IMPERIAL

Centre for Languages, Culture and Communication

Languages Students' Handbook

2024-25

Contents

Welcome to the Centre

Language teaching and learning has a long tradition at Imperial, and we provide language learning opportunities across the university. Our interactive classes cover a wide range of topics and situational skills as well as giving you a sound basis for further study and our language co-ordinators are happy to help with any queries. We hope you will enjoy picking up a new language or improving your existing skills in one of the many language courses on offer.

This booklet is aimed at students already registered for a Languages option within the Imperial Horizons programme. It provides information and advice on how to get the most from your language module, key dates, regulations, and links to university websites.

Languages modules at different levels are offered to Imperial undergraduates for free in Arabic, French, German, Italian, Japanese, Korean, Mandarin Chinese, Russian, Spanish and British Sign Language.

We hope you will enjoy studying a language and that you will find it an interesting and stimulating supplement to your other subjects.

1. Key dates 2024-25

Term dates

Autumn term:	28 September 2024 – 13 December 2024
Spring term:	04 January 2025 – 21 March 2025
Summer term:	26 April 2025 – 27 June 2025

Teaching dates Imperial Horizons

1st year undergraduates - Tuesdays 16.00-18.00

Autumn term:	22 October 2024 – 10 December 2024
Spring term:	7 January 2025 – 18 March 2025

2nd year undergraduates – Mondays 16.00-18.00

Autumn term:	7 October 2024 – 9 December 2024
Spring term:	13 January 2025 – 17 March 2025

3rd year undergraduates - Thursdays 16.00-18.00

Autumn term:	10 October 2024 – 12 December 2024
Spring term:	16 January 2025 – 20 March 2025

Teaching dates Language for Science

Content Courses & Translation

Autumn term:	w/c 7 October 2024 – w/c 9 December 2024
Spring term:	w/c 13 January 2025 – w/c 17 March 2025

Teaching dates Year in Europe

Autumn term:	18 October 2024 – 13 December 2024
Spring term:	10 January 2025 – 14 March 2025

Important Events

Language Grammar Workshop:	Wednesday November 6, 2024
Year-in-Europe Intro Sessions:	Friday 4 October 16:00 – 17:00 (online) / Tuesday 8 October (in person)
Language for Science Intro Session:	Wednesday 2 October 12:10 – 13:10

2.   Keeping in touch

Staff lists
You will find all the contacts for your module on your Blackboard module landing page and/or on the CLCC website: https://www.imperial.ac.uk/centre-for-languages-culture-and-communication/contact-us/

Emails
It is vital that you check your Imperial emails on a regular basis and maintain regular contact with your **Language Lecturer** as well as the programme **Administrators** (Language coordinators' contact information can also be found here). Any emails requiring action or requesting information should be answered promptly to ensure we can provide you with the best support, however, please note that the vast majority of lecturers work part-time and have other commitments, and, as such, replies may take several days.

Please refer to information on Blackboard Learn and/or the Horizons website/ Horizons FAQs page the first instance as the information you are looking for will possibly be listed there. If you need to reach out to your tutor at any time, lecturers might be available shortly before and/or shortly after classes for queries and will try to respond to emails as soon as possible. Otherwise, please do not ignore any emails from **Horizons** or **Blackboard announcements** throughout the year.

Location of CLCC
Your location of teaching will be:

South Kensington Campus,

Imperial College London,

SW7 2AZ

The Centre for Languages, Culture and Communication is located on Level 3, at the west end of the Sherfield Building, visit the South Kensington campus page for directions.

