IMPERIAL

Orientation Information

for the use of new Visiting Students (non-degree)

This document covers exchange and non-exchange study periods commencing DURING the academic year (2026-27)

This document is produced by the Registry, Imperial College London.
You can find a contents list on page 2.

Welcome

Imperial College London looks forward to welcoming visiting students during the academic year.

As a visiting (non-degree) student you are one of many arriving from a variety of countries as well as from within the UK. We hope that your stay at Imperial is both a productive and enjoyable one.

Imperial offers a practical approach to learning, and in that context we are always very excited to be able to open the doors of our labs, workshops and other teaching facilities to our visiting non-degree students (such as our many exchange students), to learn alongside our regular students and to collaborate amongst each other.

Our educational experience maximises in-person teaching and on-campus project supervision throughout the academic year, whether your study plan is lecture/coursework/project based, leading to examinations, or your focus is a project or a research period. Some of the changes Imperial had to make to the learning experience over the period of the coronavirus pandemic worked well, and therefore Imperial has retained some of these approaches to enhance the overall experience on campus, for example, lectures, where these are relevant to a Visiting Student, may be hosted online when this method is deemed to be educationally beneficial to students.

Whatever you are attending Imperial to undertake do take advantage of the many extra-curricular activities that our own students engage in. Getting the balance right between study and recreation is always a challenge and more so probably for students from abroad (where experiencing a new cultural environment is likely to be a motivation for many students coming to Imperial and London!)

Above all we hope it is a time of discovery for you both in an academic and personal sense. We hope you are equally excited to be undertaking a study period at Imperial.

CONTENTS (sections)

Introduction	3
Understanding Imperial's webpages And other communications which you might be sent automatically by Imperial ahead of your arrival.	4
How to locate Imperial (plus a list of our campuses). Quick Link: http://www.imperial.ac.uk/visit/campuses/ (South Kensington: http://www.imperial.ac.uk/visit/campuses/south-kensington/) Undergraduate students who have been able to confirm a room in an Imperial Hall of Residence will receive an arrival induction to the hall.	4 - 5
Term dates	5
Where to ask questions (on campus & other university level points of contact) Includes the Student Hub (located both at South Kensington and White City)	6
Accommodation (Student Accommodation Office) : whether or not you were eligible for Imperial accommodation. Undergraduate students who have obtained a room in an Imperial hall of residence should review the information from our SAO. Quick Link: Preparation for students looking for private sector accommodation	7
Imperial enrolment (all students), including a statement on insurance. **Follow the instructions in this document.** Auto-emails advising on pre-arrival online enrolment are sent out approximately 30 days before your official [enrolment] start date.	8 - 10
International students (Student Visa holders: more than 6 months): **Important information for all Student Visa holders**	10
Student access to computer, email, on-line learning services and other on-line services Quick Link: http://www.imperial.ac.uk/admin-services/ict/new-to-imperial/students/	10 - 11
University [Imperial] ID cards Read this section carefully so you know when and where your Imperial College London ID card will be made available for collection.	11 - 12
Safety; taking care of possessions; what action to take in the event of an emergency/incident Caution: You are probably new to both Imperial and London. **Take a moment to think about some serious issues**.	12 -13
Welcome arrangements All visiting students should follow the instructions emailed to them by their host academic department. If you have not received these instructions at least 10 days before your start date, please email a.hawksworth@imperial.ac.uk	13
Imperial College Union (ICU) & **the ESN ICU Erasmus Society** (Club)	13 - 14
Your host academic department: Induction, discussing study plans (administration of study plans) & much more **Alert:** You should receive pre-arrival information from your host department or host supervisor at least 10 days before your start date.	14 - 17
Documents (e.g. certificates of attendance/arrival; learning agreements; release of grades/marks; **transcripts**) The information on release of grades/marks and the production of transcripts [where this is relevant to a visiting student] is very important. **Retain this document for reference at the end of your enrolment**.	18 - 20
Disability Advisory Service Quick Link: www.imperial.ac.uk/disabilityadvisoryservice Read about other **support services** in our Student Support Zone.	20
English language support (The Centre for Academic English) Quick Link: http://www.imperial.ac.uk/academic-english	21
Library facilities Quick link: https://www.imperial.ac.uk/admin-services/library/library-services-for-new-students/ Quick link (Student Support Zone): https://www.imperial.ac.uk/student-support-zone/	21
Health care in the UK	21 - 22
Miscellaneous items: Imperial **sports and leisure facilities** and **places to eat**. Links for guidance on living in London.	22 - 23
Travelling in the London area. Important information for students using transport in London.	23 - 24
UK **bank accounts**	24
Council Tax *(for private accommodation)* **Quick Link**: https://www.imperial.ac.uk/student-records-and-data/for-current-students/request-an-official-document/	24
Making the most of your time in the UK: a few ideas!	24

INTRODUCTION

This document seeks to help you *(a visiting non-degree student, often an exchange student)* **to:**
(1) make sense of the welcome information that is available on the Imperial website and in other places.
(2) to help you understand information provided by host departments.
(3) to help you understand the key services provided by Imperial.

Please take a moment to review the helpful 'contents' list on page 2.

Throughout this document we have highlighted important actions and sections in **bold** and **yellow,** but this is not exhaustive so please do read the whole document. Some information is repeated. **Refer to this document throughout your time at Imperial, especially (if it is relevant to your study plan) about how transcripts** (official document details marks/grades and credits) **are published**.

While enrolled as a student at Imperial, a Visiting Student has the responsibility to inform themselves and to ask any questions. *Sometimes Imperial refers to "visiting students" as "occasional" students*.

A few important notices to start with!

- **Important**: please use your **Imperial mailbox** daily once you have access to it, since all official messages from Imperial will be sent to your Imperial mailbox.
- **Accommodation**: read the section on page 7.
  - Imperial halls of residence are **only** available to eligible **undergraduate** exchange students.
  - Private housing: https://www.imperial.ac.uk/students/accommodation/private-accommodation/
- **International students (non-UK/Ireland):**
  important information/guidance for international students is included in the enrolment section (p.9-11)
  - when can you travel to the UK?
  Answer: you can arrive before your course starts. This can be either:
  > up to 1 week before, if your course lasts 6 months or less.
  > up to 1 month before, if your course lasts more than 6 months.
  however, a student must **not** travel to the UK before the start date given on any actual visa.
  - when should you depart the UK?
  Answer:
  > **if your course is longer than 12 months**:
  your student visa should expire 4 months after your course end date as given on your CAS.
  > **if your course is between 6 – 12 months long**:
  your student visa should expire 2 months after the course end date given on your CAS.
  > **if your course is no more than 6 months:**
  you need to leave the UK before your permission to be in the UK expires,
  so, this will be 6 months after your entry (arrival) to the UK. Do not overstay.
  - you should not presume you can extend your stay.
  > seek guidance from Imperial's International Student Support team.
- **If all or part of your study plan at Imperial will be based on attendance on taught curriculum courses/modules, including curriculum projects**, your host department will inform you when to arrive. Exchange Students should refer to correspondence from their host academic department. See also the section on pages 14-17. A list of exchange co-ordinators can be found here:
  https://www.imperial.ac.uk/placements/student-exchanges/information-for-student-exchange-partner-universities/
- **If your study plan is to undertake a non-curriculum project** your project supervisor will advise on arrival timings.
- **Please note**: there are no specific welcome activities for students who commence during the academic year. However, there will be "actions/tasks" that you need to fulfil. **Please use this document to assist your own orientation and please ask questions along the way.** We are here to help.

