastline here in Aberdeenshire but there can be many hidden hazards and the weather is very changeable.

If you are heading out, stick to coastal paths, avoid mud and wear appropriate footwear and clothing. Let someone know where you are heading and when you expect to return, and carry a mobile phone.

Piers, rocks, harbours and the water's edge are not safe places to be when the weather is bad.

Wave dodging is extremely dangerous. Even a small wave can quickly wash you into the sea. No photograph or selfie is worth risking your life for.

If you see anyone in trouble call 999 and ask for the Coastguard.



# Safe Taxi Scheme

In the case of an emergency, if you are an RGU or University of Aberdeen student and have no money to get home, and are in a dangerous or unsafe situation, you can order a designated safe taxi from Rainbow City Taxis and use your student card as payment.

- Call Rainbow City Taxis on 01224 878787 and order a taxi using the 'Safe Taxi' account.
- Get in the taxi that matches the details of the booking and hand over your student card to the driver.
- Remember to collect a receipt from the driver when you leave.
- Come to the RGU:Union office on the Garthdee campus



Find out more here at [www.rguunion.co.uk/  
about/campaigns/safetaxischeme/](http://www.rguunion.co.uk/about/campaigns/safetaxischeme/)



# Sport & Physical Activity

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Sport is a key part of the student experience and enjoyment at university, and RGU SPORT is the university's own provider of top-range sporting facilities.

You have the chance to get involved in any number of activities and sports, or even develop your own club!

## How do I keep active at RGU?

We recognise that sport and physical activity is a key part of student life at university and aim to provide as many opportunities as possible for all students to keep active. We have our own facility, RGU SPORT, in the middle of the campus with a 9 court sports hall where you can play badminton, basketball, 5-aside football, hockey & loads more. As well as a 6 lane 25 metre swimming pool, 2 fitness suites, a strength and conditioning room, an indoor climbing wall, 3 group exercise studios and a physiotherapy clinic. Our programme has activities happening every day, including a group exercise programme of 60 sessions consisting of fitness and aerobic, strength and tone and Body and Mind classes. As well as group exercise RGU SPORT offers swimming lessons, personal training, climbing courses, dance classes and campus walks.

There are a choice of memberships and payment options and as an RGU student you are entitled to discounted membership. To find out more about membership at RGU SPORT and the options which are available to you please visit our website: [www.rgu.ac.uk/rgusport](http://www.rgu.ac.uk/rgusport)

## Sports clubs

As well as being a great facility for personal use, RGU SPORT is the home of our 30+ sports clubs! These clubs range from football to curling, weightlifting to cheerleading. Everyone is welcome whether you are looking to try something new or are a high level performance athlete. To find out more information about the sports clubs at RGU please contact our President (Sport and Physical Activity) at [presspa@rguunion.co.uk](mailto:presspa@rguunion.co.uk)

## Scholarship

For more information on how our scholarships can help support you throughout your time at University, whilst you strive to reach your potential as an elite athlete, please contact RGU SPORT at [rgusportsscholarship@rgu.ac.uk](mailto:rgusportsscholarship@rgu.ac.uk)



# Streetsport

Streetsport launched in 2006 to use sport for good and help change young people's lives, their communities and raise aspirations. Today, Streetsport volunteers support over 15,000 participations annually across Aberdeen taking free of charge sport and creative activities to the doorstep of disadvantaged communities that need it the most.

Streetsport is a national award winning programme created by RGU and its local partners coming together to make sport more widely available for disadvantaged young people and helping support communities to become closer, healthier and most importantly safer.

The programme is shaped by the needs of young people in their own neighbourhood and has seen the inclusion of dedicated multisport, football, tennis, dance, employability and prevention programmes over the years.

The feeling of supporting young people to use Streetsport as a platform to change their lives is incredible and what better thing to do during your time at RGU than help have a lasting effect on a young person's life.

In 2017 Volunteers of Streetsport were recognised with the Queens Award for Voluntary service, the MBE for voluntary service in recognition for the success and impact they have had on young people thriving. You could also be part of this exciting likeminded team and volunteering with Streetsport is easy, we don't ask for any minimum requirement. It's based all around your availability and we recognise that studying, work and family all come first. Once a week is awesome, once every two weeks is awesome, even once a month is awesome! It's all based around what you can do and when you can do it.

There are various ways you could help, either at any of our sessions or as support using your newly learned RGU skills from a relevant course. Options are endless and all very rewarding.

Learn all about our various programming, additional work from the Trust, our patron Denis Law and of course how you could get involved at [www.denislawlegacytrust.org](http://www.denislawlegacytrust.org)

Or connect with us via:

Twitter - [@DLStreetsport](#)

Instagram - [@DenisLawStreetsport](#)

Facebook - [facebook.com/denislawstreetsport](https://facebook.com/denislawstreetsport)



# Staying Safe

Aberdeen is a very safe city and has repeatedly obtained Purple Flag status to show our night-time economy offers clean and safe environments, great bars and clubs, a variety of arts and cultural attractions and excellent transport links.

Socialising is a major part of student life. Keep in mind these simple steps while having fun:

- Plan your night out including how to get home.
- Take your mobile phone with you and make sure it's charged.
- Stick with friends and avoid leaving parties or nights out with strangers, look after one another and make sure you all get home safely.
- Be sensible about how much alcohol you drink - a drunk person is much more vulnerable and an easier target for criminals.
- In the UK it is rape if you have sexual intercourse with anyone who does not, or is unable to, give their consent because they are too drunk or under the influence of drugs. Visit <https://reportandsupport.rgu.ac.uk/> for further information on how to report and get support for incidences of sexual assault or harassment.
- If you leave a drink unattended then don't go back to it.
- If you feel unsafe or uneasy on dates in Aberdeen pubs, clubs and entertainment venues you can '**Ask for Angela**' at the bar to notify bar staff. Once alerted with the code-word bar staff will then call a taxi or help you leave discreetly.
- Look after bags and valuables. Don't attract attention to a phone, especially if you're under the influence of alcohol.
- Stay alert at cash machines. Hide your PIN, be aware of who's behind you and don't flash your cash. Avoid using them if you've had too much to drink.
- Keep enough money to pay for your journey home. In the case of an emergency, if you are an RGU student and have no money to get home, and are in a dangerous or unsafe situation, you can order a designated **Safe Taxi** from Rainbow City Taxi's and use your student card as payment. Call Rainbow City Taxis on **01224 878787** and order a taxi using the 'Safe Taxi' account name, and tell the operator your university and your student number. You then pay the fare later on collection of your student card from RGU Union.
- Always call and book a taxi from a licensed private hire / taxi firm and make sure the vehicle pulling up is definitely your hire before you get into it.
- Avoid travelling alone. If walking home, keep to well-lit, busy areas, never take isolated shortcuts and walk facing traffic so a car cannot pull up behind you.
- Don't drive under the influence.
- Using illegal drugs has serious repercussions. Don't risk your health, or your life or jeopardise your future career opportunities with a drug conviction. It doesn't matter which drug or how little.
- Don't take New Psychoactive Substances (NPS), sometimes misleadingly known as 'legal highs', there is no 'safe' amount or way to take them. They can contain harmful and toxic chemicals and have been linked to deaths. You don't know what you're getting or what effect it will have on you. Some have been found to contain controlled drugs, meaning you could be charged with drug possession even when you thought it was legal.

