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Welcome to the College

Congratulations on joining Imperial College London, the only university in the UK to focus exclusively on science, medicine, engineering and business.

From Fleming’s discovery of Penicillin to Gabor’s invention of holography, Imperial's has been changing the world for well over 100 years.

You're now very much a part of this community of discovery and we hope you will take this opportunity to make your own unique contribution.

We’re committed to providing you with the very best academic resources to help you reach your true potential.

We also provide a dedicated support network and a range of specialist support services to make sure you have access to the appropriate help, whether that’s further training in an academic skill like note taking or simply having someone to talk to.

We actively encourage you to seek out help when you need it and try to maintain a healthy work-life balance. Our choice of over 340 clubs, societies and projects is one of the largest of any UK university, making it easy to do something different with your downtime. You also have free access to gym (following a one-off orientation fee of £40 in 2017) and swimming facilities across our campuses.

Our Principles

In 2012 the College and Imperial College Union agreed ‘Our Principles’ a series of commitments made between students and the College. The Principles are reviewed annually by the Quality Assurance and Enhancement Committee and changes recommended for Senate approval.

Imperial will provide through its staff:

• A world class education embedded in a research environment
• Advice, guidance and support
• The opportunity for students to contribute to the evaluation and development of programmes and services

Imperial will provide students with:

• Clear programme information and assessment criteria
• Clear and fair academic regulations, policies and procedures
• Details of full programme costs and financial support
• An appropriate and inclusive framework for study, learning and research

Imperial students should:

• Take responsibility for managing their own learning
• Engage with the College to review and enhance provision
• Respect, and contribute to, the Imperial community

The Imperial College Students’ Union will:

• Support all students through the provision of independent academic and welfare assistance
• Encourage student participation in all aspects of the College
• Provide a range of clubs, societies, student-led projects and social activities throughout the year
• Represent the interests of students at local, national and international level
Introduction from the President of Imperial College Union

Hello and Welcome to Imperial!

This marks the next chapter in your learning and you’ve made a fantastic choice by choosing Imperial. Nestled in West London, Imperial offers a diverse experience for all our students. We really do have something for everyone! Imperial College Union is here for all your needs during your studies and beyond.

Imperial College Union is led by students, for students. We have five Officer Trustees who are all students taking time out of their studies to represent you. You too can get involved by standing in our autumn elections for one of our volunteer roles or joining a club, society or project.

We have over 375 clubs and societies for you to get involved in - this is your opportunity to try something new. We run your academic and wellbeing representative networks as well as help with student-led campaigns on issues that matter to you. We offer a wide range of volunteering opportunities and have an entire team dedicated to your development.

No matter what problems you have or opportunities you are looking for, Imperial College Union is here to help. We’re located on Level 2 in Beit Quadrangle or you can check out our website for more information.

Have a wonderful year!

Alex Chippy Compton

*Imperial College Union President 2017-18*

[union.president@imperial.ac.uk](mailto:union.president@imperial.ac.uk)

[imperialcollegeunion.org](http://imperialcollegeunion.org)
1. Introduction to the Department

Welcome from Head of Department

I am delighted to welcome you to the Department of Computing at Imperial College London, and to congratulate you on gaining admission to Imperial.

In coming to study Computing at Imperial, you have made an excellent choice: Imperial is not only an outstanding university, but Computing is an exciting subject that is shaping the future world around us; studying Computing at Imperial will give you the opportunity be part of this as well as to experience and shape the impact of Computer Science in society, healthcare and industry.

The Department of Computing has a long and proud history that goes back to the early days of modern Computer Science, and yet we are very focussed on the future of this fast-evolving and developing field of engineering. The unique character of the Department is shaped by its close community of students and staff; we are as excited as you that you will be joining our community. You will be working alongside some of the brightest and most motivated students from around the world, taught by an exceptional group of internationally leading experts. I hope that you will be energised by the excitement within the Department as we educate the leaders of tomorrow (that’s you!) and advance the frontiers of knowledge in this area.

Once you arrive you will realise that a key characteristic of our Department, and the College as a whole, is its international outlook and cultural diversity. Coupled with the fact that London is a wonderful place to be a student, I am confident that this will provide a unique and stimulating environment, not only academically but also socially. I hope that you are able to take full advantage of this exciting environment and will strike a good balance between studying hard to fulfil your potential, and enjoying the company of your fellow students and life in London.

On behalf of the Department, I wish you all the best during your studies here.

