IMPERIAL

Student Handbook 2025-26

Faculty of Engineering

Department of Computing

BEng/MEng Computing
BEng/MEng Mathematics and Computer Science
MEng Computing (Artificial Intelligence and Machine Learning)
MEng Computing (Visual Computing and Robotics)
MEng Computing (International Programme of Study)
MEng Computing (Management and Finance)
MEng Computing (Software Engineering)
MEng Computing (Security and Reliability)

Contents

Welcome to Imperial

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 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. At Imperial, we expect all members of our community, whether students or staff, to share and demonstrate our values of respect, integrity, collaboration, innovation and excellence in all we do and strive to achieve.

Imperial provides 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 360 clubs, societies and projects is one of the largest of any UK university, making it easy to do something different with your downtime.

Our Principles

In 2012 Imperial and Imperial College Union agreed 'Our Principles'. This series of commitments was developed by academic and support staff in partnership with undergraduate and postgraduate students and Imperial College Union.

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 university 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 university.
- 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
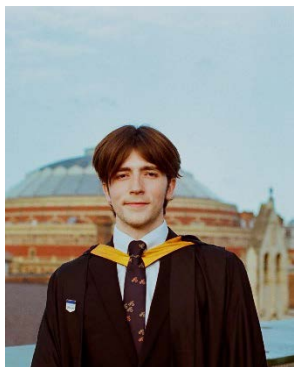
Welcome to Imperial! To begin with, a huge congratulations on joining us here at Imperial – this is where you belong! This is a globally renowned institution and offers much more than just the degree you are looking to leave with. You will come across countless opportunities and meet an array of compelling people amongst your peers, accomplished academics and the wider university community. Imperial attracts the best talent from around the world - making it here is already a testament to your academic zeal and ambitious character. Now, what you make of your experience at Imperial has the potential to shape your future.

Being located in London is a true perk of being an Imperial student. Right on our west London doorstep are landmark museums and iconic venues, including the Royal Albert Hall which has hosted Imperial graduations for over 60 years. Beyond our campuses, the city has something for everyone; be that the West End, sporting arenas or diverse cuisines. I strongly encourage you to explore where and when you can – London is a fantastic place for your university memories to call home.

You will likely have chosen to come to Imperial for its academic reputation as an outstanding university, and it will deliver on this. The facilities for research and your learning are terrific. To accompany this, there are hundreds of student-led societies and events available to you outside of your degree. These are overseen by your students' union – Imperial College Union. The Union is led by students, for students. The three deputy presidents and I have all been democratically elected to work full time on improving your student experience at Imperial. We have a large team of permanent staff behind us, running the many functions of the Union such as supporting clubs and training student representatives.

The Union also runs the Advice Service, where guidance and support can be provided on issues such as life in halls, complaints, and academic appeals. This is a free and confidential service that is independent from the university. You can access this by emailing advice@imperial.ac.uk.

University is a new stage of life. For many, this stage presents itself with newfound freedom and control over what you do. As daunting as it may seem, take advantage of it! Immerse yourself in your degree, your extra-curricular activities and in the connections you make.

No matter what problems you have or opportunities you're looking for, we're here to help. Our office is on Level 2 in Beit Quadrangle, and you can check out our website for more information.

Wishing you an incredible year ahead,

Nico Henry, Imperial College Union President 2025-26

✉ union.president@imperial.ac.uk
💻 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.

By coming to study Computing at Imperial, you have made an excellent choice: Imperial is not only an outstanding, global university, Computing is also an exciting subject that is markedly shaping the future world around us; studying Computing at Imperial will give you the skills and experience needed for positively impacting all of our lives, be it in the public or private sector or in industry verticals such as healthcare.

The Department of Computing has a long and proud history that goes back to the early days of modern Computer Science. Yet we are focussed on creating the future of this fast-evolving discipline with positive impact on engineering, sciences, business and medicine. At the same time, we believe and invest in people and nurture a culture of diversity, equality and inclusion. We are very pleased that you will be joining our close-knit community of staff and students. During your studies 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 and researchers. I hope that you will be energised by the buzz of teaching and research activities within the Department. We will use this energy to educate you into the leaders of tomorrow who will advance the frontiers of knowledge and technology in Computer Science and beyond.

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 can 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.

Prof. Stefanos Zafeiriou

Head of the Department of Computing

✉ s.zafeiriou@imperial.ac.uk

💻 www.imperial.ac.uk/computing/

Welcome from the Director of Undergraduate Studies

I would like to take this opportunity to welcome you to Imperial College London and to the Department of Computing. Congratulations on joining us – we appreciate your achievement in gaining a place at Imperial.

We are extremely proud of our undergraduate programmes, and work hard to ensure that they are among the best of their kind anywhere in the world. Our programmes provide you with the unique opportunity to study under the guidance of internationally renowned experts in many branches of computing, both in foundations and theory and through hands-on experience of an enormous array of state-of-the-art equipment and software. Our links with industry are also second to none.

Our programmes are adapting constantly to reflect the rapidly changing state-of-the-art and to ensure the highest educational standards. We welcome and count upon your active participation in this and attach great importance to the views of the students as we evolve our programmes and teaching methods. Please feel free to approach me, your year coordinators or your lecturers about your own experiences as you progress. All of us appreciate constructive feedback and will do our best to ensure that your voice counts.

Our academics and teaching fellows, together with your personal tutor, senior tutor and wellbeing officer will be on hand throughout your studies to provide you with both the academic and the personal, pastoral support you need in order to thrive, both academically and as an individual. If at any point you experience any academic, medical or personal difficulties that you feel are affecting your studies, please contact us as soon as possible so that we can provide the best possible help and support. There is always someone who can help you, so do not be afraid to come forward. You will find relevant contact details later in these notes and in your packs, but you can always ask your personal tutor to help you find what you need.

I hope that you will find Imperial College a lively and stimulating environment in which to thrive, both academically and personally. I wish you all the best.

Dr. Matt Collison

Director of Undergraduate Studies

m.collison@imperial.ac.uk

Welcome from the Senior Tutor, Computing (UG)

Firstly, I would like to highlight your great achievement of getting a place in a prestigious Higher Education Institution such as Imperial. You worked hard to get here, and I hope you enjoy your learning experience. This is a unique opportunity to learn not only from talented lecturers and professors and their research. But to learn from your student colleagues and from the extra-curricular activities that Imperial offers.

