PRE-ARRIVAL INFORMATION

Practical information about studying in London and life on campus
# Welcome to Glion London

## Preparing for your studies

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Dear Student,

Congratulations on your acceptance to Glion London! We are looking forward to welcoming you on campus. This Pre-Arrival Guide is designed to answer the questions that you may have and put your mind at ease. If you have any further questions, please do not hesitate to contact our Enrollment Management Department who will be delighted to assist.

Upon arrival you will be very busy, so it would be advisable for you to put together a checklist of everything you will need to do before and upon arrival. Also, do read through the documentation (especially the accommodation leaflet and student policies), to save time.

Our induction process in your first week on campus will help to ease you into your first semester. This will consist of information on your academic program and some fun-filled activities to help you to get to know your fellow classmates.

During your time with us you will have opportunities to visit a variety of well-known landmarks as well as globally influential companies. Some of the visits that our students participated in last semester include the following: a theatre trip to see “The Lion King” or “Wicked” the musicals; a “Dining in the Dark” restaurant concept experience; afternoon tea at the Shangri-La Hotel at the Shard, London; and dinner at the Bingham Hotel, London, to name but a few! We also have a Student Careers & Internships Department that can assist you in finding an internship for semester 3.

You will also be part of the wider community of the University of Roehampton campus where Glion London is located, so you have the opportunity to participate in a wide range of on-campus clubs and activities. I would recommend that you join our Facebook closed group for New Students (details are provided in this guide on how to join). This is a great place for you to connect with some of your future classmates and make friends, before you arrive on campus!

Likewise, if you have not already done so, you can check out our Glion blog at blog.glion.edu. This blog gives an excellent insight into life as a Glion student.

Good luck with your preparations for arrival and we look forward to meeting you at registration.
PREPARING FOR YOUR STUDIES

Welcome Intranet and login information
A few weeks prior to the start of your studies you will receive an email with your Glion student ID and login details to access your new account. Please keep a copy of this email with you so we can help you set up your access when you have arrived on campus.

Glion London Student Portal
You will be introduced to the Glion London Student Portal, which gives you access to the library portal, internship services, printing services and your Glion London email account. You will also have up-to-date access to your grades and absences information. We encourage our students to pass the access details to a parent or guardian who can have up-to-date information on the student’s performance in order to support and encourage the student over the course of the semester.

IT - Use of e-platforms
You will be introduced to our blended learning approach both within and outside the classroom and specifically to our e-platform where you will be able to download materials for your courses and be involved in live forum chats with your fellow students and teachers. This interactive platform allows you to engage with your studies whilst in and out of the classroom.

Your study center
Glion is located at Downshire House, a freshly renovated Georgian building nestled on a newly developed green parkland site within the campus of the University of Roehampton. The first villa on the Downshire House site was developed in the seventeenth century. Various redevelopments took place over the centuries, while the country house was used as a private residence. Since 1963, this beautiful surviving classical villa has been in educational use, recently refurbished as a modern learning environment with contemporary lecture and seminar rooms, study areas, and social spaces.

Induction information
Your induction will take place during the first few days of your first semester and will include sessions about IT, library access, student welfare and the programs. Details will be given to you upon arrival.

Campus Address:
Glion Institute of Higher Education, London
Downshire House, Roehampton Lane
London SW15 4HT
United Kingdom
Tel: +44 (0)208 392 8178
Email: infoglondon@glion.edu
Before your departure

Immigration

EU/EEA or Swiss nationals
If you are a national of an EU/EEA country or Switzerland, you do not need a visa to study in the United Kingdom (UK).

Non EU/EEA nationals

Short Term Study Visa
If your course lasts for less than 6 months or if you will be studying an English language course which will last for less than 11 months, you may be able to apply for a Short Term Study Visa.

If you enter the UK with a Short Term Study Visa, you will not be allowed to work during your studies unless you apply to switch to another type of visa.

To apply for a Short Term Study Visa, you will need to obtain a letter of acceptance from Glion Institute of Higher Education London and not be in the UK already.

For the latest information on immigration regulations, you can check on www.ukba.homeoffice.gov.uk.
To check whether you require a visa, please go to www.gov.uk/check-uk-visa or contact infoglionlondon@glion.edu.

Tier 4 (General) Student Visa

To come to the UK and study for more than 6 months full time, you will need to apply under the Points Based System for a Tier 4 (General) Student Visa. If you think you might be eligible to study in the UK using a different type of visa please contact the Admissions Team by email at infoglionlondon@glion.edu.

