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1. InnoEnergy MSc programmes

The Escola Tècnica Superior d'Enginyeria Industrial de Barcelona (ETSEIB) of the Universitat Politècnica de Catalunya (UPC) offers ten master’s degree programmes, one Erasmus Mundus Master programme, and five InnoEnergy master’s programmes. The following InnoEnergy master’s programmes are linked to the UPC Master’s Degree in Energy Engineering:

- Master’s in Renewable Energy (MSc RENE) - 1st or 2nd year.
- Master’s in Environomical Pathways for Sustainable Energy Systems (MSc SELECT) - 1st or 2nd year.
- Master’s in Smart Electrical Networks and Systems (MSc SENSE) - 2nd year.
- Master’s Energy for Smart Cities (MSc Smart Cities) - 2nd year.

The InnoEnergy master’s programme European Master in Nuclear Energy (EMINE) – 1st year is linked to the UPC Master’s Degree in Nuclear Engineering.

2. How can I apply for an InnoEnergy MSc programme?

You can apply for an InnoEnergy MSc programme at the InnoEnergy web page, where you will find useful information: dates, requirements, how to apply, etc.

https://www.innoenergy.com/for-students-learners/master-school/dates/how-to-apply/

Once the admission process has been completed, and places allocated, you will receive an acceptance letter from the InnoEnergy MSc programme and an admission letter from the UPC with all the information you need: preparation of documents, visa, health insurance and accommodation. You can find more information about UPC at:

https://www.innoenergy.com/for-students-learners/master-school/starting-university-location/

3. General Information

3.1. Spanish student’s visa

Non-EU citizens who want to study in Spain must contact the Spanish Embassy or Consulate in your origin country or in your country of residence. There, you will receive the first information about the visa. If, in the process of gathering the documents to obtain the Spanish student visa, you have any doubts, you can contact the UPC International Students Office.

https://www.upc.edu/sri/en/students/students-mobility-office/incomings/prepare-your-trip-visa-for-non-eu-students
Please contact the Spanish Embassy or Consulate as soon as possible, bear in mind that the process of obtaining the Spanish student visa can take 2 or 3 months.

EU students must have the European Health Card and should consult the following link to check if they have to provide some additional documentation on arrival.

https://www.upc.edu/sri/en/students/students-mobility-office/incomings/legal-issues/at-your-arrival/eu-students

3.2. Health insurance

Health and travel insurance are not covered by the programme. It is the responsibility of the student to ensure that he/she has appropriate health and travel insurance during the studies (this insurance has to cover medical assistance, accident coverage, repatriation coverage and civil responsibility).

At your arrival at the ETSEIB it is mandatory to deliver a copy of this insurance.

https://www.upc.edu/sri/en/students/students-mobility-office/incomings/prepare-your-trip/insurance

3.3. Accommodation

Universities in Barcelona have an agreement with Resa Housing, an accommodation service for students that need a place to stay for academic purposes. Find more information about accommodation at:

https://www.upc.edu/sri/en/students/students-mobility-office/incomings/prepare-your-trip/accommodation

4. Application for accepted students to UPC

As accepted students, you will receive an e-mail with the steps to apply at the UPC Admission Application.


You must fill in your personal data, academic information and add the documents required.

VERY IMPORTANT: Once you have applied, if you receive an automatic mail about a payment, PLEASE FORGET IT, it does NOT apply for InnoEnergy students. It is an automatic message of the system.

5. Documentation

The admission to the master’s degree is conditioned to the accomplishment of the legal requirements and the delivery of the following documentation at your arrival at the ETSEIB. All students doing their 1st or 2nd year 2021-2022 at the UPC must deliver in hand the following documentation before enrolment. Without the presentation of the required documentation, you will not be able to continue with your
studies at the UPC:

- ID or passport document. **Original and photocopy.**
- Degree giving access to the master or payment receipt of the degree issuance rights with the correspondent homologation. **Original and photocopy.**
  **If the degree is not homologated**, you need to deliver a document issued by the university or institution where the degree was issued or by the country authority competent on this matter. This document has to state that the duration of the degree is, minimum, of three years and that entitles the holder to access master’s studies at his/her country. If this is not possible, it must be indicated to which higher level of studies this degree gives access to. **Original and photocopy.**
- Official academic transcript of the access degree stating the subjects with the grades and the number of credits/hours. This certificate must also contain information about the grading system applied and the overall average grade. **Original and photocopy.**
- English Certificate level B2.2 or equivalent. **Original and photocopy.**
  (https://www.upc.edu/slt/ca/certifica/taulaB2#aula)
- CV or résumé
- Copy of health and travel insurance. This insurance has to cover medical assistance, accident coverage, repatriation coverage, civil responsibility.