I am your Senior Tutor and I am responsible for your academic and pastoral care in the Department of Computing. In conjunction with your Personal Tutor, we will try to guide you and support you in handling individual problems or queries, and you should contact us if you are uncertain of how to proceed or would value a second opinion.

Our well-being has been put under enormous pressure during the last couple of years, which reminds us how important it is to take care of ourselves in order to perform the way we want to perform. In the Department of Computing we are also aware of that, so we have our Well-being Advisor, Grazia Troiano, who is here to support you in anything related to well-being matters.

These three or four years of studies should be a pleasurable experience with learning as your main goal. Take every change as a nice opportunity of learning something new. Do not be afraid to learn and do not be afraid to be surrounded by talented people as it is the best way to learn. Be curious and ask if you have any questions.

I look forward to meeting you and all the best.

Dr. Maria Valera-Espina

Senior Tutor (UG)

✉ m.valera-espina@imperial.ac.uk

Welcome from the Senior Tutor, Joint Mathematics and Computing (JMC)

Hello! I am your Senior Tutor for Joint Mathematics and Computing (JMC), and I am responsible for your academic and pastoral care in the Department of Computing. I work with your Personal Tutors and our well-being advisor, Grazia Troiano, to support you with individual problems, queries, or issues which are affecting your studies.

I have recently joined Imperial myself, so I look forward to meeting all students for the first time. Congratulations if you have just joined, and well done if you are returning!

Imperial is such a fantastic place, but it can feel daunting to join such a prestigious institution - even as a member of staff! Similarly for London, what a fantastic place to complete your studies, but there is a steep learning curve, and culture shock and home-sickness are normal even for the most independent of us.

Please do make an effort to get to know your course colleagues, and join clubs and societies that interest you. These can be important sources of support, both academic and pastoral. There is nothing quite like the shared experience of university life, so make sure you enjoy it, and help others out where you can. Putting work out of your mind for a little while can be the best thing to getting back on track.

Your studies are highly valuable, and you have all worked exceptionally hard to get here, but there will be other important things, people, or events that will happen in your life during the course of your studies, and things may become unmanageable. That is when you need to speak up, and let either myself or your personal tutor know. Please do reach out to me if you have any questions, concerns or problems. That's what I'm here for - even if you're not sure I can help, I'm happy to listen.

Dr. Nick Powell

Senior Tutor (JMC)

nicholas.powell1@imperial.ac.uk

Academic and administrative staff

Key staff and contacts

- [Head of Department](#)
- [Director of Research](#)
- [Director of Undergraduate Studies](#)
- [Director of Postgraduate Studies](#)
- [Joint Maths and Computing (JMC) Director](#)
- [Senior Tutor](#)
- [Year Coordinator for First Year](#)
- [Year Coordinator for Second Year](#)
- [Year Coordinator for Third & Fourth Years](#)
- [Director of Operations](#)
- [Undergraduate Admissions](#)
- [Departmental Disability Officer](#)

Staff lists

- [Academic staff](#)
- [Teaching fellows](#)
- [Administrative and technical staff](#)

Departmental Information

For further information on departmental facilities, events/seminars, research areas and other activities, please visit our website:

https://www.imperial.ac.uk/computing/

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

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 the entry under the [Centre for Academic English](#).

Attendance and absence

The Department monitors the attendance and participation of all students.

You must inform your Senior Undergraduate Tutor if you are absent from the university for more than three days during term. If the absence is due to illness, you must produce a medical certificate after seven consecutive days. If you miss an examination or the deadline for any other assessment (including lab work, in class tests and all forms of coursework or presentation) due to illness or other unforeseeable and unavoidable circumstance you must follow the Mitigating Circumstances Policy and Procedure. Please note all claims for mitigation must be submitted within 10 working days of the examination or assessment deadline. If you are unable to provide evidence at the time you must submit the claim and indicate what evidence will follow and when it can be provided. Claims without evidence will normally be rejected. Please see the section on mitigation below.

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

You should provide a clear statement of your Department's attendance requirements and how attendance at all exams, lectures, tutorials and laboratory classes will be recorded and monitored.

If you do not engage satisfactorily with your studies, Imperial will consider what action is necessary to support your continued study under the Unsatisfactory Engagement Policy and Procedure.

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

Interruption of Studies

A student can take an interruption of studies (IoS) from the course, should there be a need to do so. The start and the end of the interruption date must lie within the term time. More information on the interruption is available on the following link:

📖 www.imperial.ac.uk/student-support-zone/advice/my-student-status/interrupting-your-studies/

Here is a step-by-step video explaining the entire process:

📖 imperial.cloud.panopto.eu/Panopto/Pages/Viewer.aspx?id=a261cabe-05ca-4f88-b6ee-ad790093419b

If you choose to take interruption on medical grounds, you will need evidence to support your request, such as a doctor's note or a letter from your healthcare provider. During the time of interruption, you will not have access to the departmental learning systems in place.

Key dates 2025–26

Term dates

Autumn term:	27 September 2025 – 12 December 2025
Spring term:	03 January 2026 - 20 March 2026
Summer term:	25 April 2026 – 26 June 2026

Closure dates

Christmas/New Year:	23 December 2025 - 02 January 2026
	(Imperial reopens on 05 January 2026)
Easter Holiday:	02 April 2026 – 07 April 2026
	(Imperial reopens on 08 April 2026)
Early May Bank Holiday:	04 May 2026
Spring Bank Holiday:	25 May 2026
Summer Bank Holiday:	31 August 2026

Some students undertake an internship within a company during their vacations to develop skills, gain industrial insights, and earn money. You should only undertake an internship that starts after the formal end of term to ensure there is no clash with academic studies. In addition, if you hold a

student visa, the type and amount of work that you can do is restricted. It is essential that you are aware of these restrictions so that you do not breach your student visa conditions.

Please visit the International Student Support webpage for further details and note that only undergraduate students can undertake an internship during the summer vacation.

www.imperial.ac.uk/students/international-students/visas-and-immigration/working-in-the-uk/work-rules-during-your-studies/

Overview of programme and module content

The structure of our undergraduate degree programmes is very flexible, allowing you to move between the BEng and MEng programmes, and between MEng specialisms, provided you have taken the required compulsory modules. Also, most taught modules in years 3 and 4 of all our programmes are elective, allowing you to focus on the topics that are of most interest to you.