For more information see **Police Scotland's Student Safety Guide** [www.scotland.police.uk/keep-safe/personal-safety/student-safety](http://www.scotland.police.uk/keep-safe/personal-safety/student-safety)

Whilst there is low risk of extremist activity at the University, our duty of care to students and staff is of the utmost importance. Under Prevent [www.rgu.ac.uk/prevent](http://www.rgu.ac.uk/prevent) we have introduced a handful of proportionate measures that enhance our existing safeguarding procedures.

If you are caught up in a violent incident, it is important that you know how to protect yourself. You should **RUN to safety, HIDE if you can't, and TELL the police when you're safe**. Visit <https://act.campaign.gov.uk/> for further advice and guidance.

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# Visa and Immigration Advice

We provide free, impartial and confidential visa and immigration advice to Robert Gordon University students.

The information and advice is regulated by the Office of the Immigration Services Commissioner (OISC) and advisers are trained and competent to advise to level 1 (Advice and Assistance) of the OISC Code of Standards.

As an international student at RGU there is a range of advice and support that the team can offer you.

We advise on :

- Your visa responsibilities
- Biometric Residence Permits
- Extending or renewing your student visa
- Working during or after your studies options
- Dependant Visas for Tier 4 students
- Schengen Visas for Europe
- Visas for family or friends visiting the UK
- Visas for coming to the UK to attend a shortcourse

For all other areas of immigration advice we recommend that you seek external specialist immigration advice.



## Working During Studies

The maximum amount of hours you can work on a Tier 4 student visa during term-time are generally stated on your visa vignette or Biometric Residence Permit, and depend on what date you made your most recent visa application. As an international student on a Tier 4 visa you can usually work up to 20 hours per week (10 hours per week if studying a Pre-

Sessional English Programme) during term time. Term time is classed as the following:

- Academic work or attending classes and/or lectures
- Preparing for exams/re-sits
- Doing coursework
- Writing essays or a dissertation/thesis/project
- Reading Week

You can work full-time during a 'vacation period' which is the period you are not required to be studying.

Employers have a legal obligation to check you are allowed to work in the UK and to see information about the term and vacation dates for your course. We advise that at the beginning of your course you produce a printout from RGU's website showing term and vacation dates for your course. Please see link to the University's academic calendar at <http://www.rgu.ac.uk/areas-of-study/academic-calendar>. If your employer requires a letter on headed paper please contact your course administrator directly.

However, during your studies your academic circumstances/timeline of course may change, for example having re-sits. This means your vacation period (and therefore the period you can work full-time) as originally listed in the academic calendar may have also changed. If you wish to work full-time your employer will require a letter showing your updated academic situation. Please go to Student Help Point to request this letter. Student Help Point will contact your school to confirm you have no academic obligations during the period you are requesting to work full time.

Please be aware if you stop studying before completing your course you will no longer be entitled to work and will be in breach of your conditions of leave if found working.

It is your responsibility to ensure you do not breach your Tier 4 working conditions by working full-time when you are required to be studying.

Tier 4 Dependant visa holders can work full time. Please check your visa for full working conditions.

# Tier 4 Student Responsibilities

Robert Gordon University (RGU) is licenced to sponsor students on the Tier 4 Register of Sponsors. This permits the University to sponsor you to study at RGU.

## Immigration responsibilities for Tier 4 students

As a Tier 4 Visa student, it is your responsibility to ensure that you comply with immigration regulations during your stay in the UK. These include:

- Providing the university with your original valid passport, visa or Biometric Residence Permit
- Keeping your UK contact details up-to-date via the RGyoU student portal or by visiting the Student Help Point
- Ensuring you have full attendance and report all absences to your school
- Regularly checking your ASK ME account and promptly responding to any messages from the Student Immigration Team
- Informing your school if you intend to withdraw from or suspend your studies, change course or transfer to another education provider. You must also consult with an International Student Adviser prior to making a decision
- Seeking advice from an International Student Adviser 3 months in advance (where possible) of the expiry date of your visa, if you require a visa extension
- Adhering to your working conditions. If you require guidance on this, please contact an International Student Adviser
- Obtaining permission from your school and Student Immigration Team before making travel arrangements to leave the UK during term-time
- Leaving the UK if you suspend, withdraw or otherwise stop studying.

Non-compliance with your Tier 4 responsibilities may have implications on your right to study in the UK. As your Tier 4 sponsor, the university has a legal responsibility to report to UK Visas and Immigration any changes to your student status, including any breaches of the above responsibilities.

# Online Resources

## Visa and Immigration Moodle Page

As a current student you will have access to a range of online visa and immigration advice and information. These topics cover the first stages from settling into life in Aberdeen, through to information about your Tier 4 responsibilities and studying at RGU.

Moodle: [www.rgu.ac.uk/sitmoodle](http://www.rgu.ac.uk/sitmoodle)

## Book an Appointment

The Student Immigration Team is located on level three of the Ishbel Gordon Building.

You can book a 30 minute appointment with an International Student Advisor by logging into ASK Me: [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

1. Click on 'My Appointments'
- 2 Search for 'Visa and Immigration Advice'
- 3 Select an appointment
- 4 Click 'Book'



## Student Immigration Team

**ASK ME:** [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

**Moodle:** [www.rgu.ac.uk/sitmoodle](http://www.rgu.ac.uk/sitmoodle)

**Website:** [www.rgu.ac.uk/immigration](http://www.rgu.ac.uk/immigration)

**Telephone:** 01224 262020 / 01224 262109

# What To Do When You Arrive in Aberdeen

## International Arrival

Before you start your course at Robert Gordon University we want to make your enrolment to the university a friendly, quick and enjoyable experience. You can make the most of this experience by following this quick checklist.

### ENROLMENT CHECKLIST:

- **Collect your Biometric Residence Permit from the Post Office (if applicable)**
- **Attend a Welcome Presentation**
- **Complete Immigration Compliance Check**
- **Complete Supported Enrolment**
- **Have your photograph taken for your Student ID Card**
- **Collect Student ID Card**
- **Attend School Induction.**

**Collection of your Biometric Residence Permit**  
If you are studying in the UK for more than six months and have applied for a Tier 4 visa, you will be issued with a Biometric Residence Permit (BRP).

Once you have arrived and settled into your accommodation, please collect your BRP from the Post Office detailed on the immigration letter you received when your entry clearance visa was issued.

If your BRP has not arrived at the Post Office, don't worry. Please come to the Robert Gordon University, Garthdee Campus and make your way to a welcome presentation..

### Welcome Presentation

All international students are required to attend **one welcome presentation**. This presentation will inform you about essential information to help you settle into university life, including:

- How to register with a doctor
- How to open a UK bank account
- University support services available to you
- Visa requirements (if applicable).

## Welcome presentations will be held on:

Day	Date	Presentation 1	Presentation 2
Monday	20/01/20	09.00	12.30
Tuesday	21/01/20	09.00	12.30
Wednesday	22/01/20	12.30	No Presentation
Thursday	23/01/20	12.30	No Presentation
Friday	24/01/20	12.30	No Presentation
Monday	27/01/20	09.30	12.30
Tuesday	28/01/20	12.30	No Presentation

To attend a welcome presentation, please meet the Student Immigration Team at the Georgina Scott Sutherland Learning Centre, Aberdeen Business School (level 3), Garthdee Campus.

### Immigration Compliance

Immediately after the presentation the Student Immigration Team will be available to conduct a quick immigration compliance check for all students who hold a visa to be in the UK or who have been stamped in at the border.