**VERY IMPORTANT:** All documents issued outside the European Higher Education Area countries must be legalised by diplomatic channels or bearing the corresponding apostille. They have to be delivered with official translations into Spanish, English or Catalan. Without this required documentation, students cannot start their studies at the UPC.

**Legalisation of documents issued outside Spain**

The legalisation process of the documents issued outside Spain follows different procedures, depending on the origin country:

- **Member countries of the European Union or signatory countries of the European Economic Area Agreement:** no legalisation is required. Similarly, documents issued in Switzerland do not require legalisation by virtue of a bilateral agreement with the European Union.

- **For documents issued in signatory countries of The Hague Convention of 5 October 1961** (https://www.hcch.net/es/instruments/conventions/authorities1/?cid=41), the single legalisation or apostille issued by the county’s competent authorities is sufficient.

- **Documents issued in signatory countries of Andrés Bello Convention** (http://convenioandresbello.org/inicio/) must be legalised by diplomatic channels. Documents should be submitted to:
  - The Ministry of Education of the origin country for degree certificates and academic transcripts.
  - The Foreign Affairs Ministry of the country where the documents were issued.
  - Spanish diplomatic or consular representation (Spanish Embassy or Consulate) in the country where the documents were issued.

  When the country is also signatory of The Hague Convention, the procedure established for this agreement can be followed, which is simpler.

- **Documents issued in the rest of the countries** must be legalised by diplomatic channels. Documents should be submitted to:
  - The Ministry of Education of the origin country for degree certificates and academic transcripts.
  - The Foreign Affairs Ministry of the country where the documents were issued.
6. Enrolment

InnoEnergy students linked to the UPC Master’s Degree in Energy Engineering (RENE, SELECT, Smart Cities and SENSE) and to the UPC Master’s Degree in Nuclear Engineering (EMINE) have to pass 60 ECTS at the UPC during their first or second year to receive the Master’s Degree Certificate of the UPC.

It is not possible to take subjects from other ETSEIB Master’s Degrees or other UPC Master’s Degrees. The regulations of the Master’s Degree in Energy Engineering and the Master’s Degree in Nuclear Engineering do not include the option to take subjects from other Master’s Degrees.

The academic course is structured in two periods, Fall and Spring semester. Therefore, there are two periods of enrolment during the course: in September (Autumn semester) and in February (Spring semester). This academic year, both enrolments are online.

6.1. Enrolment Autumn semester

The ONLINE enrolment for the Autumn semester will take place at the beginning of September, 2022. You will receive an email with the steps to do the online enrolment. IMPORTANT: first you should receive an email with the username and password to access the enrolment platform e-Secretaria.

Classes usually start at the beginning of September, 2022.

6.2. Enrolment Spring semester

This enrolment takes place in February via e-Secretaria. You will receive an email in January with the information for enrolment.
6.3. Changes of Enrolment

There will be a period to make changes in your enrolment (Deadline for changes of enrolment of Autumn semester is end of September, 2022). You will have to send a request via e-Secretaria. You can check the calendar to request changes of enrolment at:

https://etseib.upc.edu/ca/estudis/calendaris/Tramits-master-21#PostMatTard

6.4. Student Card

To obtain your student card, you must upload a photo by accessing your e-Secretaria. Once validated, within approximately 15 days, you will receive it at the address provided in the “Address during academic year” field. If this field does not contain information, you will receive it at the address provided in the “usual home address” field.

You can check the information (only in Catalan) about the UPC student card at http://www.upc.edu/identitatdigital/cat but mainly, it allows you to:

- Access to UPC libraries, book lending service and other services.
- Access to some of the activities of the Sports Service.
- Identify yourself as a member of the UPC.
- Reprography Service.
- Authenticate in some of the UPC's electronic processes.

A copy of the enrolment sheet can be used as a provisional student card.

6.5. Digital Campus Atenea

ATENEA is the UPC's virtual learning environment to support face-to-face teaching. In ATENEA there are virtual classrooms corresponding to the subjects that use them.


What can you do in the virtual classroom?