There is a central spine of practical engineering work running through all years, with a substantial part of the final year being devoted to an individual project allowing detailed study of a topic relevant to your interests and chosen specialisation. If you are enrolled on one of our MEng programmes you will also undertake an industrial placement between years 3 and 4.

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](#)
- [Projects and prizes](#)

My Imperial Campus

An app for students - designed by students!

My Imperial Campus is the beginning of a new mobile experience for the Imperial community. Built by students and alumni, the ambition is for the app to reflects the real needs and ideas of the people who use it every day. We're developing it iteratively, constantly learning from our community and evolving the features that help all of us succeed at Imperial.

This is just the beginning. The app is still growing, and we're adding new functionality all the time—so download it, explore what's already there, and keep an eye out for updates and chances to get involved.

Available now on the **App Store** and **Google Play**.

What we've built so far:

🔍 Search & AI Chatbot

Chat with an in-app assistant that pulls information from within the app, across the university's website and resources—delivering quick answers when you need them.

🗺️ Maps

Explore 2D maps of all campuses, plus immersive 3D maps of South Kensington and White City. See services, navigate buildings, and find your way around campus with ease.

🎉 Events

Discover what's on across Imperial—from public lectures to Union events and society meetups. Set your preferences in Settings to tailor your feed, or use the *Welcome Week* filter to see what's lined up for new students.

🖼️ Timetable & Check-In

If your department requires check-in, just use the app to register your attendance when you're on site. You'll also find a quick link to your full timetable in the browser.

🚀 Your Career

Browse the latest internships and job opportunities from the Careers Service—updated regularly to keep you connected with what's new.

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/students/success-guide/ug/
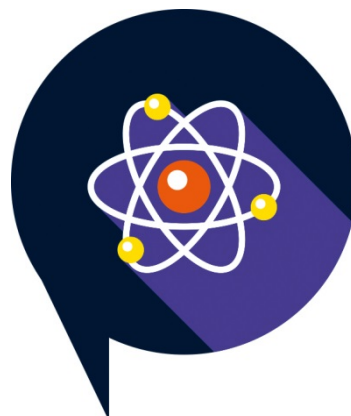
I-Explore Modules

Through I-Explore, you'll have the chance to expand your knowledge and skills into a brand-new subject area, choosing from a range of for-credit modules built into your degree.

Depending on your department, you will either take an I-Explore module in your second or third year of study.

💻 www.imperial.ac.uk/centre-for-languages-culture-and-communication/i-explore/

Student Shapers

Student Shapers is a chance to actively contribute to improving your learning experience at Imperial. This programme lets you work directly with staff on exciting projects that enhance the curriculum, create innovative teaching methods, and make a real difference in our learning community. The Student Shapers programme is open to all Imperial students across all departments. All opportunities that have been approved are listed in the 'Current Projects' area of the website.

💻 www.imperial.ac.uk/students/studentshapers/how-to-get-involved/current-projects/

Imperial Award

The Imperial Award is a programme that fosters personal development through self-reflection on your experiences, formally recognising this on your transcript. This programme is open to all students at Imperial, including UG, PGT, PGR and intercalating students. The Imperial Award aims to help you uncover more about yourself and your potential, and to enhance your ability to articulate the achievements and skills you have developed through activities beyond the lecture hall. For more information, please visit the Imperial Award page.

💻 www.imperial.ac.uk/students/imperial-award/

3. Assessment

Within your programme of study, you will have different types of assessment which may include coursework, examinations, timed-remote assessment, presentations, labs or other forms of practical assessment.

The links below cover details of all assessment arrangements in the department, including coursework:

- Imperial Exams, Assessment and Regulations
- Scientia
- Noticeboards, with information on tests, labs, projects
- Department of Computing Examinations

Imperial has policies and procedures to the support the setting, sitting, marking and moderation of all assessment. These can be found within the Regulations for Taught Programmes of Study, Policies and Procedures at:

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

🖥 www.imperial.ac.uk/about/governance/academic-governance/academic-policy/exams-and-assessment/

Instruction to Candidates for Examinations

When taking examinations, students must ensure they follow the relevant instructions and guidance provided to them. In addition to the Instructions for Candidates, they must adhere to the specific instructions for each exam as provided by their programme team.

🖥 www.imperial.ac.uk/about/governance/academic-governance/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-re-sits/Instructions-to-candidates-for-examinations.pdf

Academic Integrity and Academic Misconduct

As your programme of study continues, you will be taught the concept of academic integrity and how you can ensure that any work that you complete now, or in the future, conforms to these principles. This means that your work acknowledges the ideas and results of others, that it is conducted in an ethical way, and that it is free from plagiarism. Academic integrity is fundamental to learning, teaching and research and it is important to understand what it means for you and the international community of research that you are joining.

Academic misconduct is the attempt to gain an academic advantage, whether intentionally or unintentionally, in any piece of assessment submitted to the university. This includes plagiarism, self-plagiarism, collusion, exam offences or dishonest practice. Full details of the policy can be found at:

🖥 www.imperial.ac.uk/about/governance/academic-governance/academic-policy/exams-and-assessment/

🖥 College policy on Gen AI

Definitions of the main forms of academic misconduct can be found below:

Plagiarism

Plagiarism is the presentation of another person's thoughts, words, images, research 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 may be intentional, by deliberately trying to use another person's work by disguising it or not citing the source, or unintentional where citation and/or referencing is incorrect.

Plagiarism must be avoided, with particular care on coursework, essays, reports and projects written in your own time but also in open and closed book written examinations. You can support your understanding of proper referencing and citation by using the resources available from the university such as the Library Services learning support webpages at:

🖥 www.imperial.ac.uk/admin-services/library/learning-support/plagiarism-awareness/

For group work, all members have responsibility for the integrity of the work submitted. Therefore, if plagiarism (or another form of academic misconduct) is proven, all group members may be liable for any penalty imposed.

TurnitinUK is an online text matching service which assists staff in detecting possible plagiarism. The system enables institutions and staff to compare students' work with a vast database of electronic sources. Your programme team will explain how it is used in your programme.

