Welcome Guide 2016-17
The Department of Bioengineering
Welcome to the Department of Bioengineering at Imperial College London!

This guide is for all new students of the Department, and is designed to provide key information for your first few days here and help you as you get used to the Department.

You will also be issued with a Student Handbook for your programme and year of study. This is an essential source of detailed information specific to your programme, so do have a read through it.

The College provides a comprehensive website to support all students new to the College, available at: http://www.imperial.ac.uk/students/new-students/. If, at any point in your time at Imperial, you can’t find the information you need, please contact the Student Office and we will do our best to help you.

This guide is intended as a helpful resource for you. If you have any suggestion or comments on how it could be improved please let us know.

We look forward to meeting you on Monday 3 October 2016!

In this booklet you can find the following information:

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1. Welcome from the Director of Courses

Dear students,

Many congratulations on successfully gaining a place at Imperial College London. You should be very proud of what you have achieved so far. I hope you are excited about joining our Department – we are certainly looking forward to meeting you.

This guide has been written to try and help you before you arrive, orient yourself in your first few weeks, and serve as a reference guide throughout the year. We know this can be an exciting but also challenging time as you find your feet in a completely new environment. Of course, this guide cannot provide you with everything you may possibly need to know but it covers a lot of the basic information which will be useful.

In your first few weeks here in the Department of Bioengineering, you will meet a large number of people. We’re known for being a friendly and welcoming Department, and will be putting on a range of Welcome Week activities to introduce you to the Department, our staff, and your fellow students. In your first week, you will be allocated a Personal Tutor. This is an academic member of staff from the Department who you will meet regularly throughout the year to discuss the course, learning strategies and a lot more. They can also offer guidance on welfare issues and direct you to the extensive support available within Imperial College.

My role in the Department as Director of Courses is to manage the Department’s degree programmes and ensure you are getting the best quality teaching, and opportunities for learning. All members of Bioengineering academic staff are both your lecturers and run their own Bioengineering research programs. My research group makes and uses new biomedical sensors systems to monitor critically ill patients. I teach on a year one module (Molecules, Cells and Processes/ MCP Labs) and a year four module (Advanced Physiological Monitoring and Data Analysis).

Student feedback and representation is really important here in Bioengineering and we have a strong relationship with our elected student representatives. They provide us with high quality feedback from the student body and help us communicate back to the students what we have done in response to their feedback. We are always looking to improve so if you have ideas or suggestions as to things we could do differently, please do make sure you tell us.

University is very exciting but can also be very daunting. It can sometimes help, when things get tough, to remember that everyone else in your year is in the same situation and probably feels similarly. Over the next few years you will have countless opportunities to test, stretch and challenge yourself, and I would encourage you to do so, as your effort and commitment now will be reflected in what sense of accomplishment you have at the end.

So, on behalf of everyone in the Department, welcome and we look forward to getting to know you!

Best wishes,

Martyn

Professor Martyn Boutelle
Deputy Head of Department and Director of Courses
Room 3.14, Level 3, Royal School of Mines
Email: m.boutelle@imperial.ac.uk
2. Welcome from your Department Representative

You’ve probably heard this one too many times now, but: CONGRATULATIONS ON MAKING IT TO IMPERIAL, AND WELCOME TO THE DEPARTMENT OF BIOENGINEERING!

I’m Navidu and my role as Departmental Representative, in short, is to make sure each and every one of us, has a say in how things are run, and has the best possible time at Imperial.

I won’t be working alone – you will soon elect two Year Representatives who will liaise on your behalf with staff as well as external examiners; and most importantly participate in Student Staff Committee meetings, bringing any issues you may have to the table. It is safe to say that you’ll hear from all of the Reps a few too many times over the coming year! ;)

As a Year Rep for the last two years I have learnt that every bit of feedback matters – a little concern can lead to a big impact. I speak for all year reps when I say that we hold confidentiality at the utmost importance. All opinions and concerns will be kept anonymous.

Over the past two years our Department has achieved a great deal, through constructive discussions on better timetabling, better course & assessment structures, an even workload-distribution, and so on. As year rep then, what struck me was that the reason we were able to do so much was thanks to everyone being so open, vocal and constructive in sharing their opinions and concerns. Working together, we brought about important changes! I am confident we’ll see more of that this year too.

As Departments go, Bioengineering is relatively young but exciting – which means we have a great mix of staff from multiple fields with plenty of new ideas, so I can guarantee you that our Department is always full of life, wanting to grow and improve. So, feel free to reach out to any of them – maybe drop an email – if ever you need some advice or help, they are all very friendly and willing to help.

To get the full ‘university experience’, so be sure to check out the Union’s clubs and societies; with over 330+ to choose from, there is bound to be something to tickle your taste buds (literally too – there actually is even a Cheese society!). One of them is Bioeng Soc which hosts many events and is great for getting to know each other. Whether you’re a 1st year or a Masters’ student it doesn’t matter, we embrace and mutually respect everyone: so do tag along!

There’s also plenty of help around college including the CGCU Welfare Officer, the Disability Officer, support for any ethnic or LGBTQ+ discrimination or even financial issues you run into – whatever problems you may face, you are not alone. Remember, no one is here to judge – those who mind don’t matter and those who matter don’t mind – and a lot of people, even those who are the first to run to the pharmacy for the slightest physical ailment, tend to neglect their mental health. Don’t let pressure build up – let it free at its earliest, we’re all here to help.

Lastly: make friends, collaborate, help one another (everyone struggles no matter how smart they sound), seize every opportunity (bungee jump off Queens Tower with our HoD!), be adventurous, and make sure you enjoy your time here. Like I said earlier, you aren’t a university student forever, so make the most of it while you are one!

I hope you all have a wonderful year!

Navi
3. Meet some friendly faces

You’ll meet lots of people in the Department: your peers, students on other programmes, researchers, academic staff, and support staff.

There are lots of staff who provide specific support to students. The Department’s Student Office is located in RSM 3.21c and is where you’ll go with lots of your queries and questions. The office opening hours are displayed on the door.

Details of the whole student support team can be found on our website at: http://www.imperial.ac.uk/bioengineering/people/support-staff/.

However, there are a few key people for you to meet now:

Mr Martin Holloway  
Academic Tutor

Martin teaches some modules, works on administration of the undergraduate and Masters’ programmes and provides additional academic support and pastoral care to students.

Ms Louise O’Sullivan  
Head of Student Programmes

Louise leads the Student Office and looks after the delivery of the Department's degree programmes; the annual teaching timetable exercise; and teaching policies and procedures.

Ms Britta Ross  
Student Programmes Manager

Britta oversees all the student programmes, specifically student admissions administration, undergraduate, Masters’ and Research student administration, and examination timetabling and oversight.
4. Introduction to the Department

History
There has been a long tradition of multidisciplinary research at Imperial College London in which basic physical science and engineering principles and techniques have been applied to biology and medicine. In the past this work was conducted within individual departments; the Physiological Flow Studies Unit, founded in 1966, within the Department of Aeronautics, was one of the first interdisciplinary biomechanics groups in the world. The group had an international reputation in the areas of arterial and respiratory fluid mechanics, and had been at the forefront of investigating the influence of blood flow on the disease process of atherosclerosis. The Engineering in Medicine Laboratory was founded in 1963 as a research group in the Department of Electrical and Electronic Engineering. The group developed a reputation in biomedical signal processing and later developed strong activities in the areas of ultrasonic imaging and magnetic resonance imaging. Work in MRI and ultrasound continues today, along with a strong interest in medical image analysis and informatics. In 1989, the Centre for Biological and Medical System was formed by the merger of these two groups. This proved highly successful and in 2001, four years after becoming a full department of the College, the Centre was renamed as the Department of Bioengineering.