Daniel Rueckert

Head of the Department of Computing

✉️ d.rueckert@imperial.ac.uk

🌐 www.imperial.ac.uk/computing/
Academic and administrative staff

Key staff and contacts

- Head of Department
- Director of Research
- Director of Undergraduate Studies
- Director of Postgraduate Studies
- Department Operations Manager
- Undergraduate Admissions

Staff lists

- Academic staff
- Teaching fellows
- Administrative and technical staff

English language requirement

If you are not a native English speaker you must meet the College’s English language requirements. See the Admissions website for details:

www.imperial.ac.uk/study/ug/apply/requirements/english

For information on English language support available while you’re here, see page 21.

Attendance and absence

You must inform your Senior Undergraduate Tutor if you are absent from the College for more than three days during term. If the absence is due to illness you must produce a medical certificate after seven days. If you miss an examination through illness you must contact your Senior Undergraduate Tutor on the day and provide a medical certificate within five working days.

The Registry will be informed of all student non-attendances as the College is obliged to report the non-attendance of students on Tier 4 visas to the Home Office.

Key dates 2017–18

Term dates
- Autumn term: 30 September - 15 December 2017
- Spring term: 6 January - 23 March 2018
- Summer term: 28 April - 29 June 2018

Closure dates
- Christmas/New year: 22 December 2017–1 January 2018 (reopens 2 Jan 2018)
- Easter holiday: 28 March–3 April 2018 (reopens 4 April 2018)
- Early May bank holiday: 7 May 2018
- Spring bank holiday: 28 May 2018
- Summer bank holiday: 27 August 2018

Key events
- Commemoration Day: 18 October 2017
- Imperial Festival and Alumni Festival: 28-29 April 2018
2. Programme information

Overview of programme and module content

The course structure of our undergraduate degrees is very flexible providing many option courses. There is also a central spine of engineering project and design work running through all years. A substantial part of the final year is devoted to an individual project allowing detailed study of a topic relevant to the student's chosen specialisation.

The links below provide information on the following aspects of our programmes and module content:

- List of courses and regulations for Computing and JMC (includes module aims, learning outcomes, syllabus, teaching methods and reading lists)
- Course registration
- Timetables
- Projects
- Accreditation

Imperial Mobile app

Don’t forget to download the free Imperial Mobile app for access to College information and services, including your programme timetable, College emails and a library catalogue search tool.

www.imperial.ac.uk/imperialmobile

Imperial Success Guide

The Imperial Success Guide is an online resource with advice and tips on the transition to university level study. More than just a study guide, it is packed with advice created especially for undergraduate students, including information on support, health and well-being and ideas to help you make the most of London.

www.imperial.ac.uk/success-guide
3. Assessment

Arrangements

The links below cover details of assessment arrangements:

- [Exams, Assessment and Regulations](#)
- [Continuous Assessment Tracking Engine (CATE)](#)
- [Noticeboards](#), with information on late submission policy, tests, labs, projects

Instruction to Candidates for Examinations

Students who are candidates for examinations are asked to note that all examinations are conducted in accordance with the College’s Academic Regulations, the Regulations for Programmes of Study and the Examination Regulations.

Instructions for exam candidates can be found here:

- [www.imperial.ac.uk/media/imperial-college/administration-and-support-services/registry/academic-governance/public/academic-policy/exam-arrangements-and-resits/Instructions-to-candidates-for-examinations.pdf](#)

Plagiarism

Plagiarism is the presentation of another person’s thoughts, words, images or diagrams as though they were your own. Another form of plagiarism is self-plagiarism, which involves using your own prior work without acknowledging its reuse.

Plagiarism is considered a cheating offence and must be avoided, with particular care on coursework, essays, reports and projects written in your own time and also in open and closed book written examinations.

Where plagiarism is detected in group work, members of that group may be deemed to have collective responsibility for the integrity of work submitted by that group and may be liable for any penalty imposed, proportionate to their contribution.

For further information, please refer to the Academic Misconduct Policy and Procedures section on page 17 of this handbook or the Colleges Plagiarism, Academic Integrity & Exam Offences site:

- [www.imperial.ac.uk/student-records-and-data/for-current-students/undergraduate-and-taught-postgraduate/exams-assessments-and-regulations/plagiarism-academic-integrity-exam-offences/](#)

Consult the following for further guidance regarding plagiarism from the Department of Computing:

- [www.doc.ic.ac.uk/~imh/plagiarism.html](#)
4. Accreditation

Our degrees

Our degrees are accredited by the BCS (BCS - Chartered Institute for IT) and the IET (Institute of Engineering and Technology).