🖥 www.imperial.ac.uk/admin-services/ict/self-service/digital-education-services/digital-education-platforms/turnitin/turnitin-for-students/

Collusion

This is the term used for work that has been conducted by more than one individual, where this has not been permitted in the assessment brief. Where it is alleged that there has been collusion, all parties will be investigated initially under the Academic Misconduct procedure. Please be aware that this includes working with others in or outside the Imperial community, not just students on your programme.

You should note that whilst Imperial encourages students to support each other in their studies, you should be careful to ensure that you do not go beyond the assessment brief with regards to individual work, always acknowledge the contributions of others in your work, and do not leave yourself open to allegations that you have supplied answers to enable another student to commit academic misconduct.

Exam offences

Exam offences fall into two categories. These are offences that may be disruptive in the exam venue or those that are considered an attempt to gain an academic advantage. Examples of disruptive behaviour includes causing a disturbance in the exam room, having an electronic device that has not been fully turned off or talking in the exam room. Behaviour that may considered an attempt to gain an academic advantage includes bringing unauthorised material into an exam (such as notes, unauthorised books or other material), attempting to communicate with others apart from the invigilator, or trying to remove examination material without permission. You must ensure that you follow all reasonable instructions of the invigilators.

Dishonest practice

This is the most serious category under the procedure. Examples of dishonest practice include bribery, contract cheating purchasing essays or other material from other sources (which is now illegal in the UK) or other individual to submit as your own, taking an exam for someone else or getting someone else to take an exam for you, attempting to access exam papers before the exam,

making a false claim for mitigating circumstances or providing fraudulent evidence, falsifying documentation or signatures in relation to assessment or a claim for mitigating circumstances.

Board of Examiners

(Comp) Prof Stefanos Zafeiriou, Dr Matt Collison, Dr Timothy Kimber, Dr Steffen van Bakel, Dr Maria Valera-Espina, Dr Thomas Lancaster, Dr Chiraag Lala, Dr Jamie Willis, Dr Konstantinos Gkoutzis

(JMC) Dr Mark Wheelhouse, Dr Matt Collison, Dr Nick Powell, Prof David Ham, Dr Chris Hallsworth, Dr Pietro Siorpaes

External Examiners

Please include the names and affiliated institutions (but not contact details) of all external examiners.

Prof Mohammad Mousavi, King's College London

Prof Feng Hao, University of Warwick

An External Examiner is normally an experienced member of academic staff from another Higher Education Institution, that acts as a critical friend to the staff delivering your programme of study. For some programmes, one of the External Examiners could be an industry expert to provide the professional expertise needed to support the programme. External examining is an essential part of Imperial's quality assurance and enhancement process, ensuring that academic standards are maintained. The knowledgeable and independent views of external examiners are invaluable in certifying that the university's awards are appropriate, of comparable standard to the rest of the sector, as well as highlighting good practice and/or potential areas of enhancement.

During your programme you may be invited to meet your external examiners to discuss how you have found the programme. It is not appropriate however, for you to seek to submit complaints or representations directly to external examiners or to seek to influence them other than by giving feedback in a meeting. Inappropriate communication towards an examiner would make you liable for disciplinary action. If there is a specific issue that needs to be resolved, please see the Student Complaints Policy and Procedure.

A university summary of External Examiners reports from the previous academic year can be found here:

www.imperial.ac.uk/about/governance/academic-governance/academic-policy/external-examining/

Please note that you will need to be logged in to your Imperial account to access the summary reports.

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/

If you notice any facility defects or maintenance issues, please contact the Customer Services Centre (CSC):

www.imperial.ac.uk/estates-facilities/customer-services-centre/

Library Services

The Abdus Salam Library at South Kensington is open 24 hours for study space, and further space is available to all students in GoStudy on levels 4 and 5 of the Chemistry Building.

Your subject librarian, Ann Brew, will be able to help you find books and online resources for your assignments. Also, don't forget to check out the library's skills support and other campus libraries for access to specialist medicine and life sciences resources. You can borrow up to 40 books and, whether you're working on or off site, you'll be able to access e-books, e-journals and databases from their collection of over 637,000 titles. If they don't have what you need, they can get it for you, simply ask them to buy it or request a copy through their free Document Delivery service.

For any questions library staff will be happy to help, simply chat with them online or contact them via email, phone or social media, just check the website for details:

www.imperial.ac.uk/library

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 AccessAble access guides:

www.accessable.co.uk/organisations/imperial-college-london

Smoke-Free Policy

All Imperial campuses and properties are smoke-free. This means that smoking and the use of e-cigarettes, including vapes, by staff, students or visitors is not permitted on or within 20 metres of Imperial. The policy covers all university properties, including student accommodation and sports grounds.

🖥 www.imperial.ac.uk/smoke-free

Security and Community Safety team

The Security and Community Safety team are here to help and support you 24/7. Our priority is protecting our students, staff and visitors from harm and making sure that the campus is a safe, welcoming and inclusive space.

How our team can help you:

- Assist in an emergency
- Deliver first aid
- Offer advice on personal safety
- Provide high-quality D-locks
- Issue ID cards
- Lost and found
- Signpost to mental health support

How can you contact us?

In case of an emergency, contact us through the SafeZone app (more below)

If you need to speak with us in-person, our Security and Community Safety Hub for all enquiries, parking requirements, and services including lost property and bike security is located at:

- Chemistry Building, Level 1, Room 171A (Use Chemistry 2 Main Entrance)
- Open Monday–Friday, 8am–4pm. Visit Wells Way Cabin (Located behind the Abdus Salam Library and Sherfield) for out-of-hours enquiries.

Our ID Card Services Office is located at:

- Sir Alexander Fleming Building G53

SafeZone

SafeZone is an Imperial app through which you can quickly and directly contact the Security and Community Safety team whenever you need them. Whether you're in an emergency situation, in need of First Aid or want to report an incident on campus, SafeZone allows you to be immediately put in touch with a member of our Security and Community Safety team and, at the touch of a button, can share your location and personal profile so that they can respond quickly and effectively to your specific needs. It also allows the entire Imperial community to stay informed in the event of a major incident in London or wherever you may be in the world. Safezone also provides information on other services, such as real-time updates on the university shuttle bus.