3.   Useful Links

Centre for Languages, Culture and Communication

🖥   www.imperial.ac.uk/centre-for-languages-culture-and-communication

Imperial Horizons

🖥   https://www.imperial.ac.uk/horizons

Year-in-Europe: placements abroad as part of your degree

🖥   https://www.imperial.ac.uk/languages/year-in-europe

Language for Science (LfS): undergraduate programmes majoring in Science and minoring in a language

🖥   https://www.imperial.ac.uk/languages/degrees-with-language-for-science

Evening Class Programme: open to the Imperial community and the general public

🖥   https://www.imperial.ac.uk/evening-classes

Language Exchange: informal language practice with peers

🖥   https://www.imperial.ac.uk/languages/clcc-language-exchange/

4. Language Modules and Degree Programmes

Imperial Horizons

- Classes are organised by year group as well as level and meet once weekly for a two-hour in-class or online synchronous session.
- These are generic language courses based on a communicative approach covering all four skills. Where possible, additional focus on science, technology, engineering, and medicine will be introduced.
- These modules are intended for **undergraduate students only**. For the session 2024-25, students can take language modules for degree credit, extra credit or non-credit. In the 2nd or 3rd year, students can take a Horizons module as their (compulsory) I-Explore credit choice.

Degree Credit	I-Explore	Extra Credit	Non-Credit
Many departments will allow students to take an Imperial Horizons module for 'degree credit' instead of taking one of their departmental options.	Imperial Horizons is one of the students can choose as their I-Explore module. They will take their I-Explore module in either their second or third year of study at Imperial.	If they do not take their 2 term Horizons module for 'degree credit' or 'I-Explore', the ECTS will be awarded as 'extra credit' on successful completion.	1st years can take **non-language** 8-week modules in the Autumn or Spring term. **BSL Level 1** is the only non-credit module available for languages.

- Students are expected to engage with their learning and contribute to their modules demonstrating good academic citizenship. Attendance is monitored and may be followed up with home Departments. All assessment contributes to the final grade.

🖥 **The I-Explore & Horizons attendance policies can be found here**.

Year-in-Europe (French, German, Spanish, Italian)

These classes prepare students registered on a degree with a year in Europe for their stay abroad. Students on a Year in-Europe Programme (or a Language for Science degree) need to attend these in addition to their Horizons classes.

These classes are tailored to students' needs and usually focus on:

- Developing your communicative skills within academic, scientific, and technical contexts
- Developing your intercultural awareness

Providing an introduction to the academic cultures and practicalities of life abroad, these 1-hour classes start in week 3 (w/c 14th October) and finish in week 21 (w/c 10th March) and are assessed separately from the general language module.

The mark from the Year Abroad class feeds into the Final Horizons mark so it is important that you attend these sessions. Your attendance will be monitored and communicated to departments.

There is a dedicated Year-in-Europe/Year-Abroad Coordinator in each department as well as in CLCC (for 2024-25 Ms Almudena Sanchez-Villen). You may speak to them for specific information about the institution where you may go as part of an exchange programme as well as the selection process and criteria.

[Language for Science (French, German, Spanish)](#)

These modules are offered to students registered on a combined degree in Biology/Biotechnology/ Biochemistry or Chemistry with a Language for Science (last intake 2023-24) and are an integral part of their curriculum. They include:

- History and Politics (1st year)
- History of Science (2nd year)
- Translation (3rd/4th year)

They are taught in addition to the Horizons language and Year-in-Europe modules.
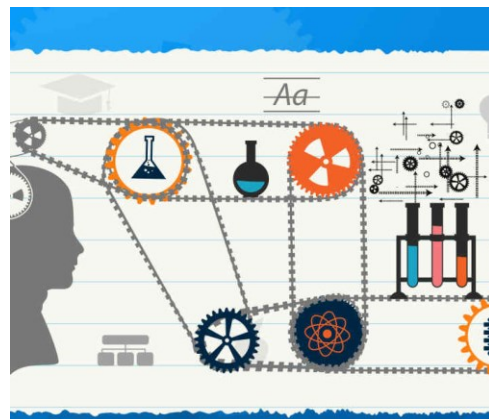
5.   General Information on Teaching and Assessment

Delivery of Classes

For the academic session 2024-25, the majority of classes will be in person, however a very small number will remain online. You will receive an email with your class details, room information and any relevant links. This will also appear in your calendars.

▶ Remember to check your calendar & inbox in case of last-minute classroom changes.