UNDERSTANDING IMPERIAL'S WEBPAGES

(1) Auto-emails from Imperial

- As you are due to arrive during Imperial's academic year, Imperial will email you (auto emails) about a.) tasks to undertake and b.) information of importance or interest. **If you are confused**, you can email a.hawksworth@imperial.ac.uk for help.

(2) Exchange students

- Exchange students will receive bespoke emails from the student exchange co-ordinator, Mr Adrian Hawksworth (see also pages 6-7) and (importantly) from their host academic department.

(3) Imperial's "new students/welcome" webpages

- **Our new students/welcome webpages are designed for undergraduate and postgraduate full degree students, and not specifically for visiting non-degree students such as an exchange student.** Therefore, it is very important that a new visiting non-degree student reads this orientation information document before reading the many relevant webpages across Imperial's website**.**
- Our "new students" webpages cover 4 topics: "enrolment basics", "preparing for life at Imperial", "welcome events" and "setting yourself up for success". However, [1] if you visit the "enrolment basics" webpage PLEASE IGNORE all references to UCAS; while [2] on the "welcome events" page (https://www.imperial.ac.uk/students/new-students/) you may find links to events which have already taken place (as mentioned, Imperial does not provide welcome events for those who commence during the academic year).
- **However, as a visiting student you will need to decide how relevant these "new student" webpages are to you**. Some pages, such as those covering ID cards will be very relevant, others perhaps less so.
- Your host academic department will also probably repeat some of the information that I might imparting to you here in this document.

If you are an international student in the UK on a visa then you may still find the term "TIER 4" or "Student Route" referred to on webpages or in Handbooks instead of the up-to-date term "Student Visa (admissions for more than 6 months)" or "Visitor Visa (for short-term study/research)".

From mid-October: **If** you find and click on any "Exchange Students" item on the New Students webpages you will be taken to https://www.imperial.ac.uk/placements/student-exchanges/information-for-student-exchange-partner-universities/ where a copy of this visiting student orientation document can be found. It is also available at: https://www.imperial.ac.uk/study/apply/visiting-students/

HOW TO LOCATE IMPERIAL COLLEGE LONDON

By the time you read this document you are likely to have already planned your journey to London. The following website provides helpful advice about the location of our campuses and how to reach them: http://www.imperial.ac.uk/visit/campuses/.

However, if you have been admitted as an **undergraduate student** and have or will have secured (accepted) accommodation in an Imperial hall of residence please see your **online accommodation induction** *(which will be sent to you after you have accepted a room in a hall of residence / nearer your arrival date)*. This will provide information regarding location of your hall of residence. Please note that such accommodation is not guaranteed.

Most visiting students are taught on the South Kensington campus.
Exceptions: (1) Chemistry students are mainly taught at our White City Campus, but also the South Kensington Campus; (2) Students in Bioengineering, Computing and Materials may find some teaching taking place at White City; (3) Students undertaking projects or research periods in life sciences or medical-related disciplines may find themselves taught at other campuses:

- White City campus
- St Mary's campus in Paddington
- Hammersmith campus
- Royal Brompton campus in South Kensington
- Charing Cross campus in Baron's Court
- Chelsea & Westminster campus in Chelsea
- North West London Hospitals campus (Northwick Park Hospital; St Mark's Hospital) in Harrow
- Silwood Park (Ascot, Berkshire - outside London to the west)

Unless you are told otherwise assume your main campus is South Kensington.

If you do need to travel between campuses you can use Transport for London (TfL) routes OR if you are travelling between the South Kensington campus and the White City/Hammersmith campuses you can review the timetable for the Imperial's own shuttle-bus. See also the later section on Travelling in London.

TERM DATES FOR 2026-27

Term 1 (Autumn Term) - Saturday 26 September 2026 to Friday 11 December 2026
Term 2 (Spring Term) - Saturday 2 January 2027 to Friday 19 March 2027
Term 3 (Summer Term) - Saturday 24 April 2027 to Friday 25 June 2027

Important notes regarding Imperial's term dates: https://www.imperial.ac.uk/admin-services/registry/term-dates/

- These are term dates, not accommodation occupation dates.
- Imperial does **not** have a semester system. However, some departments might deliver teaching/exams in a semester style.
- The summer term for undergraduates is typically focused on preparation for examinations, actual examinations and project work. However, and depending on the academic department in question, examinations can/do take place at other times during the academic year.
- Approved attendance by a visiting student can also include part/all of the period of July to Sept 2027.
- Important: The dates of study periods for students who are admitted to undertake a project can sometimes not mirror/match term-dates. Dates of attendance for projects are normally decided after consultation with the host supervisor.

WHERE TO ASK QUESTIONS AT IMPERIAL COLLEGE LONDON & OTHER UNIVERSITY LEVEL POINTS OF CONTACT

We hope that this document will answer most, if not all, questions/concerns you may have.

Further questions can be addressed to the points of contact referred to throughout this document. Always quote your 8-digit Imperial College Identifier Number (CID) in any email.

The principal "point of contact" for asking questions is our Student Hub:

- https://www.imperial.ac.uk/student-hub/ OR email: student.hub@imperial.ac.uk
- The Student Hub is also a physical "office" based on the South Kensington Campus AND the White City campus. **Please check the Hub's website for location, opening times**; **and any booking system which may be in operation at the beginning of the academic year.** If you visit the Student Hub in person, please note that the closing times are tightly controlled so try not to arrive when the Student Hub is due to close!! It is important that you have sufficient time to liaise properly with staff and them with you.

OTHER UNIVERSITY LEVEL POINTS OF CONTACT:

- **Exchange students: Mr Adrian Hawksworth**, Assistant Registrar for Placements (part of the Academic Registry team). **Adrian is Imperial's Student Exchange Co-ordinator**. Please feel free to **email** Adrian (a.hawksworth@imperial.ac.uk). Adrian has been co-ordinating Imperial's student exchanges for many years and is always **happy** to help with general queries and/or signpost students to other staff within Imperial who can help them with their concerns/questions. However, please do **not** use MS Teams or Zoom to contact Adrian.
- **All students**: Our **International Student Support (ISS) team** (part of the Academic Registry team) supports all international students, including visiting students, **with visa (immigration) related queries**. Their website (https://www.imperial.ac.uk/students/international-students/) also contains practical advice for all international students who are new to London and Imperial. **The ISS Team also provide trips and events for international students** (see page 24).
- **All students**: Our **Student Records team** (part of the Academic Registry team) is responsible for ensuring your "record" is accurate; Our **Assessments Records team** (part of the Academic Registry Team) is responsible for allocating official assessment results (grades/marks) to a student's My Imperial account and for overseeing the dissemination of official assessment results to exchange students' home institutions. **Please see later section** (Documents, pages 18-20) **for information on, for example, how and when transcripts (grade reports) are produced.**
- **Student Accommodation Office**: https://www.imperial.ac.uk/students/accommodation/
- **All students should note** a.) The Registry is responsible for student exchange links and not Imperial's International Relations Office (IRO), b.) the person responsible for any exchange arrangements with your home university is Mr Adrian Hawksworth* and c.) the International Student Support team *(which is part of the Registry Team)* and the International Relations Office (IRO) are separate Offices. ** The IRO co-ordinates the MIT-Imperial student exchange.*

Naturally, you will normally only receive an answer to an email during "office hours" but see a later section of this document (page 13) for what to do in an emergency.

You can also ask your host academic department relevant questions, however, we just ask you to be aware of the university-level offices/people (listed above) who may be able to answer a question more fully.

See also the section entitled *'Your host academic department'* (see pages 14-17).

