



**ROBERT GORDON
UNIVERSITY ABERDEEN**

**WHAT?
WHERE?
WHEN?**

INFORMATION FOR INCOMING STUDENTS

Dear Student

This booklet is intended to help you prepare for your visit to the Robert Gordon University and help orientate you during your first few weeks in Aberdeen.

Aberdeen has a very large student population, which attracts students from all over the world offering you the opportunity to mix with students of all cultures.

I would like to take this opportunity to wish you an enjoyable stay in Aberdeen. I hope you find this exchange period a beneficial experience which is academically, culturally and socially enriching. We are here to help enable you to achieve this.

As you can see from the quotes by students in recent years, the opportunity arises for you to have a wonderful experience. Make the most of it! If we can be of any assistance to you please don't hesitate to ask. We are here to help.

*JULIA KENNEDY
International Exchanges Manager/
Erasmus Institutional Co-ordinator*



QUOTES FROM EXCHANGE STUDENTS WHO HAVE ATTENDED ROBERT GORDON UNIVERSITY ON AN EXCHANGE STUDY VISIT, SPEAKING OF THE BENEFIT OF THEIR EXPERIENCES:

'I cannot believe how friendly the Scottish people are'.

'I will never forget my year in Aberdeen'.

'I have benefitted both academically and personally.'

'I cannot believe how beautiful Scotland is.'

'Staff at the University were always willing to help us'.

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ABOUT ABERDEEN



www.rgu.ac.uk/student-life/about-aberdeen

Aberdeen is a vibrant and bustling city with a fascinating past and a shining future. The city's welcoming atmosphere and appeal are summed up in the official toast: 'Happy to meet, sorry to part, happy to meet again'.

Aberdeen is Scotland's third largest city with a population of over 220,000, of whom over 20,000 are students. The city is full of charm and character, coupling timeless architecture with modern entertainment.

Culturally, Aberdeen has much to offer. The city hosts a number of alternative and international festivals, and houses an impressive range of art galleries and museums. Aberdeen is also home to His Majesty's Theatre, one of the finest Edwardian theatres in Britain, and to four cinemas showing an assortment of mainstream, international and independent films.

Music lovers have no shortage of options with live entertainment venues ranging from cosy pubs to the vast Exhibition and Conference Centre. There is an assortment of bars and nightclubs provide evening entertainment for everyone.

On the shopping front, there are five shopping centres with a wide range of well-known shops, as well as boutiques, shops selling locally produced goods and an international street market held at various times throughout the year.

For those wanting a break from the bustle of city life, RGU's Garthdee campus is set in beautiful grounds on the banks of the River Dee. Aberdeen also features a number of attractive parks within easy distance of the city centre, and miles of sandy beaches.

Sporting facilities are also excellent. The city boasts numerous facilities including golf courses and sports pitches. A recent addition to the city is the alpine sports centre located adjacent to the Garthdee campus, and the beautiful coastline offers ample opportunity for sailing and windsurfing.

ABOUT ROBERT GORDON UNIVERSITY



www.rgu.ac.uk/about/about-robert-gordon-university

RGU is a dynamic modern place to study with an international reputation for providing high quality education from undergraduate through to PhD level.

Consistently ranked among the UK's top universities for graduate employment for many years, recent accolades have included:

- Top university in Scotland for Health Professions, Journalism, Architecture and Pharmacy. Top for graduate prospects – Guardian University Guide 2017
- Ranked 1st in Scotland for graduate prospects in 11 subject areas - The Complete University Guide 2017

- Ranked 5th in the UK for universities that do most to boost graduate salaries - The Economist 2017
- Top university for graduate jobs in the UK- HESA July 2015

In 2017 the University was awarded Gold in the Teaching Excellence Framework putting RGU in the Top 20% of Universities in the UK for the quality of its undergraduate teaching and learning.

Our diverse and exciting range of degree programmes are taught in state-of-the-art facilities by specialists who maintain close links with the world of work.

Well established relationships with professional bodies, industrial organisations, government departments and research institutes ensure that all taught content is relevant and meets industry standards.

The University welcomes exchange students, believing their presence makes a valuable contribution to the University's cultural environment. There is a long tradition of European involvement. Numerous academic links have been developed with other educational institutions in Europe within and out with the Erasmus network.