Horizons

Mondays	Tuesdays	Thursdays
16.00-18.00	16.00-18.00	16.00-18.00 –
2nd Year Students	1st Year Students	3rd & 4th Year Students

Year in Europe

Fridays
Either 12:00 – 13:00 or 13:00 – 14:00

Language for Science

Thursdays*
Either 12:00 – 13:00 or 13:00 – 14:00

*Language for Science (LfS) Translation classes will be arranged as convenient.

Online Teaching

- A small selection of our language modules take place online. These classes will take place on Teams at the advertised times/days. As usual, you will have access to a Blackboard Learn (BBL) course as core location for generic information, schemes of work, assessments, and assignments alongside additional resources for revision and further study.

- To take part in online classes, you will need a reliable internet connection, laptop/PC with webcam and ideally headphones (in noisy environments, these are essential).

- Students will need to find a quiet area with space for notes and materials. Unless it is an emergency, we do not recommend the use of phones to participate in our language classes.
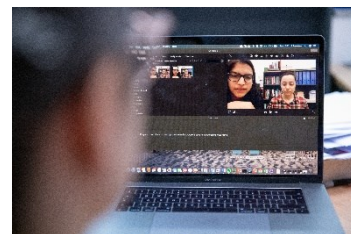
Participation online

- We expect students to adopt the appropriate netiquette during online sessions, show the appropriate level of respect and courtesy in discussions, not interrupt each other, have their cameras on, microphones muted in plenary sessions and use the 'raise hand' tool or 'chat' function to communicate (chat should be used for class-related discussions only).

- Students are expected to treat the online class as if they were in a real classroom situation, which means please 'arrive' on time, focus on the session, participate in activities, do not eat during class, put your phone on silent and let your lecturer know if you have to 'leave' for any reason or if you are experiencing connectivity issues that may impact on your ability to participate.

- Language classes are participatory. Unless you are experiencing severe internet connection problems, which might be remedied by turning the camera off, we expect you to have your webcams on.

Troubleshooting

If your connection is poor, you should inform your lecturer via the chat function and/or by email, then try:

Turning the camera off	Moving closer to the wi-fi router	Closing other applications that may be using the internet	Using a different device	Turning wi-fi off and re-connecting

If none of the above solutions work and you have to leave the session, you should let the lecturer know using the chat function or via email if the chat function is unavailable.

Important Assessment Information

Revision and Preparation

Preparation for classes is essential. All information required is on Blackboard Learn. On average 3-4 hours of preparation time is required for each class, although this will vary across levels, languages and from person to person. You must complete the specified tasks (homework, reading, watching, listening, research, etc.) before each class to ensure you can participate.

Guidelines

Please visit the link below to find more information on the assessment guidelines for each language module. Specific details will also be posted on your Blackboard module:

🖥️ https://www.imperial.ac.uk/languages/language-assessment-guidelines/

Written exams will take place in-class and coursework will be completed at home by a certain deadline. Where applicable, please familiarise yourself with any upload procedures well in advance of the submission deadline.

Coursework: If you have any problems submitting your work on time, please get in touch immediately as unauthorised late submissions attract a penalty. Please familiarise yourself with the following policies:

Mitigating Circumstances procedure in cases where the deadline has passed or if a serious problem has affected your performance.

[Extension requests](#) where for serious reasons beyond your control you will be unable to submit on time. Unauthorised late submission attracts a penalty.

🖥 [Late Submission Policy](#)

Written examinations: Most module examinations will take place in class on campus with assessment conducted on Blackboard Learn; you will be expected to **bring your own laptop**. There will be a few modules where students will be expected to hand-write their answers on paper. In-class tests will take place during the normal class time and be invigilated. LfS Translation exams may take place outside of class hours – on a date/time agreed with students beforehand.

Oral exam scheduling is organised toward the end of Term 2. Please check your inbox for any communications on this matter. All oral exams are **recorded** with **two examiners**.