- Access contents.
- Deliver works.
- Check your qualifications.
- Communicate with teachers and other classmates.
7. Academic Information

7.1. Academic Calendar

You can check the academic calendar in the following link. In a few days it will be published in English.


7.2. Course Catalogue (Timetables)

You will enrol the subjects and groups that you want to take at UPC. Your MSc programme coordinator will help you to know which subjects are required according to your previous academic background and the itinerary of the master’s degree you have chosen.

Here you can see the subjects of your MSc programme. Please, take into account that students who will study their 2nd year at UPC, cannot choose subjects similar to the subjects done in the 1st year partner university. https://etseib.upc.edu/en/mobility-students/timetables-2

7.3. Academic Regulations

All the degree and master studies in UPC are governed by the Academic Regulations of Bachelor and Master Degree (NAGRAMA) that is available at the Service of Academic Management web page from UPC. This regulation states access, registration, evaluation recognition, transfer of credits and permanence.

https://www.upc.edu/sga/ca/normatives/NormativesAcademiques/NormativesAcademiques

In addition, ETSEIB has its own regulations that develop and complete some points of NAGRAMA (in Catalan).

7.4. Academic guidance

The coordinators of each InnoEnergy master programme are also the tutors and will guide and advise you on all those academic aspects related to subjects, assessments, attendance to term seminars and other activities included in your academic programme during your stay at our school.

<table>
<thead>
<tr>
<th>Master's School</th>
<th>Coordinator / Tutor</th>
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<tbody>
<tr>
<td>RENE</td>
<td>Prof. Cristobal Voz</td>
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<tr>
<td>SELECT</td>
<td>Prof. César Alberto Valderrama</td>
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<tr>
<td>SENSE</td>
<td>Prof. Eduardo Prieto-Araujo</td>
</tr>
<tr>
<td>Smart Cities</td>
<td>Prof. Andreas Sumper</td>
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<tr>
<td>EMINE</td>
<td>Prof. Maria Dolors Salvatierra</td>
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8. RENE students

8.1. First year RENE students’ enrolment

1st Semester subjects’ enrolment

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2nd Semester subjects’ enrolment

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8.2. Second year RENE students’ enrolment

1st Semester subjects’ enrolment

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9. SELECT students

9.1. First year SELECT students - UPC and KTH subjects

The SELECT first year itinerary is taught jointly by the UPC and the KTH. Therefore, to get the official Spanish Master’s Degree, the subjects of the SELECT syllabus that are done online or in person at KTH (depending on if the student is studying first year at UPC or KTH) are recognized to the mandatory and optional subjects of the official syllabus of the UPC Master’s Degree in Energy Engineering.

The recognition is made taking into account the weighted average grade of all the subjects taken at KTH. In the official academic certification, the subjects of the syllabus of the UPC Master’s Degree in Energy Engineering are included. In no case the subjects of the SELECT itinerary taught at KTH will appear.

9.2. First year SELECT students’ enrolment

1st Semester subjects’ enrolment

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2nd Semester subjects’ enrolment

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9.3. Second year SELECT students’ enrolment

1st Semester subjects’ enrolment

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2nd Semester subjects’ enrolment

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10. Smart Cities students

10.1. Second year Smart Cities students’ enrolment

1st Semester subjects’ enrolment

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2nd Semester subjects’ enrolment

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11. SENSE students

11.1. Second year SENSE students’ enrolment

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2nd Semester subjects’ enrolment

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12. EMINE students

12.1. First year EMINE students’ enrolment

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2nd Semester subjects’ enrolment

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<td></td>
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<td>OPTIONAL SUBJECTS</td>
<td>13,5</td>
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13. Exams’ assessment

You will find the exams’ schedule in the following link:

https://etseib.upc.edu/ca/estudis/calendaris/calendaris#CE

13.1. Retake exams

A reassessment act is established for all the compulsory subjects failed. All students who have failed a compulsory subject in one of the two semesters may take the reassessment. You need to enrol the reassessment (REAVA).

If the student doesn’t pass the reassessment, he/she must cover by him/herself costs for the reenrolment of the subject in order to be allowed to take it again next semester.

Under no circumstances may reassessments be taken in subsequent semesters in which the student is no longer enrolled in the ETSEIB. Exam dates cannot be modified, and exams must be taken at ETSEIB.