To meet our Tier 4 sponsorship duties we will take a copy of your passport and visa or Biometric Residence Permit. It is extremely important that you bring these documents with you as you will not be able to complete your enrolment without them.

### Remember to Bring

- Passport
- Visa or Biometric Residence Permit

### Supported Enrolment

Following your immigration compliance check the Student Records Team will be on hand to assist you with your online enrolment and will issue your student ID card.

If, for reasons beyond your control, you believe you may miss this Supported Enrolment period then you must contact the Admissions Immigration Team on **01224 262116** or **immigration@rgu.ac.uk**. Many courses do not allow a late arrival, so please do your best to be here on time.

### School induction

Information regarding your school induction will be sent to you separately from your School.



# Registering With the Police

Certain 'relevant foreign nationals' normally need to register with the police within seven days of their arrival in the UK or within seven days of being granted leave to remain. The requirement to register with the police is a condition of entry or stay, so failure to comply could have serious consequences, as well as being a criminal offence.

You should check your entry clearance vignette, Biometric Residence Permit (BRP) or Home Office decision letter to confirm if you are required to register with the police. When you register, you will receive a Police Registration Certificate.

## Who needs to register?

You are required to register with the police if you have been given limited leave to enter the UK for longer than six months and are a national of any of the following countries:

Afghanistan, Algeria, Argentina, Armenia, Azerbaijan, Bahrain, Belarus, Bolivia, Brazil, China, Colombia, Cuba, Egypt, Georgia, Iran, Iraq, Israel, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Lebanon, Libya, Moldova, Morocco, North Korea, Oman, Palestine, Peru, Qatar, Russia, Saudi Arabia, Sudan, Syria, Tajikistan, Tunisia, Turkey, Turkmenistan, United Arab Emirates, Ukraine, Uzbekistan, Yemen

The list of countries may change, so please check the gov.uk website for up to date information at  
[www.gov.uk/register-with-the-police](http://www.gov.uk/register-with-the-police)

## How to register

You will need:

- **Registration fee (currently £34) – cash only (please check the gov.uk website for up-to-date fee information)**
- **Original passport**
- **Biometric Residence Permit (if you have been issued with one)/visa**
- **2 x recent passport-sized photographs**
- **Unconditional offer letter and student ID card from the University**
- **Proof of Aberdeen address (utility bill, tenancy agreement or letter from the Student Help Point)**

You must make an appointment to register. Appointments can only be made by e-mailing the Nationality Department at [SCDovraaberdeen@scotland.pnn.police.uk](mailto:SCDovraaberdeen@scotland.pnn.police.uk). Police Registration is a condition of your visa so you must attend your appointment.

Aberdeen City Division HQ  
Queen Street  
Aberdeen  
AB10 1ZA  
01224 306105



# Additional Information



## The UK Council for International Student Affairs (UKCISA)

There is a specific council set up in the UK who look after the interests of international students studying in the UK. For information about them and how they can help you, please visit [www.ukcisa.org.uk](http://www.ukcisa.org.uk)



## The British Council

For many international students this will be your first time living away from home in an unfamiliar country. The British Council has prepared a useful guide that gives practical advice about living and studying in the UK.  
<https://study-uk.britishcouncil.org>



## Foreign and Commonwealth Office (FCO)

The FCO promotes the United Kingdom's interests overseas. They can provide you with information on issuing visas as well as a directory of the world's British embassies and consulates.  
[www.fco.gov.uk](http://www.fco.gov.uk)



## National Health Service (NHS)

As a full-time international student in Scotland, if you paid the immigration health surcharge for your current period of immigration permission then you will qualify for routine NHS medical treatment on the same basis as anyone who is ordinarily resident in the UK, for the whole of the period shown on your biometric residence permit.

For details of how to register with a doctor, please see [www.rgu.ac.uk/medicalservices](http://www.rgu.ac.uk/medicalservices).

## Meningitis ACWY vaccination

It is advised that ALL international students who are under the age of 25 and at university for the first time should make sure that they are vaccinated against Meningitis ACWY BEFORE coming to the UK. An information leaflet explaining the importance of the vaccination can be viewed at [www.immunisationscotland.org.uk/vaccines-and-diseases/menw.aspx](http://www.immunisationscotland.org.uk/vaccines-and-diseases/menw.aspx). If you are unable to get the vaccination before coming to Aberdeen you are advised to register with a doctor as soon as possible after your arrival and request the vaccination.

## Tuberculosis screening

UK Visas and Immigration regulations require students from certain countries to have a certificate showing that they are free from infectious pulmonary tuberculosis (TB). A full list of the countries from which you will need a TB certificate to enter the UK can be viewed at [www.gov.uk/tb-test-visa](http://www.gov.uk/tb-test-visa)

## Legal matters

The laws in the UK may not be the same as in your own country. If you break the law and are found guilty of a crime, a successful prosecution could result in a fine, a prison sentence or even being deported from the UK.

You would also be subject to the University's disciplinary procedures and liable to be excluded from the University. So please be aware that UK laws may be different, and do not assume you know them: [www.gov.uk/browse/justice](http://www.gov.uk/browse/justice)

## Driving in the UK

The driving laws in the UK may be very different from the laws in your own country, so please check these before you drive. Having a licence which is valid for driving in your own country does not mean that you can automatically drive in the UK.

In addition to having the correct licence and all the necessary documents, you must ensure you obey the motoring laws of the UK, with particular regard for those relating to drink driving and speeding. For full details about driving in the UK, please visit [www.gov.uk/driving-nongb-licence](http://www.gov.uk/driving-nongb-licence).

# Equality & Diversity

RGU strives towards creating a working, learning and social atmosphere which is inclusive, harmonious and respectful of diversity.

We are committed to:

- Embracing a positive attitude towards the promotion of equality on the basis of age; culture; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex and sexual orientation to ensure all reach their full potential.
- Understanding that fairness and equality of opportunity may mean treating people differently to achieve this aim.

- Acknowledging and celebrating the breadth of experiences and perspectives that people from diverse backgrounds bring to the life of the university.

- Seeking to eliminate discrimination and prejudice by ensuring people treat each other with respect.

Further information on this is available online at [www.rgu.ac.uk/diversity](http://www.rgu.ac.uk/diversity)

Or view our **Equality and Diversity Policy** and **Dignity at Work and Study Policy**

If you have any comments or concerns regarding discrimination, please contact an appropriate member of staff within your School or alternatively the Student Help Point - [studenthelppoint@rgu.ac.uk](mailto:studenthelppoint@rgu.ac.uk)



Photo by Debasish Biswas on Unsplash

# Inclusion Centre

The Inclusion Centre team are here to support you if you have:

- Long-term health conditions
- Sensory impairments
- Physical disabilities
- Mental health difficulties
- Specific learning difficulties, e.g. dyslexia
- Social & communication disorders, e.g. autism spectrum disorder (ASD)
- Short term injuries

The department supports around 15% of the University student population.

## What do I do if I think I am dyslexic?

You should make an appointment with us for a dyslexia screening. At this appointment, we will discuss the indicators of dyslexia to assess if you would benefit from an appointment with our educational psychologist.

## I need arrangements in exams, how do I organise these?

If you need alternative arrangements in exams, you need to arrange an appointment with us as soon as possible as the exam deadlines are early in each semester. Past exam support you received in School or College will not be in place at University unless you contact our department beforehand.