The BCS and IET are licensed by the Engineering Council to award Chartered Engineer status (CEng) and more recently by the Science Council to award Chartered Scientist status (CSci). To do this they undertake a programme of visits to universities to review their courses and to see if they provide an appropriate foundation for new entrants to the IT profession.

If satisfied that the content and standards set by the courses are high enough they have the authority to award degrees "accredited" status. This usually lasts for about five years. If you are studying a degree that is "accredited" it means that it contributes either fully or partially to the academic requirements required for you to register for "Chartered" status. In other words you will be exempted from some or all the professional exams required to achieve this title.

A summary of accreditation for Computing degrees can be found here:

[www.imperial.ac.uk/computing/prospective-students/courses/accreditation/](http://www.imperial.ac.uk/computing/prospective-students/courses/accreditation/)

External Examiners

External examining acts as an essential part of the College’s quality assurance and enhancement process, serving to ensure that academic standards are maintained. The knowledgeable and independent views of external examiners are invaluable in certifying that the College’s awards are appropriate and comparable as well as highlighting good practice and potential areas of enhancement.

It is inappropriate for you to submit complaints or representations direct to external examiners or to seek to influence your external examiners. Inappropriate communication towards an examiner would make you liable for disciplinary action.
5. Location and facilities

Imperial has a number of campuses in London and the South East. All have excellent travel links and are easily accessible via public transport.

Your main location of study will be:

South Kensington Campus
Department of Computing
Huxley Building
180 Queen's Gate
South Kensington Campus
Imperial College London
London SW7 2AZ

Facilities
The Department's undergraduate office is located at Huxley 370 and open Monday-Friday, 09.00-17.00 (closed 13.00-14.00). Details of our computer and printing facilities are available at:

www.imperial.ac.uk/computing/about/facilities/

Maps
Campus maps and travel directions are available at:

www.imperial.ac.uk/visit/campuses

Accessibility
Information about the accessibility of our South Kensington Campus is available online through the DisabledGo access guides:

www.disabledgo.com/organisations/imperial-college-london-2

Smoke-Free Policy
All Imperial campuses and properties are smoke-free. This means that smoking by staff and students is not permitted on or within 20 metres of College land. The policy covers all College properties, including student accommodation and sports grounds.

www.imperial.ac.uk/smoke-free
6. Placements

The College defines a placement as:

“work experience, assessed project work, a period of course-based study or a period of research (for which academic credit is awarded and/or where the student remains subject to College student regulations during the relevant period) and where there is a transfer of direct supervision of the student to a third party (i.e. where a member of staff at the third party acts as the day-to-day supervisor/manager) for a period of two weeks or more.”

Academic departments are responsible for managing any study or work placement which forms part of your degree programme. It is expected that you will contribute to the process of planning your placement.

**Your Departmental Placement Manager:**

Mrs Rituparna Saha  
Huxley 358  
020 7594 8278  
r.saha@imperial.ac.uk

For more information on placements visit the following websites:

- [www.imperial.ac.uk/computing/industry/placements/](http://www.imperial.ac.uk/computing/industry/placements/) (Department of Computing)  
- [www.imperial.ac.uk/placements](http://www.imperial.ac.uk/placements) (College)

If you are considering/planning a placement outside the UK you should also refer to the Placement Abroad Handbook:

- [www.imperial.ac.uk/placements/information-for-imperial-college-students](http://www.imperial.ac.uk/placements/information-for-imperial-college-students)
7. Working while studying

If you are studying full-time, the College recommends that you do not work part-time during term time. If this is unavoidable we advise you to work no more than 10–15 hours per week, which should be principally at weekends and not within normal College working hours.

Working in excess of these hours could impact adversely on your studies or health.

If you are here on a Tier 4 visa you can work no more than 20 hours a week during term time. Some sponsors may not permit you to take up work outside your studies and others may specify a limit.