ACCOMMODATION (Imperial halls of residence)

Undergraduate

Undergraduate exchange students who have applied for, been offered and have accepted a room in an Imperial hall of residence should follow the instructions provided by our Student Accommodation Office

Postgraduate (PG)

- All PG visiting students, including exchange, are **ineligible** to apply for Imperial halls of residence.

All students: ARE YOU STILL LOOKING FOR ACCOMMODATION?

Postgraduates and undergraduates seeking private sector accommodation:

- We advise you to commence your search for private sector accommodation using the resources provided by the Student Accommodation Office (SAO).
- If you don't have housing arranged when you are due to travel to London please do consider arriving a few days in advance of your "start-date" to give you time to search.
- Finding housing in London, especially for short periods can be difficult.
- **The SAO's webpages on private accommodation are very comprehensive. Whether you are starting your search or need advice and assistance (for example, how to deal with landlords, agents, contracts and deposits) you will find all the information you need at**:
  https://www.imperial.ac.uk/students/accommodation/private-accommodation
  (importantly) https://www.imperial.ac.uk/students/accommodation/private-accommodation/additional-support/
- The **Imperial Home Solutions** facility (use your normal Imperial login) can be very helpful:
  https://www.imperial.ac.uk/students/accommodation/private-accommodation/private-accommodation/
- Contact the SAO (accommodation@imperial.ac.uk) for advice if the SAO webpages don't answer your queries.
- Important: When you have obtained private accommodation please update the term-time address section on My Imperial (My Personal Details).

ACCOMMODATION DURING THE 2027 SUMMER VACATION: If you are an undergraduate and the **end date** of your study period falls after the end of Imperial's academic year (after 25 June 2027), then an alternative source of accommodation for the period July to mid-Sept 2027 is student summer vacation accommodation administered by the Student Accommodation Office. **Please note**: this type of accommodation cannot normally be applied for until spring 2027.

IMPERIAL ENROLMENT: On-line enrolment for all students:
https://www.imperial.ac.uk/students/new-students/online-enrolment/

NEW visiting (non-degree) students should commence online enrolment using their "My Imperial" account, when prompted by Imperial.

Please note: Visiting students (exchange & non-exchange) are expected to have fulfilled any offer conditions (of admission), including where a tuition fee is to be paid, AND when not a UK or Rep of Ireland national to have uploaded a copy of their passport and visa or entry document (as required; further details below) to My Imperial **before** being able to commence on-line enrolment.

How to enrol on-line

- Log on to your My Imperial account.
- **Click on My Personal Details and check/complete relevant fields**. Includes providing emergency contact details for a parent or relative. If you do not know your term-time address in London then use your "home address" BUT update it as soon as you know it. Unless you expect to be paid a bursary by Imperial (normally only some research postgraduates) then you will **not** need to complete the bank details section.
- **IMPORTANT: Upload a digital photo of yourself for your ID card at My ID Photo.** The photo you upload must conform to certain requirements.
- **If you need to upload a visa/passport and other associated (often travel) documents click on My Passport, Visa and CAS.**

See the guidance notes below if you are entering on a Student Visa or a Visitor Visa.

- **Then click on My Student Record; complete the requests; resolve any "errors" and then enrol.**
- **Please note** (important): your enrolment will be marked "PENDING-ENROLMENT" on My Imperial until all requested information has been provided and relevant documents have been uploaded and have been checked online. Only then will your My Imperial account indicate that you are READY-TO-ENROL.
- **Download your "enrolment confirmation".** We suggest printing or at least keeping an accessible electronic version in case you are asked to show it to staff at Imperial.
- **See below for "resolving technical problems" should you run into issues.**

Guidance for students entering on a Student Visa: please read the section on page 10 entitled "*Student visa holders (study periods of more than 6 months)*"

Guidance for students entering on a Visitor Visa:

If you are coming to the UK on Visitor permission in order to study a short course, *including as an exchange student*, for a short period of research or for a face-to-face element of a distance learning programme how you obtain your visitor permission depends on your nationality. Please refer to the Immigration Rules [external weblink] to check if your nationality means you are a visa national.

Please do NOT upload a copy of your Electronic Travel Authorisation.

- **Non-visa nationals (certain nationalities only) including those who can use E-gates will not be stamped in at the UK border.** Therefore, you will need to provide evidence of your arrival date to the UK and upload evidence in the form of your boarding pass, travel/flight ticket or booking confirmation to My Imperial. Please upload any of these documents to My Imperial under the My Visa section. **You can upload these documents in advance of travelling to the UK.** You should select "Short Term Other" as the visa type and enter the start date as date of arrival to the UK and the end date as the return date OR add six months from the arrival date. In the visa number field you can state "ticket". You will have no working rights in the UK.

- **Visa nationals: you will need to obtain a Visitor Visa prior to arriving in the UK**. You will be granted Digital Immigration Status (an eVisa) once your application is approved. You will need to provide evidence of your UK immigration permission (in order to allow Imperial to verify your immigration status) and to do this you must Generate a UKVI share code [external weblink] for your digital immigration status. When generating the share code [1] select the purpose as "other / something else" and [2] do not choose "work" or "rent". Then [3] enter the share code details in the My Visa section of My Imperial and, when doing so, select the visa type as "Short-Term Other". **Imperial staff will then check and verify your immigration permission.** This process may take time during busy periods, so please be patient. **Once verified, you will then need to complete your enrolment on My Imperia**l. You are restricted to study periods of 6 months or less and will have no working rights in the UK.

Guidance for students who have valid permission to be in the UK in another visa category, including EU Settlement Scheme:

- If you have valid permission to be in the UK in another visa category: you are required to generate a share code [weblink] via the UK government website which Imperial will need to check and verify. Please ensure you generate the correct code. The code to prove your immigration status is different to the code for right to work or right to rent checks, **so select "other/something else" when generating the code**. Once you have the share code, please log in to My Imperial and go to My Visa. In the Visa Type, you will need to select the appropriate visa category (or select 'other' if it is not covered) and then in the visa number please input the share code which will be checked by Imperial. You can also enter the start and end date of your permission to be in the UK.

Please note: all students (important) your enrolment will be "pending-enrolment" on My Imperial until all requested information has been provided and relevant documents have been uploaded and have been checked online. Only then will your My Imperial account indicate that your READY-TO-ENROL.

Resolving technical problems

- **If for any reason you are unable to enrol online** (for example, you may experience technical problems) first contact registry.systems@imperial.ac.uk. *Remember: when contacting any section within Imperial please provide your CID number and please be patient while awaiting a response*.
- **Perhaps you have forgotten your My Imperial username/password details?** If you have, please go to: https://www.imperial.ac.uk/ict/passwords/. *If you still experience problems then phone our ICT Service Desk on +44(0)2075949000 quoting your CID number*.

