## Contents

Welcome to the College........................................................................................................... 1

Our Principles .......................................................................................................................... 2

Introduction from the President of Imperial College Union.................................................. 3

1. **Introduction to the Department** .................................................................................. 4

   Welcome from Head of Department .................................................................................... 4

   Welcome from Undergraduate Student Representative.................................................... 5

   Academic and administrative staff .................................................................................. 7

   English language requirements ....................................................................................... 9

   Attendance and absence ................................................................................................. 9

2. **Programme information** ............................................................................................ 10

   Imperial Success Guide .................................................................................................... 12

3. **Assessment** ................................................................................................................. 12

   Instruction to Candidates for Examinations ..................................................................... 14

   Plagiarism ....................................................................................................................... 14

   Collusion ......................................................................................................................... 14

   Exam offences ................................................................................................................. 15

   Dishonest practice .......................................................................................................... 15

4. **Board of Examiners** .................................................................................................. 16

5. **Location and facilities** ................................................................................................ 17

6. **Placements** ................................................................................................................. 20

7. **Working while studying** ............................................................................................ 22

8. **Health and safety** ....................................................................................................... 23

9. **College policies and procedures** ................................................................................ 25

   Regulations for Students .................................................................................................. 25

   Academic Feedback Policy .............................................................................................. 25

   Provisional Marks Guidance ........................................................................................... 26

   Late Submission Policy ................................................................................................... 26

   Mitigating Circumstances ............................................................................................... 26

   Academic Misconduct Policy and Procedures ............................................................... 27

   Unsatisfactory Progress ................................................................................................. 27

   Academic Appeal Procedure ......................................................................................... 27

   Arithmetic Marks Check ............................................................................................... 27

   Student Complaints ....................................................................................................... 27

   Student Disciplinary Procedure .................................................................................... 28

   Intellectual Property Rights Policy ................................................................................ 28
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 340 clubs, societies and projects is one of the largest of any UK university, making it easy to do something different with your downtime. You also have access to gym and swimming facilities (following an annual fee of £30 in 2019-20) 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

Welcome,

First and foremost, congratulations on making it here. It’s difficult to overstate how well you’ve done to make it to Imperial, and an easy thing to take for granted: well done.

Studying at a place like this gives you opportunities you simply wouldn’t have elsewhere. This is a well-funded institution, with extremely capable students and superb research facilities. Take advantage of both: working with others, and seeking out opportunities beyond your course, is what makes a degree here worthwhile.

Imperial has plenty to offer outside study too, giving you the chance to try something new. London is a well-connected, diverse city, where almost anything you could want is only a tube ride away. We’re a stone’s throw from some of the greatest museums in the world. We also have hundreds of student-led societies covering almost any area you can think of.

These societies are administered by your student union, the Imperial College Union. We also support networks of departmental student representatives, campaigns, and volunteering opportunities. The Union is led by students, for students. The four deputy presidents and myself are all elected students who have taken a year out to work full-time representing you.

University is a bit of a sea change: you’re in a place where, likely for the first time in your education, you have a good degree of control over how you learn. Take advantage of this. Consider running in our autumn elections, be sure to join a society or two, and above all, make your voice heard. If there’s something you want to see changed, this is a place where we can make that happen.

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

Best of luck - I hope you have a fantastic year,

Abhijay Sood

*Imperial College Union President 2019-20*

union.president@imperial.ac.uk

imperialcollegeunion.org
Welcome from Head of Department

Dear Student,

I am delighted to welcome you to Imperial College London and to the Department of Physics. I hope that you will have an exciting and productive time with us and that you will make the most of all the opportunities available to ensure that your degree will equip you well for your future career.

The Physics Department is one of the largest and most active in the country. We have over 100 academic staff, almost all of whom are actively involved in undergraduate teaching, and there are a lot more research staff whom you will meet in the lab and associated with project work. Each staff member belongs to one of nine research groups which cover virtually all major fields of physics. Our research is at the cutting edge of many fields and attracts much interest worldwide: 92% of our research was graded as “world-leading” or “internationally excellent” in the Government’s 2014 Research Excellence Framework.

While in the Department, you will receive lectures, and tutorials from our academic staff, sometimes assisted by Research Associates and Postgraduate Students. You will gain experience of laboratory work and computing and you will carry out a major research project in your final year, all under the guidance of experienced staff. In the first two years you will mostly be learning about the core areas of physics, but in the third and fourth years you have the opportunity to specialise, by choosing from a wide range of option courses. To gain the most from your studies you will have to work hard, but we aim to support you in every way that we can. Throughout your time here you will be assigned a personal tutor who will monitor your progress and to whom you can go for advice and help.

Outside your own academic work you are welcome to attend other events in the Department, such as the inaugural lectures given by new Professors. There is an active student society “Physoc” which organises talks and social events, and of course Imperial College Union has an enormous range of societies to suit all sporting, cultural, political and social tastes.