## Do I need to tell teaching staff the details of my disability or specific learning difficulty?

You can decide what details, if any, we share with teaching staff. It is not necessary for you to disclose the details of your disability or specific learning difference to teaching staff for support to be in place.

## How can I apply for Disabled Students' Allowance (DSA)?

Disabled Students' Allowance supports the additional study costs arising from disability, health condition, mental health difficulty, or specific learning difference. There are eligibility criteria and the staff at the department are here to discuss this with you and support you through the application process.

## Can I get support from the Disability and Dyslexia Centre around my mental health?

We are aware that many students are unsure if we can support them. If your studies are impacted, we encourage you to make contact and to speak with a member of the team. Students with mental health difficulties are the second largest group of students registered with us. We can support your teaching, learning and assessment. For example, it is not unusual for students with a mental health difficulty to request exam adjustments or separate accommodation.

## Contact the Inclusion Centre

Student Central  
Ishbel Gordon Building  
[inclusion@rgu.ac.uk](mailto:inclusion@rgu.ac.uk)  
01224 262103

# Chaplaincy

Our chaplaincy service is available for people of all faiths and none.

As part of the University's support network for staff, students and their families, the service aims to:

- Provide a listening ear for students and staff
- Work with others in Student Life, offering confidential support
- Visit staff or students in hospital if requested
- Assist people with life events, conducting baptism, wedding or funeral
- Provide links with local churches of various denominations
- Offer information to people of different faiths about local contacts in Aberdeen
- Work with the local community to advance mutual benefits

In addition the chaplain participates in the wider life of the University, officiating at events such as Graduation Ceremonies and the annual RGU Christmas Carol Service, and Remembrance Day service.

The Chaplain is in the campus on most Wednesday and Fridays. He can be reached on [01224 640119](tel:01224640119) or for more urgent assistance on [07958 509686](tel:07958509686).



## Baha'i

There is a very small Baha'i group in Aberdeen, its members are from different backgrounds and many different countries.

## Buddhism

The Aberdeen Buddhist Group is an independent local Buddhist group, run by its members. It exists to help people practise Buddhism in Aberdeen, meeting every Wednesday in the city.

[aberdeenbuddhistgroup.org.uk/meetings](http://aberdeenbuddhistgroup.org.uk/meetings)

## Christianity

- Presbytery of Aberdeen - Church of Scotland  
[www.aberdeenpresbytery.org.uk](http://www.aberdeenpresbytery.org.uk)
- Diocese of Aberdeen - Roman Catholic  
[www.rcda.scot](http://www.rcda.scot)
- Diocese of Aberdeen and Orkney - Anglican  
[tinyurl.com/ABDDiocese](http://tinyurl.com/ABDDiocese)

## Hinduism

The Aberdeen Hindu Association is a trust set up by a group of dedicated volunteers in the North East of Scotland. It aims to promote the Hindu religion, traditions and culture, together with supporting the Hindu community. [www.aberdeentemple.org.uk](http://www.aberdeentemple.org.uk)

## Islam

There is an active Muslim community in Aberdeen. Facilities are made available for Muslim prayer at our prayer facility at Kaim Cottage in Garthdee.

[www.aberdeenmosque.org](http://www.aberdeenmosque.org)

## Judaism

There is a small orthodox synagogue in Aberdeen with a very diverse and friendly congregation. It holds services and social events throughout the year.

[www.jscn.org.uk/small-communities/aberdeen-hebrew-congregation/](http://www.jscn.org.uk/small-communities/aberdeen-hebrew-congregation/)

## Quaker

There is an active Quaker community in Aberdeen, with an average attendance of around 25 at the Meetings for Worship, about half from the city and half from the surrounding area. With a number of families attending, there is a wide age-range of children. The Meeting House itself was purpose built in 1903 and is of architectural interest. It is the only purpose-built Quaker Meeting House in Scotland that is still in use.

[www.quakerscotland.org/aberdeen](http://www.quakerscotland.org/aberdeen)

# Student Parents & Family Support

The University believe that being, or becoming responsible for a child or dependent adult should not be a barrier to success at RGU.

We provide support and advice to enable informed decisions and to enable flexible arrangements for family responsibilities and work in partnership with students and staff to have ongoing dialogue about our culture which enhances wellbeing for all.

View our Family Support Policy for more information on pregnancy, maternity, paternity, adoption, caring, where you can take your child on campus, breastfeeding facilities, baby changing facilities, nursery facilities and information on financial assistance available,

Or please email

[studentlife@rgu.ac.uk](mailto:studentlife@rgu.ac.uk)

## Financial Help

You may be eligible for some financial help to support you when studying, including:

- Childcare Fund
- Tax Credits
- Discretionary Fund
- Lone Parent's Grant
- Short Term Emergency Loans
- Dependents' Grant

For more information contact our Financial Assistance team on **01224 262127 / 262126**, email [financialassistance@rgu.ac.uk](mailto:financialassistance@rgu.ac.uk) or visit them during their drop-in sessions

Ishbel Gordon Building, Floor 3  
Mon, Wed, Fri | 10:00am-1:00pm

## Family Information Service

The Family Information Service (FIS) provides free, comprehensive and up-to-date information and advice about all services for children, young people and their families in Aberdeen.

[www.aberdeencity.gov.uk/fis](http://www.aberdeencity.gov.uk/fis)



# LGBT+

RGU is committed to building a community of dignity and respect where people of all sexual orientations and gender identities are heard and valued.

The RGU: LGBT+ society for students aims to provide a warm welcome, safe space and non judgemental area for any student at RGU. They host a variety of events including nights out, bowling and coffee meet ups.

Email [lgbt@rguunion.co.uk](mailto:lgbt@rguunion.co.uk) for more details.



**RGU supports LGBT+ equality**

# Aberdeen Weather

## Autumn

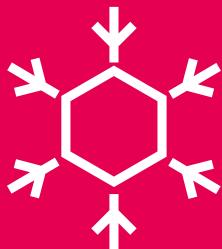
SEP | OCT | NOV



	SEP	OCT	NOV
Average High Temperature °C	16	12	8
Average Low Temperature °C	8	6	3
Average Monthly Rainfall	70	90	80

## Winter

DEC | JAN | FEB



	DEC	JAN	FEB
Average High Temperature °C	6	5	6
Average Low Temperature °C	2	0	1
Average Monthly Rainfall	80	70	50

## Spring

MAR | APR | MAY



	MAR	APR	MAY
Average High Temperature °C	8	10	13
Average Low Temperature °C	2	3	5
Average Monthly Rainfall	20	60	60

## Summer

JUN | JUL | AUG



	JUN	JUL	AUG
Average High Temperature °C	16	18	18
Average Low Temperature °C	8	10	10
Average Monthly Rainfall	70	60	70

# Aberdeen City & Culture

### PLACES TO VISIT IN ABERDEEN

#### Aberdeen Maritime Museum

Shiprow, AB11 5BY

01224 337700

[www.tinyurl.com/ABDMaritimeMuseum](http://www.tinyurl.com/ABDMaritimeMuseum)

This museum tells the story of Aberdeen's long history with the sea, and features North Sea oil and gas industry displays. The museum also incorporates Provost Ross' House, which was built in 1593.

#### Balmedie Beach

AB23 8XG

[www.tinyurl.com/ABDBalmedieBeach](http://www.tinyurl.com/ABDBalmedieBeach)

An award-winning beach with plenty of nature and sand dunes.

