



Royal Conservatoire  
*of* Scotland

**Student Support Service  
Information**

## **Our Mission Statement**

The Mission Statement of the Royal Conservatoire of Scotland is to produce musicians, actors and other professionals in music and drama well equipped to pursue a diversity of careers at national and international level.

## **Equal Opportunities Statement**

The Royal Conservatoire of Scotland welcomes a diverse population of staff and students. The Royal Conservatoire is committed to promoting equality in its activities and it aims to provide a performing, learning, teaching, working and research environment free from unlawful discrimination against applicants, staff and students on the grounds of gender, actual or perceived, sexual orientation, race, colour, nationality, national or ethnic origin, disability, marital status, age and actual or perceived religious or similar belief.

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***Please note: this information has been written with a primary audience of students in mind.***

# Welcome!

We hope that you will find the information about support services at the Royal Conservatoire useful. If you have any questions about support please contact Suzanne Daly, the Registrar, on 0141 270 8206 or [s.daly@rcs.ac.uk](mailto:s.daly@rcs.ac.uk) in the first instance.

The Royal Conservatoire aims to ensure that all students receive any support they may need during their course. We provide a range of support depending on students' needs. This includes:

- learning support for study skills and written work (page 13)
- the counselling service (page 11)
- international students (page 23)
- advice on accommodation (page 19)
- financial support through the Discretionary & Childcare Fund (page 17)
- support for students with a disability/special need (page 15)

You will also find information about Information Services, Medical Services and the Students' Union in this booklet.

If you are wondering whether to declare a disability or any additional support needs, we encourage you to contact the Counsellor & Disability Adviser to discuss any concerns or questions you may have.

If you would like further details on the range of facilities and resources in Glasgow, please contact the Counsellor & Disability Adviser's office on 0141 270 8282 or [j.balmforth@rcs.ac.uk](mailto:j.balmforth@rcs.ac.uk)

We welcome feedback from students on provision in the Royal Conservatoire and on the information contained in this booklet.

## About Glasgow

Glasgow is a historic city of around 600,000 people, which has grown from a hamlet on the banks of the River Clyde in the sixth century to become the commercial and industrial capital of western Scotland.

Many parts of the city centre are now pedestrianised and a Shopmobility scheme operates from the main shopping centres (Buchanan Galleries and St Enoch's Centre). Some of the streets are quite steep, as Glasgow was built on several hills!

You can find out more information about Glasgow on [www.seeglasgow.org.uk](http://www.seeglasgow.org.uk) and about Scotland on [www.visitscotland.com](http://www.visitscotland.com)

## **Access to the Royal Conservatoire**

The Royal Conservatoire is located in the heart of Glasgow close to the Theatre Royal and the Glasgow Royal Concert Hall. As well as being a centre for music and drama students, the Royal Conservatoire is also a public building and provides access for audiences who attend the many plays, operas and concerts performed by students and guest performers.

As a general guide:

- There is accessible parking for disabled students at the Hope Street entrance of the Royal Conservatoire.
- There is level access with an automatic sliding door on the ground floor of the Royal Conservatoire on Renfrew Street. An accessible lift serves all floors.
- Accessible toilets are located on the first floor (main building and Opera School) and the second floor (Opera School.)
- The Fyfe lecture theatre, all auditoria and many teaching rooms are fitted with induction loops.

- Wheelchair spaces are provided in the Royal Conservatoire's three concert halls and two theatres.
- All Client Services staff receive disability awareness training as part of their induction training programme.

## **Applications and Admissions**

The Royal Conservatoire's Admissions Policy has full details of the process of applying to the Royal Conservatoire. A copy of the policy is available from Registry on [registry@rcs.ac.uk](mailto:registry@rcs.ac.uk)

### **Audition Process**

If you would like further information about facilities and access, please contact the Counsellor & Disability Adviser on 0141 270 8282. All applicants to the Royal Conservatoire are auditioned or interviewed.

If you would like to discuss arrangements for your audition or interview, you can contact the appropriate Head of Department in the School of Music, Programme Leader in the School of Drama or the Counsellor & Disability Adviser either by e-mail or by telephone. (See contact list on page 31.)

The Counsellor & Disability Adviser contacts all applicants who declare a disability, including dyslexia, on their application form – this is to give you the opportunity to discuss any arrangements for your audition/interview.