Practicals: Oral examinations take place **online on MS Teams** either at the end of Term 2 (for Level 1 students) and/or during Term 3. Assessed **in-class presentations** will take place during term time. LfS & Year in Europe **vivas** take place outside of class hours **on MS Teams**, either during Term 3 or upon students' return from their placements abroad.

> By the end of the module, students should have the ability to understand what is said to them, and to communicate with the appropriate degree of syntactical and lexical accuracy that can reasonably be expected at a particular level. Unless **resources** are expressly permitted in oral examinations, students must **not use any additional material or online aids**. This would constitute an **examination offence**.

Plagiarism and Collusion

You are expected to complete your work conforming to ethical and academic guidelines, acknowledging the ideas and results of others, the resources used and free from plagiarism. You will be asked to complete and sign a plagiarism declaration and/or a learning agreement at the start of the year acknowledging your understanding of these regulations. Instances of academic misconduct (collusion, dishonest practice, exam offences, etc) are taken very seriously, regardless of whether the course you are completing is for credit or extra credit and will be escalated to your department.

Referencing

Students are expected to use the correct method of referencing sources for essays and presentations. Your coursework (essay, project, or presentation) needs to include a bibliography. This is a list of **references** you cited in your write-up and other **sources** you consulted that informed your work but are not directly referred to in the text. It is essential to acknowledge your sources by citing them in the text and in the reference list. If you have used the words of others verbatim, these must appear in quotations marks, cited, and listed in the bibliography. If you do not do this, you will be plagiarising.

You MUST consult the library's resource on how to cite references.

🖥 https://www.imperial.ac.uk/admin-services/library/learning-support/reference-management/harvard-style/citing/

🖥 https://www.imperial.ac.uk/admin-services/library/learning-support/reference-management/

You need to make sure that you understand what resources are allowed for your coursework and to follow instructions given by invigilators during examinations. Imperial's information on exam offences and plagiarism can be found in the below link:

Guidance on the use of Generative AI

While Generative AI can be used as a tool for learning, it poses serious challenges and can easily mislead you. You will find Imperial's guidance to students **here** and a primer on how to identify whether you are using these resources appropriately or unethically:

https://www.imperial.ac.uk/media/imperial-college/administration-and-support-services/clcc/i-explore/Appropriate-and-Inappropriate-use-of-AI-tools-in-Written-Assessments.pdf

6.   Marking

Each piece of assessment which contributes to the overall grade will be marked in accordance with guidelines set by each Language Coordinator ensuring consistency, transparency, and fairness. Your lecturer will talk you through all marking aspects and show the relevant information on Blackboard Learn.

Communication of final grades

You will receive your **final** grades for individual modules as well as overall year grades through My Imperial after the Board of Examiners has approved these; if you take a module for degree credit you will be given your final result as a percentage.

Extra credit results: appear on transcripts as Pass, Merit or Distinction, except for fails.

Calculation of overall grade

You will find a breakdown of your module grade is calculated in the relevant section of Blackboard and on the Imperial Horizons website (scrolling down to the 'assessment' section).

https://www.imperial.ac.uk/languages/language-assessment-guidelines

Detailed marks & feedback

Results and feedback on each individual coursework piece will be communicated as per your module assessment calendars which you will find in Blackboard, usually two weeks after hand-in (later in the case of written examinations / in-class assessments which are usually marked by two examiners). You may request feedback about your oral examination from the appropriate language coordinator once final grades have been published (see the below section on student feedback).

Presentation and Marking of Written Work

You should submit neat, legible work, typed unless otherwise arranged, through Blackboard. You should put your name and the date on each piece of work which handed in for marking and should submit work on time.

Mark Scales and Criteria

All assessment is marked out of 100, overall grades and individual marks are given in **percentages**. Please ask your lecturer if you are unsure about detailed marking criteria. These are usually available on Blackboard Learn. The following are **general grade band guidelines** for your final grades.