I hope that you will have a thoroughly enjoyable time at Imperial and that you will make full use of all the opportunities on offer, both inside and outside the academic sphere. I will introduce myself to you during your first week at Imperial and I look forward to welcoming you to the Department in person.

With best wishes

Michele Dougherty
Head of Department
Welcome from Undergraduate Student Representative

Hey there!

My name is Aparna, and I am your student Departmental Representative in Physics. Over the next few weeks you might find that many members of the department will introduce themselves to you and you may lose track. Don’t worry, because what’s important is that we all work together as a team and we are all here to work for you.

For many of you this may be the first time you will be living completely independently in a city like London and it may be overwhelming. But remember that most of you will be in the same boat, and that the Department and the University is prepared for this. The University offers a lot of support to make sure your transition is as smooth as possible. One of these support systems is the Student Hub where you can be helped with your finances, accommodation, paperwork, tuition fee payments, and anything else you might need.

Remember that the objective of university is to educate you and not to overwhelm, so please don’t be afraid to ask for any help you need, even when it comes to the practical side of your new life. While you are expected to work hard, you should know that university is not about studying all the time — not even at Imperial. We have societies for practically any interest, be it sports, arts or something social, and if you find that you still don’t fit into any of those societies, London is a haven for a variety of hobbies and interests.

Please do make sure to find something to do alongside your studies where you can have some fun and relieve stress when needed — you will burn out very quickly if you work every hour of every day. First year is designed in such a way that you will have time to make a bunch of new friends, socialize, join clubs and societies, and have a well-deserved break every now and then.

Work wise, the course is not supposed to be an easy one. You will be expected to invest a lot of time and energy into your studies, but more importantly, you will be expected to do so independently. There is no-one in the Department who will chase you down for not attending lectures or ask you to complete the optional problem sheets. However, if you don’t force yourself to do this on your own, you will regret it come exam season. You will need to learn to sit down and do work even when you don’t have a deadline the following day, which requires a lot of self-discipline. Some weeks will feel easy, and others will be busy and stressful. Only your own time management can help you even this out. If I can give you a piece of advice, it would be to do a little by little everyday so it doesn’t all stack up in the end.

Lastly, but most importantly: get involved! The Physics Department is not a big group of individuals, it is a community. You are all (by default) members of the Physics Society (PhySoc), a departmental society which organizes a lot of social events, tours and guest lectures throughout the year, and you should definitely take advantage of these. Also, if you care about your studies, then be in control of the change that takes place around you by running for Year Representative in October!
If you’ve got any other questions, please do join the Facebook group (“Imperial College Physics Freshers 2019”) – a platform for you to chat to fellow freshers and some of the senior students – or to get in touch with me directly.

I wish you the best of luck for your first year at Imperial! :)

Aparna Pillai

ph.deprep@ic.ac.uk
Academic and administrative staff

- **Prof Carl Paterson**
  - Director of Undergraduate Studies
  - Room 308a, Blackett
  - 020 7594 7505
  - ph.dus@imperial.ac.uk

- **Dr Ingo Mueller-Wodarg**
  - Senior Tutor
  - Room 308c, Blackett
  - 020 7594 7524
  - ph.stutor@imperial.ac.uk

- **Dr Yasmin Andrew**
  - Student Liaison Officer
  - Room 305a, Blackett
  - 020 7594 5285
  - y.andrew@imperial.ac.uk

- **Dr Juliet Pickering**
  - Admissions Tutor
  - Room 706, Huxley
  - 020 7594 7763
  - j.pickering@imperial.ac.uk

- **Derryck Stewart**
  - Education Manager
  - Room 308b, Blackett
  - 020 7594 7561
  - derryck.stewart@imperial.ac.uk

- **Victor Urubusi**
  - Information & Examinations Officer
  - Room 313a, Blackett
  - 020 7594 7508
  - v.urubusi@imperial.ac.uk

- **Mery Fajardo**
  - Admissions & Disabilities Officer
  - Room 306, Blackett
  - 020 7594 7513
  - m.fajardo@imperial.ac.uk
Kayleigh Murphy & Amy Cripps-Mahajan
Undergraduate Teaching Administrators
Room 317, Blackett
020 7594 7510
phugadm@imperial.ac.uk

Dr Simon Bland
Head of Year 1
Room 739a, Blackett
020 7594 7650
sn.bland@imperial.ac.uk

The Physics Department homepage:
https://www.imperial.ac.uk/physics
**English language requirements**
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](http://www.imperial.ac.uk/study/ug/apply/requirements/english)

All applicants are required to hold an accepted English language qualification. The equivalent of a grade B in GCSE English or 6.5 in IELTS (including 6 in Writing and Speaking) are the most common.

**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 an examination through illness you must contact your Senior Tutor on the day and provide a medical certificate within five working days. If illness has impacted on your ability to take an assessment, you should seek advice and support about making a claim for mitigating circumstances. Please note that there is a deadline of five working days from the date the assessment is due (for example, hand-in date or examination date) to make a claim.