More information about the history of the Department can be found on the website at: http://www.imperial.ac.uk/bioengineering/about/history/.

College structure
Imperial College London includes the Faculty of Engineering, the Faculty of Medicine, the Faculty of Natural Sciences and the Imperial College Business School. There are also a range of non-academic administrative and support services. **You are a member of the Department of Bioengineering within the Faculty of Engineering.** There are a total of 10 Departments in the Faculty of Engineering, covering a comprehensive range of engineering disciplines. You can find out more about life in the Faculty of Engineering as a current student at: http://www.imperial.ac.uk/engineering/students/.

Research
The multidisciplinary nature of bioengineering is reflected in the Department's research and staff who are drawn from fields ranging from **mathematics, physical sciences and engineering to medicine.** Much of the research that we do is collaborative; with other departments within the College, with medical colleagues from the hospitals associated with the College and externally with colleagues from around the world.
Research in the Department is carried out at fundamental and applied levels, and includes both theoretical and experimental methods. With a current academic staff of around 35, Bioengineering is a comparatively small Department by the College’s standards and, consequently, is managed without the need for specific research group structures.

Simultaneously, the Department has undergone a period of rapid expansion, having introduced several new areas of research that cover a broad spectrum best described in terms of bioengineering themes:

- Biomechanics and Mechanobiology
- Cellular and Molecular Bioengineering
- Detection, Devices, Design
- Implants and Regenerative Medicine
- Human and Biological Robotics
- Neural Engineering

A large part of the Department’s work is now done in collaboration with many of the medical divisions of the Faculty of Medicine at Imperial College, which has enhanced relationships between and our Department and the national and international medical community.

In 2012, The Royal British Legion Centre for Blast Injury Studies was opened and is headed by Professor Anthony Bull. The Centre is yet another example of forefront collaboration between scientists and engineers and military and civilian clinicians, aiming to utilise the breadth of expertise across the institution to improve treatment and recovery for those injured serving their country, as well as to reduce the number and extent of blast injuries in the first place.

In 2014, the Centre for Doctoral Training Neurotechnology was opened. The Centre is hosted by Imperial College’s Institute of Biomedical Engineering. It aims to foster collaborative research at the interface of neuroscience and engineering across the Faculties of Engineering, Medicine and Natural Sciences, and also to develop research training in Neurotechnology. The Director is Dr Simon Schultz, Department of Bioengineering.

More detail about research in the Department can be found later on the Departmental website: [www.imperial.ac.uk/bioengineering/research](http://www.imperial.ac.uk/bioengineering/research).

Teaching
The undergraduate programme in Biomedical Engineering was introduced in 2002 and about 380 students are currently enrolled on the undergraduate programmes, which include ‘Year Abroad’ and ‘Year in Industry’ options.

More information about undergraduate programmes can be found on the website at: [http://www.imperial.ac.uk/bioengineering/study/undergraduate/](http://www.imperial.ac.uk/bioengineering/study/undergraduate/).
Since 1991, the Department has offered a one year MSc programme which presently caters for around 90 students. There are four concurrent MSc streams running throughout the year: Biomaterials and Tissue Engineering, Biomechanics and Mechanobiology, Medical Physics and Imaging and Neurotechnology.

In 2016 the Department is introducing a new MSc programme in Human and Biological Robotics. This new programme has a unique focus on engineering methods which investigate human and animal sensing and sensorimotor control, and on the design of biomimetic systems and assistive devices for humans. It builds upon the unique strengths of the Department of Bioengineering and the wider College in this new field.

More information about the Department’s Master’s programmes can be found on the website at: http://www.imperial.ac.uk/bioengineering/study/postgraduate-taught/.

The Department also has several thriving MRes programmes:
- MRes in Bioengineering,
- MRes in Medical Device Design and Entrepreneurship,
- MRes in Neurotechnology at the Centre for Doctoral Training of Neurotechnology.

Approximately 135 students are completing their PhDs in the Department of Bioengineering. The Department offers prospective PhD students two application routes to choose from: doing so either directly under a supervisor or under a specific project listed as part of the Bioengineering Doctoral Training Programme (DTP).

More information about postgraduate research degrees in the Department can be found on the website at: http://www.imperial.ac.uk/bioengineering/study/postgraduate-research/.
5. Introduction to the Imperial College Bioengineering Society

“Welcome to the Bioengineering community and congratulations on making it here! Throughout the next year our aim, as the committee, is to make you feel at home in our Department and settle in as quickly as possible, whilst making the most out of your first year both socially and academically.

Our committee has been busy organising a multitude of events lined up throughout the year, helping you to mingle and socialise among fellow bioengineers. These include the very popular Christmas dinner as well as quiz nights and Bioeng bashes to celebrate the end of each term. We’ve also been busy lining up our careers fair where you can start networking with top engineering companies.

Stay updated with all these events and important info by liking our Facebook page and checking our website. If you have any questions don’t hesitate to speak to us!”

- Bioengineering Society Committee 2016-17

Information about the Bioengineering Society
The Imperial College Union Bioengineering Society is a constituent society of the Imperial College Union, under the wing of the City and Guilds College Union (CGCU). Started 13 years ago by a group of enthusiastic MSc students, the ICU Bioengineering Society has been run, since its inception, with the aim of broadening the experiences of Bioengineering students beyond that of the curriculum. All undergraduate and postgraduate students enrolled in the Department of Bioengineering are automatically a part of the Bioengineering Society.

Mission and Vision of Bioengineering Society 2016-2017
The Department of Bioengineering has a reputation for being exciting and innovative, and this year the Imperial College Bioengineering Society would like all its students to feel that they are a reflection of that. ICU Bioengineering Society is as driven as ever to make the experience of the Biomedical Engineering student that much greater.

The committee have been busily lining up some must-attend social events for you throughout the coming year. These cover a huge range of exciting activities; from the annual Bioengineering Christmas Dinner with even more sparkle than before, to the Bioengineering Football League to let out our competitive sides. In addition there will be a couple of hugely successful Bioengineering Bash’s similar to last year. These upcoming events will hopefully be a great way to relax and have fun with your fellow classmates. Events are open to students of all years, providing a unique opportunity to get to know your peers, creating a feeling of a Bioengineering community. Further details of events will be given throughout the year.

The Bioengineering Society encourages involvement from anyone who would like to play a more active part in the Society; a collective effort of ideas and hard work would lead to an even better year for the students of the Department.