ACADEMIC CALENDAR

2019

Induction/Freshers Week	09 September
Aberdeen Holiday	23 September
End of First Semester Teaching	06 December
First Semester Assessments	07 – 21 December
End of First Semester	21 December

2020

Start of Second Semester	27 January
Student April Break	30 March – 03 April
End of Second Semester Teaching	24 April
Second Semester Assessments	02 – 16 May
End of Second Semester	16 May

BEFORE DEPARTURE

FUNDING

The European Commission provides funding through the Erasmus+ Programme which is designed to aid students who wish to study or work in another Erasmus participating country as part of their degree.

You may be entitled to an Erasmus grant, which you would receive from your sending university, if eligible. Erasmus grants are intended to be supplementary funding and are not designed to cover the total cost of studying abroad.

Under an exchange agreement, tuition fees will be waived by the host university.

If you are coming from a university that does not have an exchange agreement with Robert Gordon University, you may have to pay tuition fees. Please contact studyabroad@rgu.ac.uk for further details.



ENTERING THE COUNTRY

If you hold a non-EU or EEA passport, you may need a visa to enter the UK, even if you are currently a full time student in another European Country. Information on visas and how to apply for them are available online from the UK Government's website at

www.gov.uk/visas-immigration

For details on entering the UK, please refer to the UK Government website:

<https://www.gov.uk/uk-border-control>

Important – Brexit

If the UK leaves the EU without a deal on 31 January 2020, new rules may apply. You should check the UK Government website for information on entering the UK after Brexit: <https://www.gov.uk/guidance/visiting-the-uk-after-brexit>

ACCOMMODATION

Accommodation Services try to provide accommodation for all exchange students who book in advance as long as they have submitted a fully completed move on application form and ECTS Learning Agreement by 01 June for Semester 1 and 01 November for Semester 2. Please note that University accommodation is very popular, so you are strongly advised to book your accommodation as early as

possible. If accommodation is requested at short notice, the University cannot guarantee to offer campus accommodation but it will help students to obtain private accommodation.

N.B. Any University accommodation rented out to Exchange students can only be rented for a minimum of **one whole** semester i.e. mid-September to December and January to June.

If you wish to stay in University accommodation, you must do so by applying online at www.rgu.ac.uk/roomonline Please note that you will not be able to apply for accommodation online until such time as you have received an official email of acceptance from the University.

It is a requirement that all students staying in University accommodation pay a non-refundable rent advance of £250. The easiest way to pay this is through www.rgu.ac.uk/roomonline

Information on the various different types of accommodation that are available can be found at www.rgu.ac.uk/accommodation

The University flats are fully furnished, heated and are self-catering. This means that 3 - 8 students each have their own bedroom but share cooking facilities and in some cases they share shower and bathroom facilities. Students have to provide their own bedding, cutlery, crockery and cooking utensils. Student Accommodation also provides a coin operated washing machine and dryers.

Accommodation Services are also able to provide information about other arrangements such as bed and breakfast, private flats etc., if you prefer not to stay in University accommodation or arrive before the semester starts.

If you have any enquiries about accommodation, then do not hesitate to contact Accommodation Services:

Accommodation Services

Tel: + (44) (0)1224 262130

e-mail: accommodation@rgu.ac.uk

RESLIFE



www.rgu.ac.uk/reslife

The Accommodation Services team are also supported by RGU: ResLife who are committed to improving student experience through the provision of a comprehensive social calendar as well as access to support services within and outwith the University. The team is committed to supporting students and fostering a sense of community within student accommodation.

If you have any queries or would like any more information, then do not hesitate to contact the ResLife team:

RGU: ResLife
Terry Knight
Tel: + (44) (0)1224 262141
e-mail: t.knight@rgu.ac.uk

LIVING COSTS

It is estimated that for a stay in Aberdeen of 4 months, you may need between approximately £3,500 and £4,200 to cover living costs depending on your individual lifestyle and the duration of your stay. These costs would include accommodation, food, books, entertainment and travel expenses.

THE INCLUSION CENTRE: DISABILITY & DYSLEXIA

www.rgu.ac.uk/disability

It is important for disabled students to know that adjustments can be made to facilitate your studies. The Inclusion Centre offers confidential advice and support to disabled students and prospective students.