#### Deeside Way

[www.deesideway.org](http://www.deesideway.org)

Hire a bike and cycle to Deeside Way from the Duthie Park or access points near the Garthdee Campus. You can ride out as far as Crathes Castle for a visit or grab a refreshment in their tea room.

#### Gordon Highlanders Museum

St. Luke's, Viewfield Road, AB15 7XH

01224 311200

[www.gordonhighlanders.com](http://www.gordonhighlanders.com)

This museum tells the 200 year story of the Gordon Highlanders, a line infantry regiment of the British Army. Uniforms, weaponry and interactive maps are on display.

#### Aberdeen Beach and Queen's Link

##### Recreational Area

Beach Boulevard

AB24 5NS

[www.tinyurl.com/ABDBeach](http://www.tinyurl.com/ABDBeach)

Aside from the beach, you can find arcades, a traditional funfair and numerous restaurants, cafes and shops.

#### Aberdeen Football Club

Pittodrie Stadium

Pittodrie Road,

AB24 5QH

[www.afc.co.uk](http://www.afc.co.uk)

Sitting fourth in the Scottish Premier League, AFC will host both league games and European matches next season. Go along and see a game, or book a stadium tour.



## CASTLES

### **Crathes Castle**

Banchory, AB31 5QJ

[www.nts.org.uk/visit/places/crathes-castle](http://www.nts.org.uk/visit/places/crathes-castle)

Stagecoach Bluebird bus numbers 201, 202 and 203 from Aberdeen bus station; get off at the entrance to Crathes Estate.

### **Drum Castle**

Drumoak, Banchory, AB31 5EY

[www.nts.org.uk/visit/places/drum-castle](http://www.nts.org.uk/visit/places/drum-castle)

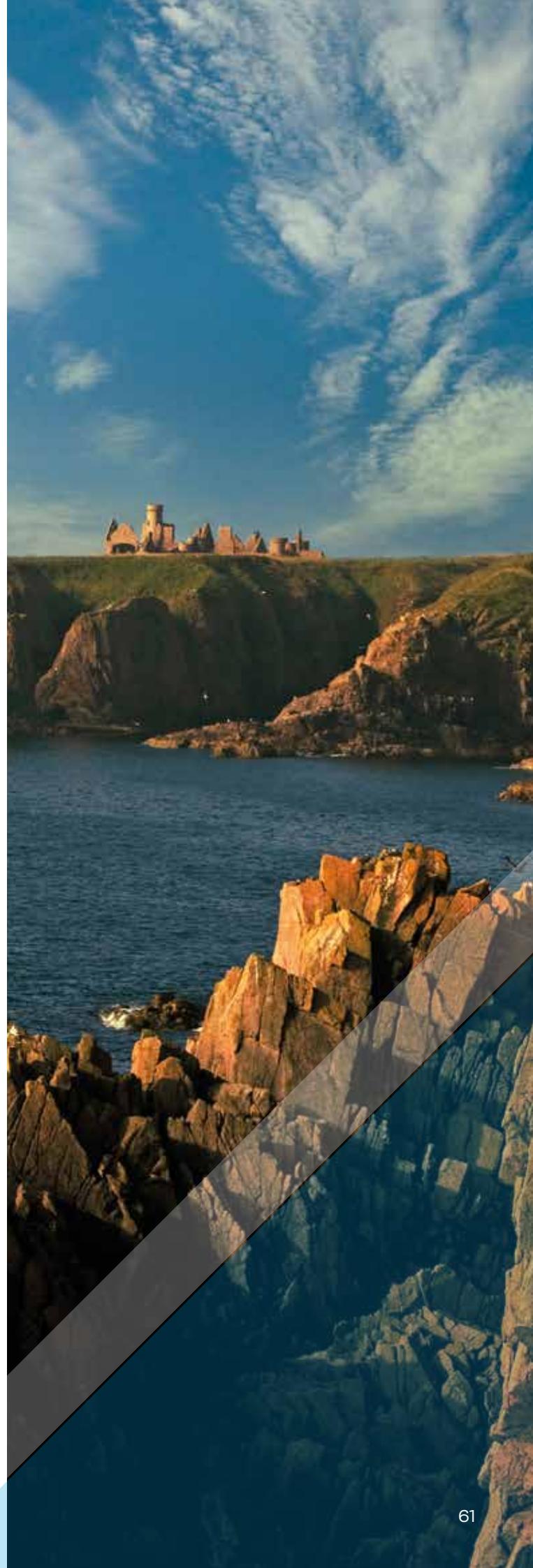
Stagecoach Bluebird bus numbers 201 or 202 from Aberdeen bus station; get off bus at Drum Castle Road End. Please note that there is a steep walk from the bus stop to the castle.

### **Dunnottar Castle**

Stonehaven, AB39 2TL

[www.dunnottarcastle.co.uk](http://www.dunnottarcastle.co.uk)

Stagecoach Bluebird bus number 7 to Stonehaven, or by train from Aberdeen train station to Stonehaven train station. Please note that the castle is a one hour walk from the town centre, along a stunning coastal path.



## PLACES TO VISIT IN SCOTLAND



### **Loch Ness and Inverness**

[www.inverness-scotland.com](http://www.inverness-scotland.com)

Play golf, visit castles, take tours to look at the Highland cows, or take a boat trip and find the Loch Ness Monster!

### **Edinburgh Castle**

[www.edinburghcastle.scot](http://www.edinburghcastle.scot)

Edinburgh Castle was built in the 12th century, this castle sits at the top of Edinburgh and is the most popular tourist attraction in Scotland. The One O'Clock Gun is still fired every day, except Sunday, at precisely 13:00hrs.

### **National Museum of Scotland**

[www.nms.ac.uk/national-museum-of-scotland/](http://www.nms.ac.uk/national-museum-of-scotland/)

Take a journey of discovery through the history of Scotland and the National Museum of Scotland.

### **Ben Nevis**

[visitscotland.com/see-do/iconic-scotland/ben-nevis/](http://visitscotland.com/see-do/iconic-scotland/ben-nevis/)

Ben Nevis is the highest mountain in the UK and stands at 1,345 metres above sea level.

### **Glasgow**

[www.peoplemakeglasgow.com](http://www.peoplemakeglasgow.com)

Glasgow is hugely popular for shopping, theatre shows and live music. There are also several museums and galleries.

### **Cairngorms National Park**

[www.cairngorms.co.uk](http://www.cairngorms.co.uk)

A national park, established in 2003. You can play golf, go cycling, go on nature tours and go horse riding, amongst other activities.

# Doric Dictionary

## A guide to the dialect of the North East of Scotland

**Fit's this aa aboot 'en?**

What's this all about then?

Doric is a Scottish dialect spoken in the North East of Scotland around Aberdeen City and Shire.

The term 'Doric' is thought to come from the Greek for 'rural' or 'rustic' perhaps due to its strong associations with the farming and fishing communities of the region.

There is an extensive body of literature, poetry, ballads and songs from the North East. In the Disney animation 'Brave', a character speaks Doric and there's a running joke that nobody can understand him. The voice actor was Kevin McKidd, a native of Elgin. Although Doric is the traditional dialect of the North East, don't worry, we do all speak English!

Below are some basic examples of the Doric used in Aberdeen.