You can find out more about the Imperial College Bioengineering Society on their website at: https://www.union.ic.ac.uk/guilds/bioeng/.
6. Starting at Imperial College London
The start of term, especially when you are new to university, can be very hectic. To make sure you are well-prepared and ready to start, you may need to do a few things before you even arrive. The information in this section may help you in your preparation and help you ‘hit the ground running’ as you begin your new programme.

The term starts on Saturday 1 October and many welcome activities will take place throughout this week. These will include a range of welcome events run specifically for international students, run by the International Student Support Office. Departmental activities will start on Monday 3 October.

The College provides some information for new students which may be very useful for you:
- For undergraduates - [http://www.imperial.ac.uk/students/new-students/undergraduates/](http://www.imperial.ac.uk/students/new-students/undergraduates/)
- For postgraduates - [http://www.imperial.ac.uk/students/new-students/postgraduates/](http://www.imperial.ac.uk/students/new-students/postgraduates/)

Registration
All new students have to register with the College. You can do this through the Student e-Service before term begins. This year, registration for students starting at the College on 1 October will open on 5 September 2016.

You should receive full instructions on how to register via email, and all the details are also available online at: [http://www.imperial.ac.uk/students/new-students/undergraduates/before-you-arrive/registration/](http://www.imperial.ac.uk/students/new-students/undergraduates/before-you-arrive/registration/).

You will need to sign into the Student e-Service with a username and password before you can register. You will have to activate your account for this: the College will send you information on how to do this between May and July.

To register, all students will need to provide some personal details, and upload a photograph, which will be used to make your ID Card. International students will also need to upload passport and visa information.

Once your registration process is complete, we recommend that you print the confirmation page in case you need it later.

Accommodation
Where you live for your first year at university is really important!

Undergraduates living in university halls of residence
Many of you will have applied for a place in halls. If you are joining Imperial as a first-year undergraduate, as long as you meet certain conditions, you are guaranteed a bed-space in College accommodation. Find out more about the conditions you have to meet at: [http://www.imperial.ac.uk/study/campus-life/accommodation/prospective/ug/how-to-apply/accommodation-guarantee/](http://www.imperial.ac.uk/study/campus-life/accommodation/prospective/ug/how-to-apply/accommodation-guarantee/). As a first year undergraduate, if you have met all your conditions and applied by the deadline, then you will receive an offer of accommodation in early September. If you are happy to accept your offer, you must do so by the deadline specified in the offer. You will then have to complete an online induction for your hall – this will ensure you have all the information you need for arrivals weekend.
Advice about the practicalities of moving into your hall will be provided as part of your induction, and there is also more information available at: http://www.imperial.ac.uk/students/new-students/undergraduates/arrivals-and-induction/moving-into-halls/.

**All students not living in university halls of residence**

If you’re not living in College accommodation, then London has a huge amount of private accommodation to choose from. The College provides lots of support for students in finding and securing somewhere to live. See the website at: http://www.imperial.ac.uk/study/campus-life/accommodation/private-accommodation/.

Specific information for postgraduates is also available at: http://www.imperial.ac.uk/students/new-students/postgraduates/before-you-arrive/accommodation/.

**ID cards**

Your College ID card is very important and serves a number of functions: it gives you access to your Department, access to Halls, access to the Library, gives you discounted price in College catering outlets, and is an important part of our security processes.

The process of obtaining your ID card differs slightly depending on if you live in halls or not:

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<thead>
<tr>
<th>If you have uploaded your photo in advance, and are arriving in week one</th>
<th>Living in Halls of Residence</th>
<th>Living in Private Accommodation</th>
</tr>
</thead>
<tbody>
<tr>
<td>You will be given your College ID on move-in day, on your arrival or at your safety talk.</td>
<td>Your College ID will be sent to your Departmental Administrator for you to collect</td>
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| If you have not uploaded a photo and are arriving in week one | You will be issued with a temporary card for your halls, by your Warden. Then go to the ID Card Office (Sherfield L1) and have your picture taken. Then you can collect your ID from your Departmental Administrator. | Go to the ID Card Office (Sherfield L1) and have your picture taken. Your card will then be sent to your Departmental Administrator |

| If you have not uploaded a photo and are arriving after week one | Go to the ID Card Office (Sherfield L1) and have your picture taken and collect your College ID immediately from the ID card office. | Go to the ID Card Office (Sherfield L1) and have your picture taken and collect your College ID immediately from the ID card office. |

**Buddy scheme**

The Department of Bioengineering participates in a mentor programme called the ‘Buddy Scheme’. It will help you make friends with students in other years and also help you settle into Departmental life.

As a new Bioengineer, if you participate in the scheme, you will be assigned a ‘Buddy’. A ‘buddy’ is an ‘older’ student on the programme, who has offered to assist in matters relating to College life in general and specifically to the degree programme. The buddy you are allocated will be based on commonalities such as common interests or country. An option to
randomly select will also be available. After the ‘Buddy’ has been allocated, it’s expected that you and your ‘Buddy’ get to know each other, build a good relationship and arrange future meetings. The buddy allocation event is timetabled to take place in the first week of term. We hope that this scheme will help in your settling at Imperial College and will also be of social and academic benefit to you during your time here. Remember that your ‘Buddy’ will have been through it all before!

Department of Bioengineering communications

In the Department, we communicate with students primarily through email. Please check your College email account regularly – at least every day – so that you are up-to-date with any important information sent to you. Before you’ve got your College email set up, we’ll contact you via the contact details you provided in the application process, so do make sure they stay up-to-date.

Imperial College Union

Imperial College Union (ICU) is the students’ union of Imperial College London and every student of Imperial is a member of the Union. The ICU is the voice for all students at Imperial and their aim is to make your time at the College the best it can be. They also offer over 340 clubs, societies and projects for you to get involved in – you’ll have a chance to find out about all of these opportunities at Freshers’ Fair during Welcome Week, but you could do some research in advance if you want to be prepared, as it can be a very busy event!

Find out more about ICU at: https://www.imperialcollegeunion.org/

Maps of campuses

You will find that you quickly get used to your new university and find your way around easily. In Welcome Week, there will be extra help to find your way around College, including the ‘#helloicu crew’ – a team of volunteers to welcome and support you during your first week.

As a Bioengineer, like most students at Imperial, you’ll spend the vast majority of your time at the South Kensington campus. However, it’s worth knowing that Imperial has several campuses, both in London and further afield:

• Charing Cross
• Chelsea and Westminster
• Hammersmith
• White City
• North West London hospitals
• Royal Brompton
• Silwood Park
• South Kensington
• St Mary’s

You can find out more about all of the campuses at: https://www.imperial.ac.uk/visit/campuses/.

The map below shows the South Kensington campus and the RSM building, where the Department is based, is circled. You can find more information and full maps for all the Imperial campuses at https://www.imperial.ac.uk/visit/campuses/.
Transport info

Getting around London can be daunting if you’re not familiar with the city. Yet, you will find that it is actually extremely well-connected with excellent public transport. Most cities in the UK don’t have public transport which is as efficient as that in London, so plan your travel carefully if you are having a day out away from the capital!

There are lots of different types of transport in London. Some are cheaper or faster than others, and some services are only available at certain times, so make sure you plan your journey before you travel. Transport is run in London by Transport for London, and they have a handy journey planner that will recommend the best route for your journey. It’s available online at: https://tfl.gov.uk/.