Mark scale for credit		Mark scale for non-credit	
First class (1st)	70% - 100%	Distinction	70% - 100%
Upper Second (2.1)	60% - 69%	Merit	60% - 69%
Lower Second (2.2)	50% - 59%	Pass	40% - 59%
Third (3rd)	40 – 49%	Fail	Below 40%
Fail	Below 40%		

Sample criteria for grade bands as applied to languages coursework and examinations at Level 1 in all languages. These are **generic** descriptors: please check the rubrics and/or marking schemes included with each assignment to understand how your grade has been calculated.

First Class: 70-100%

Outstanding work demonstrating a high degree of accuracy, a confident grasp of linguistic structures and a wide vocabulary and showing evidence of initiative in language learning and originality in expression.

Upper second: 60 - 69%

Predominantly accurate work with an above-average command of linguistic structures, a fairly wide vocabulary and good communicative and comprehension skills.

Lower second: 50 - 59%

Generally satisfactory work showing evidence of effort, though marred by some weaknesses, and displaying fair communicative and comprehension abilities.

Third: 40- 49%

Poor work, displaying major weaknesses in linguistic structure and vocabulary, in which only partial success in communicating in the foreign language is attained.

Fail: 0 - 39%

Inadequate language skills to communicate orally or in writing, i.e. a failure to grasp or manipulate linguistic structures and a deficient range of vocabulary.

Sample criteria for grade bands as applied to languages coursework and examinations from Level 2 upwards in all languages.

First class: 70-100%

Outstanding work with a sophisticated content relating to the cultural background of the country concerned; a high level of linguistic accuracy and flexibility in the use of complex structures, an extensive vocabulary and an exceptional competence in understanding and drawing on source materials in the foreign language; also testifying to a substantial level of independent enquiry.

Upper second: 60-69%

Generally accurate work with good content, a competence in handling linguistic structures, and a wide vocabulary, and displaying the ability to deal satisfactorily with source materials in the foreign language.

Lower second: 50 - 59%

Generally satisfactory work showing evidence of effort, with a fair degree of linguistic accuracy and flexibility, though marred by significant errors; content and language both lacking in sophistication.

Third: 40- 49%

Poor work displaying serious weaknesses; grasp of linguistic structures only just sufficient for written or oral communication purposes; inadequate content owing to major difficulties in handling foreign language source materials of any complexity.

Fail: 0 - 39%

Failure to communicate orally/in writing owing to a basic inability to grasp or manipulate linguistic structures, to an inadequate range of vocabulary and to very poor comprehension skills.

Assessment Policy

Examinations, coursework, and in-class tests

Language coursework and exams are marked by your lecturer and exams are checked by a second marker. At the end of the year, an external examiner verifies marks and the marking procedures. **Grades awarded are not final until ratified by the external examiner and confirmed by the Board of Examiners**.

Most languages modules are assessed through a combination of exam and coursework components. Please review the information published on Blackboard and on our website (https://www.imperial.ac.uk/languages/ & https://www.imperial.ac.uk/horizons/manage-your-module/exams-and-assessment/). While attendance to examinations or coursework submission is not compulsory, we recommend that you attempt all components as they are all contribute to your grade and your learning.

- Where a student fails to submit coursework or does not complete an in-class test, a mark of zero will be recorded for that piece of work. The only valid reason for missing an examination is illness or a serious personal problem. Students are required to follow the Mitigating Circumstances procedure.

Module descriptions include further details on the weighting of each assessment component for your particular language option.

🖥 https://www.imperial.ac.uk/languages/

Should you fail your languages module, re-sits will take place at the beginning of September for students taking the subject for credit or as iExplore. If you have been unable to attend an examination because of mitigating circumstances, you may also be offered the opportunity to sit these during the September period.

Student Feedback

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 needs. Further guidance on the Policy of Academic Feedback can be found on the Academic Governance website:

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

Feedback on homework/coursework/exams

Homework as well as coursework will be returned (the latter with a mark) along with concise as well as constructive feedback and suggestions for improvement. Please ensure that you understand the nature of mistakes made and how to improve. All coursework is assigned a percentage grade out of 100 and should include a breakdown of the total mark e.g., per task or for essays content/grammar/vocabulary.