Outcomes of enrolment

- **Terms and conditions of enrolment**: as flagged to you (and as they are relevant to you) as you proceed through the enrolment process.
  - **For example**:
    - you must abide by **Imperial's Student Code of Conduct** which sets out expectations for behaviours: https://www.imperial.ac.uk/about/governance/academic-governance/academic-policy/student-code-of-conduct/

  AND
    - you must abide by **Imperial's Information Systems Security Policies** https://www.imperial.ac.uk/admin-services/ict/self-service/be-secure/information-systems-security-policies/
- **Academic Regulations**: By enrolling you are agreeing to abide by the appropriate set of regulations as they are relevant to Visiting (non-degree) Students. The new regulations for 2026-27 will be located at https://www.imperial.ac.uk/about/governance/academic-governance/regulations/ .
- Please note Imperial's **Privacy Notices**, including the "privacy notice for students": https://www.imperial.ac.uk/about/university-secretary/institutional-compliance-and-risk-management/information-governance/privacy-notices/

- **Insurance**: Enrolment as a student at Imperial means that you are covered by Imperial's employer and public liability insurance policy while on campus, and off-campus should your host academic department require you to attend off-site teaching activities.
- **Consent Matters** (part of Imperial Essentials): Important: **Imperial College London is committed to being a respectful and safe environment for everyone.** After you have completed enrolment Imperial will expect you to complete **a short on-line course on consent and why it matters** unless you opt out. Therefore, after you have completed enrolment on My Imperial we will send a message to a student's Imperial mailbox providing instructions for accessing the on-line course (including how to opt out).
- **Freedom of Speech** (part of Imperial Essentials): as part of our commitment to meeting our regulatory duty to secure free speech and promote the importance of free speech at the university **all students will be required to complete a short e-training course** that has been specifically designed for them. Watch out for an email notification.
- **You may be requested to complete other training courses (branded as Imperial Essentials).**

If you have any queries concerning the above please contact Adrian Hawksworth, Assistant Registrar (Placements): a.hawksworth@imperial.ac.uk (Quality Assurance and Enhancement team, Registry).

Student visa holders (study periods of more than 6 months): please respond promptly to any communications from Imperial's Visa Compliance team: visacompliance@imperial.ac.uk

- **All students will be granted digital immigration status (an eVisa) once your application for a visa is approved.**
  - **You will need to ensure you generate a share code** [external weblink] via the UK GOV website which we will need to check and verify your status. Please ensure you generate the correct code.
  - The code to prove your immigration status **is different** to the code for right to work or right to rent checks. **When prompted please select it is for "something else"**.
  - Once you have the share code, please log in to My Imperial and go to My Visa. In the Visa Type, you will need to select SV and then in the visa number please input the share code which Imperial will check. You should also enter the start and end date of your permission. **You will also need to provide** evidence of your entry to the UK in the form of a boarding pass or travel confirmation.
  - **You must only travel to the UK on or after the start of your digital immigration permission** (see page 3).
- **Miscellaneous**: Working in the UK alongside your studies. Student Visa holders are able to work subject to the conditions of their visa. Such students would need a National Insurance number to do so: https://www.gov.uk/apply-national-insurance-number
- **Further guidance at:** https://www.imperial.ac.uk/students/international-students/visas-and-immigration/enrolment/

STUDENT ACCESS TO COMPUTER AND ON-LINE SERVICES (including email)

You will access Imperial computer and on-line/digital services using the same username & password that you use for My Imperial. **Please go to http://www.imperial.ac.uk/admin-services/ict/new-to-imperial/students/ to ensure you are familiar with all aspects of student ICT provision**, in particular:

- **Your Imperial mailbox**: You should already have access to your Imperial mailbox if you hold an unconditional offer of admission to Imperial. **Please ensure you use your Imperial mailbox for university related correspondence. All important notifications from Imperial will be sent to your Imperial mailbox. Check it daily.**

- File storage options; Library access; Printing/copying/scanning.
- **Our online learning platform (CANVAS)**: Wait until you receive welcome information from your host academic department. This will be relevant to students who are undertaking modules from Imperial's curriculum. It will be less relevant to students who are present at Imperial to undertake a non-curriculum project or research period.
- You must abide by the appropriate Imperial policies, including Imperial's Information Systems Security Policies; Imperial's Information Security Policy.
- **IMPORTANT: Be Secure (IT Security):** https://www.imperial.ac.uk/admin-services/ict/self-service/be-secure/ (link to Imperial's Information Security Policy)

If you are unsure of your password use the "reset your password" function on My Imperial or call the **ICT Service (Help) Desk** on +44(0)2075949000, remembering to state your CID number. Password information should (obviously) not be given out over email for security reasons. All queries/questions concerning computer accounts should be addressed to the **ICT Service Desk. The physical location** of the main ICT Service Desk is the Abdus Salam Library, South Kensington Campus. ICT Service desks are also present on the White City, Hammersmith and Silwood Park campuses.

IMPERIAL ID CARDS (weblink)

Upload a digital photo of yourself via My Imperial [My ID Photo]. This is very important.

You can do this before you enrol or when you enrol.

- **On your first day at Imperial your host academic department should require you to undertake a Day 1 Safety Induction (see page 12).** Once you have completed your Safety Induction you should then GO TO the Imperial ID Card Office (with your "enrolment confirmation" statement from My Imperial).
- **South Kensington campus:** The Imperial ID Card Office is situated in the Sir Alexander Fleming Building. Please check their webpage for opening hours: https://www.imperial.ac.uk/admin-services/security/id-cards/
- Other campuses: If you are being hosted on a campus other than South Kensington then your host Dept will help you make contact with the local security office/team in order to obtain your ID Card.

If you have queries about ID cards email id.card@imperial.ac.uk (quote your CID number) rather than going to the ID Office itself (because of queues).

Purpose of the Imperial ID Card: Your ID Card has **five** purposes and must always be carried with you whilst on campus and (if relevant) in your hall of residence (use a lanyard if you prefer):

1. **ID** for when it is requested by Imperial staff.
2. **Library card** *(see later section, page 21)* and **Ethos (Sports Centre) card** *(subject to completing membership and induction: see later section, page 22).*
3. **Swipe-card access to the campus buildings and halls of residence you have an entitlement to enter** *(please note that access to most halls of residence is by this method, although some halls of residence provide a separate key or card).*

4. **Enables you to pay the student payment rate (discounted rate) on purchases made at Imperial managed shops and cafes** *(for example, on the South Kensington Campus, at the Junior Common Room)*: http://www.imperial.ac.uk/food-and-drink
5. Finally, and **importantly**, the ID card acts as confirming your status as a student of Imperial, and allows you to access the services of the **Imperial College (Students) Union** (see page 13).

Full advice on collecting your Imperial ID card - including what to do if you lose your ID card or it is stolen - go to the UG or PG section (as appropriate) at: https://www.imperial.ac.uk/admin-services/security/id-cards/

Undergraduate or Postgraduate? For purposes of enrolment, your "enrolment confirmation" will state that you either an "undergraduate" or a "postgraduate". This may be confusing to some visiting (non-degree) students who are used to a bachelor/masters/doctoral system in their home country. Therefore:

- If you are following a study plan comprised of courses/modules from the curriculum of a BSc/BEng or MSci/MEng or MBBS degree programme, then you are classified as an "undergraduate".
- If you are undertaking a study plan based on a graduate-level MSc programme or you are undertaking a masters level project you would normally be classified as a "postgraduate".
- If you are currently a PhD student at another university then you will be classified as a postgraduate student.

If you think this will pose you any problems, please email a.hawksworth@imperial.ac.uk

SAFETY
TAKING CARE OF POSSESSIONS
WHAT ACTION TO TAKE IN THE EVENT OF AN EMERGENCY OR INCIDENT

SAFETY

All students who are new to Imperial are required (i.e. it's compulsory, mandatory) to undertake a Day 1 Safety Induction.

- For undergraduates living in an Imperial hall of residence there will normally be a safety talk in the hall of residence when you first arrive, followed by a timetabled safety induction (in Week 1) in your host academic department.
- For all other students there will be a safety induction in their host academic department.

You may be required to attend further safety talks/briefings during your stay.

If a student is undertaking a project or research period as their study period or as part of a study period (either from the start of their study period or commencing during their study period) then the student should not commence their project or research period until they have completed all safety induction to the satisfaction of their host academic department.

Safety talks (safety processes) are very important. Do not delay attending a safety talk or completing, where necessary, any Safety Induction document.

TAKE CARE!