For all journeys, be aware that some routes may operate reduced services on the weekends, late at night, or on Bank Holidays.

Walking
Walking is a great way to see London and get some exercise. Many places are accessible by foot, and this is by far your cheapest mode of transport. Many famous sites, landmarks and parks are within walking distance of each other. There are lots of nice places to walk – plan your journey so you go through parks or along the Thames path.

Find out more at: https://tfl.gov.uk/modes/walking/.

Cycling
Bicycles are the fastest mode of transport, door to door, in central London. They give you the freedom to bypass the traffic, avoid busy public transport and give you a better view of the city.

You can use your own bike, or for a small fee, you can hire a Santander Cycles bike (sometimes known as a ‘Boris’ bike) from one of many stations in London. Find out more at: https://tfl.gov.uk/modes/cycling/santander-cycles.

It’s extremely important to be safe when you are cycling – London roads are very busy. You can attend free training courses to help you develop safe cycling skills – find out more at: https://tfl.gov.uk/modes/cycling/cycling-in-london/cycle-skills?intcmp=2386.

Find out more about cycling in London at: https://tfl.gov.uk/modes/cycling/.

Find out more about cycling to Imperial College London at: http://www.imperial.ac.uk/estates-facilities/travel/cycling/.

Oyster cards
An oyster card is a plastic smartcard which can hold pay as you go credit, Travelcards and Bus & Tram Passes. You can use an Oyster card to travel on bus, Tube, tram, DLR, London Overground, TFL Rail, Emirates Air Line, River Bus services and most National Rail services in London. You can get an Oyster card for a £5.00 deposit at any tube station and most local
newsagents or booths. It is well worth having an Oyster card as it is an easy and convenient way to pay. Find out more about Oyster at: https://tfl.gov.uk/fares-and-payments/oyster. As a full time student living in London, you are probably eligible for an 18+ student Oyster card. This will give you discounts off some journeys or travel cards. Find out more at: https://tfl.gov.uk/fares-and-payments/adult-discounts-and-concessions/18-student. You can also link your 16-25 railcard, if you have one, to the Oyster card for further savings. Find out more at: https://tfl.gov.uk/fares-and-payments/adult-discounts-and-concessions/railcards.

**London Underground (and Overground)**
The London Underground (commonly called the Tube) is the most popular method of transport for students, commuters, locals and tourists alike. It is a fast and safe way to travel, although it can get very busy at certain times.

The London Overground is a suburban rail network, similar to the Tube except it is not underground.

**National Rail Network**
National Rail services run from major stations across London, and go to all parts of the country, so are perfect for getting away from London and exploring.


**Buses**
There are loads of different bus routes across London and many run 24 hours per day. Some also have specific ‘night Bus’ services to get you home after a night out. Buses are cheaper than the Tube and are very popular. Please be aware – London buses do not accept cash, so you must use an Oyster card or a contactless payment card. Find out more at: https://tfl.gov.uk/modes/buses/.

**Trams**
In some parts of London a tram service also runs. Find out about the route at: https://tfl.gov.uk/modes/trams/.

**Taxis**
There are a lot of taxis in London! They are often quite expensive and may not be the best way to travel frequently, but they can be very helpful sometimes! Imperial is so centrally located you are unlikely to need one, however if you find yourself out without a handy tube or bus ride home, you can book one of London's classic black cabs.

If you ever get stuck anywhere, Transport for London offers a service to help you get home. Text Home to 60835 and the phone numbers for two local licensed minicab operators will be sent direct to your mobile phone. The service can be used in any part of London, 24 hours a day.

It’s important to be safe when using taxis – the best way is always to book a taxi in advance, not hail one from the street. Find out more at: https://tfl.gov.uk/campaign/safer-travel?intcmp=21377.
Emirates Air Line
Emirates Air Line is London’s only cable car. It crosses the River Thames between Greenwich Peninsula and the Royal Docks. Find out more about it at: https://tfl.gov.uk/modes/emirates-air-line/

River Bus
The River bus offers an alternative way to travel in London, by cruising along the River Thames. There are 5 bus routes which operate from 20 piers. Find out more at: https://tfl.gov.uk/modes/river/about-river-bus.

Getting to the South Kensington campus
Imperial College London is very conveniently situated in London. The nearest underground station is South Kensington, which is on the District, Piccadilly and Circle Tube Lines. However, South Kensington station can be really busy, especially during school holidays, so other close stations include Gloucester Road, Knightsbridge and High Street Kensington.

South Kensington Campus is easily accessible by bus. A number of routes pass within easy walking distance of the campus. Please see the selection below for more information:

- C1 Grosvenor Gardens/Victoria Street – White City Bus Station, alight at South Kensington Station
- 9 Aldwych - Hammersmith Broadway, alight at the Royal Albert Hall
- 10 Kings Cross Station - Hammersmith Broadway, alight at the Royal Albert Hall
- 14 Tottenham Court Road - Putney Heath, alight at South Kensington Station
- 49 Battersea Rise - Shepherd's Bush Green, alight at South Kensington Station
- 52 Victoria Bus Station - Willesden Bus Garage, alight at the Royal Albert Hall
- 70 Acton - South Kensington Station, alight at South Kensington Station
- 74 Baker Street Station – Putney Heath, alight at South Kensington Station
- 345 Peckham Bus Station - South Kensington Station, alight at South Kensington Station
- 360 Elephant and Castle Station - Prince Consort Road, alight at Prince Consort Road
- 414 Maida Vale - Putney Bridge, alight at South Kensington Station
- 430 Minstead Gardens (Putney) – Victoria and Albert Museum, alight at South Kensington Station

Car parking at South Kensington Campus is severely restricted and you are advised NOT to bring a car unless permission has been given. The car park is open to the public from 18.00 to Midnight on weekdays and from 08.00 to Midnight on weekends. Please note that overnight parking is not permitted. Parking in the streets surrounding the College is at pay and display or parking meters for limited periods only.
Inter-campus transport
Imperial College London run a free shuttle bus for members of the College between the White City, Hammersmith, and South Kensington campuses from Monday to Friday. Find out more at: http://www.imperial.ac.uk/estates-facilities/travel/shuttle-bus/.

Many of the other campuses are easily accessible by foot, bike or public transport.

Nearby airports
Imperial College London is located close to 4 major UK airports:
• London Gatwick airport
• London Heathrow airport
• London Stansted airport
• London City airport

Find out more at: https://www.imperial.ac.uk/visit/campuses/south-kensington/.

Useful apps
There are loads of apps to make life in London easier. You'll find which ones you prefer, but here's some suggestions to get you started with London transport:

• Citymapper – helping you get around London: https://citymapper.com/london
• Uber – quick and easy taxi bookings: https://www.uber.com/
• UK Bus Checker – instant, up to date arrival information for each bus: http://www.buschecker.com/app/UK/
• National Rail Enquiries – helps you plan your train journey with live updates: http://www.nationalrail.co.uk/times_fares/84874.aspx
• Santander Cycles App – See where bikes are available and get release codes direct to your phone: https://tfl.gov.uk/modes/cycling/santander-cycles/community?intcmp=539
7. Useful information for once you are here

Departmental locations
The Department is housed on Levels 3 and 4 of the Royal School of Mines Building (RSM) (Goldsmith’s Wing) and Levels 2-7 of Bessemer Building. The move to this new building in spring 2008 was important in consolidating the Department, which was previously spread across 6 different locations.