SafeZone is optional to register for and is now available to download on the Apple and Android App stores. Visit www.imperial.ac.uk/admin-services/security/safezone/ for more details about SafeZone.

All existing phone numbers for the Security and Community Safety team are still operational. In the event of an emergency, you can still call 4444 from any internal Imperial phone.

6. Placements

Imperial 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 Imperial 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 placement or work placement which forms part of your degree programme or might directly contribute to the delivery of your degree. It is expected that you will contribute to the process of planning your placement.

Your Departmental Placement Manager:

👤 Mr Tom Curtin

📍 Huxley 436

📞 020 7594 8382

✉ t.curtin@imperial.ac.uk

Your department will be guided by the university's Placement and Learning Policy and associated good practice:

💻 www.imperial.ac.uk/about/governance/academic-governance/academic-policy/placement-learning

The Careers Service is available to provide students with additional support in sourcing work placement opportunities and preparing to apply for work placement opportunities:

💻 Apply: www.imperial.ac.uk/careers/applications-and-interviews/

💻 Sourcing work: www.imperial.ac.uk/careers/jobs-and-experience/work-experience/

💻 Overview: www.imperial.ac.uk/careers/

For general information on undertaking a study or work placement visit Imperial's Placements website:

💻 www.imperial.ac.uk/placements

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

7. Working while studying

If you are studying full-time, Imperial 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 university working hours.

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

If you are here on a Student Route 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.

🖥 www.imperial.ac.uk/students/international-students/visas-and-immigration/working-in-the-uk/work-rules-during-your-studies/?

If you are considering part-time work during term time you are strongly advised to discuss this with your Personal Tutor (see Wellbeing, Support and Advice section for more information). If you are on a Student Route visa you should also seek advice from the International Student Support team regarding visa limitations on employment.

The university's Board of Examiners will not normally consider as mitigating circumstances any negative impact that employment may have had on your performance in examinations or in other assessed work. Assessment cannot be rescheduled to accommodate your part-time working arrangements.

8. Health and Safety

Keeping you safe is a top priority for us.

The Imperial Health and Safety Policy can be found at:

🖥️ www.imperial.ac.uk/safety/safety-by-topic/safety-management/health-and-safety-policy-statement/

Your Departmental safety contact is:

👤 Mr Michael Ward

📍 Huxley 436

📞 020 7594 3304

✉️ michael.ward@imperial.ac.uk

You may be required to complete inductions and attend training sessions to safely complete this course.

There is also a wide range of eLearning micro-learning modules focused on specialised topics and designed to raise awareness of hazards and control measures for working safely in hazardous areas (i.e., laboratories and workshops) across the university.

Imperial 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 university's activities range from the use of hazardous materials (biological agents, chemicals, cryogens, gases and ionising/non-ionising radiation) to field work, heavy or awkward lifting and driving.

All of Imperial's 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 university 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/safety-by-topic/accidents--incidents/

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

Imperial's 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 university is respected, protected and improved whilst at work.

www.imperial.ac.uk/occupational-health

9. University Policies and Procedures

Regulations for Taught Programmes of Study

All registered students of Imperial are subject to the university Terms and Conditions as well as the Regulations for Taught Programmes of Study. The relevant set of regulations will depend on your programme and year of entry; please see our Regulations webpage to determine which apply to you:

🖥 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/

Please note that your examination scripts once completed belong to the university under the General Data Protection Regulations (GDPR). Please see the Imperial GDPR webpages for further information at:

🖥 www.imperial.ac.uk/admin-services/secretariat/policies-and-guidance/guidance/guide-2---exam-records/

Provisional Marks Guidance

Provisional marks are agreed marks that have yet to be ratified by the Board of Examiners. As these results are provisional, they 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:

🖥 www.imperial.ac.uk/media/imperial-college/administration-and-support-services/registry/academic-governance/public/academic-policy/marking-and-moderation/Guidelines-for-issuing-provisional-marks-to-students-on-taught-programmes.pdf

Late Submission Policy

You are responsible for ensuring that you submit your assessments (including timed remote assessments) in the correct format, by the published deadline (date and time) and through the correct method (e.g. through a digital submission point, by email, or in hardcopy to a named submission point). Any piece of assessed work which is submitted beyond the published deadline (date and time) would be classed as a late submission and will incur a penalty (a cap at the pass mark, or it is classed as a fail). Further guidance on Late Submission of Assessments can be found on the Academic Governance website:

If you submit late due to mitigating circumstances, the cap on your mark may be lifted if a claim for mitigating circumstances is accepted. Please see below.

Mitigating Circumstances

During your studies you may be affected by sudden or unforeseen circumstances. You should always contact your Personal Tutor for advice and support. If this happens at the time of, or immediately preceding, your assessments you may be able to make a claim for mitigating circumstances. If successful this claim enables the Board of Examiners when reviewing your marks at the end of the year to have greater discretion with regards to offering repeat attempts (either capped or uncapped), a repeat year, or with your progression or final classification. Please note, the Board are not permitted to amend the marks that you were awarded, only to take your claim into account when making decisions.

All claims must be supported by independent evidence and submitted within 10 working days of the assessment deadline. Any claim made after this deadline is likely to be rejected unless there is a good reason (such as you were still unwell) until the point of submitting the claim. Details of the university's Mitigating Circumstances procedure can be found under the Mitigating Circumstances tab on the page below:

www.imperial.ac.uk/about/governance/academic-governance/academic-policy/exams-and-assessment/

Through the procedure you may also be able to request an extension deadline to some forms of assessment. Wherever possible it is expected that this is used as it will enable to you complete your studies within the same academic year (rather than over the summer holiday or in the next year).