- **Please ensure you always act responsibly, both on and off campus, whilst you are a student at Imperial**: https://www.imperial.ac.uk/admin-services/security/community-safety/safe-and-secure/
- **Always take care of your valuables, including whilst on campus:** While this is obvious advice, please remember that the South Kensington Campus is an open (public) campus.
- **Be "IT secure",** e.g. be aware of cybercrime: https://www.imperial.ac.uk/admin-services/ict/self-service/be-secure/

WHAT TO DO IN THE EVENT OF AN INCIDENT ON CAMPUS

It is important for you to know how to react if you need to respond to or report an emergency involving yourself or others on campus.

Please review the Security Office website: https://www.imperial.ac.uk/admin-services/security/

For example:

- Your Safety Induction will cover how to respond to the fire alarm.
- **The emergency phone number for the South Kensington Campus is 020 7589 1000.**
- Emergency phone numbers for other campuses at https://www.imperial.ac.uk/admin-services/security/contact-us/
- **IMPORTANT**: Please ensure your department has your mobile phone number when requested, and that your personal details (address; phone numbers etc.) are up to date on My Imperial.

Important UK phone numbers:

- Non-emergency medical assistance: phone 111
- Emergency medical assistance: phone 999

WELCOME ARRANGEMENTS

Please note that there are normally **no** university-level welcome arrangements (i.e., in-person orientation) for visiting (non-degree) students who commence during the academic year.

Day 1 (in the host academic department): **All visiting students** should **follow the instructions provided by their host academic department**. If you have not received these instructions please email a.hawksworth@imperial.ac.uk for advice.

See also: Imperial College Union (next section).

IMPERIAL COLLEGE (STUDENTS) UNION

Imperial College Union (ICU) is the student body.

- As an enrolled student at Imperial, you automatically become a member of ICU. Your Imperial ID card confirms your student status at Imperial (for accessing ICU services).
- ICU provide many services and resources for students (including the running of many ICU delivered Welcome events/activities).
- Please acquaint yourself with the location of the ICU offices and facilities. The ICU is located in Beit Quad on the South Kensington Campus (see online maps).
- View information on the ICU's many **Clubs and Societies** (including the Erasmus Society)
- **Felix** (the ICU student newspaper): https://www.imperialcollegeunion.org/activities/a-to-z/felix).
- **Places to Eat and Drink operated by the Imperial College Union**

- **IMPORTANT**!! **ICU has an Advice team for all students**. The Advice Service provide lots of useful information on academic issues, for example on exams, **and** non-academic issues.

Our ICU ERASMUS Society (Erasmus Student Network: ESN)

- The Society (Club) is normally active throughout the year, although mainly from October until late March. The Erasmus Society is run by students who were mainly studying abroad in 2025-26. The Club aims to meet regularly, and organise a variety of visits, parties and events. However, to benefit from their events, you will need to take out membership of the Club. The Club also sells ESN cards.

YOUR HOST ACADEMIC DEPARTMENT

Imperial College London embodies and delivers world class scholarship, education and research in science, engineering, medicine and business, with particular regard to their application in industry, commerce and healthcare.

Please read the information which your host academic department should email you prior to arrival.

If you are an exchange student and you have not received these instructions from your host academic department by the start of the week before your planned start date, please email Adrian Hawksworth at a.hawksworth@imperial.ac.uk

THE PEOPLE RESPONSIBLE FOR YOU IN YOUR HOST DEPARTMENT?

- Undergraduate exchange students: The Departmental Exchange Programme Coordinator in the host academic department is normally responsible for all aspects of their stay in the host department. Please view the list of exchange co-ordinators at : http://www.imperial.ac.uk/placements/student-exchanges/information-for-student-exchange-partner-universities. If you are unsure as to whom to contact in your host academic department email a.hawksworth@imperial.ac.uk

- Postgraduate exchange students (admitted as a "postgraduate": see previous note on page 13): If you are unsure as to whom to contact in your host academic department then email a.hawksworth@imperial.ac.uk

- All Exchange Students should also read the guidance for student exchange partner universities at: http://www.imperial.ac.uk/placements/student-exchanges/information-for-student-exchange-partner-universities/

- Non-exchange visiting (non-degree) students should normally contact the undergraduate or postgraduate students' office (or equivalent) in their host academic department for guidance. However, most non-exchange students attend solely to undertake a project or a research period and therefore the person responsible for them is normally the project or research period supervisor. **Some non-exchange students do attend for a part or full-year study plan on a tuition fee-paying basis.**

DISCUSSING YOUR STUDY PLAN

- **Your proposed study plan** *(which you will have attached to your formal on-line application to study at Imperial)* **will have been evaluated as part of the admission process**.

- You are welcome to continue the discussion of your study plan with your host department in advance of arrival *(especially if you are an Erasmus study exchange student and your home institution requires you to submit a signed learning agreement before your departure to London)*.

- However, for most new visiting (non-degree) students who accept admission and who plan to undertake courses/modules their study plan will be discussed in full and finalised upon arrival (and this process may take several weeks for some students). **This is normal**. Your online learning platform **(CANVAS)** will be introduced to you by your host academic department. Please await their guidance. However, some CANVAS FAQs are available.

Exchange Students

- If an Exchange Student has any queries about their study plan please email the exchange co-ordinator in their host department. A list of exchange co-ordinators, and some key grading scheme information can be found here: https://www.imperial.ac.uk/placements/student-exchanges/information-for-student-exchange-partner-universities/

INDUCTION BY YOUR HOST DEPARTMENT

- All NEW visiting students (exchange & non-exchange) should be informed by their host department (study plans) or supervisor (project or research period) ahead of their arrival as to what is expected of them in the first week.

- Ordinarily, you will be required to undertake a departmental registration and to attend an **initial (briefing) meeting** with either the Departmental Exchange Programme Co-ordinator (study plans) **or** your supervisor (project or research period). **The departmental registration and initial meeting should take place during the first week**. **Elements of these interactions may take place remotely.**

- At the **initial meeting** you will normally learn more about *(if you have not received such information in advance of your arrival)* how your host academic department manages the academic administration for your study period *(e.g. module/course registration; timetables; exams; exam registration; exam timetabling; study facilities; intranet learning environments; intranet document facilities for course materials; procedures)*. **Depending on how much of a conversation you had with the host department ahead of arrival you will normally also have an opportunity to discuss your proposed study plan and/or project/research in more detail with the department and/or project supervisor. Such conversations about your study plan might take place remotely**.

- (if applicable) **Departmental module/course registration (and access to timetables)**: The process for registering for modules differs from department to department. In some departments registration for modules takes place before you arrive, and you will be contacted by the host academic department. However, in some departments registration for modules takes place after arrival. **If you did not receive guidance from your host academic department on registering for modules prior to your arrival at Imperial you should expect to receive this guidance at the "initial meeting"**. See also the point below regarding "assessment" and the general advice about accessing modules (below).

- **Teaching** (or project supervision) **will commence as directed by the host academic department. It will depend on your study plan.**

- **Do not be afraid, for example, to attend a lecture in Week 1 if you think it is relevant even if you have not registered to take the module.** *The first lecture in a series is normally an introduction. If you are*

asked to explain your presence we suggest that you state that you are a visiting/exchange student who is sampling a course prior to confirming participation with the department. That will normally be sufficient.

- (if applicable) **Assessment**: If your study plan requires you to undertake examinations (and/or other forms of formal assessment, e.g. assessed coursework) then the process for this should be explained to you by your host academic department. **This level of detail is normally provided in a student handbook (normally web-based) produced by the host academic department.** The timetabling of examinations also differs from department to department *(i.e. the students of one department might be told this information at the beginning of the year while the students of another department might be told at the appropriate moment during the academic year.*) While the main examination season is the summer term other formal assessments and examinations may take place at other times (e.g. during a module; end of module; end of term).