You can apply for a visa up to 3 months before the start of your course. You should get a decision on your visa within 3 weeks. The current TIER 4 visa fee is £328, and it costs £448 to extend it in the UK. In order to apply you must have:

+ An unconditional offer of a place on a course with Glion London
+ Enough money to support yourself and pay for your course - this will vary depending on your circumstances
+ Confirmation of acceptance of studies (CAS) – before you apply for a TIER 4 visa Glion London will send you a reference number called a confirmation of acceptance for studies (CAS). You’ll need to enter this on your visa application.
+ Evidence of your English proficiency which is submitted in the form of an IELTS certificate (at the minimum level of 5.5 total and in each band, and issued by an approved IELTS centre for UKVI)

When you apply for the visa you must provide the following documents:

+ A current passport or other valid travel documentation
+ 2 passport sized-colour photographs with your name written on the reverse side
+ A proof that you can support yourself and pay for your course - this will vary depending on your circumstances
+ A proof of parental or other legal guardian consent if you’re under 18
+ Your tuberculosis test results if you’re from a country where you have to take the test

You’ll need to have a blank page in your passport on which to put the visa. You may also need to provide additional documents depending on your circumstances.

Please ensure that originals of all documents are submitted together with their English certified translations.

Before you apply, we invite you to read this full guidance document: http://bit.ly/1z5XTPK
If you apply outside the UK, you must apply online for a Tier 4 (General) student visa on https://www.gov.uk/apply-uk-visa. You will also need to have your fingerprints and photograph (known as ‘biometric information’) taken at a visa application centre as part of your application. You may be able to get your visa faster or other services depending on what country you’re in - check with your visa application centre.

For the latest information on immigration regulations, you can check on www.ukba.homeoffice.gov.uk.
To check whether you require a visa, please go to www.gov.uk/check-uk-visa or contact infoglionlondon@glion.edu.
Insurance

HEALTH INSURANCE
While studying in the UK all students, regardless of nationality, are entitled to Accident and Emergency care free of charge. Some non-EU TIER 4 student, however, may need to pay an NHS surcharge when applying for their study visa. For all other health matters eligibility rules apply:

- EEA nationals holding a valid European Health Insurance Card (EHIC) are entitled to reduced cost or free health care.
- Nationals of those countries with a bilateral health agreement with the UK are entitled to access treatment – some treatments are excluded and costs may apply. For a list of countries with a bilateral agreement visit http://bit.ly/KliKqz or www.nhs.uk.
- Nationals of those countries without a bilateral health agreement with the UK are entitled to access treatment but will be charged.

Internships: If completing an internship outside of the UK, students are strongly advised to have suitable accident and health insurance for the duration of their internship. It is advised that students consider purchasing private medical insurance prior to arrival to the UK.

PERSONAL AND PRIVATE INSURANCE
Personal and private insurance to cover issues such as damage or theft of personal property is strongly recommended. It is the responsibility of students to ensure they have sufficient personal insurance to cover any loss.

If you are living on campus your possessions will be insured, with the cost of this insurance included in the cost for your room. Please be aware, this insurance does not cover the loss or theft of items considered to be personal valuables. Full details on the extent of this insurance cover are available, with the option to add to the level of cover if you wish. Please speak with our Enrollment Management Department for more information.

Registration: evidence of qualifications
To complete your registration you will need to present evidence that you have met the eligibility criteria to study at Glion London. These might include but are not limited to the following:

- Passport
- High School Diploma
- Degree Certificate
- English Language Certificate (For the list of approved exams, please visit http://bit.ly/1k2tlC9)

Accommodation

Whitelands and Chadwick accommodation buildings
Living on campus is a sociable experience - you will have the opportunity to meet and mix with students from all over the world. Glion London is based at Downshire House on the University of Roehampton campus. Students are accommodated in Chadwick Hall, Roehampton’s newest residential buildings opened in September 2015, or on Whitelands campus.

This provides you with the following:

- You can meet with students from the University of Roehampton and attend clubs and societies alongside your peers
- You will live in a safe and secure environment
- You will feel part of a collegiate community
- You will live near key facilities and classrooms

BEDROOMS
All rooms on campus are single with en-suite bathroom and the average room size is 10-12 square meters. Your room will include the following facilities:

- A single bed
- Wardrobe
- Desk
- Chair
- Shelving
- Internet access
- En-suite bathroom

KITCHEN AREA
All student accommodation at Glion London is self-catered. A kitchen will be available for you to use in your accommodation.

Your kitchen area is shared and the equipment includes the following:

- Cooker (oven, hob and grill)
- Fridge
- Microwave
- Freezer
ARRIVING IN THE UK

Immigration
When you arrive in the UK, you must show your passport and entry clearance documentation (visa) to the UKVI Border Control Officer. There are usually two channels through Passport Control for EU/EEA or Swiss nationals and for non-EEA nationals.

EU/EEA or Swiss nationals
No visa will be required, just your valid passport or travel document.

Non EU/EEA nationals
You will need to present the following:
+ Your passport and student visa
+ A health / medical certificate (if required)
+ Your completed landing card

A Border Control Officer will check that your documents are valid. You may be asked some questions about your program and place of study, to check that you meet the student immigration rules. You may also be asked to have a brief health check by the airport doctor, which might include an x-ray. The Border Control Officer will then stamp your entry clearance certificate with a “date of entry” stamp. If you are required to register with the police, then you must do this within 7 days of your “date of entry”.

Since April 2015 the UKVI also requires all non-EEA nationals to obtain a BIOMETRIC residence permit (BRP) after arrival in the UK.