14. External Academic Internships

Students can do external academic internships during their studies at the UPC. Academic internships are training activities that allow students to apply and complement the knowledge acquired in their academic training, and thus encourage the acquisition of skills that prepare them for the exercise of
professional activities, facilitate their employability, and foster their innovative capacity. There are different types of internships.

All internships are formalized by signing an educational cooperation agreement between the student, the University and the company or institution that hosts the student. External academic internships are governed by the Normative Regulations of external academic internship of the UPC and the current Spanish legislation.

**IMPORTANT**: Students who come to the UPC as part of an exchange program or an international double degree, such as the InnoEnergy Programmes, can do international internships in countries other than the university of origin in which they were enrolled.

### 14.1. Curricular Internship

They are integral academic activities in the syllabus. They have the same consideration as any other subject and may be mandatory or optional. This means that they must be enrolled, have a tutor and be evaluated and graded.

Only for Smart Cities and SENSE students during the 1st semester.

**IMPORTANT** – Curricular internships cannot be done in an international company without headquarters in Spain, as the student must be registered at the Spanish Social Security and must have the Spanish NIE.

### 14.2. Extracurricular Internship

Students can do, voluntarily, extracurricular internships during their studies. Unlike curricular ones, they are not part of the syllabus or the academic record.

Under no circumstances the student can recognise extracurricular internships for curricular. The student must take the decision on what type of internship he/she wants to do at the time of applying for them and formalizing the agreement.

### 14.3. Directed work

An individual research project in the field of Energy Engineering at an ETSEIB’s Department under the supervision of a professor assigned by the ETSEIB. The student must present a work plan proposal endorsed by the director and accepted by the master’s degree coordinator, which must contain a description of the work, the planned form of evaluation and the deadlines. Incompatible with curricular internships and different from the Master’s Thesis.

Only for Smart Cities and SENSE students during the 1st semester.

### 14.4. General requirements for internships

**Duration of Internships**: the maximum number of hours of external internships (curricular and extracurricular) that you can do during an academic year is 900 hours.

**Period for Internships**: between September 16 of the year in which the course begins and September 15
of the following year.

**Maximum Dedication:** in accordance with internship regulations, these must be compatible with the academic and training activity carried out by the student at the School. For this reason, the maximum dedication will be **4 hours a day** during the **school period** or **full-time** during the **non-school period** or if the student only takes the Master’s Thesis (only extracurricular).

**Financial Compensation:** Academic internships are remunerated. The ETSEIB School Board has established a **minimum remuneration of 8€/hour** as financial compensation for educational cooperation agreements with the aim of standardizing the remuneration received by students. The company must pay the UPC, in terms of management fees, 15.70% of the total amount of the scholarship or study aid that the institution pays to the student. VAT (21%) is applied to this amount on the invoicing date.

### 14.5. Student’s requirements for internships

**Enrolment:** to be enrolled in the master’s degree during the internship period. Agreements are **automatically finished** once all study credits have been passed, or if the student disassociates from the university for any reason.

**Insurance:** You must have compulsory school insurance and be affiliated with Social Security (you must apply for the membership number if you did not have one before). Foreign students must have a private accident insurance such as that offered by the UPC or those offered by other private entities. You can check all the information on private insurance arranged with the UPC at Voluntary Insurance.

### 15. Master’s Thesis

#### 15.1. Students doing their second year at the UPC

The realisation of a Master’s Thesis (MT) is regulated by the current legislation and the academic regulations of the UPC and of the ETSEIB. The ETSEIB publishes the MT calendar each academic year with the deadlines within which each step of the procedure must be done.

**Modalities**

**MODALITY A:** MT done, presented and defended at the ETSEIB under the direction of a Professor assigned to the School.

**MODALITY B:** MT done in a company under the direction of an external person with a higher degree (national or foreign). In this case there must be a Professor assigned to the School that acts as a supervisor. Modality B in company can be done:

- with an internships agreement: it is not necessary to register the MT, the agreement must be formalized through the work placement exchange tool with a company and once processed it will be registered automatically.

- with an employment contract or other means without an internship agreement: you must send the documents proving the link with the company.

You must register, enrol and defend your Master’s Thesis within the terms set forth in the Master Thesis
Calendar of ETSEIB. In any case, a thesis’s defence cannot be done if the student has not registered, enrolled and deposit within the periods stipulated in the academic calendar of the Master Thesis.

The MT report must be done in accordance with the template that you have available at the website. Your Master Thesis will be evaluated at the ETSEIB.