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

Attendance will be recorded and monitored at all tutorial, seminar and laboratory sessions. We sometimes record attendance at lectures. If you miss a timetabled activity because you have an illness, such as the flu, or suffer some disabling injury, you should contact the person leading that activity as soon as possible. Where contact is difficult, report to the Undergraduate Education Manager or Senior Tutor, who will see that your Tutor and/or Head of Laboratory are informed. If you are absent for up to a week, an informal report is enough. This is known as ‘self-certification’ and can be completed online. If you are away for more than a week, a medical certificate should be supplied.

**Key dates 2019–20**

**Term dates**

**Autumn term:** 28 September 2019 - 13 December 2019

**Spring term:** 4 January 2020 - 20 March 2020

**Summer term:** 25 April 2020 - 26 June 2020

**Closure dates**

**Christmas/New year:** 23 December 2020 – 1 January 2020

(College reopens on 2 January 2020)

**Easter Holiday:** 9 April 2020 – 14 April 2020

(College reopens on 15 April 2020)

**Early May Bank Holiday:** 8 May 2020
2. Programme information

The Physics Department offers the following degree programmes to students:

- **MSci in Physics** (F303), a four-year programme of practical and theoretical courses
- **MSci in Physics with Theoretical Physics** (F390), a four-year programme with more theoretical and mathematical content and less experimental work
- **MSci in Physics with a Year Abroad** (F309), a four-year programme, the third year of which is spent at a university in continental Europe or America doing both lecture course work and a research project.
- **BSc in Physics** (F300), a three-year programme of practical and theoretical courses
- **BSc in Physics with Theoretical Physics** (F325), a three-year programme with more theoretical and mathematical content but less experimental work
- **BSc in Physics and Music Performance** (F3W3), a four-year programme, taught jointly with the Royal College of Music, for students who wish to graduate with the option of becoming either professional musicians or professional physicists

The full programme specifications can be found on the website:

- [https://www.imperial.ac.uk/physics/students/current-students/undergraduates/lecture-courses/programme-specifications/](https://www.imperial.ac.uk/physics/students/current-students/undergraduates/lecture-courses/programme-specifications/)

These programme specifications provide:

- an overview of the programme
- learning outcomes
- a year-by-year breakdown of each degree’s structure
- teaching and learning methods
- list of available modules, including electives
- assessment types
- progression and classification rules
- details of accreditation

It is normally possible to switch between degree programmes up until the end of the second term of Year 3.

**Modules**

Aims, Objectives and Learning Outcomes for the modules which make up the undergraduate Physics degrees can be found on the website:

- [https://www.imperial.ac.uk/physics/students/current-students/undergraduate-and-masters-degree-courses-list/](https://www.imperial.ac.uk/physics/students/current-students/undergraduate-and-masters-degree-courses-list/)

Professional Skills will be delivered throughout the course of the degree programme. You will be assessed on your teamwork, presentation skills and problem-solving skills.
**Projects**

All students must do a project. BSc students have a choice of a one term project or essay project. MSci students must take a two-term project in their fourth year. These are substantial pieces of work and carry an European Credit Transfer System (ECTS) count to reflect this.

- https://www.imperial.ac.uk/physics-ug-labs/third-year-projects/
- https://www.imperial.ac.uk/physics/students/current-students/undergraduate-and-masters-degree-courses-list/msci-projects

In Year 1, all students also complete a summer project.

- https://www.imperial.ac.uk/physics-ug-labs/first-year-lab/summer-projects

We offer many projects in various branches of Physics, details of these are published online each year.

---

**Timetables**

There are several ways for students to view their timetables, full details can be found on our website:

- https://www.imperial.ac.uk/physics/students/current-students/undergraduates/lecture-courses/timetables

We advise students to use AutoCalEx or iCalendar to view timetables on mobile devices.

Timetables can change, but we inform students of any amendments that are made.

The teaching day for undergraduates runs from 9:00 to 18:00 (except Wednesdays, when no teaching is scheduled for after 13:00). You can expect classes or meetings to take place between these times.

Lectures and classes in the Physics Department start at the designated time, on the hour and generally end 10 minutes to the hour to enable time for breaks or movement from one room to another.

Please note that you are required to be in attendance during term time. Where necessary please arrange flights, vacation work etc. well in advance to ensure that you comply with this College regulation.

---

**Elective Deadlines**

Students have elective modules available for selection in each year of study. The deadlines vary depending on year. Announcements of deadlines will be made during various student talks and by email.

---

**Reading Lists**

Reading lists are normally viewed via our Virtual Learning Environment, Blackboard. We use the Library’s Leganto system to publish module reading lists.

---

**Competency Standards**

- www.imperial.ac.uk/media/imperial-college/faculty-of-natural-sciences/department-of-physics/public/students/admissions/ug/FoNS-Competence-Standards-PhysicsFINAL.pdf
Imperial Mobile app

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

[www.imperial.ac.uk/imperialmobile](http://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 specifically for undergraduate students, including information on support, health and well-being and ideas to help you make the most of your time living in London.