Airport customs
When passing through customs at the airport there are 3 exits to choose from: red, green or blue.
Arriving from an EU country: Use the blue exit, or the red exit if you have goods to declare.
Arriving from a country outside the EU: Use the green exit, or the red exit if you have goods to declare.
If you are unsure about your duty/tax free entitlement, go to the Customs information point. Customs Officer(s) may ask to check your luggage. After you have passed through customs, you can leave the airport and travel onwards.

Accommodation check-in
On arrival to Glion London you will pass through the registration and check-in process. This will include presenting your passport and other documents (such as a visa, high school diploma or degree certificate, or English language certificate) as well as signing your accommodation agreement. You will also be required to sign a content and status inventory form.

The address of the Glion London campus is:
Glion Institute of Higher Education, London
Downshire House, Roehampton Lane
London SW15 4HT
United Kingdom

Please note that if you arrive on campus after the check-in hours, security will assign you your room, but you will only be able to officially check-in the next morning.
Transportation options

If you arrive at Heathrow Airport on the designated arrival date and time written on your acceptance letter, we will arrange transport to the campus. If you arrive on other days or at a different airport, you will need to arrange your own transfer to Glion.

Glion London at the University of Roehampton is easily accessible by public transport, with a number of different ways of reaching the campus by various modes. Please take note that the majority of London Underground train stations do not have lifts, therefore you will be required to carry all of your luggage up/down staircases.

Oyster Cards

Oyster Cards are the cheapest way to pay for single journeys on the London Underground, buses, Docklands Light Railway (DLR) and trams in London. These cards can be purchased at most airports, train stations and convenience stores. You can top up the card with cash to pay-as-you-go on your Oyster Card. Visit: www.tfl.gov.uk for further details.

Please feel free to plan your route through the official Transport for London website at: www.tfl.gov.uk

London Heathrow airport to the Glion London campus

Heathrow Airport is the closest airport to Glion London, Downshire House on the University of Roehampton and can easily be reached by public transport or by car.

BY PUBLIC TRANSPORTATION

A. Heathrow Express

The Heathrow Express train is the fastest way to get to central London, with a traveling time of 15 minutes, arriving at Paddington Station. Tickets are available from £22. Trains run every 15 minutes. On arrival at Paddington Station you will need to take the District Line (towards Wimbledon) exiting at Putney Bridge Station. This journey will take approximately 20 minutes. From here you can take the Bus 265 and exit at Clarence Lane. For information on the Heathrow Express please visit: www.heathrowexpress.com

B. Heathrow Connect

Heathrow Connect conveniently links Heathrow Airport and Paddington Station in Central London. Trains depart every 30 minutes and stop at key destinations such as Hayes & Harlington, Southall, Hanwell, West Ealing, Ealing Broadway, and London Paddington. Tickets are available from £10.10. From Paddington Station, as mentioned above, you will need to take the District Line and then the Bus 265 to Roehampton. For more information regarding the Heathrow Connect please visit: www.heathrowconnect.com

C. Underground

From Heathrow Airport you could also take the Piccadilly Line (towards Cockfosters) for 30 minutes. Exit the train at Hammersmith and walk to the Hammersmith Bus Station (15 minutes’ walk) and take the Route Bus 72 (towards Roehampton). This bus departs every 10 minutes and will take you 20 minutes to Roehampton Lane / Danebury Avenue. From here you will need to walk to campus.

BY CAR

Please note that there are no car parking spaces available at Downshire House for students. The University is easily accessible by public transport as outlined above.
London Gatwick airport to the Glion London campus

BY PUBLIC TRANSPORTATION

A. The Gatwick Express
Gatwick Express is a fast train between London Gatwick Airport and Central London, running non-stop between London Victoria Station and Gatwick Airport. With a timetable departure of every 15 minutes and a journey time of 30 minutes, Gatwick Express is a convenient way to travel to the campus. Single tickets are available from £17.80 and can be bought at the airport. From Victoria Station you will need to walk to London Victoria Rail Station to take the Southern National Rail Line (towards East Grinstead Rail Station) and exit at Clapham Junction. This journey will take you approximately 5 minutes. From Clapham Junction take the Bus 170 (towards Roehampton / Danebury Avenue). This will be a 10 minute bus ride. From the bus stop you will need to walk to Downshire House.

For more information regarding the Gatwick Express please visit: www.gatwickexpress.com

B. Southern Trains
The Southern National Rail Line is also available directly from the Gatwick Airport Rail Station. From here Southern Trains (towards London Victoria Station) can be taken directly to Clapham Junction. Single tickets are available from £11.80 and can be purchased at the airport. Southern Train services to Victoria via East Croydon and Clapham Junction run four times an hour with a journey time of around 35 minutes. From Clapham Junction you will need to take the Bus 170 as mentioned above.