15.1.1. Topic of the MT

The students must decide a topic for the MT by:
- Checking the ETSEIB MTs proposals at the MTs Intranet.
- Students can propose the topic and contact the Professor of the School who will be the director. In the case the MT is developed in a company, it must be agreed with a Professor of the ETSEIB who will act as the supervisor.

15.1.2. Registration

Once the topic has been agreed with the professor, registration must be made via e-Secretaria (title, abstract, name of supervisor...). The registration must be validated by the director or supervisor of the MT at the e-Secretaria. As long as the registration is not validated by the director/supervisor, modifications can be made directly at the e-Secretaria. Once validated, any change must be notified by the director/supervisor of the MT to the SIAE (Students Information Service).

15.1.3. Enrolment

Students with the MT registered and accepted by the director/Supervisor must enrol the MT (30 ECTS) via e-Secretaria. This enrolment can be done in the ordinary enrolment period of each semester established in the academic calendar:

https://etseib.upc.edu/ca/estudis/calendaris/Tramits-master-21#TFM

15.1.4. Deposit and validation

The MT deposit must be made by the student in digital format on the MT Intranet within the period established in the TFM calendar (usually end of June). Once the deadline has passed, no deposit will be accepted.

The deposit will be later reviewed and validated by the director/supervisor.

To authorise or not the publication of the MT, the student must fill in the authorisation form on the MT Intranet before digitally depositing the MT.

https://etseib.upc.edu/ca/estudis/calendaris/Tramits-master-21#TFM

15.1.5. Additional enrolment (extension)
When the deposit does not occur in the semester in which the MT has been enrolled, the student can choose whether to make an additional enrolment (extension) or an ordinary enrolment in the following semester or later, in accordance with the provisions of the Academic Regulations for Undergraduate and Master’s Studies at the UPC (hereinafter NAGRAMA) for the corresponding year.

Additional enrolment (extension) must be requested via Demana. **Student must cover the corresponding fees to the additional enrolment just like the rest of UPC students.** The InnoEnergy Programme doesn’t cover these expenses.

The deposit must be made within the period established in the calendar corresponding to the additional registration:

https://etseib.upc.edu/ca/estudis/calendaris/Tramits-master-21#TFM

**15.1.5. Examination committee**

The naming of the examination committee for the defences and evaluations of the MTs of each call, as well as the necessary alternate members, is established by the ETSEIB’s deputy director of MTs.

The president of the examination committee, as the person in charge of organising the defence, must inform the other members of the date, time and place of the proposed defence and, in the event of a disagreement, may propose another. Once the date, place and time of the defence have been established, the president communicates it directly to the student.

The examination committee consists of three members of the faculty of the School. Two of these three members will be professors linked to the department of the director/supervisor of the MT, and one of them will act as president. The other member will not be linked to the same department.

In addition to the examination committee, two alternate members will be appointed, one of whom will be from the same department as the director/supervisor and the second will be linked to another department.

**15.1.6. Defence**

The evaluation of the MT is done by means of a public act of oral presentation and defence of the work presided over by an examination committee. It consists of two phases:

- **Presentation** by the student of a summary of the content of the MT, which lasts approximately 30 minutes.
- **Defence** by the student regarding the questions that the committee deems relevant.

ETSEIB provides the audio-visual media at its disposal. The request, verification of proper operation and use of these is the responsibility of the student. The reception service manages requests to use these devices.
15.1.7. Evaluation

Once the presentation and defence of the MT has finished, the committee decides in closed session and then publicly announces the qualification. Each member of the committee evaluates the MT, the presentation and defence. The agreement on the qualification can be taken unanimously or by simple majority.

Grades are included in the evaluation report.

Once you see your UPC grades updated (Y1 and Y2) at your e-Secretaria, and your academic record closed, you will be able to request the academic certificates and the degree certificate.

15.2. Students who do their second year at the partner university

You will have to complete some academic procedures at your e-Secretaria during your stay at the partner university where you will study the Master’s Degree. First of all, you must register your Master’s Thesis at the UPC. This registration has to be done at your e-Secretaria (https://prisma-nou.upc.edu/apl/home_estudiants.php?idioma=3) with your UPC access user and password.

IMPORTANT – You cannot register your Master’s Thesis as shared with other student. All registrations of Master’s Thesis must be done individually.