The Department of Computing has specific instructions for making a claim for mitigation or for requesting an extension. Details can be found (under the exams and mitigating circumstances tab) at:

https://www.imperial.ac.uk/computing/current-students/undergraduate-student-welfare/

Support for ongoing or long-term conditions, or for registered disabilities would not normally fall under the remit of mitigating circumstances and students should be supported through their studies with additional examination arrangements. More details can be found at:

www.imperial.ac.uk/disability-advisory-service/support-available/adjustments-and-support/

Academic Misconduct Policy and Procedures

As has been highlighted under the Academic Integrity section, it is important that you learn how to properly attribute and acknowledge the work, data and ideas of others. Any proven form of academic misconduct is subject to penalties as outlined in the university's Misconduct Policy and Procedures.

www.imperial.ac.uk/about/governance/academic-governance/academic-policy/exams-and-assessment/

Unsatisfactory Engagement

Unfortunately, for a variety of reasons, sometimes students struggle to meet the university's expectations with regards to their engagement with their studies. Imperial has a process to identify and support students by reaffirming these expectations with an action plan. If a student does not

engage satisfactorily with these supportive measures, they can be withdrawn from their studies. The full details of this process, and the appeals procedure relating to it can be found at:

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

Fitness to Study

Imperial expects students to participate within the university community, such as by fully engaging and studying to the academic level required and working and living cooperatively. If there are concerns that a student is unable to engage as expected, due to an underlying physical and/or mental health difficulty, the university has a process to ensure that decisions about a students' ability to study are made through a supportive, timely and transparent process which operates in the best interests of the student:

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

Academic Appeals Procedure

We have rigorous processes and procedures in place to ensure assessments are conducted with fairness and consistency, claims for mitigating circumstances have been considered reasonably and in line with the regulations of the university, and that the decisions of the Boards of Examiners maintain the integrity of our academic awards. Should you believe that you have grounds to appeal these decisions, we have laid out clear and consistent procedures through which appeals can be investigated and considered:

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

The ICU Advice service can help you with understanding this policy and supporting you through the process.

Arithmetic Marks Check

If you consider that there may have been an error in the adding up of your marks, you may request an arithmetic mark check. This must be requested within 10 working days of the official release of your results from the Assessment Records team in Registry. You may not request an arithmetic mark check for a previous year of study. Please note that a marks check is not a remark of your coursework, but an administrative check that your examination marks have been accurately recorded. If applicable, you can check all your coursework module marks for the module yourself, and raise any questions about coursework mark discrepancies with the module leader.

The form to request an arithmetic mark check can be found here:

🖥 https://www.imperial.ac.uk/media/imperial-college/administration-and-support-services/registry/academic-governance/public/academic-policy/appeals-by-ug-and-masters-students/Arithmetic-mark-check-form.docx

Student Complaints

Imperial strives to ensure that all students are well supported in their studies and receive a good experience of their programme and the wider university activities. If you feel that your experience has not lived up to these expectations, Imperial has an agreed Student Complaints process through which your concern can be investigated and considered.

If you have any concerns about your experience at Imperial and have been unable to address these informally, you should contact Student Complaints who can provide advice about what is the appropriate way to seek to resolve this at:

✉ student.complaints@imperial.ac.uk

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

Student Disciplinary Procedure

Imperial 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 the Student Code of Conduct has been committed. The general principles of the Student Disciplinary Procedure are available on the university website:

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

Protecting our students from incidents of harassment and sexual misconduct

Imperial is committed to supporting students and preventing incidents of harassment and sexual misconduct.

Our dedicated website page outlines a range of information and resources, including:

- Information about what harassment and sexual misconduct is
- How to make a report
- What happens when you make a report
- Disciplinary procedures for staff and students
- Resources for advice and support

Visit www.imperial.ac.uk/students/preventing-harassment-and-sexual-misconduct/ for more information.

Copyright

Copyright is an automatic right given to creators that allows them to control who copies, adapts, translates and makes public their work. Unless you have the copyright holder's permission, you cannot do these things unless permitted by law or licence.

💻 www.imperial.ac.uk/admin-services/library/learning-support/copyright-guidance/

Intellectual Property Rights Policy

Imperial's Intellectual Property (IP) policy governs the ownership and management of the university's Intellectual Property and the university's discretionary Reward to Inventors Scheme.

Further guidance on the Imperial Intellectual Property Rights Policy is available on the university website:

💻 www.imperial.ac.uk/research-and-innovation/research-office/research-policies/research-related-policies/ip-policy/

Confidentiality is critical in research, especially when collaborating in shared laboratory spaces. Research students must protect sensitive information diligently to preserve trust, collaboration, and academic integrity. Your funding arrangements may also require that confidentiality is maintained. You should strictly protect sensitive, personal or research-related information. Confidential

information must only be shared with authorised individuals. Breaching confidentiality is considered as misconduct with disciplinary consequences.

Further information about the Imperial Enterprise Lab, a dedicated support service for students who want to develop their entrepreneurial mindset, skills, and networks, can be found at:

💻 www.imperial.ac.uk/students/enterprising-students/

Use of IT Facilities

View the Conditions of Use of IT Facilities:

💻 www.imperial.ac.uk/admin-services/ict/self-service/computers-printing/conditions-of-use-of-it-resources/

General Data Protection Regulation (GDPR)

All staff and students who work with personal data are responsible for complying with GDPR. Imperial will provide support and guidance, but you do have a personal responsibility to comply.

In line with the above please see the university's Privacy Notice for Students which form part of the Terms and Conditions of registration with Imperial.

💻 www.imperial.ac.uk/media/imperial-college/administration-and-support-services/registry/academic-governance/public/academic-policy/admissions/Privacy-Notice-for-Students-and-Prospective-Students.pdf

10. Wellbeing, support and advice

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 at Imperial.

Your 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).

If necessary, they will direct you to an appropriate source of support.

Senior Tutor

The Department of Computing Senior Tutors for undergraduate students are **Dr Maria Valera-Espina** (Computing) and **Dr Nick Powell** (JMC), who have overall responsibility for the academic and pastoral care of undergraduate students in the department.

The Deputy UG Senior Tutor is **Dr Thomas Lancaster.**

Departmental Student Wellbeing Advisor

The Student Wellbeing Advisor, **Grazia Troiano**, can provide you with confidential support and advice in any area that may be affecting your wellbeing such as:

- Loneliness and homesickness
- Anxiety, stress and panic attacks
- Low mood
- Bereavement and loss
- Gender and identity
- Time management, procrastination and motivation
- Drug and alcohol awareness
- Exercise and staying active
- Food and healthy living
- Sleep hygiene
- Self-harm
- Suicidal feelings

Wellbeing appointments for all students within the department are available by email at g.troiano@imperial.ac.uk – these will either be on MS Teams or in person by arrangement in Huxley 304a.