[www.imperial.ac.uk/success-guide](http://www.imperial.ac.uk/success-guide)

I-Explore Modules

Through I-Explore, you’ll have the chance to deepen your knowledge in a different subject area, chosen from a range of for-credit modules built into your course. From academic year 2019/20, all of our undergraduate programmes will include one module from I-Explore’s wide selection.

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

[www.imperial.ac.uk/study/ug/i-explore](http://www.imperial.ac.uk/study/ug/i-explore)

3. Assessment

Information about assessment can be found in the programme specifications and the module descriptions found on our website:
The main types of assessment in the Physics Department are:

- Written (e.g. examinations)
- Coursework (e.g. problem sheets and final year project)
- Practical (e.g. laboratory work)

Each student cohort receives a talk about the exam process and further information is placed on the departmental website. Most examinations normally take place in the second and third term, with the examination timetable sent to students in November. However, changes to the examination timetable could be made up until Easter as we try to accommodate how students select their optional modules in Years 3 and 4. Examination dates for core modules rarely change after the exam timetable have been published.

The first examination for Year 1 students is for the module called Mechanics and Relativity. It is scheduled to take place at 10 AM on the 6th January 2020.

The two Comprehensive Papers, taken in Year 3 (or Year 4 for Year in Europe students), present problems which test knowledge gained across all the core (compulsory) courses over the first two years. Students prepare for these in their third year tutorials.

There is a considerable amount of information about assessment on the Examinations section of our website. This is also where past papers can be found.

Deadlines for all Year 1 Assessments can be found on our website.

The College has a late submission policy, which guides how the department operates when student work is handed in late:

College Policy on exams and religious obligations can be found here:

A brief note on feedback

Feedback is an essential part of learning and the Department gives high priority to providing timely and high-quality feedback to students on all modules throughout their degree. Feedback always highlights the strengths and weaknesses of the work and identifies areas for improvement. Feedback works best as an active exercise and you are expected to engage with all forms of feedback to maximise what you can get out of your learning.
Instruction to Candidates for Examinations

Physics examination candidates are asked to note that all department examinations are conducted in accordance with the College’s Academic Regulations, the Regulations for Programmes of Study, the Examination Regulations (all continuing students) and the Single Set of Regulations (all new entrant undergraduate students, and selected postgraduate programmes).

Instructions for examination 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 in the following sections.

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 may be intentional, by deliberately trying to use another person’s work by disguising it or not citing the source, or unintentional where citation and/or referencing is incorrect.

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

[www.imperial.ac.uk/admin-services/library/learning-support/plagiarism-awareness/](www.imperial.ac.uk/admin-services/library/learning-support/plagiarism-awareness/)

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.

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.

You should note that whilst the College encourages students to support each other in their studies, they should be careful to ensure that they do not exceed any assessment brief with
regards to individual work and should acknowledge the contributions of others to their work. Students should also be mindful that they do not leave themselves open to allegations that they have supplied answers to enable another student to commit academic misconduct.

**Exam offences**
Exam offences fall into two main areas. This may be an attempt to gain academic advantage (cheating) or acting in a way that is potentially disruptive to others in the same venue (sometimes referred to as a technical offence). Examples of cheating can include behaviour such as bringing unauthorised material into an exam, attempting to communicate with others apart from the invigilator, using an unauthorised electronic device, trying to remove examination material without permission, taking an exam for someone else or getting someone else to take an exam for you. Examples of being potentially disruptive includes having an electronic device that has not been fully turned off or failing to follow a reasonable instruction of the invigilators.

**Dishonest practice**
Examples of dishonest practice include bribery, contact cheating (buying work from an essay mill or another individual, to submit as your own), attempting to access exam papers before the exam or making a false claim for mitigating circumstances. These include providing fraudulent evidence, falsifying documentation or signatures in relation to assessment or a mitigating circumstances claim.
4. Board of Examiners

Board of Examiners

The Board of Examiners is made up of all academic staff for the undergraduate Physics degree programmes.

External Examiners

- Dr Tim Freegarde, – University of Southampton
- Professor Victoria Martin – University of Edinburgh
- TBC

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 directly 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 examiner reports from the previous academic year can be found here:

[www.imperial.ac.uk/about/governance/academic-governance/academic-policy/external-examining/](http://www.imperial.ac.uk/about/governance/academic-governance/academic-policy/external-examining/)
5. **Location and facilities**

Imperial has several campuses in London and the South East. All have excellent public transport links and are easily accessible:

- [https://www.imperial.ac.uk/visit/campuses/](https://www.imperial.ac.uk/visit/campuses/)
- [https://www.accessable.co.uk/organisations/imperial-college-london](https://www.accessable.co.uk/organisations/imperial-college-london)

**Your main location of study will be:**

- Blackett Laboratory, South Kensington Campus
  - Prince Consort Road, London, SW7 2AZ

**Facilities**

The Physics Department lies in the northwest corner of the South Kensington Campus and occupies the whole of the Blackett Laboratory and parts of the adjoining Huxley Building.