The Counsellor & Disability Adviser is also available to meet you when you come for audition to discuss particular requirements, sources of further information and any special funding that might be available, for example the Disabled Students' Allowance.

## **Learning Agreements**

When you have been accepted onto a course or programme at the Royal Conservatoire, a meeting will be arranged for you by the Counsellor & Disability Adviser with your Head of Department or Course Leader to draw up a written agreement of support, known as a Learning Agreement. The Learning Agreement is a statement of support, detailing for example arrangements for exams, a note-taker for lectures, extended deadlines for written work etc. The Learning Agreement is reviewed every academic session.

If you are assessed as having a disability (e.g. dyslexia) during your course, a Learning Agreement will be drawn up as described above and you will be fully supported on your course or programme of study.

## **Counselling Service**

Jane Balmforth is the Royal Conservatoire's Counsellor and Disability Adviser. Jane's room (1.21) is located on the ground floor near the lift and is fully accessible.

Jane has an open door policy, so it is not always necessary to have an appointment. Alternatively, you can leave a note at the office or phone Jane on 0141 270 8282 or contact her by e-mail.

E-mail: [j.balmforth@rcs.ac.uk](mailto:j.balmforth@rcs.ac.uk)

The Counsellor & Disability Adviser is available to provide:

- counselling for students
- individual support for students with disabilities

Jane is happy to meet any student who wishes to discuss personal matters that may be causing uncertainty or unhappiness and all consultations are strictly confidential.

If you have a disability or medical condition, you are encouraged to contact the Counsellor & Disability Adviser to discuss any issues you

may have, whether with your application, audition/interview or your course/programme of study in general.

There is a leaflet available: '*Counselling: How can it help me?*' which provides further information on the counselling service in the Royal Conservatoire. The leaflet is available from Jane or from information stands throughout the Royal Conservatoire.

# Effective Learning Service

The Royal Conservatoire provides an Effective Learning Service: the Effective Learning Tutors are available for all students wishing to strengthen their study skills at any point in their academic life. This includes undergraduates, postgraduates, part-time students, students experiencing difficulties due to dyslexia, students whose first language is not English.

The Effective Learning Tutors are available to provide assistance on a range of topics, either in one-to-one meetings or specific workshops, including:

- Improving the quality of your written assignments
- Critical thinking
- Reading strategies and note-making
- Revision and preparation for exams
- Referencing
- Managing your time

If you would like to arrange a meeting with the Effective Learning tutor or attend a workshop please contact the Academic and Student Support Service on the ground floor of the

Royal Conservatoire for details. The service is for all students - you can make an appointment without having declared a specific support need.

If you have dyslexia or other special need, arrangements for exams and assessments are included in your Learning Agreement. (See page 9.) These arrangements will be based on the recommendations stated by the specialist who has carried out a needs assessment e.g. an Educational Psychologist, GP or consultant.

If you would like details of arrangements that can be made for support in meeting the examination and assessment requirements of your course you should contact the Counsellor & Disability Adviser.

Use of word processors, scribes, extra reading and writing time and large print exams on different coloured paper are examples of what can be arranged as appropriate.

## **Students with disabilities**

Students with a range of sensory and mobility impairments, as well as unseen disabilities, have successfully completed courses at the Royal Conservatoire.

In 2010/11 a total of 164 students declared a disability. The largest single grouping was dyslexia, dyspraxia and specific learning issues (115 students), followed by students with unseen disabilities, which includes mental health issues, asthma, epilepsy, ME, rheumatoid arthritis and diabetes.

The Counsellor & Disability Adviser holds regular informal meetings with students to discuss provision for students with special needs and feeds back issues to the relevant departments.

Students may also take academic issues to the Monitoring, Evaluation and Review Board (MER); provision for students with special needs is specified in the remit of the MER, and student representatives are selected by student nomination.

For further information please request a copy of the booklet *Information for Disabled*

*Students and Applicants*, available from Jane Balmforth or download from [www.rcs.ac.uk](http://www.rcs.ac.uk)

## Financial support

If you find yourself in financial difficulty during your time at the Royal Conservatoire please contact Sarah Ward, the Welfare and International Student Adviser, [s.ward@rcs.ac.uk](mailto:s.ward@rcs.ac.uk) as soon as possible to discuss your situation. It is always better to speak to someone as soon as a difficulty occurs, so that you can plan an immediate course of action.