Faculty Senior Tutor

The Faculty Senior Tutor, **Dr Lorraine Craig**, has responsibility for ensuring the delivery of consistent, high quality support for students in their personal, general academic and professional development.

Mums and Dads scheme

Imperial College Union's 'Mums and Dads' scheme matches first years with returning students in your department to help you tap into their experience and find peer support available from existing students.

💻 www.imperialcollegeunion.org/mums-dads

Departmental Disability Officers

Departmental Disability Officers are the first point of contact in your department for issues around disability. They can apply for additional exam arrangements on your behalf and will facilitate support within your department.

Your Departmental Disability Officer is:

Dr Thomas Lancaster (Computing)

Dr Prasun Ray (Mathematics)

More information on Departmental Disability Officers is available at:

www.imperial.ac.uk/disability-advisory-service/support-available/departmental-disability-officers/

More information about how to request additional exam arrangements if you have a disability is available at:

www.imperial.ac.uk/student-records-and-data/for-current-students/undergraduate-and-taught-postgraduate/exams-assessments-and-regulations/additional-exam-arrangements-in-respect-of-disability

Director of Student Experience

The main goal of the Department of Computing - Director of Student Experience, Dr Konstantinos Gkoutzis, is to promote and foster a positive, supportive, and inclusive learning environment, ensuring that you have a constructive, enriching, and fulfilling experience during your time at the College. He is here to support your success, wellbeing, and engagement, assuring that you have access to a wide range of services, resources, and activities to further enhance your learning. Please feel free to reach out to him at any time with any questions, feedback, or suggestions.

First-Year Small-Group Tutorials

A small-group tutorial typically comprises about 8-10 students, a Tutor and an Undergraduate Teaching Assistant (UTA). The UTA will be a Third or Fourth year student who will assist your academic tutor 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 PMT will also be your Personal Tutor (PT) throughout your degree programme.

There is also another kind of small-group tutorials for Computing students only: MMTs, which provide additional support for Mathematics modules (Calculus and Linear Algebra).

In your hall of residence

If you're staying in Imperial accommodation, you will have access to a range of support within your hall.

All halls have a Hall Warden team who are responsible for looking after your wellbeing and maintaining a friendly living environment so that all residents can study, sleep, relax and enjoy

themselves. They are on call every day outside of university business hours to provide support in emergencies occurring in your hall.

They also play an important part in the social life of the hall, organising a rolling programme of events to bring everyone together. Your rent includes a contribution towards your halls' activity fund.

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

Each hall also 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.

More information and the latest guidance around accommodation can be found at:

💻 www.imperial.ac.uk/study/campus-life/accommodation

Introductory Maths Catalogue

This resource is for all students to help you settle in and prepare for the maths that you are likely to encounter on your degree programme. Maths is an integral part of most programmes we offer at Imperial and we welcome students from different backgrounds in the UK and across the world and. It is because of this that we decided to build this catalogue to help everyone get the best start to their programmes.

💻 www.imperial.ac.uk/students/intro_maths/

Attributes and Aspirations

Attributes and Aspirations is a set of online units designed to help you prepare and to better understand what being a student at Imperial is like. It's not compulsory and there aren't any assessments – it's simply designed to help you to become the best Imperial student you can be.

Attributes and Aspirations (AA) will help you:

- Find all the opportunities you will have at Imperial, so you don't miss out
- Adjust to the different ways you will study at university
- Develop transferable skills like reflection, team working and time management which will help you get better marks

To access AA, visit the Attributes and Aspirations website and click the 'access AA here' button follow the enrolment instructions. You can access AA now and throughout the rest of your degree.

If you have any questions or concerns visit our frequently asked questions page and you will find the team's contact information.

💻 www.imperial.ac.uk/students/attributes-and-aspirations/ug/

💻 www.imperial.ac.uk/students/attributes-and-aspirations/faqs/

Your Union

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

Imperial College Union Advice Service

The ICU Advice Service delivers free, confidential, and impartial advice covering academic issues, complaints and disciplinaries, university accommodation, and internal and external signposting.

Contact [the ICU Advice Service](#) and complete the registration form to speak with a member of the team.

🖥 www.imperialcollegeunion.org/advice

Student representatives

Imperial College Union operates two Representation Networks of over 500+ elected student representatives – the Academic Representation Network and the Wellbeing Representation Network. Reps represent the voice of students and can direct you to internal and external support services. The Union's Liberation & Community Officers also work to make sure that the views of under-represented and interest groups are heard at Imperial. The student representatives are elected in one of ICUs election cycles that take place throughout the year so keep an eye out for your chance to get involved.

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.

🖥 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. They work full time at the Union and either take up their role after their studies have concluded or take a year out of their studies to represent the voices of students in the Union, the university and the wider community.

The Officer Trustees represent students in a variety of roles, including Education, Welfare, and Activities. 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.

Student Hub

The Student Hub brings together information on many of Imperial's key administrative services in one easily accessible place. The staff in the Hub can provide general advice and information on a wide range of aspects of life at Imperial, including your enrolment and student records; statement of registration for proof of your student status, transcripts and awards; fees and finance; accommodation; and international student queries. If your query needs specialist guidance, the Hub team will sign-post you to other university student support services as appropriate.

The Hub is on hand to answer your questions in person (at our desks in South Kensington and White City), by email, phone or online through the ASK Student Hub service.

🖥 www.imperial.ac.uk/student-hub

Student Support Zone

Student Support Zone has lots of information about the resources available at Imperial and beyond to help you to stay healthy and happy. It's a great place to start when you're looking for some support – it covers advice about housing and money, health, wellbeing and maintaining a good work-life balance, and provides the details of who you can contact if you need some extra support.

🖥 www.imperial.ac.uk/student-support-zone

DoCSoc & Student Common Room

All Department of Computing students automatically become members of DoCSoc (https://docsoc.co.uk/), a society that arranges social and professional activities to enhance the students' academic journey. DoCSoc host tech talks, industry visits, as well as the annual ICHack.

Although tech-centric, they also organise recreational events like ice-skating and cinema nights, aiming for a balanced, rewarding experience at Imperial. As a DoCSoc member, you also have access to the Student Common Room in Huxley 220A, where you can relax and unwind.