For oral examinations and any major discrete components (e.g. research reports), we do not provide detailed information in the form of a breakdown of marks, nor do we release the overall mark. However, you may approach the relevant coordinator to request general comments for each exam part, to understand where you did well and/or where you may have lost points, and to request further learning recommendations. If you have any questions relating to grades or feedback, please approach your lecturer immediately.

Requests for Additional Arrangements

Special educational needs requirements must be logged with the CLCC Exams Officer asap. Please email horizonsexams@imperial.ac.uk if you are allowed extra time or have any additional needs. We are also unfortunately unable to accommodate ad hoc requests for extra time during exams.

Missing Assessment

Coursework must be submitted on time. You should check the information pages for module submission deadlines on Blackboard Learn. If you do not submit required coursework on time, you will receive a capped pass mark (i.e., 40) if the piece is submitted within the next 24 hours, after that a mark of 0 is recorded for that assignment.

For some types of assessment where a student finds, prior to the assessment hand-in date, that their studies are being impacted by unforeseen or unavoidable mitigating circumstances, they may be able to request an extension to the deadline. Extension requests will not be accepted after the deadline, a claim for mitigating circumstances via your department must normally be made instead.

Once a student has missed two pieces of coursework (Degree Credit/I-Explore students) or an examination (written or oral), they will be contacted by the admin team and/or their department notified.

Re-scheduling oral exams

If students need to reschedule their oral exam less than a week in advance or cannot attend, a valid reason must be given for a reschedule to be permitted i.e., illness/funeral/ another exam/hospital appointment. (NB reasons such as pressure of work, an impending deadline, a clash with a lecture, labs, oversleeping or forgetting the date are not acceptable.) Evidence of the valid reason may be requested via the Mitigating Circumstance procedure. If no valid reason is given, no further opportunity to take the oral exam will be offered. This will lead to the student failing the attempt or being withdrawn and could affect the final grade for the year if the student is taking the Horizons module for degree credit.

Level allocation

You need to ensure your eligibility for the module you have applied for by disclosing any previous experience with the language at the time of enrolment. If in doubt, seek advice from the relevant Language Coordinator. However, if after the start of module, you suspect that you may be in the wrong level, you need to speak to your class teacher in the first instance.

A move to a lower/higher level, must be discussed with the class teacher in the first place and must be made as soon as possible, within the first two weeks at the most. Where appropriate, students may be asked to complete a written test, the outcome will be reviewed by the Language Coordinator and the decision made within three weeks. Should there be no space available in the right level, students will be transferred to an alternative Horizons module of their choice if spaces are available.

Please note that the module needs to offer sufficient challenge for learning: these are not revision modules. Students with previous experience who feel 'rusty' cannot be accommodated in complete beginners' courses to ensure fairness to peers. Should you need guidance for extra revision, please contact your lecturer or the relevant Languages Coordinator.

Where, on the basis of homework or in-class contribution, a student is found to have considerably higher proficiency than required for a particular module, they may be moved to a different level at the discretion of the lecturer in consultation with the Languages Coordinator. If you feel that the module is too easy and prefer a more challenging course, please reach out as soon as possible so that we can discuss which level may suit for your individual learning needs.

☞ Students who deliberately omit pertinent information regarding their language proficiency during the enrolment process and are found to be more proficient than the level requires, will be moved to a different level within the specific language or a different Horizons module.

Any change of module request must be approved by the relevant Language Coordinator.

Repeating a module

Students may repeat the module provided they have less than 50% attendance **and** completed only the first coursework in the first term. In this context it is important to bear in mind that a commitment to the module is imperative and to consider the consequences of erratic attendance/submission of coursework.

Attendance

Regular attendance at classes is essential for the successful completion of a language module. If you have to miss a class or seminar through illness or unavoidable university commitments, you are expected to catch up on the work and must inform your lecturer in advance if you are unable to attend.

