

INTERNATIONAL COLLEGE



ROBERT GORDON  
UNIVERSITY ABERDEEN



# Your Pre-Arrival Questions

Congratulations on receiving your CAS – you are so close to joining us at ICRGU! We understand that moving to a new country requires careful planning, and you likely have various questions about how best to prepare. That's why we've compiled the most frequently asked questions, so you can be confident of next steps.



### Q. I have my CAS – what happens now?

A. Now that you have your CAS, you need to do the following:

- Book your accommodation
- Apply for your student visa
- Register for one of our Pre-Arrival Webinars

Please note: It is essential that you apply for your visa as soon as you have your CAS. Any delay may affect your visa outcome.

## Access our new interactive pre-departure guide



### Q. How do I book accommodation?

A. You should have been referred to the RGU Accommodation team once you accepted your offer. If you haven't yet arranged your accommodation, you need to email [accommodation@rgu.ac.uk](mailto:accommodation@rgu.ac.uk) and the team will help you.

### Q. My accommodation is booked, and my visa is confirmed – what's next?

A. As soon as you have your accommodation and visa sorted, you need to book your flights to the UK. Once you have done this, please email us so we know your flight/arrival details: [student.services@ic.rgu.ac.uk](mailto:student.services@ic.rgu.ac.uk)

### Q. What should I pack?

**Clothing** - Student dress code in the UK is casual. Most students wear jeans and trainers to classes. Medium-weight clothing such as sweatshirts are appropriate throughout the year, but t-shirts are more useful for the summer. Warmer clothing and footwear – including waterproofs – are needed for winter.

**Money** - Setting up a bank account will take several weeks after arrival, so please ensure you have adequate funds to support yourself in the interim – either with a credit/debit card that works in the UK, or enough cash (approx. £150) to cover your immediate needs (meals, train fares, taxis etc.). You should avoid carrying any more money on you in case it gets lost or stolen.

**Documents** - It is important you bring with you all the original documents used for your visa application – these are required for enrolment.

**Other** - It may be a good idea to bring some basic toiletries with you – toothbrush, soap, towel etc. – so that you don't need to go shopping as soon as you arrive. You should also bring important items such as glasses/contact lenses, current prescriptions and medication (if necessary).

**Q. Is there anything I can't bring to the UK?**

A. Yes, there are some items that are banned or restricted. If you have any of these, you must 'declare' them to customs before crossing the UK border. [Check the UK Government website](#) for details on what you can/cannot bring into the UK.

**Q. What happens when I arrive in the UK?**

A. When you arrive at a UK airport, you will pass through Immigration Control. Immigration procedures at British airports can be very formal and there can be queues that take up to two hours, especially during peak traffic periods (at the start of term and during UK holidays).

To assist the Immigration Officials, keep all of your documents available and be prepared to wait patiently. In Immigration Control there are usually two main queues: one for European/Swiss nationals, and one for Non-European/Swiss nationals. Make sure you join the correct queue. A Border Force Officer will look at your passport and check your Visa/Entry Clearance.

When you have collected your luggage, you must also pass through Customs Control, where you must 'declare' any items that are banned or restricted, or over your personal allowances.

**Q. How do I get to ICRGU once I've landed?**

A. ICRGU and RGU accommodation are both conveniently located just a short taxi-ride from Aberdeen Airport. After you've collected your luggage and passed through Customs, you can either get a taxi from the taxi rank just outside Arrivals, or you can make use of our airport pick-up service. The pick-up service costs approximately £30 (depending on distance) and must be booked in advance. The cost will be added to your account, so you won't need to pay the driver.

If you'd like to book the pick-up service, simply fill out [this online form](#) once your visa is confirmed. Depending on the day/time of your arrival, you will want to be taken either straight to the College or to your accommodation.

**Q. What if I arrive late at night?**

A. If you land in the UK later than 19:00 (GMT), we recommend you stay in a hotel near your arrival airport for the night. If you know you will be arriving late into the UK, as long as you let us know in advance, we can help you arrange your first night's accommodation.

Please email [student.services@ic.rgu.ac.uk](mailto:student.services@ic.rgu.ac.uk) to notify us of your arrival time.

**Q. Can my family stay in my accommodation?**

A. If your parents/family are accompanying you to the UK, they may not be allowed to stay overnight in your accommodation, so it is best for them to arrange a hotel for their stay in Aberdeen. Please contact [student.services@ic.rgu.ac.uk](mailto:student.services@ic.rgu.ac.uk) and we will be happy to help with booking a hotel for your family.

**Q. When do I get my Student ID card?**

A. You will get your Student ID card and timetable once you have enrolled.



### Q. Do I need to attend Orientation?

A. If you are in the UK for the Orientation dates, then attendance is compulsory – and it is so important because it is designed to help you settle in and adjust to life in the UK before your classes begin.

Orientation activities will include:

- ‘Meet and greet’ sessions with college staff and student mentors
- A tour of the University, showing you all the key areas on campus
- Information sessions focusing on accommodation, employment, safety, health and wellbeing, and computer skills
- Social activities where you can get to know your new ICRGU classmates
- Introductions to a range of services and facilities at both ICRGU and Robert Gordon University.

Most importantly, attending Orientation ensures that you are enrolled. You will receive your timetable, purchase textbooks and obtain your Student ID card.

### Q. I've got my visa to travel, but can I still study online?

A. No. ICRGU offers a face-to-face programme only and students with visa are required to travel to be here in person for the start of the programme.

### Q. Can I change my course after I've enrolled?

A. If you have second thoughts about your course after you have enrolled, then you have until two weeks after enrolment to request a change. Please be aware

that changing course is not always straightforward – and in some cases your visa may need to be cancelled and you need to return to your home country to reapply. There may also be other considerations: you may not meet the academic entry requirements for your chosen course, or the course may only be available for certain intakes.

### Q. What is Navinsure – is it compulsory? Can I cancel it?

A. This is not the mandatory Immigration Health Surcharge (IHS). Navitas offers an additional product – Navinsure – for international students studying in the UK. You can find out full details of cover [on the ICRGU website](#). If you have elected to take out the additional coverage, ICRGU cannot cancel your policy unless within the cooling off period

*For Nursing, Physiotherapy, Dietetics, OT, and Radiography students*

### Q. I forgot to obtain a criminal background check and am travelling very soon – I don't have time to get it done now. Is it something I can sort once I'm in the UK?

A. You should ensure that a criminal background check is completed prior to your travel to the UK. If you fail to obtain the required document, you will need to contact Disclosure Scotland for the latest information: [www.mygov.scot/basic-disclosure/apply-for-basic-disclosure](http://www.mygov.scot/basic-disclosure/apply-for-basic-disclosure)

**If your question(s) hasn't been answered above, please get in touch:**

**[info@ic.rgu.ac.uk](mailto:info@ic.rgu.ac.uk)**

## Contact ICRGU

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