**Getting around the building**

Floors are known by “Level” numbers, the sub-basement is Level 0 and the highest floor in the Blackett Laboratory building is Level 11. The main entrance to the Blackett Laboratory is from Prince Consort Road at level 2, which is at street level. The Huxley Building has an additional floor, 6M, between Levels 6 & 7, so walking through from one building to the other varies on different floors, and sometimes involves going up or down stairs.

Office numbers in both buildings have the "Level" number as the first digit (or two digits for Levels 10 & 11). Those in the Huxley building are prefixed ‘H’.

**Facilities for the wheelchair users**

Wheelchair access is via the side entrance to Level 2 Blackett from Callendar Road, or via the main entrance to the adjoining Huxley building. There are accessible toilets and showers located on Level 1. All teaching facilities have lift access for each level. Lecture Theatre 1 has wheelchair access on Level 2 and Lecture Theatres 2 & 3 have wheelchair access on Level 0.

**Main teaching areas (Level 0 - Level 4)**

The main undergraduate teaching areas are the lecture theatres, Computing Suite, teaching laboratories and study areas are concentrated near street level on Levels 1, 2, 3 and 4.

**Level 4** houses the First, Second and Third Year Teaching Laboratories.

**Level 3** provides access to Lecture Theatre 1, the Computing Suite and the Teaching Administration Offices. Most Year 1 & 2 lectures take place in Lecture Theatre 1 (LT1), which holds 246 people. The Computing Suite has about 100 computers, some reserved for teaching during the day, but the majority available for student use between 8.00 AM and 10.00 PM; it also has printers, a scanner and offers a wide range of software. The Undergraduate Student Administration Office (Room 317) is a source of much information and paperwork. Other information sources are the Physics Department website, Blackboard and email. Ingo Mueller-Wodarg (Senior Tutor), Carl Paterson (Director of Undergraduate Studies, DUGS), Derryck Stewart (Undergraduate Education Manager), Yasmin Andrew (Student Liaison Officer) and Mery Fajardo (Admissions and Disabilities Officer) also have their offices on Level 3.

**Level 2** has a foyer which has dispensing machines, a water fountain and seating for undergraduates to relax or work. This level also has two student Study Areas with disabled access.

**Level 1** provides access to Lecture Theatres 2 & 3, which each hold about 120 people, has a few student lockers and another Study Area.
Level 0 houses several Laboratories belonging to the Physics Research Groups but is chiefly of interest to undergraduates for the lockers.

Computer access and printing is available in The Computer Suite in Blackett 319. There are also 20 laptops available for students to borrow. These are stored in the Computer Suite.

The Department’s Undergraduate Office is located in Blackett 317 and is open Monday to Friday, 9:00 AM to 5:00 PM. This office is normally closed for lunch between 12:30-1:30 PM and on Wednesday afternoons.

Library Services

The Central Library at South Kensington is open around the clock pretty much all year. The departmental librarian is Ann Brew, and she can help you find physics resources for your particular area of interest. The Library also offers a range of training workshops and the other campus libraries can be used 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 students source books and articles from around the UK and the rest of the world:

- [www.imperial.ac.uk/library](http://www.imperial.ac.uk/library)

The College Library offers a laptop or iPad borrowing service.

- [www.imperial.ac.uk/admin-services/library/use-the-library/borrowing-a-laptop-or-ipad/](http://www.imperial.ac.uk/admin-services/library/use-the-library/borrowing-a-laptop-or-ipad/)

Shuttle bus

A free shuttle bus runs between the South Kensington, White City and Hammersmith Campuses on weekdays. Seats are available on a first-come, first-served basis. Students need to show their College ID card to board. The timetable can be downloaded here:

- [www.imperial.ac.uk/estates-facilities/travel/shuttle-bus](http://www.imperial.ac.uk/estates-facilities/travel/shuttle-bus)

Maps

Campus maps and travel directions are available at:

- [www.imperial.ac.uk/visit/campuses](http://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](http://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 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](http://www.imperial.ac.uk/smoke-free)

**SafeZone**

SafeZone is the College’s new app through which you can quickly and directly contact the Security team whenever you need them. In an emergency situation, whether you’re 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 to and is now available to download on the Apple and Android App stores.

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.
6. Placements

The College defines a student 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](http://www.imperial.ac.uk/about/governance/academic-governance/academic-policy/placement-learning)

Your Departmental Placement Manager:

- Professor Gavin Davies
  - 508, 5th Floor, Blackett
  - 020 7594 7806
  - g.j.davies@imperial.ac.uk

MSci in Physics with a Year Abroad degree

One of the undergraduate degrees offered by the Physics Department is the Physics with a Year Abroad degree. For students spending their year abroad at one of our hand-picked institutions in Continental Europe (Germany, Switzerland, France, Italy and Spain) the degree programme is supported by the European Union via the ERASMUS scheme. Students who are interested in studying further afield have the opportunity to study at MIT in the United States of America. Our students on the “MSci in Physics with a Year Abroad (F309)” degree programme will spend their entire third year of study abroad at one of the partner institutions, following lectures and carrying out a research project in the local language.