If you are considering part-time work during term time you are strongly advised to discuss this issue with your Personal Tutor. If you are on a Tier 4 visa you should also seek advice from the International Student Support team regarding visa limitations on employment.
You are responsible for looking after your own health and safety and that of others affected by your College-related work and leisure activities. You must:

- comply with all local and College policies, procedures and codes of practice and with the arrangements which the College has in place to control health and safety risks.
- ensure that your activities do not present unnecessary or uncontrolled risks to yourself or to others.
- attend appropriate induction and training.
- report any accidents, unsafe circumstances or work-related ill health of which you become aware to the appropriate person.
- not interfere with any equipment provided for Health and Safety.
- inform your supervisor or the person in charge of the activity in cases where you are not confident that you are competent to carry out a work or leisure activity safely, rather than compromise your own safety or the safety of others.

The College’s Health and Safety Policy can be found at:


Your Departmental safety contact is:

- Mr Michael J Breza
- Huxley 225
- 020 7594 8440
- michael.breza04@imperial.ac.uk

The College Safety Department

The Safety Department offers a range of specialist advice on all aspects of safety. This includes anything which you feel might affect you directly, or which may be associated with teaching, research or support service activities.

The College’s activities range from the use of hazardous materials (biological, chemical and radiological substances) to field work, heavy or awkward lifting, driving, and working alone or late.

All College activities are covered by general health and safety regulations, but higher risk activities will have additional requirements.

The Safety Department helps departments and individuals ensure effective safety management systems are in place throughout the College to comply with specific legal requirements.

Sometimes the management systems fail, and an accident or a near-miss incident arises; it is important that we learn lessons from such situations to prevent recurrence and the Safety Department can support such investigations. All accidents and incidents should be reported online at:

www.imperial.ac.uk/safety

To report concerns or to ask for advice you should contact your programme director, academic supervisor or departmental safety officer in the first instance. You may also contact the Safety Department directly.

Occupational Health requirements

The College Occupational Health Service provides services to:

- protect health at work
- assess and advise on fitness for work
- ensure that health issues are effectively managed
The Service promotes and supports a culture where the physical and psychological health of staff, students and others involved in the College is respected, protected and improved whilst at work.

www.imperial.ac.uk/occupational-health
9. College policies and procedures

Regulations for Students

All registered students of the College are subject to the Regulations for Students, the College Academic and Examination Regulations and such other regulations that the College may approve from time to time.

www.imperial.ac.uk/about/governance/academic-governance/regulations

www.imperial.ac.uk/students/terms-and-conditions

Academic Feedback Policy

We are committed in providing you with timely and appropriate feedback on your academic progress and achievement, enabling you to reflect on your academic progress. During your study you will receive different methods of feedback according to assessment type, discipline, level of study and your individual need. Further guidance on the Policy of Academic Feedback can be found on the Academic Governance website:

www.imperial.ac.uk/media/imperial-college/administration-and-support-services/registry/academic-governance/public/academic-policy/academic-feedback/Academic-feedback-policy-for-taught-programmes.pdf

For specific information on how assessment is carried out in the Department of Computing, please consult the relevant Student Noticeboard:

www.imperial.ac.uk/computing/current-students/course-admin/noticeboards/

Provisional Marks Guidance

Provisional marks are agreed marks that have yet to be ratified by the Board of Examiners. These results are provisional and are subject to change by the Board of Examiners. The release of provisional marks is permitted except in certain circumstances. Further information can be found in the Guidelines for Issuing Provisional Marks to Students on Taught Programmes:


Late Submission Policy

You are responsible for ensuring that you submit your coursework assessments on time and by the published deadline. Any piece of assessed work which is submitted beyond the published deadline (date and time) would be classed as a late submission. Further guidance on Late Submission of Assessments can be found on the Academic Governance website:

www.imperial.ac.uk/media/imperial-college/administration-and-support-services/registry/academic-governance/public/academic-policy/marking-and-moderation/Late-submission-Policy.pdf

Academic Integrity

You are expected to conduct all aspects of your academic life in a professional manner. A full explanation of academic integrity, including information on the College’s approach to plagiarism is available on the College website:

Academic Misconduct Policy and Procedures

It is important that you learn how to properly attribute and acknowledge the work, data and ideas of others. Plagiarism is scientific misconduct, and students whose assessments can be shown to contain plagiarism are subject to penalties as outlined in the College’s Misconduct Policy and Procedures.

www.imperial.ac.uk/about/governance/academic-governance/academic-policy/complaints-appeals-and-discipline