If you would like to find out more about Southern Trains please visit: www.southernrailway.com

TAXIS AND MINICABS
If you are not using our Arrival Service at Heathrow, or you are arriving to the United Kingdom at another London airport and you do not want to try the London public transport system, you can get a taxi or minicab to Roehampton. London’s renowned black cabs operate at both Heathrow and Gatwick airports but are generally expensive – check the cost of your journey before you get in. Minicabs are a cheaper option; you can phone one to pick you up at the airport. You will need to reserve this prior to your arrival at the airport. The following minicab companies operate in the local area:

The fare to the Glion London campus from Heathrow is around £50 and from Gatwick around £60. There will also be an additional charge for parking at the airport, as cabs and taxis are not able to wait outside the airport terminals. These prices may vary according to the time of day. You should phone for a cab from the luggage hall of the airport to ensure a short waiting time. The fare is for the taxi/minicab only so if you are sharing, the cost can be split.

ARRIVING AT OTHER LONDON AIRPORTS
(LUTON, STANSTED, AND LONDON CITY)
If you are flying into another airport and would like to know how to get to central London, please visit the website for all London Airports www.baa.com.

For transport information, please visit the following websites:

Luton Airport: www.luton-airport-guide.co.uk
Stansted Airport: www.stanstedairport.com
London City: www.londoncityairport.com
The United Kingdom - country overview

Language
The official language of the United Kingdom is English (British English), which is spoken as the primary language of 95% of the United Kingdom population. The Welsh language is also an official language in Wales, and is the second most spoken language in the United Kingdom, after English.

Time zone
The United Kingdom operates on Greenwich Mean Time (GMT).

Weather
Britain is an island country and the surrounding sea gives the United Kingdom a varied climate. Regional climates in the United Kingdom are influenced by the Atlantic Ocean and latitude. Summer, from June to mid-September, is simply unpredictable in London. The average maximum temperature stands at 22°C. However, sometimes it may climb to above 30°C. On the other hand, the regular low temperature usually stays at 13°C. Winter, from December to February, remains cold in London. The average temperature in the winter stays at 5°C, with the maximum temperature averaging at 7°C, with a minimum of 2°C. However, the winter temperature can often drop to 0°C. Due to the London’s ‘urban heat island’ phenomenon frost and snow are rarer in the city than elsewhere.

Currency
The monetary unit of the United Kingdom is the Pound Sterling (£), which is divided into 100 pence (p). There are coins of 1p, 2p, 5p, 10p, 20p, 50p, £1 and £2, and paper notes for £5, £10, £20, and £50. While you are in the United Kingdom, currency can be easily converted at airports, railway stations, local banks and hotels. The rate of exchange will be best at airports, railway stations and banks; it is lowest at hotels. A fee is often added for the exchange of service – even at banks.
The city of London
- An endless stimulating business metropolis
- One of the leading international centers of business and finance
- There are over 100,000 international students studying in London
- Over 270 nationalities who call London home
- There are over 1,600 hotels in Central London: this offers a range of internships and career opportunities

Population
The population of the United Kingdom is 63,395,574 (July 2013 est.). England is by far the most populous country of the United Kingdom and its population is therefore also presented by region. England itself has a population of 53,012,456 which makes up 84% of the total population. Scotland with a population of 5,295,000 makes up to 8%, Wales with 3,063,456 makes up to 5%, and Northern Ireland with 1,810,863 makes up the remaining 3% of the United Kingdom.

Religion
Religion in the United Kingdom and in the countries that preceded it, has been dominated, for over 1,400 years, by various forms of the Christianity faith. Of the population, 60% adhere to Christianity. This is followed by 4% Muslims and 1% Hindi, with the remaining belonging to other faiths.
Joining a society is a very useful way to meet students from all over the world, and many who come from London as well. Roehampton has a Fine Wine society, a Debating Society, a Film Society and many other sociable groups. There are also political, religious, charity-support and campaigning societies such as the Human Rights Society, Feminist Society and an International Society, which specifically exists to help students meet other people from different cultures.

If you would like to carry out voluntary work around your studies, to help build your experience or understand more about the British way of life, Roehampton Students’ Union can advise you. Staff can try to match you with individual volunteering roles in the local area, or you can join part of a bigger project. Last year students took part in Make A Difference Day, helped to litter pick the banks of the River Thames, and hosted a party for older people living near the campus. A full list of volunteering opportunities is available at http://www.roehamptonstudent.com/student-life/volunteering/

The University of Roehampton is proud of its sporting successes, and competes in the British Universities and Colleges Sports tournaments. Competitive and social sport is available to students at all levels. Coaching is available, and facilities include indoor and outdoor pitches, courts and a fully-equipped gym.

The College Cup
The University’s four colleges compete throughout each academic year for The College Cup, and Glion students can take part as members of Glion London, Downshire House. The Cup is decided based on points scored from sporting and social activities and is an excellent way to build team spirit, and meet other students who share the campus with you.

As a Glion student, you can make full use of the University of Roehampton’s Library, which includes more than 300,000 books and journals. Group study spaces are available where you can work together with friends and classmates to share resources and prepare projects. You will also be welcome to read for pleasure at any time in the comfortable and relaxing surroundings.