The Inclusion Centre, part of the Student Services' Department, is validated by the Scottish Government to undertake assessment of needs and has many years' experience of supporting students with:

- Dyslexia
- Sensory Impairments
- Mobility Impairments
- Mental Health Difficulties
- Medical Conditions (e.g. diabetes, epilepsy, asthma etc.)
- Autism Spectrum Conditions (including Asperger's Syndrome)
- Temporary Impairments, such as broken limbs

EXCHANGE SOCIETY/FACEBOOK

There is an active Exchange Student Society at RGU which is run by students for students, called ESN RGU. It is part of the wider Erasmus Student Network, which is a collection of student societies that work together all across Europe. ESN RGU arranges many events throughout the Academic Year, from pub quizzes to murder mystery tours to trips to Edinburgh! Membership also grants discounts in many of the pubs and clubs in Aberdeen. You can find them on Facebook by searching for "ESN RGU" or online at <http://rgu.esnuk.org/>

ON ARRIVAL

ARRIVING IN ABERDEEN

When making travel arrangements, students are advised to arrive Monday to Friday between the hours of 9am - 5pm. This is preferable as staff are on site during these times and can allow you access to your accommodation. If you think that you may arrive outside these times, you should contact the Accommodation Services who will arrange for someone to be on site at your arrival time to give you access to your accommodation.

Accommodation Services

Tel: + (44) (0)1224 262129
e-mail: accommodation@rgu.ac.uk

If your arrival coincides with the beginning of the academic year (September), you will be greeted at the airport or train station, provided that you have completed the necessary form prior to arrival. This form can be downloaded from www.rgu.ac.uk/roomonline after you have applied for accommodation. Please note that you will have to make your own way to your accommodation.

From the Airport

Taxis

The taxi fare from the airport to your accommodation will cost approximately £15.00 to £30.00. Taxis are available from outside the terminal.

Buses

The Jet Service 727 runs regularly from the airport to Union Square bus station, which is in the city centre. Fare information and timetables are available from: <https://www.stagecoachbus.com/routes/north-scotland/727/aberdeen-airport-terminal-aberdeen-union-square/xao727.i>

From the Bus/Train Station

The taxi fare to Woolmanhill, Meal Market or Garthdee will cost approximately £5.00 - £12.00. Taxis are available from inside the railway station, which is next to the bus station.



ENROLMENT

All exchange students must enrol with the University. Students of EU/EEA nationality can do so online via the “RGYou” portal. Students of non-EU/EEA nationality must attend a supported enrolment session with the Student Immigration Team.

Students will receive further information regarding enrolment close to their date of arrival. Information can be found at www.rgu.ac.uk/current-students/enrolment-information

With your student ID card, you will be allowed access to all University premises and facilities. With your student card you will also be able to benefit from some of the student discounts that are on offer to students within Aberdeen. For example, you can get discounts in certain cinemas, sports facilities, restaurants and nightclubs.

MEDICAL SERVICES

You are entitled to register with a Doctor (GP) under the National Health Service (NHS) for all medical services. Registering with a GP gives you access to free healthcare, although you may have to pay for any medication that is prescribed.

It is important to arrange this on arrival in Aberdeen to ensure you are covered in an emergency. Registering with the University Medical Service is not compulsory although it is essential that you register with a doctor if your stay in Aberdeen is longer than 3 months.

Information on medical services is available from www.rgu.ac.uk/medical-advice

If you require medical assistance in the evenings or at weekends, you should call NHS24 on 111 - <https://www.nhs24.scot/>

DENTISTS

If you require dental treatment, you will have to pay for all the treatment you receive. There are numerous dentists in Aberdeen, both National Health Service dentists and private ones, although there may be a waiting list to see an NHS dentist.

INSURANCE

It is strongly recommended that students who are on a study/work visit to Aberdeen are insured. Your insurance policy should be fully comprehensive and cover you in the event of medical emergencies as well as your property. This can be done through any insurance company in your home country or in Aberdeen.

BANK INFORMATION

If you wish to open a UK bank account, it is advisable to choose a bank that is within a reasonable distance of where you will be living or studying. Most banks will require certain documentation in order to open an account. It is advisable to take along four documents:

- Student ID Card
- Passport
- A letter with your Aberdeen address
- Letter of Acceptance from RGU

Some banks may also ask you for a letter of confirmation of enrolment from Robert Gordon University. The Student Help Point at RGU will supply such a letter on request.