Appeal and Complaints Procedures

We have rigorous regulations in place to ensure assessments are conducted with fairness and consistency. In the event that you believe that you have grounds for complaint about academic or administrative services, or wish to appeal the outcome of an assessment or final degree, we have laid out clear and consistent procedures through which complaints and appeals can be investigated and considered:

www.imperial.ac.uk/about/governance/academic-governance/academic-policy/complaints-appeals-and-discipline

Student Disciplinary Procedure

The College has the right to investigate any allegation of misconduct against a student and may take disciplinary action where it decides, on the balance of probabilities, that a breach of discipline has been committed. The general principles of the Student Disciplinary Procedure are available on the College website:

www.imperial.ac.uk/admin-services/secretariat/college-governance/charters/ordinances/students/

Intellectual Property Rights Policy

For further guidance on the College’s Intellectual Property Rights Policy is available on the College website:

www.imperial.ac.uk/students/enterprising-students/intellectual-property/

Sharing content

During your studies you will be supplied with a wide range of teaching materials to support your studies. These (in general) are owned by Imperial College London and as such are protected by UK Copyright Law. While you are encouraged to use them to support your learning, you do not have the right or permission to make these available to others. Therefore, you should not upload teaching materials to websites or share them on social media.

Please do not be tempted to upload content such as past exam papers (College copyright), lecture/course notes (College copyright) or scans of book chapters to the web. You might think you are being helpful to other students but you do not own the copyright for these materials and so this would be illegal.

Use of IT Facilities

View the Conditions of Use of IT Facilities:

www.imperial.ac.uk/admin-services/ict/self-service/computers-printing/staff-computers/conditions-of-use-for-it-facilities/
10. Well-being and advice

Student Space
The Student Space website is the central point for information on health and well-being.

www.imperial.ac.uk/student-space

Student Noticeboards
For information on a range of topics including timetables, Piazza (student feedback), policy and regulations, welfare and key contacts, please consult the relevant Student Noticeboard:

www.imperial.ac.uk/computing/current-students/course-admin/noticeboards/

Support in your Department
Your Department has a system of academic and pastoral care in place to make sure you have access to the appropriate support throughout your time here. This includes:

Student welfare
Consult the Department of Computing website for links to a range of student services:

www.imperial.ac.uk/computing/current-students/student-services/student-welfare/

Personal Tutor
Your Personal Tutor is your first point of contact for pastoral support and advice. You can arrange to have a meeting with them at any time during your studies (although most Personal Tutors will have set office hours or may require you to make an appointment) – what you discuss will be completely confidential. If necessary they will direct you to an appropriate source of support.

Senior Tutor
The Department of Computing Senior Tutor for undergraduate students is Dr Maria Valera-Espina. She is responsible for all welfare and pastoral questions and you may contact her if discussion is necessary before you arrive for the start of term.
Faculty Senior Tutor
In the event that you would like to seek additional support or guidance, or that you wish to air your issues in confidence, the Faculty Senior Tutor, Dr Lorraine Craig, can be contacted in the first instance. Depending on the nature of your query, it may be passed onto other more relevant staff.

Mums and Dads scheme
Imperial College Union’s ‘Mums and Dads’ scheme matches first years with returning students in the Department to help you tap into the experience and peer support available from existing students.

www.imperialcollegeunion.org/mumsanddads/

First-Year Small-Group Tutorials
A small-group tutorial comprises about 8 students, a Tutor and an Undergraduate Teaching Assistant (UTA). The UTA will be a Third or Fourth year student who will assist the Tutor (academic staff) in marking your work and giving feedback during the sessions. The meetings are normally held in the Tutor’s office or in a small meeting room. In most weeks of the Autumn and Spring Terms you will have two such tutorials (but not in the Summer Term or in future years):

• one with your Personal Programming Tutor (PPT).
• one with your Personal Mathematics Tutor (PMT).

Your PPT sessions will go through your Programming lab work assignments, which are also tested electronically. Your PMT sessions will go through the coursework assignments for some of the logic and reasoning modules. The UTAs return this marked work to you in the tutorials and discuss it with you, with a view to resolve any difficulties you are having. Feedback is quite rapid, helping both you and us to monitor your progress. Normally, one of your PPT or your PMT will also be your Personal Tutor (PT) throughout your degree programme.

There are also two other kinds of small-group tutorials: MMTs for Computing and JMTs for JMC students. These provide additional support for Mathematics and will be scheduled according to the Maths modules.

Support in your hall of residence
If you’re staying in College accommodation you will have access to a range of support within your hall.