The RSM and Bessemer facilities comprise academic and support staff offices, two seminar rooms, several meeting rooms, several labs and space for over 130 PhD students. Administrative offices – including the Student Office – are located on Level 3 RSM. The Director of Courses and the Academic Tutor are also on Level 3. The Senior Tutor is on Level 4 of the Bessemer Building and the Postgraduate Tutor is on Level 3 of the RSM building. Most of the other academic offices are on Level 4 RSM and Bessemer Level 3, 4 and 7.

Most teaching takes place in the Royal School of Mines Building (RSM), notably RSM 228 and RSM 147 lecture theatres. Some teaching may take place in the Mechanical Engineering Building, the City and Guilds Building (CAGB). The first year course Vibrations and Waves and EE labs take place in Bessemer 220 which can be found next to the lifts on Level 2 of Bessemer.

Two bigger computer rooms in RSM can be used by all students. One is the computer room RSM 338 which can be found at the opposite end of the corridor to the offices on Level 3 of the RSM. The other one is RSM G08 which can be found in the Goldsmith Wing of RSM, on the ground floor, end of the corridor.

A list of directions to various rooms used by the Department can be found on the website at: http://www.imperial.ac.uk/bioengineering/admin/current-undergraduate-students/directions/.

There is a cafe and common room on Level 3 of the RSM Building.

Undergraduate and MSc students of the Department of Bioengineering have access to the computer and common room on Level 3 RSM (RSM 3.06). This is a break-out area and can be used for group work and individual study. There will be some timetabled tutorials, but the Department tries to minimise these. The space is flexible, the AV can be used by the students and eating and drinking is permitted, but only away from the computer desks.

Student Office opening times
The opening hours of the Student Office are detailed on the office door. If you have queries, please try to come and speak to us during these opening times. If there is an urgent issue outside these times then the Student Office is usually staffed between 08.30 and 17.30 and we will do our best to help.

Access to the Department
Your ID card will give you access to the Department and laboratories (where appropriate/requested).

You may work in the Department only between specified times, as detailed below. If you need to arrange other access please speak to your Supervisor, Tutor or the Student Office. If you have any problems with your ID card, please contact staff at the Student Office (RSM 3.21c).
Access times for different users in the Department of Bioengineering:

<table>
<thead>
<tr>
<th>ID card group</th>
<th>Times</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>07:00-23:59</td>
<td>7 days a week</td>
</tr>
<tr>
<td>PhD</td>
<td>07:00-23:59</td>
<td>7 days a week</td>
</tr>
<tr>
<td>MSc, MRes</td>
<td>08:00-18:30</td>
<td>5 days a week</td>
</tr>
<tr>
<td>UG</td>
<td>08:00-18:30</td>
<td>5 days a week</td>
</tr>
</tbody>
</table>

Activating your College account
When you register online, you will be issued with a password and an e-mail address and you should receive instructions on how to activate your account. Instructions are also provided in your welcome email from College.

Accessing the wireless internet network at College
Whilst you are on campus you should be able to connect wirelessly to the internet. There are 3 main networks: Imperial-WPA, Imperial, and Eduroam. Once you have your College account set up you should use the Imperial-WPA network.

Full details about how to connect are available on the website at: https://www.imperial.ac.uk/admin-services/ict/self-service/connect-communicate/wifi-and-networks/access-wifi/.

Syncing your College email to your phone
It can be really helpful to have your email synced to your phone or tablet so you can always access important information and announcements.

The process of setting up your email sync is slightly different depending on what phone and operating system you have, but ICT provide full support for getting this set up. There are step-by-step instructions for most operating systems on the ICT website, available at: https://www.imperial.ac.uk/admin-services/ict/self-service/connect-communicate/email/use/.

If you do sync your email to your phone, you should also ensure that you follow all relevant ICT policies covering security and information sharing. More information is available at: https://www.imperial.ac.uk/admin-services/ict/self-service/connect-communicate/telephones-mobile/mobile/ and https://www.imperial.ac.uk/admin-services/ict/self-service/be-secure/.

Software
As a student, you can access lots of free or discounted software. You will also find that in Bioengineering, the student study room has computers with a wide range of software installed, which you can use for studying, project work and assignments. Find out more about getting the software you need at: https://www.imperial.ac.uk/admin-services/ict/shop/software/.

The Department of Bioengineering also provides useful information about software you might like to install and some self-guided learning you could undertake to familiarise yourself with it at: http://www.imperial.ac.uk/bioengineering/admin/current-undergraduate-students/software/.
Virtual learning environments
At Imperial College London, we make extensive use of Blackboard, which is the College’s Virtual Learning Environment (VLE). Blackboard will be your source of essential information for your modules, assignments, submission of coursework, exam information, and more. Find out about Blackboard at: https://www.imperial.ac.uk/admin-services/ict/self-service/teaching-learning/elearning-services/blackboard/access/.
You can log in to Blackboard at: https://bb.imperial.ac.uk/

Rules for using the College network
The Information and Communication Technologies group (ICT) has very strict rules regarding the downloading of illegal, inflammatory, pornographic or obscene material on to computers connected to the campus network. Infringement of these rules can have very serious repercussions, including expulsion or legal proceedings being brought against students. You should be aware that the content and level of network traffic is monitored continuously. You should read the College’s Information Systems Security Policies, available at: http://www.imperial.ac.uk/admin-services/ict/self-service/secure/information-systems-security-policies/.

Online security
Please ensure you familiarise yourself with the College’s ICT ‘Be Secure’ information. The information will help you to: protect computers and devices; protect College and personal information; protect yourself online; comply with laws and policies. Find out more at http://www.imperial.ac.uk/admin-services/ict/self-service/secure/.

Imperial Mobile
Imperial Mobile is a mobile application enabling students to access College information and services anytime, anywhere. Students of Imperial College can download it onto any mobile device, phone, Android, iPad, iPhone, or iPod.

Find out more about Imperial Mobile at: http://www.imperial.ac.uk/students/online-services/mobile/

How to contact members of staff in the Department
You are likely to need to contact various members of staff in the Department at some point, whether for academic or pastoral support, or just for a chat!

You will find staff have different working hours, but as a general rule, most staff work from approximately 09.00-17.00.

If you need help, often the Student Office will be the best place to start. The office opening hours are detailed on the door, or you can email a member of the team with your query.

Your Personal Tutor will be an invaluable source of help and support throughout your degree. If you have any difficulties, either with your studies or with personal matters, you are encouraged to arrange to see your tutor as soon as possible.
Many academic staff in the Department are frequently away for international conferences and events, and are very busy. As such, generally it is best to email academic staff to arrange an appointment to see them. Staff will be very happy to help you but it is often easiest for both of you to agree a time to meet, rather than just dropping in.