ADDITIONAL ADVICE ABOUT ACCESSING MODULES
(sometimes "modules" are called "courses"):

(1) The majority of new visiting (non-degree) students will only take modules provided by the host academic department **or** where access to modules taught by other academic departments **comprises part of** the host academic department's curriculum *(**including** undergraduate humanities and language modules taught by the Centre for Languages, Culture and Communication **and** undergraduate management modules taught by the Imperial College Business School).*

(2) **Otherwise, please do not ask to take modules taught by other academic departments unless you have the approval of your host academic department, and, in the case of exchange students, your home university. To repeat: it is very important that you do not approach other academic departments for access to modules unless you have the approval of your host academic department. Access to modules taught by other academic departments cannot be guaranteed.** However, should you receive approval from your host academic department to approach another academic department, (1) they (your host academic department) will normally expect you to arrange such access, and to be responsible for ensuring you meet the needs/demands of the "other" academic department and (2) the results/marks for examinations and other assessments for modules taught by "other" academic departments (i.e. other than your "host" department) need to be reported (communicated) by the "other" academic department to your "host" academic department for processing with your other exam results/assessments. **It would be your responsibility to ensure this happens. Please note that we cannot guarantee access in this manner, nor that should you be given approval to do so that there will not be timetable clashes/examination clashes.**

ADDITIONAL ADVICE ABOUT PROJECTS AND RESEARCH PERIODS:

- If, as part of a study plan, an undergraduate visiting student wishes to also take a project the host academic dept will decide whether they are able to offer access to a suitable (appropriate) project "module" from the host dept's curriculum. If the host academic dept can provide access to a suitable (appropriate) project "module" from the host dept's curriculum that access would normally indicate how the project is allocated (i.e. do you have choice; are you just allocated a project etc). **As in such circumstances the project is a "module" from the curriculum it means that Imperial will assess and allocate a mark for your project** (and if you are successful ECTS credit will also be allocated) regardless of any intention by your home university to mark a project report separately. **This is normal**. However, there can be exceptions and the exchange programme co-ordinator in your host academic dept would indicate what the process is.

- Visiting (non-degree) students (undergraduate, postgraduate) whose study plan will be a single long project or research period would normally pursue this on an "independent" basis *(i.e. the project or research period would not be part of the host dept's curriculum)* and would not be formally assessed by the host academic department. However, there are some exceptions.

- Visiting (non-degree) students (undergraduate, postgraduate) whose study plan will be a single long project or research period have a responsibility to discuss with their project or research period supervisor – in advance of a project or research period starting - the extent, if any, that their home university are requesting the supervisor to contribute informally or formally to any assessment by the home university. See also the advice (below) about learning agreements and transcripts.

MISCELLANENOUS INFORMATION:

- **If it is relevant to your "study plan"**, your online learning platform (CANVAS): Your host academic department will introduce you to CANVAS. Please await their guidance. However, some CANVAS FAQs are available.

- **Student Support Zone**: Provides "well-being" support for you as a member of our student community: https://www.imperial.ac.uk/student-support-zone/

- In accordance with Imperial's pastoral care (student welfare) system, **all visiting students** should expect to be allocated (by their host academic department) a personal tutor or a supervisor depending on the nature of their study period (modules, modules/project, project, research period). When you are introduced to your academic department at the "initial meeting" make sure you understand what support you have access to. **The "personal tutor" for an exchange student is often, but not always, the department's exchange programme co-ordinator**.

- Your host dept will **monitor the attendance of all students**, and special attention will be taken of student visa holders. Your host department **might** utilise functionality on My Imperial Campus App.

- **English Language Support** & **Library Services**: see later sections on page 21.

- **Requests to change the dates of your study period (which may occur due to a change in your circumstances) will not be automatically approved**: Discuss first with your host dept.
  = If you are a non-UK/Ireland national, it may not be possible to extend a period of study due to immigration restrictions (i.e. your visa or immigration clearance may not allow it). You should first check with Imperial's International Student Support team.
  = Your host academic department should email any agreed change to your dates of attendance to Imperial's Student Records team (Registry) (student.records@imperial.ac.uk) who will formally check and, if acceptable, process the change.
  = Exchange students should also discuss changes to dates of attendance (at Imperial) with their home institution before pursuing any formal consideration of the change at Imperial.

  Changes to dates of attendance should not be considered approved UNTIL they are confirmed by Imperial's Student Records team (Registry) and displayed on My Imperial.

DOCUMENTS

>>Statement of registration (attendance). Students can access a statement of registration letter from eDocuments [My Imperial] once they have completed enrolment. In practice this means such a letter is available 24-48 hours after a student completes online enrolment on My Imperial
https://www.imperial.ac.uk/student-records-and-data/for-current-students/request-an-official-document/

>>Certificates of arrival/attendance: A student who requires a certificate of arrival or a certificate of attendance to be completed, signed and stamped by Imperial (*i.e. a form provided by a third party, such as their home university/college or a financial sponsor*) should take it to the Student Hub (South Kensington Campus or White City Campus) in person (take your ID card), **or** they can email it to student.hub@imperial.ac.uk. Imperial does not guarantee to complete such forms. **!!Exception!!**: **Exchange students** (including Erasmus funded students) **should send such documents to Mr Adrian Hawksworth for completion: a.hawksworth@imperial.ac.uk**

>>Learning Agreements for Studies (normally **Erasmus** study exchange students **only**)

- IF the BEFORE section of your learning agreement has not been completed by the host academic department and returned to you prior to your arrival at Imperial, you should speak to the Departmental Exchange Programme Co-ordinator in your host academic department to locate it. **It is quite common for this part of a learning agreement to be completed after you arrive**.

- **Learning Agreements normally only require to be signed by your host academic department** (by the Departmental Exchange Programme Co-ordinator). However, if your particular learning agreement requires an institutional (university) level signature then please note that you must ensure that the **BEFORE section of your Learning Agreement** is completed in full and has been signed by the Dept Exchange Programme Co-ordinator in your host academic department before you ask Adrian Hawksworth (a.hawksworth@imperial.ac.uk) to sign/stamp it.

- Modifications to Erasmus study plans should be documented using the DURING section of the Learning Agreement as necessary during the study period, i.e. some students may not have to use this section of the learning agreement.

- Complete the AFTER section with the assistance of both your home and host Departmental Exchange Programme Co-ordinators at the end of your study period. **However**, **the "AFTER" section is not a substitute for a transcript issued by Imperial College London** (see next section on transcripts) and Imperial will normally not insert academic results in the AFTER section.

>>Learning Agreements for Traineeships (normally Erasmus Traineeship students **only**)

- If you are mobile within the Erasmus Traineeship Scheme and are being hosted at Imperial as a visiting student (non-degree; non-exchange) for an independent project or research period, then your host supervisor will normally be responsible for ensuring that your learning agreement is processed in your host department. Please address any questions to your supervisor. If the supervisor of an Erasmus Trainee has queries concerning the administration of a learning agreement they can email a.hawksworth@imperial.ac.uk

VERY IMPORTANT >>Transcripts
Release of official marks/grades on My Imperial
Issuing of a Transcript (an e-transcript) on My Imperial (My Documents)

This section is divided into two parts (A & B).

(**Part A**) for students who have been formally assessed/examined by Imperial (curriculum only)

A "transcript" is an official document issued by Imperial which lists **a.)** formal assessments/examinations a student has registered for, **b.)** records the mark achieved for each assessment/examination **and c.)** lists the ECTS credit awarded if the assessment has been undertaken successfully.