As a sponsor of Tier 4 migrants, the university is required to monitor your attendance and report any long-term absenteeism by student visa holders. Extended unauthorised absences will be reported to your department in accordance with the university's requirements to comply with the regulations of the UK Border Agency.

For students registered for degree credit and/or I-Explore, please note that your department will be contacted if you are absent for two consecutive lessons or more, or if your attendance is too erratic regardless of whether you are on a student visa or not.

You will receive a timetable by email before you start your module. Classes will also be scheduled in your CELCAT calendar including links to the relevant online classes or details of your classroom. If you experience a clash with other modules, please reach out to the relevant administrator.

Withdrawing

If you have changed your mind about taking a module for whatever reason, you may withdraw but we would encourage you to do so within the first 2 weeks of term, if possible, so that we can offer your space

to someone on the waiting list. If you are experiencing any problems with the module, or have any concerns, please contact either your lecturer, the appropriate coordinator for your language, the Horizons administrator, or the Languages administrator. If you are taking your Imperial Horizons module for credit as part of your degree, you will need to discuss your situation with your department before withdrawing.

To withdraw you will need to complete the withdrawal form.

🖥️ https://www.imperial.ac.uk/horizons/manage-your-module/withdrawal

Feedback

You will have a chance to let us know about your thoughts on our provision at several points during the academic year. However, if you have any concerns, you are advised to seek the help of the individual lecturer concerned without delay. Alternatively, please contact the appropriate coordinator for your module.

8.   Acland Prize

Awarded annually, the Sir Arthur Acland Prize celebrates outstanding achievement in Languages and the extraordinary engagement of our students. Nominations take place during the board of Examiners in the Summer Term. We'd like to congratulate last years' winners and all students who were nominated for their efforts: https://www.imperial.ac.uk/news/255554/undergraduate-prizewinners-announced/

9.   Wellbeing, support, and advice for students

Department Disability Officer

If you have a disability (including mental health issues) and need special arrangements for teaching or exams, please contact horizonsexams@imperial.ac.uk in the first instance.

🖥️ www.imperial.ac.uk/registry/exams/specialexamarrangements

At Imperial, we recognise that studying at university can be a challenge, especially if you have a disability. We are keen that you have every opportunity to fulfil your potential and graduate with the degree you deserve. It is therefore important that you let us know about any disability, specific learning difficulty or health problem as soon as possible so that we can give expert advice and support to enable you to do this. Please note that students with a disability may also contact the Disability Advisory Service if they need their disability assessed or are looking for extra support. Information and contacts are available online.

The Disability Advisory Service works with individual students no matter what their disability to ensure that they have the support they need. They can also help if you think that you may have an unrecognised study problem such as dyslexia. Their service is both confidential (information about you is only passed on to other people in the university with your agreement) and individual in that any support is tailored to what you need.

🖥️ http://www3.imperial.ac.uk/disabilityadvisoryservice

Student Hub

At the Student Hub, students can access advice about accommodation, admissions and financial support and get help with international student enquiries, questions about student records, exams, and the Undergraduate Research Opportunities Programme (UROP). The Student Hub is also located in Sherfield, level 3, to the left of the elevators.

🖥️ www.imperial.ac.uk/student-hub

Student Support Zone

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

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

Useful support contacts

Health and wellbeing

If you have moved home to take up your place at Imperial, you will need to register with a new doctor (also known as a General Practitioner or GP) so that you can access NHS healthcare.

Imperial College Health Centre

📍 40 Prince's Gardens, South Kensington Campus

📞 020 7584 6301

💻 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 Student Support team

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

ICT Service Desk

📍 Central Library, South Kensington Campus

📞 020 7594 9000

💻 www.imperial.ac.uk/ict/service-desk

10. Health and Safety

ID Cards

All students are required to carry a university ID Card which also acts as a swipe card to access buildings and classrooms.

The South Kensington ID Card office is open from 09.00 to 11.00 and 14.00 to 16.00.

Access

The Centre for Languages, Culture and Communication main doors are open from 08:00 to 19:30 Monday-Thursday and 08:00 to 19:00 on Fridays; at other times (06:00 to 23:00, 7 days a week) the entrance is through swipe-card access only.