Well-being support
All halls have their own Residential Support team who are on call 24/7 to look after your wellbeing and maintain a friendly living environment so that all residents can study, sleep, relax and enjoy themselves. They also play an important part in the social life of the hall, organising a rolling programme of events to bring everyone together. This is supported by the Hall Activities Fund, which all residents contribute to at a rate of £2/week (in 2017/18).

The team includes a number of returning students, known as Hall Seniors, who can offer first hand advice on making the most of life at Imperial.

Administrative support
Each hall has a Hall Supervisor or a Reception team who oversee the day-to-day running of the residence. So if you have any enquiries or want to report a maintenance issue there are people on hand to help you.
Imperial College Union support

All Imperial students automatically become members of Imperial College Union when they register at the College. The Union provides a range of support:

Imperial College Union (ICU) Advice Centre
Imperial College Union runs the Advice Centre independently of the College with advisers on hand to provide free, confidential, independent advice on a wide range of welfare issues including housing, money and debt, employment and consumer rights, and personal safety.

www.imperialcollegeunion.org/advice

Student representatives
The Union have many different opportunities for student representatives to get involved with issues they care about, including Liberation Officers ensuring views of under-represented and interest groups are heard, Academic Reps and Wellbeing Reps.

If you have any feedback about issues in your department relating to academic or wellbeing issues you can speak to one of your student representatives.

https://www.imperialcollegeunion.org/your-union/your-representatives/a-to-z

Officer Trustees
The Union is led by a team of Officer Trustees who are elected every year by the students of Imperial College. They take a year out of their studies and work full-time at the Union, representing the voices of students in the Union, the College and the wider community.

The Officer Trustees represent students in a variety of roles, including Education, Welfare, Finance & Service and Clubs & Societies. These elected students are here to represent your views as a student body do make sure you get in touch with them if there’s something you would like to discuss or change.

Health and well-being services

NHS Health Centre and finding a doctor
Even if you’re fit and healthy we recommend that you register with a local doctor (GP) as soon as you arrive in London. For help finding your nearest GP see the Student Space website:

www.imperial.ac.uk/student-space/here-for-you/find-a-doctor

There is the Imperial College Health Centre on our South Kensington Campus which you may visit during clinic hours if you’re feeling unwell. Students living within the practice catchment area are encouraged to register with the Centre.

www.imperialcollegehealthcentre.co.uk

NHS Dentist (based in the Imperial College Health Centre)
Imperial College Dental Centre offers a full range of NHS and private treatment options.

www.imperial.ac.uk/student-space/here-for-you/dentist

Counselling and Mental Health
The Student Counselling and Mental Health Advice Service offers short-term counselling to all registered students. The service is free and confidential. Counsellors are available at the South Kensington, Hammersmith and Silwood Park Campuses.

www.imperial.ac.uk/counselling
Financial well-being
If you’ve got any questions about student financial support (loans, scholarships and research council studentships, US and Canadian loans) then contact the Student Financial Support team:

020 7594 9014
student.funding@imperial.ac.uk

If you suddenly find yourself in financial difficulties or experience an unexpected change in circumstances, you may be eligible to apply for emergency financial help through the Student Support Fund. The Fund offers a one-off payment of up to £2,000 to cover such emergencies as last minute accommodation and travel necessities, equipment and childcare. It does not have to be repaid.

www.imperial.ac.uk/students/fees-and-funding/financial-assistance/student-support-fund/

For tuition fees queries, contact the Tuition Fees team:

020 7594 8011
tuition.fees@imperial.ac.uk

Support for disabled students

Disability Advisory Service
The Disability Advisory Service provides confidential advice and support for all disabled students and students with specific learning difficulties.

If you think you may have dyslexia or another specific learning difficulty but have never been formally assessed, the Disability Advisory Service offers initial screening appointments.

Room 566, Level 5, Sherfield Building, South Kensington Campus
020 7594 9755
disabilities@imperial.ac.uk
www.imperial.ac.uk/disability-advisory-service

Departmental Disability Officers
Departmental Disability Officers are the first point of contact within your department. They can apply for additional exam arrangements on your behalf, and will facilitate support within your Department. Dr Aldo Faisal is the Department's Disabilities Officer.