Email, post and fax
Please check your e-mails regularly as important information will be communicated to you via email. Any mail for undergraduate students should be collected from the pigeon holes outside the student common room on Level 3 (RSM 3.06/07). Please make sure that your contact details are kept up-to-date. This can be done online via the student e-service: http://www.imperial.ac.uk/studenteservice.

Printing and photocopying
The Department has black/white and colour photocopiers in the utility areas on Levels 3 and 4 and in RSM 3.06/07 which are accessed using your ID card. These can also be used as printers and scanners via the ICT print service – check http://www.imperial.ac.uk/ict/printservice for information on using this service. An additional colour (ICT) copier/printer is available in RSM 3.38.

If you have problems with these machines or your swipe card, please contact ICT - do not try to correct problems yourself. All student groups/years will receive an initial print credit on their account. Please try and use Departmental printers for your printing where possible, as opposed to those in other areas of the College.

Books
The Department keeps a small selection of books (many of which were acquired by past students) in the Academic Tutor’s office on Level 3 RSM. You are free to consult these, but do not remove them from the Department. You will usually need to use the facilities of the main Central Library on South Kensington campus, or the libraries on the other Medical faculty campuses.

The Library
Mrs Mano Jacob is the Bioengineering Librarian and she is here to help if you need to find books, journals or any information you might need for your studies and projects. You can also contact her if you need advice on how to avoid plagiarism, have questions about referencing or would like to learn how to use RefWorks for citing documents. You can contact Mano by email at mano.jacob@imperial.ac.uk, by phone on 0207 59 45598.

Many students buy lots of textbooks in their first year at university, and then realise they may not have needed to ask the Central Library is very well stocked with most of the texts you are likely to need. You probably don’t need to buy books before you arrive – why not see what is available first, so you can make an informed choice?

More information about the library is available on the web: http://www.imperial.ac.uk/library and http://www.imperial.ac.uk/admin-services/library/subject-support/bioengineering/.
Food and drink on campus
You’ll need to eat well and stay hydrated to function at your best. There are a number of College catering outlets across the campus which serve a range of hot and cold food, drinks and snacks. The exact food served varies from outlet to outlet, but you’ll soon find a favourite!

The nearest café to the Department is the RSM Café, located on L3 just near the main stairwell. Other nearby outlets include the College Café, and the EEE Café, both located off Dalby Court.

You can find out about College catering here: http://www.imperial.ac.uk/food-and-drink/

If you fancy getting away from campus, there are also many cafes, bars and restaurants in South Kensington and on the nearby Gloucester Road, which cater for a range of budgets and tastes.

Sport and exercise
The College’s sports centre in South Kensington is called Ethos. It was used by visiting teams in the 2012 Olympics and facilities include a gym, swimming pool, sauna/jacuzzi/steam room, weights room, fitness studio classes, squash courts, main sports hall, climbing room and treatment rooms for therapy sessions.

Students get free access to the gym and the swimming pool, and pay reduced rates for some other facilities.

Find out more about Ethos at: http://www.imperial.ac.uk/ethos/

There are also other sport and leisure facilities located at different campuses. Find out about these at: http://www.imperial.ac.uk/sport/facilities/compare-our-facilities/

Healthcare services
You’ll need to register as an NHS patient with a GP Practice when you come to university. You can find out more about how to do this at: http://www.imperial.ac.uk/student-space/here-for-you/find-a-doctor/.
The Imperial College Healthcare Centre is located in Princes Gardens on campus, so is very convenient for many students. Find out about the services offered at: http://www.imperialcollegehealthcentre.co.uk/.

Imperial College Dental Centre is also located in Princes Gardens on campus. Find out more about the services offered at: http://imperialcollegedental.co.uk/.

The Student Hub
The Student Hub brings together many of Imperial's key support services in one easily accessible place. It is the hub for advice and information on a wide range of aspects of College life, including admissions, finance, accommodation, exchange programmes and exam arrangements. The team is on hand to answer your questions in person, by email or online.

It can be very busy at The Hub in the first few weeks of term so try and do whatever you can online – you can pre-order documents, make enquiries, pay your fees, and update your details. Find out more at: http://www.imperial.ac.uk/student-hub/avoid-the-queue/.

Find out more about the Student Hub at: http://www.imperial.ac.uk/student-hub/.

The Centre for Academic English
The Centre for Academic English (CfAE) can help you to participate confidently and effectively in the academic environment if you’re an international student. Support is available for undergraduate students, exchange students, master's students and research students.

Find out more about the CfAE at: http://www.imperial.ac.uk/academic-english/.

Bursaries and Scholarships
Some of you may be eligible for a financial aid from the College, in the form of a bursary. More information about the Imperial Bursary scheme can be found at: http://www.imperial.ac.uk/study/ug/fees-and-funding/bursaries-and-scholarships/imperial-bursary/.

There are also many scholarships available for students, so it’s worth finding out if you are eligible to apply for any. Many scholarships have specific closing dates so be sure to check this. Find out more at: http://www.imperial.ac.uk/study/ug/fees-and-funding/bursaries-and-scholarships/.

There are also loans available to many students. Please see the following websites for details:
Undergraduate: http://www.imperial.ac.uk/study/ug/fees-and-funding/
Postgraduate: http://www.imperial.ac.uk/study/pg/fees-and-funding/
8. Your first week in the Department of Bioengineering

Term starts on 1 October 2016. You’ll be spending that first weekend moving into your accommodation, making new friends and settling in. During the first week of term you will be very busy attending both Departmental and College events.

Departmental events include Registration, a Departmental welcome, opportunities for you to meet current students, introduction to the library, ICT, Blackboard, introductions to various topics, a class photo, opportunities to meet your Personal Tutors and a Departmental Welcome Reception.

You will receive information from the Department about what activities have been organised for your first week. The timetable will also be published online, at:

- Undergraduate Departmental Welcome Week Timetable: http://www.imperial.ac.uk/bioengineering/admin/current-undergraduate-students/timetables/
- Master's Departmental Welcome Week Timetable: http://www.imperial.ac.uk/bioengineering/admin/msc/timetables/

More information on Welcome Week events organised by the College will be available online at: http://www.imperial.ac.uk/students/new-students/welcome-week/.

Preparatory learning

For undergraduates

In Bioengineering, there will also be a diagnostic maths test in your first week. However, don’t worry – the test does not count towards your overall grade for the year. The test will help us identify if you need any extra support (e.g. 1-2-1 tutorials) in developing a strong mathematical foundation. More information about the diagnostic maths test can be found online at http://www.imperial.ac.uk/bioengineering/admin/current-undergraduate-students/.

For undergraduates and master’s students

We have also provided some additional preparatory learning about human biology. Again, this learning is not assessed but you may find it helpful to work through before formal teaching starts in week 2 of term. You do not need to memorise or fully understand the material as you will be supplied with full information in your lectures. More information is available at: http://www.imperial.ac.uk/bioengineering/admin/current-undergraduate-students/.
9. Life outside of studying
Of course we know you’ve come to university to study and get your degree, but it’s also really important to make time for life outside of studying. London is a fantastic city to live in and there is no shortage of things to do and enjoy. Imperial College London also offers a huge range of opportunities for you to get involved in.