Chaplaincy
Whitelands College campus has a Church of England chapel with regular services. The University’s Digby Stuart College has a Catholic ethos, whilst its Southlands College was established by the Methodist group. There are facilities and prayer spaces for people of all major religions and Muslim and Jewish chaplains are on hand to support students.

Student life at the University of Roehampton
There are more than 60 student-led clubs and societies at the University of Roehampton, where Glion London is based, and you can join as many as you like. The University’s modern gym and sports facilities and its dining and study spaces are also open to Glion students.

Roehampton students are very friendly and are always looking for new people to join their groups, many of which you can discover by visiting Roehampton Students’ Union. Your time at university is a chance to develop new skills and gain life experiences which will help you get the best job possible. Many of these extra skills will come from being a member of or leading a club or society.

Societies
Joining a society is a very useful way to meet students from all over the world, and many who come from London as well. Roehampton has a Fine Wine society, a Debating Society, a Film Society and many other sociable groups. There are also political, religious, charity-support and campaigning societies such as the Human Rights Society, Feminist Society and an International Society, which specifically exists to help students meet other people from different cultures.

http://www.roehamptonstudent.com/student-life/societies/

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Sport Roehampton
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http://www.roehampton.ac.uk/Sport-Roehampton/

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http://www.roehampton.ac.uk/chaplaincy/

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http://www.roehamptonstudent.com/student-life/college-cup/

University library
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http://www.roehampton.ac.uk/Library/
+ Ranked best modern university in London for student experience by Times Higher Education.
+ Regular student discos and social events on and off campus.
+ Active student media including a magazine, TV channel and radio station.
+ Good bus and rail connections to central London.
+ Picturesque campus grounds with views of a royal park.
+ Historic buildings to work, and study in, combined with modern living accommodation.
+ Closed circuit television, a 24/7 security team and swipe cards to keep you safe.
+ Regular public lectures by well-known guest speakers.
+ Four historic colleges combine to create a modern, friendly university.
Students must be formally dressed, in compliance with the requirements of a position in the hospitality industry. The business dress code applies from Monday to Friday, from 08:00 to 18:00. After 18:00, tie and jacket are not required and students can dress ‘smart casual’ (see smart casual dress code below), except for students attending classes or if there is a formal event on the campus. During weekends, students may wear more casual clothing unless banquets or other special events are planned (see casual dress code). However students must ensure that their dress remains representative of the school. Torn jeans, t-shirts with rude, sexist or discriminating connotations etc. are not allowed, nor are visible piercings.

Clothing must be professional, smart and elegant. Business suits should be well pressed and of a high quality fabric. Cultural diversity of business dress is accepted. The business attire and practical uniforms must be taken off after classes. Also, jeans of any color are not allowed as part of business dress. Tracksuits cannot be worn outside of practical teaching environments during the day, unless stipulated by a member of staff. Appropriate styles of jewelry and make-up (if worn) are required. Women are allowed one earring per ear, but no other visible body piercings are allowed for men or women. Hairstyle and color should be conservative.

### Business dress code (Monday to Friday - 08:00 / 18:00)

<table>
<thead>
<tr>
<th>FEMALE</th>
<th>MALE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dark colored matching jacket and skirt or dress. Minimum skirt length is knee length. A jacket must be worn with skirt, dress or trousers. Discreet stockings or tights. Classic blouse, not longer than the jacket.</td>
<td>Dark colored smart suit or jacket and trousers, two or three pieces, well kept (pressed). Tightly tied tie. Ironed shirt, buttoned up, classical collar.</td>
</tr>
<tr>
<td>Dark colored well-polished business shoes in good condition, supporting the feet well, with a maximum of medium-sized heels. Classical sandals may be worn.</td>
<td>Dark colored, well-polished business shoes in good condition.</td>
</tr>
<tr>
<td>Trouser suit with ironed crease and classical blouse not longer than the jacket. Cardigan or V neck sweaters are allowed under jackets.</td>
<td>Dark socks to match the suit and the classic shoes.</td>
</tr>
</tbody>
</table>

### Smart casual dress code (Monday to Friday - after 18:00)

<table>
<thead>
<tr>
<th>FEMALE</th>
<th>MALE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classic cut trouser or skirt of cotton, wool or polyester material. V-neck or round-neck sweater of wool or wool mixed material. Color coordinated long or short-sleeve polo shirt with collar. Polo must be tucked in. Dark colored well-polished business shoes in good condition, supporting the feet well, with a maximum of medium sized heels. Classical sandals may be worn. Lighter weight fabric and colors are acceptable if well ironed.</td>
<td>Classic cut trousers of cotton, wool or polyester material. V-neck or round-neck sweater of wool or wool mixed material. Color coordinated long or short-sleeve polo shirt with collar. Polo must be tucked in. Dark colored, well-polished business shoes in good condition. Lighter weight fabric and colors are acceptable if well ironed.</td>
</tr>
</tbody>
</table>