More information on Departmental Disability Officers is available at:

www.imperial.ac.uk/disability-advisory-service/support/ddos

More information on procedures for the consideration of additional exam arrangements in respect of disability is available at:


Support for international students

English language support
The Centre for Academic English provides free in-sessional English courses for international students while they are studying. These include classes and workshops on academic language, social language, the four skills of reading, writing, listening and speaking, 1-1 consultations with a tutor to work on a piece of academic writing or an oral presentation, self-study resources in the VLE Blackboard, and the Conversation Project, which partners students with a native-speaker volunteer to practise social and conversational English.
International Student Support team
Students from outside the UK make up around half of our student population, so our International student Support team offers year-round support to help our international students settle into Imperial life. This includes UK visa and immigration advice and trips to different places of interest.

Advice Services
You have access to a number of specialist advice services:

Careers Service
The Careers Service has strong links to your Department and you will have a named Careers Consultant and Placement and Internship Adviser who will run both group sessions and individual meetings within your Department. You can arrange to meet with your linked Careers Consultant or Placement and Internship Adviser either in your Department or centrally on Level 5 Sherfield where the Careers Service is based. Visit the Career Service’s website to:

- Book a careers appointment
- Find resources and advice on successful career planning

Student Hub
The Student Hub represents a single point of contact for all key administrative information and support. The Student Hub team can help you with enquiries about:

- Accommodation (including checking contracts for private accommodation)
- Admissions
- International student enquiries
- Research degrees
- Student financial support
- Student records
- Tuition fees

Level 3, Sherfield Building, South Kensington Campus
020 7594 9444
student.hub@imperial.ac.uk
www.imperial.ac.uk/student-hub

Library and IT

Information and Communications Technologies (ICT)
If you’re having problems with technology (including computers, laptops and mobile devices), you can get help from ICT’s Service Desk.

020 7594 9000
www.imperial.ac.uk/ict/service-desk

Software shop
The Software shop offers a variety of general and subject specific software programs and packages for free or at a discounted price for Imperial students.
Library services
The Central Library at South Kensington is open around the clock pretty much all year. Make sure you find out who your departmental librarian is as they’ll be able to help you find resources for your subject area. Also, don’t forget to check out the Library’s range of training workshops and our other campus libraries for access to specialist medicine and life sciences resources. Alongside these physical spaces and resources, the Library provides over 170,000 electronic books, journals and databases available both on and off campus and a free document delivery service to help you source books and articles from around the UK and the rest of the world:

Religious support
The Chaplaincy Multi-faith Centre has chaplains from many different religions, as well as prayer rooms and information on places of worship. In addition, it runs meditation classes and mindfulness workshops for stress management. There is a student-run Islamic prayer room on campus and separate areas available for male and female Muslims.
11. Student Records and Data

The Student Records and Data Team are responsible for the administration and maintenance of the student records for all students studying at the College. This includes enrolments, programme transfers, interruption of studies, withdrawals and processing of examination entry for research degree students. The team also use this information to fulfil reporting duties to the Student Loans Company, Transport for London and the UKVI, as well as other external bodies.

The Team is responsible for the processing of student results and awards on the student record system as well as the production and distribution of academic transcripts and certificates of award. The Student Records and Data Team produce a variety of standard document requests for both current and previous students including council tax letters, standard statements of attendance and confirmation of degree letters.

**Student records and examinations**
- +44 (0)20 7594 7268
- records@imperial.ac.uk

**Degree certificates**
- +44 (0)20 7594 8037
- certificates@imperial.ac.uk
12. Work-life balance

The pace and intensity of postgraduate study at Imperial can be demanding so it's important to find time for outside interests.

Imperial College Union

The Union’s range of 375+ student-led clubs, societies and projects is one of the largest of any UK university, opening up lots of ways for you to enjoy your downtime.

www.imperialcollegeunion.org/about-us

Physical Activity Sport

Imperial College has a wide range of sports and activities on offer that cater for all standards and abilities. We have a recreational activity offer, competitive sports teams and an elite sport programme. We are dedicated to ensuring we have a diverse, inclusive and exciting offer for all.

After a one off induction fee of £40 you will get free use of the gym and swimming facilities on our campuses.

www.imperial.ac.uk/sport
13. **Student feedback and representation**

**Feedback from students**

The College and Union is committed to continually improving your education and wider experience and a key part of this is your feedback. Feedback is thoroughly discussed by your student representatives and staff.

Students in the Department of Computing can use Piazza to submit feedback to academic staff. Consult the relevant Student Noticeboard for access:

[www.imperial.ac.uk/computing/current-students/course-admin/noticeboards/](http://www.imperial.ac.uk/computing/current-students/course-admin/noticeboards/)

**Student representation**

Student Representatives are recruited from every department to gather feedback from students to discuss with staff. More information about the role, and instructions on how to become an academic representative, are available on the Imperial College Union (ICU) website.