**AYE** Yes

**NAE** No

**I DA KEN** I don't know

**NAE BITHER** It's no trouble

**DIV YE KEN?** Do you know?

**FAR?** Where?

Far ya gaan? Where are you going?

**Fit?** What?

Fit like? How are you?

**FAN?** When?

Fan ya aff? When are you going?

**FOO?** How?

Foo mony? How many?

**FIT WYE?** Why?

Fit wye nae? Why not?

**FA?** Who?

Fa's 'at? Who's that?

**Wifie**  
Woman

**Mannie**  
Man



**Loon**  
Boy/son



**Quine**  
Girl/daughter



**Bairns**  
Children/babies



# Shopping

Aberdeen has a wide range of shopping facilities, from vintage markets to large shopping malls. There are also several large supermarkets within close proximity to the city centre, and some that are open 24 hours a day.

Prices of products can be different, depending which shop you go to, and knowing how much you will need to budget for your food is an important part of planning your finances.

Aberdeen has three large shopping malls, with all the major retail chain stores you can find around the UK, plus other boutiques and independent shops.

**Union Square Shopping and Leisure Centre**  
Guild Square, AB11 5RG  
[www.unionsquareaberdeen.com](http://www.unionsquareaberdeen.com)

**Bon Accord Centre**  
Schoolhill, AB25 1HZ  
[www.bonaccordaberdeen.com](http://www.bonaccordaberdeen.com)

**Trinity Centre**  
155 Union Street, AB11 6BE  
[www.trinityaberdeen.co.uk](http://www.trinityaberdeen.co.uk)



## Supermarkets

All major supermarkets can be found nearby. As a tip – you can buy all your essentials, from toiletries, kitchenware, cleaning products and clothes, in the larger supermarkets at low prices.

**Sainsbury's**  
45-47 Garthdee Road, AB10 7AY

**Asda (open 24 hours)**  
Garthdee Road, AB10 7QA

**Tesco Superstore**  
Wellington Road, AB12 3DN

**Tesco Extra (open 24 hours)**  
Laurel Drive, Bridge of Don, AB22 8HB

**Co-Op Food**  
204 Union Street, AB10 1QS

**Morrisons**  
215 King Street, AB24 5DA

**Aldi**  
Beach Boulevard Retail Park, Links Road, AB11 5EJ

**Lidl**  
Greenwell Rd, Aberdeen AB12 3ZR

## Other 24-hour shops

**L&M Stores Premier**  
132-134 Hutcheon Street, AB25 3RU

**Sunny's Best-One**  
36-40 Market Street, AB11 5PL

# International Food Shops

Aberdeen is a city that values cultures from all over the world. If you fancy food from another culture, then here are a few of the international food shops and restaurants out there:

## International Food Shops

### Rice n Spice

175 King Street Aberdeen AB24 5AE  
[01224 638087](tel:01224638087)

### Rice n Spice 2

182-184 King Street  
Aberdeen AB24 5BH  
[01224 638087](tel:01224638087)

### Oriental Supermarket

Matthews Foods Ltd Aberdeen  
136-138 Causewayend AB25 3TN  
[01224 636060](tel:01224636060)

### New Spice of Asia

54 John Street  
Aberdeen AB25 1LP  
[01224 645654](tel:01224645654)

## Halal Food - Supermarkets

### Rice n Spice

175 King Street  
Aberdeen AB24 5AE  
[01224 638087](tel:01224638087)

### Fair Deal Super Store

14 St Machar Road  
Aberdeen AB24 2UU  
[01224 480111](tel:01224480111)

### Asda Bridge of Dee Superstore

Garthdee Road  
Aberdeen AB10 7QA  
[01224 319919](tel:01224319919)

### New Spice of Asia

63-65 John Street  
Aberdeen AB25 1LP  
[01224 645654](tel:01224645654)

## Halal Food - Restaurants

### Lahore Karahi

145 King Street  
Aberdeen AB24 5AE  
[01224 647295](tel:01224647295)  
[lahore-karahi.com](http://lahore-karahi.com)

### Nargile Mezeriye

77-79 Skene Street  
Aberdeen AB10 1QD  
[01224 636093](tel:01224636093)  
[nargilerestaurant.co.uk](http://nargilerestaurant.co.uk)

### Blue Moon

11 Holburn Street  
Aberdeen AB10 6BS  
[01224 589977](tel:01224589977)  
[bluemoonaberdeen.com](http://bluemoonaberdeen.com)



# Dates for Your Diary

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## September, 2019

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- 07 **Braemar Gathering** | Famous Highland Games. Visited regularly by the Royal Family.
- 07 **Doors Open Day Aberdeen** | Doors Open Days Aberdeen  
[www.facebook.com/  
AberdeenDoorsOpenDay](http://www.facebook.com/AberdeenDoorsOpenDay)
- 07-15 **Welcome Week** | Check out [www.facebook/  
com/rgureslife](http://www.facebook.com/rgureslife) and [www.facebook.com/  
rguunion](http://www.facebook.com/rguunion) for events information.
- 29-01 **Jewish New Year (Rosh Hashanah)**
- 09 **Start of First Semester** | Full academic calendar [www.rgu.ac.uk/academic-  
calendar](http://www.rgu.ac.uk/academic-calendar)
- 19 **Part Time Jobs Fair** | From 10.30am to 2.30pm in The Sir Ian Wood Building.
- 19-22 **True North Music Festival** | [www.aberdeenperformingarts.com/  
truenorth](http://www.aberdeenperformingarts.com/truenorth)
- 23 **Autumnal Equinox** | First day of Autumn
- 23 **Aberdeen Holiday** | University closed

## October, 2019

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- 29-08 **Sharad Navratri (Nine Nights)** | One of the greatest Hindu festivals.
- 10 **World Mental Health Day** | For information on mental health issues go to [mind.org.uk](http://mind.org.uk), and for relevant Student Services in the University refer to [www.rgu.  
ac.uk/dds](http://www.rgu.ac.uk/dds) and [www.rgu.ac.uk/counselling](http://www.rgu.ac.uk/counselling)
- 17-27 **Dance Live Festival** | [www.citymoves.org.uk/dancelive/](http://www.citymoves.org.uk/dancelive/)
- 23 - 3 **Sound Festival** [www.sound-scotland.co.uk](http://www.sound-scotland.co.uk)
- 27 **2am** - Clocks go back one hour, at 2.00 am British Summer Time (BST) the UK moves to 1.00 am Greenwich Mean Time (GMT)
- 31 **Halloween** | An annual celebration of ghosts and the supernatural.

## November, 2019

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- 05 **Fireworks Night** | Anniversary of an attempt to blow up the Houses of Parliament. Guy (Guido) Fawkes was part of the Gunpowder plot in 1605. He wanted to blow up King James I and his government, but the plot was discovered in time to stop this happening.
- 10 **Remembrance Sunday** | in honour of servicemen who lost their lives in the First World War and all conflicts thereafter.
- 30 **St Andrew's Day** | Saint Andrew is the patron saint of Scotland. In 2006, the Scottish Parliament designated St. Andrew's Day as an official bank holiday.