The majority of banks are open from 9 am to 5pm/5.30 pm.

If your bank card displays a Visa or Mastercard symbol then you may be able to withdraw money from ATMs, however, you may be charged for this. It is advisable to check with your own bank in your home country before you leave.

Some of the banks in Aberdeen are:

- The Royal Bank of Scotland
- The Clydesdale Bank
- Lloyds/TSB
- Barclays Bank
- The Bank of Scotland

LIVING IN ABERDEEN

TRAVEL

Aberdeen has a good bus service that operates in and around the city centre and to the various campuses of the University. Students can travel between the city centre and Garthdee by using services 1, 1A and 2.

www.rgu.ac.uk/transport

Standard First Aberdeen buses in Aberdeen operate on an exact fare basis - i.e. you pay the exact money as you will not be given any change. However, you can also pay with a contactless debit/credit card or via Apple Pay/ Google Pay. While staying in Aberdeen you can purchase a bus pass that will give you unlimited travel within the city. These passes can be purchased for a period of 1 day, 1 week, 1 month or 3 months.

First bus:

<http://www.firstgroup.com/aberdeen>

First bus also has an app that you can use on your smartphone. It allows you to buy tickets in advance and use your phone to get on the bus. More information is available from:

<http://www.firstgroup.com/aberdeen/tickets/ticket-types/mtickets>



Travel Discounts

Coach

Discounts are available for both Citylink Coaches and Megabus coaches:

- CityLink:
www.citylink.co.uk
- Megabus:
<http://uk.megabus.com>

Rail

A 16-25 Railcard gives you discount on rail travel. It can be purchased online or at all major railway stations. It costs approximately £30. For up-to-date information, please consult the railcard website: www.railcard.co.uk

Timetable and fare information can be obtained from: www.scotrail.co.uk

HOLIDAYS

Usually the last Monday in September is a local holiday and the University will be closed. Other holidays include:

New Year's Day and 02 January
Aberdeen Spring Holiday (April)
Aberdeen Summer Holiday (July)
Aberdeen Autumn Holiday (September)
Christmas Day
Boxing Day



ENGLISH LANGUAGE CLASSES

www.rgu.ac.uk/english-language-support

These are on offer to all incoming European Exchange Students, and are optional, not compulsory.

STUDENT COUNSELLING AND WELLBEING CENTRE

www.rgu.ac.uk/counselling

Coming to a foreign university can be an exciting and rewarding time. It can also bring changes into your life which at times might become stressful. There is a wide range of personal, emotional and academic issues which might affect you during your time at RGU.

Asking for help when feeling stressed or worried is a positive step to make to maintain emotional health and wellbeing.

If you feel that you need help, please do not hesitate to contact the Student Counselling and Wellbeing Centre:

Counselling and Well Being Centre
Ishbel Gordon Building
Garthdee
Tel: (01224) 262120
Email: counselling@rgu.ac.uk

If you require immediate help and cannot contact the centre, please contact:

- Your GP
- Emergency services (999) in life threatening situations

Other 24 hour helplines include:

- The Samaritans – 116 123
- NHS 24 – 111

CLOTHING

When coming to Aberdeen from another climate, remember to bring warm clothing, as the Scottish weather can be unpredictable. So do not forget to bring fleeces, an umbrella and/or waterproof clothing. A waterproof jacket with a hood is essential.



ELECTRICITY

The voltage of electricity in the UK is much greater than in most other countries. If you intend to bring any electrical appliances with you, please bear in mind that you may need an adaptor/transformer as the sockets are completely different also. Please check before use as if voltage is not sufficiently reduced it may irreparably damage your appliance.

TV LICENCE

You need to be covered by a valid TV licence if you watch or record TV as it's being broadcast, irrespective of what channel you're watching, what device you are using (TV, computer, laptop, mobile phone or any other) and how you receive

them (terrestrial, satellite, cable, via the Internet or any other way). If you don't have a licence you risk prosecution and a fine of up to £1,000. A colour licence costs around £150.50 for 12 months.