Centre for Academic English

As a student at Imperial, you want to be good at your science and you also want to be good at communicating it. CfAE can help you:

- communicate your science more easily and more effectively in writing and in speaking
- increase your chances of better grades
- improve your employability prospects through enhanced communication skills

The CfAE team are experts in academic STEMM communication and work with all students and academic staff at Imperial. They understand how busy your timetable is, as well as what support you need and when you need it. CfAE provide a range of options which accommodate different learning styles from personalised self-study resources to live group activities to 1:1 coaching sessions.

To find out how CfAE can help you throughout your degree, visit their website, email the team or come meet them on Level 3, Sherfield Building, South Kensington Campus.

📍 Level 3, Sherfield Building, South Kensington Campus

✉ english@imperial.ac.uk

💻 www.imperial.ac.uk/academic-english

Useful support contacts

Health and wellbeing

If you have moved home to take up your place at Imperial, you will need to register with a new doctor (also known as a General Practitioner or GP) so that you can access NHS healthcare. It's important that you register with a doctor soon after you arrive – don't wait until you are sick, as this could delay your access to treatment.

Imperial College Health Centre

📍 40 Prince's Gardens, South Kensington Campus

📞 020 7584 6301

✉ imperialcollege.hc@nhs.net

💻 www.imperialcollegehealthcentre.co.uk

Imperial College Dental Centre

📍 Prince's Gardens, South Kensington Campus

📞 020 7589 6623

💻 www.imperialcollegedental.co.uk

Student Counselling and Mental Health Advice Service

📞 020 7594 9637

✉ counselling@imperial.ac.uk

💻 www.imperial.ac.uk/counselling

Multi-Faith Chaplaincy Service

📍 15 Prince's Gardens, South Kensington Campus

✉️ chaplaincy@imperial.ac.uk

💻 www.imperial.ac.uk/chaplaincy

Disability Advisory Service

📞 020 7594 9755

✉️ disability@imperial.ac.uk

💻 www.imperial.ac.uk/disability-advisory-service

International Student Support

📞 020 7594 8040

💻 www.imperial.ac.uk/students/international-students/

Careers Service

📍 Level 5, Sherfield Building, South Kensington Campus

📞 020 7594 8024

✉️ careers@imperial.ac.uk

💻 www.imperial.ac.uk/careers

ICT and software

ICT Service Desk

📍 Abdus Salam Library, South Kensington Campus

📞 020 7594 9000

💻 www.imperial.ac.uk/ict/service-desk

Software shop

💻 www.imperial.ac.uk/admin-services/ict/self-service/computers-printing/devices-and-software/

11. Student Administration

The Student Administration team are responsible for the administration and maintenance of the student records for all students studying at Imperial. 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 and Transport for London, as well as other external bodies.

The team are 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 'My Documents' online portal allows you to access your documents, including proof of enrolment and award documentation. You can then digitally share these documents with third parties such as an employer or university.

Each document has a unique QR code with the official University watermark, making it easier for employers and others to verify your credentials. This online document sharing is a legitimate service, introduced and authorised by Imperial.

We would like to encourage you to use this online service in place of paper-based documentation. You can access the 'My Documents' portal here:

💻 www.imperial.ac.uk/student-records-and-data/for-current-students/request-an-official-document/

Student Records

📞 +44 (0)20 7594 7268

✉️ student.records@imperial.ac.uk

Degree Certificates

📞 +44 (0)20 7594 7267

✉️ certificates@imperial.ac.uk

12. Work-life balance

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

Imperial College Union

The Union's range of 370+ 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

www.imperialcollegeunion.org/activities/a-to-z

Move Imperial

Imperial has a wide range of sports and activities on offer that cater for all experience levels 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.

More information about Imperial student memberships and updates to our services can be found at:

www.imperial.ac.uk/ethos/memberships/students/

For an annual fee you will get use of the gym and swimming facilities on our campuses. More information about Imperial student memberships and updates to our services can be found at:

www.imperial.ac.uk/sport

We have a huge collection of online resources, home workout videos, healthy recipes and playlists available to all as part of our Move More campaign, more information can be found at:

www.imperial.ac.uk/sport/get-active/move-more/

13. Feedback from students

Imperial and Imperial College Union are 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.

Student representation

Student Representatives are recruited from every year group, department and faculty 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 website.

www.imperialcollegeunion.org/representation/a-to-z

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

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. Imperial good practice guidelines for staff-student committees are available here:

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.

14. Student Surveys

Your feedback is important to your department, the university and Imperial College Union. Whilst there are a variety of ways to provide feedback on your university experience, the following surveys give you regular opportunities to make your voice heard:

- **Module Evaluation Questionnaire (MEQ)**

The MEQ is your chance to tell us about the modules you have attended, including your BPES, Horizons and I-Explore modules. The questionnaire is open to students across all years of study and runs at the end of the autumn, spring and summer terms.

- **Student Experience Survey (SES)**

The SES is an annual survey which aims to gather feedback on a range of university services and on Imperial College Union. The survey seeks to understand your opinions on life at the university beyond lecture theatres or labs. The survey is open to all non-final year undergraduate students and runs across the autumn and spring terms.

- **National Student Survey (NSS)**

The NSS is an annual survey which asks you to rate a range of elements related to your student experience such as academic support, learning resources, and assessment and feedback. The survey is open to final year undergraduates at participating UK institutions and runs in the spring term. Results of this national survey are made publicly available.

All surveys are confidential. The more you take part, the more representative the results so please take a few minutes to give your views.

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/

15. And finally

Alumni services and benefits

When you graduate, you'll become a member of a lifelong global network of more than 262,000 incredible people. You'll have access to an exclusive range of services and benefits, designed to support you in your next steps, wherever you are in the world, including:

Lifelong learning: from discounts on further study to mentoring, career support, online resources and events, we're here for you throughout your career to support your professional development.

Connections: Imperial's alumni community can be a source of friendship and professional contacts. Whether you're looking for top tips for a new city, to find a business partner or mentor, or get to know your local community, we've got you covered.

Perks: discounts, access to the library, Imperial College Union, and a dedicated co-working and lounge space in the heart of London – there are plenty of perks on offer for Imperial alumni whether you're based near campus or further afield.

Visit the alumni website to find out more about your new community, how to access your benefits, and how to get in touch with fellow alumni around the world.

💻 www.imperial.ac.uk/alumni/benefits/recent-graduates/

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