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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 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 380 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 access to gym and swimming facilities (following an annual fee of £30 in 2018-19) 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

www.imperial.ac.uk/students/our-principles
Introduction from the President of Imperial College Union

Hello and welcome to Imperial!

You’re about to have a brand new start and set off on the next part of your learning career, so on a personal note from me, congratulations on your choice of university because what better place to be than here!

Here at Imperial we really try to live up to the cliché of “something for everyone” and offer as wide and diverse an experience as possible. Imperial College Union is here for all of your needs right from the word go, through your studies and beyond.

Imperial College Union is proud to say we’re an organisation for students, led by students, tackling issues that matter to students. You’ll see your five Officer Trustees, one of which is myself, around our campuses, on posters and sending you all emails. We’re a group of five students that have taken time out of our studies to represent you. If you ever have questions or ideas that your department can’t help with, we’re normally a great place to start.

We have over 380 clubs and societies for you to get involved in which is a great chance to try something new over your time at Imperial. 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 personal 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 great year and I will see you around.

Rob Tomkies

*Imperial College Union President 2018-19*

✉️ union.president@imperial.ac.uk

👩‍💻 imperialcollegeunion.org
Welcome to the Department of Materials at Imperial College London. There are many reasons to congratulate you on making such a wise choice for your studies, but I want to mention two in particular.

First, Materials Science and Engineering is increasingly recognised as a subject that is vital for the benefit of our society and economic prosperity, underpinning key technologies such as energy generation, storage and supply; healthcare; terrestrial transport and aerospace; electronic and optical devices; defence and security; and environmental protection.

Second, Imperial Materials is recognised as one of the best departments of its kind in the UK, delivering world-class education and research. We have achieved this by attracting talented and inspirational students and staff, and providing excellent facilities and opportunities to enable them to succeed.

You are now a member of this Department, about to embark on an exciting and challenging course, which will reward you with a degree that is recognised and respected throughout the world. Of course something so valuable does not come without a price, and you will be expected to work hard over the next few years. Our commitment is to work in partnership with you to do all that we can to help and encourage your efforts.

I wish you success both for your time with us and in your career that follows on from it: we hope that this will be the start of a lifelong connection between us.

Professor Peter Haynes
Head of Department
October 2018
Undergraduate Team

The Student Office team can be found by going to G03. The administration office is open from **8:45am until 4:15pm** all days except Wednesday, when it closes earlier. There will almost always be someone there to help you during work hours if you need it and you can approach any of us. Appointments to see the Senior Tutor or the director of Undergraduate Studies can be made through the student office if you are unable to make direct contact with either of them.

- **Dr Martyn McLachlan**
  - RSM G03c
  - 020 7594 9692
  - martyn.mclachlan@imperial.ac.uk
  - Director of Undergraduate Studies (DUGS): oversees the organisation of all teaching in the Department and chairs the teaching committee.

- **Dr Paul Franklyn**
  - RSM G03b
  - 020 7594 6725
  - p.franklyn@imperial.ac.uk
  - Senior Tutor: coordinates welfare support for the students.
  - Departmental Disability Officer: coordinates support for all disability related matters in the student body.

- **Mrs Raj Adcock**
  - RSM G03a
  - 020 7594 6728
  - raj.adcock@imperial.ac.uk
  - Undergraduate and MSc Administrator

- **Miss Harpreet Rajbans**
  - RSM G03a
  - 020 7594 6768
  - h.rajbans@imperial.ac.uk
  - Student Office Administrator

- **Dr Kodikara Manjula Dilkushi Silva**
  - G04
  - 020 7594 8051
  - manjula.silva@imperial.ac.uk
  - Teaching Fellow Undergraduate Laboratory Support
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 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 any assessment or coursework through illness you must contact your Senior Undergraduate Tutor on the day and provide a medical certificate within five working days. If illness has impacted on your ability to take assessment, you should seek advice and support about making a claim for mitigating circumstances.

Please note that there is a deadline of 5 working days from the date the assessment is due (hand-in date or examination date for example) to make a claim. However, until the formal mitigation policy is released, in the Department of Materials will consider applications up to 10 working days after an assessment.

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.