Please note that a "transcript" in the form of an e-transcript can only be made available to you once your official marks have been formally published by Imperial's Registry on your My Imperial (My Student Record) account.

Official marks for undergraduate modules will appear on My Imperial from mid-July through to the end of August, while for postgraduates it may be as late as October-November. Where an undergraduate visiting student has undertaken a purely postgraduate module we do try to release official mark as early as possible. *Important: Exchange students who attend for just the autumn term or until the end of January should read the note marked # below.*

IMPORTANT – How an e-transcript is issued [#]:

- Imperial's Assessment Records team will **email** students to let them know their results have been released to My Imperial.
- A student's transcript (use the e-transcript version) will be accessible on My Imperial within 5 working days of them receiving an email from the Assessment Records team. Once official marks are displayed on My Imperial a student will be given access to an e-transcript which they can download (PDF) via the My Documents section of My Imperial.
- A transcript will list all the modules for which you have been officially assessed (examined). *Therefore, if you decide to not take the assessments/exams that align with a module (which you remain registered for) the result will be recorded as a zero mark on the transcript.* Review the Grading Scale and other relevant information.
- If your home university needs your transcript to be sent via a secure route then follow the instructions for "sharing a document with other people". There is a Quick Reference Guide (see section 5 for "how to share your documents") and accompanying FAQs.
- If you happen to send a PDF of your e-transcript to your home university but they remind you that they actually need to be sent a secure version then advise your home university to scan the QR code on the e-transcript and enter their details, and then YOU will then need to authorise the release of the information to them (see the Quick Reference Guide).
- **Exchange students only**: Imperial will normally also send a copy of an e-transcript (as a pdf) to a student's home university. This action will be completed no later than the end of August 2027, unless the release of official marks has been delayed for some reason *(e.g. resit examinations, about which see below)* in which case Imperial will issue your transcript as soon as possible thereafter.
- **[#] Exchange students only:** Please note that if you only attended Imperial in the autumn term or until the end of January your transcript will not be available until summer 2027. Universities that send exchange students for only the autumn (fall) term are aware of this. ***IMPORTANT****: such students will need to utilise*

*the **Alumni** document request process because your Imperial mailbox and access to My Imperial will cease 6 months after your enrolment concludes. Go to https://www.imperial.ac.uk/student-records-and-data/for-current-students/request-an-official-document/ (scroll to "Alumni).* Imperial will still send a copy of an e-transcript (as a pdf) to an exchange student's home university. This action will be completed no later than the end of August 2027.

- **Exchange students only:** A host department may be willing in exceptional circumstances to communicate marks - on an unofficial basis - to an exchange student's home institution at a date earlier than when they might be expected to be published on My Imperial. Departments are normally willing to do this only to assist certain students who are due to start their next academic year *(or who are due to graduate)* shortly after leaving Imperial and their home university need guidance on the student's level of achievement. **However, this is always at the discretion of the host academic dept and neither an exchange student nor their home institution can demand it**. Universities that send exchange students to Imperial are aware of this and ought not to nominate students for whom this will be a problem. Speak to the Exchange Programme Coordinator in your host academic department for guidance. Also, Erasmus students should note that the "AFTER" section of the Learning Agreement for Studies is not a substitute for a transcript.

- **Should a student not pass (i.e. "fail") an examination** they can discuss it with their Dept's Exchange Co-ordinator and with their home institution. There is no obligation for a student to ask for a resit, and equally Imperial does not guarantee to allow re-sits for visiting students. A fee might apply.

(**Part B**): Independent projects and research periods (non-curriculum)

- If you are attending Imperial to only undertake an "independent" project or research period (i.e. a project or research period which is not a formal part of Imperial's curriculum) then you would **not** be issued with an e-transcript. Instead, if you require a statement on your performance you should ask your "independent" project or research period supervisor to kindly provide you with one.

- If you are undertaking an "independent" project or research period (i.e. a project or research period which is not a formal part of Imperial's curriculum) as part of a broader study plan (that includes modules) then you would **not** expect to have the outcome of your independent project or research period to appear on your e-transcript. Instead, if you require a statement on your performance you should ask your "independent" project or research period supervisor to kindly provide you with one.

DISABILITY ADVISORY SERVICE

Imperial is committed to providing the best possible support for all students at Imperial. Imperial understands that each person's learning difficulty, health problem or disability can affect them in different ways, and therefore, the support offered is flexible and tailored.

You can raise any concerns/questions you may have with Imperial's Disability Advisory Service on disability@imperial.ac.uk or Tel: 020 759 49755. See www.imperial.ac.uk/disabilityadvisoryservice

Each academic department has a Disability Officer:
http://www.imperial.ac.uk/disability-advisory-service/about-us/departmental-disability-officers/

Read about all our **support services** (including those that support students with their mental health) in our Student Support Zone

ENGLISH LANGUAGE SUPPORT

Centre for Academic English (CfAE): english@imperial.ac.uk

- All visiting (non-degree) students can access The Centre for Academic English **free-of-charge**.
- Discover the services provided by the Centre: https://www.imperial.ac.uk/academic-english/about-us/
- The Centre is accessed via Level 3, Sherfield Building, South Kensington Campus (access to the south of the Great Hall)
- General information on the Centre can be found at: https://www.imperial.ac.uk/academic-english/about-us/

Language exchange/pairing

- The Centre for Language, Culture and Communication operates a **language exchange (pairing) scheme**: https://www.imperial.ac.uk/languages/clcc-language-exchange/
- An alternative method of obtaining an informal language partner is to meet English-speaking students through the Erasmus Club, or just by making friends!!

LIBRARY SERVICES

Access to library services is automatic once you have completed Imperial enrolment. Your Imperial ID card acts as your library card – use it to swipe into the library, borrow books and operate the printer-copiers.

Library induction for exchange students is normally organised by their host academic department, but any visiting student (especially if you miss out on dept-level library orientation) can also reach out themselves to the subject librarian for your department: https://www.imperial.ac.uk/admin-services/library/subject-support/

For further details see: https://www.imperial.ac.uk/admin-services/library/library-services-for-new-students/ & https://www.imperial.ac.uk/admin-services/library/contact-us/

HEALTH CARE IN THE UK and registering with a doctor

If you are not already a resident of the UK you need to ensure you have appropriate health insurance cover for your stay in the UK and know how and where to access health care (including in an emergency).

- If you enter the UK on a Student Visa you will have had to pay (as part of the visa application) the Immigration Health Surcharge). When resident as a student in the UK for more than 6 months on a Student visa you have access to the National Health Service (NHS) in the same way as a permanent UK resident, i.e., they will receive NHS care generally free of charge but may be charged for services a permanent resident would also pay for, such as eye tests, dental treatment and prescription charges (i.e. prescribed items of medicine by a GP/Doctor) in England.
- **Important**: Full-time students from the EU, Norway, Iceland, Liechtenstein or Switzerland studying in the UK may be eligible for a **reimbursement** of the Immigration Health Surcharge. Further details at (external: UK Government website): https://www.gov.uk/guidance/immigration-health-surcharge-for-eu-students-in-the-uk
- If you are a student entering the UK as a Visitor you are advised to possess comprehensive sickness insurance (CSI) and follow the instructions provided by your insurer when you need to access healthcare.

You will need to pay for any NHS care you get at the point you use it - unless it's an NHS service that's free [*external*]. The NHS generally functions on a treat first pay later basis in the case of an emergency admission to a hospital. Always keep evidence of your health insurance on your person.

- A student is expected to have purchased travel insurance for their travel to and from and for their stay in the UK. **Please note** that travel insurance will not always be an appropriate form of insurance cover – for health purposes - when someone is living in another country for a prolonged period.