Once you’ve done that, we will enroll your Master’s Thesis at your e-Secretaria and will send you further instructions to do the deposit of the Master’s Thesis at the application https://guiadocent.etseib.upc.edu/tribunals/ by accessing with the same user and password you access e-Secretaria.

Students must do the defence of the Master’s Thesis at the UPC as a regular student.

Take into consideration that in some partner universities the Master's thesis is evaluated with a P (Passed). Please, inform your supervisor that an A-D scale or numerical rating with a single decimal is required.

When the previous procedure is done and we have already received the official academic certification (ECTS) signed and stamped from the partner university with all the marks of the subjects taken and evaluated during the second year of the studies, including the mark of the Master Thesis, the recognition procedure will be started.

This process is carried out by the academic coordinator of the InnoEnergy Master with the approval of the coordinator of the Master’s Degree in Energy Engineering or the Master’s Degree in Nuclear Engineering, depending on the InnoEnergy programme.

In the case of the Master’s Degree in Energy Engineering, the name of the subjects that will appear in the transcripts will be the one of the syllabus of the Master’s Degree in Energy Engineering or the Master’s Degree in Nuclear Engineering according with the scale of equivalence established by the
Spanish Ministry of Education, Culture and Sport for each country. In no case it will appear the name of the subject taken at the partner university due to the different syllabus.

Once the process of recognition has been completed and all required documentation has been uploaded, the academic file will be closed. This process may take some months.

When the academic file is closed (you will check the state at your e-Secretaria), you can start the procedure to apply for the Degree certificate. **This cost has to be assumed by the student.**

### 16. Certifications

#### 16.1. ECTS Certificate online

You can check the status of your transcripts at UPC and print them from e-Secretaria.


#### 16.2. ECTS Certificate signed and stamped

Once you see your grades at UPC have been updated (Y1 and Y2), you can ask for an ECTS certificate signed and stamped.

You can request your personal academic certificate via e-Secretaria, section **Certificates - My Certificates** and click on **Apply for a certificate**. Then click **New Application** and choose **Personal academic transcript**. **The cost has to be assumed by the student.**
Click **Submit** to finish the process.  
You will see status of your procedure at **My applications** section.

- **If you are in Barcelona:**

  You have to pick it up or authorize someone else giving the form for authorization of a third party with the original signature and a photocopy of student’s identity card.

  You will find the form in our website
  

  You need to book an appointment at https://citaprevia.etseib.upc.edu/ by choosing SIAE – Degree certificate or delivery of original documentation.

- **If you are not in Barcelona:**

  You have to ask via Demana, introducing your student profile, another way to receive your certificate.  
  https://demana.upc.edu/etseib/
16.3. Degree certificate

When your Academic Record Status is Closed and the Situation Graduate you are entitled to request your Official Master’s Degree. You can check the Status of your Academic Record at your e-Secretaria.

STEP 1 - You can do your request:

- **Face-to-face** – with the following documentation:
  - DNI/NIE/Passport original and photocopy
  - Receipt of the official tax payment – Check taxes

  You will receive the payment receipt of the rights of the official degree. This receipt has the same validity as the original degree while it is being issued.

- **Online request** – If you are not in Barcelona, you can request the Master’s Degree via Demana with your UPC user and password.

  If you don’t remember them, you can create a new account here.

Select and fill in:

a. Help Topic: Títol / Degree
b. Name and Surname
c. NIE / Passport
d. Type of query: Application for an official degree and European supplement to the degree.
e. Degrees: Màsters InnoEnergy
f. Brief description
g. IMPORTANT - Attach the following documents (without these documents the Master’s Degree cannot be issued):
  - DNI/NIE/Passport photocopy
  - Official document stating the place of birth (city, town, village)
  - Spanish NIE in case you don’t have a passport.

Create Ticket

STEP 2 - Once the SIAE receives this ticket, they will send you, via Demana, the request document that you need to fill in, and the form to pay the corresponding fees or the link to make the payment at your e-Secretaria (Forms and payments).

STEP 3 - Once you pay the taxes, you need to return via post:

- The receipt of the official tax payment (IMPORTANT – This proof of payment is not the receipt of the rights of the official degree) – Check taxes
- The request document (IMPORTANT – The original signature is required in the document)
- Photocopy of your valid DNI/NIE/Passport
- Official document stating the place of birth (city, town, village)
to the following address: SIAE - ETSEIB
Universitat Politècnica de Catalunya
Av. Diagonal, 647
08028 Barcelona (SPAIN)

**STEP 4** - SIAE receives the documents and the procedure of issuing the degree will begin. They will send you the receipt of the rights of the official degree via Demana.