All communication for absence or missed assessments take place through the Blackboard submission system in the MSE001 folder.
Key dates 2018–19

Term dates
Autumn term: 29 September - 14 December 2018
Spring term: 5 January - 22 March 2019
Summer term: 27 April - 28 June 2019

Closure dates
Christmas/New year: 24 December 2018 - 1 January 2019
(ECollege reopens on 2 January 2019)
Easter holiday: 18 April - 23 April 2019
(ECollege reopens on 24 April 2019)
Early May bank holiday: 6 May 2019
Spring bank holiday: 27 May 2019
Summer bank holiday: 26 August 2019

Key events
Opening Staff-student rounders 5 October 2018
Closing Staff-student rounders Spring/Summer term 2019

Full list of College date
You can find a full list of key college dates and information at this page:

Assessment deadline planner
You can find a full list of the assessments (including the week when you can expect to get the information about the assessment and the due date of the assessment) in your year specific handbook.

Holidays and travel home
The booking of a flight and travel home are not considered valid mitigation for missing assessment (barring emergency situations). Therefore you are advised to take careful consideration of all the published dates and note that any assessment listed can, if the need arises due to circumstances beyond our control, be moved to another date within the term. Therefore, although your timetable may indicate a free afternoon or day at the end of term, you are cautioned against planning travel until after the end of term.

This is of particular importance with the provisional exam timetable included below. As it is provisional the dates can change and you will be expected to adjust any travel plans accordingly.
Provisional Examination Timetable

All dates and times are provisional and may change. No travel should be booked based on these times nor should other commitments be agreed to. Mitigation due to assumed dates from this timetable will not be accepted for problems attending examinations that are moved for any reason.

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2. Programme information

Descriptions of each individual year of the programme are found in the specific year guide of the programme. This also includes relevant information for the overall programme components and academic balance.

Programme specifications can be viewed at this page:


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.

The full timetable is available through the app and we will be expanding on the use of that timetable through the 2018-19 academic year to include all deadlines and other areas of the programme.

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

Specific assessment information for each year

Each individual year handbook contains the specific assessment information for that year group. This includes the due dates, the relative contribution to the module, the basic purposes of the assessment as well as additional instructions and where relevant marking schemes or rubrics to assist in preparation for the assessment.

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:


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


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

**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 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.

**You are required to complete the plagiarism statement for your year found in the relevant year coursework folder on Blackboard. The deadline for this is end of October 2018.**

**Collusion:**
This is the term used for work that has been conducted by more than one individual, in contravention of the assessment brief. Where it is alleged that there has been collusion, all parties will be investigated under the Academic Misconduct procedure.

**Exam offences**
Exam offences include behaviour such as bringing authorised material into an exam, attempting to communicate with others apart from the invigilator, trying to remove examination material without permission, taking an exam for someone else or getting someone else to take an exam for you.

**Dishonest practice**
Examples of dishonest practice include but are not limited to bribery, contract cheating (buying work from an essay mill or other individual to submit as your own), 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.

**4. Board of Examiners**

**Board of Examiners**

Members of the Board of Examiners are members of the academic staff of the College who are involved in teaching and assessment in the Department of Materials.

**External Examiners**

- Prof Steve Bull, Newcastle University
- Prof Iain Todd, Sheffield University

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.

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

www.imperial.ac.uk/staff/tools-and-reference/quality-assurance-enhancement/external-examining/information-for-staff

5. Location and facilities

Departmental Common Rooms
You have access to two common rooms: G06 and G10. G06 is accessible to all Undergraduate and MSc Students. G10 is only accessible to MSc Student and 3/4th year undergraduate students. These rooms are for you to study in, in both groups and individually. You should not misuse the departmental rooms and be respectful of other students when using the room. This room is for Materials student ONLY, do not let in any other authorised students in the room. Any misbehaviour will not be tolerated.

Computer access and printing is available at multiple locations around the building, but specific student printers are found in G08 and G06. Instructions for having toner replaced or paper filled are listed at those printers. The Department of Materials’ undergraduate office is located in Royal School of Mines in room G03 and the student administration office is open Monday-Tuesday, Thursday-Friday between 8:45 – 16:15 and Wednesday 8:45-14:00 during term.

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.

For guidance on this, see the College’s Placement and Learning Policy and associated good practice:

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

Your Departmental Placement Manager:

Dr Mark Wenmann
B303a, 3rd Floor, Royal School of Mines, South Kensington Campus
020 7594 6763
m.wenman@imperial.ac.uk

1. Students have the option of NOT taking a placement – awarded MEng in Materials Science and Engineering (240 ECTS). This will mean their degree is NOT Bologna compliant. However the degree is still an accredited IOM3 engineering qualification.