**The Discretionary fund** is available to help full-time or part-time UK students who satisfy the '3 year rule' UK residence requirement and who are facing financial hardship. You can obtain an application form from Academic Administration & Support on the ground floor of the Royal Conservatoire. (Undergraduate students should be receiving the maximum amount of loan for which they are eligible and the Discretionary fund may not be used for reducing credit card balances or loans.)

**Childcare costs** – students may apply for assistance with formal or registered childcare costs by applying for the HE Childcare Fund. This is a component of the Discretionary fund and you may apply using the same application

form, which is available from Academic & Student Support.

**Debt/difficulty paying fees** – if you anticipate difficulty in making any payment to the Royal Conservatoire (e.g. tuition fees, accommodation fees) please contact Debbie Wright in the Finance Office as soon as possible on [d.wright@rcs.ac.uk](mailto:d.wright@rcs.ac.uk) or 0141 270 8233.

The **Disabled Students' Allowance** is the main source of financial assistance for undergraduates whose disability means that specialist equipment or additional personal help is required to enable them to pursue a course of study. All UK postgraduate students are also eligible to apply for DSA.

If you require an up to date dyslexia assessment please contact the Counsellor & Disability Adviser. The assessment is paid for by the Royal Conservatoire. The Counsellor & Disability Adviser will help you complete the application form for the Disabled Students' Allowance.

## Accommodation

The Royal Conservatoire aims to offer all first year students a place in a hall of residence. The Royal Conservatoire ensures that accommodation is suitable for students with special needs.

Currently, it is possible to offer places in a private hall of residence in the centre of Glasgow. All students will be sent details and an application form for the hall of residence when they have accepted the offer of a place on a course at the Royal Conservatoire.

In addition, the Royal Conservatoire is able to offer advice to students seeking accommodation in the private sector and subscribes to PAD, a database of properties available for let in the city. This database may be accessed on [www.accom.gla.ac.uk/pad](http://www.accom.gla.ac.uk/pad)

If you would like more information on suitable accommodation please contact Registry on [registry@rcs.ac.uk](mailto:registry@rcs.ac.uk)

## Medical Services

**Please note: it is essential that you register with a GP while you are studying in Glasgow.**

Woodside Health Centre is only a short distance from the Royal Conservatoire at:

Woodside Health Centre  
Barr Street  
Glasgow  
G20 7LR

Tel: (0141) 531 9560

The Health Centre provides a wide range of services including Dentists, Physiotherapists and an X-Ray department.

If you are not staying at the hall of residence you should contact your local medical centre to register with a GP. You can call the NHS helpline on 08454 24 24 24 for help finding your nearest GP or search by postcode on [www.show.scot.nhs.uk/findnearest/healthservices](http://www.show.scot.nhs.uk/findnearest/healthservices)

For emergency medical treatment there are Accident & Emergency Departments at the

Glasgow Royal Infirmary on Castle Street and the Western Infirmary on Dumbarton Road.

The Royal Conservatoire has a register of medical specialists in all fields relevant to performance in Music and Drama. If you have a medical problem that is causing difficulties in your studies, arrangements can be made by the Registrar for you to see a specialist. It is the Royal Conservatoire's policy to pay for the first consultation.

You should first consult your Head of Department about this service if you feel you would like to see a specialist. You may then obtain a referral form from Academic & Administrative Support, who will make the appointment for you.

The Royal Conservatoire is also a member of the British Association of Performing Arts Medicine (BAPAM), which provides specialist care and advice for performers. See [www.bapam.org.uk](http://www.bapam.org.uk) for more information or phone the Helpline on 0845 602 0235.

Funding is also available from the Musicians' Benevolent Fund (MBF) to assist with illness or accident. See [www.mbf.org.uk](http://www.mbf.org.uk) for more information.

## The Students' Union

The Royal Conservatoire's Students' Union (SU) is able to provide support and information. The SU runs awareness campaigns and provides leaflets on various topics of interest to students and you can drop in to the SU office to request information and advice.