You need your own separate TV licence if you live in halls of residence and watch or record TV in your room while it's being broadcast. Further information can be found on the Accommodation Services' website or at: www.tvlicensing.co.uk

TELEPHONES

Many mobile phones will work in the UK, however, it is advisable to check with your service provider before you leave your home country. UK mobile phones are readily available in supermarkets and specialist shops, both on "pay as you go" and "pay monthly" tariffs.



SHOP OPENING HOURS

Most shops are open from 9am to 5pm/5.30pm on Mondays, Tuesdays, Wednesdays, Fridays, and Saturdays, and from 9am to 8pm on Thursdays. Many shops are open on a Sunday. The bigger supermarkets are open most days until at least 10pm, while some are open for 24 hours.

STUDENT DISCOUNTS

As a full time student with a student card, you will find many shops, restaurants, cinemas and bars will give discounts.

WHAT'S ON

If you would like to know what is happening in Aberdeen then you can pick up monthly guides such as:

- 'What's On' – also online at www.visitabdn.com/whats-on/
- 'Arts and Recreation Listings'

These are available from the Tourist Information Office and other places of interest.

STUDENT ASSOCIATION

www.rguunion.co.uk

RGU:Union is RGU's Student Association. The Union is here to represent all RGU students and make student life at RGU the best it can be! The Union deals with every aspect of university life, and can provide help and advice if you need it, put you in contact with clubs and societies and can help you get involved in student politics.

SPORTS FACILITIES

www.rgu.ac.uk/student-life/campus-life/rgu-sport/rgu-sport

RGU: SPORT provides opportunities for students, staff and the wider community, of all levels of ability, to participate in sport and physical activity.

Robert Gordon University has invested over £11 million in a state of the art sports facility. The centre is a dramatic improvement in sporting infrastructure available for the region and will also act as a social hub for the Garthdee campus.

The centre features a 25m swimming pool, three gyms, climbing wall and bouldering room, cafe, three exercise studios and a vast sports hall.



UNIVERSITY SOCIETIES AND SPORTS CLUBS

There is a wide variety of Societies and Sports Clubs that you can get involved with.

Membership of a Society or Sports Club provides excellent social activities and great opportunities to make new friends. You can find out more about the Societies and Sports Clubs at Freshers Fayre, which is held at the beginning of Semester 1, the Societies Fayre at the beginning of Semester 2, or from www.rgu.ac.uk/student-life/campus-life/clubs-and-societies

IF YOU WISH TO WORK WHILE YOU ARE IN ABERDEEN

If you wish to work during your study period in Aberdeen, it is necessary for you to obtain a National Insurance Number. You should apply for this over the phone by calling 0800 141 2075, between 8am and 6pm, Monday to Friday. You may be required to attend an evidence of identity interview. You can only apply once you're in the UK.

EMBASSIES AND CONSULATES

If you lose your passport or ID card or need any other advice, you should contact your local Embassy or Consulate.

Austria

Austrian Embassy
18 Belgrave Mews West
London
SW1X 8HU
Tel: 020 7344 3250 (9am to 5pm)
<http://austria.embassyhomepage.com/>

Belgium

Belgian Embassy
17 Grosvenor Crescent
London
SW1X 7EE
Tel: 020 7470 3700
<http://belgium.embassyhomepage.com/>

Cyprus

Cyprus Embassy
13 St James's Square
London
SW1Y 4LB
Tel: 020 7321 4100
<http://cyprus.embassyhomepage.com/>

Czech Republic

Embassy of the Czech Republic
26 - 30 Kensington Palace Gardens
London
W8 4QY
Tel: 020 7243 1115
<http://czech.embassyhomepage.com/>

Czech Consulate General

12A Riselaw Crescent
Edinburgh
EH10 6HL
Tel: 0131 447 5528

Denmark

Royal Danish Embassy
55 Sloane Street
London
SW1X 9SR
Tel: 020 7333 0200
<http://denmark.embassyhomepage.com/>

Danish Vice-Consulate
14 Carden Place
Aberdeen
AB10 1UR
Tel: (01224) 632464

Finland
Embassy of Finland
38 Chesham Place
London
SW1X 8HW
Tel: 020 7838 6200
<http://finland.embassyhomepage.com/>

France
French Embassy
58 Knightsbridge
London
SW1X 7JT
Tel: 020 7073 1000
<http://france.embassyhomepage.com/>