Imperial Horizons
The Imperial Horizons programme offers a wide range of courses for all Imperial College undergraduates. It is designed to broaden your education, inspire your creativity and enhance your professional impact. Over 80 different short course options are available from four fields of study throughout your undergraduate degree.

Postgraduate students may be accepted on courses if places are still available at the start of term. This would be subject to a fee, and post-graduates are encouraged to join the Evening Class Programme instead, where a range of courses are available at a discounted price for College students.

Find out more about Imperial Horizons online at: http://www.imperial.ac.uk/horizons/.

Student clubs and societies
There are over 340 student clubs, societies and projects run through Imperial College Union. Getting involved in student activities is a fantastic way to meet new people, learn a new skill, or to simply have fun!

To help you navigate through all the options, it may help to know that:

- Usually clubs are student groups which undertake sporting activities. Many play competitively and also offer opportunities for recreation.
- Usually societies are student groups which focus on a common interest. They range from subject societies to arts and cultural groups.
- Projects are student led initiatives which aim to undertake community and outreach work, or raise money for charitable causes. These include groups who volunteer and coordinate activities locally and further away.

Find out more about what is available at: https://www.imperialcollegeunion.org/activities/clubs-societies-projects.

Volunteering
Volunteering is a great way to develop new skills, have fun, improve your CV and help others. The Imperial College Union offers lots of support to students who want to get involved in volunteering – find out more at: https://www.imperialcollegeunion.org/volunteering.

There’s also a useful scheme in place called Imperial Plus to help you to identify and articulate the skills and experiences gained through volunteering that graduate recruiters’ value and set you apart from your peers, whilst acknowledging the time you dedicate as a volunteer. Find out more about Imperial Plus online at: https://www.imperialcollegeunion.org/volunteering/imperial-plus.
The Careers Service also provide helpful information about volunteering and how to maximise the benefits of your volunteering when you are looking for a graduate job. Find out more at: [http://www.imperial.ac.uk/careers/opportunities/volunteering/](http://www.imperial.ac.uk/careers/opportunities/volunteering/).

Placements and internships

In today's competitive world of graduate employment, it's never too early to give some thought to your future career. Completing an internship or placement can make all the difference to your chances of success in finding the job that you want once you've finished your programme of study, and employers are increasingly using their internship schemes as a major recruitment tool for their graduate programmes.

The amount of time you have available for an internship or placement might depend on your programme of study, if you already have a part-time job, and other commitments. It's important to find something that will work well for you and for the company hosting you. If you have a visa, you may also need to think about any restrictions this may impose on you.

In the Department of Bioengineering, we have a dedicated Industrial Liaison Manager, Mr Robert Ferguson, who can help with queries around industrial links, placements and careers. You can contact Robert on +44 (0)20 7594 6371 or by emailing robert.ferguson@imperial.ac.uk.

The College’s Careers Service provides lots of useful information about placements and internships – find out more at: [http://www.imperial.ac.uk/careers/opportunities/internships/](http://www.imperial.ac.uk/careers/opportunities/internships/).

Part-time jobs

We know that studying at university can be expensive, especially in London, and so we understand some of you will want to secure part-time paid work to help finance your studies. It can be quite hard to find part-time work in an area relevant to your studies: many part-time jobs in the area around the College are in shops, bars and restaurants. Imperial College Union also recruit student staff for a number of roles. There are occasionally opportunities to work at the College too, for example as a guide on open days.

You should take care to ensure that if you have a part-time job, it doesn’t adversely impact on your studies. For most students, this means not working more than around 15 hours per week. If you have a visa you may also be limited to working a certain number of hours per week.

You can read the College’s policy on employment during studies at: [http://www.imperial.ac.uk/media/imperial-college/faculty-of-engineering/bioengineering/public/student/Student-Employment-During-Studies.pdf](http://www.imperial.ac.uk/media/imperial-college/faculty-of-engineering/bioengineering/public/student/Student-Employment-During-Studies.pdf)

The Careers Service provides some useful information, available online at: [http://www.imperial.ac.uk/careers/resources/handouts/](http://www.imperial.ac.uk/careers/resources/handouts/).
10. Welfare and support

Department of Bioengineering
We want you to be happy and successful during your time in the Department. We are renowned for being a friendly and welcoming Department so if you do have problems or want to talk to someone please do come and see us. If we can’t help with your problem then we will help you find someone who is able to help you.

Personal Tutors
Your Personal Tutor is usually a member of academic staff who is allocated to you for the duration of your course to offer help and support with academic or personal issues. They will also follow your progress throughout the course to help keep you on track to succeed.

Postgraduate Tutor (postgraduates)
The Department’s Postgraduate Tutor (Professor Rob Krams) has overall responsibility for the academic and pastoral care of postgraduate students in the Department. If for any reason you are not comfortable speaking to your Personal Tutor you can arrange to speak with the Postgraduate Tutor instead.

Senior Tutor (undergraduates)
The Department’s Senior Tutor (Professor Manos Drakakis) has overall responsibility for the academic and pastoral care of undergraduate students in the Department. If for any reason you are not comfortable speaking to your Personal Tutor you can arrange to speak with the Senior Tutor instead.

Academic Tutor
The Department’s Academic Tutor (Mr Martin Holloway) assists with the administration of programmes, provides academic support to students, delivers teaching and lectures, and provides invaluable pastoral support.

Student Office
The Student Office is located in RSM 3.21c. Our role is to support all the teaching activities of the Department – that includes helping students and academics with a range of queries on a number of topics, such as:

- Student admissions
- Administration of UG, PGT, and PGR programmes
- Administration for exchange and visit students
- Examinations
- Timetabling
- Delivery of programmes
- Coursework and assessment deadlines
- Administration of the Department Teaching Committee and Staff-Student Committee
- Student feedback
- Teaching policies and procedures
- Quality assurance
- Implementation of new degree programmes

Typically, your first port of call for most queries would be either your Personal Tutor or the Student Office. We are here to help you so please do pop in if you have any queries. We also love to hear your suggestions on how to improve things – such suggestions can be made formally through the student reps and Student-Staff Committee, or informally by dropping in and having a chat.
Imperial College London
There are a great number of people and resources in place at the College who can help you with many different problems.

The Chaplaincy: provides a confidential place to explore faith and to find support for personal issues. Faith Advisors from different faiths are available.

Student Support Fund: can support you if your financial circumstances change unexpectedly, offering a one-off non-repayable grant to help in emergencies.

International Student Support: information for all international students covering areas such as visas, immigration, and additional support.

College Tutors: provide confidential support to all students, independent of their academic Department.

Imperial College Union: advice and support is available from the ICU Advice Centre and the Deputy President (Welfare).

Disability Advisory Service: offers confidential advice and support to students with disabilities, mental health problems or specific learning difficulties.

Graduate Students Union: is the representative body within the Imperial College Union for the postgraduate community across all Imperial campuses.

Wardens: responsible for the wellbeing of all residents of Imperial halls, and your first port of call for help and support for any matters relating to life in halls.