2. Students have the option of taking a minimum 10-week placement – awarded MEng in Materials Sciences and Engineering with Placement (270 ECTS). This will mean their degree is Bologna compliant. The degree is an accredited IOM3 engineering qualification.

The Department MUST be notified of your intention no later than 21st June 2019.

No changes will be possible after this date.

For more information on placements visit the 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, 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.

The College’s examination boards will not normally consider as mitigating circumstances any negative impact that part-time work during term-time may have had on your performance in examinations or in other assessed work. Examinations or vivas cannot be rescheduled to accommodate your part-time working arrangements.

8. Health and safety

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, personal tutor, senior tutor 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:

Dr Peter Petrov
B333, 3rd Floor, Royal School of Mines, South Kensington Campus
020 7594 8156
p.petrov@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. **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

**Supplementary Qualifying Tests and Viva**

Students who fail one module in line with the margins agreed by the board of examiners may be offered a Supplementary Qualifying Test (SQT). The purpose of this test is to determine whether the student should still be allowed to progress despite having a failed module.

SQTs will take place in the week of 5-9 August 2019 and no travel arrangements, internships, placement or UROP will be considered as mitigation for missing a SQT. The result from these tests will not replace the module mark recorded by the Board of Examiners in the calculation of the degree mark. However, to allow for official progression by the College systems, the mark on the transcript for that module will be altered to 40%. This revised mark of 40% will not be used in the degree calculation or year mark calculation.

Students who lie within the College defined boundaries may, at the discretion of the Board of Examiners, be invited to attend a viva voce. The External Examiners may also viva students who are considered markers for a particular degree classification or choose to viva any students for QA purposes. The vivas will take place on 27th June 2019, students will be notified on the 26th June. In the viva at least one External Examiner and one member of the Board of Examiners will be present. In the viva the discussion may focus on any content of the degree to assess the accuracy of the degree classification being considered. The invitation to a viva should not be taken as a definite indication of promotion to another degree classification and the External Examiners will present their recommendations to the Board of Examiners on each candidate whilst preserving anonymity.
**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](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)

Feedback time for academics in the Department of Materials has a target of 10 working days from time of submission. An additional processing time may be added to allow for compilation of the feedback by the student office. Unless otherwise indicated all feedback will occur in the same format as submission.

Students are reminded that feedback can also include meetings and discussions held with supervisors. This relates particularly to discussions held with GTAs at the end of laboratory sessions, meetings with supervisors for Case Study, Long Lab (2nd year), Design Study, Literature Review and the Mend project.

**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:


Provisional marks will be made available to students on a rolling basis after confirmation of the release of all assessment to students. Therefore students can expect to be able to view their current degree progress through Blackboard at any point in their degree.

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

Within the Department of Materials, any work submitted within 24 hours of the deadline will be capped at 40% and work submitted after 24 hours from the deadline will receive 0%. However, work will be marked and students will see their full grade they would have obtained.

**Disability Advisory Service**

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/exams/](www.imperial.ac.uk/disability-advisory-service/support/exams/)
Academic Misconduct Policy and Procedures
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 College’s Misconduct Policy and Procedures.

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

Appeal and Complaints Procedures
Coursework marks in the Department of Materials may be queried through the completion of the relevant form on Blackboard, found in the MSE001 folder. Such queries (referred to as a Mark Check) can result in the increase, holding or decrease of the mark for the assessment. Students have 10 working days from the release of any assessment to submit a mark check request.

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/

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

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:

Senior Tutor
The Senior Tutor is the main point of contact for any pastoral support or advice. However the points of contact such as the Personal Tutor and student led programmes should be utilised first. The Senior Tutor can be contacted at any time and is particularly available in cases where highly confidential matters need to be discussed. Information given to the Senior Tutor is handled with strictest confidence. The Senior Tutor leads the discussion in the Mitigation Board and as such call mitigation queries can be directed through their office.

Tutor for Women
The Department of Materials makes available a Tutor for Women to allow female students in both undergraduate and post graduate a point of contact for the discussion of mitigation or other pastoral support where the student feels uncomfortable discussing the matter with a male member of staff. When submitting mitigation, an option is included to specify that the item should only be considered by the Tutor for Women for cases where the student would not feel comfortable to have the mitigation considered or discussed with them by their Personal Tutor or Senior Tutor.