Personal hygiene is essential in service professions and requires continuous attention. Hair must be well groomed. For men, hair no longer than the collar of the suit jacket is acceptable. Students cannot shave their heads whilst on campus and beards are not allowed.
Summer business dress code - From May to September (when appropriate)

<table>
<thead>
<tr>
<th>FEMALE</th>
<th>MALE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clothes of lighter fabric can be worn. Shoulders should be covered.</td>
<td>Short sleeved shirt are allowed (long sleeves cannot be folded), ties must be worn correctly.</td>
</tr>
<tr>
<td>Elegant sandals with closed toes can be worn, tights are not required.</td>
<td>Lighter weight fabric and colors are acceptable if well ironed. Jackets are not required.</td>
</tr>
<tr>
<td>Excessively high heels are forbidden.</td>
<td></td>
</tr>
</tbody>
</table>

Casual dress code - Weekends

<table>
<thead>
<tr>
<th>FEMALE</th>
<th>MALE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trousers, skirt, dress, casual shorts, jeans (not torn).</td>
<td>Trousers, casual shorts, jeans (not torn).</td>
</tr>
<tr>
<td>Clean T-shirt, blouse, sweater, sleeveless T-shirt and jacket.</td>
<td>Clean T-shirt, shirt, sweater, and jacket.</td>
</tr>
<tr>
<td>Tracksuit.</td>
<td>Tracksuit.</td>
</tr>
<tr>
<td>Heeled shoes, flat shoes, sports shoes for interior use only.</td>
<td>Clean casual shoes, sports shoes for interior use only.</td>
</tr>
</tbody>
</table>

All these items must be in good taste (hats and caps are not permitted, nor is wearing sunglasses inside buildings).

Professional etiquette

Glion London aims to provide its students with the opportunity to achieve a combination of professional development and personal growth. Our students have manifested this philosophy through the long lasting ‘Glion Spirit’. Glion London is particularly attentive to the following criteria: motivation for the profession, adaptability, perseverance, initiative, general appearance, cleanliness, presentation, team spirit, courtesy and self-control - all this enhanced by enthusiasm!

To lead a decent and proper community life, but more particularly to develop qualities that are essential to the hospitality industry, Glion London places a strong emphasis on students’ professional etiquette (attitude and behavior) during their studies.
Classroom attitude and behavior

As a hospitality professional you need to learn a range of skills, which are required when you enter the industry. Therefore, we expect you to demonstrate these professional skills throughout your day. We expect you to be courteous, timely, professional and polite both in and outside of the classroom.

Staff and faculty members are particularly charged with observing you, in order to assess your professional attitude and help you develop this important area. Together with the Student Affairs Department and the Academic Dean, the faculty will evaluate students in the following domains:

- Personal Presentation
- Motivation
- Professional Attitude
- Team Spirit

Eating and shopping

On campus, our Glion London students have the opportunity to enjoy all the meal facilities offered on the Roehampton Campus in addition to the kitchen facilities in each of the accommodation buildings. During the day there are numerous ‘cafés’ and restaurants on campus where you can buy sandwiches, salads and hot lunches. There is a small shop on campus that sells basic food stuffs, but most students buy their weekly provisions at one of the local shops in Roehampton, at the nearby Asda supermarket (www.asda.com) or on the High Street in Putney, which is just 10 minutes away by bus. For more information please feel free to visit the Roehampton Website under: www.dineoncampus.co.uk/universityofroehampton/places-to-eat.aspx.

Further information regarding each of these outlets will be provided upon check-in.

Medical centre

There is a medical centre available on campus (in Froebel, between 5 and 10 minutes' walk from Downshire House) that students can access when they need it. Students should register when they arrive on campus as they might need it in the future and will not be able to get an appointment unless they are registered. Registration can be done online via http://bit.ly/1qrACVq or the link provided on Moodle.

Counselling and learning assistance

Counselling services and learning difficulty assistance can also be provided by Roehampton as necessary. If a student thinks they might benefit from counselling, they can either request a form from Student Affairs or refer themselves via a form available in the Student Affairs section on Moodle. For learning difficulties, you can also ask for assistance from Roehampton by contacting the Disability Services. If the student has never been assessed for learning difficulty but thinks they might have a learning difficulty, a screening and assessment can also be arranged with Roehampton at the student’s cost.

Smoking and drinking rules

In the interest of student health, Glion London has a firm stance on smoking, substance abuse and alcohol. Glion London is a non-smoking campus with designated areas set aside for smokers. Please take note that smoking in bedrooms is strictly forbidden. A strict no-drugs and alcohol in moderation policy aims to keep students in good health and focused on their studies.
Sports and recreation

Our Glion London students will have access to Sport Roehampton during term time in addition to all sports facilities on the campus. Sport Roehampton is the University’s Sports department and is responsible for organizing the wide range of sport and physical activity programs on offer to students, staff and the local community. The department aims to provide a high quality service and strives to build on the University of Roehampton’s long standing commitment to sports and activities.