Find details for all these services and more at: http://www.imperial.ac.uk/student-space/here-for-you/

The College also has a few really useful websites providing help, advice and information:

- The Imperial Success Guide - http://www.imperial.ac.uk/students/success-guide/
- Student Space - http://www.imperial.ac.uk/student-space/
11. Where to find help

We appreciate that with so many support services and places to get extra information, finding the right point of contact can be quite daunting. You will find that you soon get used to who to ask for help with different queries, but this list might help initially.

We have suggested who might be the best person to contact. However, you are able to contact whichever member of staff in the Department you feel most comfortable talking to.

1. I've got a problem with my computer system or IT facilities:
   Usually the best place to get support is the ICT Helpdesk. You can 'open a new request' (let them know there is a problem) online at https://imperial.service-now.com/ict/, or phone +44(0)20 7594 9000, or visit Ask ICT in person on Level 4 of the Sherfield Building on the South Kensington campus.

2. I've got a problem to do with software or hardware:
   Again, usually the best place to get help is the ICT Helpdesk. However, depending on your query, you may also be able to get help from the Student Office in Bioengineering (Room 3.21c, Level 3 RSM Building).

3. I'm concerned about my English language skills:
   You could speak to your Personal Tutor, who could help identify any concerns you may have about your English language skills. You could also visit the Centre for Academic English (http://www.imperial.ac.uk/academic-english/) and discuss your needs with staff there, who will be able to suggest what support is available.

4. I need to discuss disability support (including learning difficulties):
   You should speak to your Personal Tutor about your needs, and also contact the Department’s Disability Liaison Advisor (Dr Aldo Faisal, +44 (0)20 7594 6373, bg-ddo@imperial.ac.uk). If you prefer you could also contact the College’s Disability Advisory Service directly to discuss the support available. The Disability Advisory Service is located in Room 566 in the Sherfield Building (South Kensington Campus) or you can email disabilities@imperial.ac.uk or phone 020 759 49755. More information is available at: http://www.imperial.ac.uk/disability-advisory-service/.

5. I’m having issues with my mental or physical health:
   If you feel comfortable to do so, you could discuss this with your Personal Tutor, the Academic Tutor, or the Senior Tutor/Postgraduate Tutor in the Department. They can then help you find support and assess the potential impact on your studies. You could also make an appointment at the Imperial College Health Centre to see a Doctor or Nurse, or you could visit the Student Counselling Service.

6. I’m going to be absent from College for a period of time:
   If you have to be absent through illness or other personal reasons, please make sure you inform the Student Office as soon as possible, by email or telephone +44 (0)20 7594 5122. Alternatively you can inform the Senior Tutor Professor Manos Drakakis (+44 (0)20 7594 5182 or e.drakakis@imperial.ac.uk) or Postgraduate Tutor Professor Rob Krams (+44 (0)20 7594 1473 or r.krams@imperial.ac.uk).
If your absence is due to a reason other than illness e.g. bereavement or a cultural event, you will need to get permission for this. Please speak to the Student Office in the first instance.

If your absence is for more than 5 days, you will need to submit documentary evidence e.g. a Doctor’s note. This can be done through the Student Office. You are also responsible for ensuring any other relevant parties are informed, if necessary e.g. if you receive a grant, and your absence is for longer than 14 days, you need to tell the Local Education Authority.

If your absence interferes with assessments you may also need to apply for mitigating circumstances. More information about absences and mitigating circumstances can be found in your Student Handbook.

7. I want to go on holiday in term time:
Whilst you are responsible for your own learning, we do expect you to take full advantage of all the opportunities offered to you and to attend all timetabled learning events. College Regulations state that full-time students have to be in attendance during term-time.

There are timetabled breaks at Christmas, Easter and over the summer, so it is not expected that students would go on holiday in term-time. The Department does monitor attendance and concerns may be reported to the Senior Tutor/Postgraduate Tutor or Director of Courses.

Additionally MRes and Masters students are expected to work full-time on their projects over the summer period.

Students who do not attend as expected may be reported to the College’s Registry. If you have a visa you must also make sure that you comply with the relevant visa regulations which may stipulate attendance requirements.

8. I need to find out about financial support:
There are many forms of financial support available. You could discuss issues with your Personal Tutor or the Student Office, who will be able to suggest where to find help. The College has a comprehensive website for fees and funding (https://www.imperial.ac.uk/fees-and-funding/) and there is a support fund to help you if your circumstances suddenly change or you find yourself in difficulties.

9. I’m having issues with my accommodation:
If you are living in halls, your Hall Warden or sub-wardens would be good people to talk to initially. They can help discuss what options might be available. If not, then you can go to the Student Hub for help and support. You could also discuss issues with your Personal Tutor, especially if you feel the situation may impact on your academic work.

10. I am experiencing personal difficulties e.g. family troubles:
You could discuss the situation with your Personal Tutor, and they will be able to help suggest support if your difficulties are affecting your academic work e.g. requesting mitigating circumstances. You could also arrange an appointment with the Student Counselling Service (http://www.imperial.ac.uk/counselling/) to get further support.

11. I’m feeling stressed:
Starting a new programme of study can be very challenging and often is a period of change. The Student Space website (http://www.imperial.ac.uk/student-space/) has
lots of resources to help you deal with stress. There are sessions available to help you learn how to manage stress – run by the Graduate School and the Student Counselling Service. The Imperial College Health Centre also has some good resources about stress management, available at: http://www.imperialcollegehealthcentre.co.uk/estress.php.

12. I’m feeling homesick:
Anyone can feel homesick and it is common to feel homesick at some stage whilst you are at university. You can talk to your friends, a chaplain, a warden or your Personal Tutor about how you are feeling. There is also some useful advice about homesickness on the Student Space website (http://www.imperial.ac.uk/student-space/pause/homesickness/). Often keeping busy and staying in touch with loved ones from home can help too.

13. I want to develop my study skills:
In the Department, your Personal Tutor or the Academic Tutor may be able to work with you on developing your skills for studying and also your academic knowledge. Outside the Department, the Imperial College Success Guide (http://www.imperial.ac.uk/students/success-guide/) provides lots of useful information about studying at university and developing your skills.

14. I’m concerned about my programme of study:
Again, a good person to contact if you have any worries about the content, difficulty or structure of your programme is your Personal Tutor, Programme Director, or the Academic Tutor in the Department. You can also come to the Student Office with queries about your programme and someone there will be able to help you. Remember, there is also lots of useful information in your programme handbook.

15. I don’t know where to find my timetable:
In the Department of Bioengineering, many useful timetables are published on the website (http://www.imperial.ac.uk/bioengineering/admin/current-undergraduate-students/timetables/) or (http://www.imperial.ac.uk/bioengineering/admin/undergraduate-students/timetables/). You can also find out about different ways to view your timetable on the timetabling website (http://www.imperial.ac.uk/timetabling/view/).

16. I need to get a reference:
Your Personal Tutor is an obvious first contact if you need a reference. However you are free to approach other members of staff if you feel they would be in a better position to provide you with a reference. You should always ask your referee if they are able to provide you with a reference before providing their details to someone else; and don’t leave it until the last minute, as references can take a little while to prepare. Please make sure you include your CID number when you email with regard to references.