[www.imperialcollegeunion.org/your-union/your-representatives/academic-representatives/overview](http://www.imperialcollegeunion.org/your-union/your-representatives/academic-representatives/overview)

For information on a range of topics including timetables, Piazza (student feedback), policy and regulations, welfare and key contacts, please consult the relevant Student Noticeboard:

[www.imperial.ac.uk/computing/current-students/course-admin/noticeboards/](http://www.imperial.ac.uk/computing/current-students/course-admin/noticeboards/)

**Staff-Student Committee**

Staff-Student Committees are designed to strengthen understanding and improve the flow of communication between staff and students and, through open dialogue, promote high standards of education and training, in a co-operative and constructive atmosphere. College good practice guidelines for staff-student committees are available here:

[www.imperial.ac.uk/about/governance/academic-governance/academic-policy/student-feedback](http://www.imperial.ac.uk/about/governance/academic-governance/academic-policy/student-feedback)

There are two staff-student committees in the Department of Computing, serving Computing and JMC programmes respectively. Minutes can be accessed from the website at:

[www.imperial.ac.uk/computing/staff/general-links/committees-and-meetings/](http://www.imperial.ac.uk/computing/staff/general-links/committees-and-meetings/)
14. Student surveys

Your feedback is important to your department, the College and Imperial College Union.

Whilst there are a variety of ways to give your feedback on your Imperial experience, the following College-wide surveys give you regular opportunities to make your voice heard:

- UG SOLE lecture/module survey
- Student Experience Survey (SES)
- National Student Survey (for finalists only)

**The UG SOLE lecturer/module survey** runs at the end of the autumn, spring and summer terms. This survey is your chance to tell us about the modules you have attended and the lecturers who taught them. There are also separate surveys for your BPES and Horizon modules.

For UG SOLE your lecturers will receive their individual numerical results and comments shortly after the survey closes. To make the most of your opportunity to give your feedback, please do not use offensive language or making personal, discriminatory or abusive remarks as these may cause offence and may be removed from the results. While this survey is anonymous, please avoid self-identification by referring to personal or other identifying information in your free text comments.

The **Student Experience Survey (SES)** is another opportunity to leave your views on your experience. This survey will cover your induction, welfare, pastoral and support services experience.

The **National Student Survey (NSS)** is an annual survey of final year undergraduates at UK Higher and Further Education Institutions which runs in the spring term. It was first run in 2005 and is carried out by Ipsos Mori, commissioned by the Higher Education Funding Council for England.

When you are in the final year of your programme, you will be invited to take part in the National Students Survey (NSS). NSS asks all final year undergraduates to rate a range of elements related to their student experience such as, academic support, learning resources and assessment and feedback. The nationwide survey compiles year on year comparative data for higher education institutions, with its results being made publicly available.

For Imperial’s results visit the Unistats website:

unistats.direct.gov.uk/Institutions/Details/10003270

All these surveys are anonymous and the more students that take part, the more representative the results so please take a few minutes to give your views.

The Union’s “You Said, We Did” campaign shows you some of the changes made as a result of survey feedback:

www.imperialcollegeunion.org/you-said-we-did

If you would like to know more about any of these surveys or see the results from previous surveys, please visit:

www.imperial.ac.uk/students/academic-support/student-surveys/ug-student-surveys/

For further information on surveys, please contact the Registry's Surveys Team at:

surveys.registrysupport@imperial.ac.uk
15. And finally

Alumni services
When you graduate you will be part of a lifelong community of over 190,000 alumni, with access to a range of alumni benefits including:

- discounts on further study at the College and at Imperial College Business School
- alumni email service
- networking events
- access to the Library and online resources
- access to the full range of careers support offered to current students for up to three years after you graduate
- access to our Alumni Visitor Centre at the South Kensington Campus, with free Wifi, complimentary drinks, newspapers and magazines, and daytime left luggage facility

Visit the Alumni website to find out more about your new community, including case studies of other alumni and a directory of local alumni groups in countries across the world.

www.imperial.ac.uk/alumni

Opportunities for further study
After you have completed your course, you may wish to consider UROP, a research opportunities programme available to students from within and outside Imperial:

www.imperial.ac.uk/urop