Changes due to Coronavirus

The university 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/

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 the university.

Please take great care of your possessions and ensure that you always keep them with you. Do not leave laptops or belongings unattended in classrooms or in the CLCC breakout area.

11. Language Resources and Learning Opportunities

Below, we have included information about where you can find useful language resources and materials in the university and other institutions. In addition to Horizons, we offer the free Language Exchange and the Evening Class Programme (please note that the latter is fee-paying), Summer Extension Courses for students on a Year Abroad degree strand and a Grammar Workshop for European Languages (levels 1-3) usually announced at the start of the academic year.

Adult Education Classes

The Adult Education programme offers non assessed courses from a wide range of disciplines usually in the evenings. These include all languages offered in Horizons and, additionally, Brazilian Portuguese. While this programme is not free, generous discounts are offered to Imperial students.

Extension Courses

An Extension Course is offered in the Summer Term (usually in the 3rd week of June and over 3 or 4 days). This is primarily for Physics students (8 hours) in their second year; however, this will also be offered to all students on a Year Abroad/Year-in-Europe degree programme to prepare for their residence abroad.

Language Exchange

This free language exchange scheme pairs participants for conversation practice in the language they are learning. Learners are paired, so that each will have a native speaker of the language they wish to learn to help with pronunciation, communication, etc. Though this is not in a way to replace a language class, we hope that the exchange offers a forum to connect with other language learners and get extra spoken practice in an informal environment.

The scheme is free and is for all Imperial students and staff; you do not have to be registered for a language class in order to participate.

You should submit the form in the first instance but can also email clcclanguageexchange@imperial.ac.uk with queries.

Grammar Workshop

Every year we offer a Grammar Workshop for European languages in early November. This is intended for levels 1-3 only. More information will be sent via email in due course, once enrolment closes: keep an eye on your inbox for this opportunity!

Other Language Resource Centres

Your lecturers will signpost a wealth of independent learning materials on Blackboard, however, you will also find a number of specialists and non-specialist resources in languages at the Abdus Salam Library (including literature, dictionaries and language textbooks) while more specialist materials can be found in the relevant library section.

Of special interest:

- **Leganto Lists** to access the core and extra reading for your module: https://imperial.alma.exlibrisgroup.com/leganto/nui/lists?scope=all_lists
- Imperial's **Libby** collection of recreational audiobooks and e-books includes a selection in different languages: https://libbyapp.com/library/imperial
- Get free access to a selection of movies and documentaries to complement your studies on **Kanopy**: https://www.kanopy.com/en/imperial/

Contact details, information on languages support and resources in the Central Library can be found on:

https://www.imperial.ac.uk/admin-services/library/subject-support/languages/

Senate House Library (University of London)

Malet Street, London WC1E 7HU

https://www.london.ac.uk/about/services/senate-house-library

SOAS Library

Thornhaugh Street, Russell Square, London WC1H 0XG

https://www.soas.ac.uk/research/library

Institut Français de Londres (French Language and Culture)

17 Queensberry Place, London SW7 2DT

https://www.institut-francais.org.uk/#/

Goethe Institute (German language and Culture)

50 Princes Gate, Exhibition Road London SW7 2PG

https://www.goethe.de/ins/gb/de/sta/lon.html

Cervantes Institute (Spanish Language and Culture)

15-19 Devereux Court, Temple WC2R 3JJ London

https://londres.cervantes.es/en/default.shtm

Istituto Italiano di Cultura di Londra (Italian Language & Culture)

39 Belgrave Square, London SW1X 8NX

https://iiclondra.esteri.it/it/

The Japan House London (Japanese Language & Culture)

101-111 Kensington High Street, London W8 5SA

https://www.japanhouselondon.uk/

Korean Cultural Centre UK (Korean Language & Culture)

Grand Buildings, 1 – 3 Strand, London WC2N 5BW

https://kccuk.org.uk/en/