## December, 2018

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- 07-21 **Semester 1 Assessments** | Full academic calendar at [www.rgu.ac.uk/academic-calendar](http://www.rgu.ac.uk/academic-calendar)
- 22 **Winter Solstice** | signifying the day in the UK calendar with the longest hours of night.
- 22-30 **Hanukkah** | Jewish festival commemorating the rededication of the Holy Temple in Jerusalem

## January, 2020

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- 01 **New Year's Day** | Please note majority of shops will be closed
- 13-24 **Post-Assessment Break**
- 25 **Burns night** | celebration of the life and works of Scottish poet Robbie Burns, who was born on January 25, 1759. Burns' best known work is "Auld Lang Syne".
- 25 **Chinese New Year** | This is the first day in the Year of the Rat.
- 27 **Start of Semester 2** | Full academic calendar at [www.rgu.ac.uk/academic-calendar](http://www.rgu.ac.uk/academic-calendar)

## February, 2020

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- 14 **Valentine's Day** | a celebration of love and affection between partners.
- 25 **Shrove Tuesday (Pancake Day)**. | Day before "Lent," when it is traditional to eat pancakes.

## March, 2020

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- TBC **Aberdeen Jazz Festival** | Date to be confirmed.
- 01 **St David's Day** | Patron Saint of Wales
- 08 **International Women's Day** | For full info visit [www.internationalwomensday.com](http://www.internationalwomensday.com)
- 17 **St Patrick's Day** | Saint Patrick is a patron saint of Ireland.
- 29 Clocks go forward by one hour: at 1.00 am the UK moves to 2.00 am British Summer Time (BST)
- 30-3 **University Spring Break** | Full academic calendar at [www.rgu.ac.uk/academic-calendar](http://www.rgu.ac.uk/academic-calendar)

## April, 2020

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- 01 **Castles** | Castles reopen this month, check [nts.org.uk](https://nts.org.uk) and [historic-scotland.gov.uk](https://historic-scotland.gov.uk) for details
- 30-03 **University Spring Break** | Full academic calendar [www.rgu.ac.uk/academic-calendar](http://www.rgu.ac.uk/academic-calendar)
- 08 **Hana Matsuri** | Buddha's Birthday
- 08 **Hanuman Jayanti**, | Hindu celebration of birth of the god Hanuman.
- 12 **Easter Sunday**
- 13 **Vaisakhi** | Sikh Spring Festival
- 20 **Aberdeen holiday** | University closed (excepting Library)
- 23 **St George's Day** | patron saint of England
- 23 **Ramadan** | annual Muslim month of fasting
- 24 **end of second semester teaching** | Full academic calendar at [www.rgu.ac.uk/academic-calendar](http://www.rgu.ac.uk/academic-calendar)
- 27-1 **Reading Week** | Full academic calendar at [www.rgu.ac.uk/academic-calendar](http://www.rgu.ac.uk/academic-calendar)

## May, 2020

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- 23-23 **Ramadan** | annual Muslim month of fasting
- 08 **May Day**
- 2-16 **Semester 2 Assessments** | Full academic calendar [www.rgu.ac.uk/academic-calendar](http://www.rgu.ac.uk/academic-calendar)
- 15 **end of second semester** | (except for Final Year Honours Students) and start of scheduled summer vacation period.
- 23-24 **Eid al-Fitr** | end of Ramadan, Muslim celebration

## June, 2020

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- 14 Aberdeen Highland Games|Hazlehead Park.
- 20 Summer Solstice | designating the day in the UK calendar with the longest hours of light.

## July, 2020

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- 10-12 **Stonehaven Folk Festival** | [www.stonehavenfolkfestival.co.uk](http://www.stonehavenfolkfestival.co.uk)
- 13 Aberdeen Holiday

## August, 2020

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- AUG **Edinburgh Fringe** | [www.edfringe.com](http://www.edfringe.com)
- 1-15 **Assessment Resits** | Full academic calendar at [www.rgu.ac.uk/academic-calendar](http://www.rgu.ac.uk/academic-calendar)

# RGU Contacts

## Director of Student Life Office

**01224 262117**

[studentlife@rgu.ac.uk](mailto:studentlife@rgu.ac.uk)

[www.facebook.com/rgustudentlife](http://www.facebook.com/rgustudentlife)

## Accommodation (General)

**01224 262130**

Contact online at [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

## Accommodation (Welfare)

**01224 262141**

[t.knight@rgu.ac.uk](mailto:t.knight@rgu.ac.uk); [reslife@rgu.ac.uk](mailto:reslife@rgu.ac.uk)

## Accommodation Finance (RGU fees/installments)

**01224 263017**

Contact online at [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

## Admissions

**01224 262728**

**01224 262209**

Contact online at [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

## Careers Team: Employability & Professional Enrichment Hub

**01224 262110**

Contact online at [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

## Chaplaincy

**- on campus most Wednesday and Fridays**

**01224 640119**

[chaplaincy@rgu.ac.uk](mailto:chaplaincy@rgu.ac.uk)

## Counselling

**01224 262120**

Contact online at [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

## Finance (tuition fees, SAAS)

**01224 262664**

Contact online at [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

## Financial Assistance

**01224 262127**

**01224 262126**

Contact online at [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

## Immigration and Visa Support

**01224 262020**

Contact online at [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

## Inclusion Centre

**01224 262103**

[inclusion@rgu.ac.uk](mailto:inclusion@rgu.ac.uk)

## IT Help Desk

**01224 262777**

[ITHelpdesk@rgu.ac.uk](mailto:ITHelpdesk@rgu.ac.uk)

## Library

**01224 263450**

[library@rgu.ac.uk](mailto:library@rgu.ac.uk)

## Records

**01224 262205**

Contact online at [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

## Reslife

**01224 262019**

[reslife@rgu.ac.uk](mailto:reslife@rgu.ac.uk)

## RGU Sport Reception

**01224 263666**

[rguunion.co.uk/getinvolved/sport/](http://rguunion.co.uk/getinvolved/sport/)

## RGU Sport Clubs

**01224 263665**

[www.rguunion.co.uk/getinvolved/sport/](http://www.rguunion.co.uk/getinvolved/sport/)

## RGU:Union

**01224 262266**

[www.rguunion.co.uk/contact/](http://www.rguunion.co.uk/contact/)

## Student Help Point

**01224 263660**

Visit us in Ishbel Gordon Building  
(open 9am-4.30pm Mon-Wed, Fri  
and 10am-4.30pm on Thurs)

Contact online at [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

Twitter: @rguhelppoint

[www.pinterest.com/rguhelppoint](http://www.pinterest.com/rguhelppoint)

## Study Abroad: Employability & Professional Enrichment Hub

**01224 262160**

**01224 263172**

Contact online at [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

## Study Skills

**01224 263089**

Contact online at [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

## Transport

**01224 262063**

[transport@rgu.ac.uk](mailto:transport@rgu.ac.uk)

## Switchboard

**01224 262000**

Can transfer you to any department or staff member

# Who Can Help Me?

## All Non Academic Problems

**Examples:** Health, travel, personal issues.  
**Location:** [Student Help Point](#)

## Academic Skills

**Examples:** Academic support for students.  
**Location:** [DELTA's Study Skills Service](#)

## Accommodation

**Examples:** Advice on halls and private rented accommodation.  
**Location:** [Student Help Point](#), Monday-Friday 9-4.30.  
[Accommodation Finance drop-in @ Student Central](#), Tuesday 12-2pm.