Sport Roehampton offers a range of sports clubs, competitions, exercise classes, dance based activity, social and recreational sport as well as an on-campus gym. Subject to demand activity clubs on and off campus are available for students to join, such as the following: dance, swimming, yoga, badminton, football, table tennis, volleyball, rugby, basketball and tennis.
Student discounts in the United Kingdom

The National Union of Students (NUS) is a voluntary membership organization which makes a real difference to the lives of students and its member Students’ Unions.

In the UK students will have the opportunity to take advantage of student discounts offered all over London in the following areas:

- Eating Out
- Take Away
- Bars & Pubs
- Fashion
- Transportation Cards
- Entertainment
- Health & Beauty
- Mobiles
- Magazines and Books

Students are often entitled to a number of discounts and it is often worth asking whether you qualify for a discount wherever you go. For further information regarding NUS and possible discounts please visit: www.nus.org.uk

Temporary or part-time work on campus

Unitemps

The Unitemps office based on campus is the University of Roehampton’s own employment consultancy, offering part-time or temporary work on campus and in the local area. There are a variety of opportunities available, including positions in administration, marketing, events, hospitality and more. Average hourly wages start at £6.50. Glion London students will be able to take full advantage of this service.

1 Glion London’s TIER 4 visa holders are generally not allowed to work except during internships. For more information, please check with the admissions team for your visa conditions.
**Banking**

There are a number of banks and building societies that try to attract students. Take the time to visit a few (many students find that the banks in the Putney area are the most convenient) or check various bank websites on opening a basic student account before deciding which one is best for you. Well-known banks that have branches within the local area include: Barclays, Lloyds TSB, HSBC, Nationwide and Halifax.

Santander Bank has a branch conveniently located on the campus. The branch is open Monday to Friday and has a cash point (ATM) outside. The Santander International Student Current Account is easy to open and will help you manage your account while studying in the United Kingdom. The account comes with:

- A Visa debit card
- One free international cheque deposit per month

To open an international student account you need to provide the following:

- Your passport
- Proof that you have been accepted at Glion London

**Phone**

There are no landline telephone connections in student bedrooms. As far as mobile phones go, you can either get a pay-as-you-go plan or a contract plan with any of the major mobile phone companies in the UK: Orange, O2, Vodafone, T-mobile and 3. Pay-as-you-go allows you to pre-pay for your airtime minutes and texts. You are not bound to any legal agreements, and you must buy a UK sim card and handset (unless you have a phone from home that is compatible with the sim card). Pay-as-you-go plans are ideal for students studying in the UK for less than 12 months.

Contract plans are generally less expensive on a monthly basis than pay-as-you-go and the phone often comes free when you sign up for a plan. You will, however, be bound to a contract, which (in most cases) can vary between 12, 18 or 24 months, and where breaking the contract is very expensive. Contract plans are good for students residing in the UK for more than 11 months.

The last type of mobile phone plan available to foreign students is a combination of pay-as-you-go and contract. It is a rolling 30-day contract plan available for basic handsets. For a low monthly payment, you get a bundle of minutes and unlimited texts. This contract renews itself monthly, unless you cancel it at the end of the month (without penalty). This is the best option for students residing in the UK for less than a year.
Campus map
Transportation on campus
Please note, there is extremely limited parking on campus and in nearby streets. The university is easily accessible by public transport.

STUDENT PARKING - MONDAY TO FRIDAY
No parking is offered to students at Digby Stuart, Froebel, Southlands, Whitelands, Downshire House and Mount Clare from 08:00 to 16:30. At 16:30 students may park on site to reduce congestion in local off-street parking. During the weekend students are allowed to park on campus from Friday 16:30 through to Monday 08:00. Please note that students are highly recommended to not bring cars on campus.

SHUTTLE SERVICE
There is a Glion shuttle available on weekday evenings which takes students to selected locations including Barnes train station, the main university campus or the supermarket.

Campus security and safety
Security staff members are present on campus 24 hours a day and have a special emergency extension (3333) should you need to reach them urgently.

CLOSED CIRCUIT TELEVISION (CCTV)
CCTV is recognized as a powerful tool in the fight against crime, both for prevention and detection. The university of Roehampton uses CCTV systems around the campus covering many of the vulnerable areas, public access points and adjacent streets.

Students are expected not to cause any nuisance, offence, disruption, harassment, threatening behavior or persistent disturbance to others. At all times students must avoid creating noise at a level, which interferes with the comfort, study or sleep of other residents or the occupiers of neighboring property.

Noise nuisance between the hours of 11.00 pm and 7.30 am and anti-social behavior are not accepted under any circumstances.
In the UK, electrical equipment operates on 220-240 volts AC at 50 cycles per second. European electrical equipment should work without any problems, as long as you have an adaptor for the three-pin plugs.

For security reasons, only the following electrical appliances are allowed in the rooms: automatic kettles for coffee and tea making (up to 1,000 watts only), hair-dryers, radios, television (up to 17 inches), stereos and computers. Check with an appliance store in your country to see if 220 volts will potentially ruin any electrical items you plan on bringing.
LAPTOP REQUIREMENTS

Glion offers computing facilities for teaching and learning in equipped laboratories. Besides these facilities, enrolled students can use either the shared access computers or a personal laptop to access the Intranet which hosts email accounts, the Student Support Centre, documents and other learning resources on the Internet.

