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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 part of this prestigious community of discovery and we hope you will take this opportunity to make your own unique contribution.

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.

We understand that this is a challenging time for our student community due to the impact of coronavirus and we are committed to providing you with the very best academic resources to enrich your experience. Information on teaching and learning, services and facilities to support the wider student experience during the Covid-19 pandemic can be found on the College’s webpages, alongside local information provided by your Department. 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.

You’ll have access to an innovative range of professional development courses within our Graduate School throughout your time here, as well as opportunities to meet students from across the College at academic and social events – see page 6 for more information.

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. Access to the gym and other sporting facilities will be dependent on government guidance. We are working to ensure that you have access to a variety of resources online to support your health and wellbeing if there are restrictions.

As one of the best universities in the world, we are committed to inspiring the next generation of scientists, engineers, clinicians and business leaders by continuing to share the wonder of what we do through public engagement events. Postgraduate students, alongside our academics and undergraduate students, make a significant contribution to events such as our annual Imperial Festival and our term-time Imperial Fringe events – if you’re interested in getting involved then there will be opportunities for you to do so.
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
Welcome to Imperial College London and the Graduate School!

The Graduate School is responsible for the postgraduate experience at the College and we work closely with the Union and the Graduate Students' Union to ensure that when decisions are being made, which affect your time at Imperial, your voice is heard.

Another important aspect of our role is to offer you a free and exciting range of professional development opportunities which you can access wherever you are in the world.

Our team of tutors have a variety of research and other career experiences. We understand the importance of developing professional skills and our programmes will help you to progress in your academic studies and research and will prepare you for your future career. Whether you wish to pursue a career in academia, industry or something else, professional development training will improve your personal impact. You will also get to meet students from other Departments when attending our courses.

The Graduate School runs exciting competitions throughout the year which are an opportunity to broaden your knowledge as well as to meet other students and have fun. Our primary way to communicate to you will be through our monthly newsletter. However, do check our website, blog and social media platforms to keep up to date with all the latest activities available to you.

Finally, Imperial College is an extremely exciting, stimulating and diverse environment in which to work, to study and to research. Do make the most of all that the College and your programme has to offer.
The Graduate School
You automatically become a member of the Graduate School when you register as a 
postgraduate student at Imperial.

The Graduate School has been set up to support all postgraduate students at the College 
through:

- Training and development courses
- Networking activities, social and 
  academic events to encourage cross-
  disciplinary interactions
- Forums to represent the views of 
  postgraduate students throughout the 
  College

‘Masterclass’ professional skills courses

You can see the full range of free professional 
skills courses for postgraduate students on the 
Graduate School website:

- [www.imperial.ac.uk/study/pg/graduate-
  school/students/masters/](http://www.imperial.ac.uk/study/pg/graduate-school/students/masters/)

All courses can be booked online.

Contact us

- Level 3, Sherfield Building, South Kensington Campus
- 020 7594 1383
- graduate.school@imperial.ac.uk
- [www.imperial.ac.uk/graduate-school](http://www.imperial.ac.uk/graduate-school)
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/pg/apply/requirements/english

For information on English language support available while you’re here, see page 31.

Attendance and absence
You must inform your Senior Postgraduate 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 are ill and miss an assessment deadline (this could be an examination, presentation or a coursework submission) you will need to make a claim for mitigating circumstances within 10 working days of the deadline. Please see the section on mitigation below.

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

Key dates 2021–22

Term dates
Autumn term: 2 October 2021 - 17 December 2021
Spring term: 8 January 2022 - 25 March 2022
Summer term: 30 April 2022 - 1 July 2022

Closure dates
Christmas/New year: 24 December 2021 - 1 January 2022
(E College reopens on 4 January 2022)
Easter Holiday: 13 April 2022 – 19 April 2022
(E College reopens on 20 April 2022)
Early May Bank Holiday: 2 May 2022
Spring Bank Holiday: 2 June 2022
Platinum Jubilee Bank Holiday 3 June 2022
Summer Bank Holiday: 29 August 2022

Key events
Great Exhibition Road Festival: 9 October 2021 – 15 October 2021
1. Programme Information

Programme information is in the main handbook.

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

[Link to Imperial Mobile app](www.imperial.ac.uk/imperialmobile)

Welcome to Imperial app
The College has a Welcome to Imperial app which contains important information about campus operations, aspects of student life, a schedule of welcome activities and information about life in halls. All new students should download this guide to ensure they have the most up to date information and event schedule for the start of term.