The website is [www.rcs-su.org.uk](http://www.rcs-su.org.uk) which can also be accessed through the Royal Conservatoire's website [www.rcs.ac.uk](http://www.rcs.ac.uk) and then via the link to Studying.

The SU is affiliated to the National Union of Students (NUS) which has a very informative website with links to NUS Scotland [www.nusonline.co.uk](http://www.nusonline.co.uk)

The SU also runs clubs such as the hill-walking club, yoga and contemporary dance, and organises the annual Summer Ball.

The SU office is in Room 3.13 on level 3 of the Royal Conservatoire. If you would like to contact the SU, you can drop by the office or phone on 0141 2708 296 or e-mail on [SUPresident@rcs.ac.uk](mailto:SUPresident@rcs.ac.uk)

## International Students

Sarah Ward, the Royal Conservatoire's Welfare and International Student Adviser, is available to provide advice and support for all international students. Sarah is based in the Academic Administration and Support (AAS) office on the ground floor of the Royal Conservatoire.

To make an appointment, e-mail Sarah on [s.ward@rcs.ac.uk](mailto:s.ward@rcs.ac.uk) or book an appointment at the AAS office reception.

The Royal Conservatoire welcomes students from all over the world – every year students from over 30 countries choose to study here.

For more information and general advice students may refer to the *International Student Handbook*. The handbook contains information on fees, visas, arriving in Scotland, the cost of living and how to get the most out of your time in the UK.

The Handbook is available from Academic, Administration and Support office on [registry@rcs.ac.uk](mailto:registry@rcs.ac.uk) or download from the website [www.rcs.ac.uk](http://www.rcs.ac.uk)

# Information Services

## Library

The Whittaker Library is open from: **9am to 8.30pm Monday to Thursday, 9am to 5pm on Friday** and **10am to 1pm and 2pm to 4pm on Saturday**. Out of term time these hours vary and will be advertised in the library.

The library contains books, plays, sheet music, videos, DVDs, CDs, electronic resources and other materials. Students may borrow items from the library using their matriculation cards and music and drama librarians are available for subject enquiries. Playback facilities are available in the media area and a card-operated photocopier is provided next to the main library desk. The library catalogue is online at <http://libcat.rcs.ac.uk/>

Matriculated students of the Royal Conservatoire also have access to the libraries of Glasgow's three Universities and of the Glasgow School of Art. The Mitchell Library, North Street, Glasgow (0141 221 9600) is a truly excellent public reference library (one of the largest in Europe) and is located at Charing Cross, only five minutes walk from the Royal Conservatoire.

Further details on all of the above can be obtained at the Information Services webpage at <http://www.rcs.ac.uk/library/>

## **IT Suite**

The IT Suite is open to all students and provides access to Microsoft Office, the Internet, Sibelius software and a range of other electronic resources. Opening hours may vary and are advertised in the suite itself. The Library also has IT facilities providing access to the same range of services as the suite, and printing facilities are available in both areas.

All students are given a username and password for the network and an email address as part of a formal induction session in the first week of term – you must ensure that you have a live account.

**Email is the primary means through which the Royal Conservatoire will communicate with you, so it is absolutely essential that you check your email on a daily basis in term-time. The Royal Conservatoire is continuing to invest in wireless technology and there are also many kiosk stations dotted throughout the building. These give**

**students fast access to e-mail & the internet.**

All details can be found at the Information Services webpage at:

[http://www.rcs.ac.uk/Royal  
Conservatoire/is/index.html](http://www.rcs.ac.uk/RoyalConservatoire/is/index.html)

## **Registrar and Personal Academic Tutors (PAT)**

The Registrar, Suzanne Daly, is the manager of the Royal Conservatoire's student support team. She can be contacted on 0141 270 8206 and is based in Academic and Student Support on the ground floor of the Royal Conservatoire. E-mail: [s.daly@rcs.ac.uk](mailto:s.daly@rcs.ac.uk)

If you have a complaint about the service or information provided by the Royal Conservatoire you should consult the Complaints Procedure, which is included in the Royal Conservatoire's Regulations, Codes of Procedure and General Rules.

The Royal Conservatoire's Regulations including the Complaints Procedure are distributed to all students at the start of each Session or a copy may be obtained from the Registry. These can be made available in large print, Braille, tape, etc if required.