Undergraduate Research Opportunity Programme

Students also have the opportunity to take part in Imperial College’s undergraduate research opportunity programme (UROP). This consists of a summer placement typically lasting 6-10 weeks in a department at Imperial College. Information about the UROP programme and opportunities available in the Physics Department can be found on our website; [http://www.imperial.ac.uk/physics/students/current-students/ug-summer-research-opportunities/](http://www.imperial.ac.uk/physics/students/current-students/ug-summer-research-opportunities/)

More information about how UROP operates and about potential sources of funding can be found on the College UROP pages; [https://www.imperial.ac.uk/urop](https://www.imperial.ac.uk/urop)

International Research Opportunity Programme

Students also have the opportunity to take part in Imperial College’s international research opportunity programme (IROP). This consists of an eight week summer placement at a partner institution abroad. Information about the College IROP programme and opportunities
available in the Physics Department can be found on our website; http://www.imperial.ac.uk/physics/students/current-students/ug-summer-research-opportunities/

More information about how IROP operates and about potential sources of funding can be found on the College IROP pages; https://www.imperial.ac.uk/students/global-opportunities/ug/summerresearchplacements/

Other information on Placements

The Careers Service is available to provide students with additional support in sourcing placement opportunities and preparing to apply for placement opportunities: http://www.imperial.ac.uk/careers/opportunities/internships/

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
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 adversely impact 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 the negative impact of term-time, part-time work on your performance in examinations or assessed work as mitigating circumstances. Examinations or vivas cannot be rescheduled to accommodate your part-time working arrangements.
8. Health and safety

All students are responsible for looking after their own health and safety and that of others affected by their College-related work and leisure activities. Students 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 their activities do not present unnecessary or uncontrolled risks to themselves or to others.
- attend appropriate induction and training.
- report any accidents, unsafe circumstances or work-related ill health of which they become aware to the appropriate person.
- not interfere with any equipment provided for Health and Safety.
- inform their supervisor or the person in charge of the activity in cases where they are not confident that they can competently carry out work or leisure activity safely, rather than compromise their own safety or the safety of others.

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


**The Departmental safety contact is:**

- Rob Whisker
- Room 422, level 4, Blackett
- 020 7594 7854
- r.whisker@imperial.ac.uk

During week 1 in October, you will be given a Health and Safety talk and it is compulsory for students to attend. Rules around safety are mostly common sense, don’t look into lasers; electronic devices don’t mix with coffee nor sandwiches with solvents, so no food or drink in the labs. If you hear the fire alarm sounding, leave the building.

Some advice from your Department Safety Officer:

- Always familiarise yourself with the nearest fire exits when entering a laboratory or room which is new to you and be aware that this isn’t necessarily the door you entered by.
- Specific safety instructions will be provided for all experimental work. Prior to commencing any experimental work, you should always read the risk assessment (usually attached to the lab script/manual or displayed in the vicinity) and pay attention to any instructions that the demonstrator/supervisor gives you.

**The College Safety Department**

The Safety Department offers a range of specialist advice on all aspects of safety. This includes anything you think 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](http://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 remit includes:

- Protection of health at work
- Assessment and advice on fitness for work
- Effective management of health issues at work

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)
9. College policies and procedures

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

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

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

Academic Feedback Policy
The Physics Department is committed to provide students with timely and appropriate feedback on their academic progress and achievement, enabling them to reflect on academic progress. During their study, students will receive different methods of feedback according to assessment type, discipline, level of study and 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

Feedback on assessed work, whether it counts towards the final degree classification or not, should tell the student and the department how well they are doing and how the student’s work could be improved.

Feedback comes in several forms, not just as a mark. In Laboratories, Computing and Tutorial Classes you will be told not only what mark you have achieved but also how you could have improved on that mark. Sometimes students do not fully understand what is expected of them on a particular piece of work. Feedback on earlier work, such as lab experiments, should help to clarify this for later work.

In order to make sure this information is available to students before they must submit subsequent work on the same course, the College guidance is that most feedback will be provided within two weeks of the hand-in deadline. This varies from course to course and the timeline to return feedback to students can be longer for some assessment.

For some courses, the lecturer may give general information to the whole class on what aspects of the assessment were done well and which could be improved. In the case of the end of year exams this general feedback is provided through Blackboard.