You can download the App from the Apple or Google App Stores.

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

[Link to Imperial Success Guide](www.imperial.ac.uk/success-guide)
2. Board of Examiners

External Examiners

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

During your programme you may be invited to meet your external examiners to discuss how you have found the. 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.

A 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/
3. 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.

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
London SW7 2AZ

Facilities

Computer access and printing is available at Blackett level 3 computer lab and the Central Library on level 2. The Department’s postgraduate office is located at Blackett 316 and open Monday – Friday 9:00 – 17:00.

Library Services

The Central Library at South Kensington is open around the clock for study space 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 300,000 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. In order to keep you safe many of our services are operating remotely and we will be controlling the numbers who can visit our libraries. Services may be slightly reduced but you can keep up to date with the latest developments on our website and on Twitter @imperiallibrary.

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 by staff, students or visitors 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

**SafeZone**

SafeZone is a College app through which you can quickly and directly contact the Security 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 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 College 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 College 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/campus-security for more details about SafeZone.

All existing phone numbers for the Security team are still operational. In the event of an emergency, you can still call 4444 from any internal College phone. In the event of a wider incident in London, you can now also call 0300 131 4444, Imperial's Emergency Recorded Message Line, which will point you in the direction of up-to-date information and advice.

**Changes due to Coronavirus (COVID-19)**

The College will keep you informed about any further changes that may affect you due to the impact of coronavirus (COVID-19). The COVID-19 FAQs on the website are a repository of helpful information and the latest guidance can be found at:

www.imperial.ac.uk/about/covid-19/students
4. 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:

Andrew Williamson
Blackett 316
47631
andrew.williamson

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

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

For general information on undertaking a placement 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
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/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.

If you are considering part-time work during term time you are strongly advised to discuss this issue with your supervisor or Personal/Senior Personal Postgraduate Tutor. If you are on a Tier 4/Student Route 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.
6. Health and Safety

Keeping you safe is a top priority for us. We continue to be guided by the latest official government guidance. At Imperial, we also have some of the world’s leading researchers of the coronavirus (COVID-19) pandemic who are advising governments around the world on the most effective measures to take to protect people from the virus as well as developing and testing a new vaccine.

You will be required to follow the safety requirements put in place on campus and in all College buildings (including halls) to ensure we keep the campuses and the Imperial community safe and to mitigate the impact of the pandemic, particularly in our ability to deliver your degree programme and to offer you a full student experience.

You can find the latest guidance on the measures we are taking for your safety, plus information about the healthcare support available to you at:

www.imperial.ac.uk/about/covid-19/students/keeping-you-safe/

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


Your Departmental safety contact is:

Stefan Hoyle
518, Sir Alexander Fleming Building
07872 850018
s.hoyle

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](http://www.imperial.ac.uk/occupational-health)
7. **College Policies and Procedures**

**Regulations for Students**
All registered students of the College are subject to the College Regulations. 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](http://www.imperial.ac.uk/about/governance/academic-governance/regulations)
- [www.imperial.ac.uk/students/terms-and-conditions](http://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](http://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)

The students will receive feedback from the problem classes, short projects and group exercises. The feedback policy will follow the guidelines of the Department of Physics, where feedback should be provided to the student within ten working days of the work being submitted. Feedback for major pieces of coursework should be provided within four weeks, though marks may not be available until after the Board of Examiners meeting.

Please note that your examination scripts once completed belong to the College under the GDPR legislation. Please see the College GDPR webpages for further information at:


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


**Late Submission Policy**
You are responsible for ensuring that you submit your coursework assessments in the correct format and by the published deadline (date and time). 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, you may be able to make a claim that means that the cap on your mark is lifted. Please see below and the policy document.

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 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 College’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 College year (rather than over the summer holiday or in the next year).

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/current-students/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 College’s Misconduct Policy and Procedures.

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

Unsatisfactory Progress
Unfortunately, sometimes students struggle to make satisfactory progress in their study or their engagement with their studies falls below our expectations. The College has a process to identify and support students by reaffirming these expectations with an action plan. The full details of this process, and the appeals procedure relating to it can be found at:
Academic Appeals Procedure
We have rigorous regulations 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 College, and that the decisions of the Boards of Examiners maintain the integrity of our academic awards. In the event that 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:

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. Please note that this must be requested within 10 working days of the official notification of your results from the Results team in Registry. You may not request a marks check for a previous year of study.

If you are requesting an arithmetic mark check, please submit the Arithmetic mark check form to Andrew Williamson.