A team of Personal Academic Tutors is available in the School of Music and the School of Drama for consultation at specified times. Under the PAT system students will meet their tutors a minimum of four times in an academic year. The tutor will offer:

- guidance and support in academic matters
- assistance with the process of Personal Development Planning
- assistance with reflecting on and planning for learning, employability and personal development
- help to identify learning goals and become an independent learner

More information on the PAT system is available from the individual schools.

## **Equal Opportunities**

The Royal Conservatoire is committed to equality of opportunity for all members of the community, as declared in the Equal Opportunities statement on page 2. Roz Caplan, the Royal Conservatoire's Equality & Diversity Officer is responsible for ensuring that the Royal Conservatoire's environment and facilities are fully accessible and that any barriers to equal opportunity are removed.

The Equality & Diversity Forum monitors the Royal Conservatoire's provision for students with special needs. Membership of the Equality & Diversity Committee includes representatives from throughout the Royal Conservatoire.

The Counsellor & Disability Adviser reviews annually the provision and service to students with specific additional needs and reports her findings and recommendations to the Teaching & Learning Committee. The report is also submitted to the Development Committee, which has a responsibility for the preliminary consideration of Royal Conservatoire policy in regard to strategic planning and is involved in the initial drafting of

the institution's strategic planning documentation.

If you would like any further information or would like to discuss any of the information in this booklet, please contact Jane Balmforth on 0141 2708 282 or [j.balmforth@rcs.ac.uk](mailto:j.balmforth@rcs.ac.uk)

## Useful Contacts

The Royal Conservatoire of Scotland 0141 332  
4101 [www.rcs.ac.uk](http://www.rcs.ac.uk)

Suzanne Daly, Registrar. Tel: 0141 270 8206  
E-mail: [s.daly@rcs.ac.uk](mailto:s.daly@rcs.ac.uk)

Jane Balmforth, Counsellor & Disability Adviser.  
Tel: 0141 270 8282 E-mail: [j.balmforth@rcs.ac.uk](mailto:j.balmforth@rcs.ac.uk)

Sarah Ward, Welfare & International Student  
Adviser. Tel: 0141 270 8281 E-Mail:  
[s.ward@rcs.ac.uk](mailto:s.ward@rcs.ac.uk)

Roz Caplan, Equality & Diversity Officer. Tel: 0141  
270 8397 E-mail: [r.caplan@rcs.ac.uk](mailto:r.caplan@rcs.ac.uk)

Debbie Wright, Finance Office. Tel: 0141 270 8233  
E-mail: [d.wright@rcs.ac.uk](mailto:d.wright@rcs.ac.uk)

Students' Union President. Tel: 0141 270 8296 E-  
mail: [SUPresident@rcs.ac.uk](mailto:SUPresident@rcs.ac.uk)

Students' Union Welfare Officer. Tel: 0141 270  
8296  
E-mail: [SUWelfare@rcs.ac.uk](mailto:SUWelfare@rcs.ac.uk)

## Further Information

SAAS (Student Awards Agency for Scotland: funding information for Scottish domiciled students)  
[www.saas.gov.uk](http://www.saas.gov.uk)

Student Finance England (funding information for students living in England)  
[http://www.studentfinance.direct.gov.uk/portal/page?\\_pageid=153,4680119&\\_dad=portal&\\_schema=PORTAL](http://www.studentfinance.direct.gov.uk/portal/page?_pageid=153,4680119&_dad=portal&_schema=PORTAL)

Student Finance Wales (funding information for Welsh students) [www.studentfinancewales.co.uk](http://www.studentfinancewales.co.uk)

Student Finance NI (funding information for students living in Northern Ireland)  
[www.studentfinancenl.co.uk](http://www.studentfinancenl.co.uk)

CUKAS (applications for the School of Music and useful links) [www.cukas.ac.uk](http://www.cukas.ac.uk)

UKCISA (UK Council for International Student Affairs - information and advice for international students)  
[www.ukcisa.org.uk](http://www.ukcisa.org.uk)

**(Whilst every effort has been made to ensure the accuracy of the information in this publication at the time of going to press, the Royal Conservatoire of Scotland wishes to stress that information given may be subject to alteration. Students should check the up to date position when they need to know it.)**