If a student is not satisfied with the assessment and/or feedback they receive, they should speak to the person who marked the work for clarification in the first instance. If the student does not receive a satisfactory outcome, they should consult the Student Liaison Officer, Yasmin Andrew, the person in charge of the exercise, such as the Head of Laboratory or your personal tutor. Personal tutors can be a very important source of feedback. If there is anything about the assessment of your work which you don’t understand or on which you need clarification, he/she may well be able to help.
Please note that once completed, your examination scripts belong to the College under the GDPR legislation. This means that you do not have the right to view them. Please see the College GDPR webpages for further information at [www.imperial.ac.uk/admin-services/secretariat/information-governance/data-protection/internal-guidance/guide-2---exam-records/](http://www.imperial.ac.uk/admin-services/secretariat/information-governance/data-protection/internal-guidance/guide-2---exam-records/)

**Provisional Marks Guidance**

Provisional marks are agreed preliminary results that have yet to be ratified by the Board of Examiners. Provisional marks are therefore 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**

Students are responsible for ensuring that they submit their coursework 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) is 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](http://www.imperial.ac.uk/media/imperial-college/administration-and-support-services/registry/academic-governance/public/academic-policy/marking-and-moderation/Late-submission-Policy.pdf)

If a student submits coursework late due to mitigating circumstances, they may be able to make a claim that means that the cap on the mark is lifted, please see below.

**Mitigating Circumstances**

Sometimes 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.

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. Further information can be found at [link](#).

Through the procedure you may also be able to request an extension to deadline to some forms of assessment. This procedure should be used where possible to enable students to complete their studies within the normal College year, rather than outside the teaching session.

The Physics Department has specific instructions for making a claim for mitigation or for requesting an extension, please see link below:
Support for ongoing or long-term health 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 on applying for Additional Examination Arrangements can be found here:

http://www.imperial.ac.uk/disability-advisory-service/support/exams/

**Academic Misconduct Policy and Procedures**

It is important that students 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 studies or their engagement with the course 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:

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

**Academic Appeal Procedure**

We have rigorous regulations in place to ensure assessments are conducted with fairness and consistency, claims for mitigating circumstances are 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 a student believes that they have grounds to appeal these decisions, we have laid out clear and consistent procedures through which appeals can be investigated and considered:

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

**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 using the procedure below. You may not request a marks check for a previous year of study.

Please contact Victor Urubusi (Examinations Officer), by email, to request an arithmetic marks check. The request must be on the correct form.

**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 a student feels that their experience has not lived up to these expectations, the College has an agreed Students Complaints process through which their concern can be investigated and considered.
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/about/governance/academic-governance/academic-policy/complaints-appeals-and-discipline

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

https://www.imperial.ac.uk/research-and-innovation/research-office/ip/ip-policy/

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/

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.pdf
10. Wellbeing, support and advice

In your department

The Physics Department has a system of academic and pastoral care in place to make sure that all students have access to the appropriate support throughout their time at Imperial. Extensive information about welfare and support for Physics students can be found on our dedicated webpages:

- [https://www.imperial.ac.uk/physics/students/current-students/student-welfare](https://www.imperial.ac.uk/physics/students/current-students/student-welfare)

Your Personal Tutor

Your Personal Tutor is your first point of contact for pastoral and academic 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.

Your personal tutor is someone with whom you can discuss academic progress, choice of options and other “strategic” problems. Normally, you will meet your Personal Tutor at the beginning and end of each term, although a tutor or student can initiate a meeting to discuss specific matters, such as, option choices, course changes, advice on the College facilities, etc. Your Personal Tutor will also supply references for your placement or job applications, a duty which does not expire on your graduation. This is something that he or she will find difficult to do if you have not seen them on a regular basis.

If you have personal difficulties of any kind, your first port of call is usually your Personal Tutor or the Student Liaison Officer, Yasmin Andrew, who will advise you or direct you to an appropriate expert. You are, of course, also free to approach any of the sources of aid and assistance in the Physics Department and the College, such as, the Senior Tutor, the Disabilities Officer, the Undergraduate Education Manager, the College Tutors and Counsellors, the Student Union Advisor etc., on your own initiative.

Departmental Disability Officers

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

Your Departmental Disability Officer is: Mery Fajardo

Email: m.fajardo@imperial.ac.uk
Room: Blackett 306
Telephone: +44 20 7594 7513

More information on Departmental Disability Officers is available at:

- [www.imperial.ac.uk/disability-advisory-service/support/ddos](http://www.imperial.ac.uk/disability-advisory-service/support/ddos)

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

Student Liaison Officers are a key contact for a variety of issues, in particular, assisting students with problems with their courses or feedback, physics study skills, time-management and how these can impact an individual’s overall wellbeing while at university.

Your Student Liaison Officer is: Dr Yasmin Andrew
Email: y.andrew@imperial.ac.uk
Room: Blackett 305a
Telephone: +44 20 7594 5285

Physics Circle of Care

In Physics we operate a “Circle of Care” approach to student support and confidentiality. This means that a very small number of Physics Department staff share information about your case, in order provide you with the best support possible. If you want something to remain confidential with the person you are speaking to, then you should say that at the time. Your request for confidentiality will always be respected. However, in certain cases, by only informing one person in the department, you will be limiting the support that the Department and College can offer you.

In the Physics Department the Circle of Care comprises the following roles, your Personal Tutor, the Senior Tutor, the Student Liaison Officer, the Disabilities Officer, the UG Education Manager and the College’s Director of Student Services.