## Appeals

**Examples:** Advice on appeals, complaints and general representation.  
**Location:** [RGU:Union](#)

## Career Planning

**Examples:** Finding work: graduate jobs, part-time work, internships etc.  
**Applying for jobs:** CV and applications advice, interview prep and assessment centre support. Further study options and changing/leaving your course.  
**Location:** [Careers Team: Employability and Professional Enrichment Hub](#)

## Childcare

**Examples:** Nursery places.  
**Location:** [The Tree House Nursery](#)

## Disabilities and Medical Conditions

**Examples:** sensory impairments; mobility difficulties; medical conditions; mental health difficulties; lecture and exam arrangements; Disabled Students Allowance.  
**Location:** [Inclusion Centre](#)

## Exams / Resits

**Examples:** applying for resit exams; deferrals.  
**Location:** [Contact your School Office](#)

## Financial

**Examples:** Support for repeat funding; false start funding.  
**Location:** [Student Finance \(drop-in @ Student Central\)](#), 10am-1pm Mon, Wed, Fri); SAAS

**Examples:** Sources of financial support (eg financial assistance/discretionary fund or emergency loans).

**Location:** [Student Finance \(drop-in @ Student Central\)](#), 10am-1pm Mon, Wed, Fri); financial assistance forms can be completed and downloaded from [www.rgu.ac.uk/financial-assistance](#)

## Fitness and Sport

**Examples:** Sports activities; team sports.  
**Location:** [RGU Sport](#), [RGU:Union](#)

## Illness

**Examples:** Medical certificates; missed exams due to illness.  
**Location:** Contact your [School Office](#); [Inclusion Centre](#) (for temporary disability or ongoing illness)

**Examples:** Support for long term medical conditions; support for mental health and wellbeing, ie anxiety, low mood, thoughts of suicide, disordered eating problems, stress, depression etc.

**Location:** [Inclusion Centre](#); [Counselling and Wellbeing Centre](#): you can book appointments with the Wellbeing Advisor at [askme.rgu.ac.uk](#), at Student Help Point or call 01224 262120

## Immigration and Visa Support

**Examples:** Immigration/visa enquiries; Extending Tier 4 Visa; Working During Studies; Re-Registration; Passport/BRP/Visa Scanning  
**Location:** [Student Immigration Team](#)

## Paying Fees

**Examples:** Accommodation/tuition.  
**Location:** [Student Help Point](#) or [online via My Finance tab of my rgyou](#) or [www.rgu.ac.uk/makepayments](#)

## Personal

**Examples:** Homesickness; personal problems (eg illness of a family member, relationship problems).  
**Location:** [Counselling and Wellbeing Centre](#): you can book appointments with the Wellbeing Advisor at [askme.rgu.ac.uk](#), at Student Help Point or call 01224 262120

## SAAS

**Examples:** Problems with tuition fees.  
**Location:** [Contact Student Finance](#) or [SAAS](#) directly on 0300 555 0505  
**Examples:** Disabled Students Allowance.  
**Location:** [Inclusion Centre](#)

## **Societies**

**Location:** RGU:Union

## **Specific Learning Differences**

**Examples:** Pre-screening; dyslexia assessment; lecture and exam arrangements.

**Location:** Inclusion Centre

**Examples:** Study skills advice for dyslexia and other related learning differences.

**Location:** DELTA's Study Skills Service: you can book an appointment at askme.rgu.ac.uk, at Student Help Point, by emailing [studyskills@rgu.ac.uk](mailto:studyskills@rgu.ac.uk) or telephoning 01224 263089.

## **Study Abroad**

**Examples:** Study or work in another country as part of a degree programme.

**Location:** Study Abroad: Employability and Professional Enrichment Hub

## **Study Support**

**Examples:** Study Skills; advice; assignment planning; English Language; time management; maths, stats and numeracy

**Location:** DELTA's Study Skills Service: you can book an appointment at askme.rgu.ac.uk, at Student Help Point, by emailing [studyskills@rgu.ac.uk](mailto:studyskills@rgu.ac.uk) or telephoning 01224 263089.

## **Timetables**

**Examples:** Timetabling enquiry.

**Location:** Contact your School Office

## **Transcripts**

**Examples:** Applying for a transcript.

**Location:** You can access your most up to date transcript on my rgyou or (on headed paper) from your [School Office](#)

## **University Regulations**

**Examples:** Part-time study; student progress; repeating a year; changes to degree intention (eg MA to BSc); withdrawal; readmission; other options for study.

**Location:** Contact your [School Office and Admissions](#)

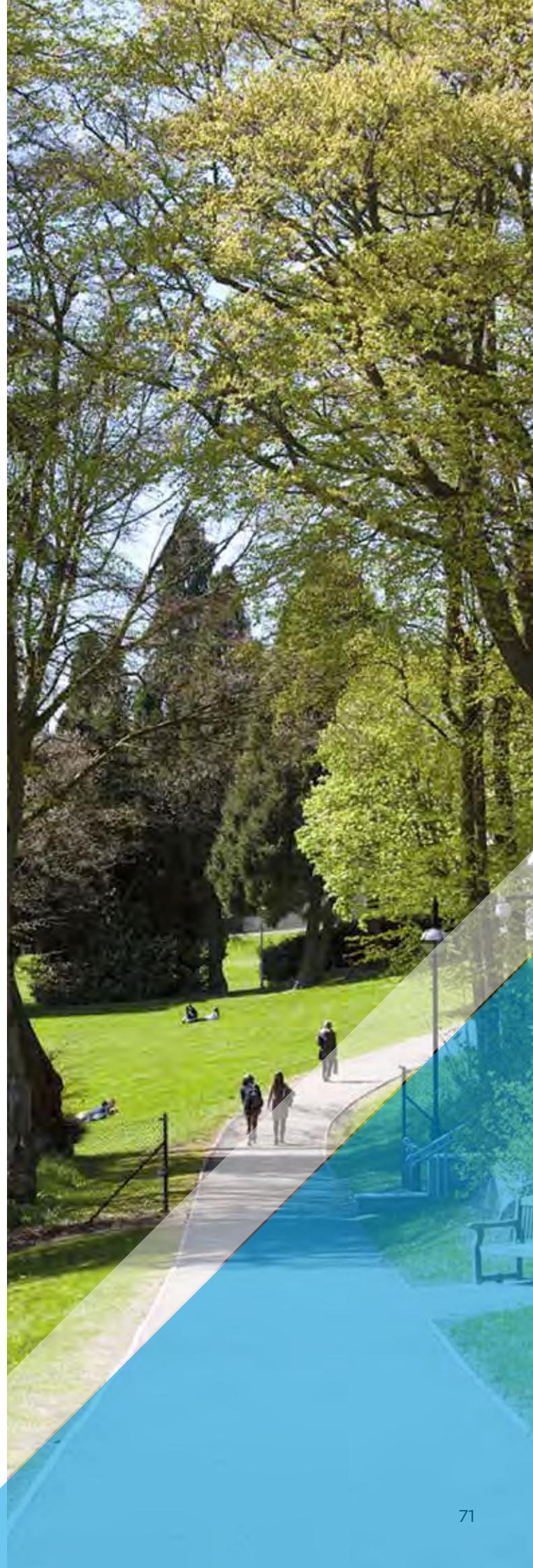
## **Volunteering**

**Location:** RGU:Union

## **Work Experience and Placements**

**Examples:** Summer placements; internships; employment.

**Location:** Contact your [School Office; Employability and Professional Enrichment Hub](#)



# ASK ME

[Ask questions](#) | [Browse FAQs](#) | [Book Appointments](#)

→ [askme.rgu.ac.uk](http://askme.rgu.ac.uk)