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

If you have any concerns about your experience at the College 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 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:

Intellectual Property Rights Policy
For further guidance on the College’s Intellectual Property Rights Policy is available on the College website:
Further information about the Imperial Enterprise Lab can be found at:

- [www.imperial.ac.uk/students/enterprising-students](http://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/staff-computers/conditions-of-use-for-it-facilities/](http://www.imperial.ac.uk/admin-services/ict/self-service/computers-printing/staff-computers/conditions-of-use-for-it-facilities/)

**General Data Protection Regulation (GDPR)**

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

In line with the above please see the College’s privacy notice for students which form part of the terms and conditions of registration with the College.

- [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](http://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)
8. **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.

**Personal Postgraduate Tutor**

The Department's Personal Postgraduate Tutor can offer pastoral support and advice. You can arrange to have a meeting with them at any time during your studies – what you discuss will be completely confidential.

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

The Postgraduate tutor in the Physics Department is Dr Arnaud Czaja ([a.czaja@imperial.ac.uk](mailto:a.czaja@imperial.ac.uk) – ext. 41789), who is available to discuss any matter, personal and academic, in confidence.

**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: Andrew Williamson

Email: andrew.williamson

Telephone: 020 7594 7631

More information on Departmental Disability Officers is available at:


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


**Your Union**

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

**Imperial College Union Advice Centre**

The Union’s advisers are 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.
Student representatives
Imperial College Union operates two Representation Networks of over 600 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 Officers also work to make sure that the views of under-represented and interest groups are heard at the College.

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.

Student Hub
At the Student Hub, you can access advice about accommodation, admissions and financial support and get help with international student enquiries, questions about student records, and exams.

Student Support Zone
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.

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.

Useful support contacts
Health and wellbeing
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

Chemistry Building, South Kensington Campus
chaplaincy@imperial.ac.uk
www.imperial.ac.uk/chaplaincy

Disability Advisory Service

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

International students’ support

Centre for Academic English

Level 3, Sherfield Building, South Kensington Campus
english@imperial.ac.uk
www.imperial.ac.uk/academic-english

International Student Support team

020 7594 8040
www.imperial.ac.uk/study/international-students

Careers

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

Central 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/
9. Student Administration

The Student Administration 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 Administration 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

+44 (0)20 7594 7268
student.records@imperial.ac.uk

Degree certificates

+44 (0)20 7594 7267
certificates@imperial.ac.uk
13. Work-life Balance

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

Graduate Students’ Union
The Graduate Students’ Union is the postgraduate arm of Imperial College Union. The GSU works alongside the Imperial College Union President to ensure that the requirements of postgraduate students are catered for. It also organises a number of academic and social events during the year.

Move Imperial
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.

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

- [www.imperial.ac.uk/ethos/memberships/students/](http://www.imperial.ac.uk/ethos/memberships/students/)

With an annual fee of £30 you will get use of the gym and swimming facilities on our campuses.

- [www.imperial.ac.uk/sport](http://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 MoveFromHome campaign, more information can be found at:

- [www.imperial.ac.uk/sport/movefromhome](http://www.imperial.ac.uk/sport/movefromhome)
14. 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.

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 website.

www.imperialcollegeunion.org/your-union/your-representatives/academic-representatives/overview

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

www.imperial.ac.uk/about/governance/academic-governance/academic-policy/student-feedback

Postgraduate Masters Committee (PMC)
The membership of the PMC consists of the Programme Organisers, the student representatives for each masters programme and the Directors of Postgraduate Studies and of Undergraduate Studies. The PMC typically meets twice a year. Each Masters programme must elect a student representative early in the autumn term to serve on the PMC. Their role is to inform the PMC of the concerns of the students and to assist in implementing any changes proposed.

As well as the formal monitoring system, students are encouraged to raise any concerns with the Programme Organiser as they arise.
15. 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:

- PG Student Online Evaluation (SOLE) module survey or departmental equivalent
- Student Experience Survey (SES)

The PG SOLE module survey (or equivalent for your department) runs at the end of the autumn and spring terms. This survey is your chance to tell us about the modules you have attended.

The Student Experience Survey (SES) is an opportunity to give your views on your experience beyond the lecture theatres or labs. This survey will cover a range of College services and on the Imperial College Union.

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

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

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

The Union’s response to surveys can be found here:

- www.imperialcollegeunion.org/your-union/your-representatives/responses

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/pg-student-surveys

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

- surveys.registysupport@imperial.ac.uk
16. 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 Wi-Fi, 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