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.
Departmental and Union Wellbeing Reps

There is a Departmental Wellbeing representative who sits on the Staff-Student Committee. This student heads up the student led pastoral support in the department. However, they should not be considered as a point where matters can be resolved, but rather as a signboard to the correct formal college facility to help. There are also Wellbeing representatives elected for each year and a Royal School of Mines Union (RSMU) Wellbeing rep who helps to link students between the Department of Materials and the Department of Earth Sciences and Engineering.

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.

https://www.imperialcollegeunion.org/your-union/mums-dads-2017 (Link to be updated by the Union)

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 2018/19).

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 Paul Franklyn is the Disability Advisory Officer for the Department of Materials and you can speak to him at any point for advice on receiving support or understanding diagnosis.

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.

www.imperial.ac.uk/academic-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.

www.imperial.ac.uk/study/international-students
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 at the South Kensington Campus on Level 5 Sherfield Building 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

www.imperial.ac.uk/careers

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
- Exams
- UROP

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.

www.imperial.ac.uk/admin-services/ict/shop/software

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:

www.imperial.ac.uk/library

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.

www.imperial.ac.uk/chaplaincy

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
Start of each session
Normally we will communicate with you by e-mail, but e-mail is not the perfect communication medium for all messages. It is therefore in your interest to keep us informed of alternative ways of contacting you. So make sure to fill out the contact information form and do return it to the Student Office, and also ensure that any changes are updated on your student e-service.

If your phone number(s) and/or address change during the year, remember to include us in the list of people you tell about the change.

College Identity Card
The college identity card is more than that. It is your key to the computer room and the key that will let you out the front door after 6pm, it will get you discount on food sold by the College and it will identify you to others as a genuine Imperial student who has the right to be on campus. You should always carry it as access to laboratories, the common room and computer rooms are controlled through the card.

If you have followed the instructions on the new-students website and uploaded a photo in time, then your hall of residence will be holding your card for you. If you have uploaded a picture in time and do not stay in any of the halls of residence, then we should have received your card in the Student Office (G03). Otherwise, you will have to take a stamped registration document or a print out after registering online and courageously queue outside the security ID card office:
Room 151, Level 1, Sherfield Building
Opening hours: Monday to Friday 08:30 to 10:30, 12:00 to 14:00, 15:45 to 16:45.

Official documents
For example: statements of attendance, letters for banks or transcripts. All document requests are dealt with by the Student Hub (Level 3, Sherfield Building), full details of which are found at: http://www.imperial.ac.uk/student-hub/our-services/student-records/. To avoid queues at the Student Hub, you can request certificates online. Please allow 5 working days for transcripts. Due to the extremely high volume of requests at registration time, they may take slightly longer. Registry can not respond to every e-mail received, so if you do not receive a reply, this does not mean that they did not receive your request. All posted documents are sent out by second class post.

Council Tax Certificates
Council Tax Exemption Certificates can be obtained from Registry; you do not need to request the document in advance, just bring your college ID in to Registry to collect one. If you need the certificate to be posted to you, please e-mail registry.support@imperial.ac.uk stating the address to which you would like it sent. Further information can be found at: http://www.imperial.ac.uk/student-hub/our-services/student-records/
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 380+ 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.

With an annual fee of £30 you will get 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.

The Department is committed to continually improving and adapting the experience of students to become a dynamic and forward looking Department. You-said-we-did information will be posted periodically to confirm the actions being taken as a result of the student voice.

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

The Departmental Academic representative for 2018-19 is Maciej Bucki.

The Departmental Wellbeing representative for 2018-19 is Jess Harrison

Staff-Student Committee
Staff-Student Committees (SSCs) 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
Membership of the SSC includes: Head of Department, DUGS, Senior Tutor, a member of the Student Office, Director(s) of the MSc programmes, a library representative, an ICT representative, the Departmental Academic Representative, the Departmental Wellbeing Representative and all of the individual year Academic Representatives. Wellbeing representatives from each year group will meet with the Senior Tutor and Departmental Wellbeing Representative a week ahead of the SSC to confirm wellbeing matters to be raised in the meeting.

Minutes of past SSC meetings are stored in MSE001 in Blackboard. Meetings of the SSC for the 2018-19 academic year will be held on to following dates.

- Tue 30/10/2018 12:00
- Tue 04/12/2018 12:00
- Tue 29/01/2019 12:00
- Tue 12/03/2019 12:00
- Tue 07/05/2019 12:00

Students should ensure that they present concerns and positive feedback to their year representatives at least 1-week ahead of the meetings to allow time for the agenda to be constructed.

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](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 and Department’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](http://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/](http://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](mailto: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](http://www.imperial.ac.uk/alumni)