Mums and Dads scheme

Imperial College Union’s ‘Mums and Dads’ scheme, referred to as the undergraduate mentoring scheme in the department, matches first years with returning students in your department to help you tap into their experience and find peer support.

In your hall of residence

Students who are staying in College accommodation have access to a range of support within their hall. Hall Warden teams are on call 24/7 to look after student wellbeing and maintain a friendly living environment so that all residents can study, sleep, relax and enjoy themselves.

Hall wardens also play an important part in the hall social life, 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 per week.

The team includes returning students, known as Hall Seniors, who can offer first-hand advice about making the most of life at Imperial. Each hall also has a Hall Supervisor or a
Reception team who oversee the day-to-day running of the residence. So, if you have any enquiries or want to report a maintenance issue there are people on hand to help you.

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.

www.imperialcollegeunion.org/advice

Student representatives
Imperial College Union operates two Representation Networks of over six hundred elected student representatives, the Academic Representation Network and the Wellbeing Representation Network. Student Representatives 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.

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.

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, exams. More information can be found here:

www.imperial.ac.uk/student-hub

Student Support Zone
The 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 and covers advice about housing, money, health, wellbeing and
maintaining a good work-life balance. The Student Support Zone also provides the details of who you can contact if you need some extra support:

https://www.imperial.ac.uk/student-support-zone/

**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
- imperialcollegedental.co.uk

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

**Administration**

https://www.imperial.ac.uk/admin-services/registry
International students' support

The Physics Department understands that the needs of international students can differ from those from the UK.

Centre for Academic English

Level 3, Sherfield Building, South Kensington Campus

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/shop/software
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
✉️ student.records@imperial.ac.uk

Degree certificates

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

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

Imperial College Union
The Union’s range of 340+ 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

Active 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.

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, a key part of doing this is through student feedback. All student feedback is thoroughly discussed by your student representatives and Physics Department staff.

The Physics Department welcomes feedback on all aspects of teaching from students. We want to improve and make your learning experiences in the department as enjoyable and fulfilling as possible. Students have academic tutors and personal tutors who can help resolve problems and pass on suggestions for improvement in teaching. All students are encouraged to bring problems and to make suggestions to the Department either through the Student Representatives or directly to your Student Liaison Officer.

Specific examples of feedback given by students can be found on our website:

https://www.imperial.ac.uk/physics/students/current-students/undergraduates/student-feedback/feedback-by-students/

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

Early in October, each year group elects two student representatives who will hold office for one year. Student representatives are responsible for putting forward undergraduate views and problems to the Department via the Staff-Student Committee and directly to the Student Liaison Officer. In June, all year groups vote for the Departmental Student Representative to serve during the following academic year. The departmental representative often has a leading role in organising student activities and attends several committees in the department and elsewhere.

Staff-Student Committee
The Staff-Student Committee (SSC) and Wellbeing SSC are designed to provide a forum where Student Representatives can bring up any concerns from the student body and work together with Department staff to find resolution quickly. Examples of successful events and good practice are also routinely brought up at the Academic and Wellbeing SSCs for wider adoption or continuation, to further improve the undergraduate environment. Both SSCs aim to 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

The Staff-Student Committees are co-chaired by the Departmental Student Representative and the Student Liaison Officer, who agree the agenda and seek additional items ahead of the committee meetings. The Year Representatives and Wellbeing Representatives report
to the SSCs, which also comprise academic staff including the Head of the Department, Director of Undergraduate Studies and Senior Tutor. Discussions within the committee are taken very seriously and reports are passed on to the Teaching Committee. Any complaints or suggestions you have about the courses, facilities or student life should be given to your Year Student Representatives and Wellbeing Student Representatives, who will raise these issues in the termly Staff Student Committee meetings.
14. Student surveys

Your opinions, suggestions and feedback are 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 Student Online Evaluation (SOLE) lecture/module survey
- Student Experience Survey (SES)
- National Student Survey (for final year students 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 the 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 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.

Departmental SOLE survey results can be found on Blackboard.

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

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

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

For Imperial’s results visit the Unistats website:

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

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

As a result of feedback to previous surveys, we have:

- widened the boundary to stay on the MSci degrees at the end of Year 2
- removed the exam performance criteria to take the Mathematical Methods module in Year 2
- streamlined study space access for physics students in Blackett
- improved assessment and feedback for Year 2 and 3 laboratory courses
- introduced weekly Q&A desks in term-time for students to ask staff their questions
set-up the LGBTQ+ Ally network in Physics

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

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

**Opportunities for further study**

After you have completed an undergraduate Physics degree, you may choose to undertake a Masters or PhD at Imperial. Previous graduates have gone on to have careers in Finance and Business and completed Physics MSc and PhD qualifications at Imperial and other institutions.

**Careers**

We have our own Careers Advisor in the Physics Department and we run occasional events to support our students finding the right career for them.

- [www.imperial.ac.uk/physics/students/current-students/careers-information/](http://www.imperial.ac.uk/physics/students/current-students/careers-information/)