- We suggest consulting the webpages of the UK Council for International Student Affairs (UKCISA) for more detailed guidance on healthcare in the UK *(and, if applicable, any visa conditions or right of residency rules applicable to your personal circumstances).* UKCISA link (external): https://www.ukcisa.org.uk/student-advice/life-in-the-uk/healthcare/

Important UK phone numbers:

- Non-emergency medical assistance: phone 111
- Emergency medical assistance: phone 999

Registering with a doctor (GP: General Practitioner)

Imperial College Health Centre *(external):* https://www.imperialcollegehealthcentre.co.uk/

- You cannot register with the NHS, until you arrive in the UK.
- All students (regardless of their health insurance position) should check whether they are eligible to register at Imperial College Health Centre. Students who find themselves ineligible based on the postcode of their London term-time address should note the "out-of-area" patient registration which might, depending on your circumstances, remain relevant.
- However, (normally) if you are not eligible (based on the post-code of your accommodation in London) to register at Imperial College Health Centre then you would need to locate a health-centre/doctor's practice in the area you live. Students who are living in Imperial or private halls of residence will probably find that this information is freely provided while a student in private accommodation might simply need to ask those they share with or go to https://www.nhs.uk/Service-Search/find-a-gp *(external: UK Government website).*
- If you have private healthcare then your policy might prescribe with whom you seek medical care.

Further information ["Your health"] in our Student Support Zone: https://www.imperial.ac.uk/student-support-zone/your-health/ & specifically https://www.imperial.ac.uk/student-support-zone/your-health/doctor-and-dentist/

MISCELLANEOUS

- **Living in London**: https://www.imperial.ac.uk/study/student-life/london/ .
- **Imperial sports and leisure facilities (Move Imperial)**: http://www.imperial.ac.uk/sport/. Imperial has a sports centre called Ethos (www.imperial.ac.uk/ethos) located on the South Kensington Campus. Other sports and leisure facilities exist (check the website). Visiting Students can access these facilities in the same way as a full-degree student. Once enrolled (membership) a student would use their Imperial ID card as their "membership" card. Fees may apply.
- **Places to eat on campus (operated by Imperial)**: http://www.imperial.ac.uk/food-and-drink/. ***Please note****: most cafes/restaurants are open to all students but there may be local exceptions.*
- **Places to eat and drink operated by the Imperial College Union** https://www.imperialcollegeunion.org/eat-drink-shop

- **Please note that most outlets on campus operate on a cashless basis**. You can pay with contactless and chip and pin cards.
- *Supermarkets can be found locally to the South Kensington campus (Sainsbury's, Waitrose) and a Tesco in the Earls Court/West Ken area. There is a small SPAR convenience store located in Eastside, Princes Gardens. Halls of Residence will also indicate the nearest food shopping options.*

TRAVELLING IN THE LONDON AREA

Within London, public transport *(comprised of Buses, the Tube, 'Overground' Train services, South London Trams, National Rail Services In London, Elizabeth line, River Boat and Dockland Light Railway-DLR)* **is managed by Transport for London (TfL)** *[external]:* http://www.tfl.gov.uk.

The TfL website is an external site and Imperial College London is not responsible for its content. TfL operate with full respect towards everyone's safety: https://tfl.gov.uk/travel-information/safety/ & https://tfl.gov.uk/transport-accessibility/.

Travel (and its cost) is based on Zones *(on maps of the TfL network these display themselves as concentric circles from the centre – Zones 1 to 9)* with normally increased cost when travelling within or through the central Zone *(Zone 1)*.

- Ahead of arrival, you can set up an oyster or contactless payment account: https://tfl.gov.uk/fares/contactless-and-oyster-account. This provides access to the cheapest single journey prices while you decide as to what will best serve your weekly travel needs
- If you don't opt to set up an oyster or contactless payment account before arriving in London then, of course, you can do so at any time.
- However, if you have yet to decide what you need and would prefer not to use your bank card or smart phone to pay "as you go" then you can pay £7 (non-returnable) at any tube station for a **regular 'oyster' card (top up and then pay as you go)**. This provides access to the cheapest single journey prices while you decide as to what will best serve your weekly travel needs.
- Your daily Monday to Friday routine will determine whether you can save more money by purchasing a 'travelcard' or 'season ticket' (depending on the type of transport) for your daily journey.
- Therefore, if you are living in accommodation at a distance (*i.e. a regular tube/bus/train journey away*) from the Imperial campus where you will be taught you may benefit from applying for an **18+ Student Oyster Photocard** *(note: the 18+ Student Oyster Photocard Discount Scheme is operated by Transport for London).* **The 18+ Student Oyster Photocard provides discounted travel (currently 30%) on an adult-rate (weekly/monthly) 'travelcard' or 'season ticket'**. Information on all the options at: https://tfl.gov.uk/fares/free-and-discounted-travel
- To be **eligible** for an **18+ Student Oyster Photocard you must be enrolled at Imperial on a full-time basis, living at a London address during term-time, for a minimum of 14 weeks.**
- The **online application** procedure for an **18+ Student Oyster Photocard** will cost you (admin fee) £22. You must have a valid debit or credit card. You must upload a photo of yourself. **You can apply as**

soon as you have enrolled on-line with Imperial. Transport for London request the endorsement of Imperial College London before your application is processed, and Imperial seeks to do this as quickly as possible (normally within 5 working days of receiving the request from TfL, but it can take longer). When completing the TfL application for an oyster card a student must ensure they select the correct university [Imperial College London] and also apply as a standard student. Further advice available from Imperial: http://www.imperial.ac.uk/student-records-and-data/for-current-students/student-travel-discounts/ (caution: this internal webpage my not update until later in September).

- **However, if you are living within walking or cycling distance of the South Kensington Campus (i.e., your daily travel is not by public transport) it may not be cost-effective to purchase a "season" ticket, and therefore no need to apply for an 18+ Student Oyster Photocard.**
- If you think you will do a lot of rail travel in the UK beyond London you can also think about obtaining a National Rail 16-25 Young Persons Railcard *[external link]* to save money on off-peak rail travel.

These are decisions for you to make!

UK BANK ACCOUNTS

- If you plan to open a bank account in the UK, please review the information at: https://www.imperial.ac.uk/student-records-and-data/for-current-students/request-an-official-document/ (scroll down)
- There are no banks on the South Kensington campus. Banks are located on nearby "high streets".
- However, it is often difficult to open bank accounts in the UK when you are resident here for short periods. The UK Council for International Student Affairs has some pertinent guidance on 'opening a bank account', and are own International Student Support team has some banking advice for visiting students here for less than 6 months.

COUNCIL TAX

- Council Tax is a local tax set by local government to help pay for local services like policing and refuse collection. It applies to all domestic properties. **Students living in Imperial halls of residence are automatically exempt from paying Council Tax**.
- Students living in other forms of accommodation should read: https://www.imperial.ac.uk/student-records-and-data/for-current-students/request-an-official-document/ (scroll)
- The Student Hub can assist with general Council Tax queries/questions.

MAKING THE MOST OF YOUR TIME IN THE UNITED KINGDOM OF GREAT BRITAIN & NORTHERN IRELAND

Yes, that is the full title of the UK! There is so much to see and do in our wonderful country, within and outside London. Make the most of the opportunity by exploring the activities provided by the many clubs and societies of the Imperial College Union.

Our International Student Support team also offer a programme of activities at the start of the academic year and a programme of activities throughout the academic year. Their webpages also have plus some ideas for forging your own trips, e.g. Day trips, Do it yourself trips.