French Consulate-General
11 Randolph Crescent
Edinburgh
EH3 7TT
Tel: 0131 225 7954

Germany
Germany Embassy
23 Belgrave Square/Chesham Place
London
SW1X 8PZ
Tel: 020 7824 1300
<http://germany.embassyhomepage.com/>

Consulate General of the Federal Republic of Germany
16 Eglinton Crescent
Edinburgh
EH12 5DG
Tel. 0131 337 2323

Greece
Greek Embassy
1A Holland Park
London
W11 3TP
Tel: 020 7229 3850
<http://greece.embassyhomepage.com/>

Italy

Italian Embassy
14 Three Kings Yard
Davies Street
London
W1K 4EH
Tel: 020 7312 2230
<http://italy.embassyhomepage.com/>

Lithuania

Embassy of the Republic of Lithuania
Lithuania House 2
Bessborough Gardens
London
SW1V 2JE
Tel: 020 7592 2864
<http://lithuania.embassyhomepage.com/>

Malta

Malta High Commission
Malta House
36-38 Piccadilly
London
W1J 0LE
Tel: 020 7292 4800
www.foreign.gov.mt/uk

The Netherlands

Royal Netherlands Embassy
38 Hyde Park Gate
London
SW7 5DP
Tel: 020 7590 3200
<http://netherlands.embassyhomepage.com/>

Norway

Norwegian Embassy
25 Belgrave Square
London
SW1X 8QD
Tel: 020 7591 5500
<http://norway.embassyhomepage.com/>

Poland

Embassy of the Republic of Poland
47 Portland Place
London
W1B 1JH
Tel : 020 7291 3520
<http://poland.embassyhomepage.com/>

Portugal

Portuguese Embassy
11 Belgrave Square
London
SW1X 8PP
Tel: 020 7235 5331

<http://portugal.embassyhomepage.com/>

Spain

Spanish Embassy
39 Chesham Place
London
SW1X 8SB
Tel: 020 7235 5555

<http://spain.embassyhomepage.com/>

Sweden

Swedish Embassy
11 Montague Place
London
W1H 2AL
Tel: 020 7917 6400

<http://sweden.embassyhomepage.com/>

Turkey

Turkish Embassy
43 Belgrave Square
London
SW1X 8PA
Tel: 020 7393 0202

<http://turkey.embassyhomepage.com/>

EMERGENCY TELEPHONE NUMBERS

Police - 999

Ambulance - 999

Fire - 999

Please note that these numbers are for EMERGENCIES ONLY.

OTHER USEFUL TELEPHONE NUMBERS

Operator – 100

International Operator - 155

Directory Enquiries - there are several numbers, each charging different amounts, examples of these are 118 118, 118 500 and 118 247. You can also search for directory enquires online.

Police Scotland– 101 (for non-emergencies)

Foresterhill Hospital - 0345 456 6000

NHS 24 – 111

TELEPHONE DIALLING CODES

Telephone Codes to the UK from the EU

The UK dialling code from all other Member States is 00 44.

Telephone Codes to the EU from the UK

Austria	00 43
Belgium	00 32
Cyprus	00 357
Czech Republic	00 420
Denmark	00 45
Finland	00 358
France	00 33
Germany	00 49
Greece	00 30
Italy	00 39
Lithuania	00 370
Malta	00 356
The Netherlands	00 31
Norway	00 47
Poland	00 48
Portugal	00 351
Spain	00 34
Sweden	00 46

CHECKLIST

A checklist to ensure you have done everything

BEFORE DEPARTURE

✓

Is your passport/ID card valid?	
Have you arranged your visa? (if required)	
Have you made your travel arrangements?	
Have you taken out an adequate insurance policy? (if required)	
Have you arranged your accommodation?	
Do you know how to reach your accommodation?	
Have you arranged financial support, e.g. Erasmus?	
Do you have all other documents you might need? e.g. Birth Certificate, Driving Licence, letter of acceptance etc.?	

ON ARRIVAL

Attend an Orientation Session	
Enrol	
Register with a Doctor	



Erasmus+

This booklet has been co-funded by the European Union within the Framework of the Erasmus+ Programme. The purpose of the information is to assist students in forming their own views about travelling and living in another country. RGU, the British Council and the European Union accept no liability for the content or accuracy of it. Students rely on it entirely at their own risk.