**STEP 5** - Once the degree is received (it takes some years), the SIAE will send you an e-mail to the address that you have in your e-Secretaria. It is important to keep this information updated.

**16.3.1. Degree collection**

If you cannot collect your Master’s Degree, you can request the Degree to be sent to the government delegation or sub delegation, and Spanish embassies or consulates abroad. This request needs to be done **once the SIAE informs you that the degree has arrived.**

- By e-Secretaria **(RECOMMENDED)**: Select "Degree certificate and application" -> "Degree shipment" and make the payment of the corresponding fees.

- By post: fill in the **form to receive the degree at official offices** and send it by post to the SIAE, together with the documentation indicated in the "Documentation" section. **(IMPORTANT – The original signature is required in the document)**

- By Demana: fill in the **form to receive the degree at official offices** and send it to the SIAE on the Demana ticket, together with the documentation indicated in the "Documentation" section.

  Once the SIAE receives the request document with the tax payment receipt, they will send the Master’s Degree to the official office indicated in the request.

**17. Academic Services**

**17.1. Bachelor and Master’s Degree Management Support Area**

Provides management support and services in the processes associated with undergraduate and master’s degree programs. It is structured into 3 organisational units: The Office of International Relations and Admissions (ORIA), The Student Information Service (SIAE), and the Planning Office (PLANI). You can find them all in ETSEIB’s Pavilion I, floor 0.

**17.2. ORIA (International Relations and Admissions Office)**

The International Relations and Admission Office manages international alliances and networks, mobility of outgoing and incoming students, reception of international students and master’s programs admissions.

**Contact** – Phone: +34 93 401 79 88 – Mail: masters.etseib@upc.edu
17.3. SIAE (Student’s Information Service)
Attends information requests from students, manages academic procedures related to the academic record, manages the registration, certification and archiving of academic documents, manages external academic internships and processes linked to Master’s Thesis and Directed Work.

17.3.1. e-Secretaria – Academic procedures
Use e-Secretaria to consult the academic records and academic procedures related to the enrolment or academic certifications.

17.3.2. Demana
The academic requests have to be sent through the following application “Demana”. https://demana.upc.edu/etseib/?&lang=en_us

18. Other Services at ETSEIB
All services’ opening hours can be affected by the extraordinary situation regarding COVID-19

- **Library ETSEIB.** Opening hours: from 8:30 to 14h with previous appointment. Borrow, renew and reserve documents, multimedia material and IT equipment. http://bibliotecana.upc.edu

- **Computer labs.** 1st and 5th floor (H building). Free access, except during class hours. Access:
  - Same username and password as e-Secretaria
  - Temporary ID:
    - Username: erasmus
    - PASSWORD: 2018

- **Wifi.** WIFI networks at ETSEIB – Eduroam
  https://serveistic.upc.edu/ca/wifiupc/documentacio/eduroam-configuration-guide

- **Sport facilities.** Services and clubs at: Gym. Building ETSEIB (basement) and UPC Sports Centre (C. Jordi Girona, 3; EP Building). https://www.upc.edu/esports

- **Erasmus Student Network-UPC.** Students helping students. This organization is orientated to foreign students. https://esn-upc.org

- **Photocopy service:** Opposite the elevators (H building).

- **Bar/Restaurant.** 1st floor (H building). Opening hours: from Monday to Friday 7:30h to 19:30h.

- **Languages.** Catalan language volunteering (Voluntariat x la llengua). cpnl@cpnl.cat
19. Other Information

Health service

- **CatSalut.** Catalan health service model integrates into a single network of public use all health resources. When you have a medical doubt, question or problem that is not an emergency, you can call **061** and avoid trips and excessive waiting times, thereby preventing an unnecessary overload of the healthcare system.

  https://catsalut.gencat.cat/ca/inici/

- **Private medical insurance.** Students who have a private insurance, in case of an accident, should contact directly the insurance company.

  https://www.upc.edu/sri/en/students/students-mobility-office/international-students/before-coming-to-upc/health-insurance/health-insurance

- **Emergency call service:** The 112 Catalonia Emergency Call Service and Management Centre provides a fundamental service to citizens that guarantees the safety of individuals, the natural environment and goods.