Students are welcome to bring their own personal laptop to use on campus. To be guaranteed IT support on campus for personal laptops the following specifications should be met.

**Technical specifications**

- Windows 7 Home or Professional or Ultimate Operating System in English or Windows 8 Operating System in English or Windows 10 Operating system configured in English. Windows 8 laptops must have the English language pack installed.
- Microsoft Office 2010 without MS Access. You can download a free copy of MS Office 13 using your university email credentials.
- Microsoft Internet Explorer Version 9.0 or higher / Mozilla Firefox 21 or higher.
- Minimum hardware requirements: 1.6GHz processor, 4Gb RAM, 128Gb available on the hard drive, a USB memory stick or an external hard drive.
- Network connectivity:
  - WiFi (wireless card, WPA2 mandatory). Intel based wireless card recommended
  - Ethernet Port
- All software drivers for the machine must be installed properly before joining the school, and software patches for the Operating system and Office must also be installed.
- The machine must be free of any virus or other harmful items.
- Recommendations for Apple Mac computers:
  - Must be configured in English (UK). This is extremely important and essential
  - Office for Mac 2011 (Student edition is suitable) however Business edition provides Outlook at an extra cost (You can download a free copy of MS Office 13 using your university email credentials)
  - Apple USB Ethernet Adaptor
  - Firefox
- Only genuine software licenses.

It should be mentioned that Glion does not offer any hardware technical support for personal laptops but is ready to provide the students with counselling and a list of local suppliers.

As the IT policy is subject to updates up to 8 weeks before the intake, please visit: [www.glion.edu](http://www.glion.edu) for the most up-to-date policy.

**IMPORTANT:** Glion London does NOT provide any software.

* They need to be checked for viruses on a regular basis.
Checklist

In order to make the check-in process as efficient as possible we would like to draw your attention to the points below and ask you to use this checklist to ensure all is ready upon arrival:

- Contact the manufacturer of your PC and request the phone number and contact information for making a call from the United Kingdom in the event that you need repairs made to your computer. Also, inquire about expected repair lead times and if your warranty is valid in the UK.

- Bring a copy of your invoice that states the date of purchase and warranty conditions

- If your computer needs to be repaired, have it repaired before you leave

- Verify compliance with Glion London’s IT policy, specifically the language and version of the Operating system

- Bring the installation CDs you received with your PC, including Windows and the drivers. Don’t forget the license number documents. Windows installation numbers are groups of 5 letters/numbers separated by dashes, for example: GVFF2-DFR11-SX11T-QWS77-3HFDY

- As the school only accepts genuine versions of software, please visit: www.microsoft.com/genuine to validate your copy of Windows and Office

- Make sure your computer has all the security patches for your operating system by visiting: windowsupdate.microsoft.com (please note that this link does not have www)

- Update the drivers of your Wireless card through the manufacturer’s website

- Check your computer for viruses, for example, by using one of these free on-line scanners: www.kaspersky.com/virus-scanner or: http://housecall.trendmicro.com or: www.bitdefender.com/scan8/ie.html

- On arrival to the school, IT will replace your Anti-virus software with the school’s Anti-virus software

- Make a back-up copy of all your personal files and documents to a CD or external hard drive

- Remove any peer-to-peer sharing software (Kazaa, eDonkey, Limewire, etc.) from your computer, as Glion London’s network will not allow this type of traffic for obvious copyright reasons

- If necessary, purchase an ‘international travel plug adaptor’ for your computer power cord

For all details, please refer to the Academic Catalog, Chapter 8: Laptop Policy. You can also download it from the website: www.glion.edu
SOCIAL MEDIA

**Facebook**
Our Facebook page is a fantastic way to find useful information about the Glion London campus and student life in London, and to meet with future classmates.

[Facebook.com/glionlondon](http://Facebook.com/glionlondon)

We strongly recommend you to join our Facebook closed group for new students to connect with your future classmates and get valuable information before arriving on campus.

[on.fb.me/1h4mzzm](http://on.fb.me/1h4mzzm)

**Glion Blog**
The Glion blog is an online news room devoted to industry trends, student life, events and learning resources. Glion students, faculty, and alumni contribute the latest, most relevant news from the industry, the campuses and the academic departments. Every month, fresh articles and blog posts will highlight recent events and trends that they encounter on campus, on internship, in the industry, and more.

[Blog.glion.edu](http://Blog.glion.edu)

**Youtube**
Subscribe to our official YouTube channel for videos of the different campuses, student and alumni testimonials, videos made by the students and more!

[youtube.com/user/Glioncast](http://youtube.com/user/Glioncast)

**Twitter**
Follow us on Twitter @GlionNews and be the first to hear about industry news, school events and alumni success stories.

[Twitter.com/glionnews](http://Twitter.com/glionnews)